

PERFORMANCE & TRANSPARENCY

How we are doing: resident satisfaction & maintenance

We publish our performance openly so residents can see how we are doing and hold us to account. This page brings together the results of our most recent resident survey and our maintenance record.

Survey 2025 • Maintenance January 2025 – April 2026

At a glance

The headline measures for the period covered by this report.

Overall satisfaction 85% 1,087 of 1,281 survey responses positive	Survey response rate 62% 21 of 34 residents took part
Maintenance jobs completed 171 8.3 days average to complete	Fixed same or next day 43% 73 of 171 jobs

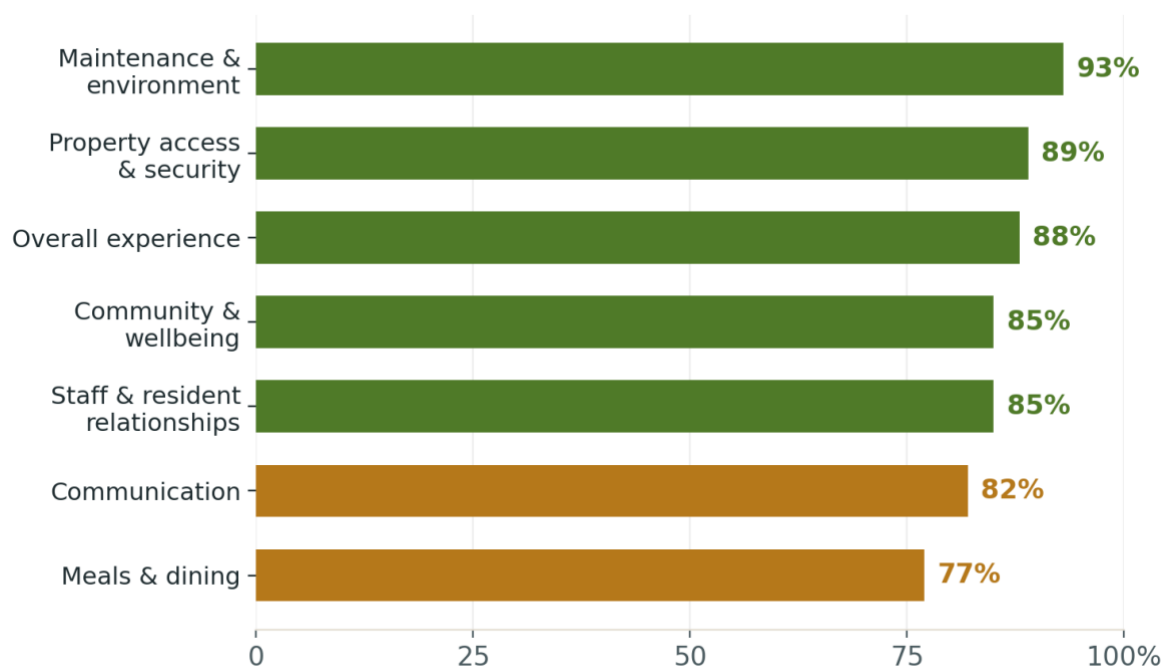
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Formal complaints received

No formal complaints were recorded during this period. We want every resident to feel able to raise a concern easily and in confidence, which is one of the priorities we are acting on below.

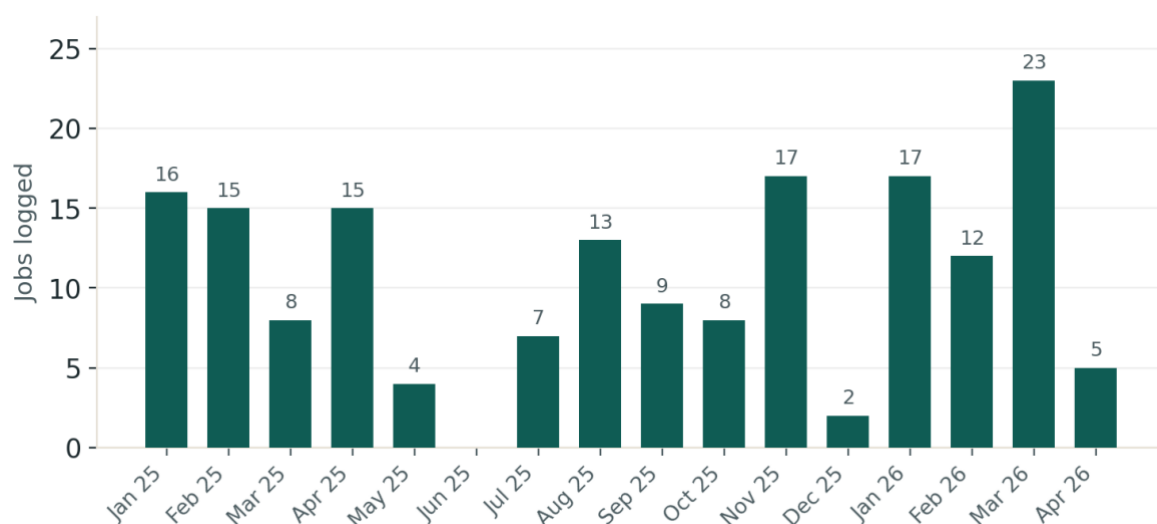
Resident satisfaction

21 of our 34 residents completed the 2025 questionnaire — a 62% response rate. The chart shows the percentage who agreed with the statements in each section. Sections are rated green at 85% and above, amber from 70 to 84%, and red below 70%.



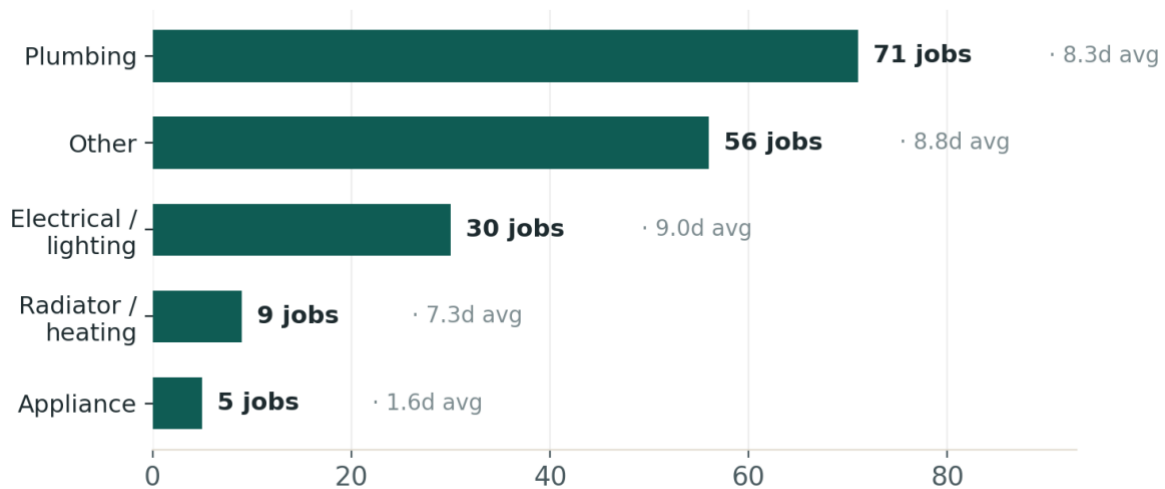
Maintenance jobs over time

The number of maintenance jobs logged each month across the reporting period. Volumes vary with the seasons and with planned works.



What needed fixing

Maintenance jobs grouped by type. The figure beside each bar is the average number of days taken to complete that type of job.



How quickly we responded

How long jobs took to complete, from the day they were reported. Most jobs were resolved within three days.



■ Same day — 40 ■ 1–3 days — 53 ■ 4–7 days — 26 ■ 8–14 days — 26 ■ 15+ days — 26

A note on longer jobs. The average of 8.3 days is pulled upwards by a small number of jobs that took much longer — usually where a part was on order, a contractor was required, or the work was part of a planned refit. Around three-quarters of all jobs were completed within a week.

What we are working on

We take the things residents tell us seriously. These are the priorities we identified from the 2025 survey and the action we are taking.

Confidence in raising complaints

Some residents told us they did not feel fully able to raise a complaint without worrying about the consequences. This matters to us a great deal.

→ **We are reviewing how the complaints process is explained and reinforcing that residents can raise concerns in confidence.**

More notice of changes

Residents would like more advance notice when things are changing, and more timely updates.

→ **We are introducing a standard minimum notice period for planned changes and reviewing how we share updates.**

More to do socially

Some residents would welcome a wider range of activities and opportunities to socialise.

→ **We are asking residents what they would most enjoy and refreshing the activities programme in response.**

About this report. The 2025 resident survey was completed by 21 of the 34 Clarence House residents (a 62% response rate) across seven sections, with responses recorded as agree, neutral or disagree. Maintenance figures are taken from our on-site maintenance log covering 17 January 2025 to 20 April 2026. We publish this information in line with the Housing Ombudsman's Complaint Handling Code. If you would like this information in another format, or have any questions, please contact the scheme office.