



Tenant Satisfaction Survey 2024



Overall Satisfaction

In 2024 Acuity undertook a tenant survey of Populo Homes Residents

Many of the measures in the survey show increased satisfaction in 2024, although the overall satisfaction is down from 66% to 61%.

The highest ratings are for the way Populo Homes treats its residents fairly and with respect (76%), the repairs service in the last 12 months (74%) and the provision of a safe home (70%).

However, just 51% of residents are satisfied with the upkeep of the communal areas and 39% with the handling of complaints. In addition, 37% would recommend Populo Homes to other people but 44% wouldn't giving a negative Net Promoter Score of -7.

65%

Well maintained home

70%

Safe home

74%

Repairs - Last 12 months

66%

Time taken - Last repair

51%

Communal areas clean & well maintained

67%

Positive contribution to neighbourhood

59%

Anti-social behaviour

59%

Easy to deal with

57%

Listens & Acts

61%

Keeps you informed

76%

Treats fairly & with respect

39%

Complaints handling