

Renter Survey Results 2024



74% Satisfied with
Launch Housing services

“

Launch Housing has provided me with a safe and secure home that is not only affordable but a luxury to raise my son in and I couldn't be more grateful for that”

84%

agree having a home means they can plan for their future

68%

felt their home enabled them to look after their physical health

64%

felt their home enabled them to look after their mental health

62%

were satisfied about how your complaint was dealt with

Dealing with Complaints

We heard that making complaints can be difficult.

62%

were satisfied that Launch Housing listens to renter views and acts on them

Listening and Acting

We heard that we need to take more time to listen to you and share our actions with you.

73%

Satisfaction with the quality of repairs carried out

Quality of Repairs

We heard that we can improve our quality of repairs and communication with renters.