



Cheltenham Borough Council (LCRA)

TSM Annual Report 2024/25

Prepared by: Acuity Research & Practice





Key TSM Metrics

Annual Summary

NPS

Wellbeing

Further Insight

Trends

Summary

Annual Demographics

Introduction

Cheltenham Borough Council owns or manages around 4,500 properties in the southwest of England. Acuity has been undertaking independent satisfaction surveys of the tenants of the Council quarterly throughout 2024/25, and as all surveys have been completed for the year, this report pulls these together to show the combined annual results. The surveys were designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and were reported for the first time in June of this year and are required annually from now on.

Each quarter, the aim is to complete 221 surveys using Acuity's in-house telephone team. Quotas are used based on tenure, area and age to ensure the resulting responses are representative of the tenant population as a whole, and a report is then produced for each quarter. This report presents an analysis of the results based on the 884 completed interviews for 2024/25, alongside a further 47 incomplete interviews, which are required to be included by the Regulator. These are split between General Needs properties (826) and Housing for Older People (105); no LCHO residents or leaseholders are included in the report.

The telephone survey is confidential, and the results are sent back to the Council anonymised unless tenants give their permission to be identified – 79% of tenants did permit their details to be shared, and 94% of these tenants are happy for the Council to contact them to discuss any issues they raised.

This survey aims to provide data on tenants' satisfaction, which will allow Cheltenham Borough Council to:

- Provide information on tenants' perceptions of current services
- Compare the results against the previous year's results
- Compare the results with other landlords submitting results to the Regulator
- Report to the Regulator annually from now on.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with over 2,500 and under 10,000 properties achieve an annual sampling error of at least $\pm 4\%$ at the 95% confidence level. For the Cheltenham Borough Council, 884 completed responses were received throughout the year, and this response is high enough to conclude that the findings are accurate to within $\pm 3.0\%$, so well within the required margin of error.

Note: The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file to the nearest whole number, and for this reason, may not, in all cases, add up to 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.

Overall Service Provision

80%



As the fourth and final survey of the 2024/25 year has been completed, it is possible to combine the responses to give annual results; these are shown here for the TSMs.

For the whole year, 80% of tenants are satisfied with the overall service provided by the Council; below in the report is the comparison with 2023/24.

Many of the measures have satisfaction above 80%, with the highest ratings for how the Council treats its tenants fairly and with respect (85%), followed by the repairs service in the last 12 months, the time to complete repairs and how the Council keeps tenants informed (all 82%).

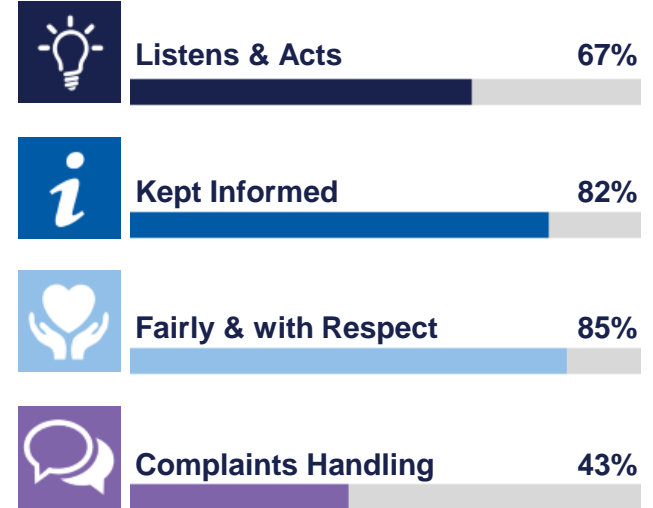
However, four of the measures fall below 60% satisfaction; the way views are listened to and acted upon (67%), the upkeep of the communal areas (66%), the approach to handling ASB (63%) and the way complaints are handled (43%).

2024/25 TSM Key Metrics (LCRA)

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Annual Summary



Annual Satisfaction & Dissatisfaction

At the end of the financial year, it is possible to look at the annual results to help understand what is driving satisfaction at the Cheltenham Borough Council. The charts summarise the key results from 2024/25 for both satisfaction and dissatisfaction. This section, therefore, combines the results from the four surveys carried out during the year.

Sometimes, where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are truly dissatisfied.

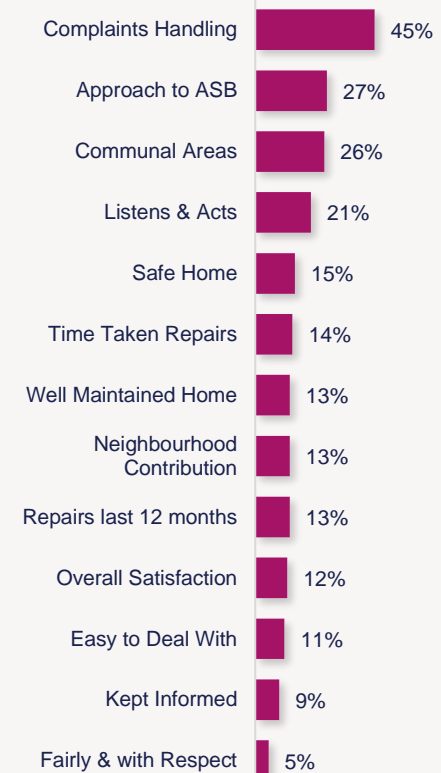
For the Council, it generally follows that measures with high satisfaction also have low dissatisfaction and vice versa.

In terms of dissatisfaction, this is generally below a fifth of tenants being dissatisfied with the range of service offered, with the exception of listening to views, communal maintenance, handling complaints, and ASB, although it is only on complaints where there are more dissatisfied than satisfied.

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25



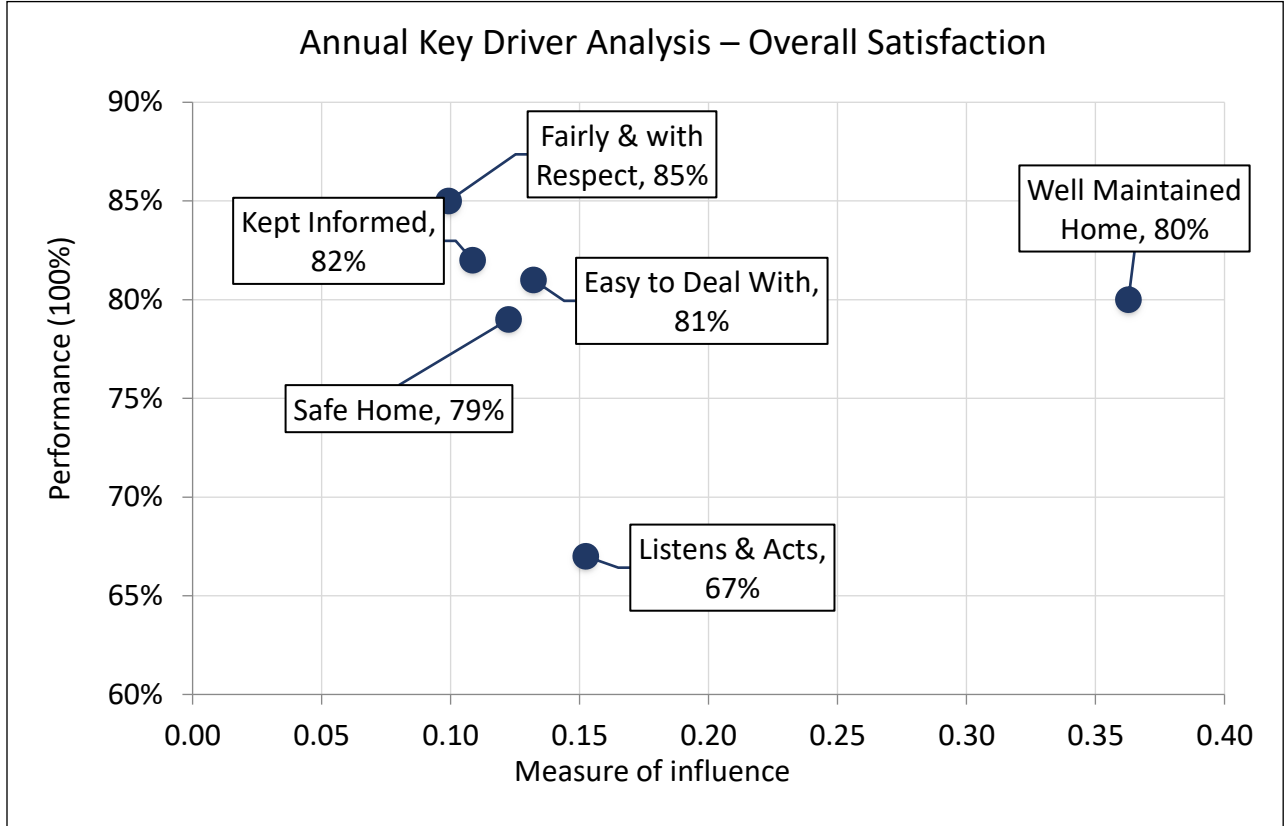


Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction. Each landlord has its own unique pattern of influence.

When combining all the results for 2024/25, the most important driver for tenants' satisfaction with the overall services is that they have a well-maintained home. Listening to tenants' views, being easy to deal with, having a safe home, being kept informed and being treated with respect are also important but not as influential.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.



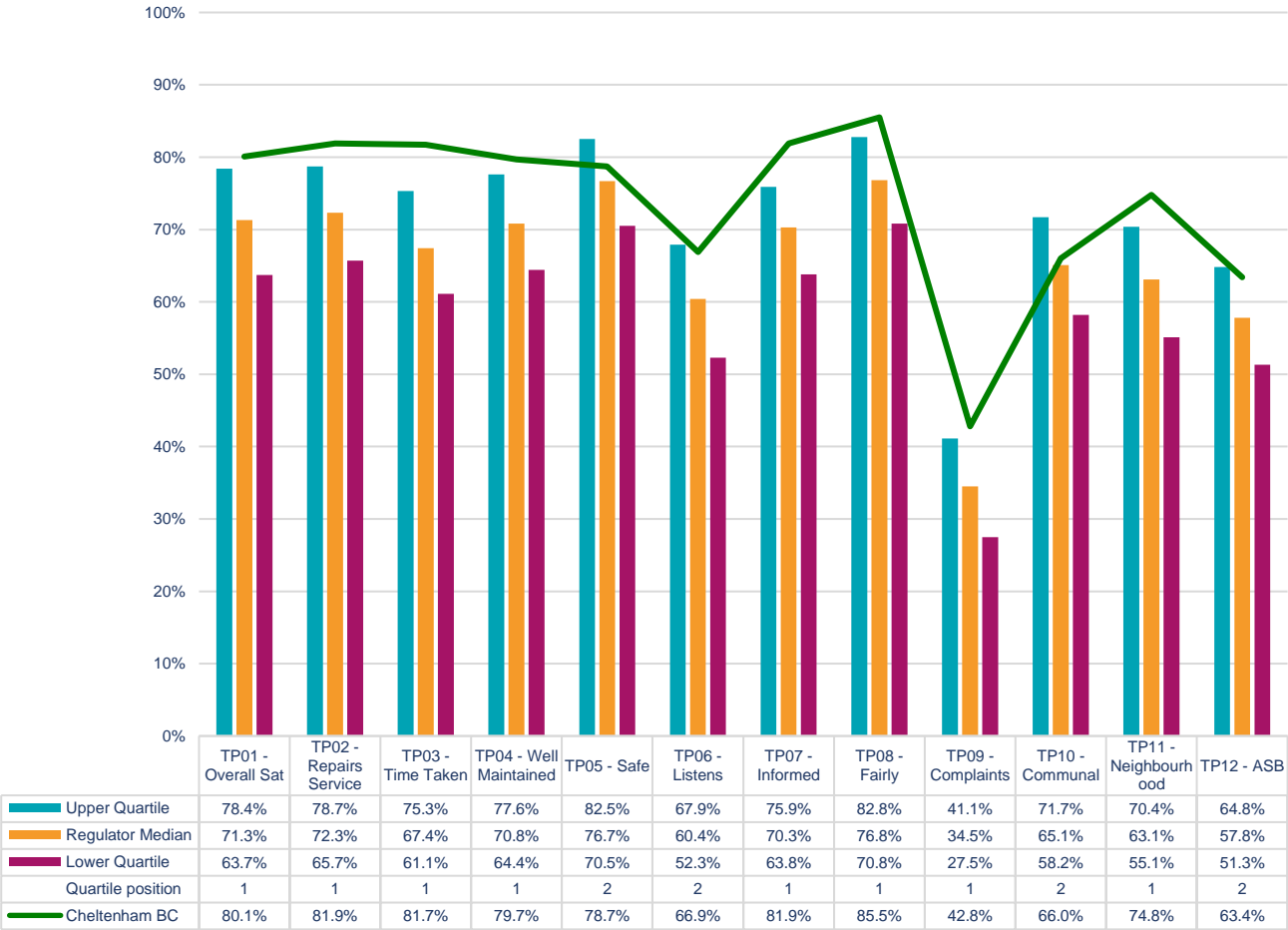
Benchmarking – TSM results 2023/24 (LCRA)



All registered providers over 1,000 units were required to submit their TSM results for 2023/24 to the Regulator of Social Housing by the end of June 2024. The full set of results was then released late in the year, so it is possible to compare the results from Cheltenham Borough Council against these.

The Council compares very well against this group, with all measures above the group medians. There are eight measures in the top quartile, including the overall service and the repairs measures. The remaining four are all in the second quartile, including the upkeep of the communal areas and the handling of ASB.

The Council should be very pleased with this and shows how hard it has worked to make the service as effective as possible, although there are still areas which could improve further.





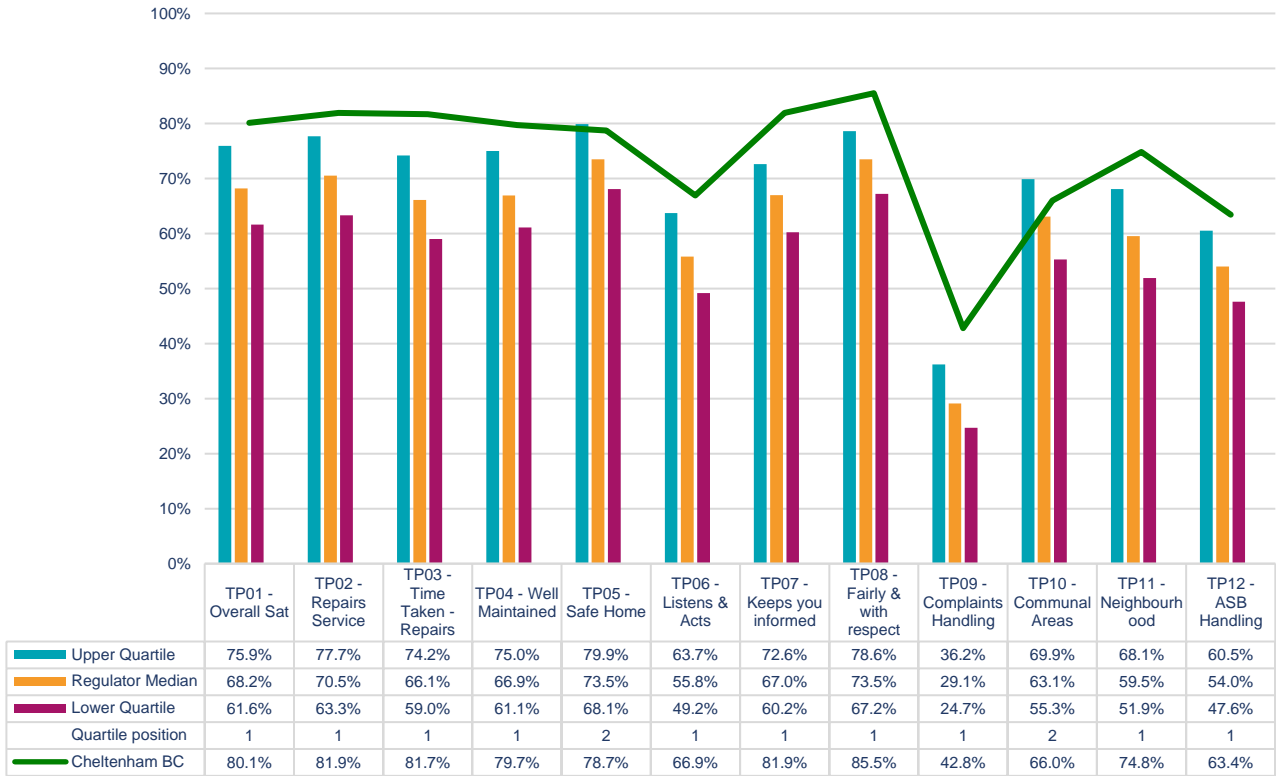
Benchmarking – TSM results 2023/24 (Councils)

Given that this is a council landlord, it is appropriate to compare the results against other local authorities only, and the chart shows the differences against the quartile positions.

The Council compares even better against this group than against the wider group of all landlords. Again, all measures are above the medians, but all but two are in the top quartile, these being having a safe home and the maintenance of the communal areas.

Overall satisfaction is 11.9p.p above the group median and 4.2p.p above the top quartile mark.

This is an excellent set of results, and whilst there is always room for improvement, it shows how well the Council are performing.





National Context

When considering the results, the national context and external factors must also be taken into account.

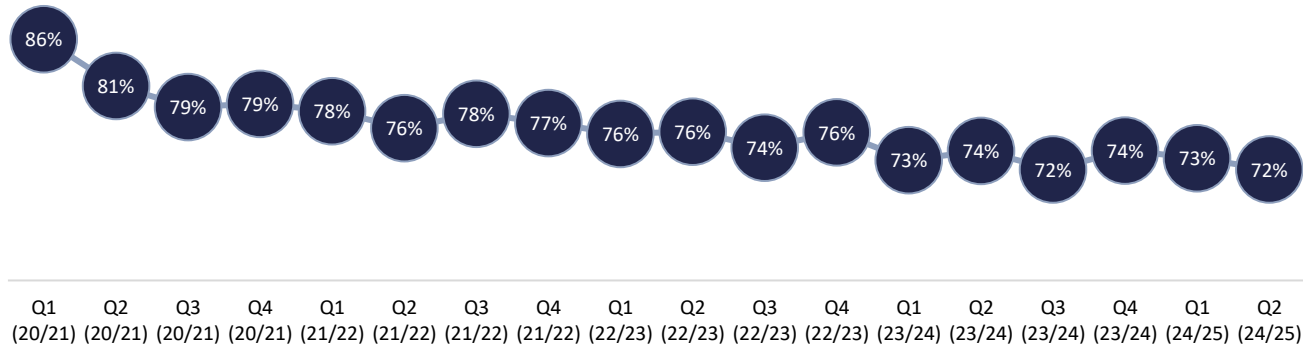
For example:

- Ongoing cost of living crisis
- New government, political changes, and changing legislative landscape
- Uncertainty about the future
- Wider economic challenges

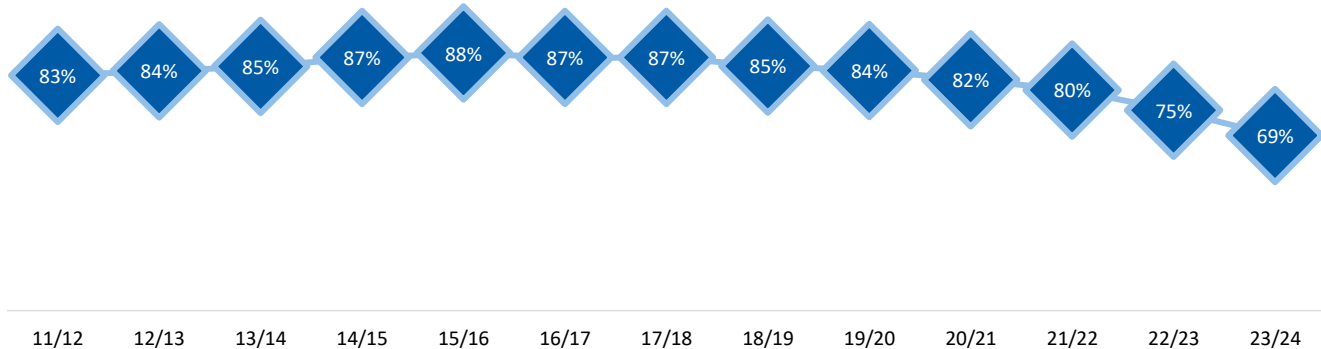
Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members with a peak in 2015/16 and a slow decline since; this started even before the disruption caused by the pandemic.

Overall Services (Acuity Clients - LCRA)



Satisfaction with services provided (Housemark median - general needs)





Wellbeing



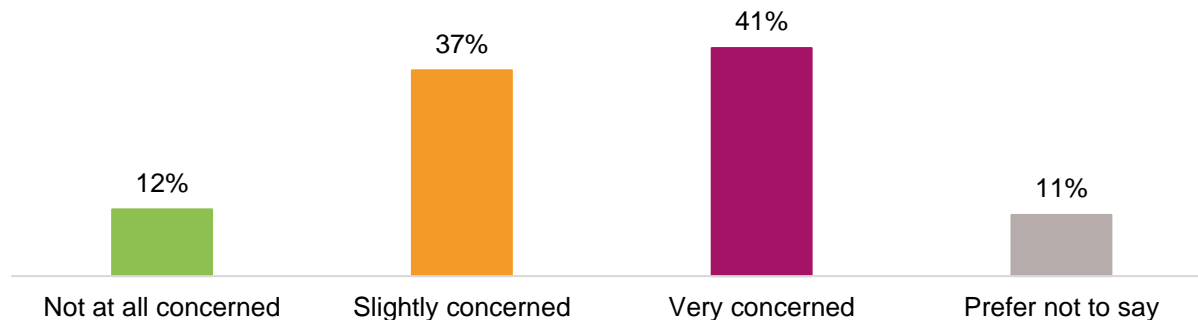
Cost of Living

More than three-quarters of tenants (77%) are at least slightly concerned about the cost-of-living crisis; 41% are very concerned, and 37% are slightly concerned. Just 12% are not concerned at all, and 11% preferred not to say.

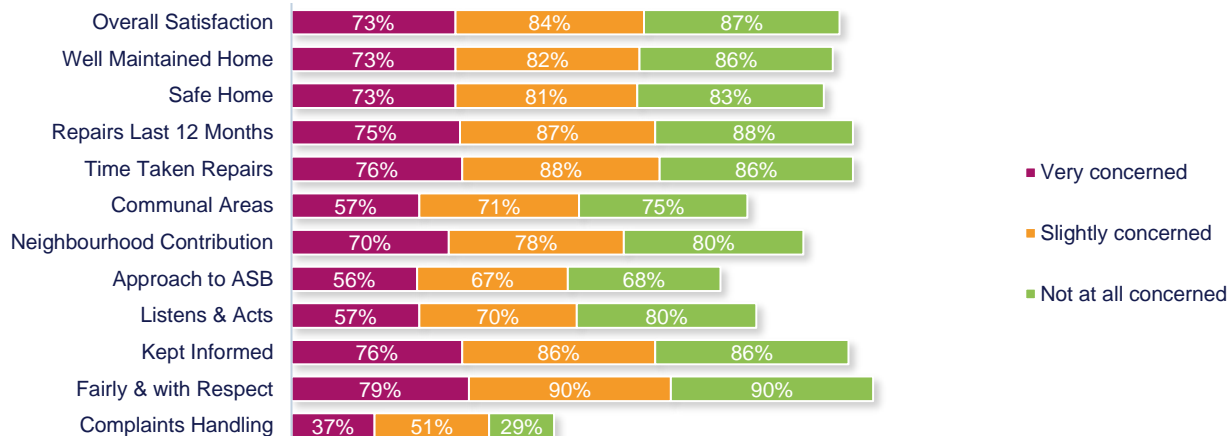
In surveys similar to this, it is often shown that those struggling financially are less satisfied with the range of services provided by their landlord. This does appear to be the case with the Council, for example, 73% of those very concerned about the cost of living are satisfied with the overall service compared with 87% of those not concerned.

There is a difference in satisfaction on all the survey measures, on average tenants who are very concerned awarded ratings 11.3p.p lower than tenants who are not concerned at all.

This does suggest that if the Council can relieve some of this concern by helping with budgeting or with benefits, it could lead to higher satisfaction.



Cost of Living Concern & Satisfaction





Damp and Mould

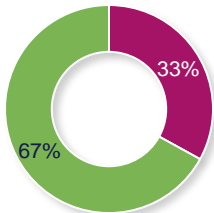
It is of some concern that a third of tenants say they have problems with damp and mould in the homes.

Just 64% of these have reported the problem to the Council, but 36% haven't.

With the onset of Awaab's Law, the Council will need to investigate these as a matter of urgency and arrange whatever action is necessary. However, it is not clear how serious these issues are.

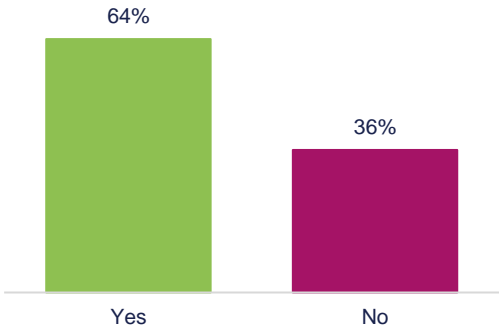
To help the process, Acuity has passed on the names and addresses of all those affected.

Currently Suffer from Damp & Mould

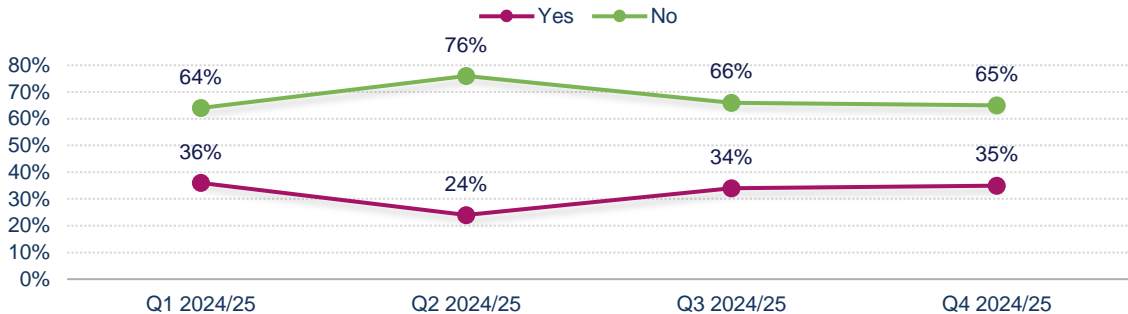


■ Yes ■ No

Reported Damp & Mould



Suffering from Damp & Mould Over Time





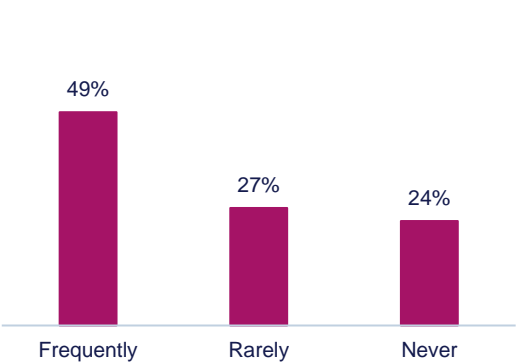
Newspaper

Around half the tenants say they read the newsletter frequently, although 27% say they read it rarely and 24% say they never read it.

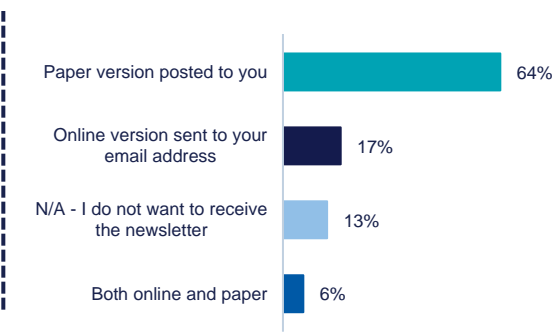
Some of the reasons for not reading the newsletter are given opposite, including not being interested, some say they don't receive it, and others say they don't have the time.

Two-thirds prefer the newsletter to be posted to them, although 17% would prefer an email with a link to read it online, but 13% say they don't want to receive it.

Frequency of reading Newsletter



Newsletter Preference



Reason for not reading newsletter

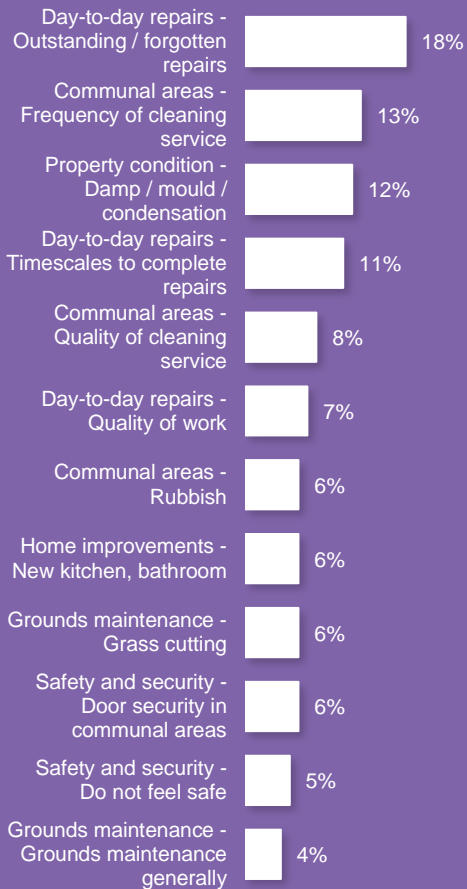
- I never receive it.
- i dont read
- just not interested
- I don't have a reason, I just don't read it.
- Don't see the point in reading it when they don't do what they should in my property?
- Doesn't interest me
- I don't know, if something is to do wit my neighbourhood, I would know about it, the councilor Wendy Williams lives on my street so I would just talk to her.
- It is full of rubbish and full of their promises which never get done.
- I don't have time.
- I can't read
- I don't normally read general correspondence unless it is extremely urgent.
- No reason.
- Not interested



Further Insight



Comments - Home or communal areas safe or well-maintained



Number of Responses: 295



Summary

When asked about their home and communal areas, 295 tenants left comments throughout the year. Key concerns include inadequate cleaning frequency, with many tenants reporting that communal areas are not cleaned regularly, leading to unsightly conditions and safety hazards. The grass and gardens are often overgrown, with residents expressing frustration over the lack of timely maintenance, which has resulted in dangerous debris and unsanitary conditions.

Tenants also highlighted persistent issues with damp and mould in their properties, with many waiting extended periods for repairs that have not been addressed adequately. Complaints about broken doors and security issues are prevalent, indicating a need for improved safety measures, particularly in communal areas where anti-social behaviour is reported.

Communication from the Council is another area of concern, with residents feeling neglected and frustrated by long wait times for responses and repairs. Many expressed a desire for more proactive engagement and transparency regarding maintenance schedules and repair timelines.

Recommendations for improvement include increasing the frequency of cleaning services, implementing a more robust grounds maintenance schedule for gardens and communal areas and enhancing communication strategies to keep residents informed about ongoing issues and resolutions. Additionally, prioritising safety measures, such as secure entry points and better monitoring of communal spaces, could significantly improve residents' sense of security and satisfaction.

Addressing these concerns could lead to a more positive living environment, fostering community trust and satisfaction, ultimately enhancing the reputation and effectiveness of the Council.





Comments - Repairs



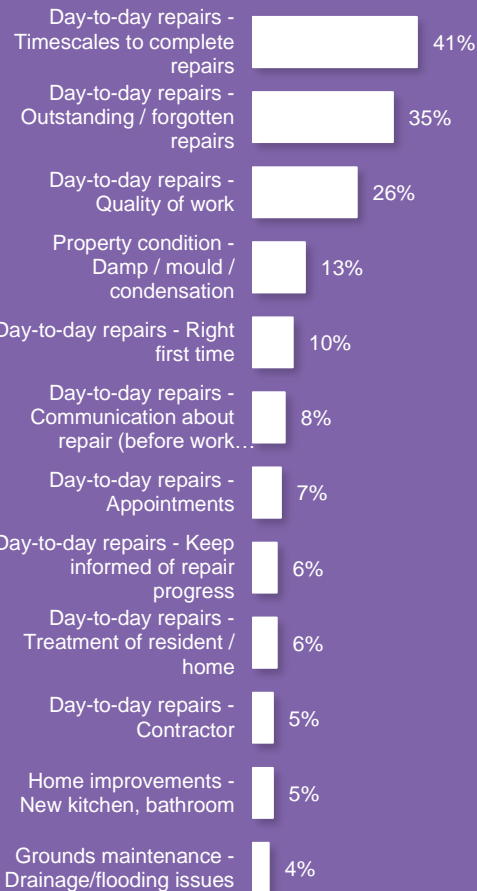
Summary

Fewer tenants commented about the repairs service, perhaps a reflection of the generally higher satisfaction shown for this service. Key issues identified include prolonged wait times for repairs, inadequate communication, and poor quality of workmanship. Many respondents reported waiting months or even years for essential repairs, such as leaks, mould issues, and broken fixtures, leading to further complications like health concerns and property damage.

A recurring theme is the lack of follow-up and accountability from the repair teams. Tenants expressed frustration over having to repeatedly report the same issues without resolution, with some stating that repairs were either incomplete or poorly executed. The sentiment that subcontractors do not care, contrasted with in-house teams who are perceived to be more reliable, highlights a potential area for improvement in contractor management.

Communication emerged as a critical issue, with many tenants feeling uninformed about the status of their repairs. Suggestions for improvement include establishing clearer communication channels, providing regular updates on repair progress, and ensuring that appointments are kept or rescheduled with adequate notice.

To enhance service delivery, CBH should consider implementing a more robust tracking system for repair requests, ensuring that tenants receive timely feedback. Additionally, investing in training for repair personnel to improve the quality of work and customer service could significantly enhance resident satisfaction.





Comments - Listens & Acts



Number of Responses: 212

Summary

This is one of the lowest scoring measures, and the comments reflect this. Particular issue are communication, responsiveness, and the handling of repairs and antisocial behaviour (ASB). A recurring theme is the perception that CBC does not adequately listen to tenant concerns or act upon them promptly. Many respondents expressed frustration over long wait times for repairs, with some citing delays of several months or even years. This has led to feelings of neglect and a lack of accountability from the housing authority.

Tenants highlighted specific issues, such as poor communication, with many stating that they struggle to reach the right personnel or receive timely callbacks. There is a strong desire for more proactive engagement, including face-to-face meetings and better follow-up on reported issues. The need for improved maintenance of communal areas and properties was also emphasized, with calls for more competent contractors and quicker resolution of maintenance requests.

Additionally, the impact of ASB on community safety and tenant well-being was a significant concern. Many respondents reported feeling unsafe due to ongoing issues with neighbours, with calls for more effective intervention from CBC.





Comments - Fairly and with Respect



Number of Responses: 112

Summary

When asked to comment on how they are treated, 112 tenants left comments. The survey responses reveal some dissatisfaction with the organisation's communication, responsiveness, and overall treatment of tenants. A recurring theme among these comments is the perception of being undervalued and disrespected, with many respondents feeling that their concerns are not taken seriously. Tenants report a lack of empathy from staff, particularly regarding maintenance and repair issues, which often require persistent follow-up to resolve.

Key issues highlighted include inadequate communication, delays in repairs, and perceived double standards in service delivery. Many respondents expressed frustration over the inconsistency in how tenants are treated, with some feeling that their needs are overlooked compared to others. Specific complaints about anti-social behaviour (ASB) indicate a lack of effective action from CBH, leaving residents feeling unsafe and unsupported.

Recommendations for improvement include enhancing communication strategies to ensure tenants feel heard and valued. Implementing a more transparent and efficient repair process could significantly improve tenant satisfaction. Additionally, training staff to foster empathy and understanding towards residents, particularly those with complex backgrounds or needs, is crucial.





Comments - Easy to Deal With

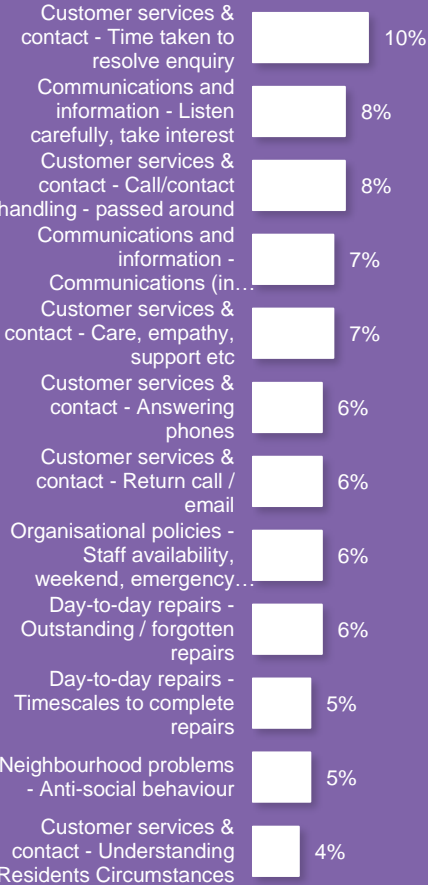


Summary

In terms of the ease of dealing with the Council, some have difficulty in reaching the appropriate staff, with many respondents expressing frustration over being passed between departments without resolution. Tenants frequently reported long wait times for phone calls, lack of follow-up on issues raised, and inadequate communication regarding repairs and maintenance.

Many respondents highlighted that the quality of service varied significantly depending on the staff member they interacted with, leading to inconsistent experiences. Complaints about repairs often went unresolved for extended periods, with some tenants waiting months for action. The shift to online services was also met with resistance, particularly from those who prefer direct communication, indicating a need for a more balanced approach that accommodates different preferences.

Recommendations for improvement include enhancing communication protocols to ensure timely follow-ups and clearer information dissemination. Implementing a dedicated point of contact for tenants could streamline interactions and reduce frustration. Additionally, investing in staff training to improve customer service skills and responsiveness is crucial.





Comments - One Thing Improve



Summary

From the 825 tenants responding to this question, the comments reveal a diverse range of sentiments regarding the services provided by the Council. It is encouraging that a fifth of the comments are positive about the current service. However, some respondents again expressed dissatisfaction with the speed and efficiency of repairs, with some highlighting delays in addressing urgent issues such as mould, plumbing, and heating. Tenants frequently mentioned the need for improved communication, both in terms of responsiveness to queries and clarity regarding repair timelines.

Many respondents called for better internal coordination within the Council, suggesting that a lack of communication between departments often leads to unresolved issues. Additionally, there are requests for more proactive maintenance of communal areas, including gardens and parking facilities, as well as enhanced security measures to address concerns about anti-social behaviour.

Tenants also expressed a desire for improvement of their living spaces, particularly kitchens and bathrooms, which are perceived as outdated. There are also calls for more accessible housing options for vulnerable residents, including those with disabilities or specific family needs.

To improve tenant satisfaction, it is recommended that the Council prioritises the following actions: streamline the repair process to ensure timely responses, enhance communication strategies to keep tenants informed, and invest in property upgrades to meet modern standards. Furthermore, fostering a more empathetic approach towards tenant concerns, particularly regarding anti-social behaviour, could significantly enhance community relations.

By addressing these key areas, the Council can improve tenant satisfaction, reduce complaints, and foster a more positive living environment, ultimately leading to stronger community ties and a better reputation for the organisation.





Trends



Year-on-Year Change

The table shows the annual results for 2024/25 against those for 2023/24. Those in green show where the results have increased, and those in purple where they have decreased.

It should be noted, however, that with an annual margin of error of around $\pm 3.0\%$, a change of more than 6 percentage points would be needed to be statistically significant, although any change can show a direction of travel; none of the changes are more than this.

The changes between years have been very small; in fact, five of the measures have stayed the same over that time. No change exceeds 4p.p.

Just two measures have increased in satisfaction: the time taken to complete repairs (up 2p.p) and how tenants are kept informed about things that matter to them (up 1p.p).

The remaining six measures show small decreases in satisfaction, including the repairs service in the last 12 months and how tenants' views are listened to and acted upon.

	2023/24	2024/25	Change (rounded)
Overall Satisfaction	80%	80%	=
Well Maintained Home	80%	80%	=
Safe Home	83%	79%	-4%
Communal Areas	66%	66%	=
Repairs last 12 months	84%	82%	-2%
Time Taken Repairs	80%	82%	+2%
Neighbourhood Contribution	78%	75%	-3%
Approach to ASB	66%	63%	-3%
Listens & Acts	70%	67%	-3%
Fairly & with Respect	85%	85%	=
Kept Informed	81%	82%	+1%
Easy to Deal With	82%	81%	-1%
Complaints Handling	43%	43%	=



Quarterly Change 2024/25

This table shows the satisfaction levels against each measure for each of the four quarterly surveys throughout the year.

There has been some fluctuation of results throughout the year, although most of the changes have been small. Overall satisfaction has ended the year at a higher level than at Q1, and that is also true of the maintenance of the home, the approach to handling ASB, and treating tenants fairly.

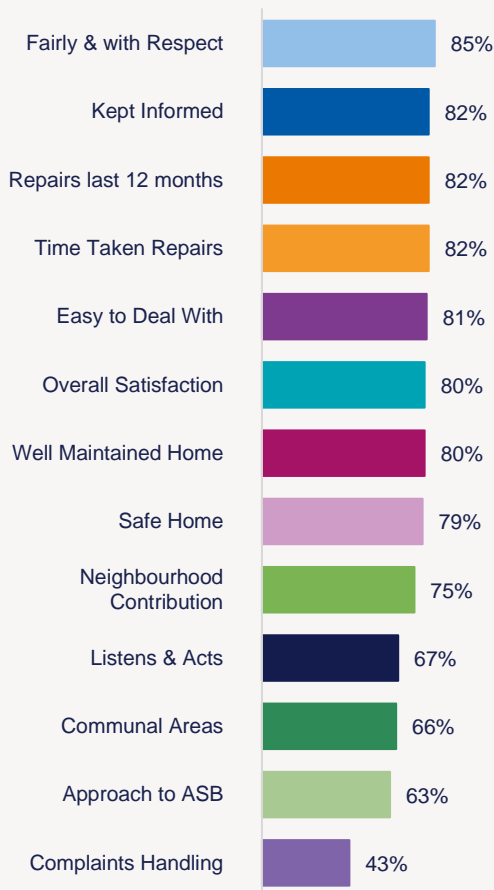
However, the remaining measures end the year at a lower level, including the safety of the home, the repairs service and time to complete repairs.

	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
Overall Satisfaction	78%	82%	78%	82%
Well Maintained Home	77%	83%	81%	78%
Safe Home	79%	82%	81%	72%
Communal Areas	71%	63%	65%	65%
Repairs last 12 months	82%	87%	82%	76%
Time Taken Repairs	83%	83%	82%	78%
Neighbourhood Contribution	75%	79%	78%	68%
Approach to ASB	63%	63%	63%	65%
Listens & Acts	69%	66%	71%	62%
Fairly & with Respect	83%	86%	88%	84%
Kept Informed	83%	83%	82%	79%
Easy to Deal With	84%	82%	83%	76%
Complaints Handling	43%	46%	45%	37%



Summary

Satisfaction with Measures



Conclusion



Now that all four quarterly surveys have been completed for the year, it is possible to combine the results to give an annual perspective. This report looks at the annual results, how they compare with other social housing providers and what is driving satisfaction at Cheltenham Borough Council.

Satisfaction is high with 80% of tenants satisfied with the overall service they receive from the Council and half the measures receiving satisfaction levels at 80% and above. The highest satisfaction is for the way the Council keeps tenants informed about things that matter to them (82%) and treats tenants fairly and with respect (85%). Just four measures fall below 70% satisfaction; including the approach taken to handle ASB at 63%; and only 43% of tenants are satisfied with the handling of their complaints – with a similar number dissatisfied (45%).

The key driver for overall satisfaction is that the Council provides a well-maintained home, although how it listens to views, is easy to deal with and treats tenants fairly are also important. The Council compares very well with other social landlords who have submitted their 2023/24 TSM results to the Regulator, particularly against other councils, with all measures above the group medians, ten in the top quartile and the remaining two in the second.

Three-quarters of tenants continue to be concerned about the cost of living, and this is shown to be linked to satisfaction, suggesting that anything the Council can do to help with things like budgeting and benefits could help improve satisfaction levels. It is of some concern that a third of tenants say they have problems with damp and mould in their home, issues which will need to be addressed. A quarter of tenants say they never read the newsletter, with some saying they don't receive it.

Several open-ended questions were included in the survey to allow tenants to expand on their reasons for dissatisfaction and suggest improvements. The repairs service again features as the top theme in tenant comments, broken-down timescales to complete repairs, outstanding/forgotten repairs and the quality of repairs made. The condition of properties, including the presence of damp and mould, and the need for home improvements such as new kitchens or bathrooms, were also highlighted by some tenants. However, tenants also want the staff to listen to them more carefully and keep them up to date with the progress of queries.

This report has also broken down satisfaction scores by different demographics and subgroups and this confirms the common theory that satisfaction tends to increase with age, this affecting the responses from the different tenures and property type.



Cheltenham Borough Council has commissioned Acuity to complete compliant surveys based on the TMS questions from the Regulator of Social Housing.

Four quarterly surveys for 2024/25 were completed, which show high performance in some areas but have also highlighted areas where improvements could be made.

In addition to the TSM questions, the comments made by tenants provide more insight into the issues that concern them the most. These can help the Council target services for improvement as a priority.

Shown opposite are some recommendations, building on the results of previous surveys, that the Council may wish to follow up on to help improve satisfaction in the future.

Recommendations

Property Condition

Having a well-maintained home is the key driver for overall satisfaction in 2024/25, and the repairs service receives good levels of satisfaction. However, it is of some concern that a third of tenants say they have problems with damp and mould in their homes. These issues will need to be addressed as a matter of urgency, particularly in light of the upcoming introduction of Awaab's Law. Despite the good satisfaction with the repairs service, some still report problems with delays and work not completed, while some also feel their homes need improvement, particularly updated kitchens and bathrooms. Reporting a repair continues to be the main reason for contacting the Council, and the response is often used to judge the effectiveness of the housing service as a whole. It will not be possible to complete all repairs on time, but tenants need to be kept informed of progress and updated if there are changes to plans.

Communication and Customer Contact

Good communication and customer care is important to tenant satisfaction across many service areas, and as such, improvements in these aspects have the potential to positively influence satisfaction in these areas and with the Council generally. While most tenants feel that they are treated fairly and with respect by the Council, satisfaction that their views are properly listened to and acted upon, is much lower. Perhaps the Council could address this by expanding opportunities for tenant involvement, more face-to-face contact and open meetings to discuss tackling problem areas and provide feedback to tenants. In addition, when asked about reasons for dissatisfaction with customer services, some tenants commented that they had difficulty getting through to the Council on the phone, that phone calls or emails were not returned and that they did not receive the care or support from staff that they had expected. Increased pressure on customer service staff during busy periods is likely to have an impact, however, additional staff training as well as ensuring that there are enough staff available, would help improve the service.

Communal areas

The maintenance of the communal areas is a source of frustration for some, with some tenants wanting the cleaning to be of a better quality and delivered more frequently. In addition, the maintenance of the grounds, including the grass cutting, receives some criticism; this is likely to become more evident as we approach the growing season. The common areas also appear to be a source of safety concerns and ASB around the security of the communal doors and spaces, such as car parks and communal hallways. Tenants pay a service charge towards these services and are looking to get good value for money, using these results can help the Council pinpoint areas where the standards are not as they should be so improvements could be made.



Annual Demographics



Age Group

The results here confirm the theory that age is a major factor in determining satisfaction, with satisfaction tending to rise with the age of the tenants.

For the Council, the most satisfied are those aged 75 to 84 and 85 and over, this group having 94% with the overall service, this compares with just 69% of those aged 25 to 34.

In contrast, those aged 25 to 34 are generally the least satisfied.

It is not entirely clear why this difference occurs, perhaps it is linked to different levels of expectation based on age and life experience. However, this is nearly always a factor and should be borne in mind when comparing with other landlords; it is always worth checking if the age profile is similar.

	All Residents	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Overall Satisfaction	80%	81%	69%	76%	75%	86%	89%	92%	94%
Well Maintained Home	80%	74%	67%	70%	76%	86%	91%	97%	94%
Safe Home	79%	59%	66%	69%	74%	86%	92%	96%	88%
Repairs Last 12 Months	83%	89%	70%	82%	81%	88%	86%	90%	100%
Time Taken Repairs	82%	89%	74%	84%	82%	79%	83%	92%	100%
Communal Areas	66%	58%	55%	58%	56%	76%	79%	78%	86% *
Neighbourhood Contribution	75%	86%	63%	75%	64%	76%	80%	92%	100% *
Approach to ASB	63%	67%	49%	56%	63%	65%	70%	94%	100% *
Listens & Acts	67%	73%	61%	56%	60%	71%	73%	87%	83%
Kept Informed	82%	90%	79%	75%	77%	82%	88%	94%	93%
Fairly & with Respect	86%	80%	83%	84%	74%	88%	93%	97%	93%
Easy to Deal With	81%	89%	75%	79%	74%	84%	85%	92%	100%
Complaints Handling	43%	50% *	34%	46%	44%	45%	32%	50%	100% *

*Base below 10



Length of Tenancy

Looking at satisfaction rates overall, the highest rate is for those tenants with tenancies of under a year (88%), together with those of over 20 years. The lowest rate is for those with tenancies of between 6 and 10 years (74%).

New tenants tend to have higher satisfaction rates in surveys of this kind, and this does seem to be the case here, perhaps because they are initially happy to receive an offer of accommodation. This initial enthusiasm often wears off over time, but the longest-serving tenants are also often very satisfied; these are likely to be among the older tenants.

Least satisfaction is generally seen for those in the middle years of their tenancies, 4 to 5 and 6 to 10 years.

	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	80%	86%	82%	77%	74%	79%	86%
Well Maintained Home	80%	90%	83%	75%	70%	76%	91%
Safe Home	79%	85%	78%	73%	75%	74%	90%
Repairs Last 12 Months	82%	83%	83%	82%	79%	78%	89%
Time Taken Repairs	82%	83%	85%	84%	80%	78%	82%
Communal Areas	66%	66%	69%	58%	68%	68%	59%
Neighbourhood Contribution	75%	93%	84%	67%	72%	69%	72%
Approach to ASB	63%	87%	70%	55%	57%	58%	68%
Listens & Acts	67%	71%	73%	55%	64%	65%	70%
Kept Informed	82%	90%	85%	75%	74%	79%	91%
Fairly & with Respect	85%	93%	88%	82%	81%	82%	91%
Easy to Deal With	81%	92%	83%	77%	75%	81%	85%
Complaints Handling	43%	25% *	49%	47%	43%	36%	40%

*Base below 10



Property Type

It is common to see those in bungalows the most satisfied as these are more likely to be occupied by older tenants.

This is the case here, although those in bedsits are also very satisfied. There are relatively few of these, and again, it is likely that this satisfaction is linked to the age profile of the tenants rather than to the property type itself.

The least satisfaction is generally found in those living in flats, although it is those in houses who are the least satisfied overall.

	All Residents	BEDSIT	BUNGAL	FLAT	HOUSE
Overall Satisfaction	80%	91%	89%	80%	79%
Well Maintained Home	80%	100%	89%	82%	75%
Safe Home	79%	91%	95%	76%	80%
Repairs Last 12 Months	82%	100% *	88%	85%	76%
Time Taken Repairs	82%	75% *	82%	83%	80%
Communal Areas	66%	91%	100% *	65%	68%
Neighbourhood Contribution	75%	100% *	79%	75%	73%
Approach to ASB	63%	80% *	85%	60%	67%
Listens & Acts	67%	100% *	83%	64%	68%
Kept Informed	82%	91%	92%	81%	82%
Fairly & with Respect	85%	100%	93%	84%	87%
Easy to Deal With	81%	100%	88%	79%	83%
Complaints Handling	43%	50% *	0% *	41%	48%

*Base below 10



Gender

Commonly, male tenants are more satisfied than their female counterparts, and this is the case here.

However, the differences between the groups are small, and on three of the measures, satisfaction is the same.

On the overall service, 81% of male tenants are satisfied compared with 80% of females.

This suggests that gender is not a major factor in determining satisfaction.

	All Residents	Male	Female	Transgender
Overall Satisfaction	80%	81%	80%	50% *
Well Maintained Home	80%	84%	78%	50% *
Safe Home	79%	82%	77%	100% *
Repairs Last 12 Months	83%	84%	82%	100% *
Time Taken Repairs	82%	82%	82%	100% *
Communal Areas	66%	76%	59%	0% *
Neighbourhood Contribution	75%	76%	74%	100% *
Approach to ASB	63%	69%	60%	0% *
Listens & Acts	67%	67%	67%	50% *
Kept Informed	82%	82%	82%	100% *
Fairly & with Respect	86%	86%	85%	50% *
Easy to Deal With	81%	81%	82%	50% *
Complaints Handling	43%	46%	41%	- *

*Base below 10



Housing Needs

Given that the age factor affects satisfaction, as shown above, it is no surprise that those in sheltered housing are consistently more satisfied than those in general needs accommodation.

Some of the differences between the groups are quite large, with 90% of sheltered tenants being satisfied overall compared with 79% of general needs. There is a 27p.p difference with the upkeep of the communal areas.

Sheltered accommodation will have extra services and support and is generally seen to be a desirable form of living for those of a certain age; the age factor could explain the differences between the two groups.

	All Residents	General	Sheltered
Overall Satisfaction	80%	79%	90%
Well Maintained Home	80%	78%	92%
Safe Home	79%	77%	91%
Repairs Last 12 Months	82%	81%	87%
Time Taken Repairs	82%	82%	82%
Communal Areas	66%	61%	88%
Neighbourhood Contribution	75%	73%	92%
Approach to ASB	63%	62%	76%
Listens & Acts	67%	65%	81%
Kept Informed	82%	82%	84%
Fairly & with Respect	85%	84%	93%
Easy to Deal With	81%	80%	89%
Complaints Handling	43%	42%	50%



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

For further information on this report please contact:
Denise Raine: denise.raine@arap.co.uk

Acuity
Tel: 01273 287114
Email: acuity@arap.co.uk
Address: PO Box 395, Umberleigh, EX32 2HL

