

Enfield Council Housing Performance: Tenant Satisfaction Measures

The Regulator for Social Housing requires all Social Housing landlords to survey their tenants and publish the results. In 2025, there were 22 tenant satisfaction measures used to evaluate performance, with 12 of these based on tenant survey responses. This year, Enfield Council commissioned BMG Research to carry out the survey and data was collected through face-to face interviews from October 13th to November 3rd. A total of 1,001 tenants completed the survey which aimed to assess tenant perceptions regarding various aspects of the housing service, including overall satisfaction, repairs, maintenance, and community involvement.

Respondents were taken from a random sample representative of Enfield Housing stock. This included tenants:

- Living in houses, flats, maisonettes and high-rise buildings
- Aged 16 – 65+
- Who are male and female
- Who are disabled and non-disabled
- From a white British, white other, mixed, Asian, Black / Afro - Caribbean or other ethnic background
- Where relevant to the question, had a repair in the last 12 months

The information below shows our findings from those who responded to the survey (rounded to the nearest percent). LCRA stands for our Low Cost Rental Accommodation.

Compared to last year, tenant satisfaction shows a broadly stable position, with improvements across several key operational areas. Satisfaction with the overall repairs service and the time taken to complete repairs has increased, alongside improvements in complaints handling and communal services. These gains reflect continued progress in core service delivery.

There have been some changes in perception-based measures, including overall satisfaction, communication and tenant engagement. In particular, fewer tenants reported that the Council listens to their views or keeps them informed. Satisfaction with neighbourhood contribution and the handling of anti-social behaviour has also reduced compared to the previous year, highlighting the need to further strengthen how services are experienced by residents.

atisfaction remains steady, with most tenants continuing to report positive experiences. The findings highlight the importance of strengthening communication and visibility so that service improvements are clearly recognised.

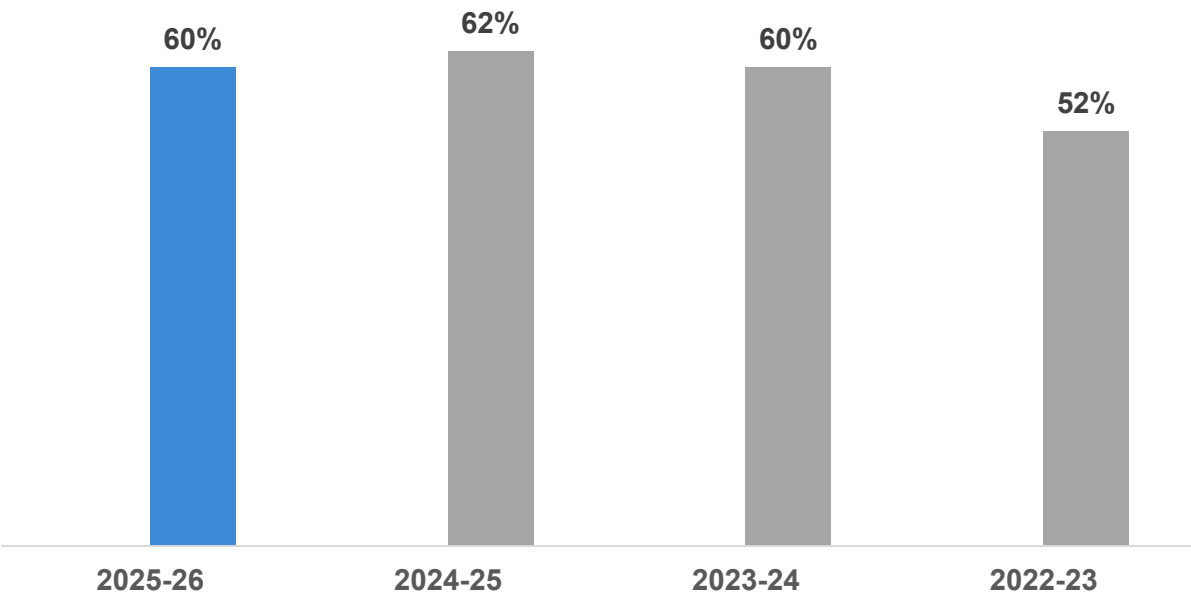
Management Information continues to demonstrate strong performance across statutory safety requirements, with high compliance across gas, fire, water, lift and asbestos checks. This provides assurance that essential landlord responsibilities are being delivered effectively.

Overall, the service is maintaining performance while progressing in key operational areas, with opportunities to further enhance tenant experience through improved communication, visibility and responsiveness. Looking ahead, the Council remains committed to investing in homes and strengthening service delivery to improve outcomes across all measures.

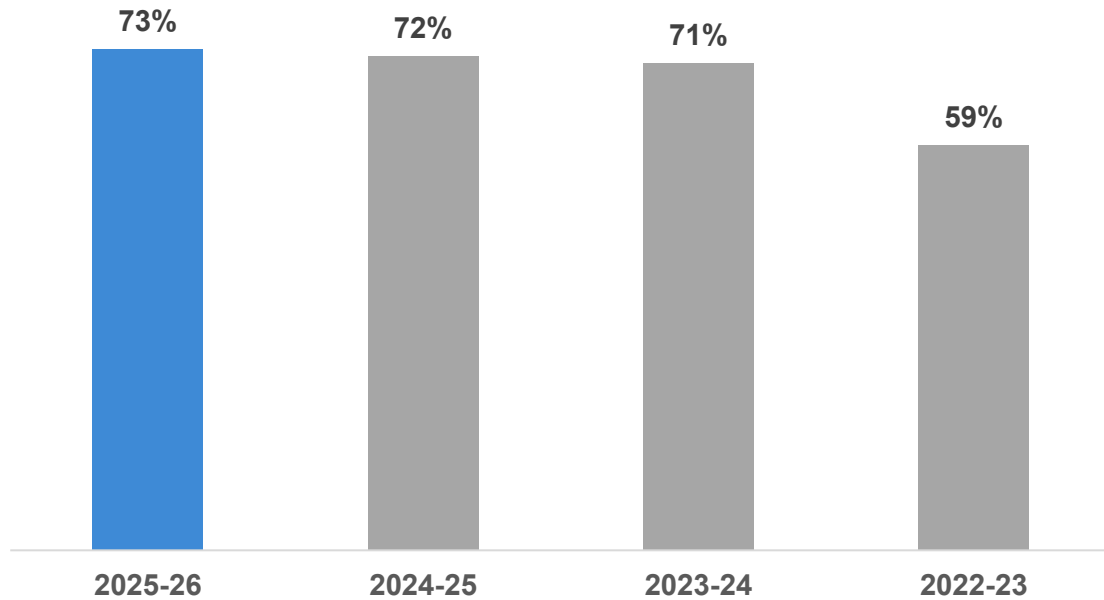
Tenant Satisfaction Measures (TSMs) capture how tenants experience landlord services, with higher scores reflecting greater satisfaction in areas such as repairs, safety and communication and management Information indicators provide a complementary view of operational performance. Considering both together supports a balanced understanding of performance and helps to target service improvements effectively.

Tenant Survey Responses

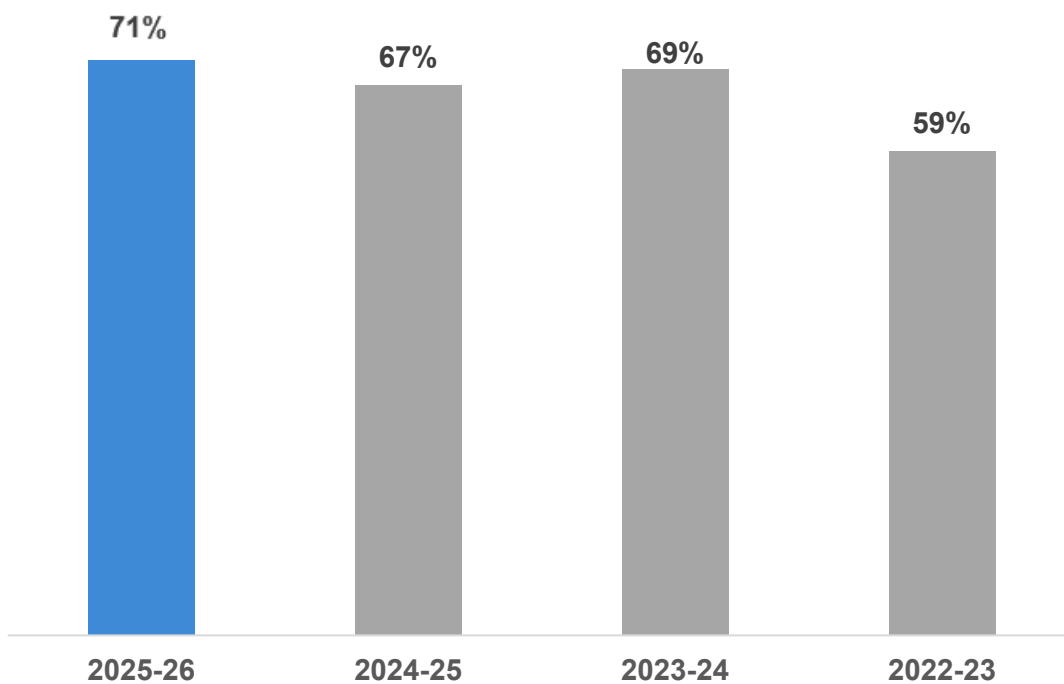
1. Proportion of tenants who reported that they are satisfied with the overall service from their landlord LCRA



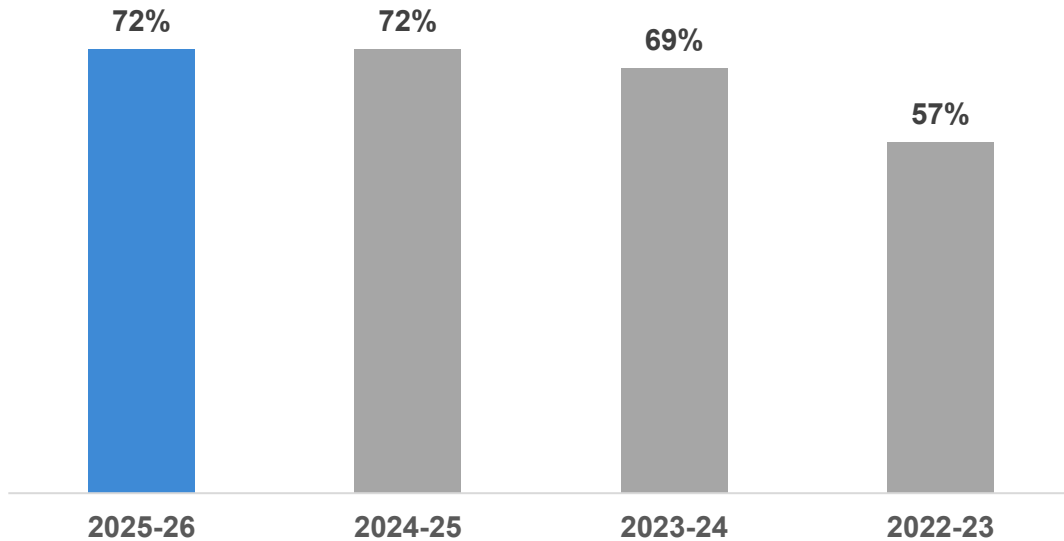
2. Proportion of tenants who received a repair in the last 12 months who reported they are satisfied with the overall repairs service LCRA



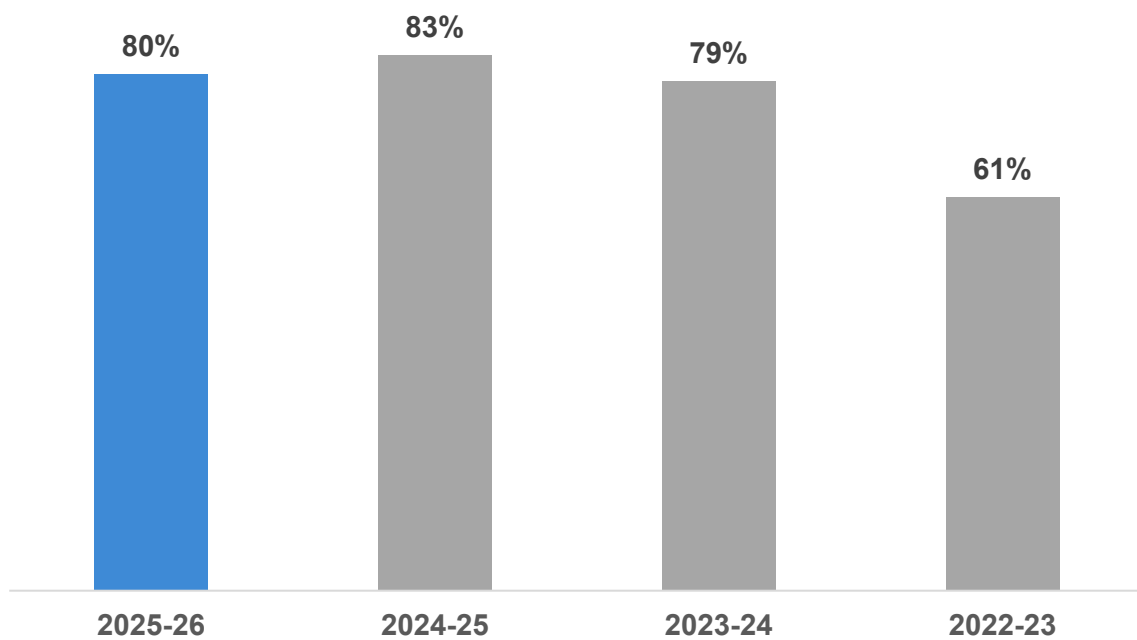
3. Proportion of tenants who received a repair in the last 12 months who reported that they are satisfied with the time taken to complete the most recent repair LCRA



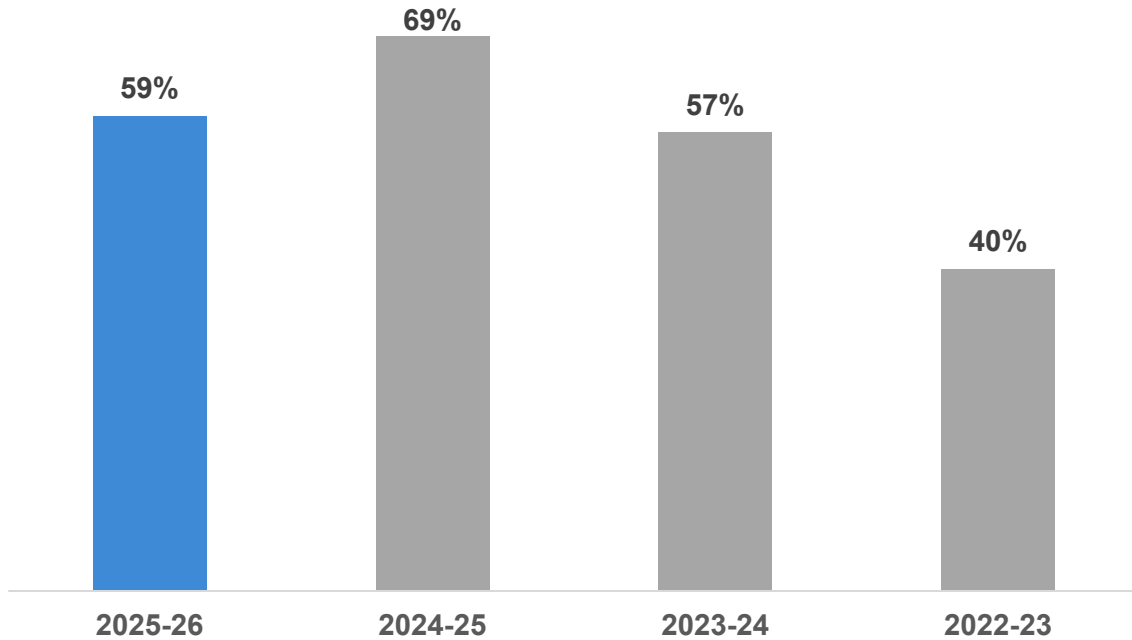
4. Proportion of tenants who reported that they are satisfied that the home is well maintained LCRA



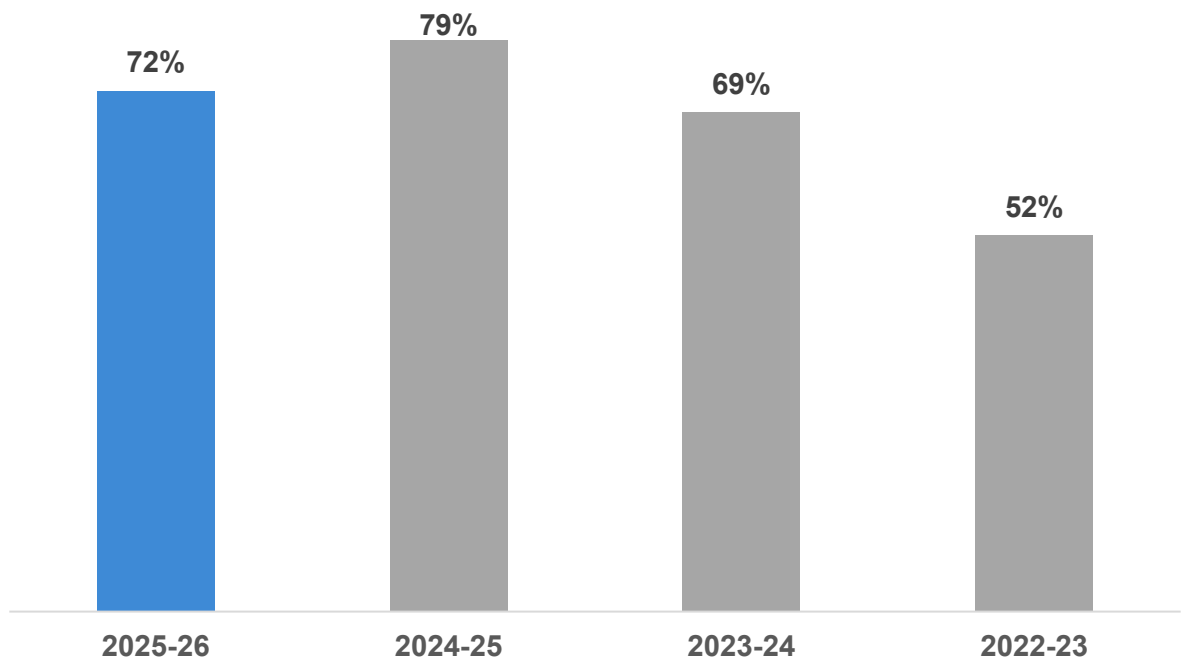
5. Proportion of tenants who reported that they are satisfied that the home is safe LCRA



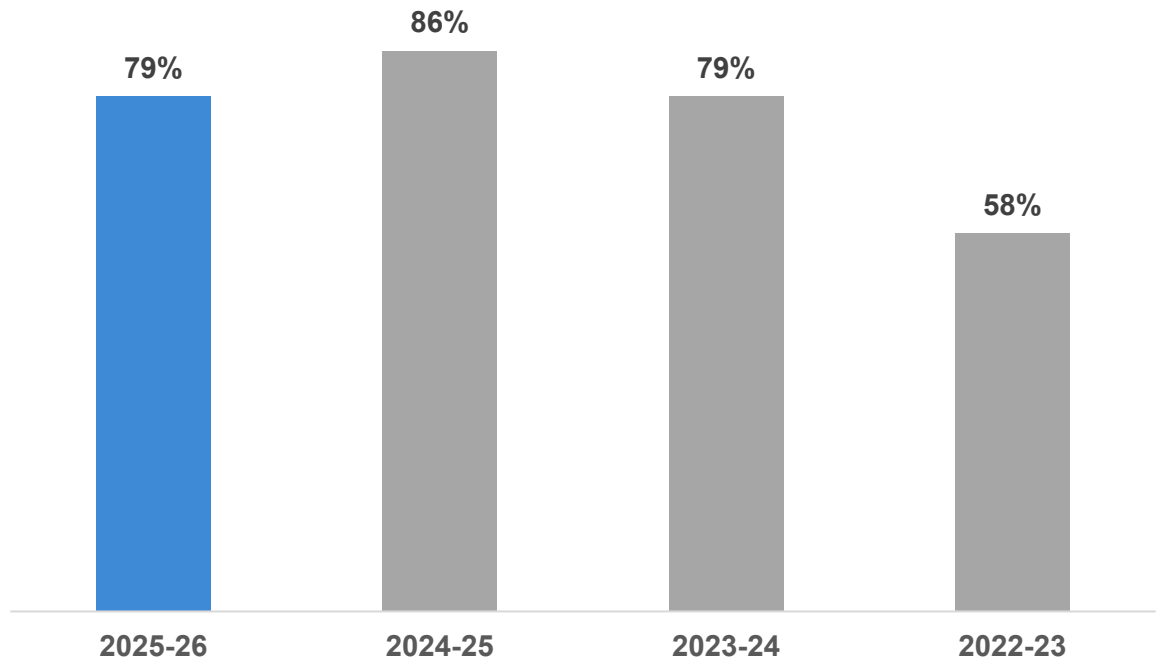
6. Proportion of tenants who report that they are satisfied that the landlord listens to tenant views and acts upon them LCRA



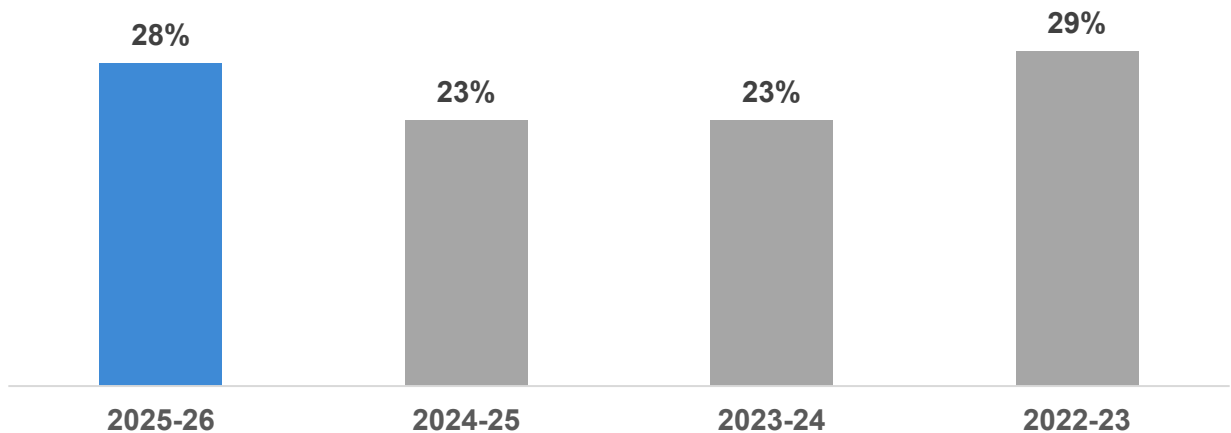
7. Proportion of tenants who report that they are satisfied that the landlord keeps them informed about things that matter to them LCRA



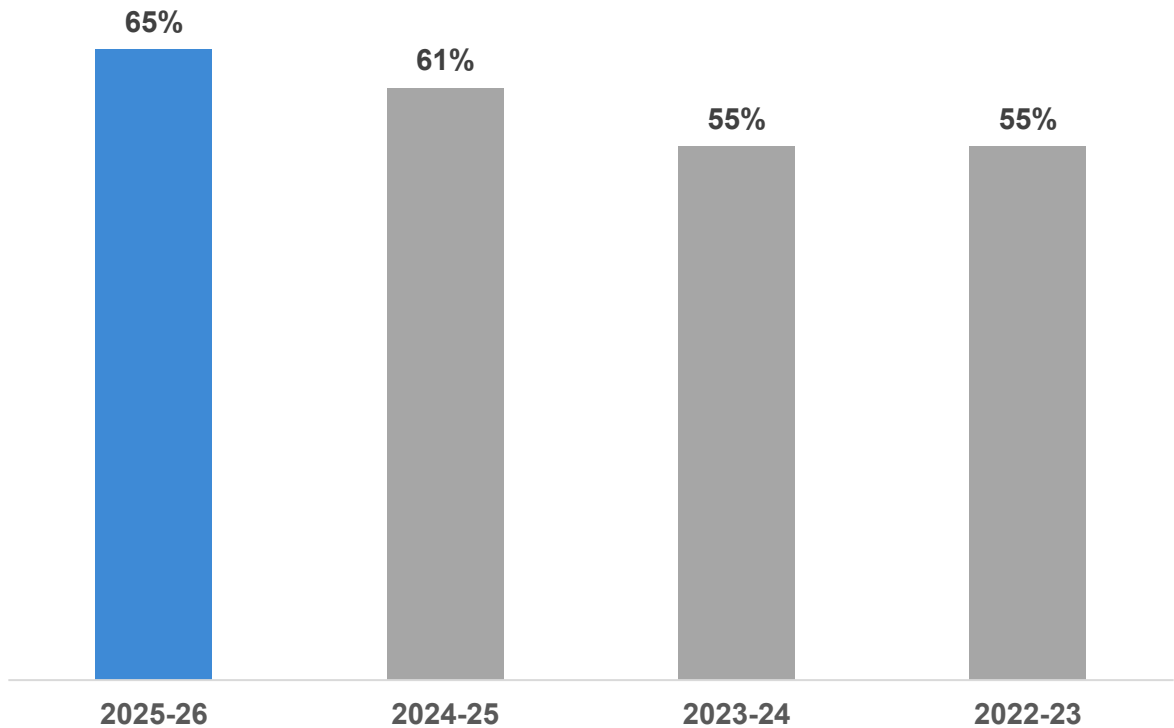
8. Proportion of tenants who report that they agree their landlord treats them fairly and with respect LCRA



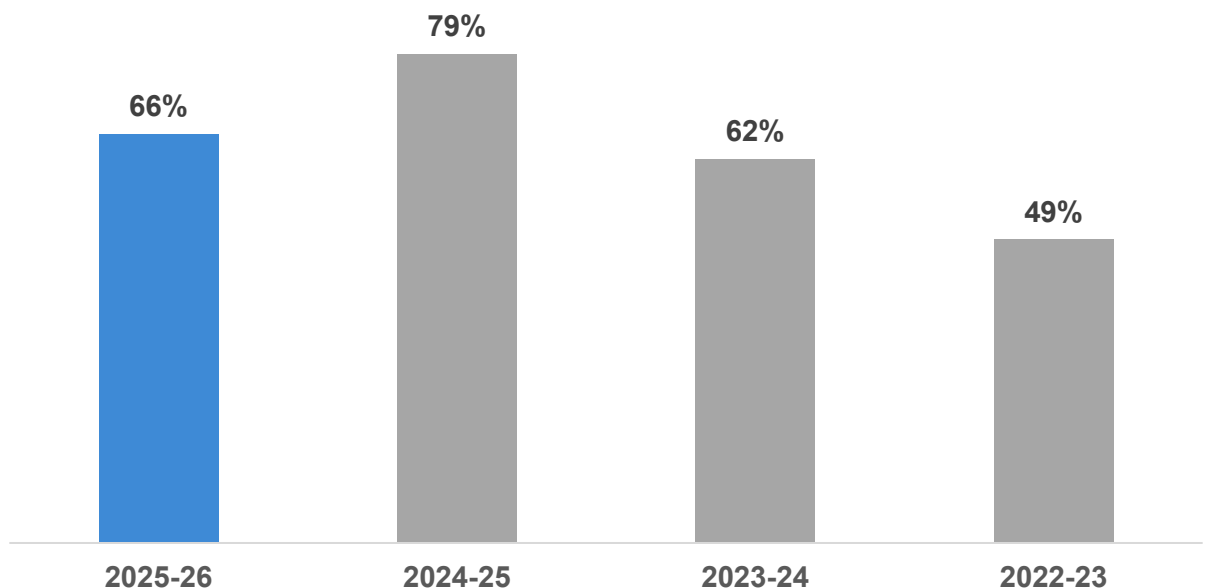
9. Proportion of tenants who reported making a complaint in the last 12 months who are satisfied with their landlord's approach to handling complaints LCRA



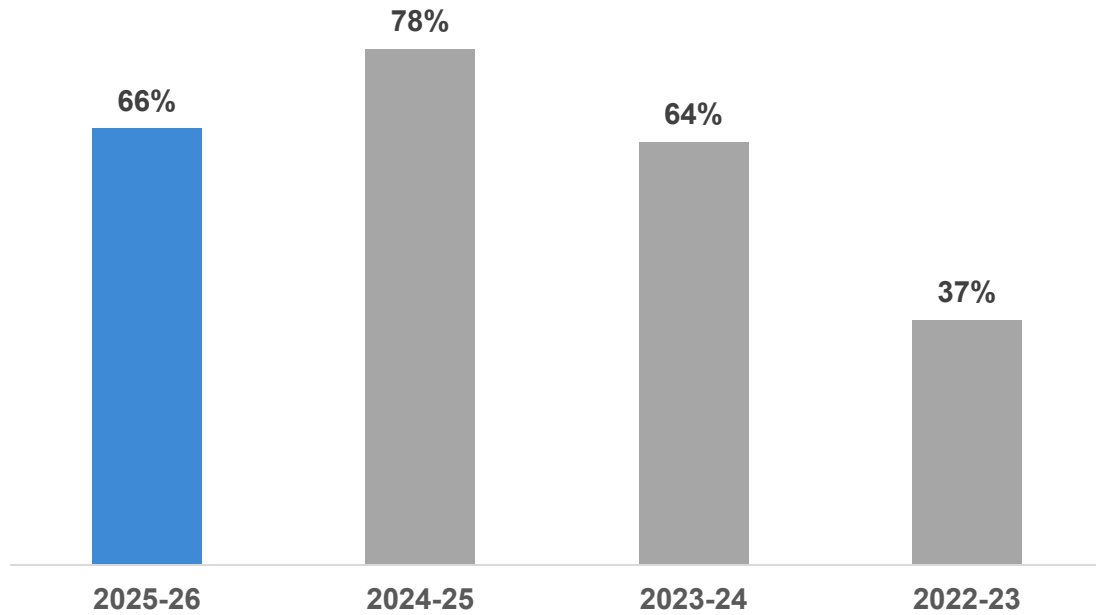
10. Proportion of tenants with communal areas who reported that they are satisfied that their landlord keeps communal areas clean and well maintained LCRA



11. Proportion of tenants who reported that they are satisfied that the landlord makes a positive contribution to neighbourhoods LCRA



12. Proportion of tenants who reported that they are satisfied with the landlord's approach to handling anti-social behaviour LCRA



Management Information Responses

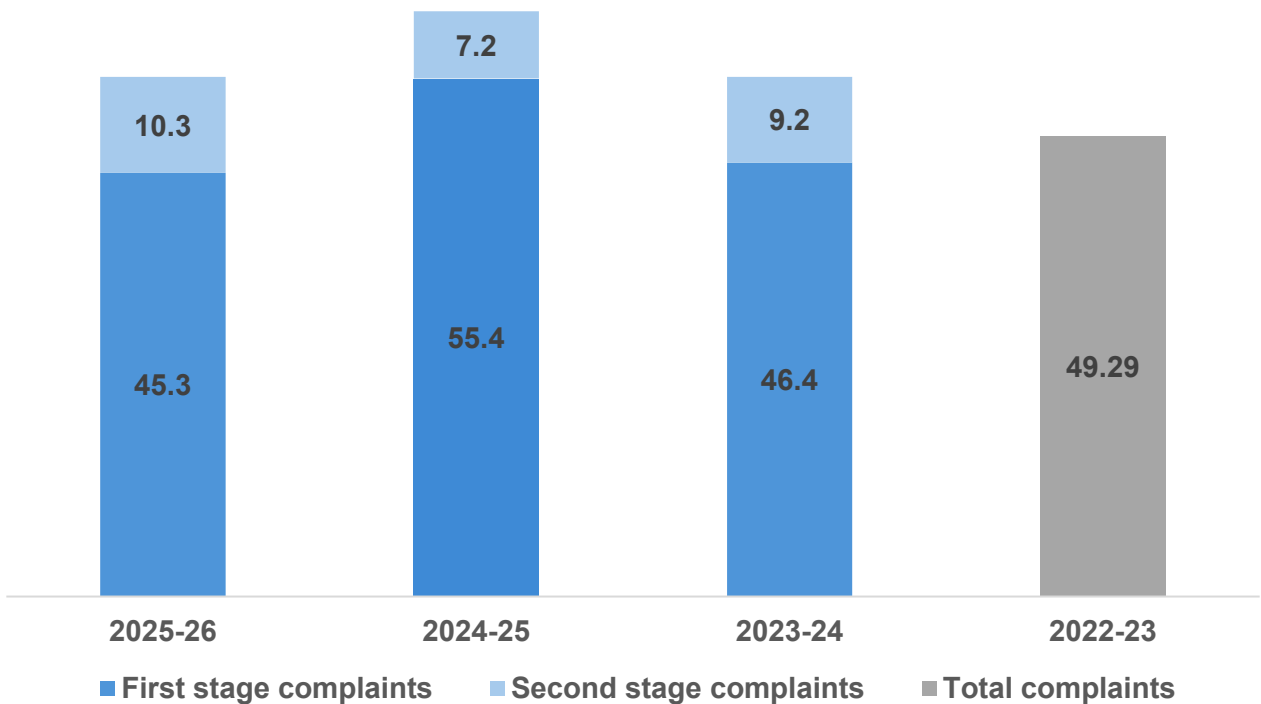
13. Complaints relative to the size of the landlord (per 1,000 homes) LCRA (CH01 & CH02)

Enfield received a total of 478 Stage 1 complaints.

Enfield received a total of 109 Stage 2 complaints.

(Complaints were not split into Stage 1 and Stage 2 in 2022-23)

Here low scores indicate fewer issues, reflecting a stronger performance and better outcomes in the measured area. This means that problems are minimal, demonstrating effective management and positive results.



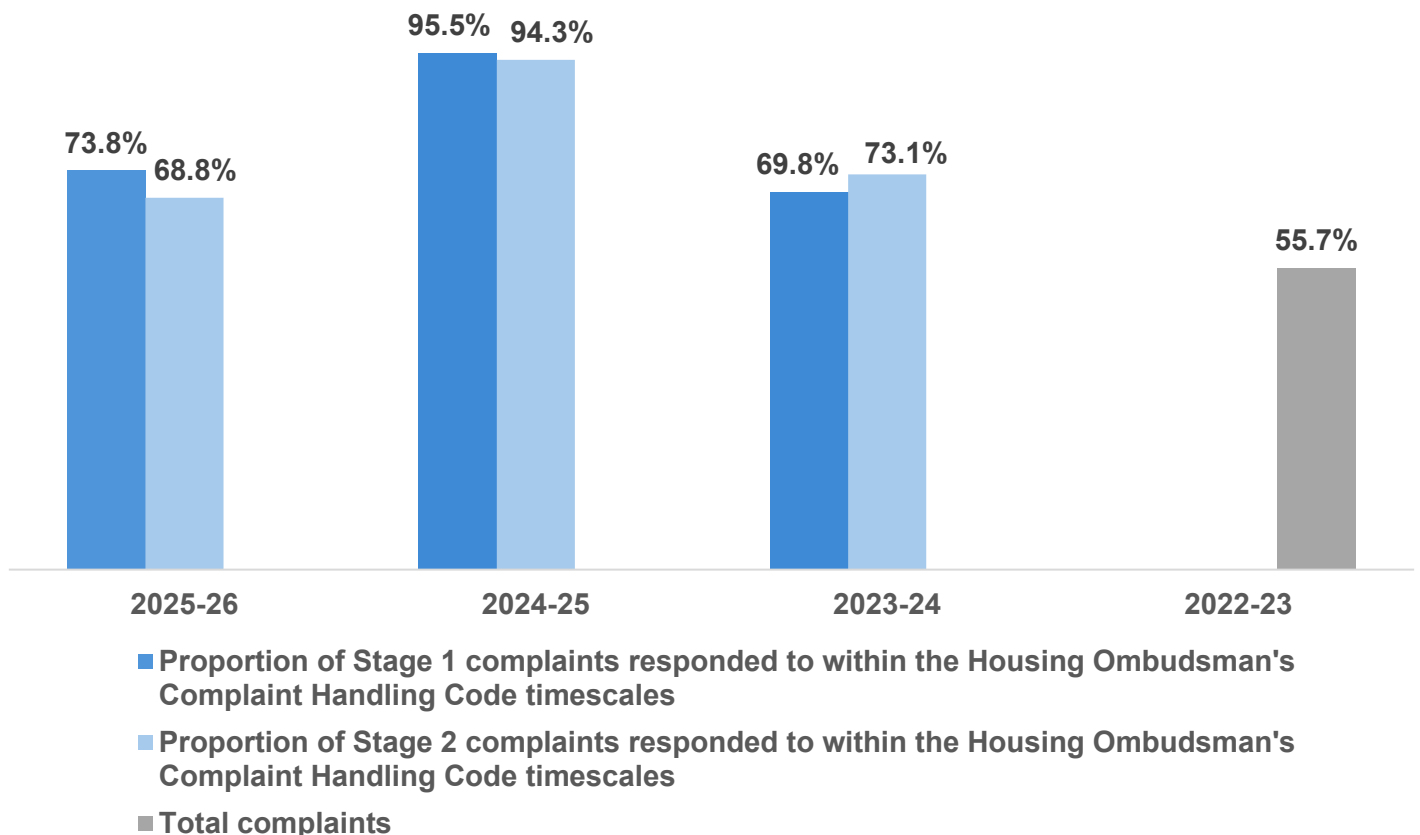
14. Complaints responded to within Complaint Handling Code timescales LCRA

353 Stage One complaints were responded to within the Housing Ombudsman's complaint handling code time scale out of a possible 478.

75 Stage Two complaints were responded to within the Housing Ombudsman's complaint handling code time scale out of a possible 109.

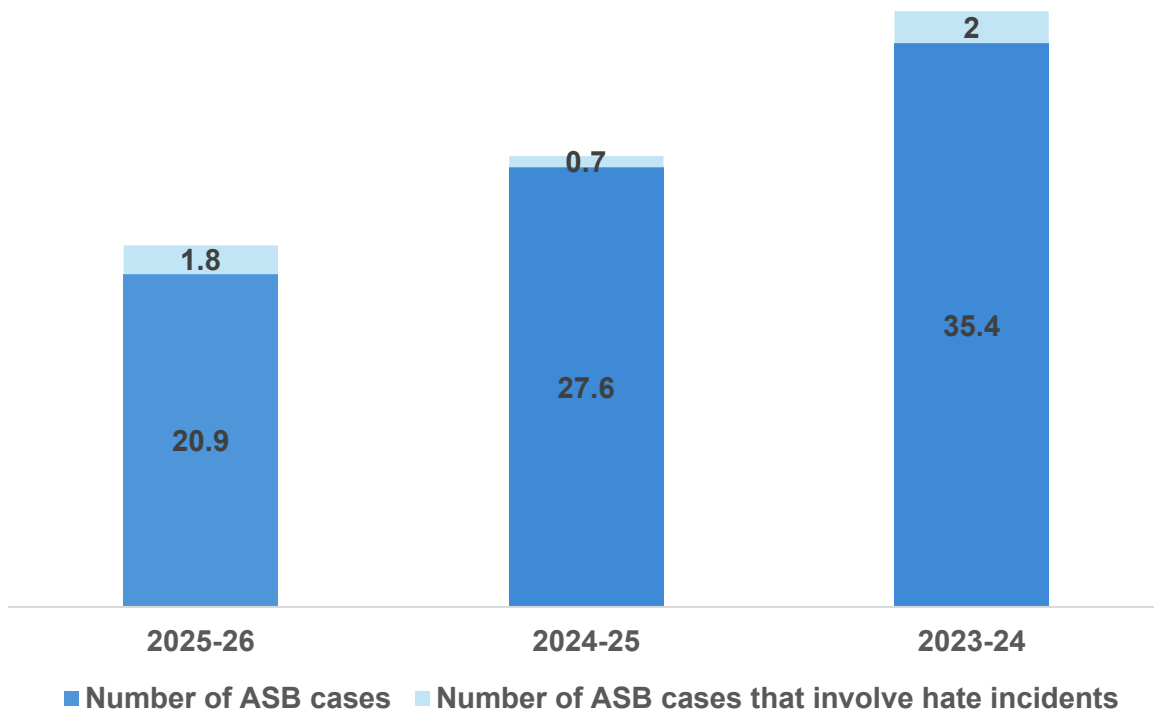
(Complaints were not split into Stage One and Stage Two in 2022-23)

Here high scores indicate that complaints are handled effectively and within required timescales. This reflects strong performance, demonstrating responsive service, good management practices, and positive outcomes for residents.



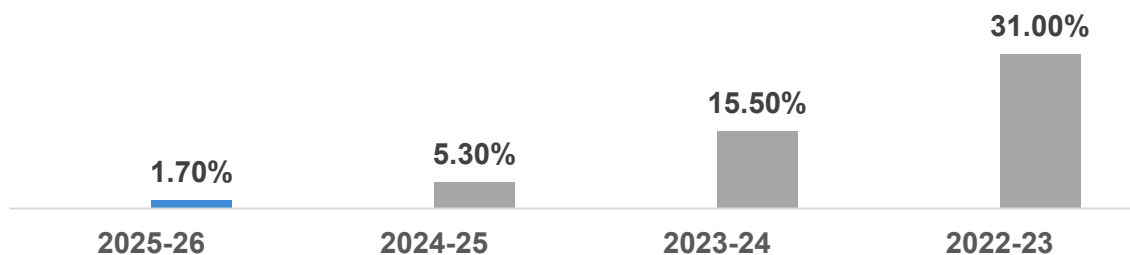
15. Anti-social behaviour cases relative to the size of the landlord

Here low scores indicate fewer issues, reflecting a stronger performance and better outcomes in the measured area. This means that problems are minimal, demonstrating effective management and positive results

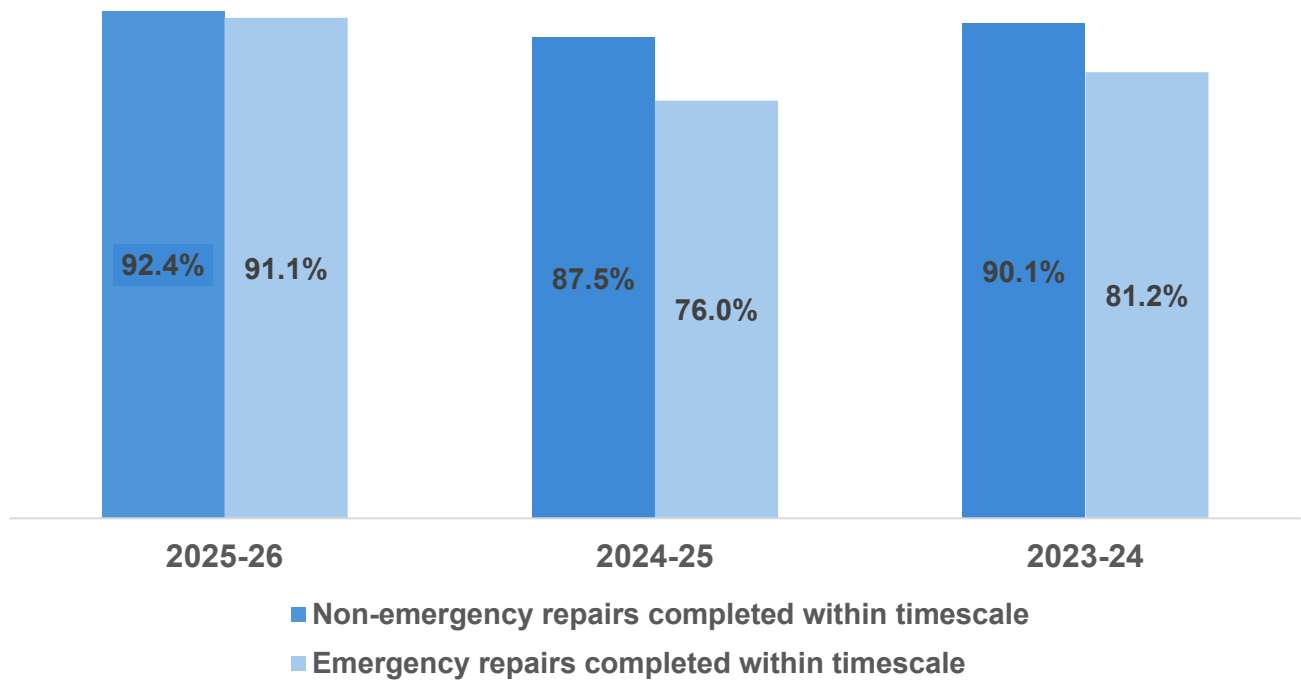


16. Proportion of homes that do not meet the Decent Homes Standard LCRA

Here low scores indicate fewer issues, as we wish to reduce the number of properties that do not reach decency values reflecting a stronger performance and better outcomes in the measured area. This means that problems are minimal, demonstrating effective management and positive results.

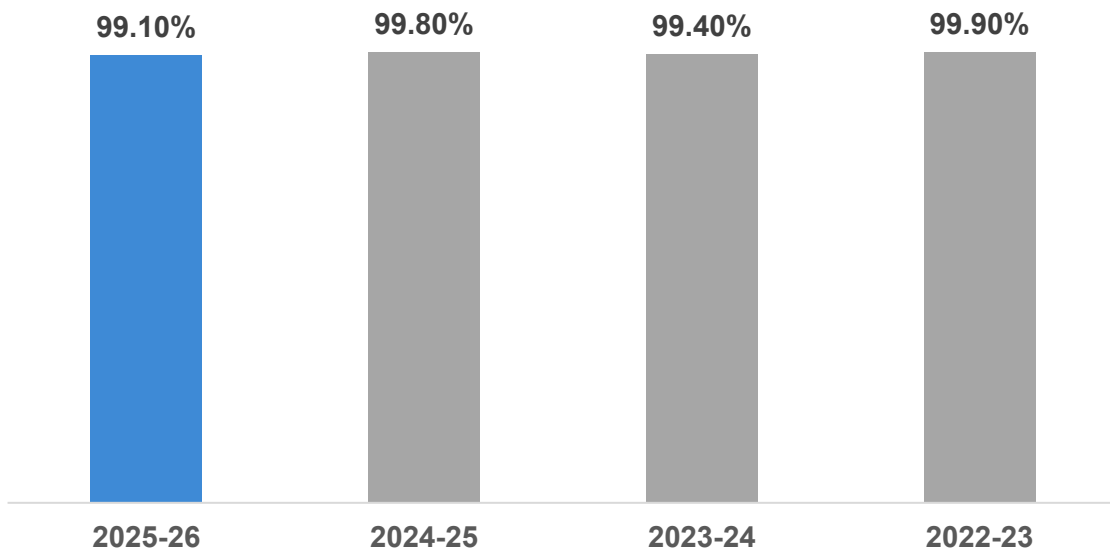


17. Repairs completed within target timescale LCRA

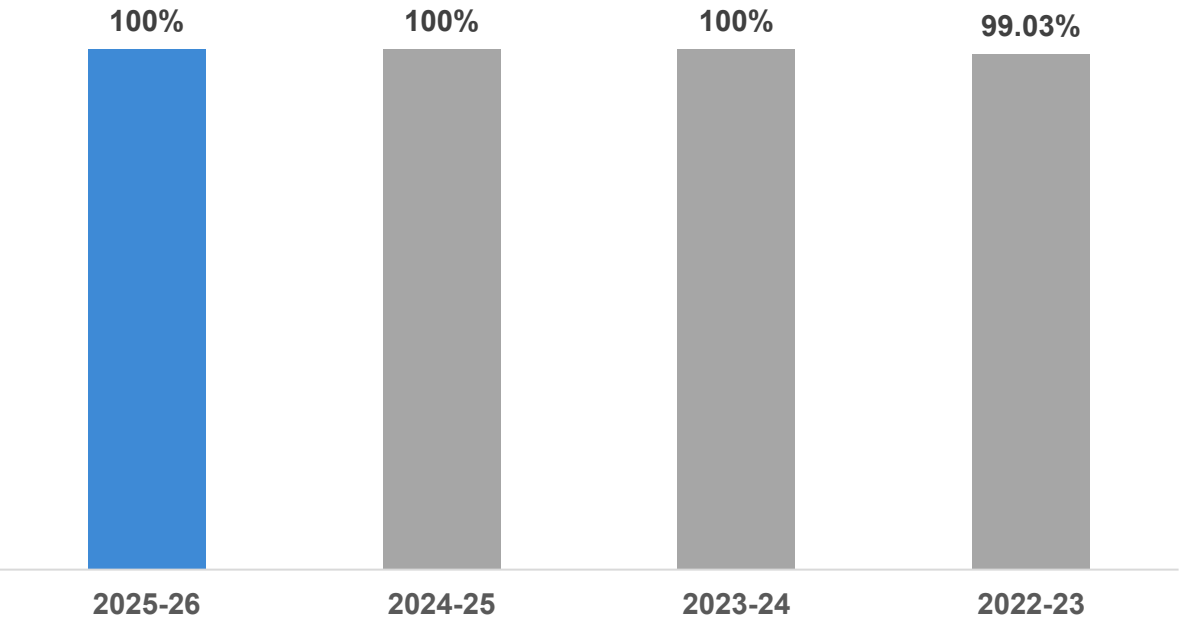


(The maximum target timescale used to calculate non-emergency repairs was **22 working days** and the maximum target timescale used to calculate emergency repairs was **24 hours**.)

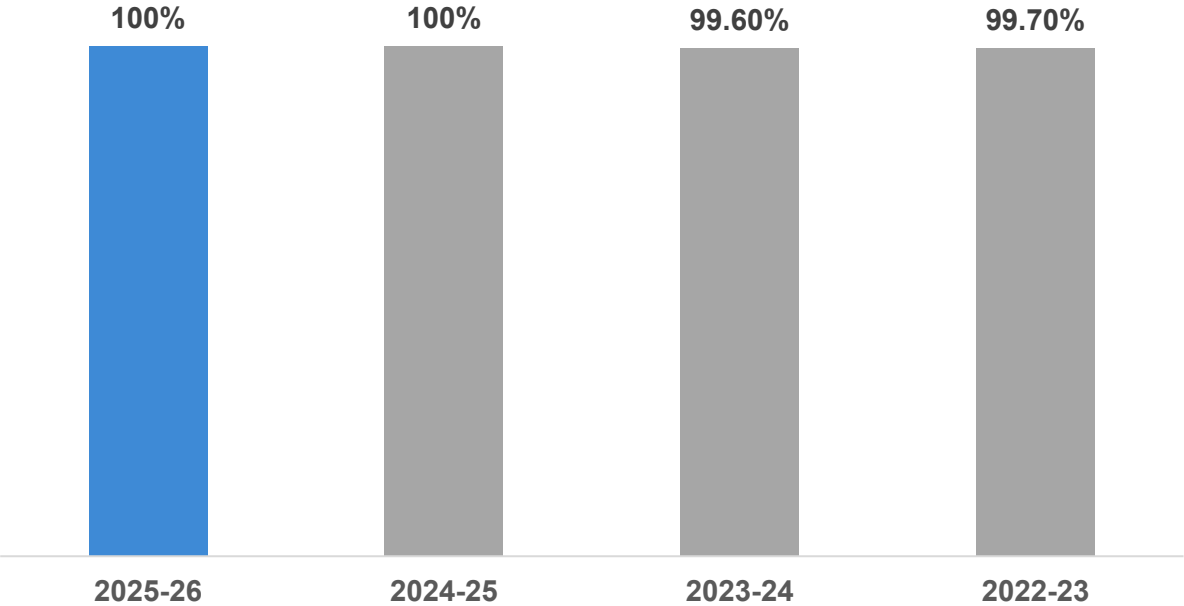
18. Proportion of homes for which all required gas safety checks have been carried out



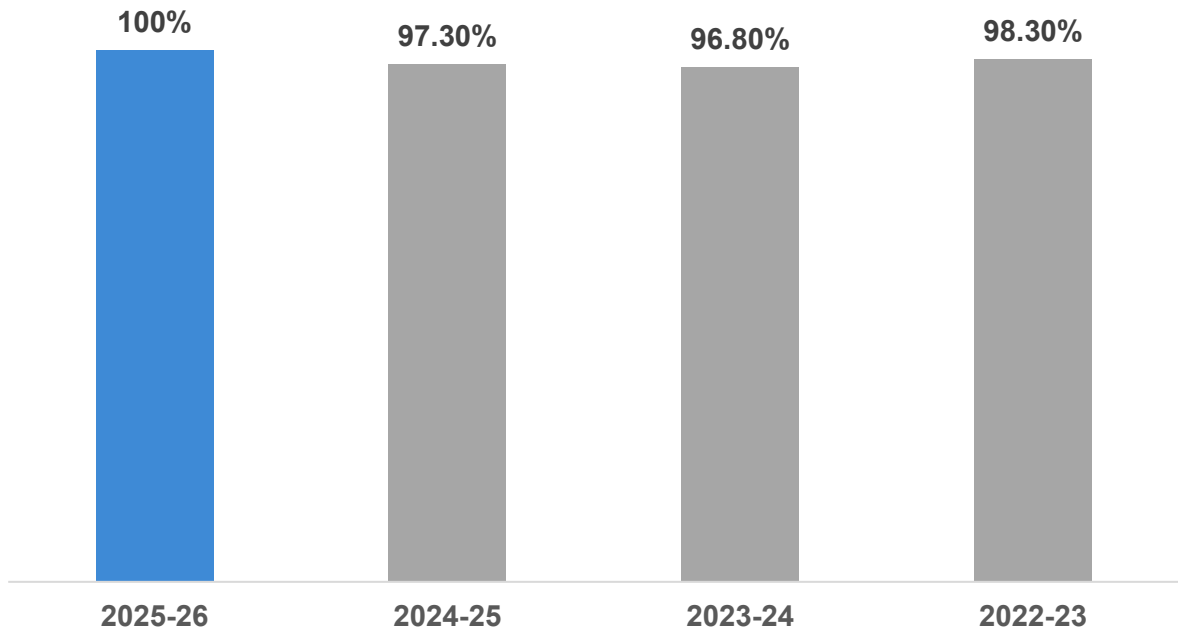
19. Fire safety checks (% homes for which all required fire risk assessments have been carried out)



20. Water safety checks (% homes for which all required legionella risk assessments have been carried out)



21. Lift safety checks (% homes for which all required communal passenger lift safety checks have been carried out)



22. Asbestos checks (Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out starting 2023-2024)

