

Your Views



AGAMEMNON
Housing Association

Tenant Satisfaction Survey 2026

About the Survey

Between January and February 2026, many of you took part in an important survey. All tenants were invited to take part in the survey by completing a postal, online or telephone 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 Agamemnon Housing Association (Agamemnon) maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

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

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



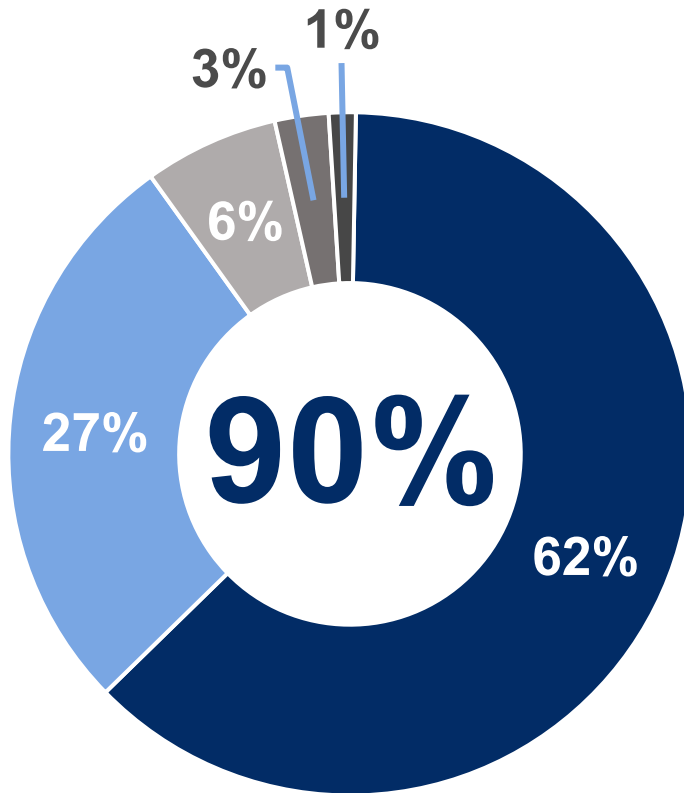
157
tenants took part
out of a total of 241
(70 by post, 65
online and 22
telephone)

A big thank you to everyone who took part!

Overall Service



Nine out of ten tenants are satisfied with the overall service provided by Agamemnon (90%).



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



The Home and Communal Areas



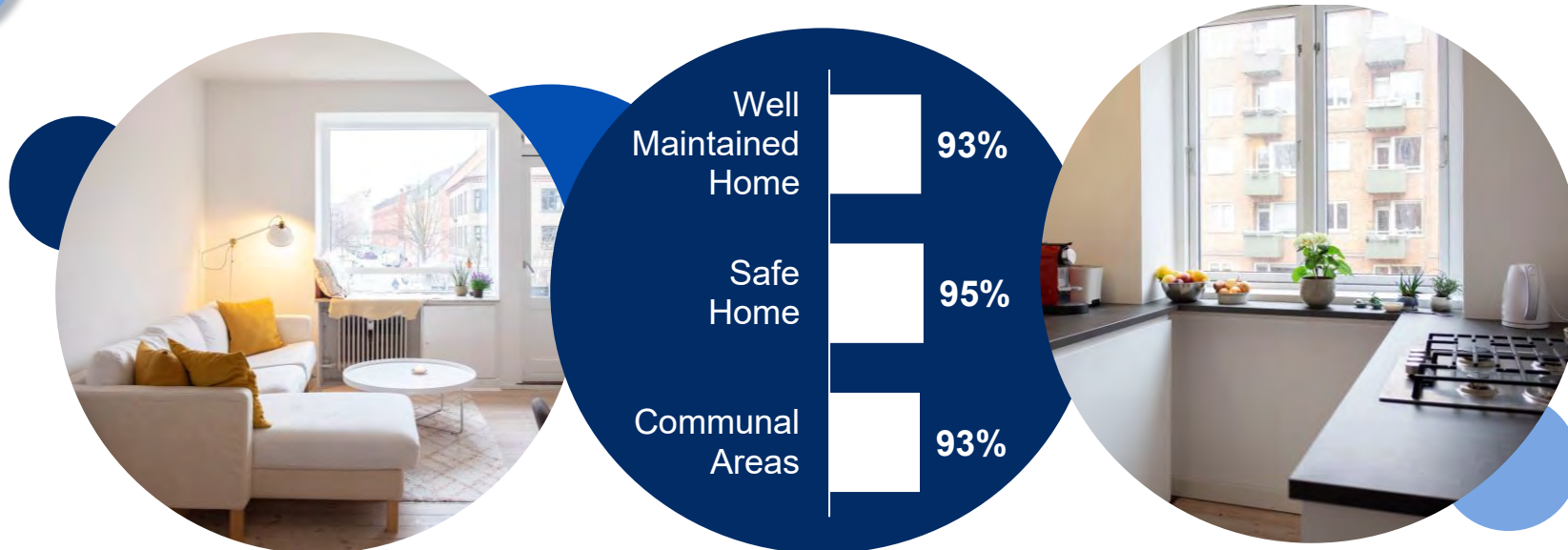
Over nine out of ten tenants are satisfied that they are provided with a home that is well maintained (**93%**).



Tenants are similarly satisfied that Agamemnon provides them with a home that is safe (**95%**).



Around nine out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained (**93%**).



Repairs Service



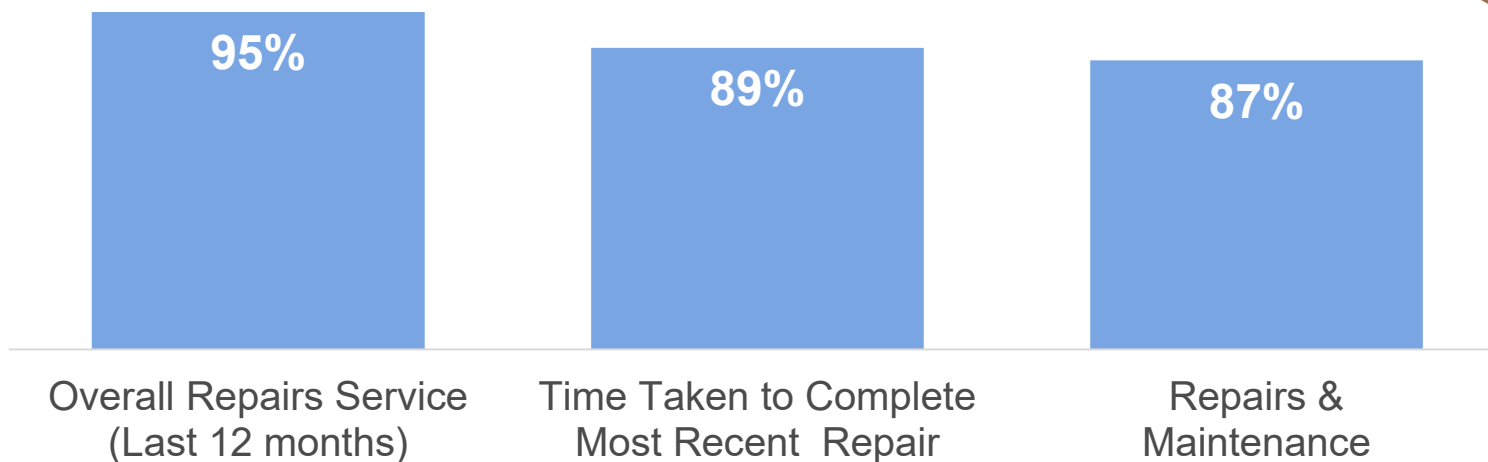
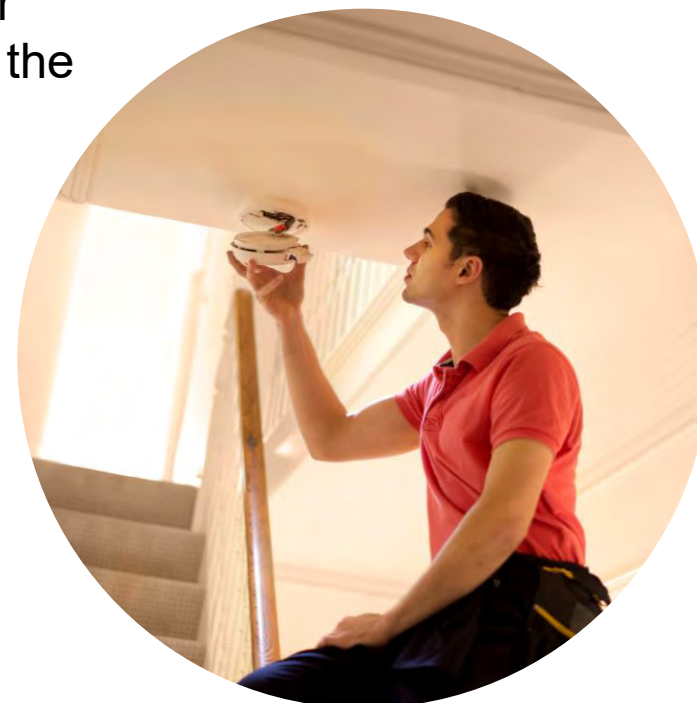
More than nine out of ten tenants who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(95%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(89%)**.



Almost nine out of ten tenants are satisfied with the way Agamemnon deals with repairs and maintenance generally **(87%)**.



71%
of tenants had a repair carried out in the last 12 months

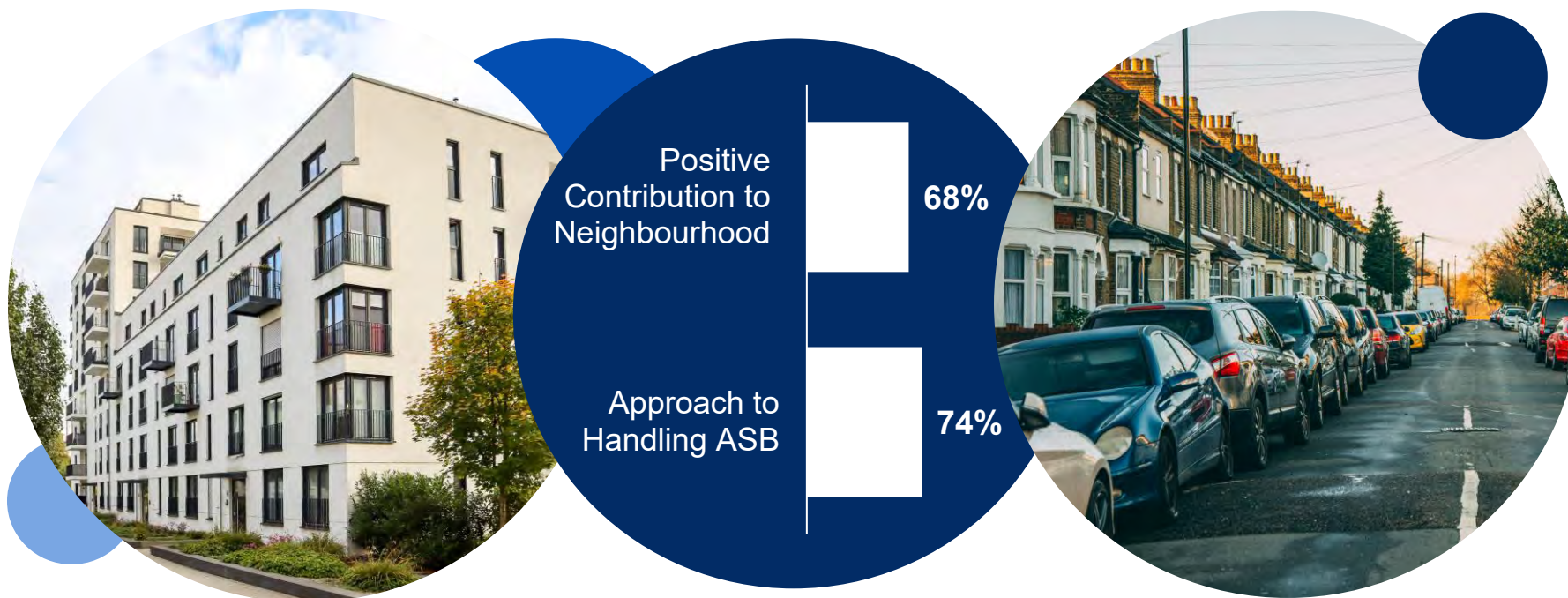
The Neighbourhood



Around two-thirds of tenants are satisfied that Agamemnon makes a positive contribution to their neighbourhood (**68%**).



Three out of four tenants are satisfied with Agamemnon's approach to handling anti-social behaviour (**74%**).



Communications and Tenant Engagement



Around seven out of ten tenants are satisfied that Agamemnon listens to their views and acts upon them (**72%**).



Around three out of four tenants are satisfied that they are kept informed about things that matter to them (**76%**).



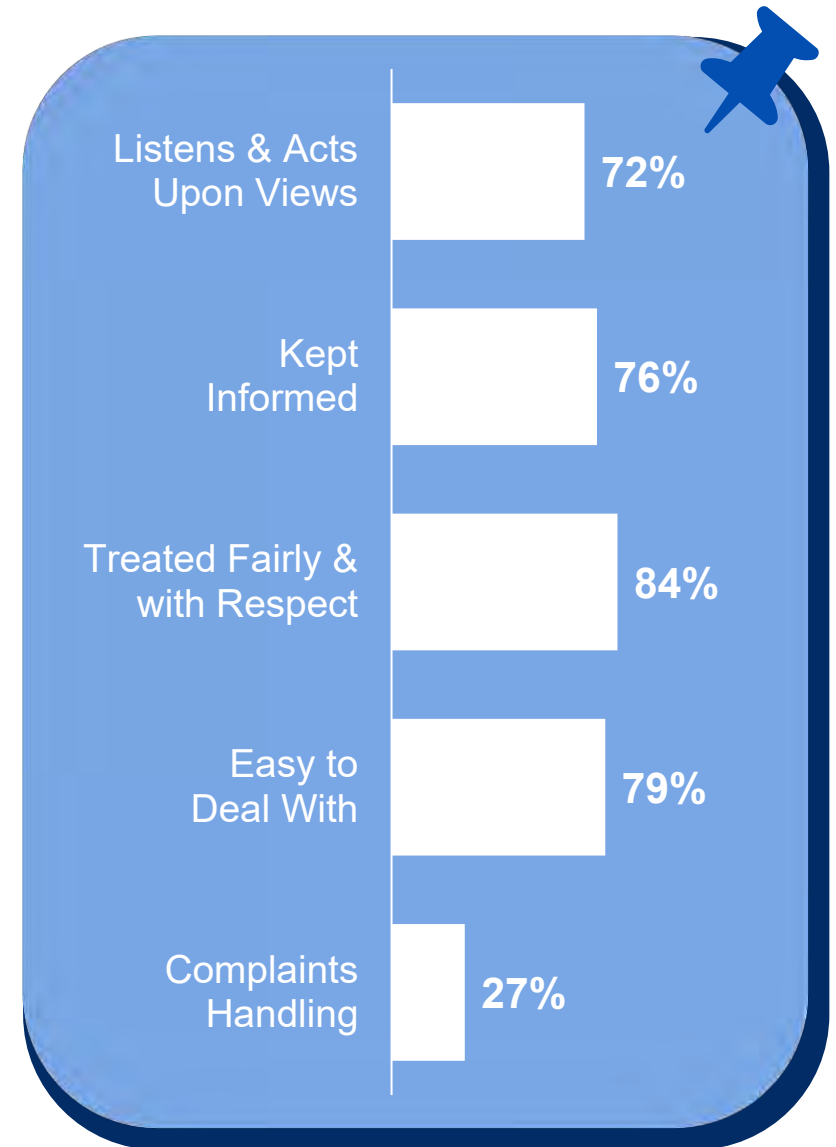
More than eight out of ten tenants agree that they are treated fairly and with respect by Agamemnon (**84%**).



Slightly fewer tenants are satisfied that Agamemnon is easy to deal with (**79%**).



Some **27%** of tenants who made a complaint in the last 12 months are satisfied with complaints handling.



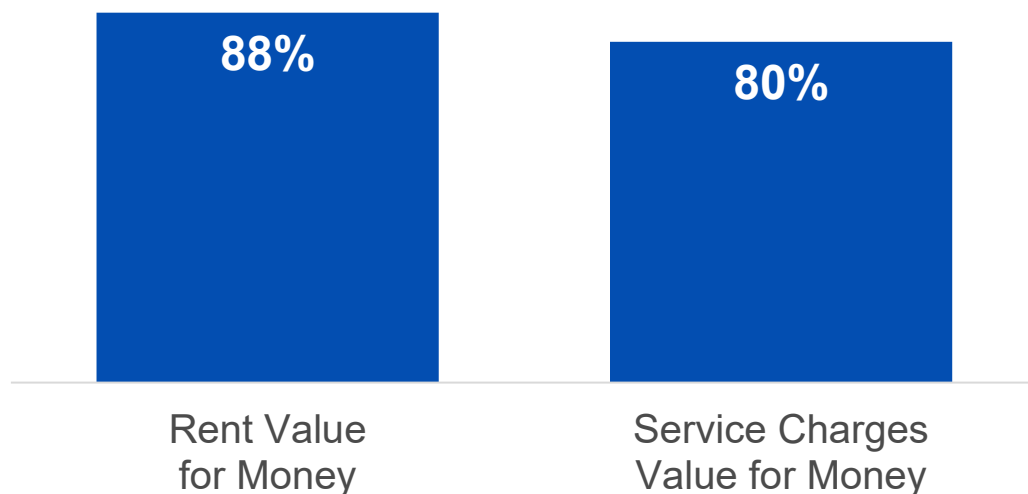
Affordability



Almost nine out of ten tenants are satisfied with the value for money of their rent **(88%)**



Slightly fewer tenants are satisfied with the value for money of their service charge **(80%)**.



"I am happy with the value for money."

"Agamemnon is the best housing association I have been in."

"I am happy with the value for money. The lounge would be good to have redone."

"I am satisfied with the service charge, but Agamemnon are currently reviewing their books, and I imagine costs may increase again."

"Perhaps consider solar panels on the roof of the building, contributing towards the costs of electricity in corridors and communal areas."

"When compared to other housing authorities, we pay more for no more."

"We could have solar panels installed, help with electricity charges."

Customer Service



Nine out of ten tenants feel that the last time they contacted Agamemnon, the staff member showed care and respect **(91%)**.



Tenants are similarly satisfied that the staff member showed empathy when handling their query **(90%)**.



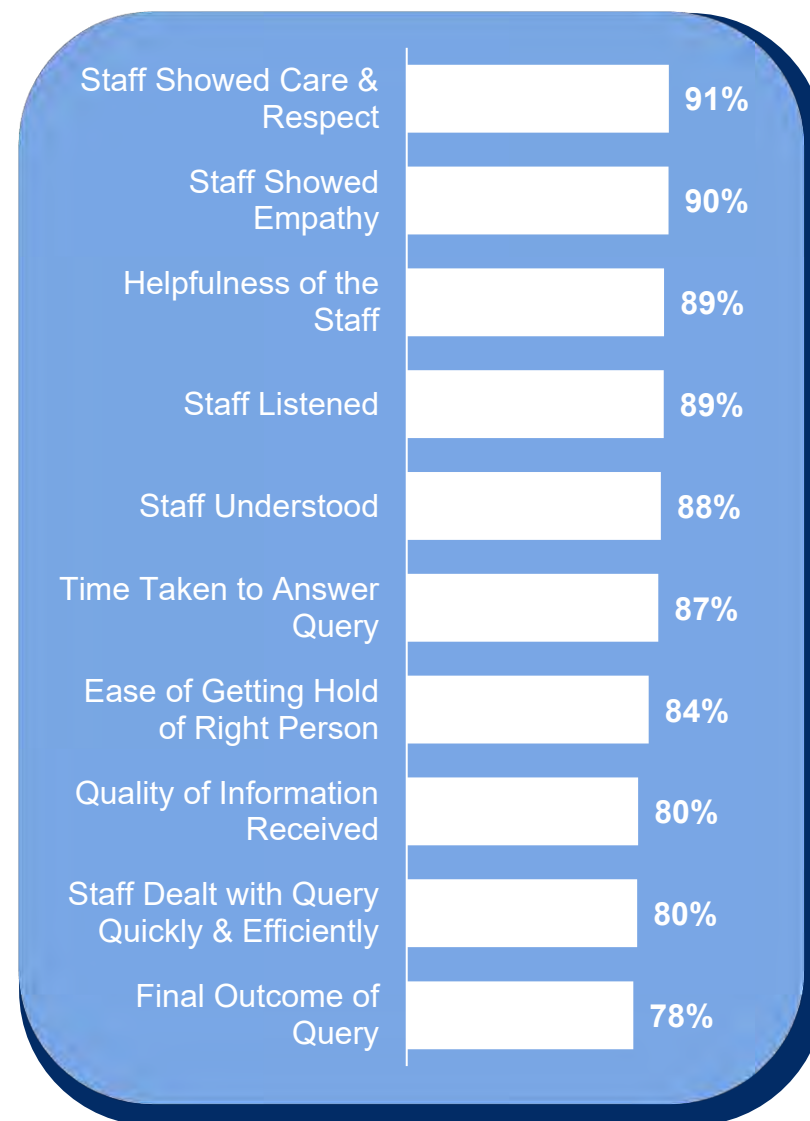
Tenants are also highly satisfied with the helpfulness of staff **(89%)**, that they were listened to **(89%)**, and understood **(88%)**.



Over eight out of ten tenants are satisfied that it was easy to get hold of the right person **(84%)**.



Slightly fewer tenants are satisfied with the outcome of their query **(78%)**, and that it was dealt with quickly and efficiently **(80%)**.

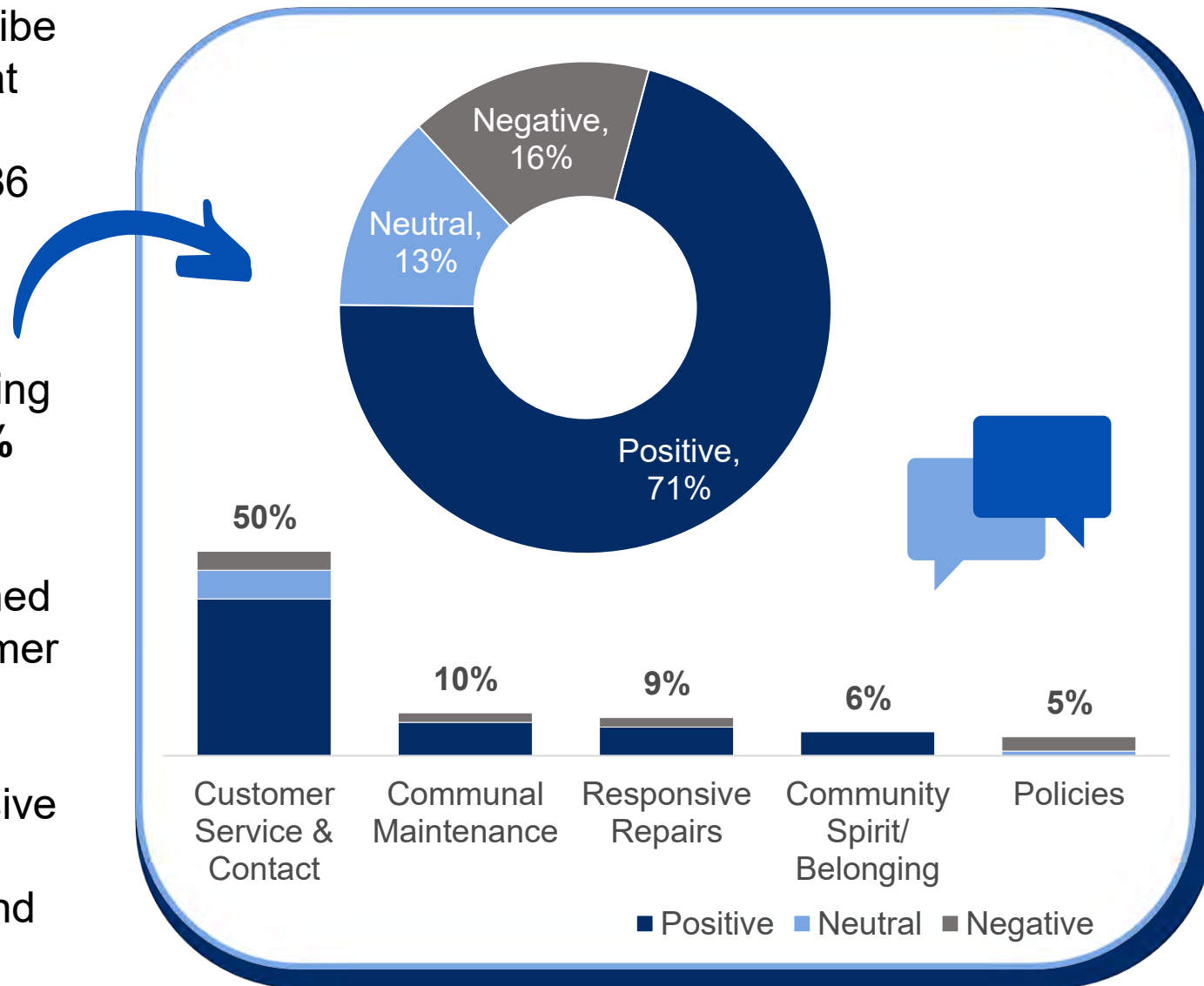


Tenants' Comments

Tenants were asked to describe their specific experiences that have shaped their view of Agamemnon's service, and 86 comments were received.

Seven out of ten of these comments have positive feeling (**71%**), **13%** neutral, and **16%** negative.

The most commonly mentioned category by tenants is customer service and contact (**50%**), followed by communal maintenance (**10%**), responsive repairs (**9%**), community spirit/pride/belonging (**6%**) and policies (**5%**).



Your Views



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Agamemnon 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 Agamemnon does to involve you in developing services. As well as publishing the results of the survey, Agamemnon plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
such as communal
areas, customer
service and repairs



Involve tenants in
shaping service
improvements

