



APPENDIX 1

New Forest District Council

TSM 2024/25 Annual Report

Prepared by: Acuity Research & Practice

Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

Complaints

NPS

Wellbeing

Value for Money

Improvements

Trends

Summary

Demographics

Introduction

In 2024/25, New Forest District Council (NFDC) commissioned Acuity, an independent market research company that specialises in the social housing sector, to undertake an independent satisfaction survey with its residents. The survey was designed to collect data on their opinions of, and attitudes towards, their landlord and the services provided, which will allow the Council to:

- Provide information on residents' perceptions of current services
- Compare the results against the previous surveys
- Inform decisions regarding future service development

The survey was designed to collect Tenant Satisfaction Measures (TSMs) which the Council must report annually to the Regulator of Social Housing (RSH) and publish to residents. However, additional questions were included to provide further insight and support understanding of resident perception of the Council's services.

The survey used a sampled approach (random stratified sampling) whereby approximately 580 residents were contacted by telephone to participate in a survey with an Acuity interviewer. Residents also had the option of requesting an online (email) survey if they preferred to use this method to complete the survey. Quotas were applied to the sampling frame (on tenure, area, ethnicity and age) to ensure the response was balanced and representative of the total resident population. Fieldwork took place across two waves, enabling the Council to track trends over time. The first wave of fieldwork took place in November 2024, while the second commenced at the end of January running through to February. Fieldwork ended on 10 February 2025.

The telephone survey was confidential, and the results were sent back to NFDC anonymised unless residents gave their permission to be identified – 87% of residents did give permission to share their responses with their details attached and 93% of these residents are happy for NFDC to contact them to discuss any information they provided.

At the close of the survey on 10 February 2025, a total of 580 completed interviews had been achieved, as well as an additional 13 partially completed interviews, which are also required to be included as part of the Council's TSM submission to the RSH. For the overall results, the RSH requires that landlords with between 2,500 and 9,999 Low-Cost Rental Accommodation (LCRA) units achieve a margin of error of at least $\pm 4\%$ at the 95% confidence level. With 5,061 LCRA units, the response for 2024/25 is high enough to conclude that the findings are accurate to within $\pm 3.78\%$ annually, which falls within the required margin of error.

This report will explore results from NFDC's 2024/25 surveys, including changes in satisfaction throughout the year as well as satisfaction by various subgroups (including age and tenure). The report will also include benchmarking information, allowing NFDC to see how satisfaction compares against other similar landlords.

84%



Overall Satisfaction

Satisfaction with the overall service provided by NFDC is high, at 84% – which compares well with other landlords, particularly other Councils. This is one of the highest scoring metrics in the survey, demonstrating that high-quality service provision is resonating well with residents.

Satisfaction levels are particularly high for NFDC in providing a safe home (85%) and treating residents fairly and with respect (86%), which tend to be higher scoring metrics.

The lowest satisfaction scores are for how NFDC handles ASB (64%) and complaints (32%). Both metrics are commonly among the lowest performing in surveys of this kind. While satisfaction with complaints handling is particularly low, this sits just above the median against data published by the RSH for 2023/24.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





National Context

When considering the results, it is important to consider the national context and external factors.

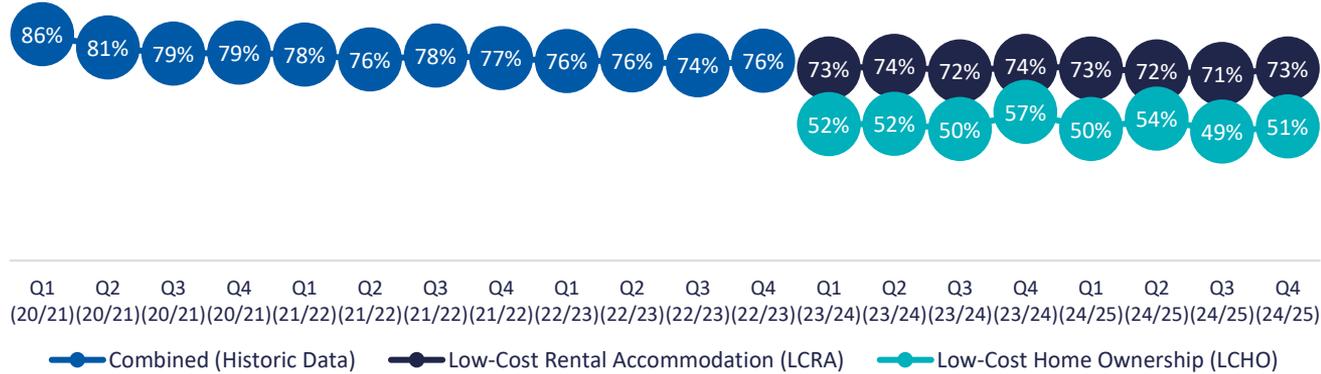
For example:

- Cost of Living Crisis, increase in poverty and pressure on local authority funding
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

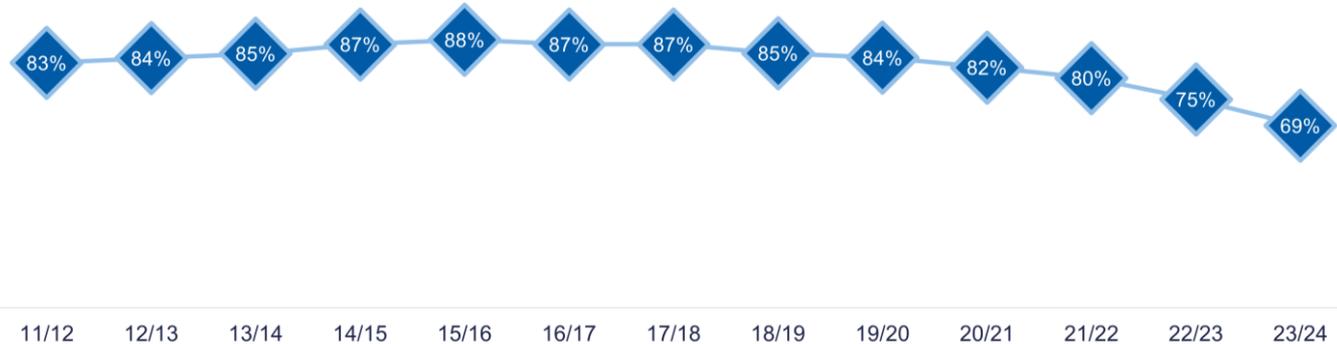
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic have altered the way some social landlords operate.

The top graph demonstrates how overall satisfaction has changed over time (tracker only). The trendline is downward. The lower chart shows the results from NHF members with a peak in 2015/16 but a slow decline since; this started before the effects of the pandemic started to hit.

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF median – general needs)





Overall Satisfaction



Overall Satisfaction

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

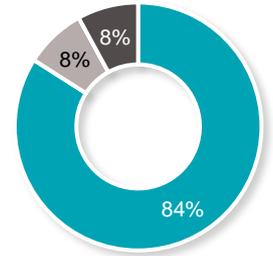
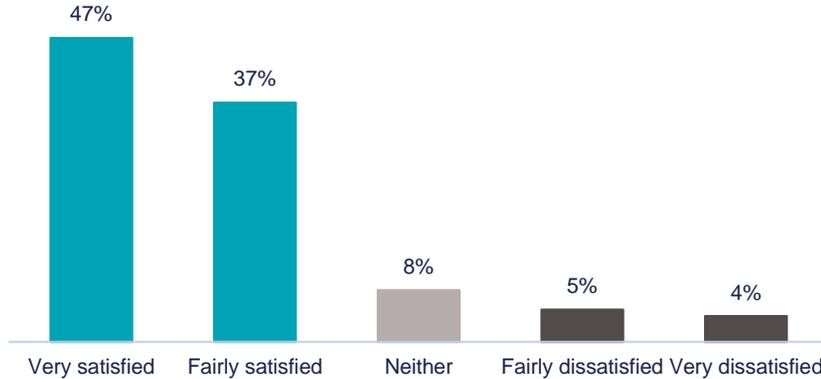
Only 9% of residents are dissatisfied with the services provided and a further 8% are neither satisfied nor dissatisfied.

Satisfaction is high at 84%, which compares well against other landlords, in particular other local authorities. This has remained stable across the final two quarters of the year.

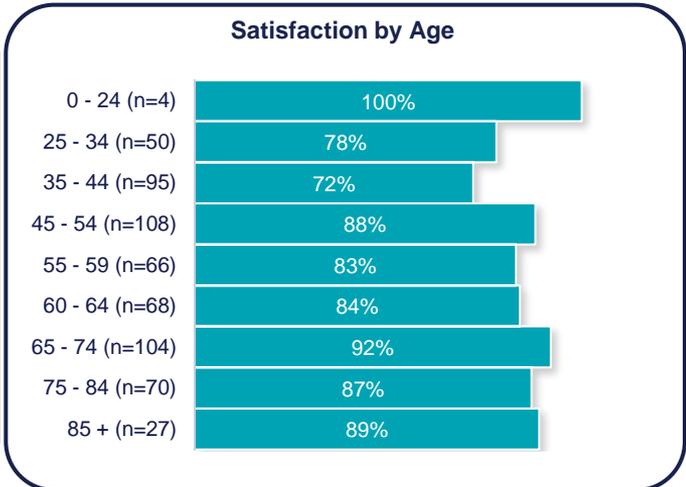
When looked at by age, satisfaction varies, with those aged 35-44 being the least satisfied (72%) and those aged 65-74 being the most (92%).* This is quite common in surveys of this type with additional responsibilities of household management and young families leading those in the 35-44 category to have lower levels of satisfaction.

The main body of the report focuses on high-level scores. Towards the end of the report, a section explores the differences by age, area and tenure.

* Those aged 0-24 were not included in this analysis due to the low sample size.



■ Satisfied ■ Neither ■ Dissatisfied





To understand why some tenants are dissatisfied with the overall service provided, this group was probed further to understand the core reasons. 48 comments were received from this group, reflecting low levels of dissatisfaction found within the survey.

While dissatisfaction is low and the comments reflect a minority of respondents, it is important that these voices are heard and are used to aid service improvements.

The main reason for dissatisfaction centred around outstanding or forgotten repairs and recurring damp and mould issues. Some respondents, for instance, reported health impacts due to unresolved mould problems, with a few experiencing severe allergic reactions and respiratory issues.

Quality of work is cited by seven of the 48 respondents. Additionally, complaints about the condition of the property were reported by six residents.

To improve tenant satisfaction, the recommendations would be to:

- Enhance communication to ensure timely updates on repairs.
- Prioritise health-related issues, such as mould, to address concerns more promptly.
- Implement a more efficient tracking system for maintenance requests to help reduce delays and improve response times

Comments - Dissatisfied





Overall Satisfaction - Example Dissatisfied Comments

Outstanding Jobs

"Pending jobs. It has been six months and still no one has called me back. I have chased it up and still have not heard from them."

"A lot of repairs that haven't been carried out for a number of years. People just don't stick to appointments to carry out repairs..."

"On some of the big repairs it takes a long time... I reported about a year and a half ago, and still not been done and I haven't heard anything; you are just left not knowing."

"I've mentioned some repairs like my front door handle... They say they will get someone on it, but it has been months."

Damp and Mould

"We've had ongoing damp and mould issues for the past five years."

"My house is riddled with mould. It's everywhere and I am allergic to it and my children have been ill with chest infections."

"I have a mould issue which has been going on for three years and is affecting my health."

"My bungalow is full of damp. Nothing is being done."

"My ceiling in the downstairs bathroom has collapsed and is full of black mould. I have mould all over the windows. None of these issues have been resolved."

Communication / Customer Service

"Communication with tenants is not good and I have an issue with mould which I have taken further."

"I don't feel like they care..."

"It is the people around me. I have made many complaints about them but nothing gets done."

"Every time I call up to speak about matters - rude service and don't understand how to do their job. Had to take days off for repair work - cancelled last minute various times. Cancelled three or four times."

"...I'm not treated fairly and they never look into my complaints when I raise them..."

Quality of work

"New kitchens that were fitted were done extremely badly and already falling apart."

"Ongoing problems with my wet room, they do botched jobs, and the shed they just laid some felt over the top and it hasn't been secured properly."

"... the work on repairs and maintenance is below sub standard – the average person could do a better job."

"Whenever workers come out they do a botched job, they don't do it nicely just as cheap as possible, not to a high standard. When I ask for repairs they give a big timescale and I can't wait all day."



Keeping Properties in Good Repair



Keeping Properties in Good Repair

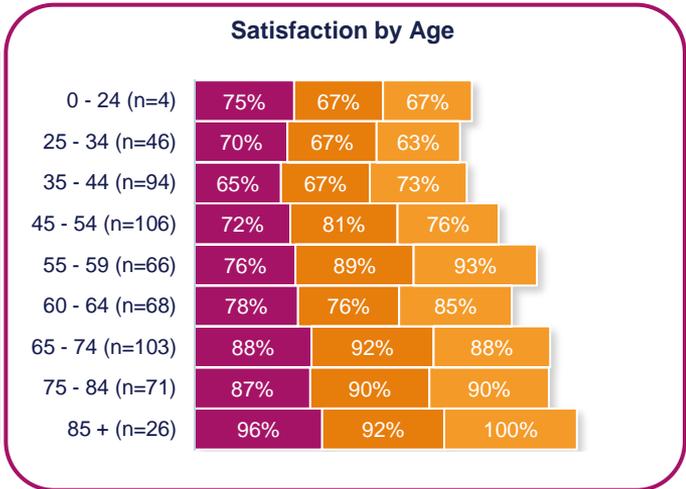
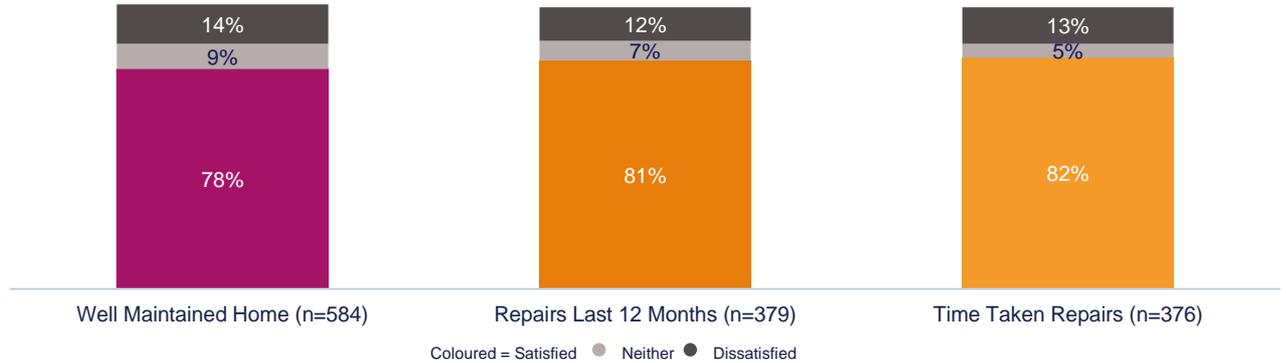
While day-to-day repairs was highlighted as a core trigger for dissatisfaction with the overall service provided, satisfaction with the service as a whole is high.

Of the 379 respondents (81%) who reported that they had a repair in the last 12 months, 81% were satisfied with the overall repairs service while 82% were satisfied with the time taken to complete the most recent repair after they reported it.

This latter measure is typically a challenge for landlords across the sector, often falling short of tenant expectations. Poor service here will also often drag down satisfaction with other metrics, not least with the overall service provided. That both measures sit in the highest quartile when compared against other landlords demonstrates the quality service provided in this area.

Both measures have also increased from Q3 to Q4, again showing positive signs.

As with satisfaction with the overall service provided, satisfaction is higher among older tenants, particularly after the age of 45.





Maintaining Building Safety



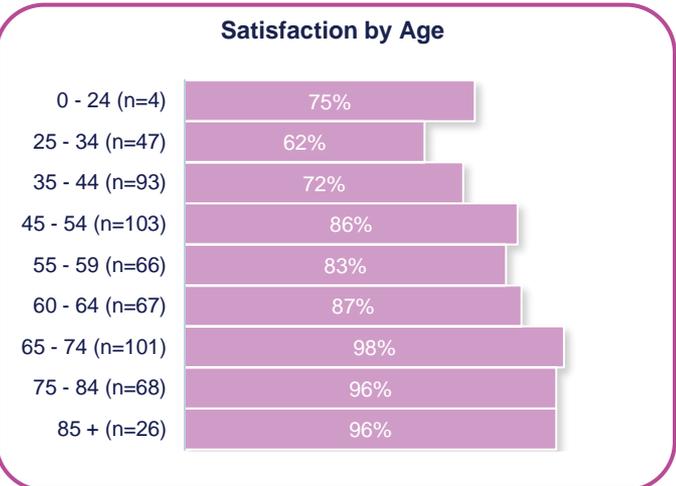
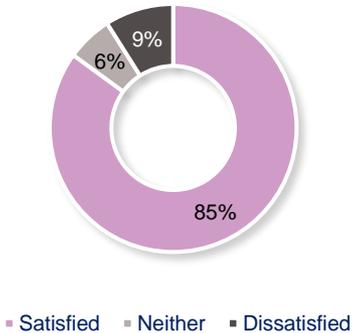
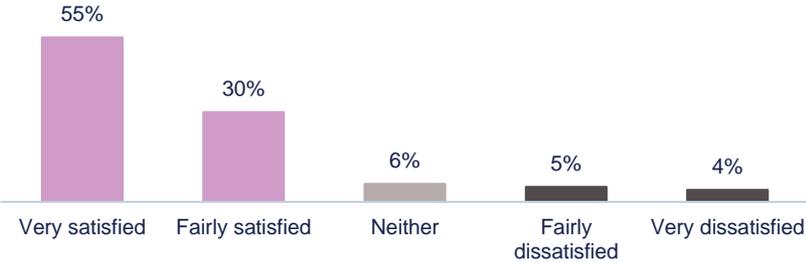
Maintaining Building Safety

Satisfaction with the safety of the home is one of the highest scoring metrics in the survey, with 85% saying that they are satisfied with over half (55%) very satisfied that the condition of their home or building means that it is safe. Just under a tenth of residents are not satisfied that their home is safe (9%), and 4% are very dissatisfied. A further 6% of residents are neutral.

It is common that more residents are satisfied with the safety of their home than with its maintenance, and that is the case here, 85% compared with 78%.

When satisfaction is broken down by age, residents 65 and older appear to be the most satisfied, while residents aged 25-34 are the least satisfied with the safety of their home.

Although the survey doesn't include a probing question about the safety of the home, customers will often view safety much more broadly than the structure and condition of the property alone.





Responsible Neighbourhood Management

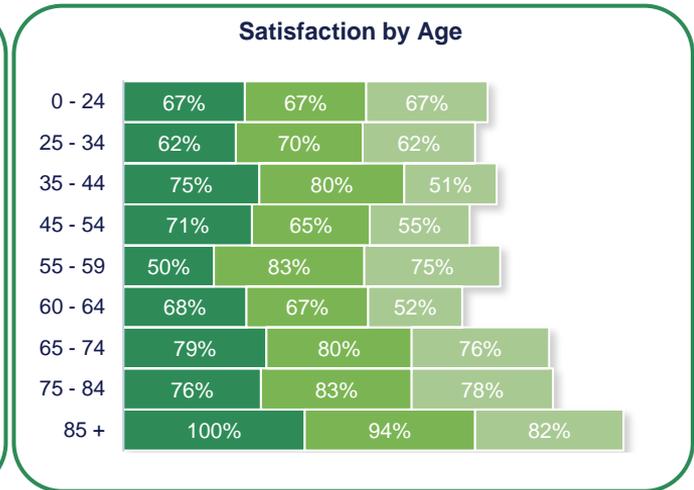
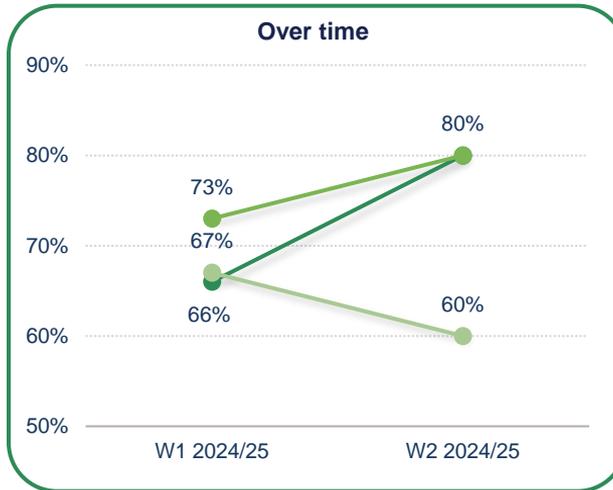
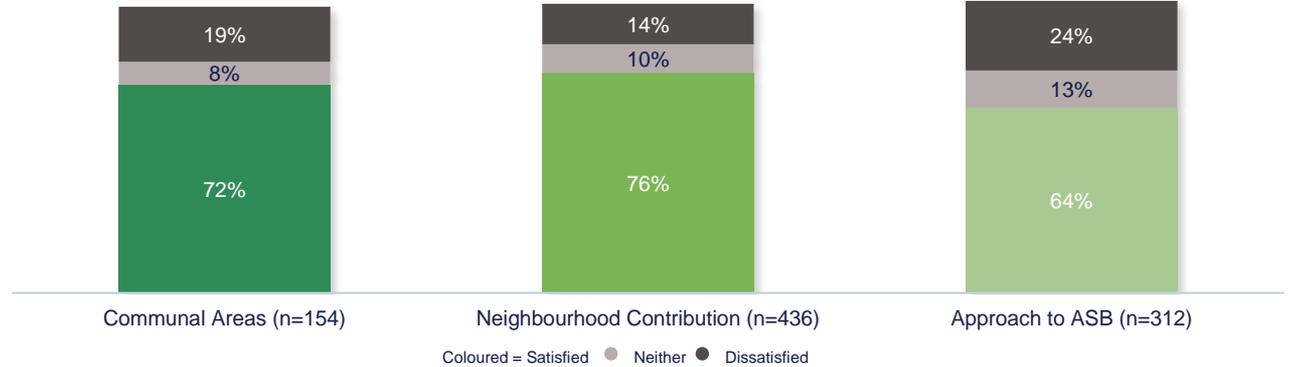


Over 150 residents stated that they live in a building with communal areas, either inside or outside, that NFDC is responsible for maintaining. 72% of these residents are satisfied that NFDC keeps their communal areas clean and well-maintained. 19% said they felt dissatisfied and 9% were neither satisfied nor dissatisfied.

Just over three-quarters of residents are satisfied that NFDC makes a positive contribution to their neighbourhood (76%), with only 14% dissatisfied. This measure can often draw a higher number of neutral responses; while it can be difficult for tenants to ascertain exactly what a 'positive contribution' means, there can also be awareness issues which increases uncertainty. NFDC tenants, however, appear to be more decisive when it comes to this measure. In future surveys, NFDC may wish to probe this question further to understand what a 'positive contribution' means to tenants.

In terms of anti-social behaviour, almost two-thirds of tenants (64%) are satisfied with NFDC's approach to its handling, which sits among the bottom two performing metrics. From Q3 to Q4, this metric has fallen by 7p.p, which is the only metric to have fallen within this period. Anti-social behaviour forms the majority of complaints that were raised by tenants over the past 12 months (see page 20).

Responsible Neighbourhood Management





Respectful & Helpful Engagement

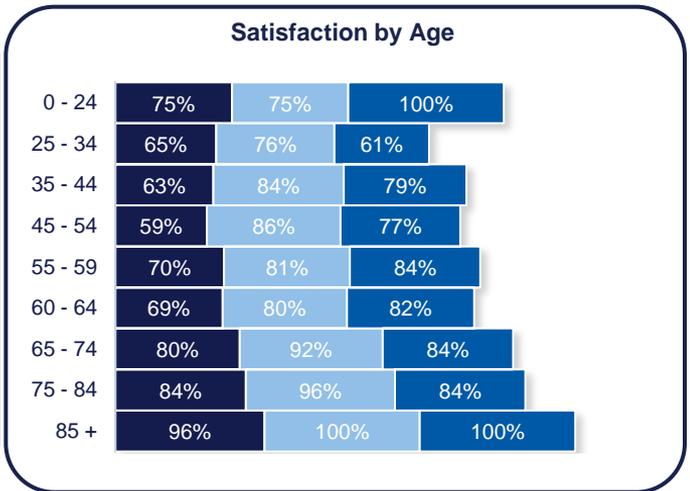
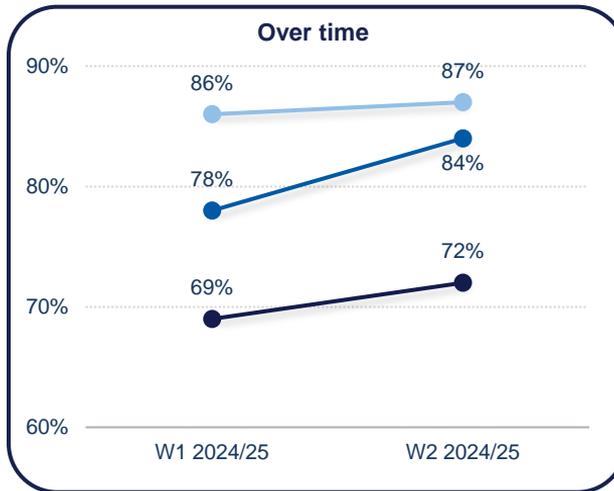
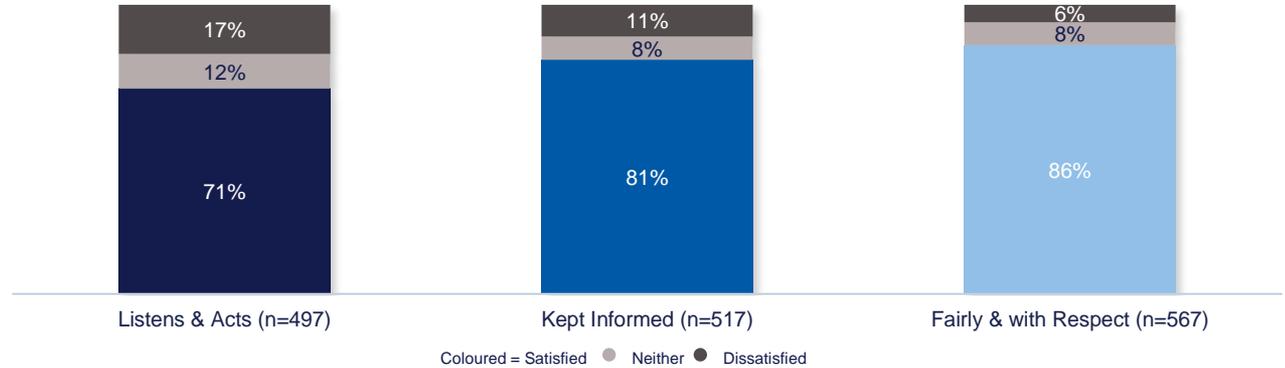


Respectful & Helpful Engagement

Just over four-fifths of residents reported that NFDC keeps them informed about things that matter to them (81%).

Fewer residents are satisfied that NFDC listens to their views and acts upon them (71%), which falls within the bottom three performing metrics. This is commonly found in TSM surveys, and satisfaction here is tightly bound to tenant expectations which may not always necessarily align with practical and operational constraints of social landlords. Tenant expectations can be informed by wider experiences of other sectors (such as retail and information services) where speed and efficiency are prioritised.

A large proportion of residents agree that they are treated fairly and with respect by NFDC (86%). This was the highest metric in the survey, with very little dissatisfaction (just 6%), suggesting NFDC are delivering quality customer service and effective staff training.





Effective Handling of Complaints



Just 17% of respondents reported that they had made a complaint to NFDC in the last 12 months. Of these, 32% were satisfied with the way the complaint was handled by NFDC.

As is commonly found, this was the lowest performing metric in the survey. It was also the only metric whereby dissatisfaction outweighs satisfaction. Just over a third of respondents were very dissatisfied with NFDC's approach to complaints handling.

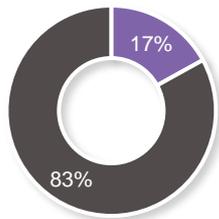
While the question is framed around 'handling', the 'outcome' of the complaint can be just as important for tenants when assessing their satisfaction. It is also unclear how many of the reported complaints were complaints which proceeded through the official complaints process or service requests still awaiting action.

Tenants aged 65+ have reported the fewest complaints. This group also report higher satisfaction than younger tenants, apart from those aged between 45 to 54 who report the highest satisfaction (53%). Tenants aged 25 to 34 are the least satisfied group (8%).

Respondents who have held their tenancy for 6 to 10 years reported the lowest levels of satisfaction among all tenancy length groups. This is potentially due to the accumulation of unresolved issues over time which infiltrates satisfaction.

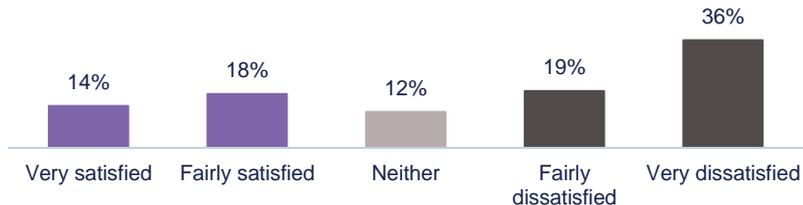
Effective Handling of Complaints

Complaint in last 12 months



■ Yes ■ No

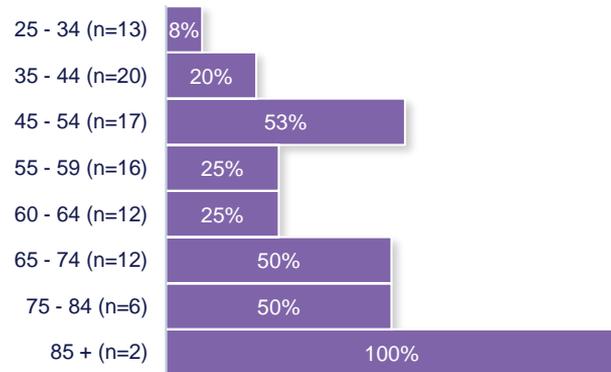
Satisfaction with Complaints Handling



Over time



Satisfaction by Age





Comments - Complaints

To gain deeper insights into tenant dissatisfaction regarding complaint handling, all dissatisfied respondents were asked to elaborate on their concerns.

Key themes include ineffective responses to complaints and perceptions of management as dismissive or unresponsive.

Of the 54 residents who responded, six specifically cited issues related to anti-social behaviour, while four expressed that they did not feel they were listened to.

Additionally, many residents voiced frustration over the perceived ineffectiveness of housing officers who were reported to frequently fail to follow through on promises or provide updates.

To improve service delivery, it is recommended that NFDC:

- Strengthen communication protocols to ensure clearer and more transparent interactions
- Ensure timely follow-ups on complaints
- Provide targeted training for staff to handle sensitive issues more effectively.

The following page provides examples of some of the comments made by tenants.





Complaints - Example Comments

Complaints handling

"They do not act on complaints. They say they will but they don't."

"No one got back to me. They say they will but they don't."

"They do not get back to you. I have made many complaints but I have had no phone call or email with a response."

"I just don't think they do anything."

"Because you ring up and you tell them what is wrong with the property, they send a load of people out who all say 'no nothing wrong with it' then they send someone else out who says 'oh no, you're right.'"

"Every time we complain about the neighbours, they just talk to them and that's it – they keep them in the flats."

Complaint not resolved

"They have not sorted the mould. They don't listen and they say they won't come out and have a look."

"I was told it was my fault the issues were happening."

"I still have the mould issue ongoing and it has been three years."

"Nothing ever gets done."

"I tried several times for something to be done."

"Nothing seems to be have done. There is a lot of noise at night and smoking in the communal areas which should not happen. The front keeps getting left not secure. The complaint was made and nothing altered."

Care, empathy and support

"They tried to turn things around, that we are a problem and not what we were complaining about."

"It took some time and one of the staff was rude."

"They were very dismissive."

"They didn't seem bothered. It didn't make any difference."

"They don't listen to me, don't care."

"As a tenant New Forest don't listen.... they fob you off. What about MY mental health then?"

Communication

"I didn't hear anything back."

"They get fobbed off as if they are nothing and forgotten about. I have to chase them up all the time and get made to feel a nuisance."

"They do not get back to you. I have made many complaints, but I have had no phone call or email with a response."

"Biggest problem is their communication – four times we have meetings a year. The last few years we've asked for change but no action done – they only tell us what we can't do. They never give us feedback – communication is really difficult."



Complaints Trial

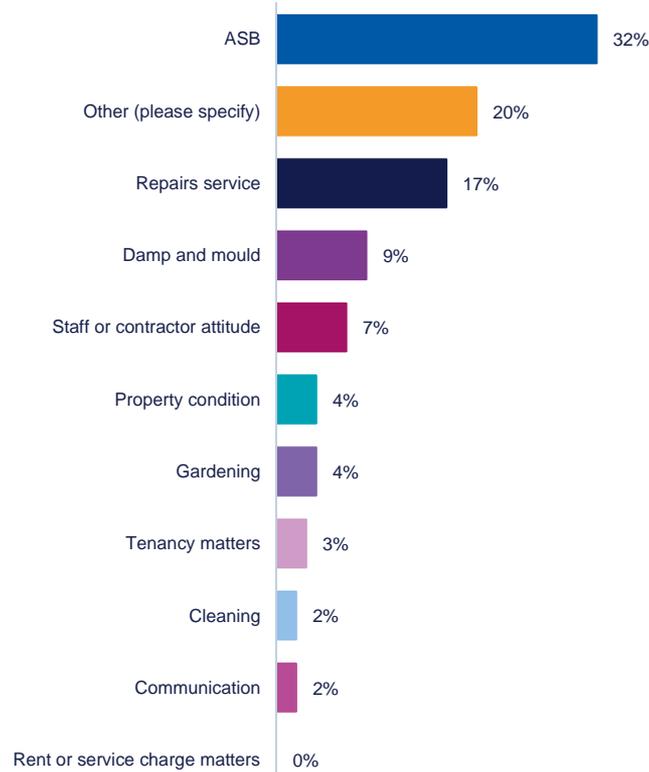
The survey also included further questions beyond those prescribed within the TSM framework which asked what complaints were specifically related to and how the Council could improve the way it handles complaints.

The majority of complaints respondents had reported related to anti-social behaviour (29%), followed by the repairs service (16%). Complaints related to damp and mould and staff / contractor attitude were also mentioned (8% and 7% respectively).

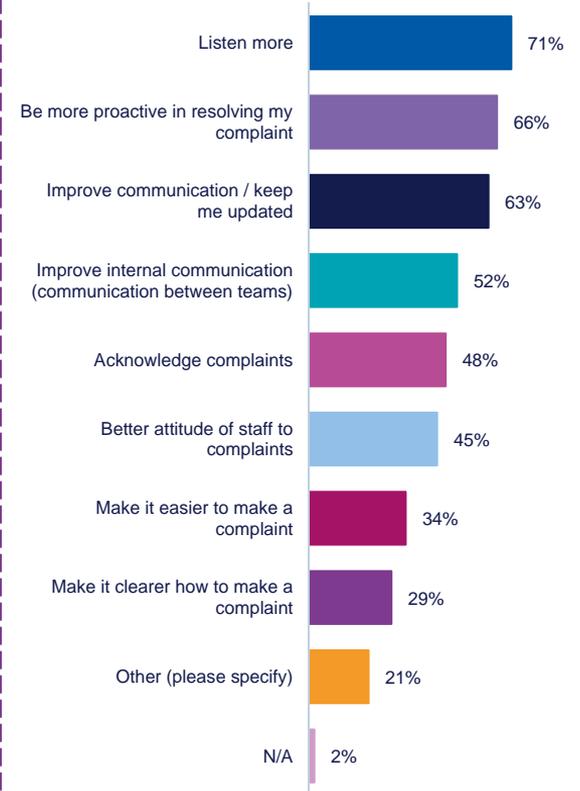
On how complaints handling could be improved, the majority of respondents suggested the NFDC need to listen more to complaints being made (71%), which echoes earlier difficulties around the Council listening to tenant views and acting upon them. Often, listening to the complainant is just as important as fixing the issue itself.

Around two-thirds (66%) would like NFDC to be more proactive in resolving complaints while a similar number (63%) would like improved communication from the Council.

Complaint Type



Improvement Suggestion





Improvements



Improvement Suggestions

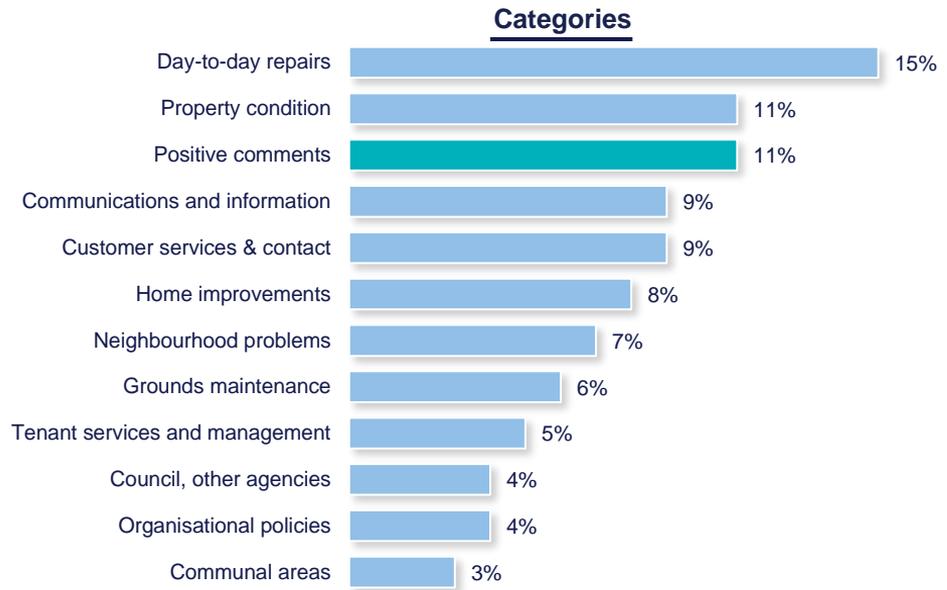
The final question asked tenants what one thing NFDC could improve.

The survey responses reveal areas for improvement in housing services, particularly regarding communication, maintenance, and tenant support.

Many respondents expressed frustration with slow repair times and inadequate follow-up on service requests, highlighting a need for more efficient processes and clearer communication about timelines. Of the 546 respondents, 15% suggested improvements to the day-to-day repairs and 11% responded over the property condition.

Respondents also called for improved accessibility for disabled individuals and more community engagement initiatives.

The following page gives examples of comments made by tenants.



Top 5 Improvements





Complaints - Example Comments

Day-to-day repairs

"Response feedback to keep me informed of repairs."

"Replacing things that need replacing quicker instead of patching them up"

"More flexible appointment hours for people who work full time."

"Sort repairs out making the service better and shorter waits."

Communication re: repairs, letters have been received saying sorry we missed you but tenant had never received appt in advance and didn't know they were coming."

"Getting people out for repairs when they say."

"Work on the pending repairs and follow it up."

Property condition

"To sort out the outside of the property, it is appalling, the paintwork, windows and the guttering."

"They can improve how they deal with mould and damp in the properties."

"Improve the issues with the mould really and to get rid of it, there is no point in decorating as it just comes through."

"Maintenance of properties - windows and outside of buildings as they are run down. Brickwork is rubbish and damp in property."

"Maintain the regular checking - for example carbon monoxide alarms have expired on 2nd July."

Communications

"For them to act on what we say."

"When they say they will do something, they should do it and follow through complaints."

"Definitely listen and take things a bit more seriously."

"The online reporting. It is outdated and not user friendly or mobile friendly."

"Communication between customer service and maintenance must be better. It is a must!"

"Their relationship with tenants. A lot of us don't get taken seriously when we make complaints..."

"They need to keep you informed with what they are doing. Communication is a skill..."

Positive comments

"Nothing really because they are doing everything we ask."

"I don't need any help with anything, if I need anything I phone the up, they come out and sort it, generally I'm very pleased with my property and the council, I love my bungalow."

"I have no complaints at all, I think they are brilliant!"

"Nothing. The building is always clean and tidy. I am happy with the way it is."

"All good, receives regular letters informing him of things so keep up the good work"

"I am more than happy with NFDC as I feel like I am in heaven where I am living now."



Further Insight



Annual Satisfaction & Dissatisfaction

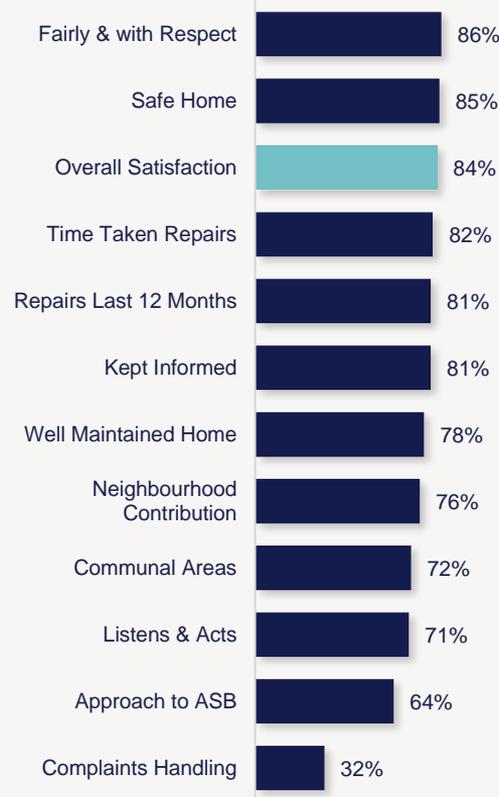
At the end of the financial year, it is possible to look at the annual results to help understand what is driving satisfaction at NFDC.

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

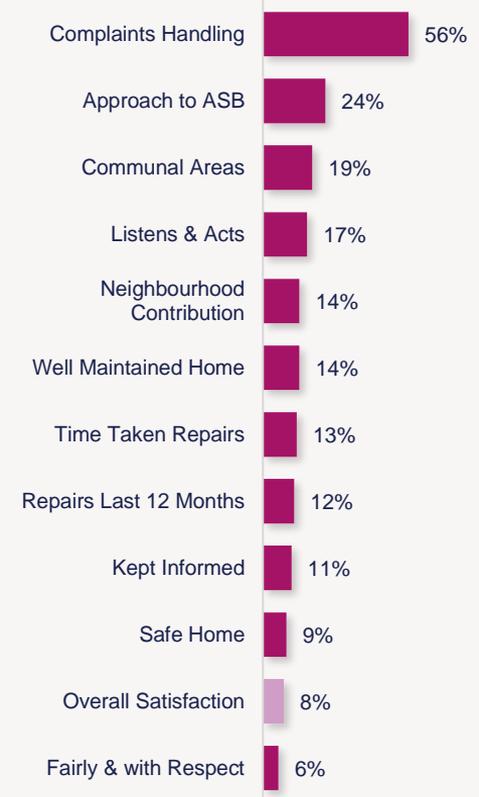
For NFDC it generally follows that measures with high satisfaction also have low dissatisfaction, and vice versa.

Complaints handling has the highest level of dissatisfaction and the lowest level of satisfaction at 56% and 32% respectively which confirms the theory.

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25





Wave-on-Wave Change

The table shows the results for Wave 1 against Wave 2 2024/25. Those in green show where the results have increased and those in red where they have decreased.

It should be noted, that although the annual margin of error is around $\pm 3.8\%$, for a change between waves the margin increases to $\pm 5.5\%$ a change of more than 11.0 percentage points (p.p) would be needed to be statistically significant, although any change can show a direction of travel. In this instance on communal areas have seen a significant change in satisfaction.

Satisfaction with the overall service is up by 1p.p from 84% to 85% between waves. Ten out of the remaining measures have increased in satisfaction.

The changes are relatively small, however with eleven of the 12 measures increasing in this should be seen as a positive sign and goes against wider housing trends.

Note: Some displayed percentage changes may not appear to align exactly with the figures shown in brackets. This is due to rounding in the average calculations, which can cause slight variations in how the data is presented.

	W1 2024/25	W2 2024/25
Overall Satisfaction	84%	85% (+1)
Well Maintained Home	75%	80% (+5)
Safe Home	85%	86% (+1)
Communal Areas	66%	80% (+14)
Repairs Last 12 Months	79%	83% (+4)
Time Taken Repairs	81%	84% (+3)
Neighbourhood Contribution	73%	80% (+7)
Approach to ASB	67%	60% (-8)
Listens & Acts	69%	72% (+3)
Fairly & with Respect	86%	87% (+1)
Kept Informed	78%	84% (+5)
Complaints Handling	31%	33% (+2)



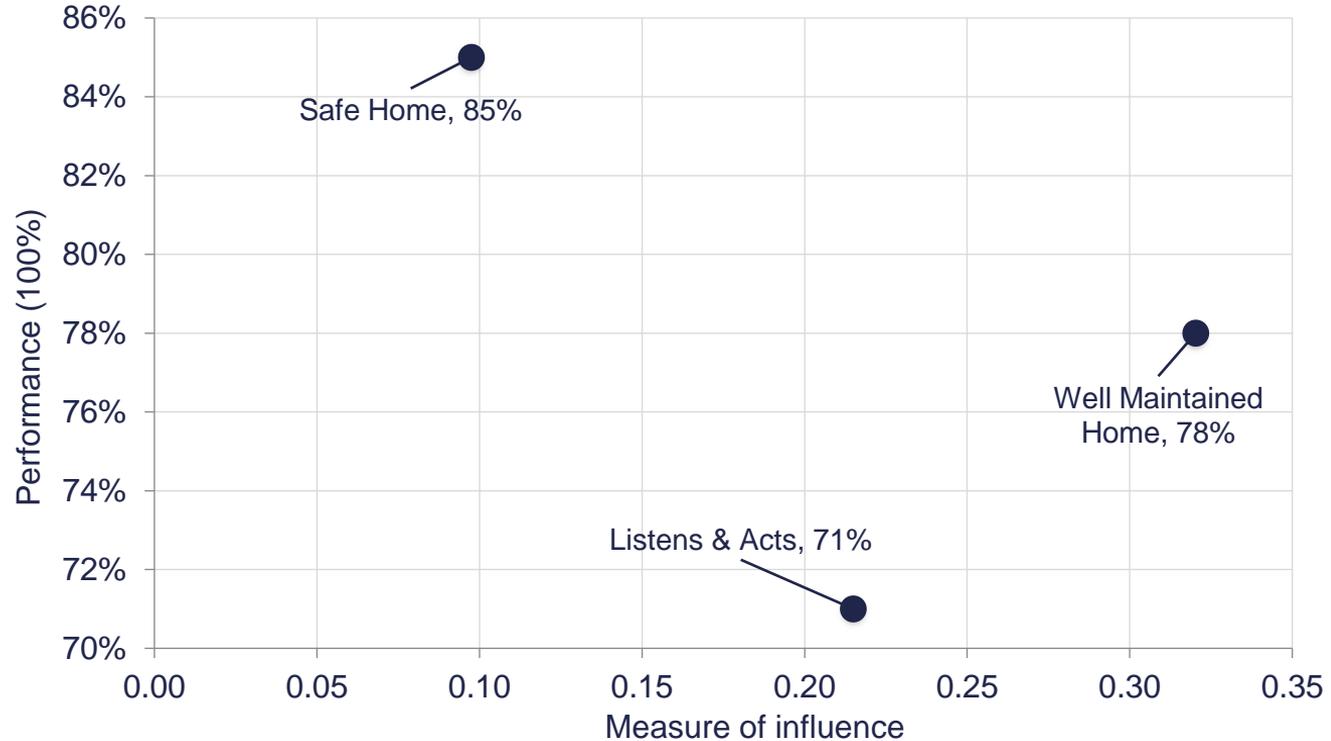
Key Driver Analysis

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 residents' overall satisfaction.

Each landlord has its unique pattern of influence. When considering the results for 2024/25, the most important driver for residents' satisfaction with the overall services is that residents have a well maintained home, feel that the Council listens and acts on their views and provides a home that is safe.

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.

Annual Key Driver Analysis – Overall Satisfaction



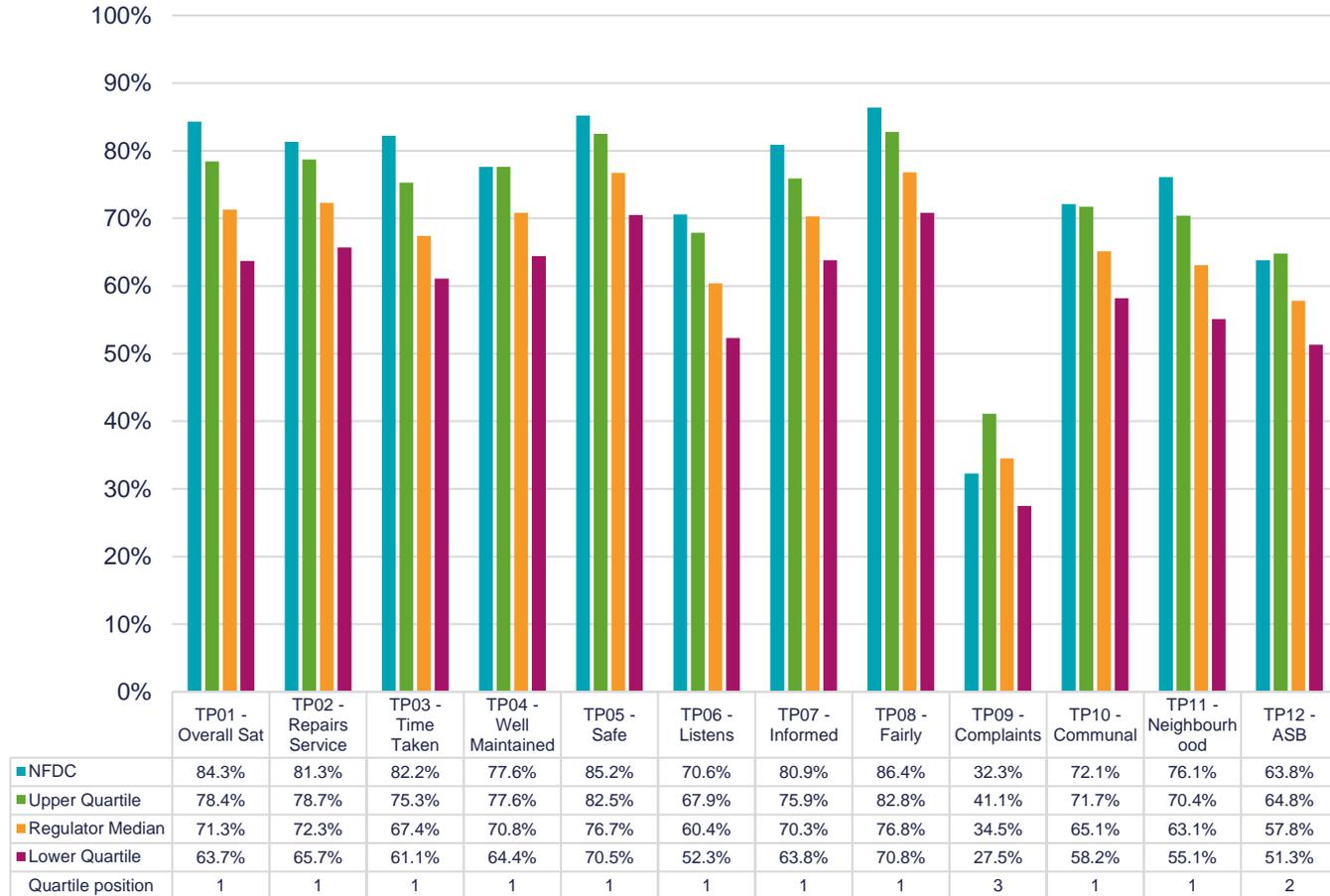


Benchmarking – RSH 23/24 (LCRA)

It is possible to compare performance on the core TSM questions against recently published RSH data for social landlords who reported their results in 2023/24. While the data does not include figures for 2024/25 (yet to be published), it provides valuable context for assessing landlord performance.

When compared against other LCRA landlords, the results from this year's NFDC survey are above the Regulator median value for all measures except satisfaction with complaints handling which sits just 2 percentage points below the median.

The majority of metrics (10 of 12) are in the highest quartile, with satisfaction with ASB handling falling into the second quartile, just 1p.p short of the upper quartile threshold.



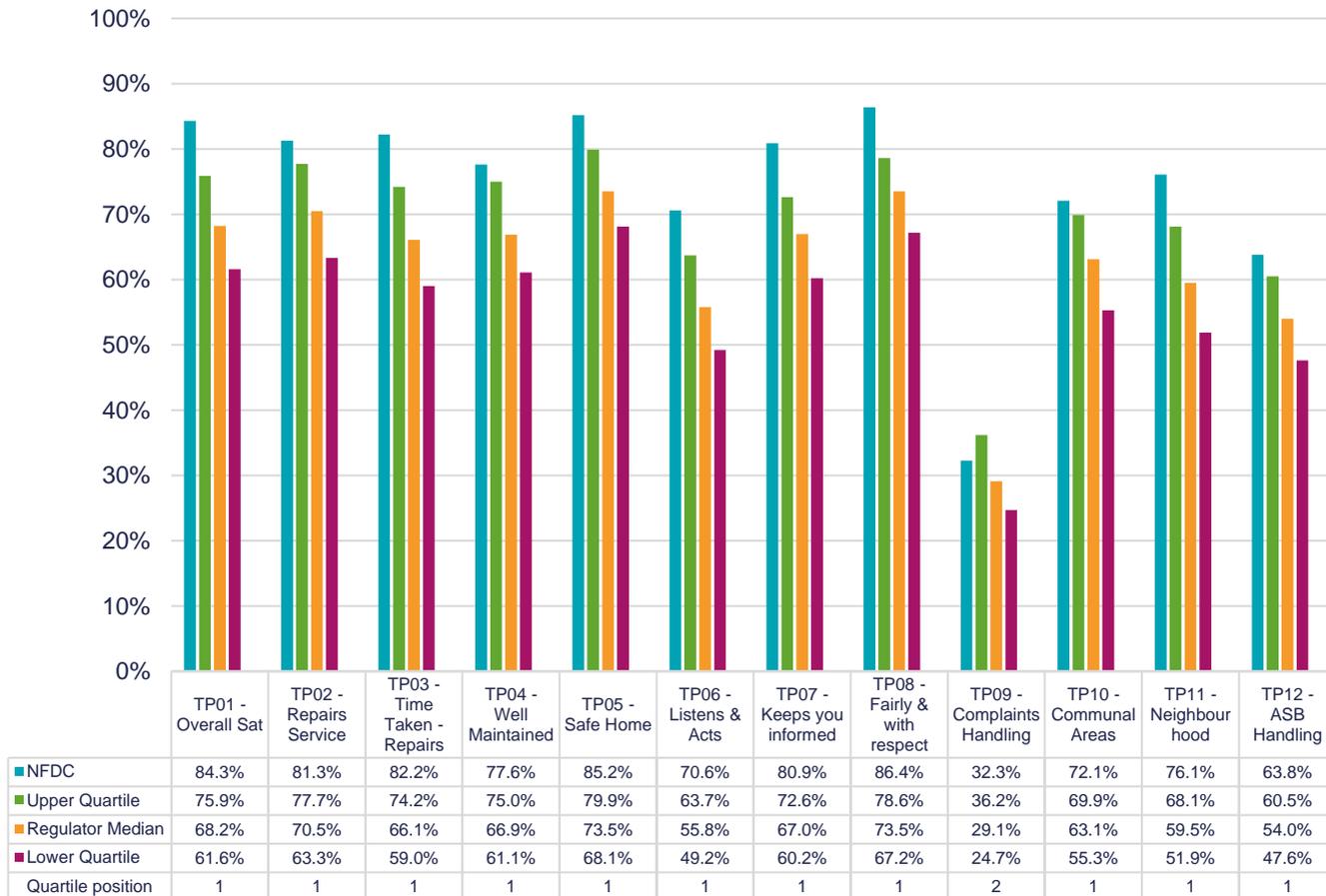
Benchmarking – RSH 23/24 (Councils)



The chart opposite shows the comparison of NFDC's TSM results this year against those of other councils across all regions in 2023/24.

Again, NFDC performs very well, with all but one metric in the highest quartile – the exception being complaints handling which falls into the second quartile.

The Council performs particularly well for satisfaction with the overall service provided, the time taken to complete repairs and positive contribution to the neighbourhood, all of which are more than 16p.p above the RSH median.

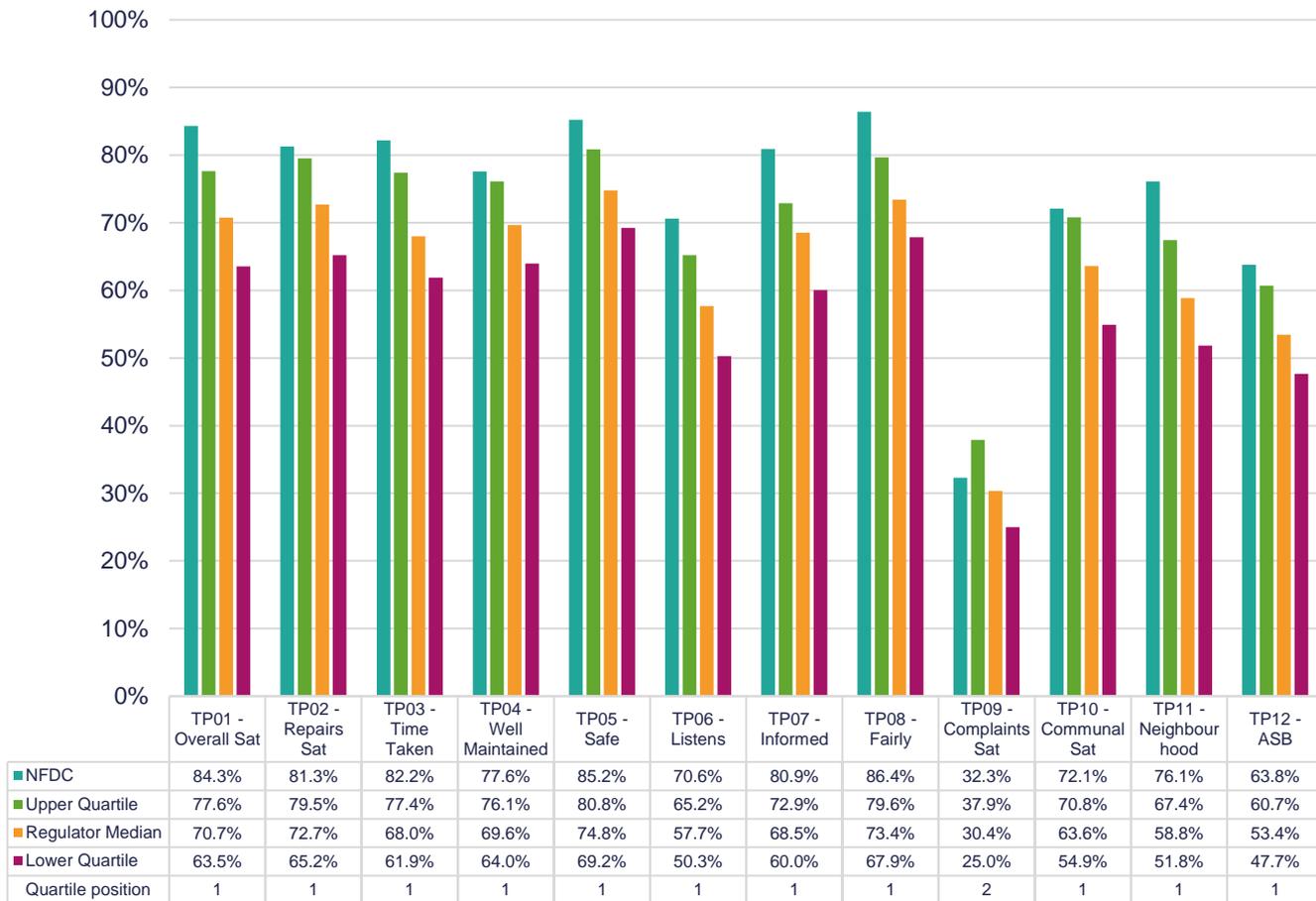


Benchmarking – RSH 23/24 (<10,000 units)



The chart opposite compares NFDC's TSM results for this year with those of other councils managing fewer than 10,000 properties.

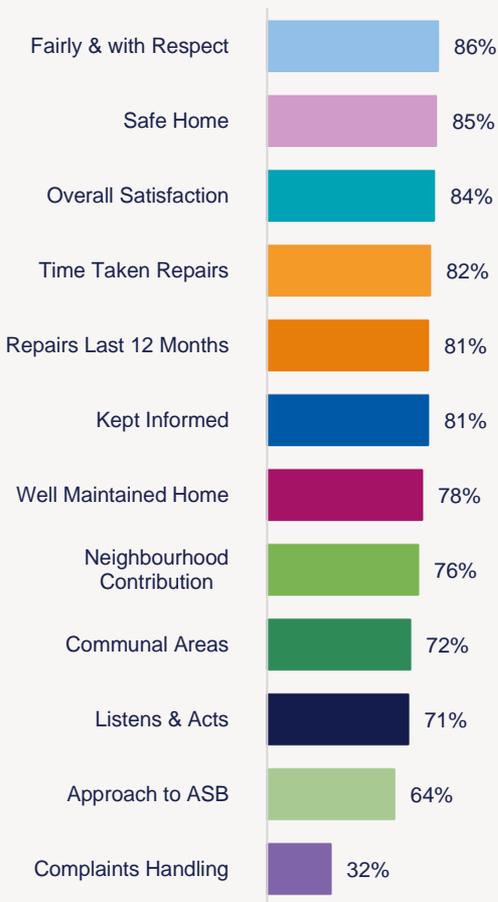
The data highlights NFDC's strong performance relative to similar-sized councils. Of the 12 measures, 11 are in the upper quartile, while complaints handling falls again into the second quartile.





Summary

Satisfaction with Measures



Summary



In 2024/25, New Forest District Council (NFDC) commissioned Acuity to conduct tenant perception surveys to assess Tenant Satisfaction Measures (TSMs), which the Council must report annually to the Regulator of Social Housing (RSH). The survey was conducted in two waves (Q3 and Q4) and primarily carried out via telephone. By the close of the survey, 580 responses were received, along with 13 partially completed submissions.

The survey reveals high levels of satisfaction across most service areas. Satisfaction with the overall service provided – a key indicator reflecting experiences across all services – stands at an impressive 84%. This was one of the highest performing metrics in the survey, only exceeded by satisfaction that NFDC provides a home that is safe and with NFDC treating tenants fairly and with respect. Six of the twelve TSMs drew satisfaction above 80% and all compare well against RSH data published for 2023/24.

The lowest performing metrics were complaints handling (32%), ASB handling (64%) and listening to tenant views and acting upon them (71%). These are commonly the bottom three metrics in TSM surveys. While satisfaction with complaints handling is particularly low, this still ranks above the RSH median when compared to other Councils who submitted TSM data to the RSH in 2023/24. When complaints handling was probed further, tenants commented on the need for the Council to listen more and be more proactive in resolving complaints.

Key driver analysis reveals that the maintenance of homes and the Council listening and acting on tenant views have the largest influence on satisfaction with the overall service provided. Improvements in these areas are likely to lead to an increase in overall tenant satisfaction.

Tenants were asked what one thing the Council could improve. Of those who could suggest improvements, these were mostly around day-to-day repairs and property condition, which included damp and mould issues. When tenants who were dissatisfied with the overall service provided were probed further, the same issues were mentioned. Linked to this is the way that the Council communicates with tenants, which is a common thread throughout and an area where improvements should be targeted.

Finally, the survey also looked at satisfaction by various subgroups, which revealed that tenants above the age of 45 tend to be more satisfied than younger tenants. Those with secure tenancies are more satisfied than fixed-term and introductory tenancies, while newer tenants tend to be more satisfied than those with mid-length tenancies (6 to 10 years). Those with tenancies of over 20 years also tend to report high satisfaction, which is likely linked to the age of tenants.



Recommendations

NFDC provides homes in Hampshire with a vision to create balanced communities for its residents and providing a range of housing options that are affordable and sustainable. Among its priorities is the need to improve the housing circumstances of those within the community who are most in housing need and to enable the best use of housing to meet the needs of local people.

The survey for 2024/25 suggests that the Council is indeed delivering a high quality service across a range of areas. However, there are always areas that can be improved and the recommendations opposite give some suggestions that NFDC may wish to follow up on.

Listening to tenants

Listening to tenants and acting upon their views is not only a key driver of satisfaction with the overall service but also a recurring theme in the qualitative feedback provided by tenants. It's clear that this should be a priority area for the Council moving forward, not least because it often underpins satisfaction in other service areas (for example, repairs, complaints). When considering how the Council can improve how it listens to tenants, it is important that it views this through the lens of managing tenant expectations effectively. In addition, it is not just about listening to tenants but demonstrating that their voices are being heard. Regular updates and communications which address issues and relay expectations are key to this.

One benefit of using a telephone interview approach is the ability for Acuity interviewers who 'flag' issues to the Council which are raised during calls. It is encouraging to see that the Council are actively managing tenant alerts on the survey dashboard. This can be a very powerful way for landlords to demonstrate that it is acting upon the views of tenants and that survey exercises are not just box-ticking exercises for the Regulator.

Handling of complaints

The handling of complaints is the lowest-performing metric in the survey. Some 98 residents stated that they had made a complaint in the last 12 months and responded to this question. It is important that residents feel confident any complaint they make will be taken seriously and dealt with effectively and in good time. Clear communications around what constitutes a complaint and the management of expectations around how long it will take to resolve are also needed. Perhaps further training for complaints staff would be appropriate to manage the expectations of residents.

Damp and mould issues

Some residents also reported damp and mould issues in their homes, which should be addressed as a matter of priority to mitigate any health impacts as well as the deterioration of properties. One common concern for tenants was poor communication from the Council after a report of damp and mould, with some tenants feeling unfairly blamed for the issue.

It may help to provide residents with a leaflet or guide outlining steps they can take to reduce or prevent mould, such as proper ventilation and moisture control. Additionally, ensuring prompt site visits and clear communication throughout the process is crucial. By addressing these issues quickly and transparently, the Council can demonstrate its commitment to tenant wellbeing and property upkeep.

Tenure



Of the different tenure groups, council secure residents scoring the highest on seven metrics, with fixed term tenancy residents scoring the lowest.

The differences are relatively small for most measures which may suggest that service delivery is not substantially different. Almost 90% of council secure residents feel that they have a safe home as opposed to 76% of fixed-term tenancy residents while 90% of introductory tenancies feel they are kept informed. This could be as they have had the most interaction with NFDC in the past months.

	All Residents	Council Secure Tenancy	Council Secure Tenant	Fixed Term Tenancy	Introductory Tenancy	Licensed Caravan	Non Secure	Use and Occupation
Overall Satisfaction	84%	85%	100% *	81%	84%	50% *	100% *	100% *
Well Maintained Home	78%	80%	75% *	72%	79%	25% *	100% *	100% *
Safe Home	85%	89%	100% *	76%	83%	50% *	100% *	50% *
Repairs Last 12 Months	81%	83%	100% *	76%	86%	- *	50% *	100% *
Time Taken Repairs	82%	83%	100% *	80%	79%	- *	100% *	50% *
Communal Areas	72%	76%	- *	65%	67% *	75% *	100% *	- *
Neighbourhood Contribution	76%	76%	100% *	75%	84%	50% *	100% *	100% *
Approach to ASB	64%	67%	50% *	54%	73%	50% *	100% *	100% *
Listens & Acts	71%	73%	67% *	64%	77%	0% *	100% *	50% *
Kept Informed	81%	82%	75% *	77%	90%	33% *	100% *	100% *
Fairly & with Respect	86%	88%	75% *	83%	87%	50% *	100% *	100% *
Complaints Handling	32%	33%	- *	29%	50% *	0% *	- *	0% *

*Base below 10



Age Group

It is often found in surveys of this kind that satisfaction generally increases with age.

For NFDC this tends to be the case, with residents aged over 85 the most satisfied, and those aged 44 and under the least satisfied.

Regarding overall satisfaction with the services provided, residents aged 65-74 are the most satisfied with those aged 35-42 the least satisfied, (72%).

The general trend is consistent with many other surveys and means that the age profile of different landlords will be a major factor in determining satisfaction levels.

It is not entirely clear why this is, but it could be that older people are generally less likely to complain, whereas younger residents can have higher expectations of what they feel services should look like.

	All Residents	0 - 24 *	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	84%	100% *	78%	72%	88%	83%	84%	92%	87%	89%
Well Maintained Home	78%	75% *	70%	65%	72%	76%	78%	88%	87%	96%
Safe Home	85%	75% *	62%	72%	86%	83%	87%	98%	96%	96%
Repairs Last 12 Months	81%	67% *	67%	67%	81%	89%	76%	92%	90%	92%
Time Taken Repairs	82%	67% *	63%	73%	76%	93%	85%	88%	90%	100%
Communal Areas	72%	67% *	62%	75%	71%	50%	68%	79%	76%	100%
Neighbourhood Contribution	76%	67% *	70%	80%	65%	83%	67%	80%	83%	94%
Approach to ASB	64%	67% *	62%	51%	55%	75%	52%	76%	78%	82%
Listens & Acts	71%	75% *	65%	63%	59%	70%	69%	80%	84%	96%
Kept Informed	81%	100% *	61%	79%	77%	84%	82%	84%	84%	100%
Fairly & with Respect	86%	75% *	76%	84%	86%	81%	80%	92%	96%	100%
Complaints Handling	32%	0% *	8%	20%	53%	25%	25%	50%	50% *	100% *

*Base below 10



Length of Tenancy

As those with the longest tenancies are often among the oldest residents, satisfaction tends to be high in these groups, as is to some extent the case with NFDC. Interestingly, the shortest tenancies of under one year scored the highest at 97% while also scoring highest in five other metrics, making them the most satisfied group.

Those residents who have lived in properties for 6-10 years are the least satisfied across the board.

One theory for this pattern is that residents are often happy to finally get an offer of a home but as they experience more issues over the years, they become more critical, and then as they age, satisfaction tends to increase again. This is shown here, although satisfaction remains high across all age groups.

	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	84%	97%	77%	84%	77%	88%	90%
Well Maintained Home	78%	93%	74%	77%	70%	80%	82%
Safe Home	85%	86%	80%	83%	79%	88%	93%
Repairs Last 12 Months	81%	94%	74%	76%	80%	84%	88%
Time Taken Repairs	82%	81%	75%	84%	80%	84%	88%
Communal Areas	72%	73%	68%	72%	66%	77%	82%
Neighbourhood Contribution	76%	86%	74%	71%	83%	78%	70%
Approach to ASB	64%	71%	61%	60%	59%	58%	78%
Listens & Acts	71%	88%	71%	61%	66%	73%	74%
Kept Informed	81%	96%	79%	79%	77%	81%	83%
Fairly & with Respect	86%	89%	87%	87%	83%	85%	90%
Complaints Handling	32%	40% *	30%	23%	15%	55%	31%

*Base below 10



Gender

Female residents outnumber their male counterparts but are generally a little less satisfied with the majority of measures.

In fact, male residents are more satisfied with all but five of the satisfaction measures; overall satisfaction, listening and acting, NFDC's contribution to the neighborhood and being kept informed, although the differences between these two groups are relatively small.

Time taken for repairs provides the largest discrepancy, with 5% more men being dissatisfied.

	All Residents	Female	Male
Overall Satisfaction	84%	85%	82%
Well Maintained Home	78%	77%	79%
Safe Home	85%	84%	88%
Repairs Last 12 Months	81%	81%	82%
Time Taken Repairs	82%	81%	86%
Communal Areas	72%	72%	72%
Neighbourhood Contribution	76%	77%	74%
Approach to ASB	64%	63%	65%
Listens & Acts	71%	71%	69%
Kept Informed	81%	81%	80%
Fairly & with Respect	86%	87%	85%
Complaints Handling	32%	32%	34%



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

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