



Cheltenham Borough Homes (CBC - LCRA)

TSM Tracker Q2 2024/25 Report

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

Complaints

Wellbeing

Improvements

Trends

Summary

Demographics

Introduction

Cheltenham Borough Homes (CBH) manages around 4,500 properties on behalf of Cheltenham Borough Council (CBC) but now also owns around 100 properties itself, a mixture of LCRA and LCHO properties. Acuity has been commissioned to undertake quarterly independent satisfaction surveys of the tenants of Cheltenham Borough Homes to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect in April 2023 and was due to be reported to the Regulator for the first time in June 2024 and will be required annually from now on. Every quarter, tenants are contacted and invited to take part in a telephone interview. The survey is designed to collect the views of approximately 221 tenants per quarter, proportionately sampled by needs, tenancy tenure type and age.

The report presents an analysis of the results based on the 221 tenant interviews for Q2 24/25 which includes 221 completed surveys, as well as 16 incomplete, which are required to be included by the Regulator.

The telephone survey is confidential, and the results are sent back to CBH anonymised unless tenants give their permission to be identified – 82% of tenants did give permission to share their responses with their details attached and 93% of these tenants are happy for CBH to contact them to discuss any comments or issues they raised.

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

- Provide information on tenants' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (where appropriate at year-end)
- Inform decisions regarding future service development
- Report to the Regulator from April 2024 onwards.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 10,000 properties achieve a sampling error of at least $\pm 4\%$ at the 95% confidence level. For the quarterly tenant survey, 221 completed responses were received in Q2 24/25. This response is high enough to conclude that the findings are accurate to within $\pm 6.4\%$ for the quarter and $\pm 3.4\%$ annually. For there to be a statistically significant difference in results, the change from Q1 to Q2 will need to be above 13 percentage points and annually will need to be greater than 6 percentage points.

Note: The majority of figures throughout the report show the results as percentages. As percentages are rounded up or down from two decimal places in the results file to the nearest whole number, they may not always total 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. The charts also show the base for each question shown as n=...

TSM Key Metrics Q2 2024/25

82%



Services Provided

Just over eight out of ten tenants (82%) are satisfied with the overall service provided by Cheltenham Borough Homes, up 4 percentage points (p.p) in Q2.

Six survey metrics received satisfaction scores above 80%, including the time taken to complete repairs, keeping tenants informed, and treating tenants fairly and with respect. The highest score is seen in repairs in the last 12 months (87%).

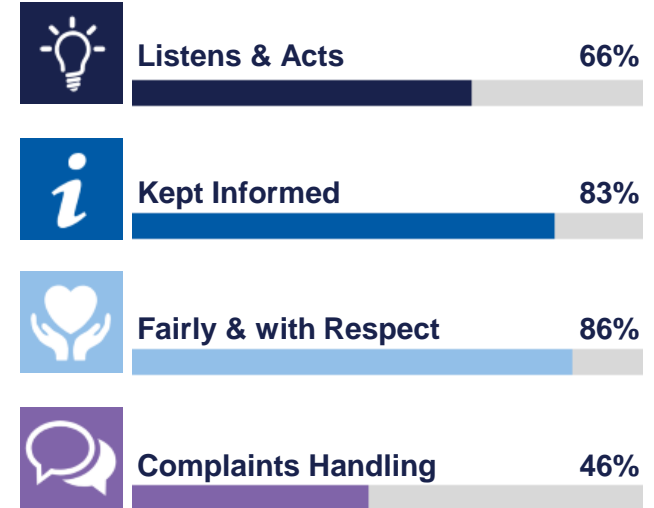
However, four metrics fall below 70% satisfaction, including how CBH listens to tenants' views and acts upon them (67%), the approach to dealing with anti-social behaviour (62%), the maintenance of communal areas (65%), and just 47% are satisfied with complaints handling.

The end of the report also includes a breakdown of the results by different demographic elements such as age, gender and length of tenancy.

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction

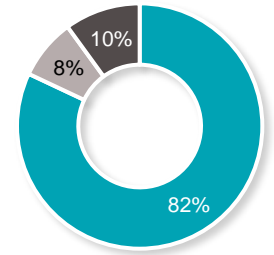
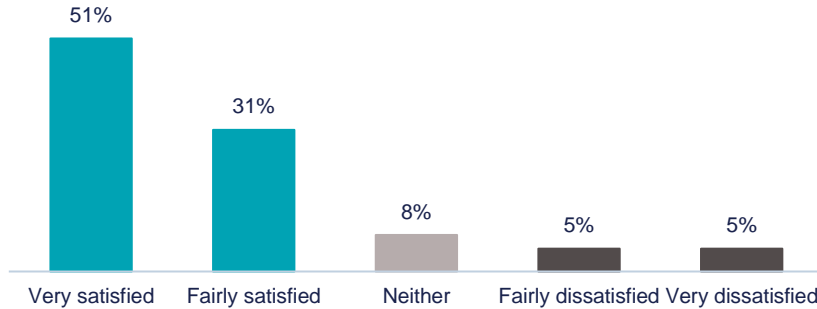


Overall Satisfaction

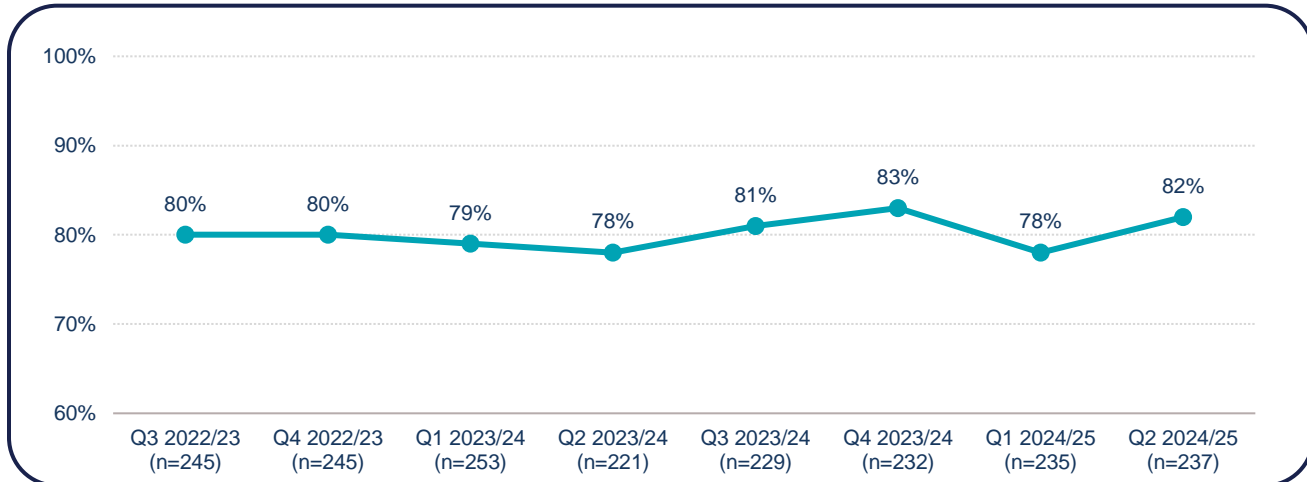
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cheltenham Borough Homes?" This is the key metric in any tenant perception survey.

Just over eight out of ten tenants (82%) are satisfied with the overall service provided by CBH, an increase of 4p.p. Around half of tenants are very satisfied (51%), and one in three (32%) are fairly satisfied; just one in ten are dissatisfied in Q2.

Satisfaction has been in the 80% range for the last two years, and has returned to a score of above 80% in Q2, following a temporary dip to 78% in the previous quarter.



■ Satisfied ■ Neither ■ Dissatisfied





Keeping Properties in Good Repair



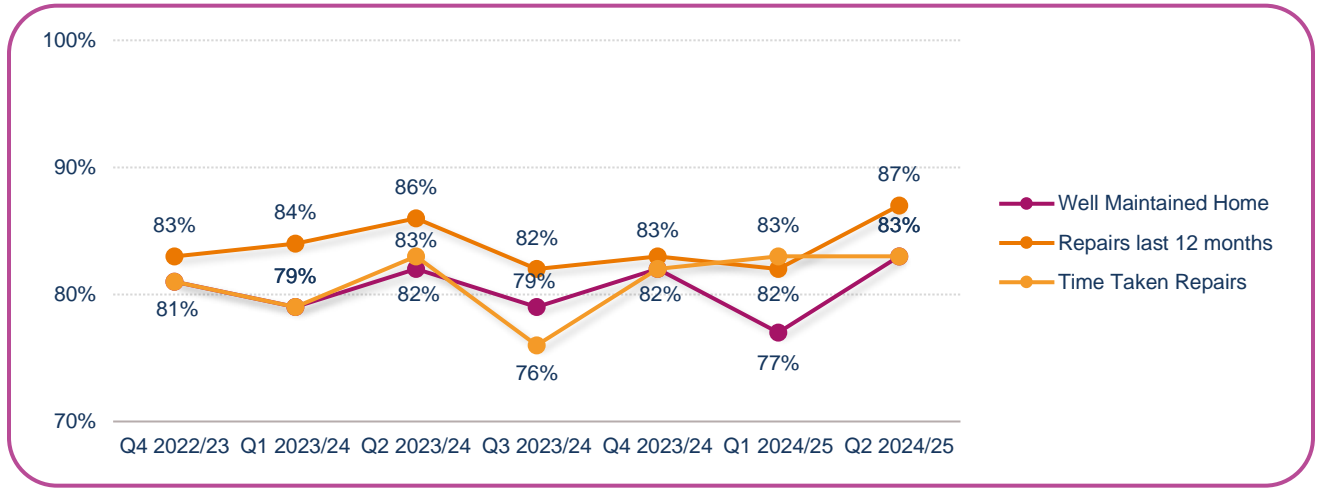
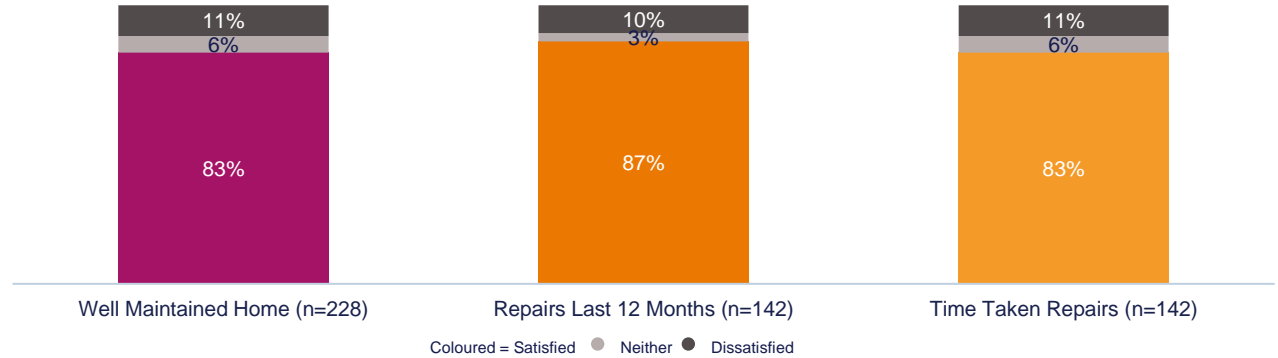
Keeping Properties in Good Repair

Around eight out of ten tenants are also satisfied that their home is well maintained (83%), and this is up by 6p.p since the previous quarter; just one in ten are dissatisfied.

Similar to Q1, around six out of ten tenants (63%) said they had a repair completed on their home in the last 12 months. Of these, 87% are satisfied with the overall repairs service during this period, up 5p.p in Q2. Repairs in the last 12 months is the highest scoring metric in the survey in Q2; this is not always seen in similar surveys and is very positive indeed.

As for the time taken to complete their last repair, 84% are satisfied, also with just 10% dissatisfied. Satisfaction here has not changed since Q1.

Similar social landlords often see lower satisfaction scores for the time taken to complete repairs compared to that of the recent service, but CBH shows similarly high scores for both metrics in Q2, as they did in Q1.





Comments - Dissatisfaction with Repairs

Tenants not satisfied with the way CBH deals with repairs and maintenance were also asked to explain why and just 20 made comments. It is important to note that only around 10%-11% of tenants are dissatisfied with the repairs service, perhaps resulting in fewer responses here.

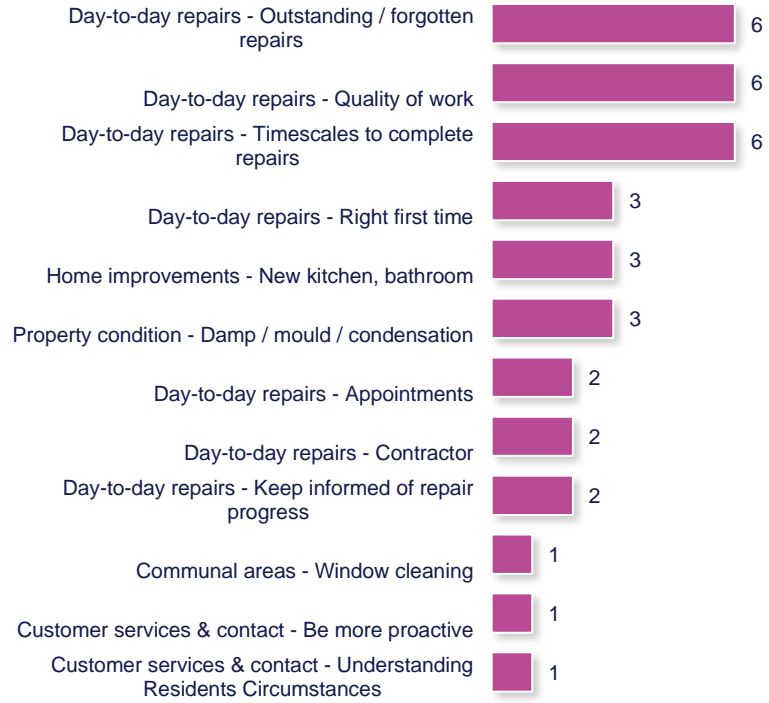
Outstanding repairs, quality of work, and the time taken to complete repairs are the most common causes for concern, with each featured in around a quarter of all comments. For example, one tenant said, *"My back door frame was rotten. It took several weeks (for them) to come out. The job was unsuitable. The door is not sitting correctly, and rain comes through."*

Others comment on their repair not being done right the first time, whilst others comment on needing home improvements like new kitchens and bathrooms.

Damp and mould features in only three comments in this area, and these cases should be investigated with urgency, if not already being done so.



■ (n=20)





Maintaining Building Safety

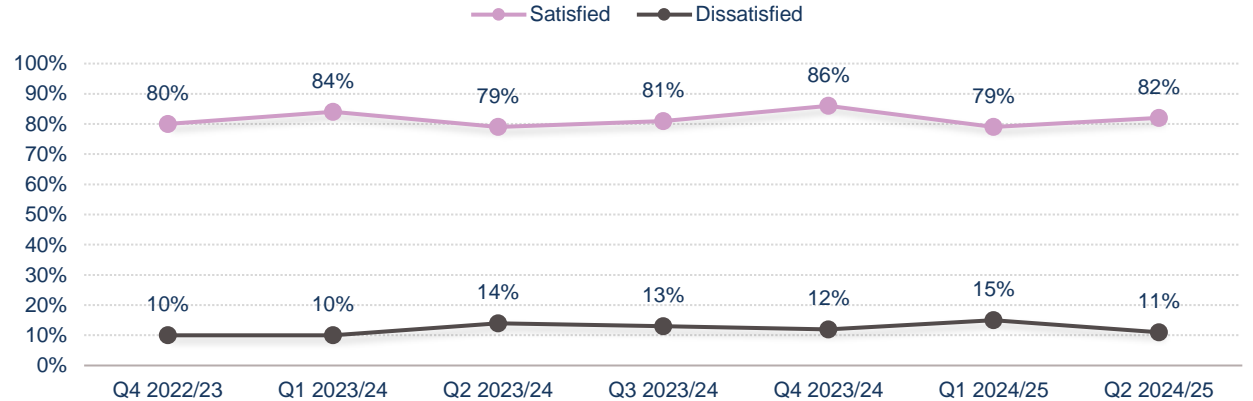
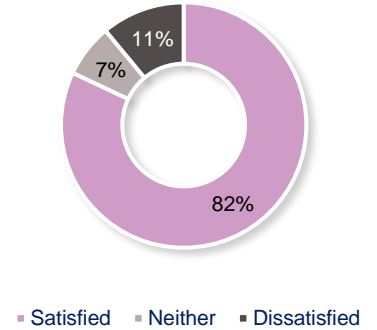
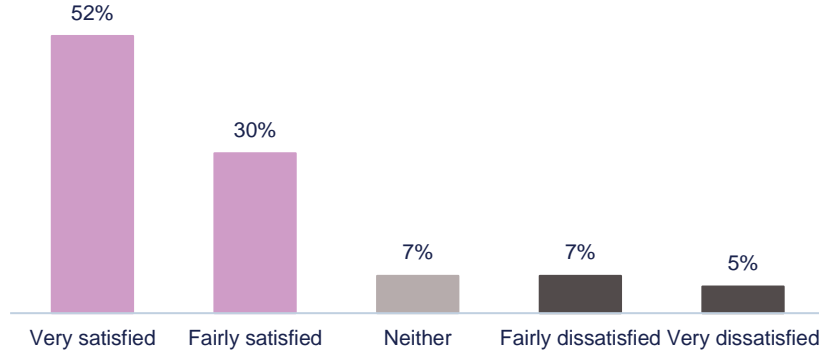


Maintaining Building Safety

Again showing high scores, 83% of tenants are satisfied that CBH provides a safe home, up 3p.p since Q1. One in ten (11%) are dissatisfied and a further 6% are neither satisfied nor dissatisfied.

Q2 results follow the slight fluctuations seen in this metric across the last two years, with satisfaction scores generally remaining within the 79%-85% range.

Dissatisfaction has also decreased in Q2 by 4p.p, and has continues to remain relatively low.





Comments - Home or Communal Areas not Well Maintained or Safe

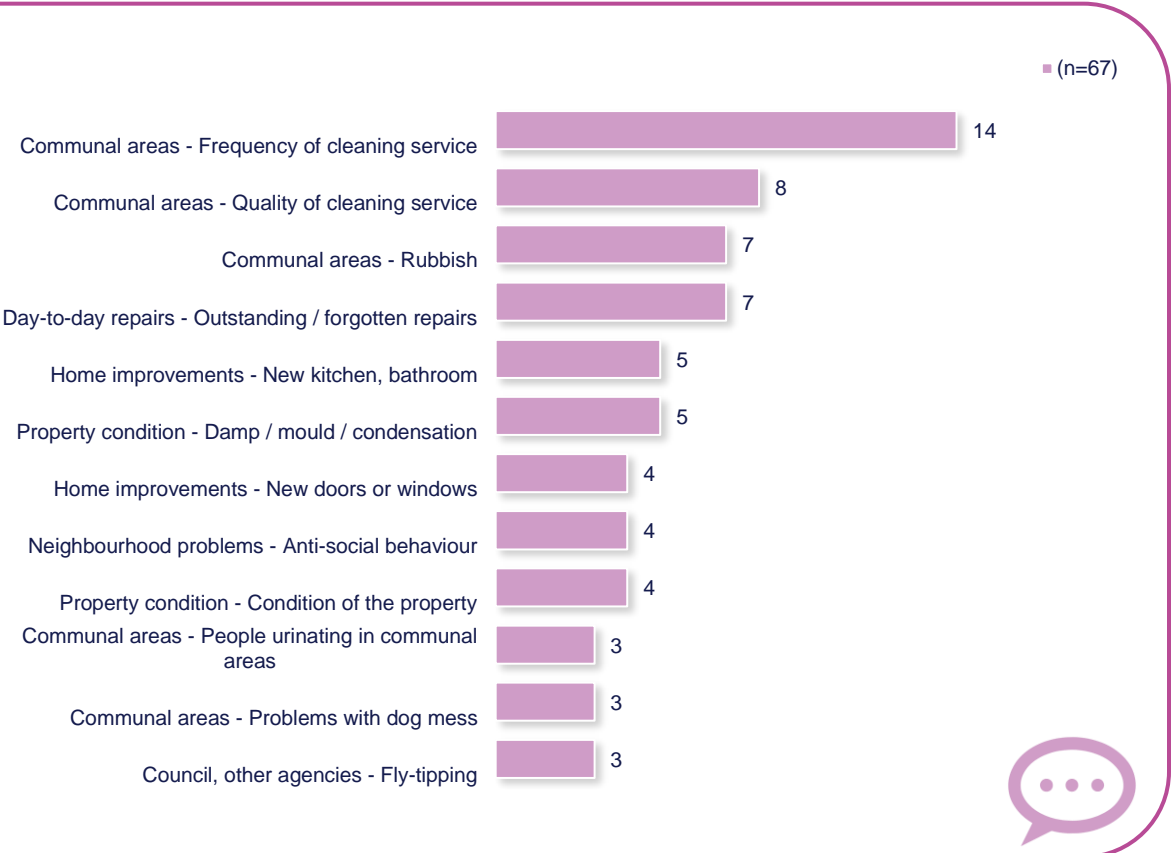
Tenants not satisfied that their homes and/or communal areas are well maintained and safe were asked to explain why and what could be done to improve this, and 67 made comments.

The cleanliness of the communal areas is a key focus with the frequency of the cleaning service the number one theme in tenant comments for Q2, for example, *"It is the stair well, it is always dirty. They are supposed to clean once a fortnight, but they do not really clean it."*

The quality of this cleaning service is also a cause for concern for some tenants, whilst others mention rubbish left in the communal areas.

Home improvements are also mentioned to a lesser degree, including a desire for new or updated kitchens and bathrooms, as well as new doors and windows.

Issues with damp and mould are mentioned by five tenants, and the full text of comments in this area, and all others, can be found in the data files.





Responsible Neighbourhood Management

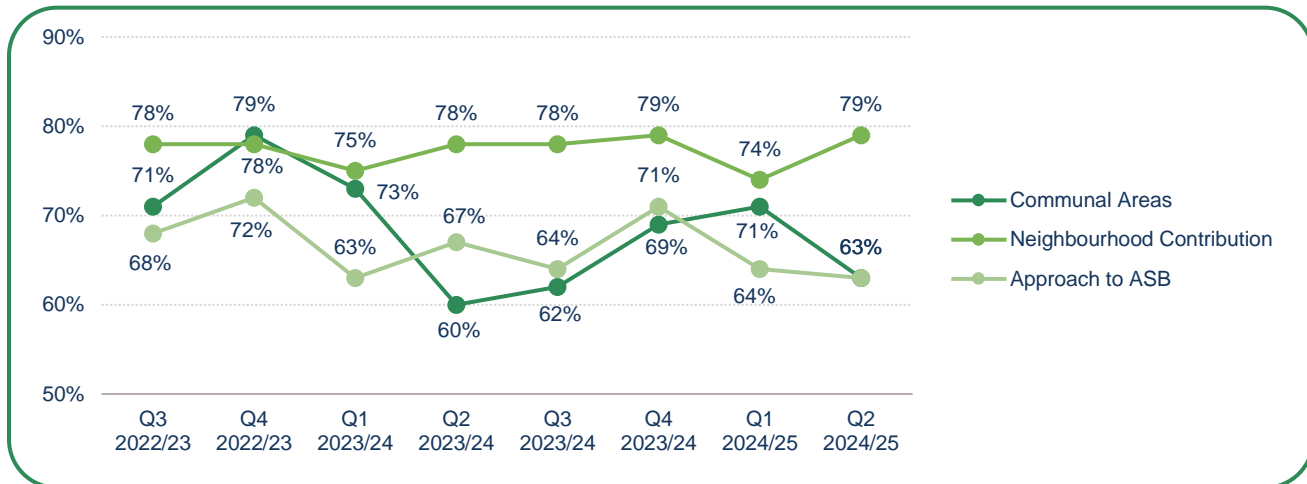
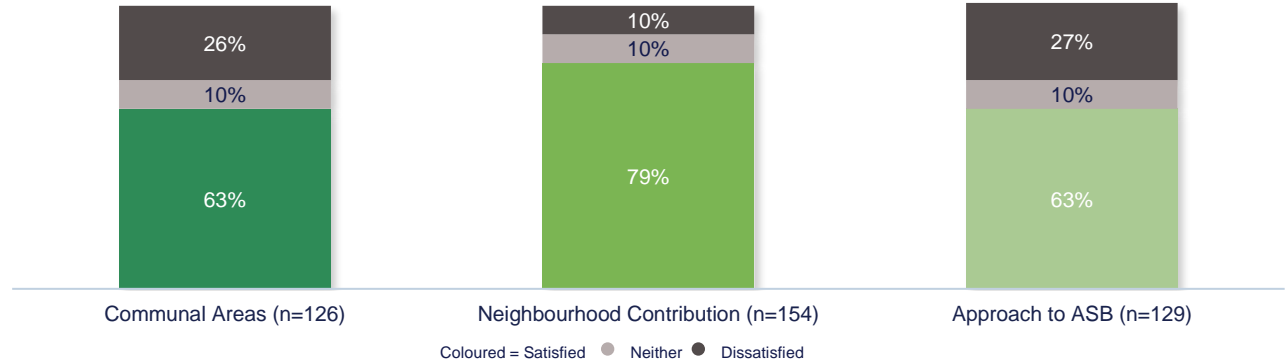
Responsible Neighbourhood Management



Some 56% of tenants stated that they live in a building with communal areas that CBH is responsible for maintaining. Of these, 63% of tenants are satisfied that their communal areas are clean and well maintained, but this has fallen by 7p.p in Q2. One in four remain dissatisfied.

A positive 79% of tenants feel that CBH makes a positive contribution to their neighbourhood, and this is up 5p.p to the high 70%, after a temporary drop in Q1.

On the other hand, satisfaction with CBH's approach to dealing with anti-social behaviour is consistent with the previous quarter, down by a marginal 1p.p in Q2. Some 27% remain dissatisfied with approach to ASB, creating an area of improvement for CBH.





Respectful & Helpful Engagement

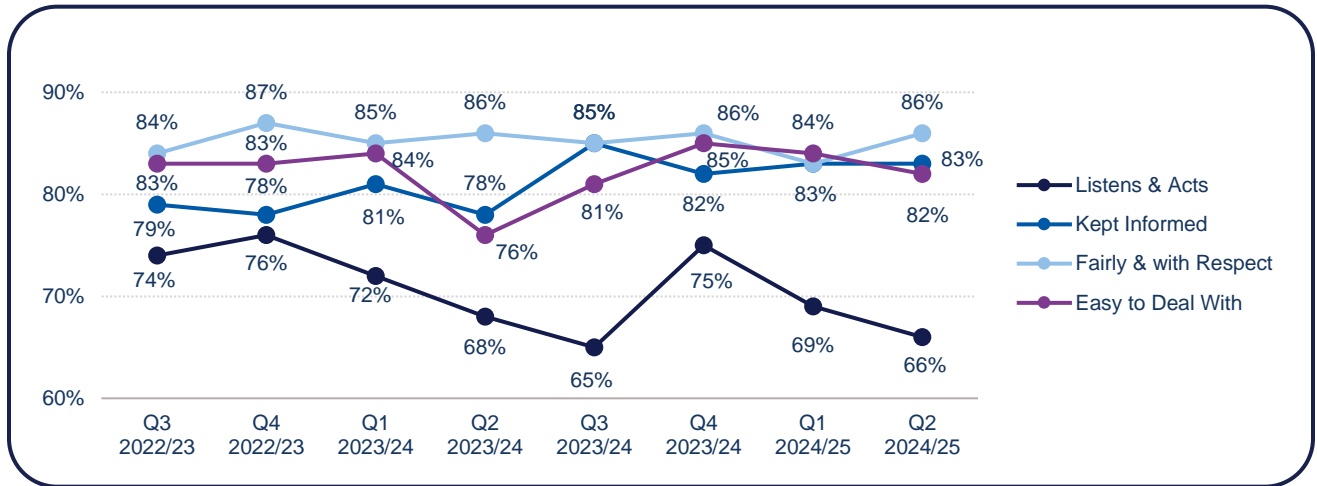
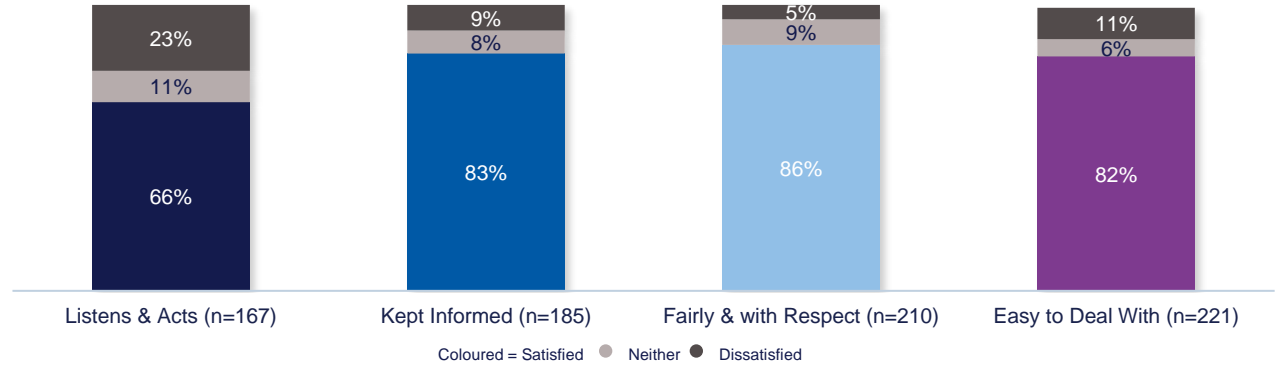


Respectful & Helpful Engagement

Similar to Q1, over eight out of ten (82%) tenants find CBH easy to deal with, just one in ten (11%) finding it difficult.

A similar number feel that CBH keeps them informed about things that matter to them (83%), consistent with Q1. Slightly more (86%) feel that CBH treats them fairly and with respect, up 3p.p.

Fewer tenants feel that CBH listens to their views and acts upon them (66%), down 3p.p since Q1. Just over one in five (23%) are dissatisfied, and this measure consistently scores lower than others in the survey. After a temporary rise to 75% in Q4 23/24, this metric has fallen back to the 60% range seen this time last year.





Comments - Listens & Acts

Tenants who stated that they are not satisfied with the way CBH listens to their views and acts upon them were asked how this could be improved, and 54 made comments.

Around a fifth of comments mention a need for CBH to act on tenants' views, and give feedback when they do so. For example, one comment says, *"They haven't seemed to take action when we ask for things."*

Other aspects of communications are also mentioned, including a need for CBH to listen carefully and take interest in tenants' views.

Other areas of concern include outstanding repairs, and issues with customer services and contact, including complaints not being resolved, general complaints handling, and understanding tenants' circumstances, to a lesser extent.



(n=54)





Comments - Treated fairly and with respect

Tenants who do not feel CBH treats them fairly and with respect were asked to explain why, and 27 made comments.

No single issue stands out amongst the rest, but issues around communications from CBH and the repairs service attract the most comments.

As for communication, some tenants wish for CBH to listen more carefully and take interest in tenant concerns, commenting *"They don't listen to what you say to them."* Perhaps greater feedback on the actions CBH takes on tenants' views could be beneficial.

Outstanding repairs and the quality of repairs work are also mentioned, alongside some frustrations when repairs are not completed right the first time.



(n=27)



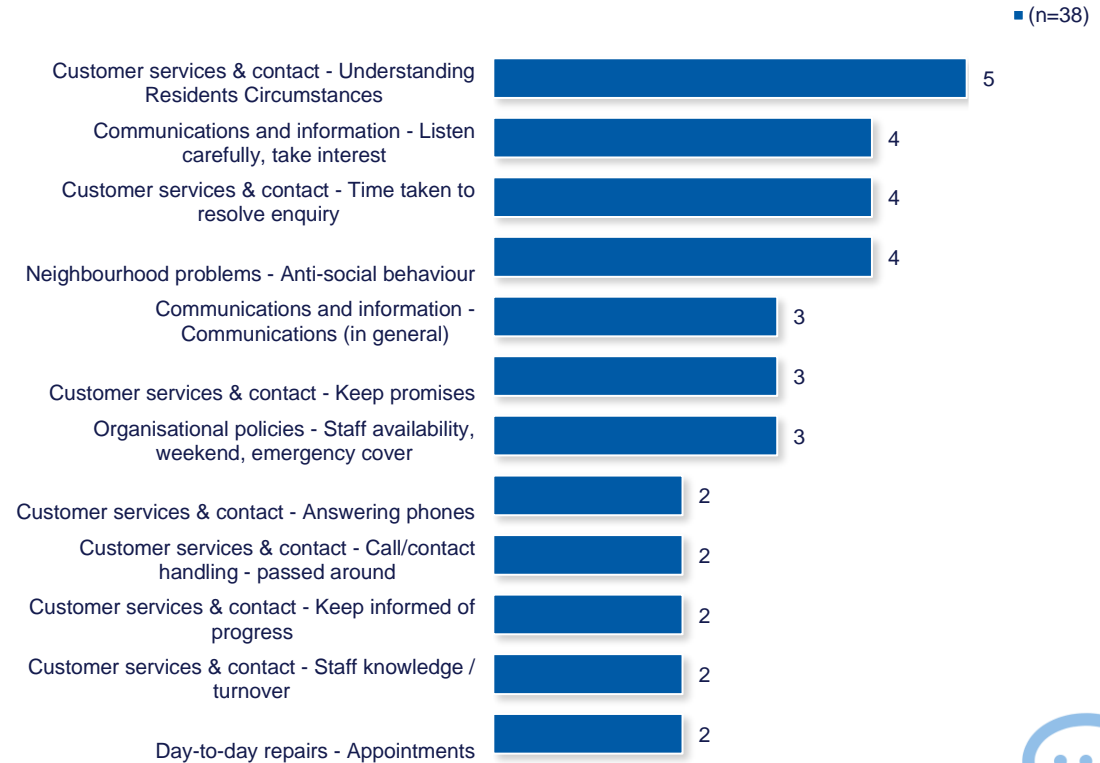


Comments - Easy to Deal With

When asked about the ease of dealing with CBH, 38 tenants made comments.

Again, there is no single issue that stands out from the rest. As seen in Q1, issues of calls not being returned are seen in Q2. Some are concerned with the time taken for customer services to resolve enquires, whilst others comment on the persistence of anti-social behaviour problems in their neighbourhood - e.g., *"I am still waiting 3 years on for ASB with a neighbour to be sorted out with CBH..."*

It is worth looking at the full text of these comments to understand a little more why some tenants do not find dealing with CBH easy.





Effective Handling of Complaints



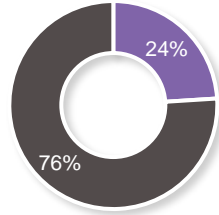
Effective Handling of Complaints

Similar to the previous survey, a quarter of tenants said they had made a complaint in the last 12 months (24%). There remains the issue of how many reported complaints are actually complaints or service requests, but many tenants are not happy with the service they currently get.

Just under half of tenants (46%) are satisfied with the handling of their complaints. A high 39% are dissatisfied, with more being very dissatisfied (28%) than fairly dissatisfied (11%). However, at least there are now more tenants satisfied than dissatisfied, a change from the last quarter.

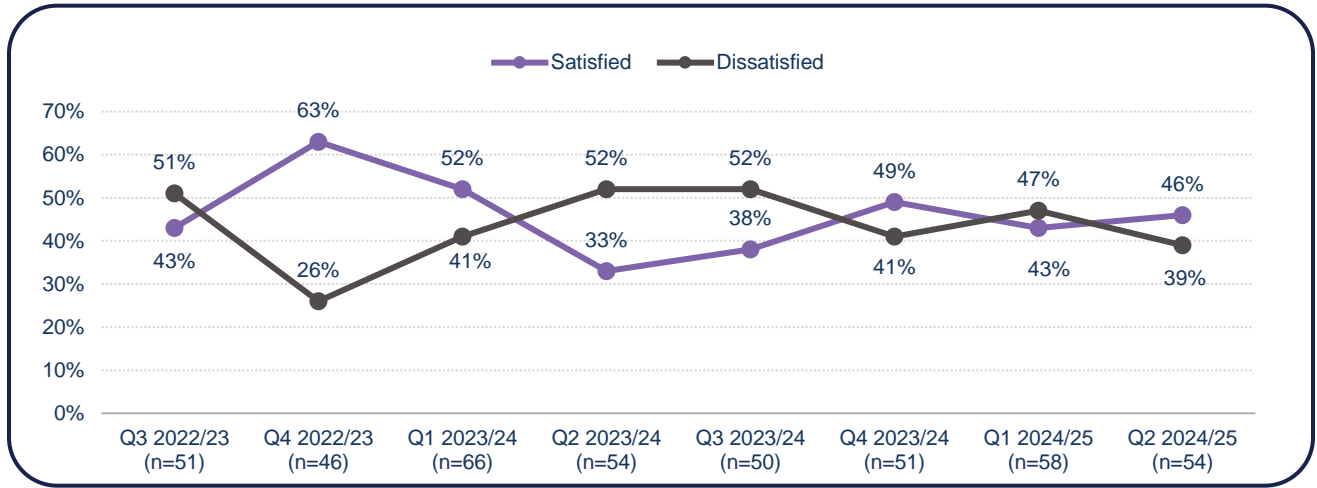
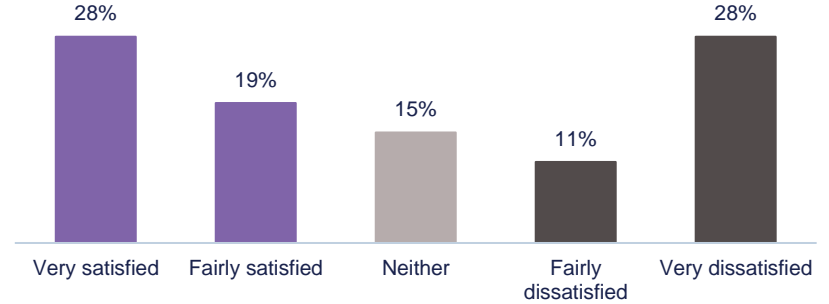
Like other social landlords, CBH may wish to include additional open-ended and targeted questions about the complaints process to pinpoint the key factors causing dissatisfaction.

Complaint in last 12 months



■ Yes ■ No

Satisfaction with Complaints Handling





Well Being



Cost of Living

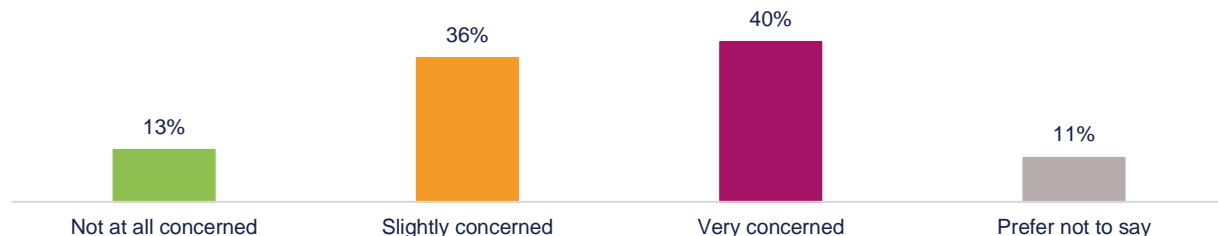
CBH also asks tenants questions about their wellbeing, including how they feel about the cost of living crisis.

Three quarters of tenants are at least slightly concerned about the cost of living crisis, with more very concerned (40%) than slightly concerned (36%). Only 13% of tenants are not at all concerned.

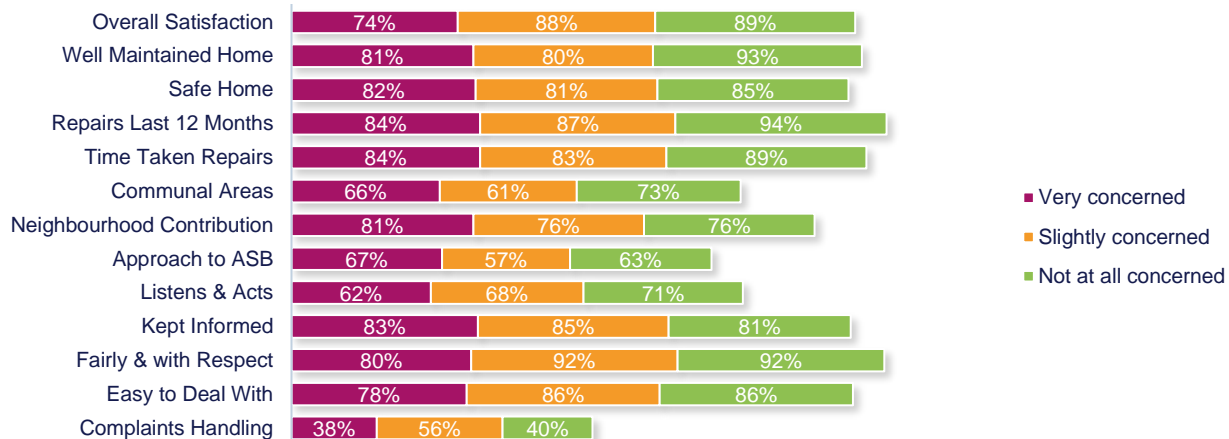
As seen in similar surveys from social landlords, CBH tenants who are concerned about their financial situation and the cost of living are less satisfied across the range of survey metrics.

Those not at all concerned about the cost of living see higher overall satisfaction at 89%, compared to 74% for those very concerned. A similar trend is seen across the survey metrics, though is less notable in time taken on repairs (showing only a 5p.p difference), and complaints handling (a marginal 2p.p difference).

Cost of Living Concern



Cost of Living Concern & Satisfaction





Damp and Mould

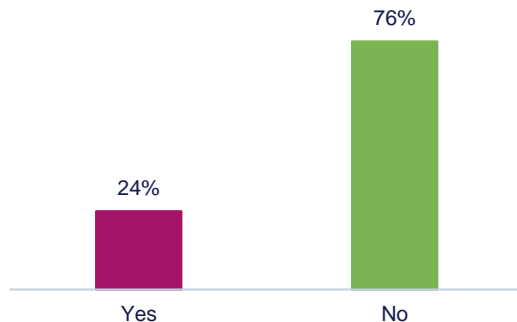
CBH also asked tenants about whether they have any damp or mould in their homes.

A quarter of tenants (24%) stated that they currently have damp or mould in their homes in Q2, whilst 67% of these tenants have reported the issue to CBH.

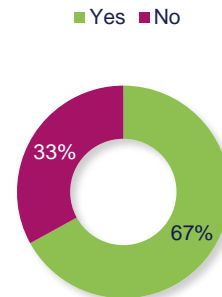
Although levels of damp and mould have decreased in Q2, this may simply be a one-off fluctuation, and levels are likely to change from quarter to quarter.

If not already being done so, these cases need to be investigated with urgency to protect tenant health and safety, and to prevent further deterioration of CBH properties.

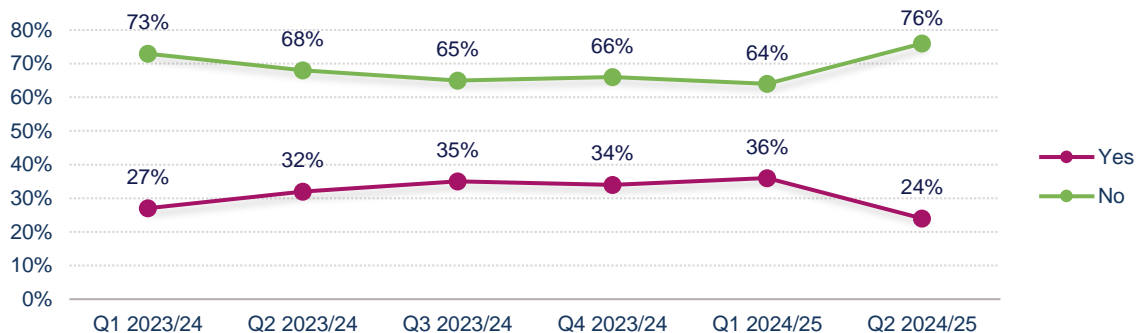
Experienced Damp/Mould Last 12 Months



Reported Damp/Mould



Experienced Damp & Mould Over Time





Improvements



Improvement Suggestions

Tenants were also asked if there was one thing CBH could do to improve its services and what would they like it to be, and 212 made comments.

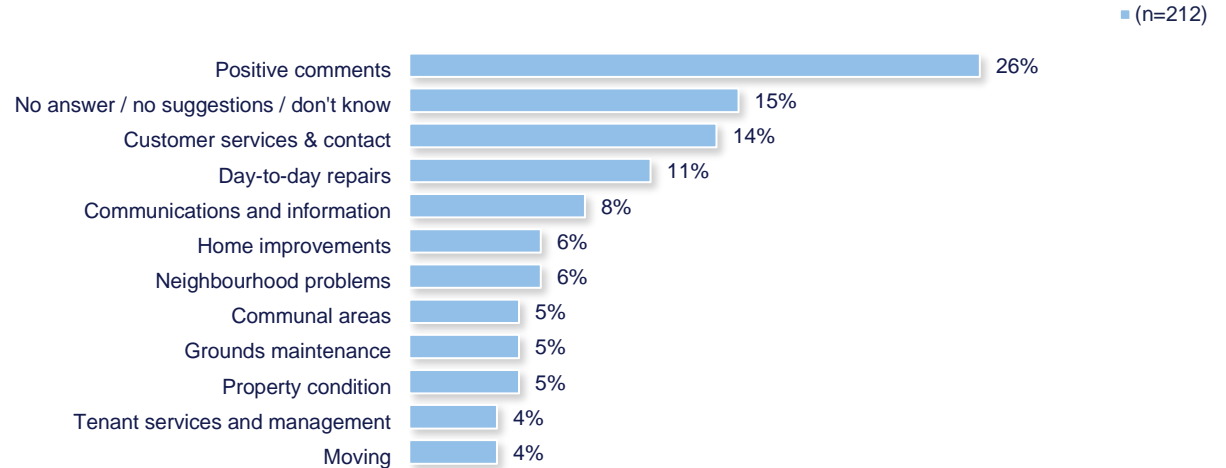
On a positive note, 26% of tenant comments are positive, for example, *"they are pretty good with what they do, I have had no problems."* An additional 15% had no suggestions, perhaps feeling that CBH services are already satisfactory.

In Q2, customer services and contact features as the most common area for improvement, with great care, empathy and support from staff wanted in particular.

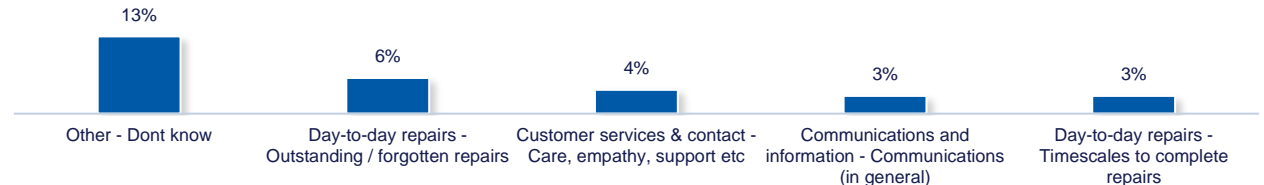
The repairs service also features in 11% of comments, with outstanding repairs and the timescales to complete them being the largest issues for tenants.

Others mention communication issues from CBH, including general communications problems, and others wish for home improvements and resolutions to neighbourhood problems, to a lesser extent.

Categories



Top 5 Improvements





Trends

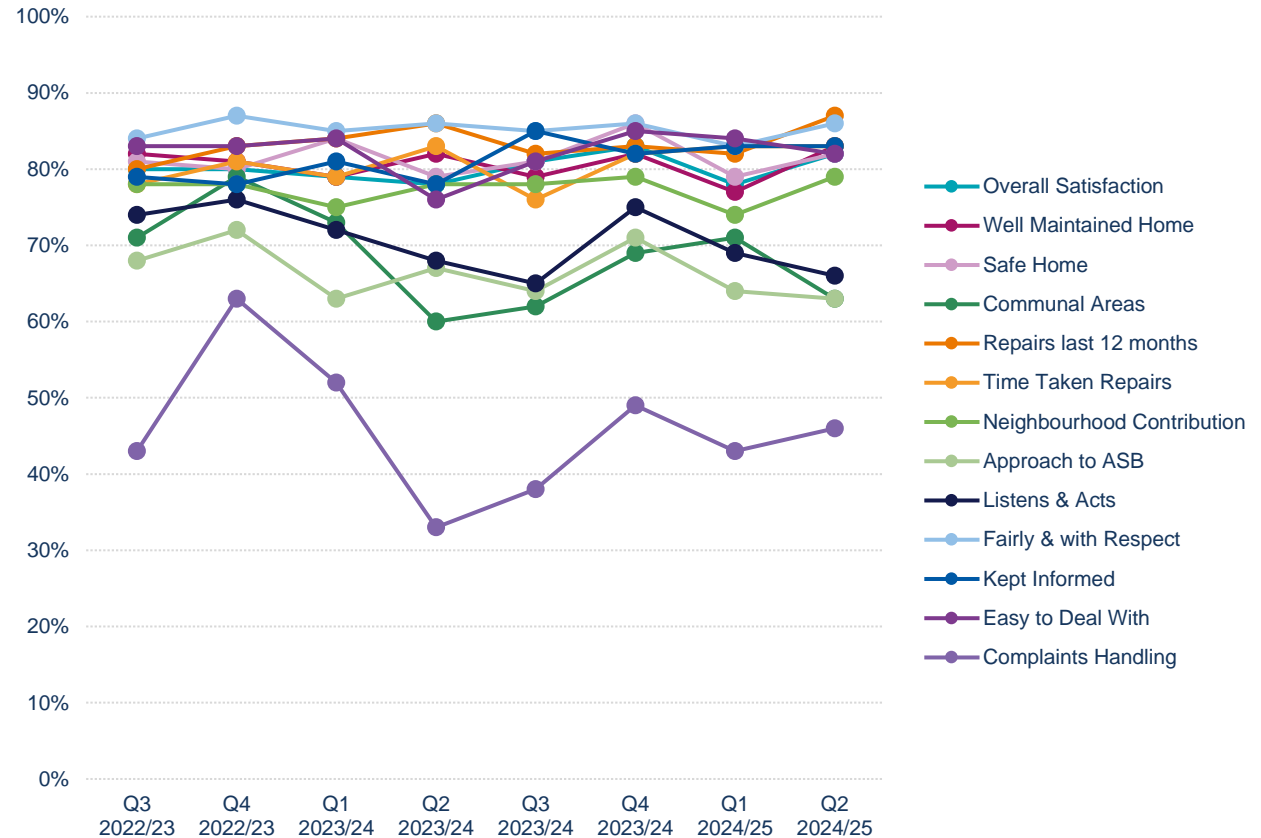


Trends Over Time

The chart opposite shows the changes in satisfaction for all measures within the survey over the last two years.

To be statistically significant, changes need to be more than the combined margins of error for the last two surveys, being 13p.p in this instance. No change exceeds this in Q2, with the largest change being a -7p.p decrease in satisfaction for communal areas.

Satisfaction is generally up in Q2, with the largest increase seen in well maintained home, up 6p.p. A few decreases are seen this quarter, including -7p.p for communal areas, -3 for listens and acts, -2p.p for approach to ASB, and -1p.p for listens and acts.



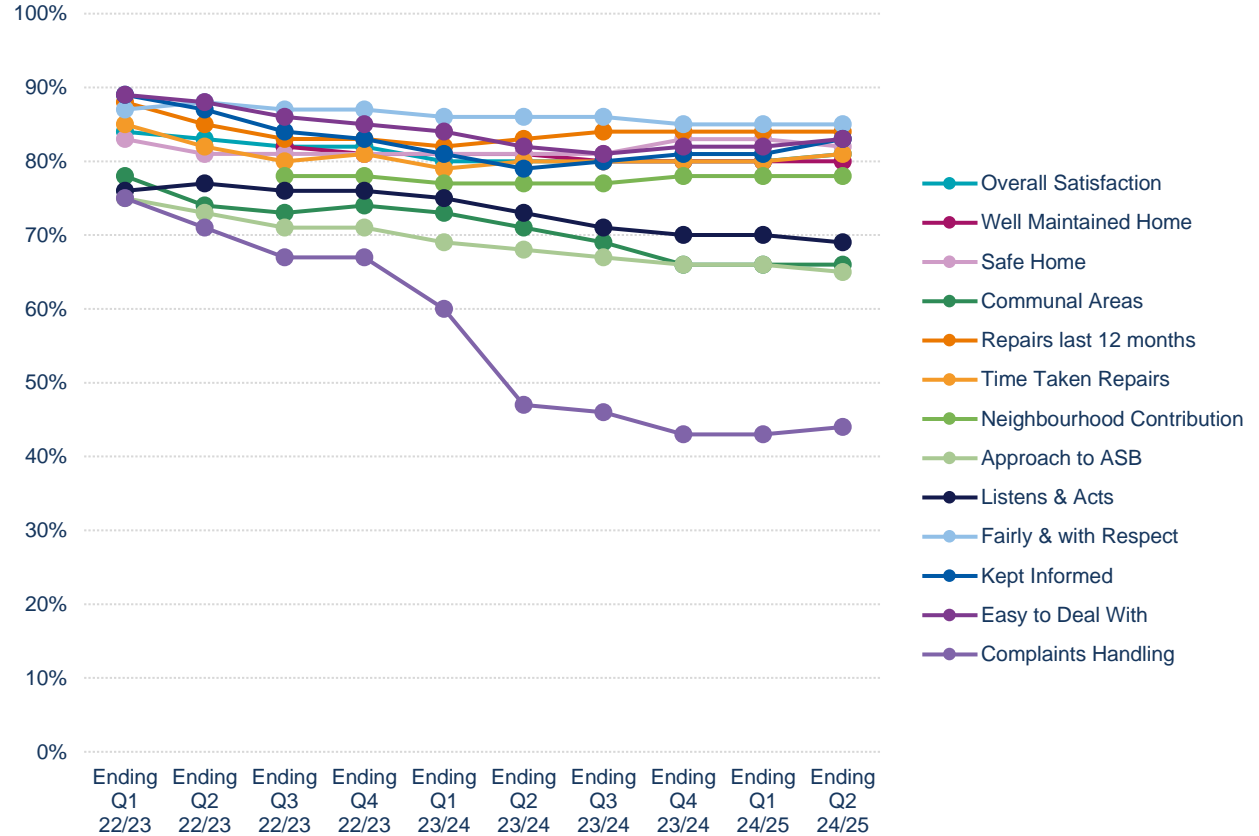


12 Month Rolling Averages

Another way to consider the results is to calculate the 12 month rolling averages. These average the last four results and are affected as much by those dropping out as the new ones added in.

Most metrics show a steady decline over the last several quarters using this measure. Both listens and acts and communal areas saw increases in 2022/23, before declining again from 2023/24 onwards.

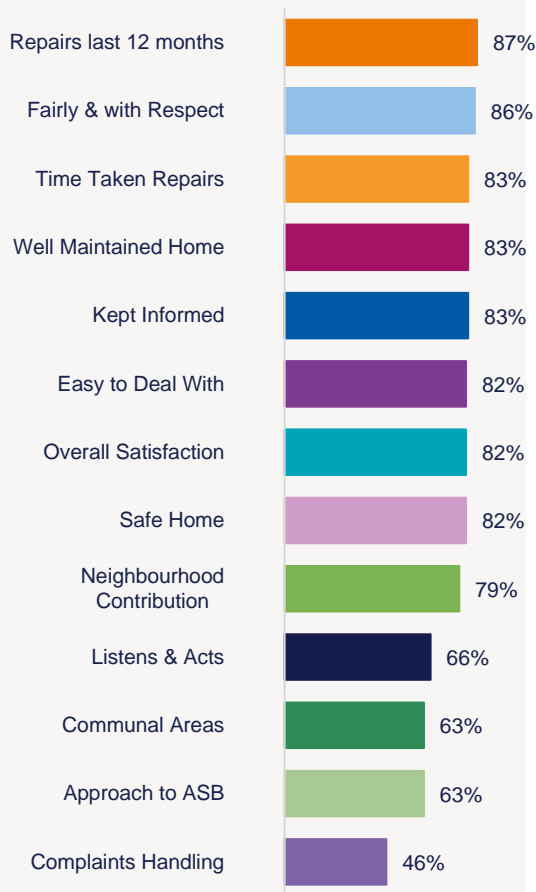
Complaints handling has been the most dramatic change over the last few years, but appears to have stabilised somewhat since Q4 of 23/24.





Q1 2024/25 Summary

Satisfaction with Measures



Summary

The quarterly surveys have continued into 2024/25, and satisfaction levels remain generally positive in Q2. This report is based on the 221 tenants that responded to the survey, plus 16 incomplete surveys, which are also required to be included by the Regulator.

As seen on the chart to the left, overall satisfaction sits at 82% in Q2, remaining in the middle of the range of measures. The highest scores in Q2 are seen in repairs in the last 12 months (87%), how tenants are treated fairly and with respect (86%), and the time taken to complete repairs (83%). In total, eight out of the 13 metrics achieve over 80% satisfaction. The lowest ratings are for communal areas, the approach to handling ASB, and complaints handling.

Compared to Q1, satisfaction is generally up, with the largest increase seen in well maintained home, up 6p.p to 83%. The largest decrease is -7p.p for communal areas, down to 63%. Time taken on repairs is consistent with Q1, showing a 0p.p change in Q2, and approach to ASB has declined by a marginal -1p.p this quarter. For a change to be statistically significant, the change must be greater than the combined margin of error for the past two surveys, being 13p.p in Q2, and no change exceeds this amount in Q2.

Around a quarter (24%) of tenants said they have problems with damp and mould in their homes, and a third (33%) of these have not been reported the issue to CBH. These cases should be investigated with urgency, if not already being done so. In Q2, around three quarters of tenants (76%) are at least slightly concerned about the cost of living, though this is down slightly from the 83% seen in Q1. This does appear to impact satisfaction scores, and so anything CBH can do to relieve some of these worries would surely be appreciated.

The survey includes open-ended questions to pinpoint specific areas of improvement for CBH based on specific tenant concerns. The repairs service attracts the most of these comments, as is often seen, with outstanding repairs, the time taken to complete them, and the quality of repairs work attracting some negative attention. Communications is also an area of concern for tenants who wish for staff to listen to them more carefully and show greater empathy and support during contact. Others would like to feel that CBH takes more of an interest in their views.





Recommendations

CBH prides itself on being a top-performing Arms Length Management Organisation (ALMO) aiming to make Cheltenham a better place to live by providing great homes and stronger communities.

The set of results from Q2 2024/25 largely confirm that CBH is well on its way to achieving this aim with high levels of satisfaction with many of the services it delivers which exceeds that of other councils, satisfaction is up a little from the previous quarter.

While satisfaction is good and generally compares well against other landlords, there are always areas that can be improved, and the recommendations opposite may help CBH to target these.

Repairs and Maintenance

Repairs metrics score above 80% in Q2, which is a very positive result. However, when asked about reasons for dissatisfaction with multiple metrics, and possible improvement areas for CBH, the repairs service is one of the most frequently mentioned areas, namely outstanding repairs that appear to have been forgotten, the time taken to complete repairs, and, to a lesser extent, the quality of repair works; these issues are common to other social landlords. Problems and delays can be caused by rising costs, dealing with urgent issues such as damp and mould, and dissatisfaction can also be driven by high expectations of service. However, reliable, clear, and consistent communications and updates on repairs can help build realistic tenant expectations around how long repairs will take, how many visits may be required, and the potential reasons for delays, which may help ease dissatisfaction in this area.

In addition, a quarter of tenants say they have problems with damp and mould, and a third of these have not reported the issue to CBH. Perhaps clearer communications around how to report damp and mould, amongst other repairs or complaints, can ensure none of these instances are missed by CBH, helping to protect tenant health and safety and the condition of CBH properties.

Handling complaints

Dissatisfaction with complaints handling is down by -8p.p in Q2, with satisfaction increasing by a smaller 3p.p. Satisfaction in this area still sits at a low 46%, however, meaning fewer than half of tenants are happy with the service. Since the introduction of the measure in the TSMs, complaints handling has been consistently the lowest rated service for many, and has thrown complaints into the spotlight across the sector. This could, however, be an opportunity to contact those tenants affected to find out what went wrong and what could be improved. Including additional open ended probes into the survey would also highlight specific areas of tenant concern and dissatisfaction.

Communal Areas and ASB

The maintenance of the communal areas sees the biggest decrease in the survey for Q2, declining -7p.p to just 63%. The cleaning service for communal areas is most commonly mentioned in tenant comments in this area, including the frequency and quality of the service - particularly in communal stairways. Ensuring these services are maintained regularly will help ease dissatisfaction in this area. Rubbish left in communal areas is also mentioned, alongside some tenants waiting a long time for resolutions or updates on their complaints around anti-social behaviour in the neighbourhood. Although CBH will not have full control over these issues around tenant behaviour, communications around what CBH has done for these issues, and even acknowledgement of tenant complaints in the first place, can help tenants feel more seen and heard by CBH.



Demographics



Tenure

As is often seen in these kinds of surveys, older tenants, and those in sheltered accommodation, are more satisfied than their general needs counterparts for CBH in most metrics - even though they show lower overall satisfaction by just 1p.p.

Differences are quite notable across all metrics, with the exception of treating tenants fairly and with respect, overall satisfaction, and easy to deal with (all showing a small 1p.p difference in scores in Q2). This suggests that tenure type does in fact have an impact on satisfaction.

	All Residents	General	Sheltered
Overall Satisfaction	82%	82%	81%
Well Maintained Home	83%	83%	85%
Safe Home	82%	81%	88%
Repairs Last 12 Months	87%	87%	92%
Time Taken Repairs	83%	82%	92%
Communal Areas	63%	60%	82%
Neighbourhood Contribution	79%	77%	94%
Approach to ASB	63%	61%	82%
Listens & Acts	66%	66%	72%
Kept Informed	83%	83%	82%
Fairly & with Respect	86%	86%	87%
Easy to Deal With	82%	82%	83%
Complaints Handling	46%	48%	25% *

*Base below 10



Age Group

Again, as seen with sheltered tenants, it is common in these types of surveys that satisfaction increases with age, and this is generally the case for CBH as well.

The highest overall satisfaction scores are seen for those aged 65-74 (94%), with all groups over the age of 55 scoring above 80% overall satisfaction.

The lowest overall satisfaction scores are seen in younger tenants, namely 25-34 year olds and 45-54 year olds (both at 77%). Although 16-24 year olds score even lower than this, fewer than 10 responses were received (shown by the *), impacting the accuracy of these results.

	All Residents	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Overall Satisfaction	83%	71% *	77%	81%	77%	83%	94%	89%	86% *
Well Maintained Home	83%	57% *	77%	79%	86%	81%	91%	100%	86% *
Safe Home	82%	57% *	73%	87%	74%	81%	94%	95%	71% *
Repairs Last 12 Months	88%	100% *	86%	79%	78%	97%	84%	100%	100% *
Time Taken Repairs	83%	100% *	71%	83%	72%	82%	89%	100%	100% *
Communal Areas	63%	57% *	45%	57%	57%	70%	77%	75%	67% *
Neighbourhood Contribution	79%	80% *	65%	79%	73%	75%	88%	100%	100% *
Approach to ASB	62%	40% *	50%	58%	57%	65%	74%	88% *	100% *
Listens & Acts	66%	67% *	65%	50%	59%	67%	85%	87%	50% *
Kept Informed	82%	100% *	75%	84%	74%	80%	87%	94%	80% *
Fairly & with Respect	87%	86% *	86%	89%	82%	85%	91%	94%	75% *
Easy to Deal With	83%	100% *	80%	83%	65%	86%	85%	94%	100% *
Complaints Handling	46%	50% *	60%	47%	25% *	55%	25% *	50% *	- *

*Base below 10



Property Type

Very few tenants live in bedsits in Q2, impacting the accuracy of results received.

With this in mind, tenants in all property types appear to show high overall satisfaction of above 80%. The highest overall scores are seen in bungalows (93%), with the lowest score still being a positive 81% for flats.

As seen previously, there is little difference in satisfaction between flats and houses for overall satisfaction, but flats score notably higher in repairs in the last 12 months (a 13p.p difference), and approach to ASB (a 9p.p difference).

	All Residents	BEDSIT	BUNGAL	FLAT	HOUSE
Overall Satisfaction	82%	100% *	93%	81%	82%
Well Maintained Home	83%	100% *	100%	84%	78%
Safe Home	82%	100% *	93%	80%	83%
Repairs Last 12 Months	87%	100% *	100%	92%	79%
Time Taken Repairs	83%	100% *	80%	86%	79%
Communal Areas	63%	100% *	100% *	64%	38% *
Neighbourhood Contribution	79%	100% *	82%	81%	76%
Approach to ASB	63%	- *	88% *	58%	67%
Listens & Acts	66%	100% *	82%	65%	65%
Kept Informed	83%	100% *	93%	81%	82%
Fairly & with Respect	86%	100% *	93%	84%	87%
Easy to Deal With	82%	100% *	86%	83%	81%
Complaints Handling	46%	- *	0% *	46%	50%

*Base below 10



Gender

Generally, female tenants tend to be less satisfied in these kinds of surveys, but this is not the case for CBH in Q2. Female tenants show 86% overall satisfaction, 9p.p higher than the 77% shown by their male counterparts.

Very few transgender tenants responded to the survey in Q2, so these results have not been commented on.

Female tenants, however, are more satisfied across all measures, with the exception of repairs in the last 12 months, though there is only a 2p.p difference between genders for this metric.

	All Residents	Male	Female	Transgender
Overall Satisfaction	83%	77%	86%	0% *
Well Maintained Home	83%	78%	86%	0% *
Safe Home	82%	81%	83%	100% *
Repairs Last 12 Months	88%	89%	87%	- *
Time Taken Repairs	83%	82%	84%	- *
Communal Areas	63%	69%	59%	0% *
Neighbourhood Contribution	79%	77%	80%	- *
Approach to ASB	62%	59%	65%	0% *
Listens & Acts	66%	58%	72%	0% *
Kept Informed	82%	78%	85%	- *
Fairly & with Respect	87%	82%	90%	0% *
Easy to Deal With	83%	79%	85%	0% *
Complaints Handling	46%	38%	52%	- *

*Base below 10



Length of Tenancy

It is common that new tenants to an organisation are highly satisfied, perhaps having waited for some time for an offer or having been in poor accommodation, but then satisfaction tails off over time.

However, in Q2 it is those with CBH for over 20 years who are the most satisfied (100%) and those of 6 to 10 years the least satisfied overall. Interestingly, those with long tenancies of 11-20 years are the most dissatisfied across almost all metrics.

Satisfaction is still high with the longest serving tenants in regards the repairs service and the maintenance of their homes.

	All Residents	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years
Overall Satisfaction	82%	83%	85%	83%	72%	77%	100%
Well Maintained Home	83%	90%	92%	78%	76%	69%	100%
Safe Home	82%	85%	90%	78%	80%	69%	94%
Repairs Last 12 Months	87%	91%	97%	88%	88%	71%	100%
Time Taken Repairs	83%	91%	90%	100%	76%	62%	100%
Communal Areas	63%	62%	67%	60%	68%	52%	69%
Neighbourhood Contribution	79%	91%	84%	73%	76%	72%	88%
Approach to ASB	63%	86% *	59%	64%	60%	58%	73%
Listens & Acts	66%	58%	75%	69%	63%	53%	84%
Kept Informed	83%	85%	87%	82%	77%	73%	97%
Fairly & with Respect	86%	88%	83%	95%	85%	79%	97%
Easy to Deal With	82%	89%	85%	86%	77%	75%	91%
Complaints Handling	46%	33% *	50%	67% *	63%	17%	33% *

*Base below 10



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

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