

TENANT SATISFACTION SURVEY RESULTS

In May and June this year we ran our annual tenant satisfaction survey to get your feedback on what we're doing well, where we can improve and what our priorities should be. For the first time we will also report these results to the government housing regulator as part of the new Tenant Satisfaction Measures that all landlords must complete.

Thank you to all 938 who took the time to complete the survey online or in the post. Over the coming months we will use what we have learnt to help improve our housing services.

We know that the pandemic followed by the cost of living crisis has affected tenants and landlords across the country, so we are pleased that almost four out of five households are still satisfied with our services. Nevertheless you told us that the biggest issues are with the maintenance of your home.

We are already working hard to improve so that satisfaction with our housing services not only matches but exceeds what other similar councils are able to achieve.

78%

of tenants are
satisfied with our
services overall



satisfied

neither

dissatisfied



KEY DRIVERS OF SATISFACTION

- 1st** A home that is well maintained
- 2nd** Repairs service received in the last 12 months
- 3rd** Easy to deal with
- 4th** Listening to tenants & acting on their views

Property maintenance and the **repairs service** are the main theme of the survey results because how tenants answered these two questions are the most closely **linked to overall satisfaction**.

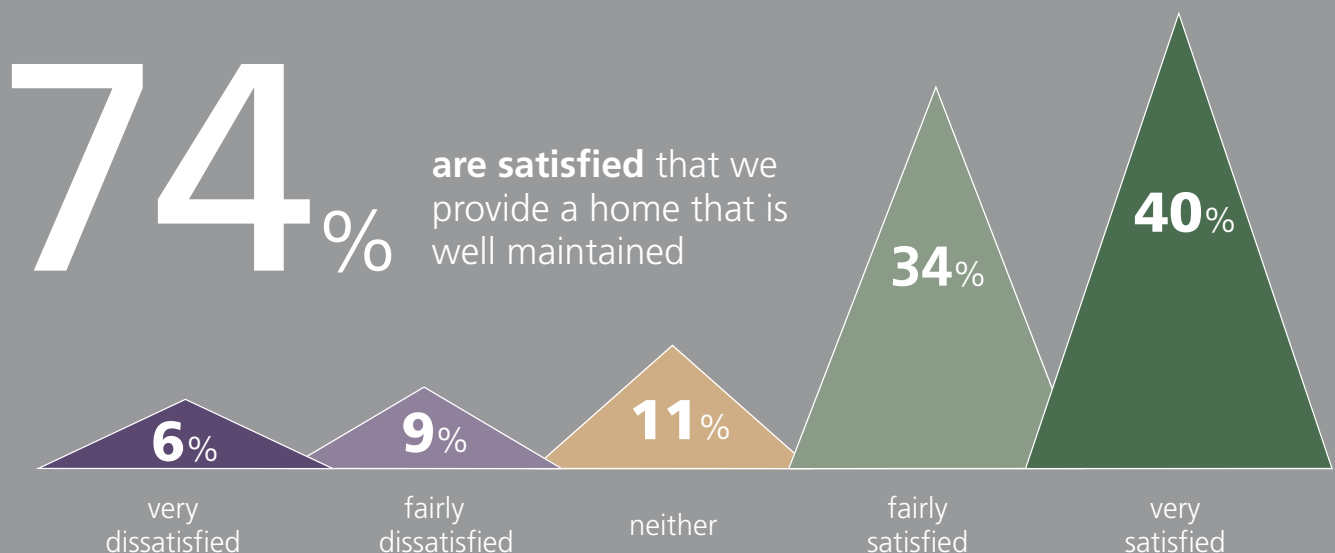
That the housing service is **easy to deal with** is also important to tenants, which involves properly **listening** to what they say and taking action where we can.

WELL MAINTAINED HOME

The link between the **maintenance of the home** and the **repairs service** to overall satisfaction with housing services is very strong in this year's survey results,

This is a common finding in tenant surveys across the country at the moment due to disruptions caused by both the **pandemic** and the **increasing costs** of staff and materials.

Dealing with **heating and energy efficiency** issues is the single most commonly mentioned property improvement requested by survey respondents, followed by replacement **windows**.



THE BUILDING



SAFETY & SECURITY

gets a rating of **79%** from tenants, including 91% of those living in sheltered housing or extra care



Fewer than half of our tenants have **communal areas**.

Amongst those that do, almost two thirds feel that we keep them clean and well maintained: **64%**

REPAIRS

80%



are satisfied with the **repairs service** received over the last year ...

... but slightly fewer are happy with the **time taken** to complete that repair

78%



Completing previously reported repairs is the most commonly mentioned priority for improvements

COMMUNICATION

79%



feel we treat tenants **fairly and with respect** ...

... and **76%** say that we are **easy to deal with**

Listening to & acting on tenant's views ...



... is also important for overall satisfaction, so it is good that this score compares well against other landlords

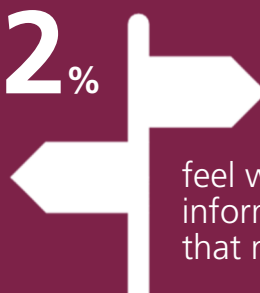
67%

47%



who **made a complaint** are happy with our response. This is similar to the average score amongst other landlords

72%



feel we keep you informed about things that matter to you

NEIGHBOURHOODS



59%
feel we make a positive contribution to the neighbourhood



7% of comments were about **untidy gardens and garden maintenance**



48%
are happy with how we **deal** with anti-social behaviour, which is down 11%

WHAT COULD WE DO BETTER?

We asked you to tell us in your own words about our services. The top suggestions for improvement are:

Property improvements

Within this, the most common issues that you think we could improve are heating and energy efficiency (6% of comments), windows (4%) and communal cleaning (3%).

The other main topics raised were in the following order:



Repairs and maintenance, especially **works that are still waiting to start**



Neighbourhood improvements, mainly **untidy gardens or garden maintenance**



Customer service and communication, in particular **returning calls and emails**

THANK YOU ...

... again to everyone who took part in the survey. We will take all the feedback into consideration when planning improvements to our services.

Didn't complete our survey this time round? We will be running this survey every year so your chance will come around again, but we welcome our tenants' feedback all year round.

