

Quarter 2

Annual Customer Satisfaction  
Feedback Report 2025/2026

## Key TSM Metrics

### Overall Satisfaction

### The Home

### Repairs

### Neighbourhood

### ASB

### Engagement

### Complaints

### Wellbeing

### Trends

### Summary

## Introduction

Cheltenham Borough Council (CBC) owns and manages around 4,500 LCRA properties, as well as a small number of LCHO properties. Acuity has been commissioned to undertake quarterly independent satisfaction surveys of the tenants of Cheltenham Borough Council, 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. 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 LCRA tenants per quarter, proportionately sampled by tenure type, area, and age. This report for Q2 2025/26 presents an analysis of the results based on 221 completed surveys, as well as 12 incomplete surveys, which are required to be included in the report as per Regulator guidance.

The report has used sentiment analysis to better understand tenants' comments and why they have responded to the satisfaction questions the way they have. Information about how this works is shown at the end of the report and adds an extra layer of insight to the results to help CBC better understand what is driving satisfaction and what tenants are most concerned about, and consequently, what could be improved.

The telephone survey is confidential, and the results are sent back to CBC anonymised unless tenants give their permission to be identified – 83% of tenants did give permission to share their responses with their details attached, and 94% of these tenants are happy for CBC to contact them to discuss any comments or issues they raised.

This survey aims to provide data on tenants' satisfaction, which will allow CBC to:

- Provide information on tenants' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (in a separate annual report)
- Inform decisions regarding future service development
- Report to the Regulator annually as required.

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 this quarter, 221 completed responses were received, and 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.

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=.

# 82% Services Provided



More than eight out of ten tenants are satisfied with the overall service provided by CBC (82%). This marks a three percentage point (3p.p) increase from the previous quarter.

Three measures received scores higher than the overall satisfaction with the service, these are safe home (83%), fairly and with respect (84%), and repairs in the last 12 months (87%), which is the highest scoring metric in the survey this quarter.

Only three measures received scores of below 70% satisfaction. These are listens to views and acts upon them, with a score of 65%, the approach to ASB, with a score of 63%, and complaints handling, the lowest scoring metric in the survey this quarter, at 41%.

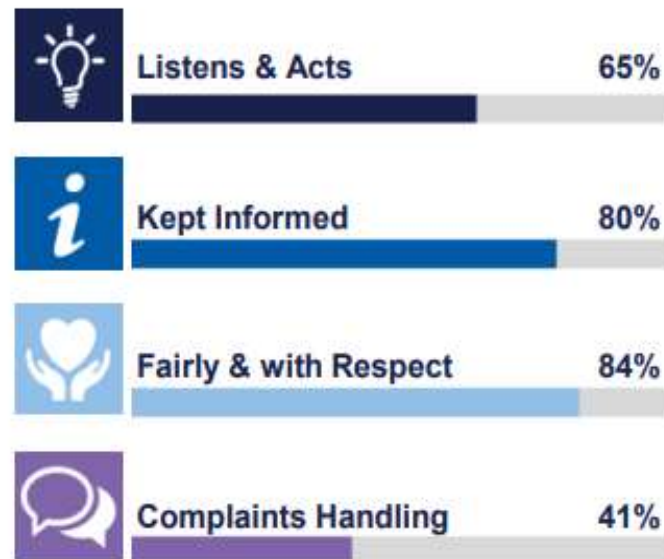
This report further breaks down each measure individually, as well as analyses tenants' open comments to identify the root of any dissatisfaction and potential areas for improvement.

## TSM Key Metrics

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



### Responsible Neighbourhood Management





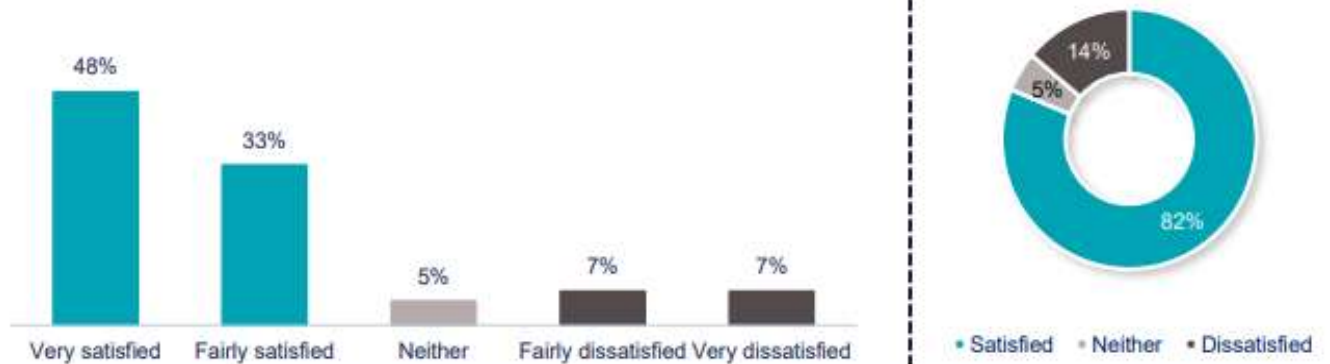
## Overall Satisfaction

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

More than eight out of ten tenants are satisfied with the overall service provided by CBC (82%), with more tenants very satisfied (48%) than fairly satisfied (33%).

Just 14% are dissatisfied (14%), with equal numbers fairly dissatisfied and very dissatisfied (both 7%). The remaining 5% of tenants are neither satisfied nor dissatisfied.

Satisfaction has remained broadly around the 80% mark since these surveys began. With this quarter seeing a rise of 3p.p, the current score is now just 1p.p below the highest quarterly score seen for this metric in Q4 2023/24.



# Overall Satisfaction

Please describe your specific experiences that have shaped your view of Cheltenham Borough Council's service.

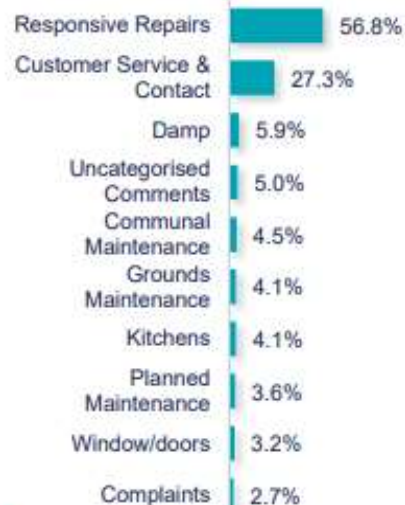
Base Size: 220



## Categories



## Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	100	50.8%	+1.33
Quality of Work / Service	41	20.8%	+1.39
Satisfaction	37	18.8%	+3.62
Subcategory, no attribute (yet)	26	13.2%	-0.31
Resolution	24	12.2%	-1.08
Communication / Transparency	21	10.7%	-2.24
Staff Conduct	12	6.1%	+4.58
Appointments / Convenience	8	4.1%	+0.75
Worker Conduct	7	3.6%	-0.14
Effort	6	3.0%	+2.17
No Comments	5	2.5%	0.00
Listening / Acting	4	2.0%	-2.50
Consistency	3	1.5%	-2.33
Empathy	2	1.0%	+2.50
Fairness	2	1.0%	0.00
Trust	2	1.0%	+2.50
Accessibility			-
Accountability			-
Safety			-



When asked to describe experiences that shaped their view of CBC's service, many respondents express satisfaction with the promptness and efficiency of repairs, highlighting quick responses and courteous staff. Positive comments include effective handling of urgent issues, such as leaks and mould, with some tenants reporting repairs completed within days. However, concerns arise regarding communication and follow-up, with several respondents noting delays in repairs and a lack of updates on ongoing issues.

Complaints about poor quality of workmanship and unresolved long-term problems, such as damp and inadequate adaptations, are prevalent. Some tenants feel discriminated against or neglected, particularly regarding urgent repairs and adaptations for disabilities. Additionally, issues with anti-social behaviour and inadequate communal maintenance were mentioned. While many appreciate the service, there is an opportunity for improved communication, consistency in repair quality, and responsiveness to tenant concerns to enhance overall satisfaction.

Positive Neutral Negative

For further information about Acuity's Resident Sentiment Index, please see appendix 5

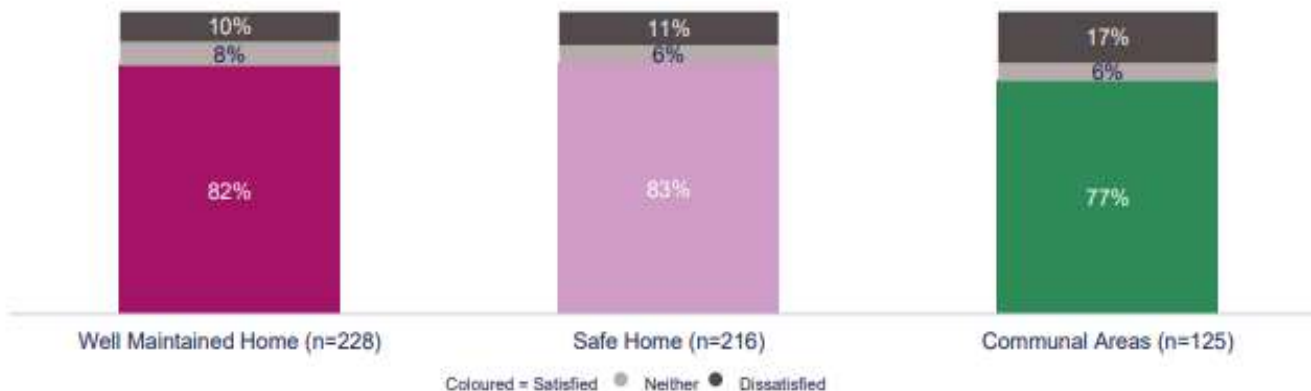


## Well Maintained, Safety & Communal Areas

More than eight out of ten tenants are satisfied that their home is well maintained (82%). Just a tenth are dissatisfied (10%), with the remaining 8% of tenants neither satisfied nor dissatisfied. This measure has remained fairly stable over the last couple of years, only deviating by 6p.p between a high of 83% and a low of 77%. Satisfaction has marginally increased in the last two surveys, with a rise of 1p.p in Q2 2025/26.

Slightly more tenants are satisfied that their home is safe (83%). Although slightly more are dissatisfied (11%), there are just 6% of tenants who are neither satisfied nor dissatisfied. Satisfaction reached a low of 72% in Q4 2024/25 but then increased by 11p.p in the following quarter and has maintained this score in Q2 2025/26.

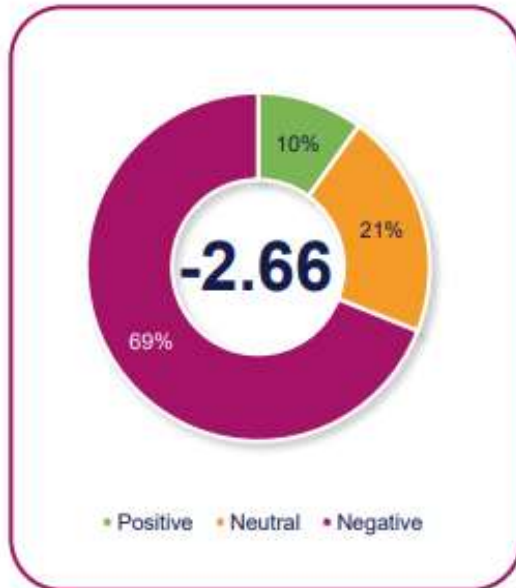
Just over half of tenants stated they live in a property with a communal area that CBC is responsible for maintaining (55%). More than three-quarters of tenants are satisfied that communal areas are kept clean and well-maintained (77%). Less than a fifth of tenants are dissatisfied (17%), while just 6% are neither satisfied nor dissatisfied. Satisfaction consistently scored in the mid-60 % range for most of 2024/25, before rising by 11p.p in Q1 2025/26. There has been a rise of 1p.p in Q2 2025/26.



# The Home

If you do not feel that your home (and / or communal areas) are safe and/or well maintained, please can you explain why and suggest what could be improved?

Base Size: 62



## Top Subcategories

Communal Maintenance	35.5%
Grounds Maintenance	30.6%
Responsive Repairs	29.0%
General Condition	9.7%
Damp	9.7%
Planned Maintenance	6.5%
Complaints	4.8%
Kitchens	4.8%
Fire safety	4.8%
Anti Social Behaviour	4.8%
Vulnerabilities	4.8%
Aids & Adaptations	3.2%
Customer Service &...	3.2%
New Lettings	3.2%
Rubbish, Bins & Recycling	3.2%

Attribute	Count	%	Sentiment Score
Quality of Work / Service	23	37.1%	-3.30
Timeliness / Responsiveness	14	22.6%	-3.86
Resolution	9	14.5%	-1.33
Subcategory, no attribute (yet)	7	11.3%	-2.29
Communication / Transparency	5	8.1%	-5.00
Listening / Acting	3	4.8%	-4.33
Safety	3	4.8%	-4.33
No Comments	2	3.2%	0.00
Accountability	1	1.6%	-5.00
Effort	1	1.6%	-5.00
Satisfaction	1	1.6%	-3.00
Trust	1	1.6%	-5.00
Worker Conduct	1	1.6%	-3.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Fairness			-
Staff Conduct			-

Tenants who are not satisfied that their home or communal areas are safe and well-maintained were asked to explain their reasons and offer suggestions for improvement. Many respondents highlighted issues with inadequate cleaning, with complaints about rubbish accumulation, dog waste, and general neglect in communal spaces. Several tenants reported ongoing problems with damp, mould, and plumbing, often citing delays in repairs and a lack of communication from management.

Safety concerns were raised, particularly regarding unsecured entrances, issues with neighbours, and inadequate responses to reported thefts. Tenants expressed frustration over the perceived lack of proper consultation and responsiveness from the management, particularly regarding essential repairs and upgrades.

Additionally, there were calls for better maintenance of gardens and communal areas, with many noting overgrown shrubs and unkempt spaces. Some respondents also pointed out the need for improved security measures, such as cameras, to address issues of vandalism and anti-social behaviour. The feedback indicates a need for enhanced communication, timely maintenance, and a more proactive approach to community safety and cleanliness.

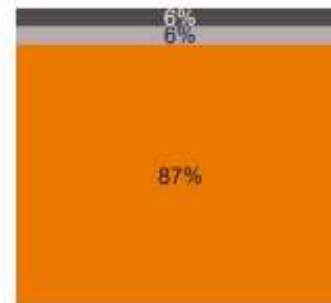


## Keeping Properties in Good Repair

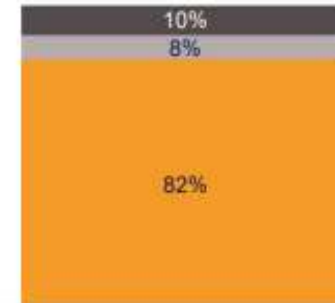
Around two-thirds of tenants (63%) said they had a repair completed in their home in the last 12 months, and of these, 87% are satisfied with the repairs service over this period. Just 6% of tenants are dissatisfied, with the same percentage neither satisfied nor dissatisfied. Satisfaction reached a low of 76% in Q4 2024/25, before showing increases in the last two quarters. Most recently, there was a rise of 6p.p in Q2 2025/26.

Satisfaction with the time taken to complete repairs is commonly lower than the overall service. Whilst that has not always been the case for CBC, for this quarter, the satisfaction with the time taken to complete repairs is 5p.p lower than the satisfaction with the repairs service over the last 12 months.

Just a tenth of tenants are dissatisfied with the time taken to complete repairs (10%), while just 8% are neither satisfied nor dissatisfied. Satisfaction in this measure has remained largely consistent, retaining the same value from the Q1 2025/26 survey.



Repairs Last 12 Months (n=141)



Time Taken Repairs (n=142)

Coloured = Satisfied ● Neither ● Dissatisfied





# Repairs & Maintenance

Tell us more about your experience with the repairs service over the last 12 months.

Base Size: 136



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	86	63.2%	+0.78
Quality of Work / Service	32	23.5%	+0.97
Resolution	28	20.6%	-0.79
Subcategory, no attribute (yet)	23	16.9%	+1.22
Satisfaction	9	6.6%	+2.44
Effort	7	5.1%	-2.29
Appointments / Convenience	6	4.4%	-0.33
Worker Conduct	6	4.4%	+2.83
Communication / Transparency	5	3.7%	+0.20
Listening / Acting	2	1.5%	0.00
Safety	2	1.5%	-5.00
No Comments	2	1.5%	0.00
Consistency	1	0.7%	+5.00
Trust	1	0.7%	+5.00
Accessibility			-
Accountability			-
Empathy			-
Fairness			-
Staff Conduct			-

When asked to describe experiences with the repairs service over the last 12 months, respondents expressed satisfaction with the promptness and efficiency of repairs, noting quick responses to urgent issues such as leaks and broken fixtures. Positive comments often mentioned courteous staff and thorough work, with some respondents reporting repairs completed within hours or days.

However, there are notable concerns regarding delays and incomplete jobs. Several respondents reported long wait times for repairs, with some issues taking months or even years to resolve. Complaints about poor communication, such as not receiving updates on pending repairs, were common. Additionally, some respondents experienced dissatisfaction with the quality of work, citing instances where repairs were not completed correctly, necessitating follow-up visits.

Issues related to mould, damp, and inadequate follow-up on repairs were frequently mentioned, indicating a need for better management of ongoing maintenance concerns. While there are commendable aspects of the service, the feedback underscores the potential for improved communication, timely responses, and consistent quality in repair work to enhance customer satisfaction.



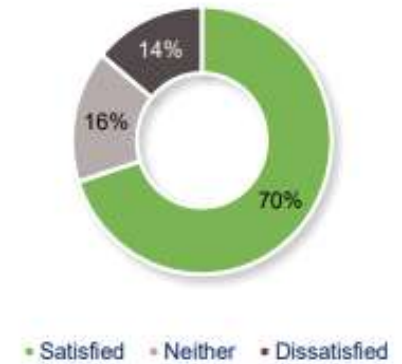
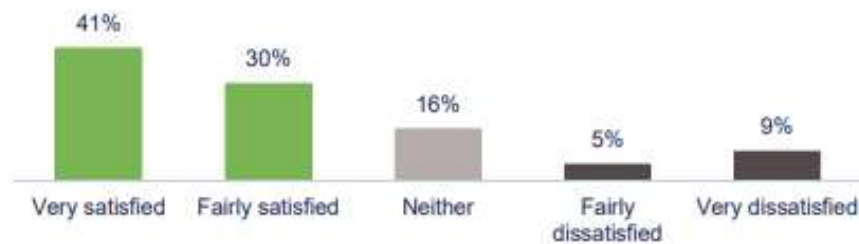
## Contribution to the Neighbourhood

Seven out of ten tenants are satisfied with CBC's contribution to the neighbourhood (70%), with more very satisfied (41%) than fairly satisfied (30%). Only 14% of tenants are dissatisfied, while the remaining 16% are neither satisfied nor dissatisfied.

Satisfaction for this measure consistently scored around 75% or higher until Q4 2024/25, where there was a fall of 10p.p. Satisfaction has fluctuated from there, and has seen a fall of 8p.p from Q1 2025/26.

Dissatisfaction has remained relatively consistent and decreased marginally from the previous quarter (down 1p.p).

The larger percentage of tenants who gave neutral responses suggests that these tenants may not be aware of the contributions that CBC has provided to the neighbourhood, and additional publications on this topic could help boost satisfaction in the future.



# Neighbourhood Contribution

Share your views on your landlord's contribution to your neighbourhood.

Base Size: 126



Attribute	Count	%	Sentiment Score
Quality of Work / Service	32	25.4%	+0.25
No Comments	26	20.6%	0.00
Satisfaction	23	18.3%	+2.35
Subcategory, no attribute (yet)	17	13.5%	-0.47
Timeliness / Responsiveness	11	8.7%	-0.36
Staff Conduct	9	7.1%	+3.22
Communication / Transparency	8	6.3%	-1.50
Listening / Acting	5	4.0%	-0.40
Effort	2	1.6%	+1.50
Resolution	2	1.6%	-1.00
Accountability	1	0.8%	0.00
Empathy	1	0.8%	+3.00
Safety	1	0.8%	-5.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Fairness			-
Trust			-
Worker Conduct			-

When asked to share views on CBC's contribution to the neighbourhood, respondents appreciate the cleanliness and maintenance of communal areas, with comments highlighting regular grass cutting and tidy properties. Some tenants express satisfaction with the gardening team's involvement and the overall upkeep of green-spaces. However, there are concerns about the perceived decline in service quality, particularly regarding the frequency of gardening and maintenance tasks. Several respondents noted issues with fly-tipping, overgrown areas, and a lack of timely responses to maintenance requests.

Communication from CBC is another area of concern, with some tenants feeling uninformed about updates or changes in services. A few respondents mentioned positive interactions with staff, while others reported a lack of visibility from local housing officers. Additionally, there are complaints about anti-social behaviour and inadequate action taken against it.

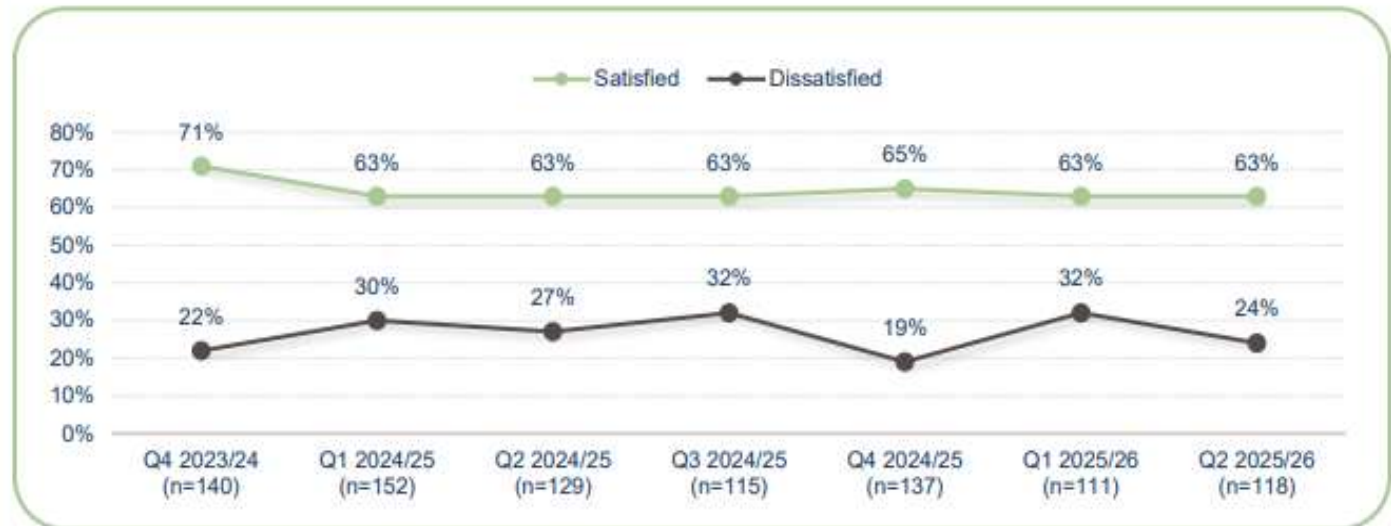
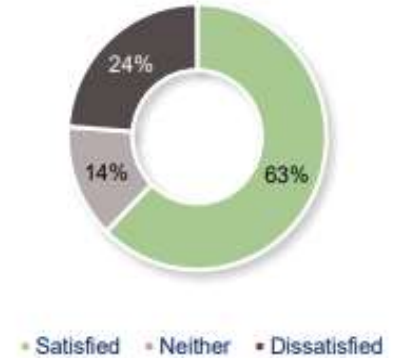
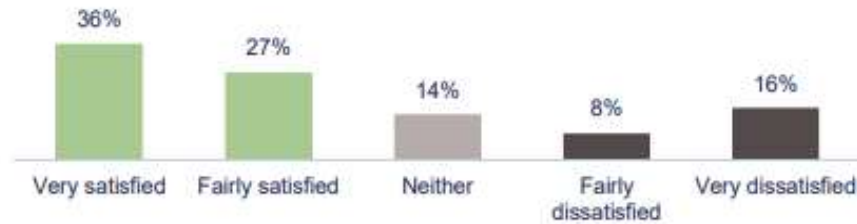


## Approach to ASB

More than six out of ten tenants are satisfied with CBCs approach to ASB (63%), with more tenants very satisfied (36%), with more tenants very satisfied (63%) than fairly satisfied (27%). Almost a quarter of tenants are dissatisfied (24%), with more tenants very dissatisfied (16%) than fairly dissatisfied (8%).

Satisfaction has remained very consistent since Q1 2024/25, and this quarter has retained the same value as Q1 2025/26. Dissatisfaction, on the other hand, has fluctuated more, and this quarter has seen a fall of 8p.p.

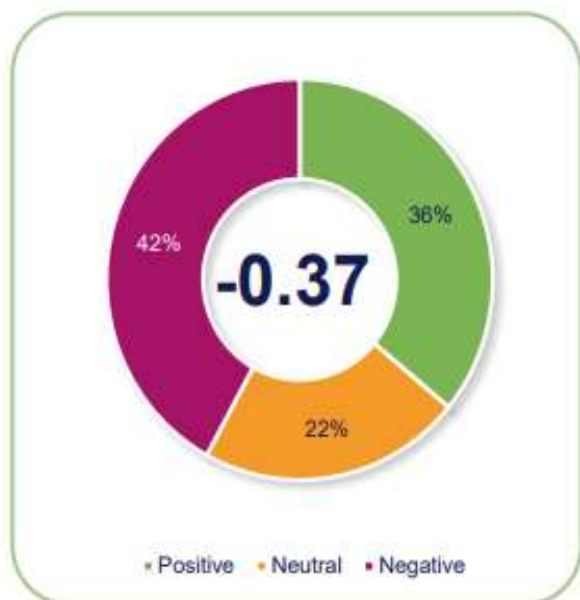
The generally larger percentage of dissatisfaction suggests a variance in service quality received by tenants, and reviewing the open response comments could help CBC identify reasons for this dissatisfaction.



# ASB

Give us your thoughts on Cheltenham Borough Council's approach to handling anti-social behaviour.

Base Size: 106



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	27	25.5%	-1.96
Listening / Acting	23	21.7%	-1.17
Resolution	19	17.9%	-1.58
Subcategory, no attribute (yet)	17	16.0%	+0.47
Quality of Work / Service	15	14.2%	+0.13
Satisfaction	13	12.3%	+2.23
No Comments	13	12.3%	0.00
Communication / Transparency	7	6.6%	-0.71
Effort	6	5.7%	-2.50
Safety	3	2.8%	-1.67
Trust	2	1.9%	-5.00
Fairness	1	0.9%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Staff Conduct			-
Worker Conduct			-

Tenants were asked to provide thoughts on the handling of ASB by CBC, and many respondents express frustration over a perceived lack of effective action, with several citing ongoing issues that remain unresolved despite multiple reports. Common complaints include drug-related activities, noise disturbances, and intimidation from local youths. Some respondents feel that the Council is understaffed and slow to respond, leading to a sense of neglect in addressing their concerns.

Conversely, there are positive remarks about the Council's efforts, with some individuals noting prompt responses to specific incidents and effective resolutions. A few respondents highlight improvements in security measures, such as the installation of gates and cameras, which have contributed to a safer environment. However, the overall impression is that while some tenants feel supported, many others feel unheard and dissatisfied with the council's approach to ASB. The need for a more proactive and consistent response is a recurring theme, indicating a significant area for improvement in community relations and service delivery.

# Respectful & Helpful Engagement

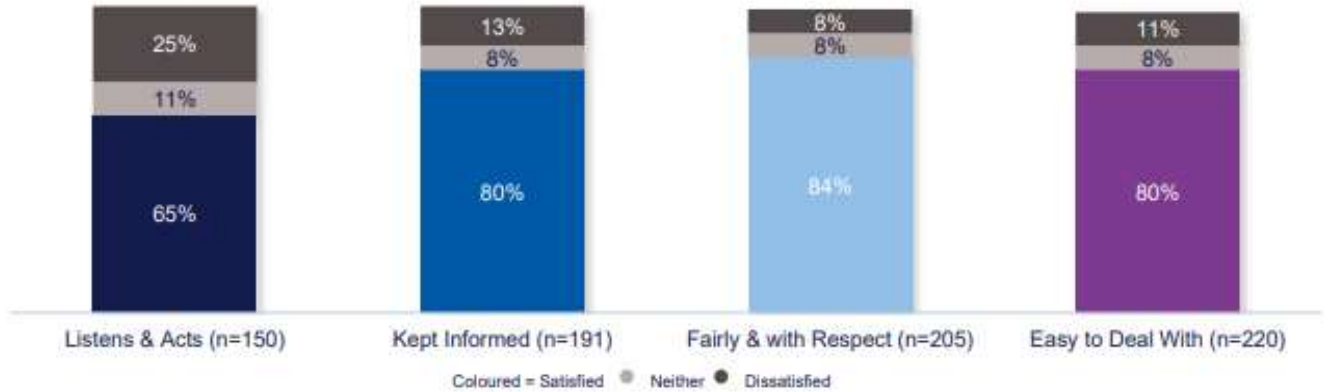


Slightly less than three-quarters of tenants are satisfied that CBC listens to views and acts upon them (65%). A quarter of tenants are dissatisfied (25%), while just 11% provided neutral responses. This measure has fluctuated in satisfaction, with a general downward trend since Q4 2023/24.

Eight out of ten tenants are satisfied that CBC keeps them informed about things that matter (80%). Only 13% of tenants are dissatisfied, while 8% are neither satisfied nor dissatisfied. This measure has remained relatively stable, scoring around the low 80% range for the last two years, although this quarter has seen a fall of 5p.p.

The highest score in this section is for treating tenants fairly and with respect, at 84%. Less than a tenth of tenants are dissatisfied (8%), while the same percentage of tenants provided neutral responses. This metric saw a peak of 88% in Q3 2024/25, before falling back to 84% in the following quarter. Although this score is still high and has remained consistent in Q1 2025/26 and Q2 2025/26, having fluctuated by just 1p.p.

Eight out of ten tenants are satisfied that CBC is easy to deal with (80%). Just over a tenth are dissatisfied (11%), while 8% are neither satisfied nor dissatisfied.



# Easy to Deal with

As you were not satisfied with Cheltenham Borough Council being easy to deal with could you tell me why and what could be improved?

Base Size: 38



Attribute	Count	%	Sentiment Score
Communication / Transparency	13	37.1%	-2.46
Listening / Acting	8	22.9%	-2.50
Effort	5	14.3%	-0.80
Resolution	5	14.3%	-4.00
Staff Conduct	5	14.3%	+0.60
Timeliness / Responsiveness	4	11.4%	-3.75
Subcategory, no attribute (yet)	4	11.4%	-0.50
Empathy	2	5.7%	-2.50
Quality of Work / Service	2	5.7%	-1.50
No Comments	2	5.7%	0.00
Accessibility	1	2.9%	-5.00
Accountability	1	2.9%	-5.00
Appointments / Convenience			-
Consistency			-
Fairness			-
Safety			-
Satisfaction			-
Trust			-
Worker Conduct			-

Tenants who are not satisfied that CBC is easy to deal with were asked to explain why and offer suggestions for improvement. Many respondents expressed frustration over the difficulty in contacting staff, with reports of unreturned calls and a lack of follow-up on issues raised. A recurring theme is the perception that communication is poor, with tenants feeling ignored or that their concerns are not taken seriously. Several respondents noted that when they do manage to speak with someone, the quality of interaction varies greatly, with some staff being helpful while others are perceived as condescending or dismissive.

There are specific complaints about delays in repairs, with some tenants waiting months for issues to be addressed, particularly concerning safety-related repairs. The absence of face-to-face contact options has also been mentioned, with many feeling that online forms are inadequate for expressing their needs. The feedback indicates the potential for improved communication strategies, more proactive engagement with tenants, and a more efficient handling of repair requests to enhance tenant satisfaction and trust in the service.

# Fairly & With Respect

Please can you tell us why you don't agree that Cheltenham Borough Council treats you fairly and with respect?

Base Size: 31



Attribute	Count	%	Sentiment Score
Staff Conduct	8	25.8%	-1.88
Timeliness / Responsiveness	8	25.8%	-2.25
Communication / Transparency	5	16.1%	-1.00
Listening / Acting	5	16.1%	-5.00
Subcategory, no attribute (yet)	4	12.9%	0.00
Effort	3	9.7%	-1.00
Resolution	3	9.7%	-1.00
No Comments	3	9.7%	0.00
Empathy	2	6.5%	-5.00
Accountability	1	3.2%	-5.00
Fairness	1	3.2%	-5.00
Safety	1	3.2%	-5.00
Satisfaction	1	3.2%	+3.00
Trust	1	3.2%	-5.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Quality of Work / Service			-
Worker Conduct			-

Tenants who don't agree that CBC treats them fairly and with respect were also asked to provide their reasons. A recurring theme is the perception of neglect, with many respondents feeling forgotten or overlooked, particularly in comparison to other areas like St Paul's and Hesters Way. Tenants express frustration over poor communication, stating that they often have to chase for updates and that their concerns are not adequately addressed. Many report experiencing rudeness from staff, particularly during phone interactions, which leads to feelings of disrespect and a lack of support.

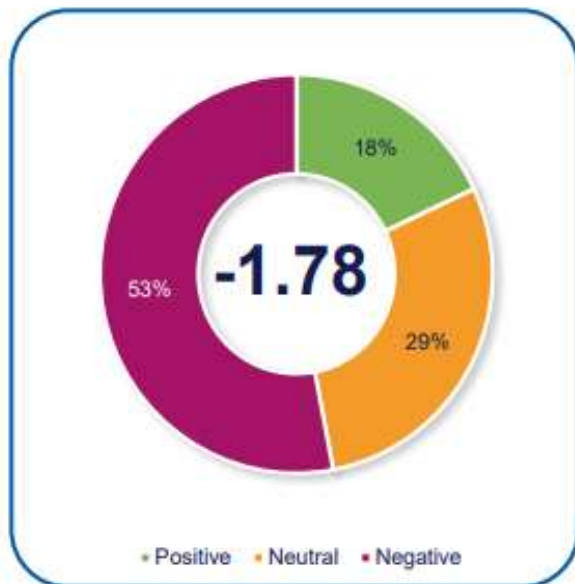
Issues with repairs and maintenance are prominent, with several respondents highlighting long wait times for essential services, such as heating, and safety concerns in their homes. The handling of complaints, especially regarding antisocial behaviour, is also a concern, with some tenants feeling discriminated against and unsupported. These responses indicate an opportunity for improved customer service training, better communication, and a more responsive approach to tenant needs and complaints to enhance overall satisfaction and trust in the service.



# Listens & Acts

If you are not satisfied with the way Cheltenham Borough Council listens to your views and acts upon them, how could Cheltenham Borough Council improve?

Base Size: 49



Attribute	Count	%	Sentiment Score
Listening / Acting	18	37.5%	-0.94
Timeliness / Responsiveness	10	20.8%	-2.10
Communication / Transparency	9	18.8%	-1.44
Subcategory, no attribute (yet)	8	16.7%	-1.75
Staff Conduct	5	10.4%	-1.60
Resolution	4	8.3%	-1.75
Effort	3	6.3%	-4.33
Fairness	2	4.2%	-5.00
Quality of Work / Service	2	4.2%	-1.50
No Comments	2	4.2%	0.00
Accountability	1	2.1%	+3.00
Appointments / Convenience	1	2.1%	0.00
Empathy	1	2.1%	-5.00
Accessibility			-
Consistency			-
Safety			-
Satisfaction			-
Trust			-
Worker Conduct			-

Tenants were also asked to offer suggestions for improvement if they are not satisfied with the way CBC listens to views and acts upon them. A regular theme is the feeling of being unheard, with many respondents expressing frustration over a lack of action on reported issues, such as maintenance and anti-social behaviour. Tenants frequently mentioned delays in addressing complaints, with some waiting weeks for resolutions, which exacerbates their concerns, particularly in sensitive situations involving children or safety.

Several respondents emphasised the importance of personal interaction, suggesting that face-to-face discussions would be more effective than phone calls or written correspondence. There is a strong desire for improved communication, with calls for better information dissemination about meetings and decisions. Many feel that their concerns are dismissed or inadequately addressed, leading to feelings of discrimination and neglect.

Additionally, issues such as poor call handling, lack of follow-up, and inadequate support for vulnerable tenants were noted. If CBC were able to enhance its listening skills, improve responsiveness, and foster a more supportive environment for tenants, this could go a long way to improving satisfaction.



## Effective Handling of Complaints

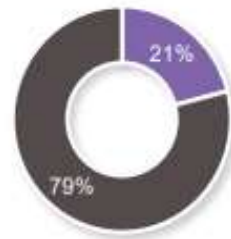
Just over a fifth of tenants (21%) say they made a complaint to CBC in the last 12 months, although it is not clear whether these are official stage 1 complaints, or perhaps service requests not yet completed.

Of these tenants, 41% said that they are satisfied with the way that their complaint was handled, an increase of 2p.p from Q1 2025/26.

Dissatisfaction is higher than satisfaction at 48%, and a further 11% gave a neutral response

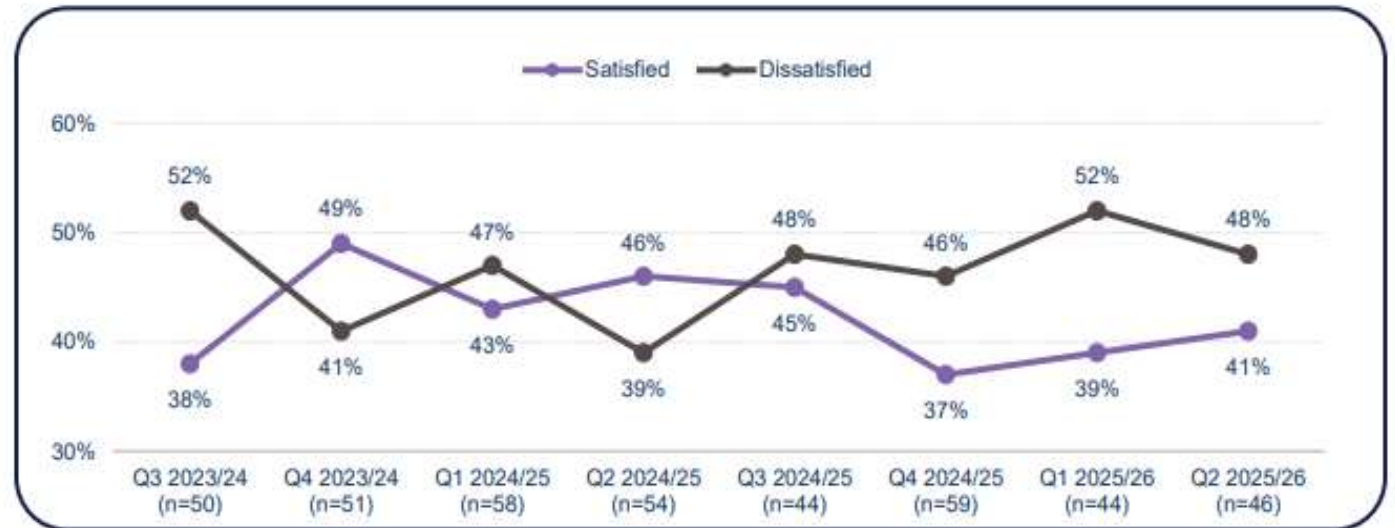
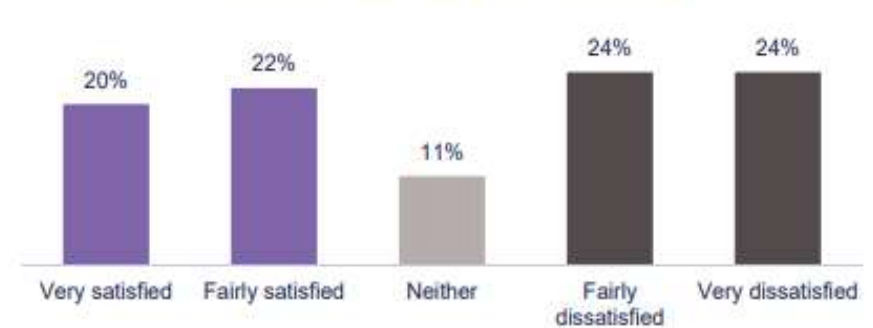
Complaints handling is often the lowest-scoring measure in TSM surveys. Although satisfaction has marginally increased over the last two quarters, there is still clearly much dissatisfaction among tenants in this area. Adding an additional insight question to get to the root of dissatisfaction can help, as well as ensuring communication throughout the process is proactive and regular.

Complaint in last 12 months



• Yes • No

Satisfaction with Complaints Handling





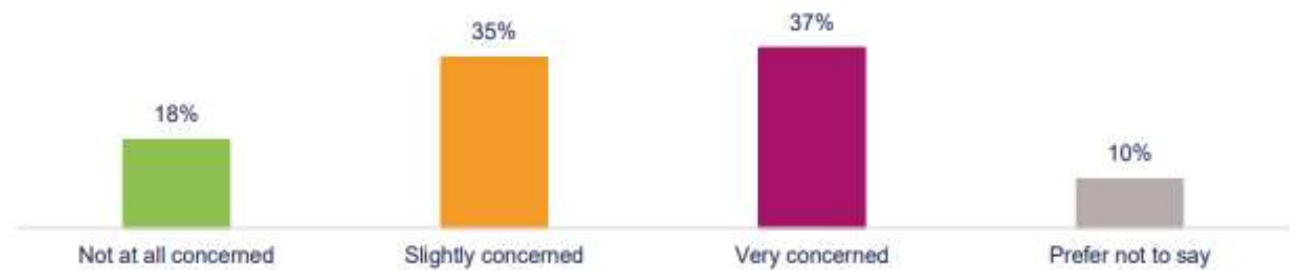
# Cost of Living

Tenants were asked about their well-being, including how they feel about the current cost of living crisis.

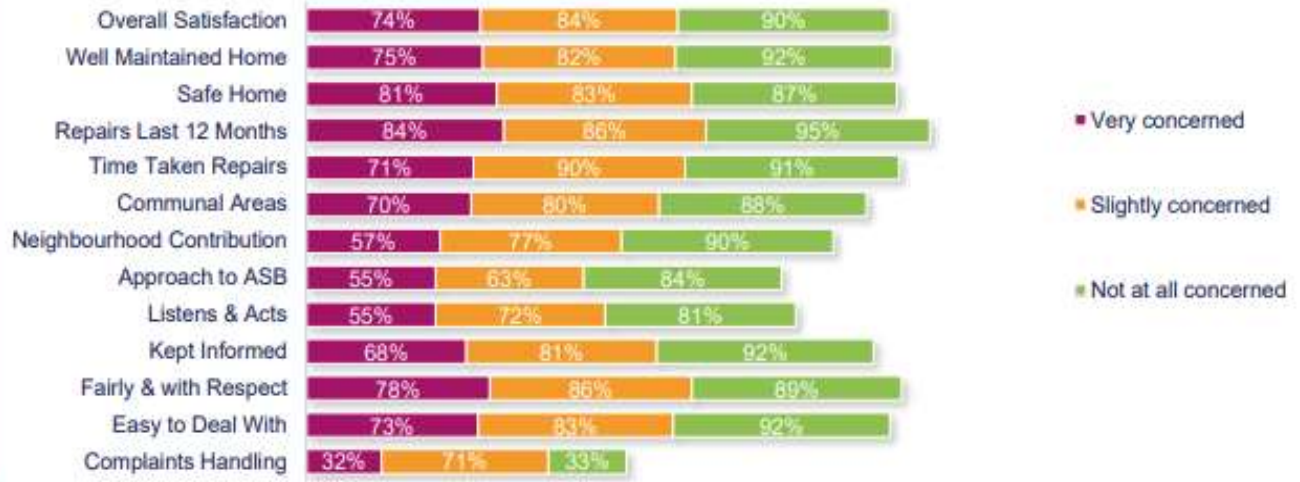
Just under three-quarters of tenants (72%) are at least slightly concerned about the cost of living crisis, with a marginally higher proportion (37%) being very concerned than slightly concerned (35%). Just 18% of tenants are not at all concerned, and 10% preferred not to say. These results have improved from the previous survey, a potentially positive sign, although it is advised to continue to monitor how the cost of living crisis is affecting tenants.

It is often the case with similar surveys from social landlords that tenants who are most concerned with the cost of living have lower satisfaction rates than those slightly or not at all concerned. This does appear to be the case for CBC in this survey, as tenants who are not at all concerned are the most satisfied in 12 of the 13 measures, while tenants who are very concerned are the least satisfied in all measures.

## Cost of Living Concern



## Cost of Living Concern & Satisfaction





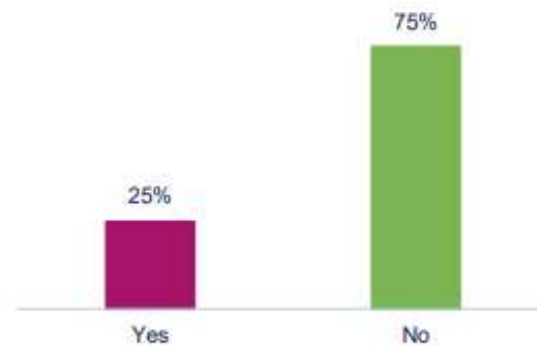
## Damp and Mould

A quarter of tenants stated that they had experienced damp and mould in the last 12 months, which is 9p.p lower than the previous quarter. Whilst this is a positive change, 24% of tenants also stated that they experienced damp and mould in Q2 2024/25, before rising back to 34% in the following quarter. Usually, tenants suffering from damp and mould is lowest in Q2 as these cover the summer months, as the warmer weather is less likely to cause damp and mould problems. Therefore, it would be advised to monitor this question in the following survey closely.

Of the tenants who reported experiencing damp and mould, 82% have reported this to CBC, while 18% haven't. It is essential that CBC addresses all issues related to damp and mould, particularly in light of the introduction of Awaab's Law later this year.

The contact details of all tenants who reported having damp and mould issues are available through the online dashboard.

### Experienced Damp/Mould Last 12 Months



### Reported Damp/Mould



### Experienced Damp & Mould Over Time



## Acuity Calls CBC

34 call actions have been recorded to the most dissatisfied customers that have been identified by Acuity.

Failed to contact 13 after 3 attempts

Completed 13 calls

Unable to contact 5

Left a message and asked to call back 3

Of the 13 completed calls the most dissatisfied areas were Repairs (7), ASB (1), Planned (1), Customer Service (1), 3 of those called raised additional concerns which were all processed appropriately.

As part of the survey process Acuity staff will send across an alert via email if during a call, they pick up on any matters such as safeguarding concerns or urgent repairs which require our attention ahead of them issuing the full data set.

During the Q2 surveys, Acuity staff raised 19 alerts, of these:

- 3 have been resolved
- 13 relate to work in progress
- 3 are new and current

## Next Steps

- Review information collated from complaints feedback group
- DMC department are reviewing policy to identify any refinements or improvements
- To carry out communal works in schemes and blocks including painting and planting works



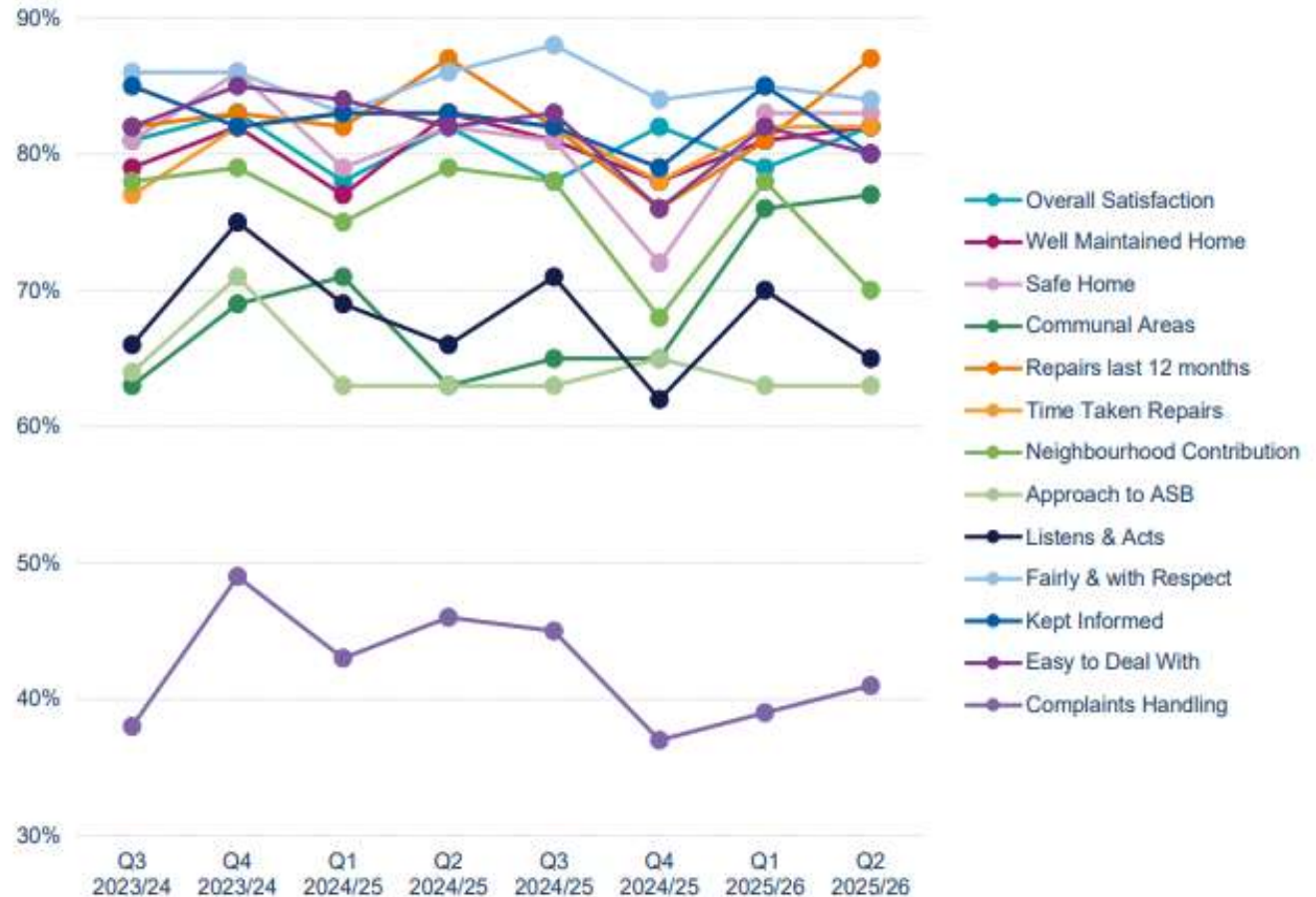
## Trends Over Time

Satisfaction has shown fluctuations in both directions in this quarter, five metrics have increased in satisfaction, while five have decreased. Three measures have remained consistent from the Q1 2025/26 survey.

Overall satisfaction has risen by 3p.p, while the other biggest increases were seen in complaints handling (3p.p) and repairs in the last 12 months (7p.p).

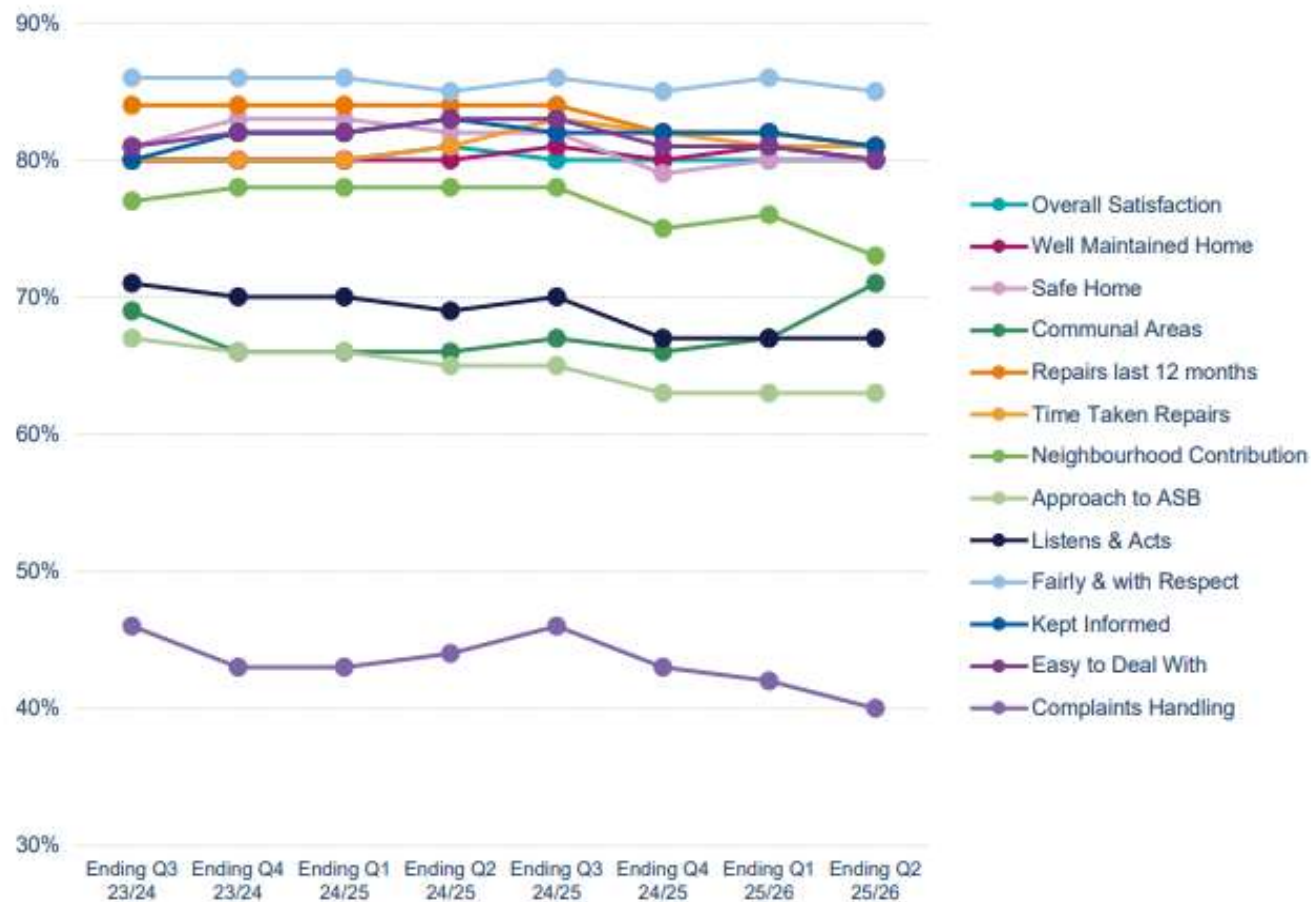
Large decreases were seen in listens and acts and kept informed (both by 5p.p), while the largest drop was seen in the contribution to the neighbourhood, which fell by 8p.p.

To be considered statistically significant, changes must exceed the combined margins of error of both time periods, in this case around 12.8%. None of the changes meet this threshold this quarter, so are not significant, although these changes can still show a direction of travel.





## 12 Month Rolling Averages



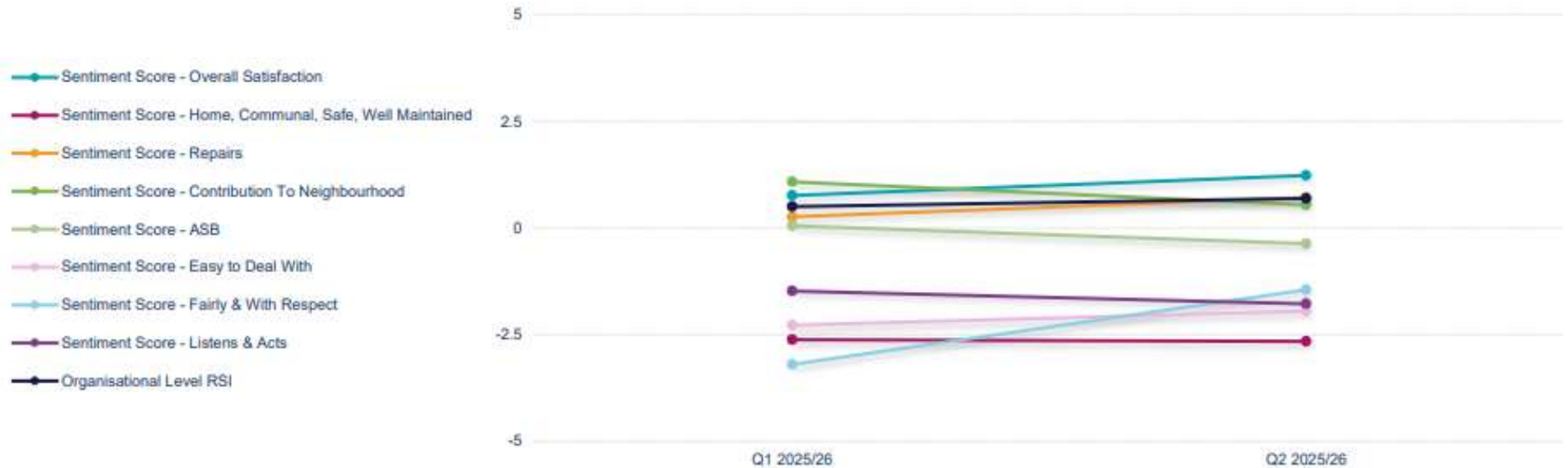
Another way to consider the results is to calculate the 12-month rolling averages. These average the last four results and are affected as much by those dropping out as the new ones added in, reducing the fluctuations between each quarter. It is, therefore, easier to observe general trends.

The changes in satisfaction on these averages are small, with only a few showing a noticeable direction of travel. The maintenance of communal areas is the only measure to show a notable increase. However, a few measures have shown small decreases, including the contribution to the neighbourhood, and complaints handling.

This does help to show the general underlying level of satisfaction for each measure.



# Trends Over Time - Sentiment Scores



A sharp increase in scores and base size in April 2025/26 is due to a change in the survey approach — instead of only asking follow-up questions to dissatisfied residents, we began asking all residents

Sentiment has remained very similar in Q2 2025/26 in comparison to Q1 2025/26, with most measures showing little change over the quarter. Contribution to the neighbourhood, listens and acts, and home and communal areas have all showed slight decreases, while fairly and with respect and overall satisfaction have increased. Overall satisfaction is now the measure with the highest sentiment score, at +1.23. This is very encouraging, as it suggests that tenants have an overall positive sentiment towards CBC, even if there are minor failures in some areas.

The organisation level RSI does not include all the measures shown above, as some questions are only asked to dissatisfied tenants. Therefore, the overall RSI now stands at 0.69, which indicates that the majority of tenants have a positive feeling towards CBC.

## Overall RSI Score

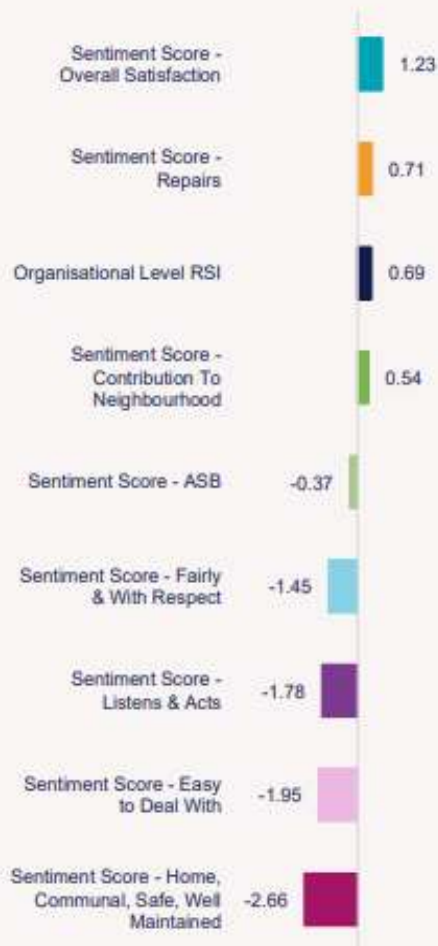
The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of resident feedback across all key service areas. It is based exclusively on responses to the 7 core RSI open-ended questions. It reflects how positively or negatively residents feel about the organisation's performance across these key areas. Please note, if your organisation does not ask all 7 core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question has been analysed in its relevant section throughout the report.



● Positive ● Neutral ● Negative



## Sentiment Scores



## Summary

### Overall Satisfaction

Survey responses reveal a combination of satisfaction and frustration among tenants regarding repair services. While many appreciate prompt responses and effective resolutions, others report delays, poor communication, and unresolved issues, particularly concerning ongoing repairs and maintenance quality.

### The Home

Tenants report dissatisfaction with maintenance and cleaning services, particularly in communal areas. Issues include inadequate repairs, persistent damp and mould, poor communication, and safety concerns. Many tenants feel neglected, with unresolved complaints and a lack of timely action from management.

### Neighbourhood Contribution

Tenants show a varied opinion regarding the contribution to the neighbourhood. While many appreciate the maintenance of communal areas and prompt service, concerns about fly-tipping, lack of communication, and insufficient action on anti-social behaviour persist.

### ASB

While some respondents appreciate prompt actions and support regarding anti-social behaviour cases, many express dissatisfaction with slow responses, ineffective measures, and a lack of communication. Drug-related issues and neighbour disputes are recurring concerns.

### Repairs

When asked for comment on the repair services, many appreciate promptness and courteous staff. However, issues persist with delays, incomplete jobs, and poor communication. Some respondents reported long wait times and dissatisfaction with the quality of repairs.

### Listen & Acts

Many tenants have concerns regarding communication and responsiveness from the housing service. Respondents feel unheard, experience delays in action, and express frustration over unresolved issues, particularly related to safety, maintenance, and support for vulnerable tenants.

### Fairly & With Respect

Tenants also have concerns regarding communication, support, and responsiveness from CBC. Tenants report feeling ignored, disrespected, and unsafe in their homes, with many highlighting delays in repairs and inadequate handling of complaints, impacting their mental health and overall well-being.

### Easy to Deal With

Tenants who are not satisfied that CBC are easy to deal with highlight dissatisfaction with communication and responsiveness. Tenants report difficulties in contacting staff, lack of follow-up on repairs, and feeling ignored or dismissed. Many express frustration over long wait times for repairs and inadequate support for issues raised.

## Satisfaction with Measures



## Summary & Recommendations



### Summary

This report is based on 221 complete tenant responses, plus 12 incomplete surveys, which are required to be included by the Regulator. The results for Q2 2025/26 continue to show strong levels of satisfaction across the survey measures. Overall satisfaction has increased by 3p.p and is now above 80%, close to the highest quarterly result seen for this measure. The score of 82% sits just above the midpoint of all survey metrics, which is a good position, as this indicates that tenants have good levels of residual satisfaction with the services provided by CBC, which are not easily reduced by the performances of individual areas.

Both repair metrics have high scores, with the time taken to complete repairs at 82% and the number of repairs in the last 12 months at 87%, the highest scoring measure in this quarter's survey. These are excellent results, as satisfaction with repairs is often a key driver of overall satisfaction with the service. Treating tenants fairly and with respect, and the safety of the home have also scored well this month, at 84% and 83% respectively.

The lowest scoring measures in the survey are listens and acts (65%), the approach to ASB (63%), and complaints handling (41%). The contribution to the neighborhood is also low and has shown the largest decrease in this quarter's survey, with a fall of 8p.p. Listens and acts has also fallen, by 5p.p. These are commonly lower-scoring measures in TSM surveys, however, the responses to the open questions reveal areas that could be improved and help drive satisfaction in these areas going forward.

Sentiment analysis has been used against the sentiment questions, covering the main areas of service. This gives a score based on the comments made and also highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is positive at +0.69, with a mixture of positive and negative for the other areas of service. The main areas of concern appear to be linked to the poor maintenance of some communal areas and inadequate responses to reported issues. Analysing the sentiment scores and reading the comments will help CBC get a better understanding of what is driving satisfaction and what is not working quite as well.

### Recommendations

**Complaints Handling** – This is the lowest-scoring measure in the survey, and the only result with a higher score for dissatisfaction than satisfaction. Tenants often experience frustration when they are not kept up to date with the status of their complaints and feel the need to follow up themselves. However, it is difficult to tell the key issues at CBC without an open response question, something that the Council may wish to consider for future surveys if they would like to try to make improvements in this area.

**Listens and Acts** – It is a common theme throughout the open comments that reported issues like ASB, repairs, and complaints are not responded to quickly, and actions are lacking. This leaves tenants with feelings of neglect, frustration, and inevitably affects their satisfaction. CBC may wish to look into their communication process, ensuring that issues are logged and tenants are always followed up with, until issues are resolved.