



Westfield Housing Association TSM Survey

2025/26 Report

April 2026

Prepared by: Acuity Research & Practice



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Introduction

Westfield Housing Association (Westfield) is a small community housing association based in Westfield, Workington, with just over 600 properties spread across West Cumbria. The aim is to provide high-quality, affordable homes to those in need.

Westfield has undertaken an in-house face-to-face survey, under the guidance of Acuity, to complete a survey which complies with the requirements of the Regulator of Social Housing and uses the prescribed Tenant Satisfaction Measures (TSMs).

Acuity has been commissioned to collate and analyse the data from this survey and produce a report on the findings.

Westfield carried out its 2025/26 TSM survey as part of their annual tenancy visits. The aim is to visit one-third of tenants each year, meaning each tenant gets a face-to-face visit in their home and an opportunity to participate in the survey at least once every three years, meaning that 100% of tenants will be surveyed over a three-year period. Consequently, tenants who took part in the 2025/26 survey are different to those who responded in the previous year. Responses were collected between 30 April 2025 and 31 March 2026, with a total of 214 completed responses.

The Regulator of Social Housing recognises face-to-face as a valid method for survey collection, and it is up to the landlord to choose the most appropriate method, bearing in mind the size of the organisation and resources available. A positive impact of face-to-face surveys is that they can help reach some tenants who would not normally take part. However, it should be noted, especially when comparing results with others, that face-to-face interviews can lead to higher levels of satisfaction, and most landlords have used different methods, such as telephone surveys, to collect their results.

The Regulator of Social Housing recommends that landlords with under 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. As Westfield has 654 properties, this would require a total of 243 completed surveys, although this was always going to be difficult given the small number of tenants involved. At the close of the survey, 214 responses had been received, which is high enough to conclude that the findings are accurate to within $\pm 5.5\%$. Whilst this is a little outside the guideline figure, it still represents a good return of 33%.

Being a smaller housing provider, Westfield felt it would be difficult to analyse the results and produce a report, so it has asked Acuity to do this. Therefore, this report is based on the 214 responses provided by Westfield.

The aim of the survey is to provide data on tenants' satisfaction, which will allow Westfield to:

- Provide information on tenants' perceptions of current service provision.
- Compare the 2025/26 results with previous survey results.
- Compare the results with other landlords (where appropriate).
- Inform decisions regarding future service development.
- Publish the results as required by the Regulator.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from multiple decimal places in the results file to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.



97%

Overall Satisfaction

In 2025/26, almost all tenants are satisfied with the overall service provided by Westfield (97%).

Even more tenants are satisfied with the quality of their home (98%), that they are kept informed (98%), provided with a safe home (99%), the positive contribution made to the neighbourhood (99%), the neighbourhood as a place to live (99%) and that Westfield is easy to deal with (99%).

All other measures also have satisfaction levels above 90%, aside from Westfield's approach to handling complaints (57%). The handling of complaints tends to be the lowest-performing metric for Social Housing Providers, and Westfield compares well against others (see benchmarking, Pages 34 and 35). It should also be noted that only seven tenants said they had made a complaint and responded to this question.

The ratings are very high, however, as they were also high in the last survey, this means satisfaction has decreased slightly for some metrics. Complaints handling is the only measure to have decreased by more than 3 percentage points (3p.p). Some measures have increased slightly, but only one by more than 6p.p; the approach to handling ASB (up 38p.p).

Key Metrics Summary 2025/26



98% Quality of Home



97% Handling of Anti-social Behaviour



96% Well Maintained Home



99% Easy to Deal With



99% Safe Home



96% Listens & Acts Upon Views



93% Repairs Service in Last 12 months



98% Kept Informed



91% Time Taken for Most Recent Repair



96% Treated Fairly & With Respect



94% Communal Areas Clean & Well Maintained



57% Handling of Complaints



99% Positive Contribution to Neighbourhood



97% Value for Money of Rent



99% Neighbourhood as a Place to Live



96% Value for Money of Service Charge

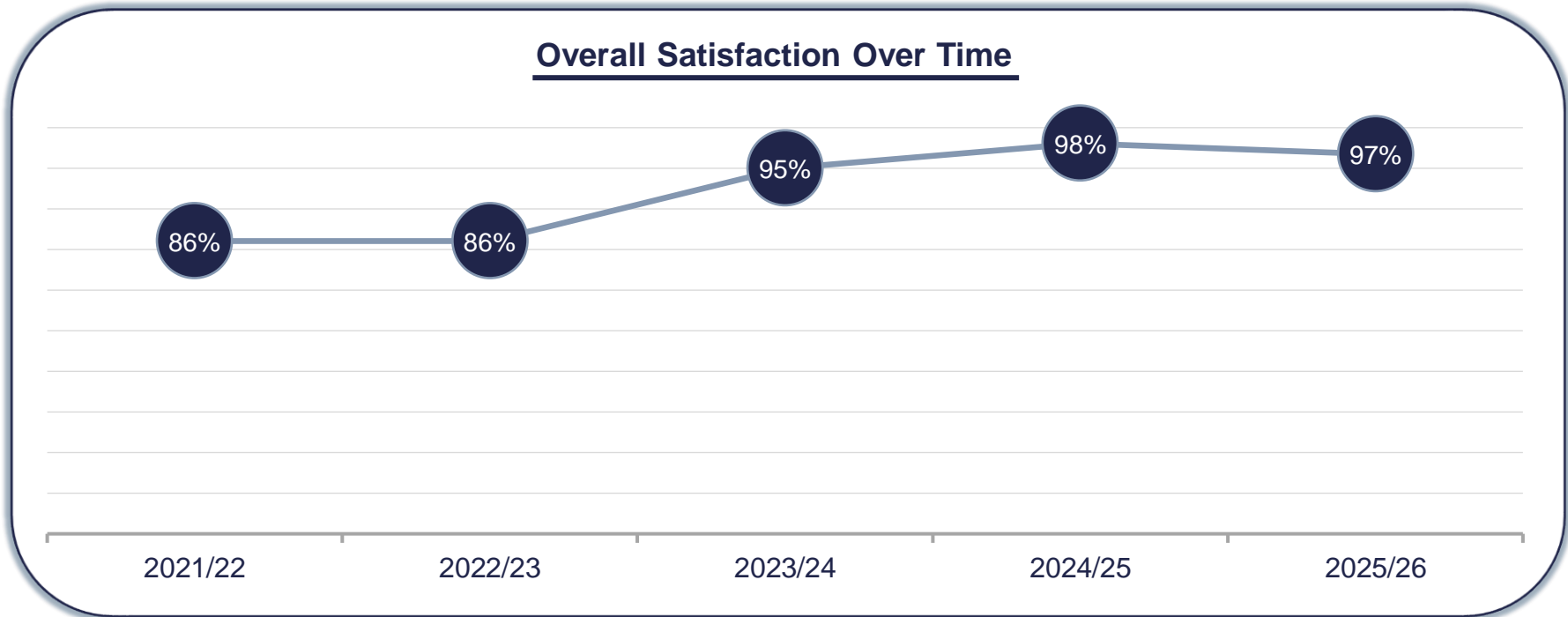
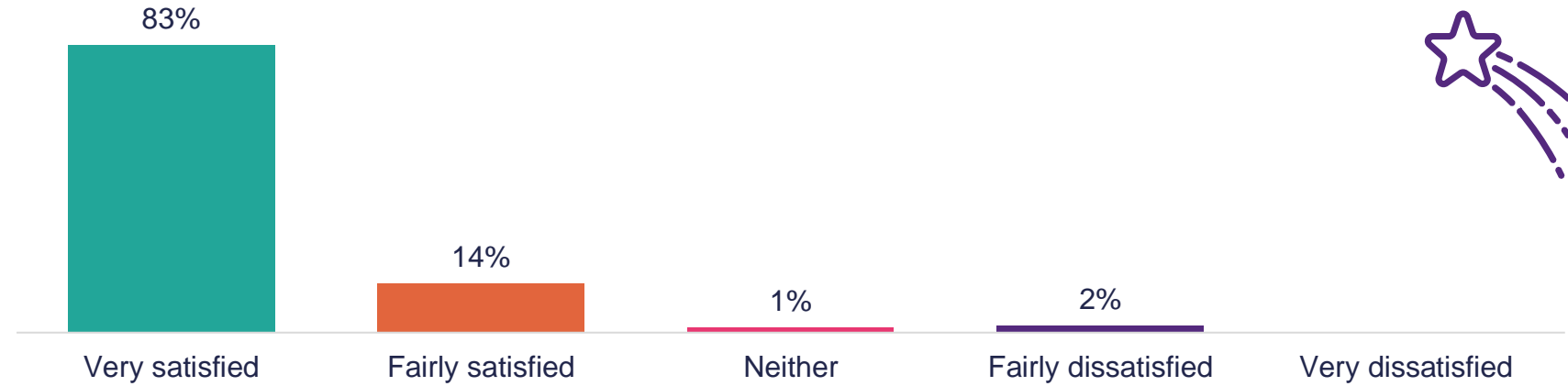


Overall Satisfaction





Overall Satisfaction



Firstly, tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Westfield?” This is the key metric in any tenant perception survey.

Almost all tenants are satisfied (97%), with many more very satisfied (83%) than fairly satisfied (14%).

Just 2% of tenants are dissatisfied, with none very dissatisfied, and the remaining 1% of tenants are neither satisfied nor dissatisfied.

Westfield has previously undertaken a series of satisfaction surveys, with the 2023/24 survey being the first one to include all the TSMs. Therefore, trend data is shown throughout the report.

Overall satisfaction has remained stable compared with the previous survey, decreasing by just 1p.p. As mentioned, last year, it was also going to be difficult to improve from the very high rating of 98%. The challenge, therefore, was for Westfield to maintain satisfaction around this point, which it has managed to do, despite challenging external factors (see national context, Page 36).

In addition, while last year one tenant was very dissatisfied with the overall service provided, no tenants are very dissatisfied in 2025/26.

Tenants were also asked to provide comments relating to the overall service, with these analysed on the following page.

Comments – Overall Satisfaction



Tenants were asked to provide any comments relating to the overall service provided by Westfield, and 13 tenants gave comments, although some cover multiple topic areas. The chart to the right shows the areas commented on by tenants, with green signifying positive comments and pink negative comments.

Tenants most frequently stated that they are generally happy with the service provided by Westfield.

However, some tenants feel services have declined since the start of their tenancy, including repairs taking longer, and the loss of a personalised, tailored approach.

Most of the remaining comments also relate to issues with the repairs service or the condition of their property, particularly the quality of repairs and kitchens. However, some tenants positively commented on the repairs and contractors.

The comments do suggest that the repairs service is the key reason behind the very small level of dissatisfaction with the overall service provided, with three out of four of the fairly dissatisfied tenants mentioning this.

However, it is important to recognise that Westfield only received 13 comments from tenants in total. The comments can be seen in full on the following page, and give further insight into tenants' concerns.



Number of respondents: 13

Overall Satisfaction – Comments

Positive Comments

“Brilliant housing association. Really happy here. Repairs are done very quickly, don't get that service anywhere else.”

“Good.”

“WHA is brilliant. Repairs completed always, Contractors clean up after themselves. No complaints at all.”

“Been with Westfield a long time and no issues.”

Negative – Repairs Service

“Inspector came out, needs a new extractor fan in the kitchen and bathroom, shower sticks out, handle on door downstairs has been replaced that many times it comes off all the time. What's happening to these repairs?”

“Repairs used to be quicker than they are now.”

“Wait longer for things to be done, no consistency with contractors.”

“Repairs no confidence, don't check the history of properties. Kitchen – thought I had put my own in. Painting house, painted twice, messy.”

Other Negative Comments

“As a housing association, we are a long way from where we used to be – lost the small housing association ethos. Personalised tailored approach has been lost. Culture and relationship has changed.”

“Services have changed since the start of tenancy, but have been spoiled in the past.”

“Sometimes not kept up to date.”

“Routine audits, take off the lists.”

Number of respondents: 13



Keeping Properties in Good Repair

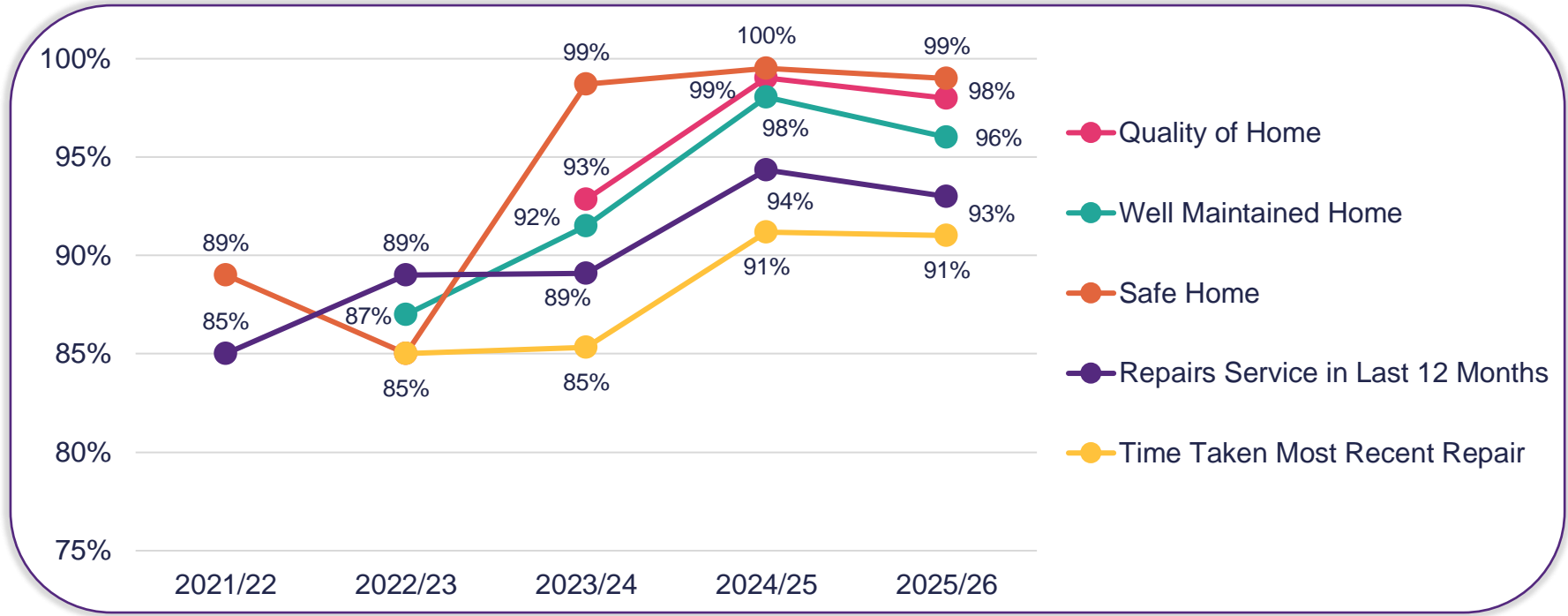
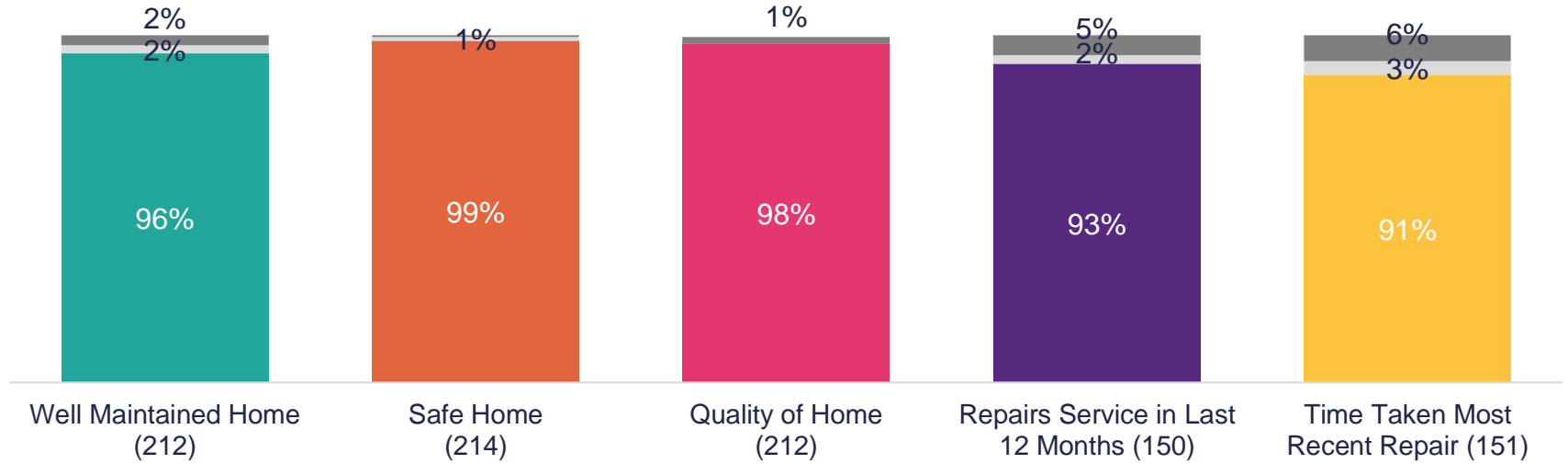


As is common in surveys of this type, more tenants are satisfied that their homes are safe (99%) than well maintained (96%), although the difference is small for Westfield. Tenants are also similarly satisfied with the overall quality of their home (98%).

All three metrics around the home also had very high satisfaction in the previous survey, meaning satisfaction has largely remained stable. The safety of the home and its quality have decreased by just 1p.p, with 2p.p fewer tenants satisfied with the maintenance of their home, which can often be linked with issues around repairs. The maintenance of the home is often a key driver of overall satisfaction, and this is also the case for Westfield (see Page 33).

Seven out of ten of those surveyed stated they had a repair carried out to their home by Westfield in the last 12 months (71%). Of these tenants, 93% are satisfied with the overall repairs service during this period, with marginally fewer satisfied with the time taken to complete their last repair (91%). Satisfaction has remained stable for both of these metrics after increasing in 2024/2025. The highest dissatisfaction in this section is just 6% for the time taken to complete repairs. In addition, when asked to select from several options why they are dissatisfied with the repairs service, all four respondents selected the time to complete repairs.

Keeping Properties in Good Repair



Tenants were asked to provide any comments relating to the repairs service, with 22 tenants giving comments.

As with the previous survey, tenants most frequently referred to outstanding repairs that have not been completed. However, damp and mould is no longer the second-top comment. Rather, this is tenants praising the time taken to complete repairs.

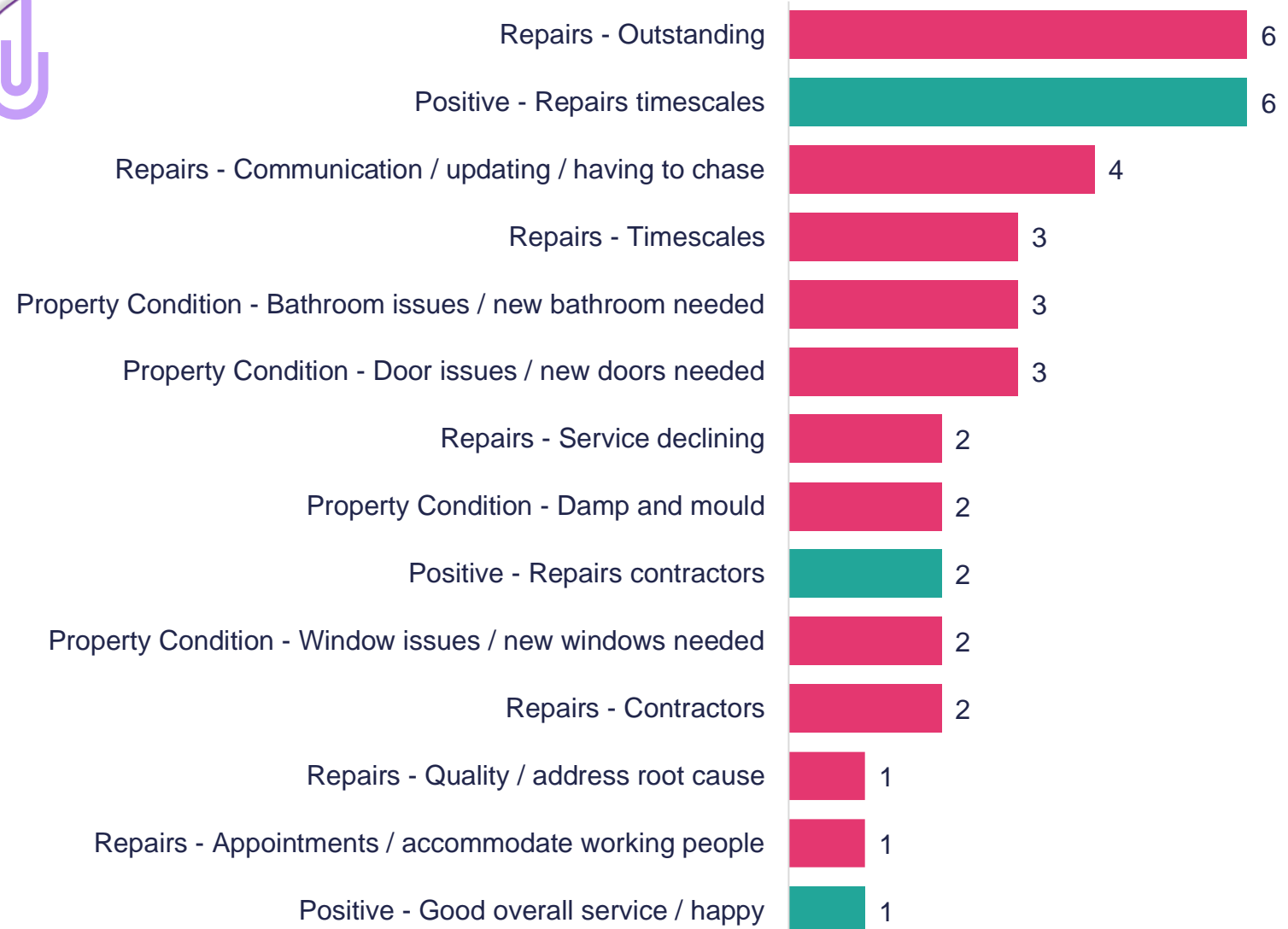
At the same time, some tenants did negatively comment on the time taken for repairs (3). Tenants can have high expectations around timescales, meaning it is important to keep them regularly updated regarding schedules and if anything changes. This is supported by four tenants mentioning communication, including that they have had to chase for repairs multiple times or have not heard anything back.

Other tenants mentioned the specific issues they are having in their property, including needing improved bathrooms, doors and windows.

While two tenants commented positively on the contractors, two gave criticisms of the contractors, including one suggesting they were inexperienced.

There is also a feeling among a few tenants that in the last year or so, the repairs service is beginning to decline. Nonetheless, it should be remembered that these comments are in the context of very high satisfaction.

Comments – Repairs Service



Number of respondents: 22

Repairs Service – Example Comments

Positive Comments

“Good, repairs dealt with quickly.”

“AFM - Young lad, lovely, very quick to do the job.”

“Dealt with very quickly.”

“Come to repairs so quickly, even out of hours.”

“Lovely garden area, happy here.”

“Get done quickly, really pleased with the time it takes.”

“[Name] is very accommodating, understands tenants’ anxiety, and takes this into consideration.”

“Did want to say that when [name] had her window put out, it was replaced the next day, so that was great.”

Outstanding Repairs

“Reported door handle three times, not heard anything, it had not been logged, so disappointed.”

“Still an ongoing issue with water pressure.”

“Window lock reported, nothing done. Works so hard to get an appointment to fit around this.”

“Requested permission to install decking, done everything I was requested to do and heard nothing back, chased up twice but getting no response.”

“Not happy with repairs - damp in WC, kitchen and sons’ bedroom. Was told it would be rendered but heard nothing.”

“Damp and black mould in the bathroom.”

Quality/Timeliness of Repairs

“SHDF work left unfinished, casing left unsecured, [name] aware, also spoke to [name]. JA has pictures.”

“Some contractors are better than others.”

“Didn’t like [name], as he never done repairs.”

“Bath leaks and a front door that wouldn’t lock took a while to repair. The water leaks resulted in high water bills. United Utilities were very good, and they helped to access their refund.”

“Inspection two months - waiting for window and door survey (very draughty), extractor fans in kitchen and bathroom.”

Other Issues

“Last repair, miscommunication, could have been handled better. Tap was fixed, then kept getting messages to say contractor needed in to do repair.”

“Two recent repairs have had to be chased up, which was very unusual.”

“Past couple of years have not been as good.”

“Bathroom over 20 years old, waiting for an upgrade. Noted things are getting 'lost in the system' for the last 12 months, wasn't like this 18 months - 2 years ago, always got jobs done.”

“Electric sockets - only one double per bedroom. Properties need updating with more sockets as worry about overloading the ones they have.”

Number of respondents: 22



Responsible Neighbourhood Management



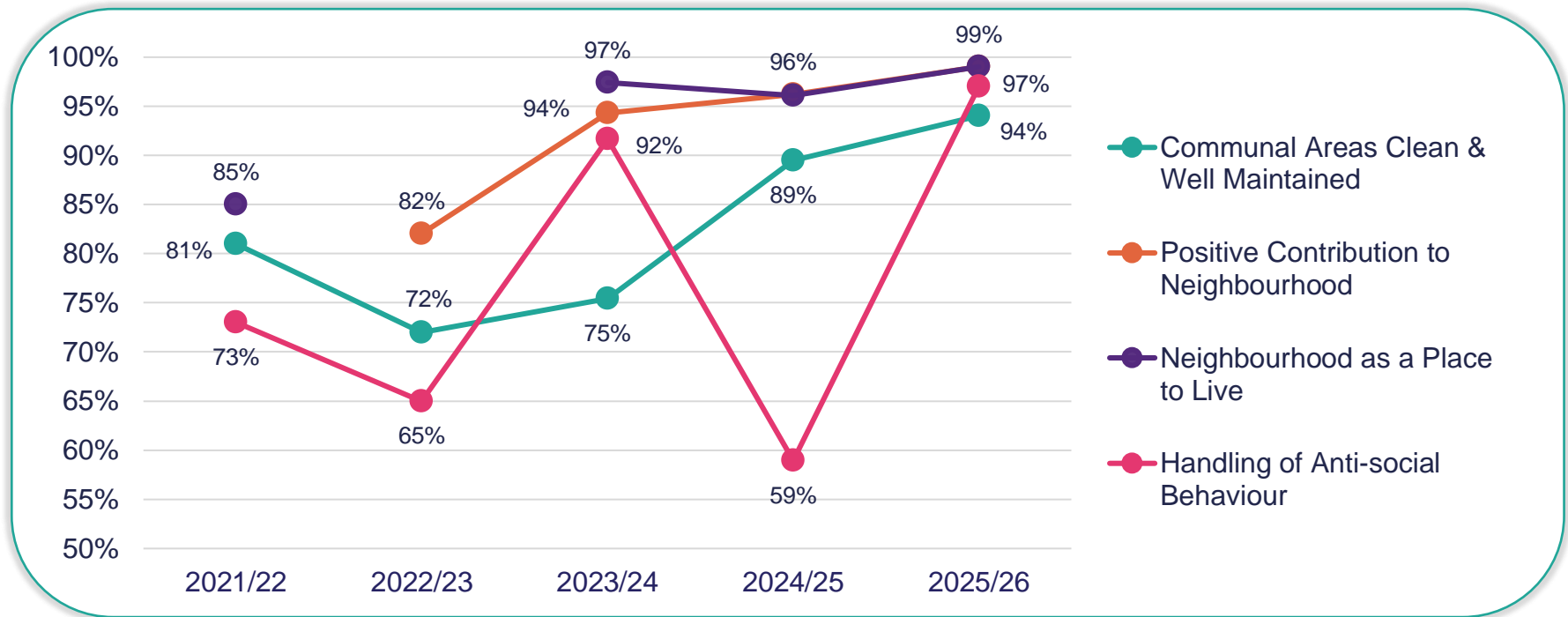
Around one-quarter of tenants stated they live in a building with communal areas, either inside or outside, that Westfield is responsible for maintaining (23%). Of these tenants, 94% are satisfied that their communal areas are kept clean and well maintained, with just 2% dissatisfied. This equates to just one tenant, who negatively comments on there not being enough bins. Satisfaction has increased by 4p.p compared with the previous survey.

Almost all tenants are satisfied that Westfield makes a positive contribution to their neighbourhood, and with their neighbourhood as a place to live (99%). Both metrics have mirrored each other and increased by 3p.p since 2024/25.

Finally, in this section, 99 tenants responded to the question about Westfield’s approach to handling anti-social behaviour. Satisfaction has increased from 59% to 97% (up 38p.p) in the last year, after falling by 33p.p between 2023/24 and 2024/25.

Tenants’ comments highlight the eviction of certain tenants as improving the neighbourhood and making it a lot quieter. This is also likely the main reason for the increase in satisfaction with the handling of anti-social behaviour. Tenants are appreciative of Westfield’s effort to make this happen and feel it has made a considerable difference.

Responsible Neighbourhood Management



Comments – Community Services



Following on from the questions relating to the neighbourhood and community-based services, tenants were asked to provide any comments about the services in their area; 22 comments were received.

As mentioned, there are several positive comments around the recent eviction of disruptive tenants. However, one tenant states that it took too long to resolve the ASB. There is also praise for the clean-up/skip days and the cleanliness of the outdoor areas.

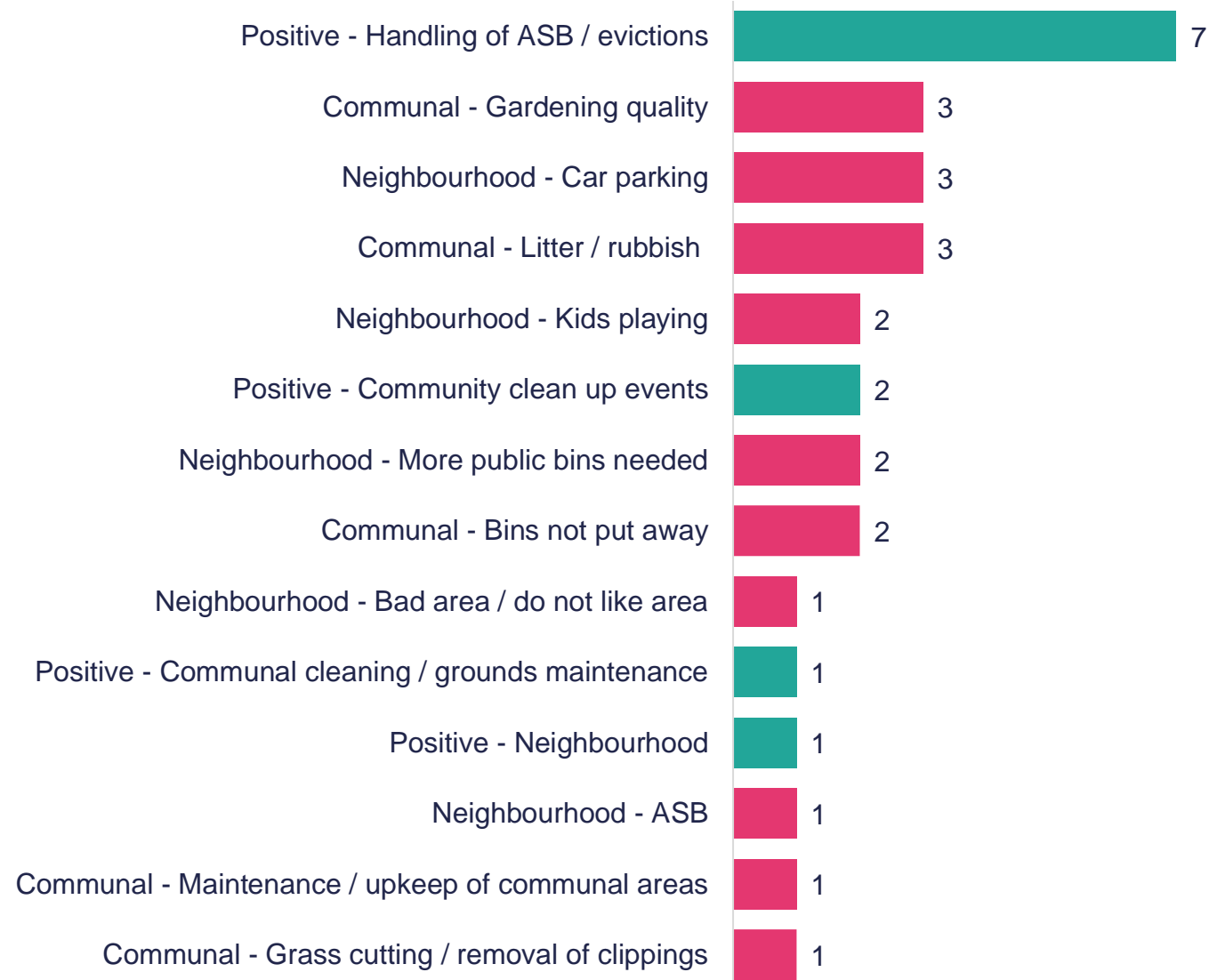
Despite the very high levels of satisfaction around neighbourhood management, there are some suggestions for improvement, including the quality of the gardening. There are, however, fewer specific mentions of the grass cutting/removal of clippings, compared with the previous survey.

It is important that these services are delivered well and consistently, especially if tenants are paying associated service charges.

Tenants also commented on problems with bins and litter, including bins overflowing and being left out.

In addition, three tenants mentioned issues around car parking.

These comments are, once again, shown on the following page to give further insight into the areas tenants are most concerned about.



Community Services – Comments

Positive Comments

“A lot better since [name] moved.”

“Loves clean up days - kids love it. So quiet since two evictions, noticeable that less police are on the estate.”

“Nice and clean outdoor area.”

“Very quiet since the evictions.”

“Such a difference since [name] left, cannot wait until summer when we can sit out without any hassle and without things kicking off.”

“Likes skip day.”

“So much quieter since the two evictions.”

“Seen all the effort we put into getting [name] out and appreciate it. So quiet now.”

“Appreciate how much Westfield did to get them out, as I understand it is a hard thing to do.”

Communal/Garden Maintenance

“Certain areas could be tidier, brickwork missing, loose bricks around the flowerbeds, shrubs sometimes left too long, and get too high. Bins left out and not put away.”

“Gardeners only do the minimal. Tenant is in a wheelchair now, and the brambles at the low level get in the way. Would be better if they could cut the lower branches.”

“Gardens should be cut more. Bins/rubbish always overflowing.”

“Grass on the path.”

“More regular litter picks.”

“Not enough bins, not clean enough. Bins on front of property, when it’s windy, rubbish goes everywhere, end up picking up other people’s rubbish!”

Other Issues

“No Ball Game signs would be requested if possible.”

“Anti-social behaviour - took too long.”

“Car parking is an issue.”

“Parking an issue.”

“Love living on this road, parking is the only issue.”

“Doesn’t feel welcome in the area, thinks it’s because not from Clifton.”

“Kids playing on fronts – mam has moved off the estate, a lot of families I work with live on the estate.”

Number of respondents: 22



Respectful & Helpful Engagement

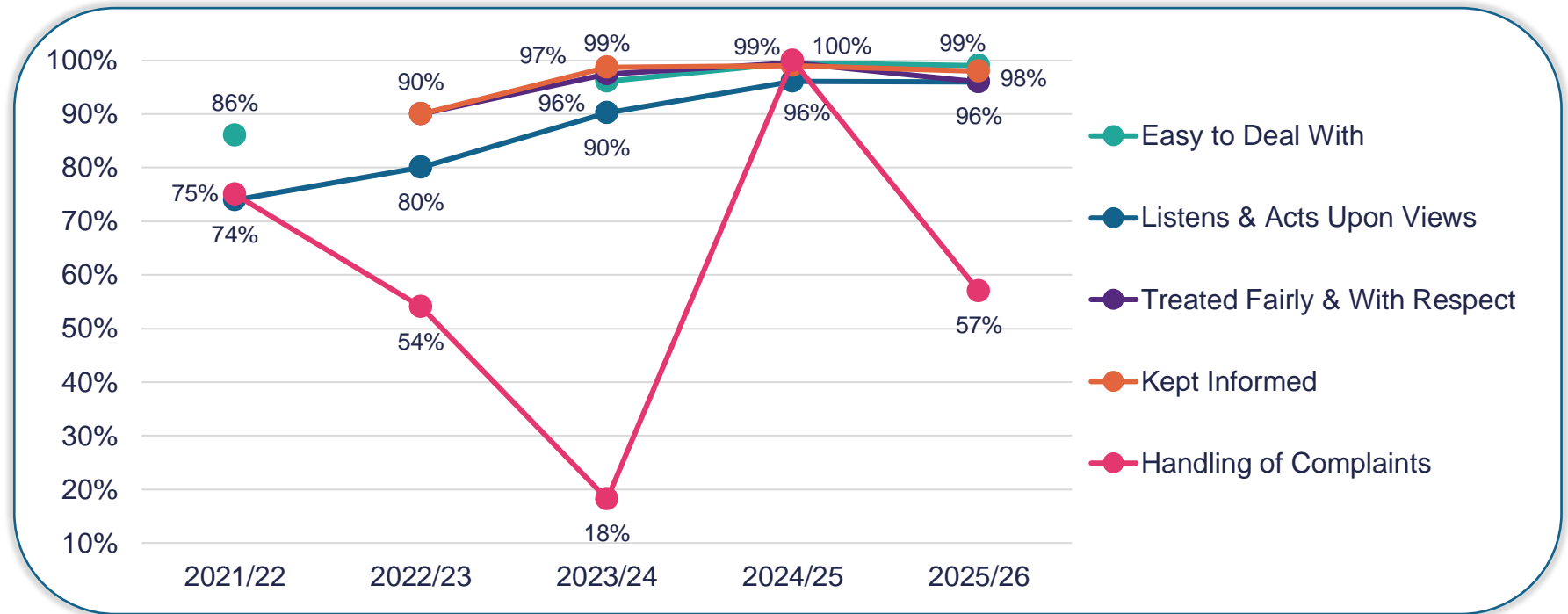
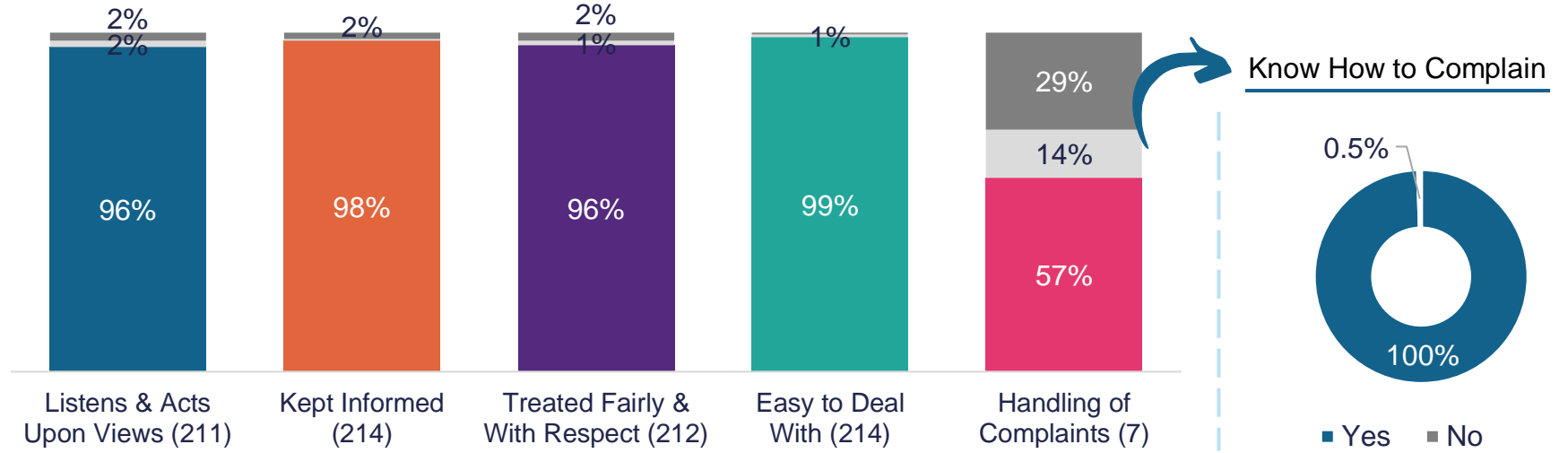


All but three tenants are satisfied that Westfield is easy to deal with (99%). Two of these tenants cited issues with communication around repairs: “Lack of communication between WHA and contractors” and “Accused of putting my own kitchen in. Always have to chase up repairs.”

Tenants are also highly satisfied that they are kept informed about things that matter to them (98%), and that their views are listened to and acted upon (96%). Both of these metrics have remained stable since the previous survey. Slightly fewer tenants agree that they are treated fairly and with respect (96%), compared with the previous survey. However, this measure was previously at 100%, so it was always likely to decrease and remains high. Of the two tenants who disagree, one commented, “Due to muddle up with rent situation”.

Just seven tenants said they made a complaint in the last 12 months (3%), and all but one tenant stated they know how to make a complaint, suggesting this low number is due to tenants being happy with the service delivered rather than not knowing how to complain. Over half of tenants who made a complaint are satisfied with Westfield’s approach to handling complaints (57%), a decrease of 43p.p, although still higher than in 2023/24. Just two tenants are dissatisfied, with one selecting that Westfield did not respond within the timescale as the reason why.

Respectful & Helpful Engagement



Just 12 tenants provided comments relating to communication and engagement, although some of these tenants mentioned multiple areas of service.

Tenants praised the newsletters received, including their frequency, showing how they are valued by tenants. However, one tenant said they are not receiving newsletters despite Westfield having the correct email address. This tenant should be contacted to resolve this issue.

There are also positive comments around Westfield being easily contactable, the help and support from staff and that they care about tenants.

Of the few negative comments, three refer to repairs, including having to chase for repairs, the contractor's behaviour and internal communication between Westfield and contractors around repairs. Given that repairs are the most common reason for landlord-tenant interaction, this is not unexpected and demonstrates how the service can impact tenants' satisfaction in a range of areas.

Tenants who made a complaint were also asked to provide comments about complaints handling, and just five comments were received. These are shown in full on the following page, including two neutral comments, one praising the evictions, another saying the evictions took too long, and one mentioning disruptive neighbours/pets.

Comments – Communication & Engagement



Number of respondents: 12

Communication & Engagement, Complaints – Comments

Communication & Engagement – Positive Comments

“Been with Westfield for years and never had a problem.”

“Had issues with rent once, and the rent office talked them through it and was really helpful.”

“Like Newsletters.”

“Likes she can get through on the phone easily. Likes Newsletters.”

“Likes the Newsletter, very good and likes that they get them often. Lived in D&S property, and we treat our tenants better.”

“Facebook is good, but I would like a diary of activities.”

Communication & Engagement – Negative Comments

“Accused of putting my own kitchen in. Always have to chase up repairs.”

“Due to muddle up with rent situation.”

“Lack of communication between WHA and contractors.”

“Live opposite the compound - messy, nails in tyres from being left lying around, park over the end of tenants' driveway, workmen shouting at the top of their voice at 7:45 a.m. in the morning, where neighbour is in bed after nightshift.”

“Never receives newsletter even though we have the correct email address.”

“Wants to know about garages behind them.”

Complaints Handling Comments

“Neighbour at 28, leaves the dog in the garden while they go out, the dog sits and cries. Another dog in the property barks all the time. Baby screams, which makes the other child scream.”

“As took 20 years for the evictions, so not happy at all.”

“Explained to tenant how to make a complaint.”

“Never had to make one.”

“No complaints as [name] is gone, it is so quiet on Windsor Road.”

Number of respondents: 12

Number of respondents: 5



Value for Money



Value for Money

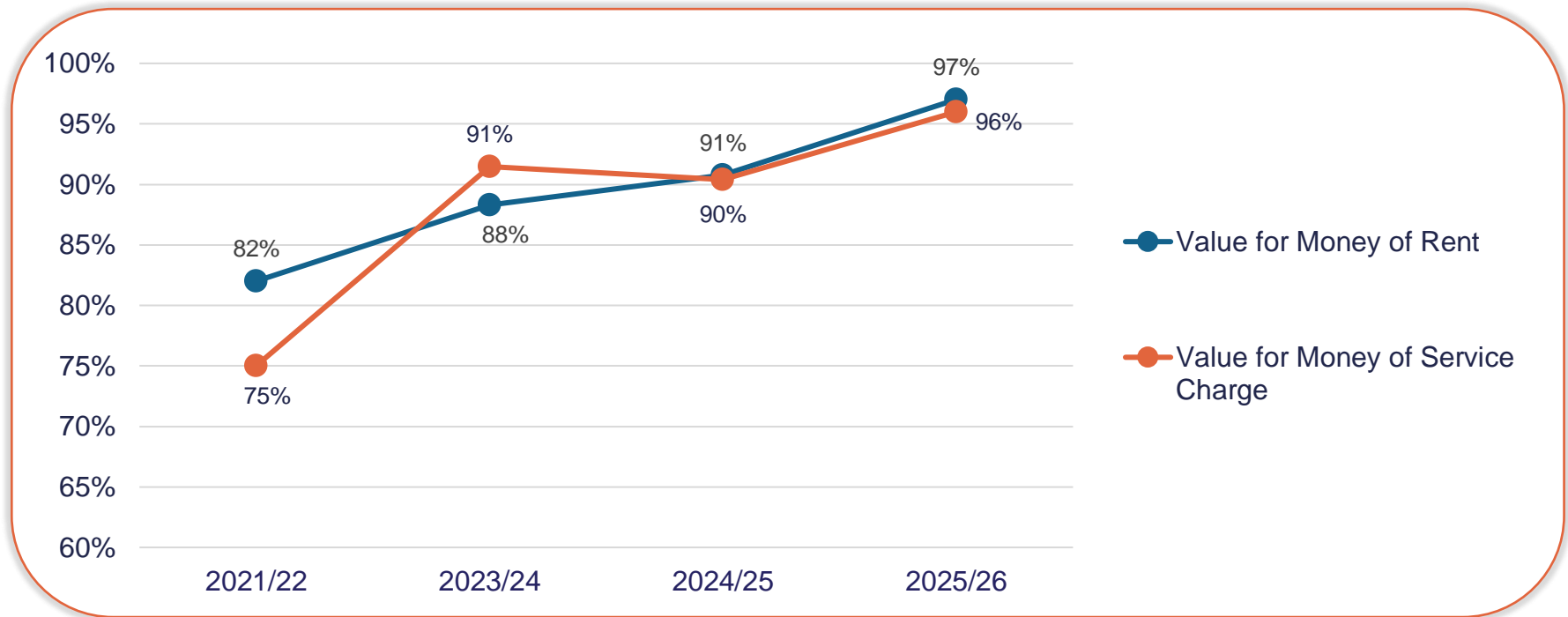
Tenants are similarly satisfied with the value for money of their rent (97%) and service charge (96%).

Compared with the previous survey, satisfaction has increased slightly for both of these measures, up 6p.p for the value for money of the rent and 5p.p for the service charge.

The previous comments suggest that the small level of dissatisfaction with the service charge is due to issues with the gardening and grass cutting, and this is supported by the value for money comments, analysed on the following pages. For example, one tenant commented, “*Gardeners do the minimal.*”

Nonetheless, dissatisfaction is very low, especially given the current external context Westfield is operating in, including the cost of living crisis. For example, as food prices and other bills increase, tenants can view the value of their rent and service charges less favourably, regardless of whether they have increased or not, as they have less money after essential costs.

This does not appear to be the case for Westfield tenants, with satisfaction with the value for money continuing to improve. However, given the very high levels, this positive trend is likely to halt next year.



Comments – Value for Money

When asked to provide comments relating to value for money, just nine tenants left comments.

Given the very high levels of satisfaction, many of these comments are positive, including praising the overall service from Westfield, the help and support provided by staff, that things get done quickly and that the rent offers good value.

In the previous survey, 11 tenants negatively commented on the rent being expensive; however, there are no negative mentions of this in 2025/26.

There are two comments around the quality of the gardening and grass cutting, which suggests a few tenants feel they should be getting more for their service charge.

One tenant also took this opportunity to highlight concerns around car parking and when they will be getting a new bathroom.



Value for Money – Comments

Positive/Neutral Comments

“Much cheaper than Castles and Coats for the same house size.”

“Good fair landlord. Trustworthy and gets things done fast.”

“Brilliant Housing Association - would recommend to everyone, so supportive.”

“Very good landlord, always been very supportive to me.”

“Brilliant HA - Keep up the good work.”

“Doesn't pay rent or service charge, so not bothered.”

Negative Comments

“Gardeners do the minimal.”

“Not happy with grass cutting, just flattens it. Blow grass - blocks drains.”

“Parking - big white van on the road, it was never moved. Takes up two parking bays. New bathroom, when? Says 2028 but told 2026/27.”

Number of respondents: 9



Further Comments



Further Comments

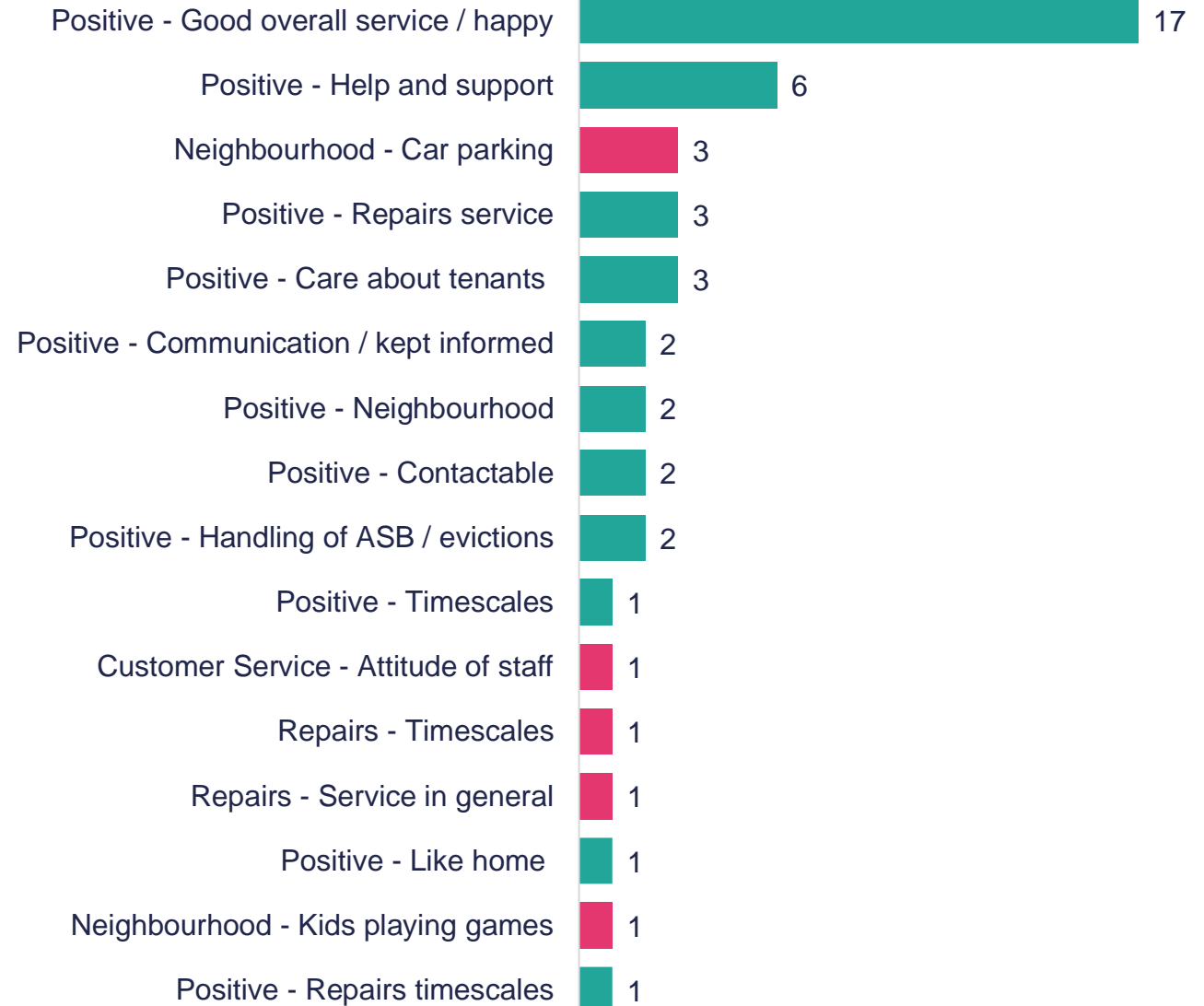
Finally, tenants were asked, “*Is there anything else you would like to say?*” and 31 comments were received.

Many of the comments given are positive about the services provided; however, some tenants took this opportunity to give suggestions regarding what could be improved.

Of the positive comments, tenants mostly mentioned they are generally happy with the overall service provided by Westfield. There is also specific praise for the help and support provided by staff, the repairs service, that Westfield cares about its tenants, how tenants are kept informed, and the neighbourhood.

Some other tenants would like improvements to be made, including around car parking, the time taken to carry out repairs and the attitude of staff.

Tenants gave specific suggestions regarding how to resolve car parking issues, which are shown on the following page.



Further Comments – Comments

General Positive Comments

“Think it’s good and pleased moved here.”

“Very happy with WHA, very fair HA. Ran with great care.”

“They are the best, would never want to be with anyone else. Nothing is ever too much trouble, and they care about their tenants 10/10.”

“Happy with Westfield as a landlord. Very happy tenant.”

“Great landlord, wouldn’t want to be with anyone else.”

“Really happy with WHA.”

“Always been treated well by WHA, they are a good landlord.”

“Fantastic landlord 5. Anything we have asked for is never any problem.”*

“Always provide a good service and are always very supportive. Can’t fault them at all.”

Positive Comments – Customer Contact/Care

“Really easy to contact and talk to.”

“Very good housing association - listen to tenants and always happy to help.”

“Staff are very helpful and understanding.”

“Been here 18 years, couldn’t fault WHA, always been helpful and supportive.”

“Very happy with all services. Allocation to the setting was great, kept informed every step of the way.”

“Very happy with Westfield as a landlord – always very helpful.”

“Staff are visible on the estate and easy to contact and deal with.”

“WHA Excellent housing association. Would recommend to anyone. Always happy to help and care about their tenants - not just a number.”

Positive Comments – Home/Neighbourhood/Repairs

“Overall, they are brilliant. Repairs are amazing after dealt with the same day. Can’t fault anything they do.”

“Repairs service is excellent from start to finish, kept informed and went over and above to help.”

“Great landlord, great repairs service.”

“Since [name] left, it is the best estate to live on. It is so quiet and no police anymore.”

“Good that issues are sorted re anti-social behaviour.”

“Happy to live here, has had a family connection with Westfield for years as grandparents lived on Windsor Road.”

“We are always grateful for the opportunity WHA has given us to live in a beautiful home for the rest of our lives.”

Negative Comments

“Kids playing football, hitting windows.”

“Parking – there are two hedges in front of the property that could be moved. If an ambulance or hospital transport came, they are unable to get near the property.”

“Low confidence in repairs is a historical issue going back to my tenancy start eight years ago. I tend to get repairs done myself now.”

“Would like a driveway. Windsor Road is so narrow, I would like a drive. Have mobility issues, so a drive would help, so can park close to the house.”

“Certain staff need to learn how to speak to tenants.”

“Just unhappy how long it took and with repairs service.”

“Parking spaces - would we be able to paint numbers on what was initially allocated to each property?”

Number of respondents: 31



Trends



Trend Over Time

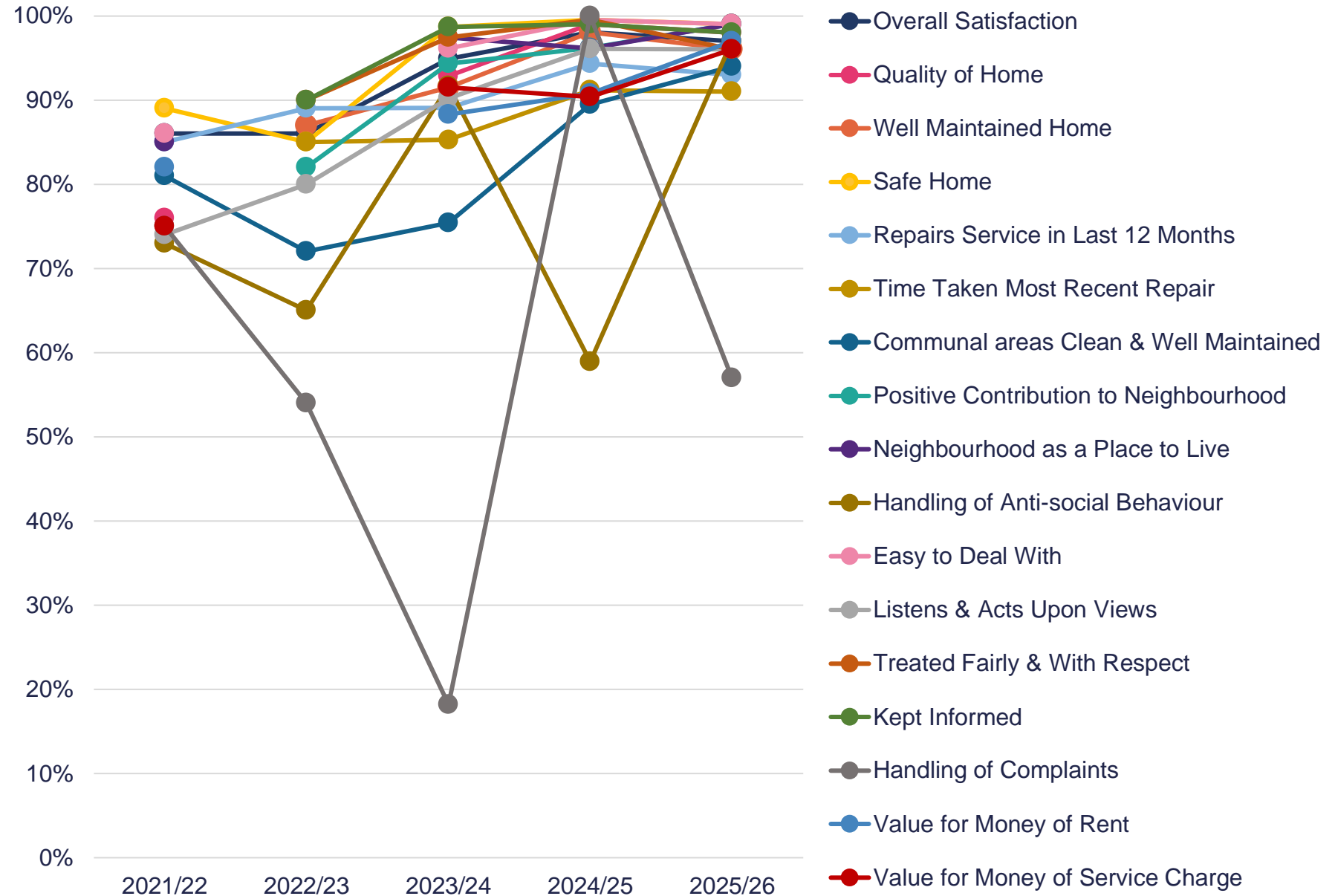
As has been shown throughout this report, satisfaction has remained stable for many measures, but increased or decreased slightly for others, compared with the previous survey.

Only two measures have increased or decreased by more than 6p.p.

Westfield's approach to handling anti-social behaviour has increased by 38p.p, with comments from tenants suggesting this is due to some tenants being successfully evicted.

However, satisfaction with the approach to handling complaints has decreased by 43p.p, now standing at 57%. Despite this decrease, satisfaction still compares well against other landlords. In addition, this measure is more likely to fluctuate due to the far smaller number of tenants who respond to this question. Just seven tenants responded in 2025/26, with four satisfied, one neither satisfied nor dissatisfied and two dissatisfied.

Many other measures have remained stable, either staying the same or decreasing by just 1p.p. This includes overall satisfaction, which has decreased by 1p.p from 98% to 97%.



The table to the right also illustrates the results for 2025/26, compared with those from 2024/25.

As Westfield performed so well in the previous survey, including four measures scoring 100%, it was always going to be very hard (and in some cases, impossible) for satisfaction to improve this year.

Despite this, satisfaction has improved for the handling of ASB (up 38p.p), the value for money of the rent (6p.p), the value for money of the service charge (5p.p), the cleaning and maintenance of communal areas (up 4p.p), the positive contribution made to the neighbourhood (up 3p.p) and the neighbourhood as a place to live (up 3p.p).

Westfield has also done well to maintain similar levels of satisfaction in many other areas. Aside from complaints handling, only satisfaction with tenants being treated fairly and with respect has decreased by more than 2p.p.

For a change to be considered statistically significant, it must exceed the combined margins of error for the last two surveys – in this case, around 11p.p, meaning just the approach to handling complaints and ASB exceeds this.

Westfield should be in no way disheartened by the negative changes, but should monitor whether any of the downward trends continue next year.

Year on Year Change

	2024/25	2025/26	Change
Overall Satisfaction	98%	97%	-1%
Well Maintained Home	98%	96%	-2%
Safe Home	100%	99%	-1%
Quality of Home	99%	98%	-1%
Repairs Service in Last 12 Months	94%	93%	-1%
Time Taken Most Recent Repair	91%	91%	0%
Listens & Acts Upon Views	96%	96%	0%
Kept Informed	99%	98%	-1%
Treated Fairly & With Respect	100%	96%	-3%
Easy to Deal With	100%	99%	-1%
Handling of Complaints	100%	57%	-43%
Communal Areas Clean & Well Maintained	89%	94%	4%
Positive Contribution to Neighbourhood	96%	99%	3%
Neighbourhood as a Place to Live	96%	99%	3%
Handling of Anti-social Behaviour	59%	97%	38%
Value for Money of Rent	91%	97%	6%
Value for Money of Service Charge	90%	96%	5%



Understanding Satisfaction



The charts opposite demonstrate the range of satisfaction and dissatisfaction with the different survey measures.

Although satisfaction may appear low, there is sometimes a significant number of tenants who have no opinion either way, selecting the neither satisfied nor dissatisfied option, rather than being actively dissatisfied with the service.

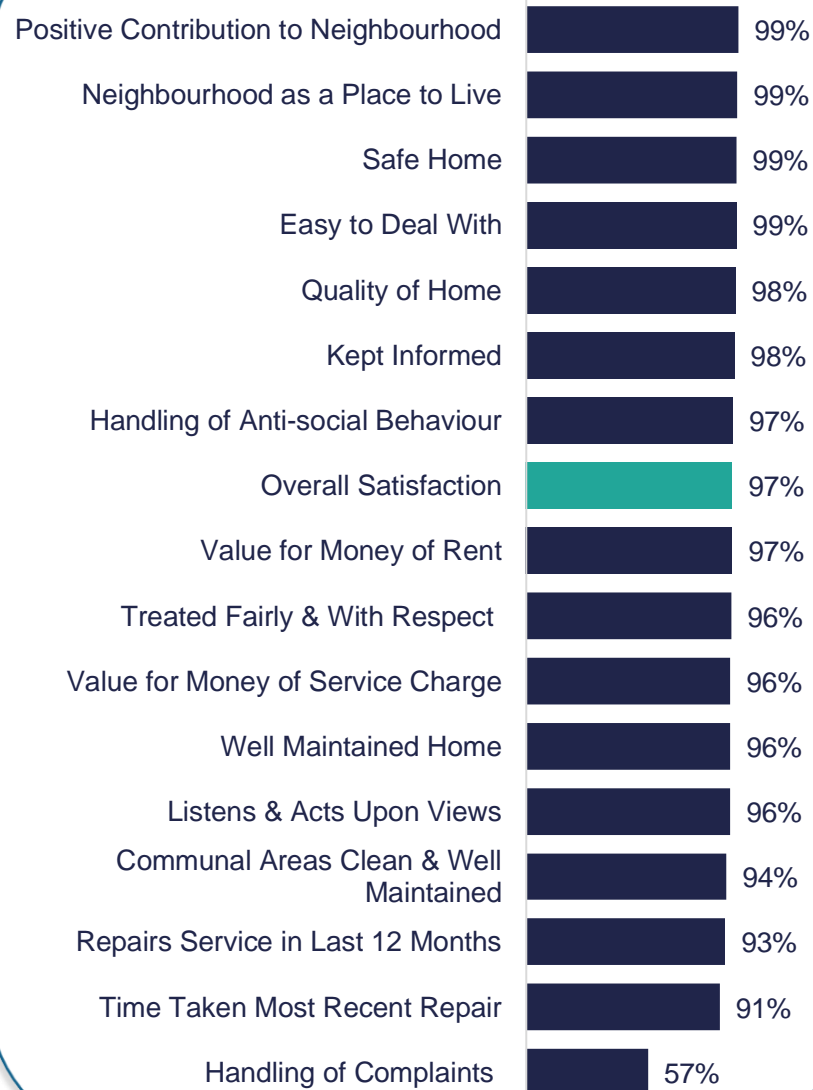
However, for Westfield, few tenants gave neither satisfied nor dissatisfied responses. In fact, aside from the handling of complaints (14%, which equates to just one tenant), 4% or fewer tenants chose this option.

One reason for this is that in face-to-face surveys, tenants can be less likely to select options such as this, due to not wanting to avoid the question or appear uninformed in front of the interviewer. Some other survey methods, in particular online and by post, also have more anonymity and distractions when being completed.

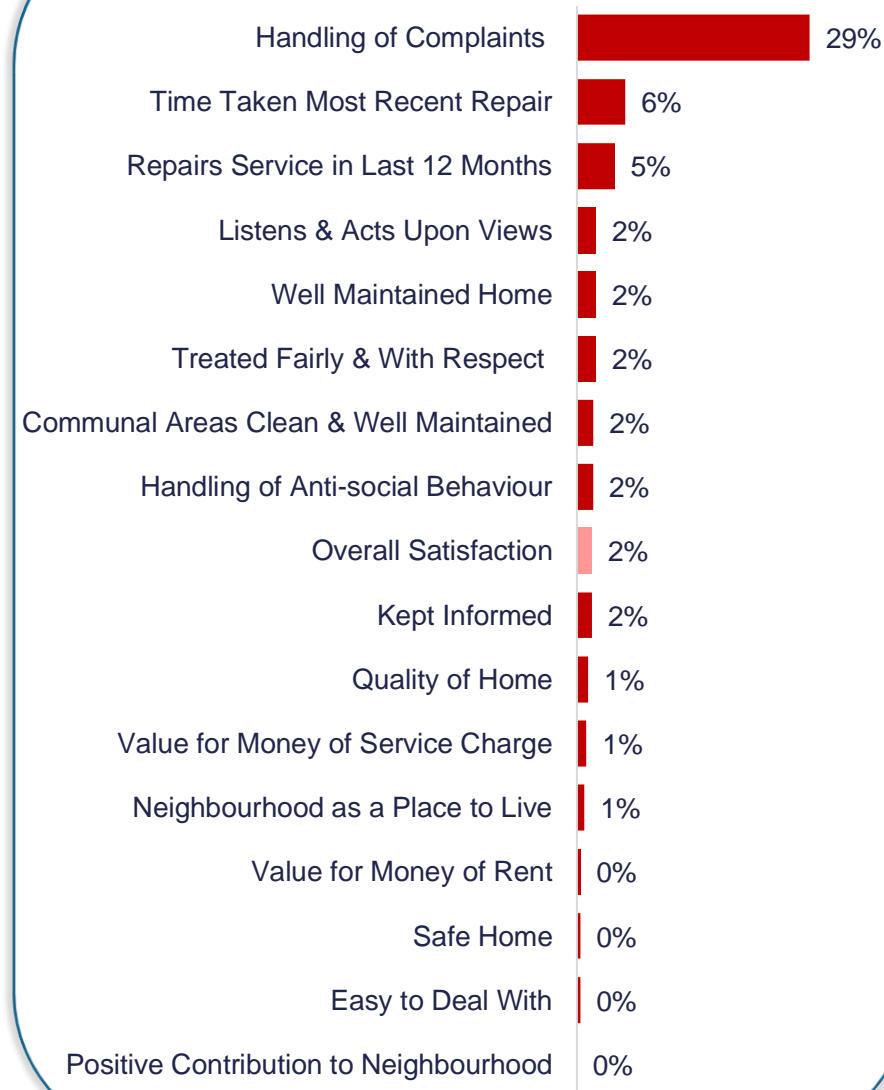
Correspondingly, satisfaction largely correlates with dissatisfaction for Westfield. For example, the time taken to complete the most recent repair has the second-lowest level of satisfaction (91%) and second-highest dissatisfaction (6%). The overall service provided sits around the middle for both satisfaction (97%) and dissatisfaction (2%).

Satisfaction & Dissatisfaction

Satisfaction with measures



Dissatisfaction with measures



Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

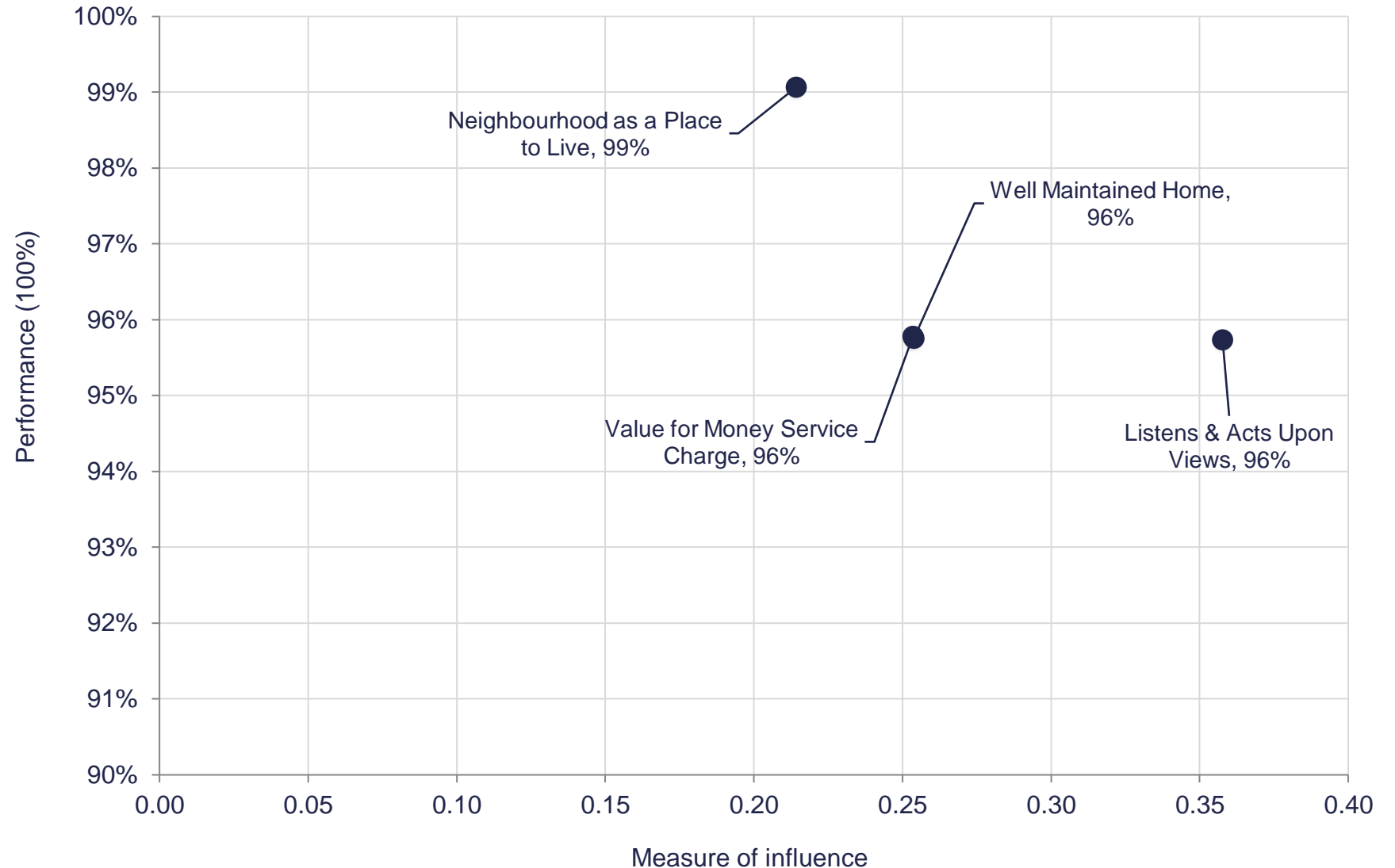
Each landlord has its unique pattern of influence. When considering the results for 2025/26, the most important driver for tenants' satisfaction with the overall service provided is that Westfield listens to tenants' views and acts upon them.

This is followed by the maintenance of the home, which is usually one of the top key drivers. Acuity recently undertook key driver analysis of over 200,000 responses from TSM surveys completed in 2024/25, which showed that the maintenance of the home had the strongest influence on overall satisfaction.

The value for money of the service charge and neighbourhood as a place to live are also important, but not as influential.

This analysis indicates that if improvements around the most influential measures can be achieved, it is more likely to lead to an increase in overall satisfaction with services. Although for Westfield, the levels of satisfaction for these measures are already very high.

Key Driver Analysis – Overall Satisfaction



Benchmarking – Regulator (LCRA)

Satisfaction Levels Regulator Median 2024/25

All registered providers with over 1,000 units were required to submit their TSM results for 2024/25 to the Regulator of Social Housing by the end of June 2025. The full set of results was then released late in the year, so it is possible to compare the Westfield results against these.

The chart to the right compares Westfield’s TSM ratings to the quartile positions, as circulated by the Regulator.

All of Westfield’s ratings are above the median and in the top quartile.

In last year’s survey, all measures were also in the top quartile, aside from the approach to handling anti-social behaviour, which has moved up from the second quartile, due to the considerable increase in satisfaction.

The TSM measures are all now between 18p.p (treated fairly and with respect) and 37p.p (ASB Handling) above the median for this group.

Comparisons with different landlords should be made with care; for instance, this set of results includes landlords across the country and only those with over 1,000 properties. Therefore, the following page provides more tailored benchmarking for Westfield.



Given the size of Westfield, it is perhaps more appropriate to compare the results against other landlords with fewer than 1,000 properties.

The graph includes the quartile positions of LCRA landlords with under 1,000 properties, who have worked with Acuity during 2025/26.

As shown, these smaller providers tend to perform better; nonetheless, Westfield is once again in the top quartile for all of the TSMs.

This was also the case in the last survey, aside from the approach to handling anti-social behaviour, which has moved up from the third quartile.

The differences to the median are generally slightly smaller when compared with this group, ranging from 12p.p for the time taken to complete repairs to 30p.p for the approach to handling ASB.

The benchmarking, therefore, further demonstrates how well Westfield is doing to achieve such high levels of satisfaction.

However, it should be noted that only a very small proportion of landlords carry out their surveys face-to-face, with the majority opting for telephone surveys. Consequently, comparisons should be made with care, especially as this method is one that research suggests produces higher satisfaction ratings.

Benchmarking – Acuity Clients (LCRA, <1,000)



Satisfaction Levels Acuity Median 2025/26



National Context

When considering the results, the national context and external factors must also be taken into account.

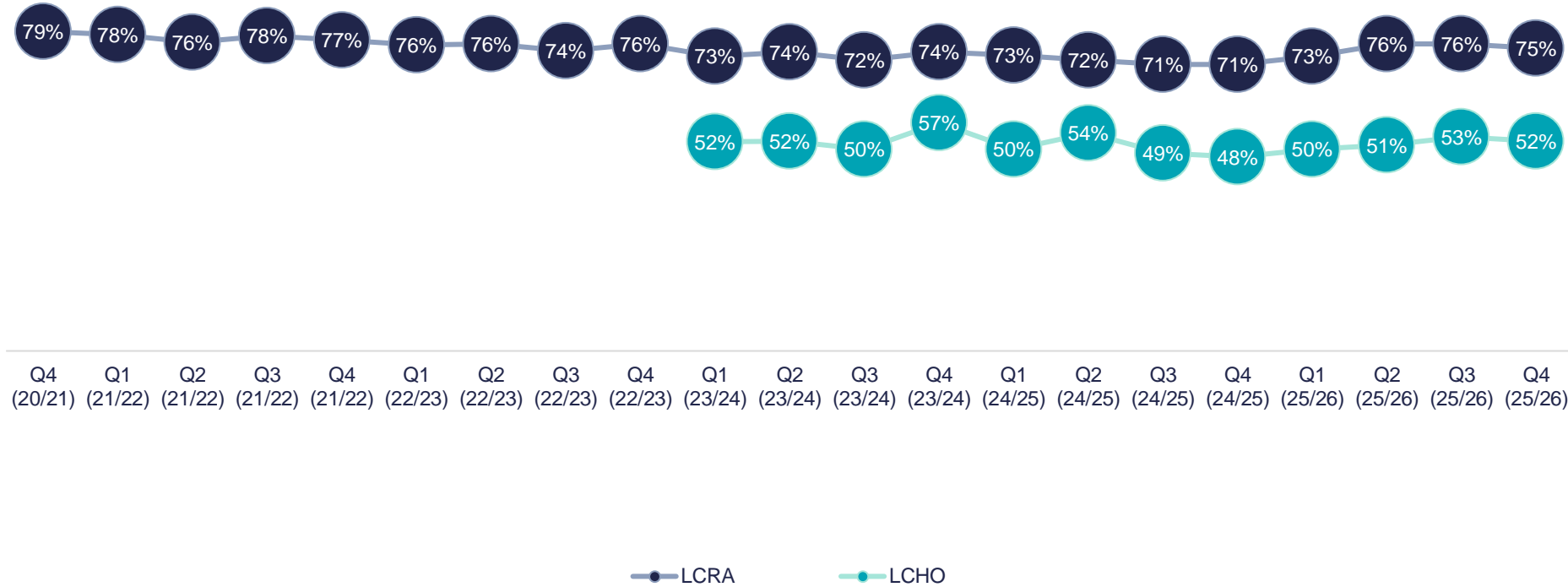
Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

Residents have had to face considerable challenges in recent years, particularly the ongoing cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, however, there has been a noted upturn in results in 25/26.

Westfield's score for overall satisfaction is at 97% in 2025/26, considerably higher than the current Acuity client median. In addition, Westfield has done well to ensure satisfaction has either remained stable or increased for most measures, despite challenging external factors, particularly regarding value for money.

Overall Services (Acuity Clients)

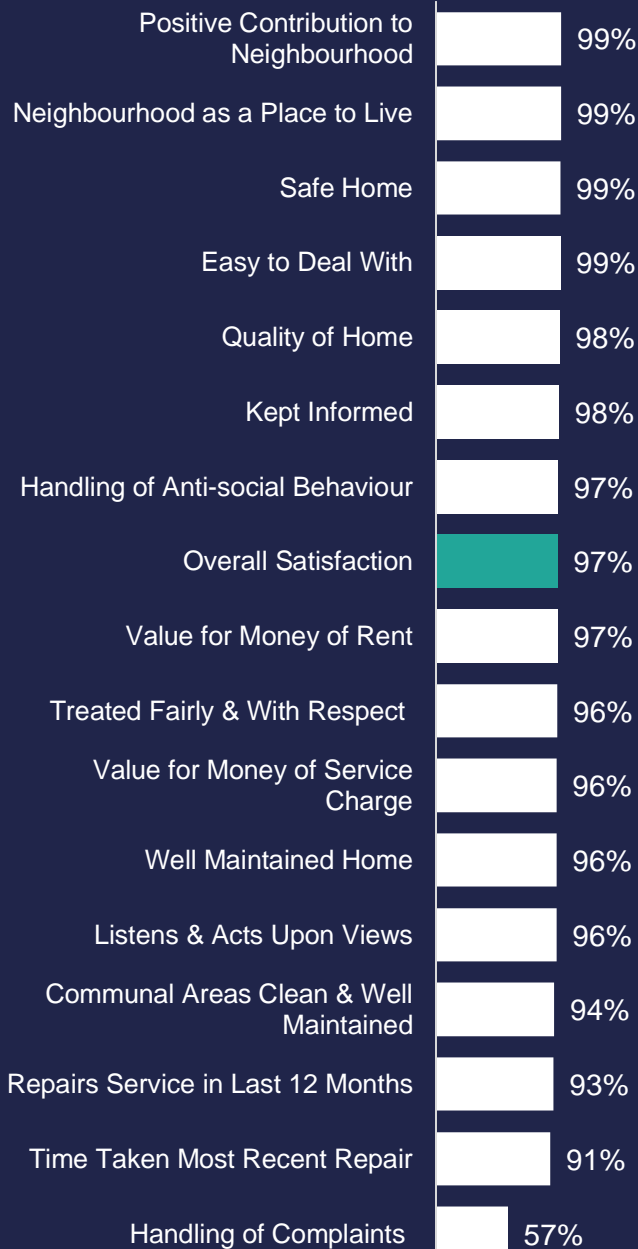




Summary of Results



Satisfaction 2025/26



Summary of Results



Acuity was commissioned to produce a report on Westfield's TSM results, after 214 surveys were carried out face-to-face during annual tenancy visits, between April 2025 and March 2026. This is the third time a compliant TSM survey has been conducted.

Almost all of the measures in the survey have satisfaction ratings above 90%, with the highest being 99% for the positive contribution made to the neighbourhood, the neighbourhood as a place to live, the provision of a safe home and Westfield being easy to deal with. Overall satisfaction with the service provided, is also very high at 97%, as is the overall quality of the home (98%), how tenants are kept informed (98%), the handling of ASB (97%) and the value for money of the rent (97%).

The only measure with satisfaction below 90% is Westfield's approach to handling complaints (57%). Nonetheless, satisfaction compares well against other landlords. In addition, this measure is more likely to fluctuate due to the far smaller number of tenants who respond to this question. Just seven tenants responded in 2025/26, with four satisfied, one neither satisfied nor dissatisfied and two dissatisfied.

Compared with the previous survey in 2024/25, satisfaction has generally either stayed stable or increased slightly for the majority of the measures, which is very positive, given the wider context. Only two measures have increased or decreased by more than 6p.p. Westfield's approach to handling anti-social behaviour has increased by 38p.p, with comments from tenants suggesting this is due to some tenants being successfully evicted. However, satisfaction with the approach to handling complaints has decreased by 43p.p.

There have also been small increases for the value for money of the rent (6p.p), the value for money of the service charge (5p.p), the cleaning and maintenance of communal areas (up 4p.p), the positive contribution made to the neighbourhood (up 3p.p) and the neighbourhood as a place to live (up 3p.p).

Comparisons with other landlords show that Westfield is in the top quartile when compared with both landlords with over 1,000 and under 1,000 properties. The approach to handling anti-social behaviour was the only measure not in the top quartile in the previous survey, and has moved up due to the considerable increase in satisfaction.

Key driver analysis found that the most important driver for tenants' satisfaction with the overall service provided is that Westfield listens to tenants' views and acts upon them, followed by the maintenance of the home, the value for money of the service charge and neighbourhood as a place to live.

The survey included several open-ended questions allowing tenants to expand on the reasons for their answers and offer improvement suggestions. Relatively few tenants chose to comment, and many are positive about the services provided, including the customer care from employees, the handling of ASB through evictions, and the overall service from Westfield. However, some tenants would like improvements to the repairs service, such as the time taken and outstanding repairs that have not been dealt with, car parking and communal maintenance, including grass cutting and rubbish.

Recommendations

Westfield was formed in 1950 by United Steel Companies Ltd, but has evolved and developed over the years, including the transfer of 223 from Allerdale Council in 1993. The Association now owns over 600 properties and, apart from housing services, it includes the Footsteps Nursery, providing early learning for around 200 children.

The survey reveals many areas of very good performance, with satisfaction rates above 90% for all but one of the metrics in the survey. The challenge for Westfield will, therefore, once again be to maintain these levels of satisfaction, with room for improvement, small in many areas.

However, the comments made by tenants do give some insight into areas of service that they would like to see improved and concerns they have.

Shown opposite are some recommendations that Westfield may wish to follow up on to help improve or maintain satisfaction in the future.

Repairs and Maintenance

Although high levels of satisfaction are found for the repairs service, it is one of the main focuses of negative comments and a reason for dissatisfaction. In particular, tenants mention the timescales to complete work, with long delays and outstanding repairs not being completed. These concerns could be linked to issues around resources and delays caused by more urgent problems. Tenant expectations around timescales can also sometimes be hard to match. Good communication is important so tenants are fully aware of when a repair will be done and kept informed of any progress or delays. This should also help with tenants saying they are having to chase for repairs, which can leave them feeling frustrated and unheard. There are a few isolated concerns about the contractors used, which Westfield may want to investigate to ensure all contractors are delivering the best possible service, including finishing repairs to a high standard and cleaning up after themselves. Spot-checking may be necessary to ensure standards are met. A couple of tenants are experiencing problems with damp and mould, which need to be resolved as a matter of urgency, particularly in the context of Awaab's Law. If Westfield has not done so already, these tenants should be re-contacted in order to resolve these issues.

Complaints Handling

Only a very small proportion of tenants have made complaints (3%), despite tenants knowing how to make a complaint, which in itself is a testament to the services delivered by Westfield. Satisfaction with complaints handling also compares well with other landlords; nonetheless, Westfield may wish to aim to improve complaints handling, as it is the lowest-rated metric in the survey. One tenant, very dissatisfied with the handling of their complaint, stated that Westfield did not respond within the timescale. It is, therefore, important that complaints are efficiently logged and tracked, and staff members are aware of the expected timescales for responding to stage one and stage two complaints. Where landlords do well with complaints, it is usually because they are clear on how and when tenants should complain, what they can expect in terms of service and have regular updates on progress. Westfield may wish to review processes to ensure responses are adequate and tenants' frustrations are addressed.

Neighbourhood Management

Satisfaction has improved around the neighbourhood and communal areas since the last survey, with the comments from tenants suggesting this is in part due to the successful eviction of certain tenants, which has led to a nicer and quieter place to live. Westfield should be commended for the work it has done to lead to this, as it is clearly appreciated by tenants and has had an important positive impact on their lives. Any lessons from this experience should be taken forward when dealing with any similar issues in the future, including whether this could have occurred any sooner. In addition, some tenants would like problems around car parking to be resolved, and Westfield should investigate if there are any feasible solutions for this. There are also some concerns about the quality of gardening and grass cutting, as well as bins and littering, so Westfield may wish to review these services to see if any improvements can be made. For example, the number of bins available. Tenants are positive about the clean-up/skip days, so Westfield could explore increasing the frequency of these.

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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