

Your Views

Resident Satisfaction Survey 2025/26

About the Survey

Between October 2025 and March 2026, many of you took part in an important survey. All residents were invited to take part in the survey by completing either an online or a postal questionnaire.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Squared maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Residents who took part were entered into a prize draw, with five randomly selected to win £100 each.



The findings will provide a view of the main drivers behind satisfaction levels and the issues residents are most concerned about, informing Squared's future strategic and operational planning.

This report contains key survey results regarding residents' opinions about their homes and the services received.

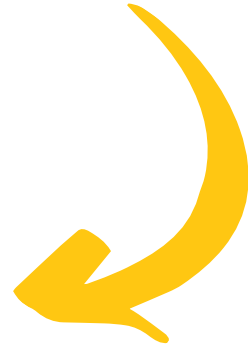
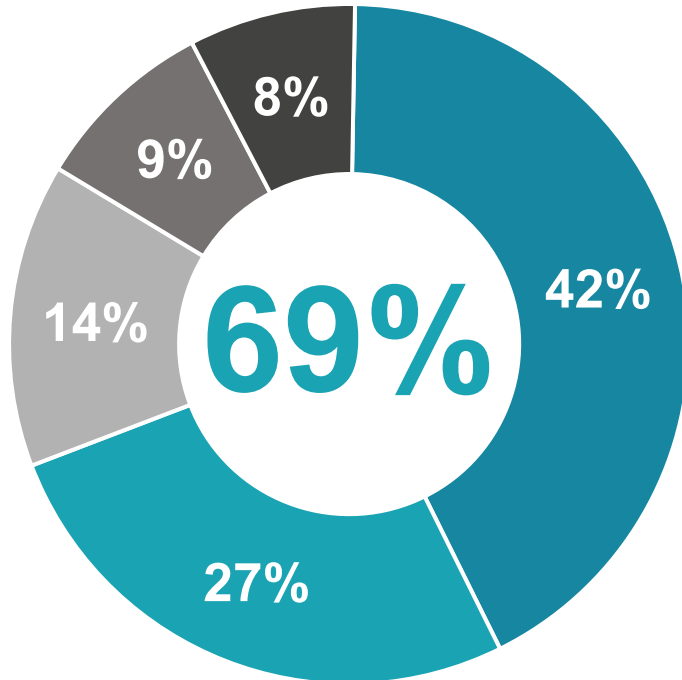
155
residents took
part out of a total
of 670 (106
online & 49 by
post)

A big thank you to everyone who took part!

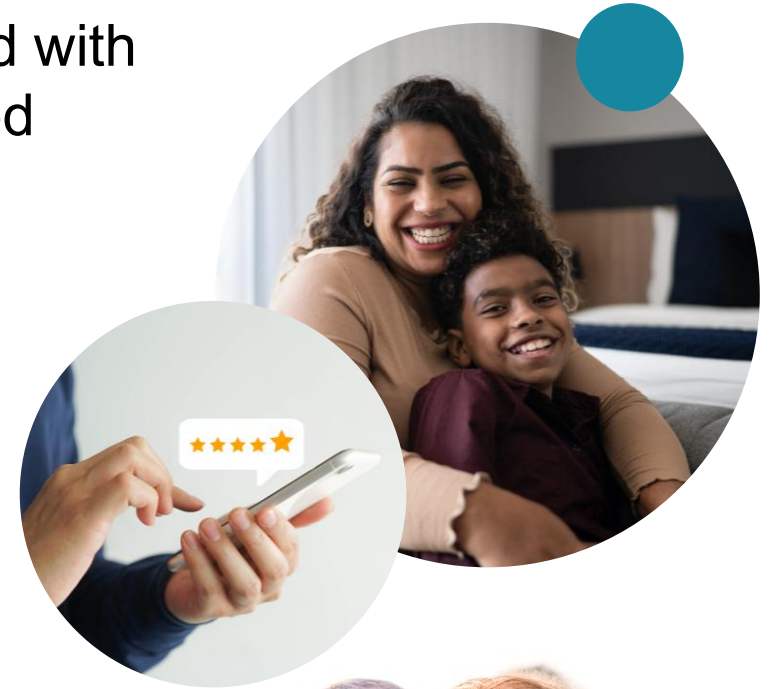
Overall Service



Seven out of ten residents are satisfied with the overall service provided by Squared (69%).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



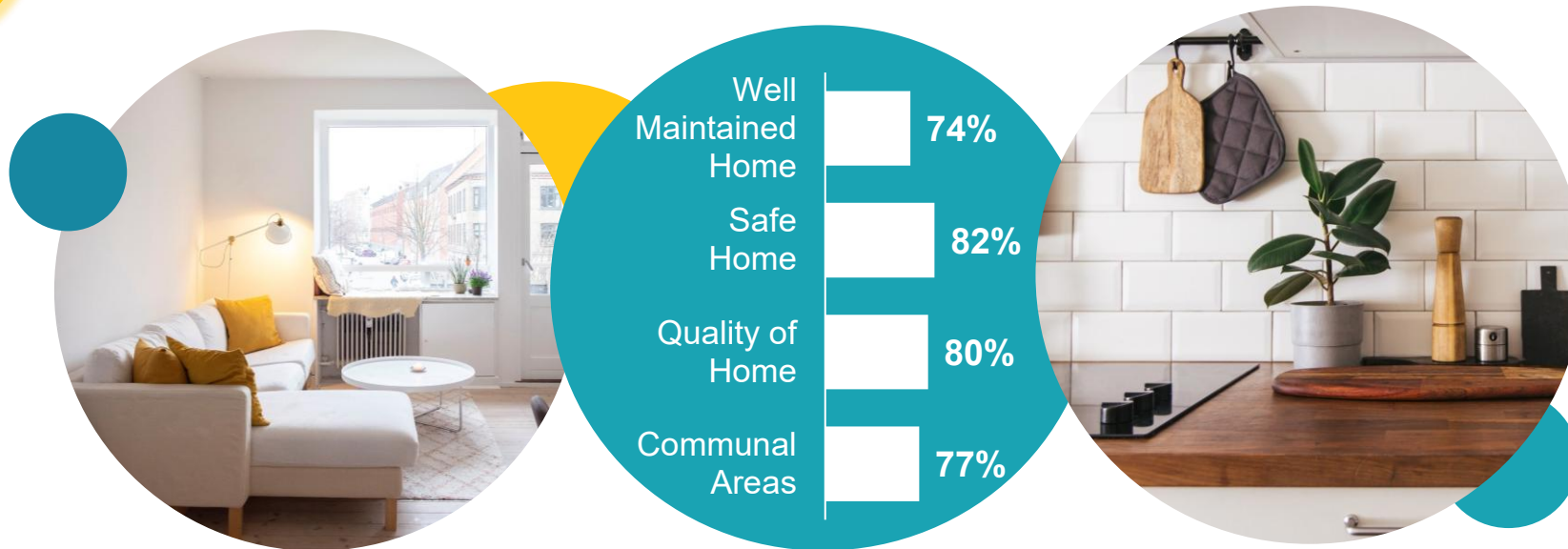
Over seven out of ten residents are satisfied that they are provided with a home that is well maintained (**74%**).



Slightly more residents are satisfied with the overall quality of their home (**80%**) and that Squared provides them with a home that is safe (**82%**).



Around eight out of ten residents with communal areas are satisfied that these areas are kept clean and well maintained (**77%**).



Repairs Service



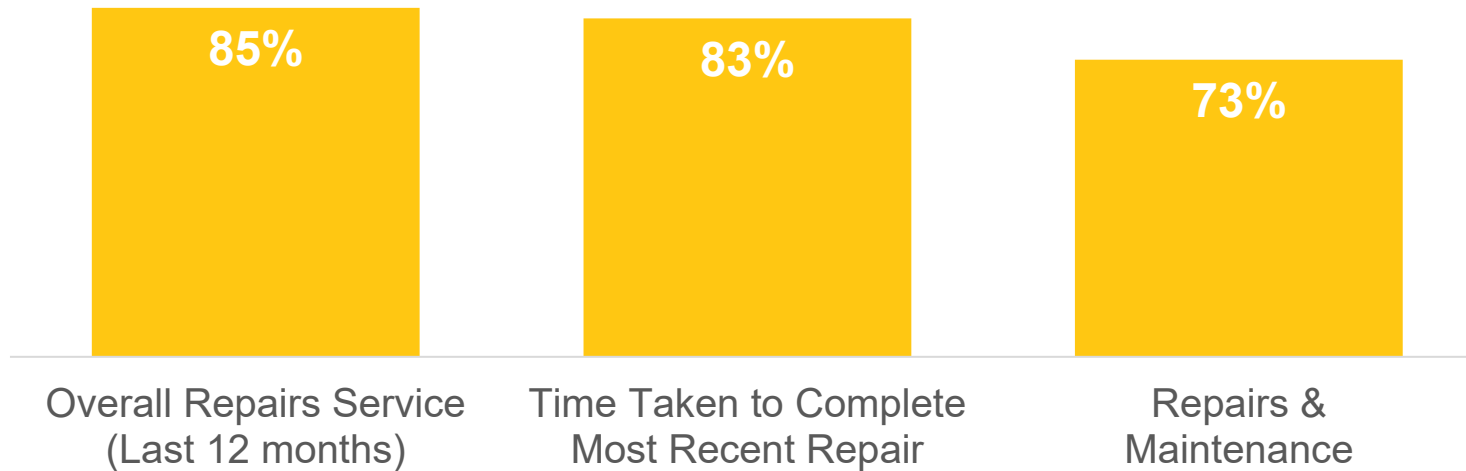
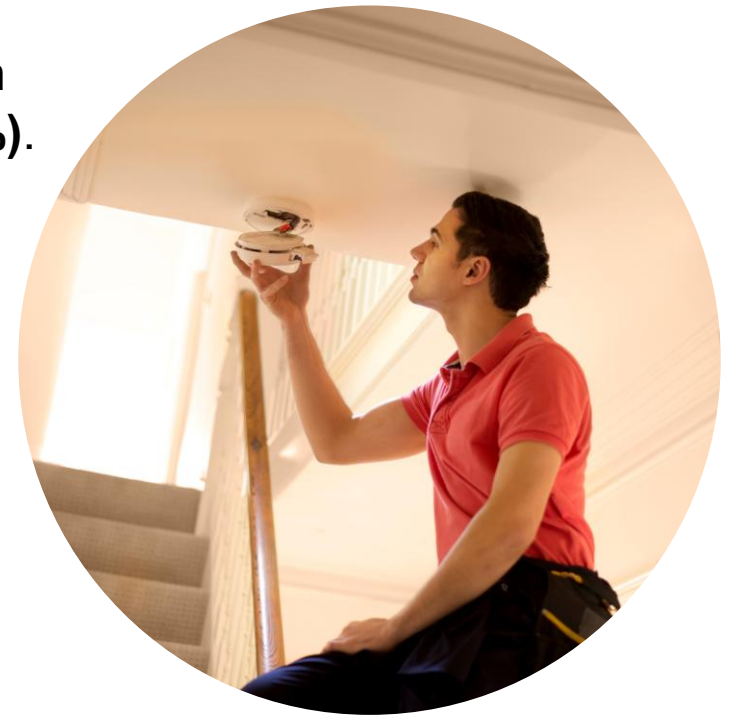
Over eight out of ten residents who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(85%)**.



Residents are similarly satisfied with the time taken to complete their most recent repair after they reported it **(83%)**.



Around seven out of ten residents are satisfied with the way Squared deals with repairs and maintenance generally **(73%)**.



82%
of residents had a repair carried out in the last 12 months

The Neighbourhood



Seven out of ten residents are satisfied that Squared makes a positive contribution to their neighbourhood (**69%**).



Three-quarters of residents are satisfied with their neighbourhood as a place to live (**75%**).



Fewer residents are satisfied with Squared's approach to handling anti-social behaviour (**65%**).



Communications and Resident Engagement



Over six out of ten residents are satisfied that Squared listens to their views and acts upon them **(65%)**.



Three-quarters of residents are satisfied that they are kept informed about things that matter to them **(75%)**.



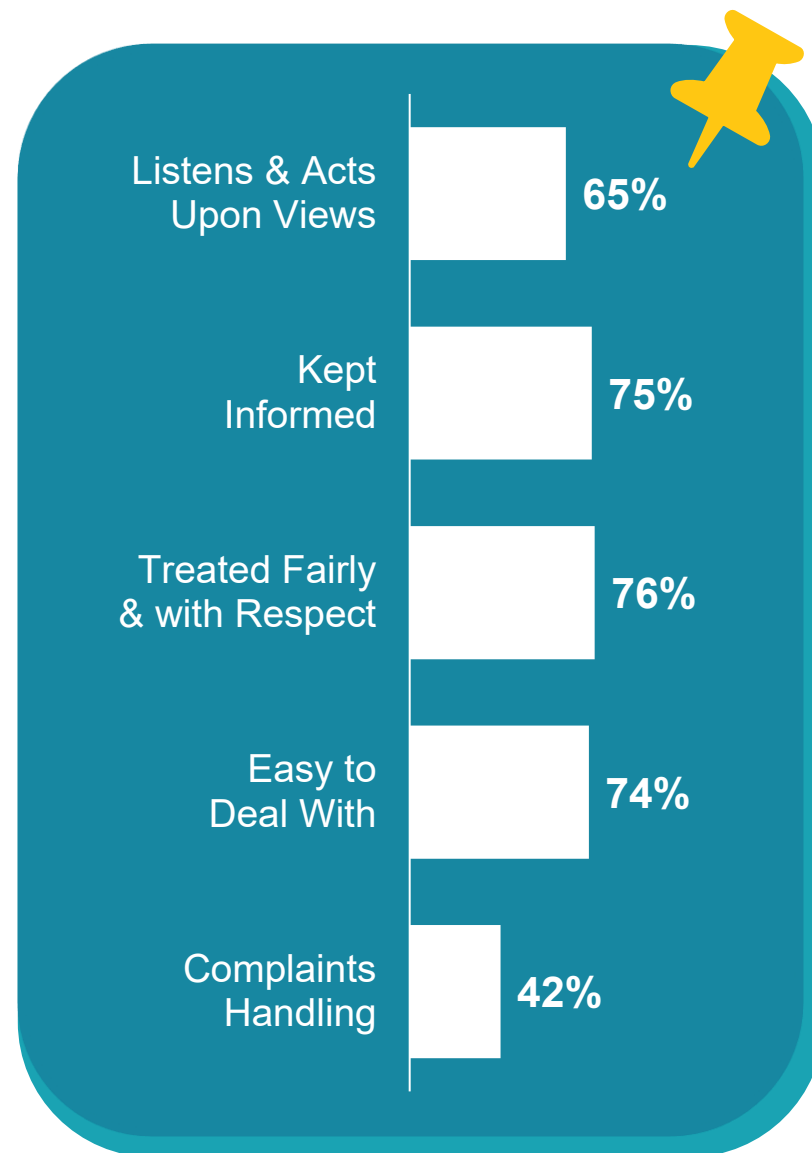
Almost eight out of ten residents agree that they are treated fairly and with respect by Squared **(76%)**.



Three-quarters of residents are also satisfied that Squared is easy to deal with **(74%)**.



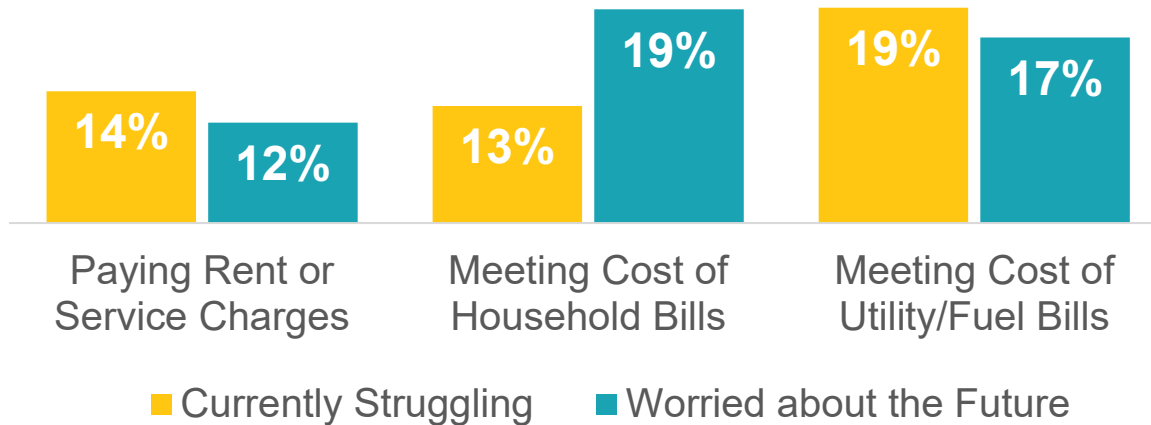
Around four out of ten residents who made a complaint in the last 12 months are satisfied with complaints handling **(42%)**.



Wellbeing



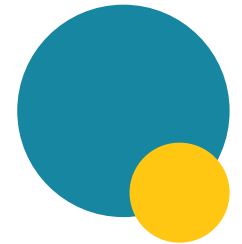
Some residents are currently struggling to pay their rent or service charges (**14%**) and to meet the costs of household bills (**13%**) and utility/fuel bills (**19%**). Other residents are worried about meeting these different payments in the future (between **12%** and **19%**).



Slightly more residents are satisfied with the value for money of their rent (**79%**) than with their service charges (**75%**).



One in five residents said they currently have damp or mould issues in their home (**19%**). Of these residents, **87%** have reported the problem to Squared.



Recommending Squared



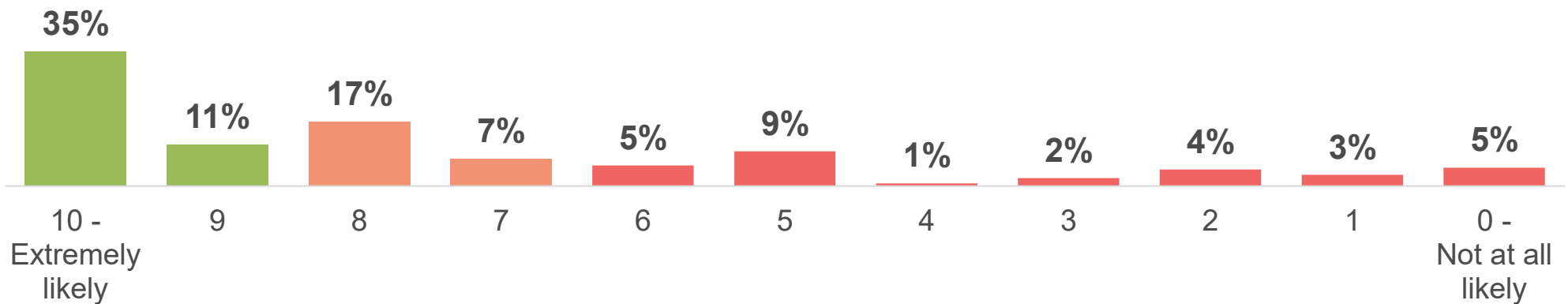
Residents were also asked how likely they would be to recommend Squared to other people. This is a 0-10 point rating. Those who would recommend Squared score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Around half of residents are very loyal and happy to recommend Squared to other people (**46%**). However, **24%** of residents are unsure, and **29%** would not recommend them, feeling rather more negative about the organisation.



The 'Net Promoter Score' for Squared (the percentage of those who would recommend Squared minus the percentage of those who would not) is **+17**.

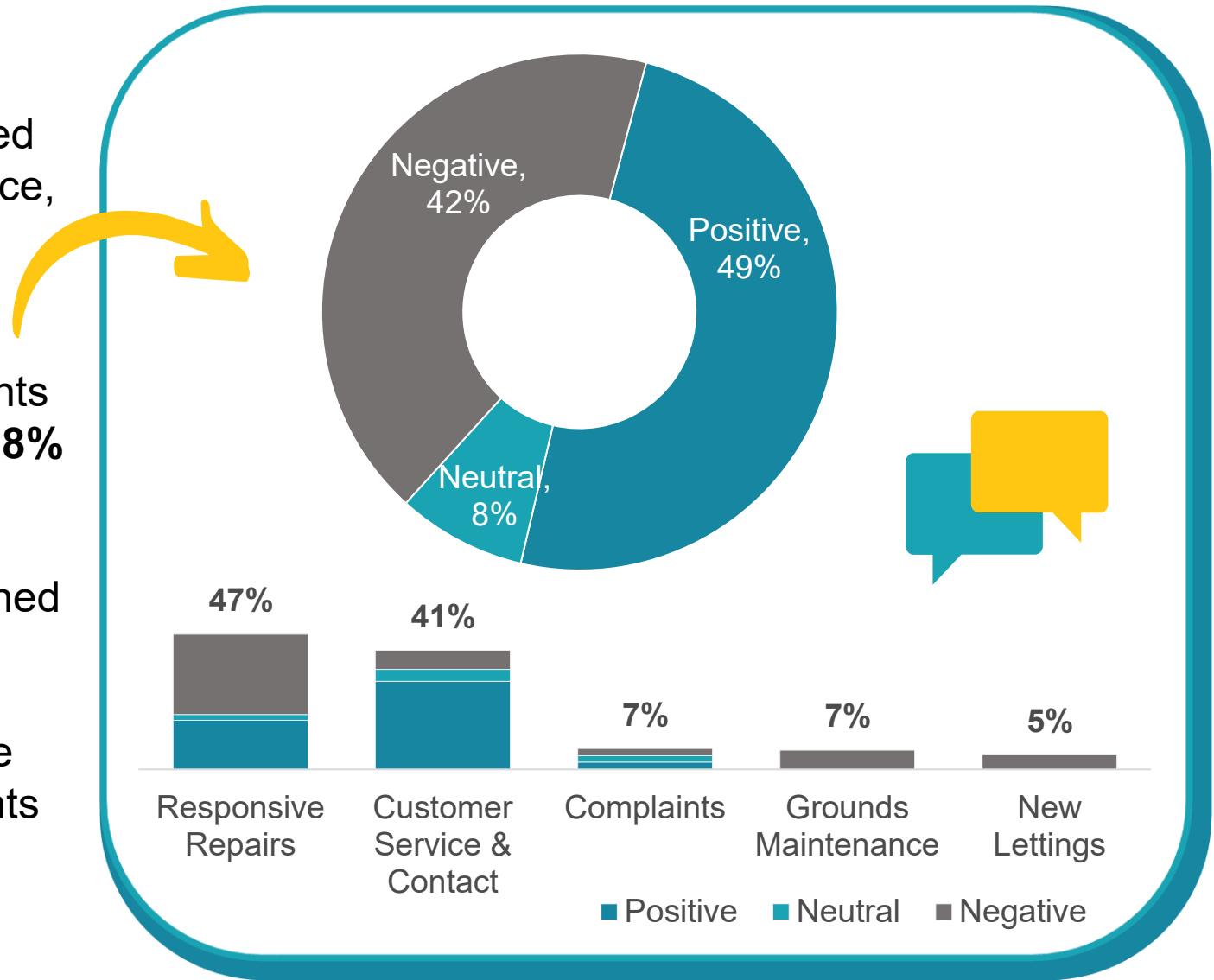


Residents' Comments

Residents were asked to describe their specific experiences that have shaped their view of Squared's service, and 74 comments were received.

Almost half of these comments have positive feeling (**49%**), **8%** neutral, and **42%** negative.

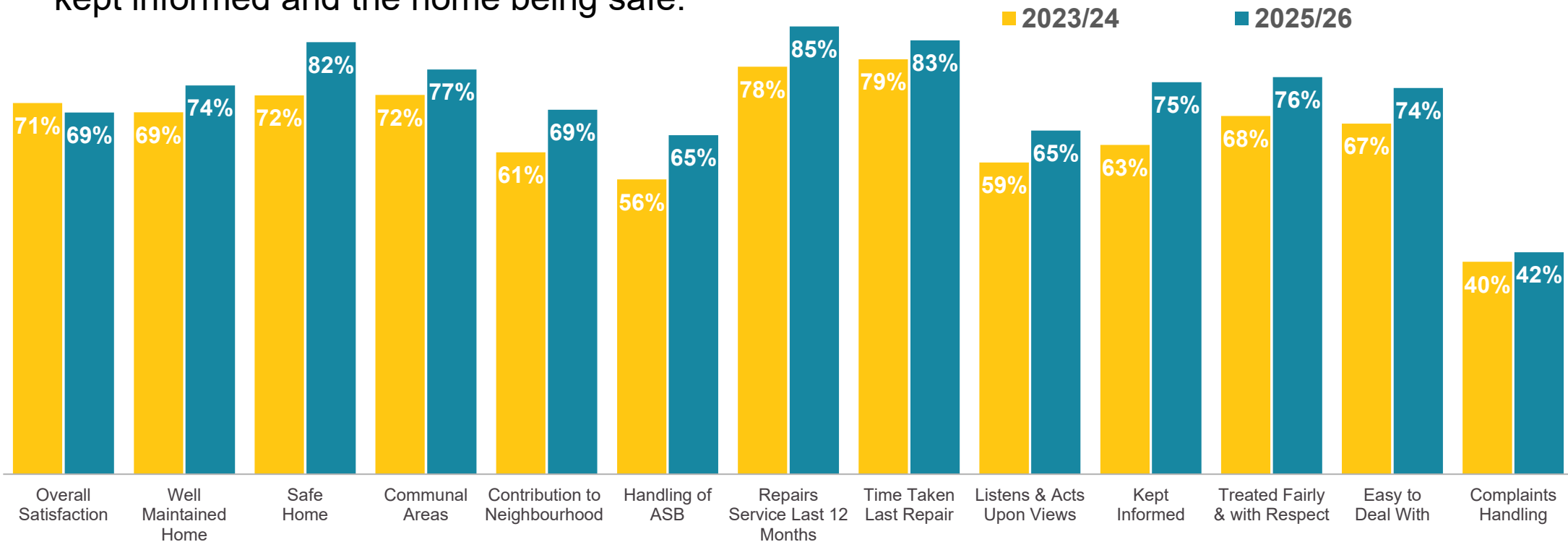
The most commonly mentioned category by residents is responsive repairs (**47%**), followed by customer service and contact (**41%**), complaints (**7%**), grounds maintenance (**7%**), new lettings (**5%**) and damp (**4%**).



Comparison with the Previous Survey

Squared conducted a similar survey with residents in 2023/24, asking many of the same questions. The graph below shows the satisfaction ratings for the 2023/24 survey, alongside those for 2025/26. As shown, the ratings have increased for almost all measures since the previous survey.

Overall satisfaction has decreased slightly, down from 71% to 69%; however, satisfaction has increased for all other measures. The biggest increases have been for residents being kept informed and the home being safe.



Your Views

Squared appreciates the time everyone took to complete the survey for us. It is important that, through your feedback, we understand the services that work well and those we know can and should be improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Squared does to involve you in developing services. As well as publishing the results of the survey, Squared plans to put the findings to good use by working with residents to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
residents



Use findings to plan
and improve services,
such as repairs,
customer service and
grounds maintenance



Involve residents in
shaping service
improvements

