



Ashfield District Council

TSM Tracker Q3 2024/25 Report

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In 2024/25, Ashfield District Council (Ashfield) commissioned Acuity to undertake an independent tenant perception survey of their tenants. The satisfaction survey is designed to collect Tenant Satisfaction Measures (TSMs) which were introduced by the Regulator of Social Housing (RSH) in April 2023. Ashfield are required by the RSH to report TSMs annually.

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

- Provide information on tenants' perceptions of current services
- Act as a baseline to compare future surveys against
- Inform decisions regarding future service development
- Report to the RSH.

The survey is run as a telephone tracker survey, whereby residents are contacted each quarter and invited to take part in a telephone interview with one of Acuity's in-house interviewers. Residents can also request for an online survey to be sent to them via email by the interviewer. The aim for Ashfield is to complete 450 surveys per quarter, starting in Q3 2024/25, equating to 900 completed responses for 2024/25 from their approximate 6,600 LCRA properties. This report explores findings from the first wave of surveys conducted in 2024/25 and will be referred to as 'Q3 24/25' throughout this report. A second report will follow in April 2025 which looks at Q4 24/25 as well as annual scores for the year.

For Q3 24/25, the fieldwork began on 4 December and concluded on 10 December. At the close of the survey, 450 completed surveys were received plus a further 16 incomplete surveys which are also required to be included in the data submission to the RSH.

The survey is confidential, and the results are sent back to Ashfield anonymised unless tenants give their permission to be identified – 78% of tenants did give permission to share their responses with their details attached and 95% of these tenants are happy for Ashfield to contact them to discuss any information they provided.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with between 2,500 and 9,999 properties achieve a sampling error of at least $\pm 4\%$ at the 95% confidence level. For Ashfield, 450 completed responses were received this quarter. This response is high enough to conclude that the findings are accurate to within $\pm 4.5\%$ for the quarter and $\pm 3.0\%$ annually, therefore, meeting the required margin of error.

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. Base numbers are shown against the charts as n=...

81%



Overall Satisfaction

The chart opposite highlights the key metrics from the survey and reveals that satisfaction is generally high with 81% of tenants satisfied with the overall services provided by Ashfield.

Two other measures exceeded 80% satisfaction in Q3 24/25, these being for the way Ashfield treats its tenants fairly and with respect (84%) and the provision of a safe home (83%).

Just one measure falls below 60% satisfaction. This is the handling of complaints, which sits at 35%. However, this is often the lowest-scoring measure in surveys of this type.

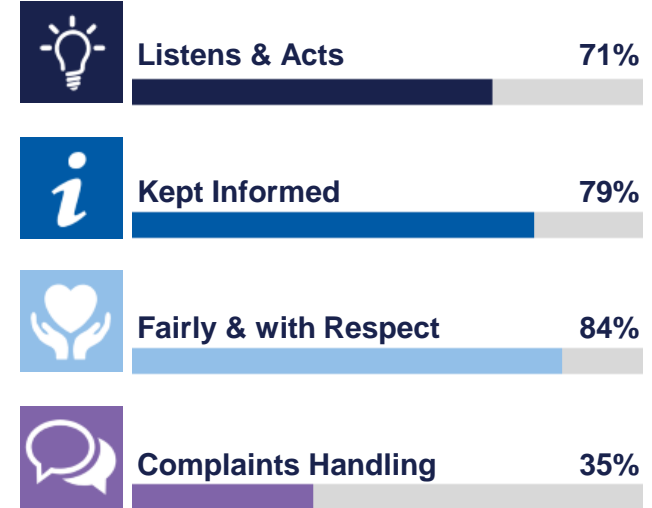
The report focuses on the headline figures but at the end of the report, the results are broken down by different subgroups to gain a better understanding of what is driving satisfaction.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Overall Satisfaction

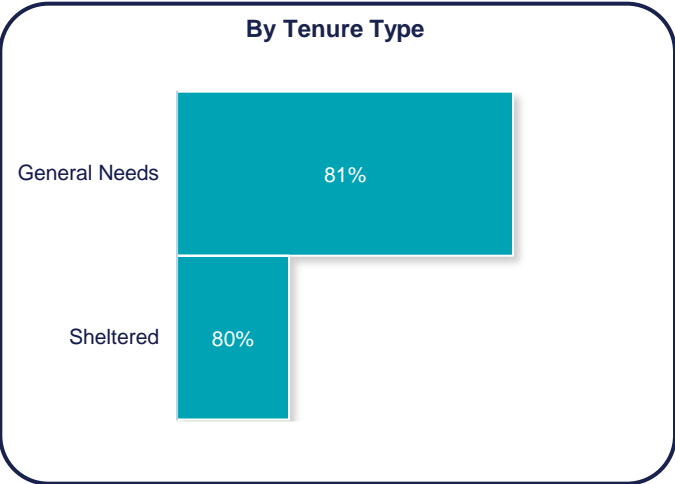
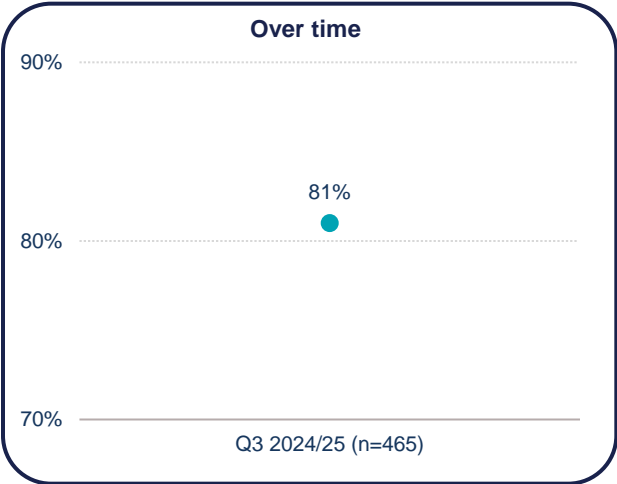
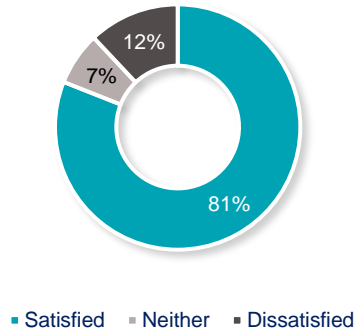
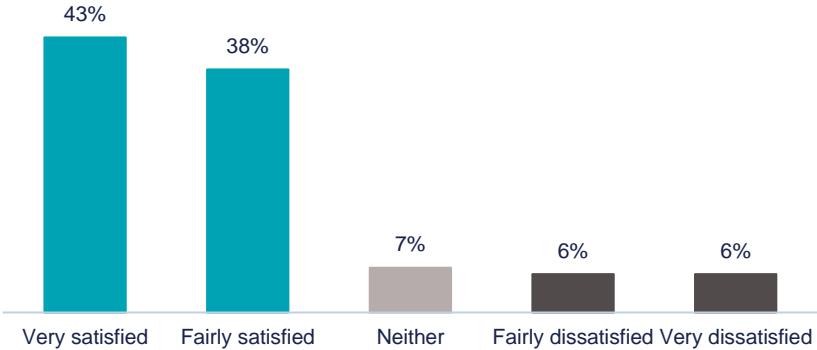
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Ashfield District Council?" This is the key metric in any tenant perception survey.

Over 80% of tenants are satisfied with the overall services provided by the Council (81%), with more very satisfied (43%) than fairly satisfied (38%), which is encouraging.

There are just 12% of tenants dissatisfied with the services with a further 7% neither satisfied nor dissatisfied.

When overall satisfaction is compared by tenure type, there is only a marginal difference of 1% between General Needs and Sheltered tenants.

As this is the first of these TSM-based surveys to be completed in 24/25 for Ashfield, there is currently no trend information. As the surveys progress, this chart will start to show changes that occur from quarter to quarter and will plot the direction of travel. For now, this will serve as a baseline against which to compare future surveys.





Keeping Properties in Good Repair



Keeping Properties in Good Repair

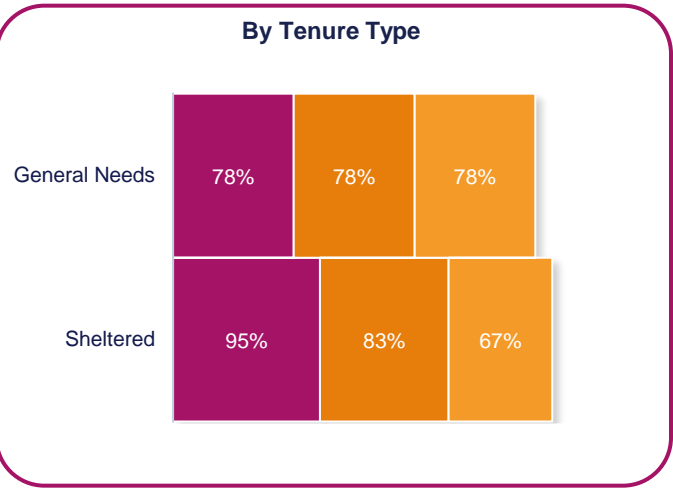
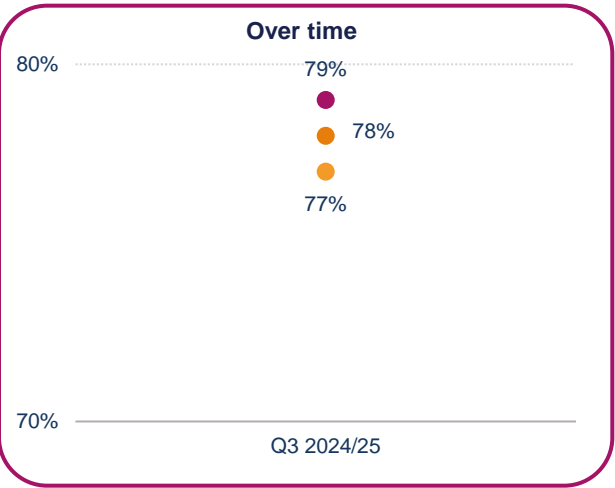
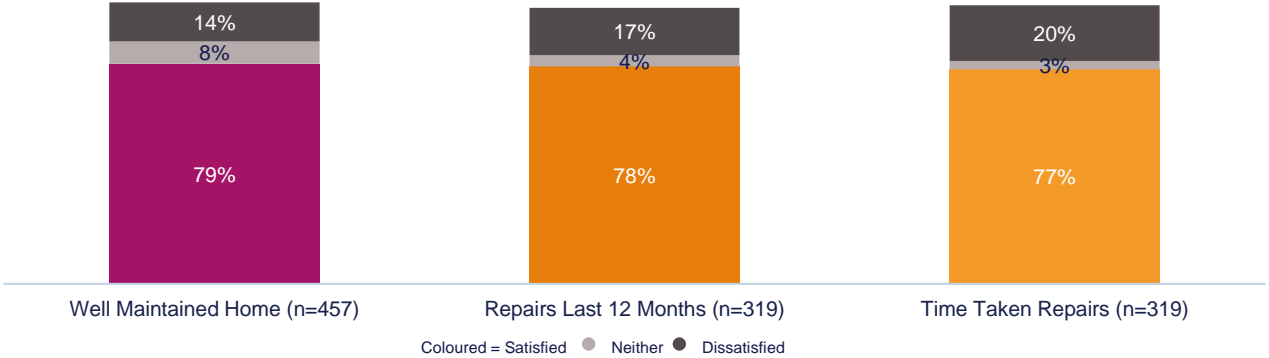
Close to three-quarters of tenants (71%) reported that they had a repair completed by Ashfield in the last 12 months. Of these 78% are satisfied with the service during this period, with 17% are dissatisfied.

Commonly, fewer are satisfied with the time taken to complete repairs, and this is the case here, albeit only marginally.

Over three quarters (77%) of tenants are satisfied with the time taken to complete repairs, while a fifth remain dissatisfied (20%).

Just under four-fifths of tenants are satisfied that their home is well-maintained (79%), including 46% who are very satisfied. Just 14% are dissatisfied and a further 8% are neither satisfied nor dissatisfied.

When comparing the tenure type it should be noted that General Needs outnumber Sheltered tenants considerably. With this noted, Sheltered tenants are more satisfied with the maintenance and repairs in the last 12 months, but General Needs tenants are more satisfied with the time taken to complete repairs.



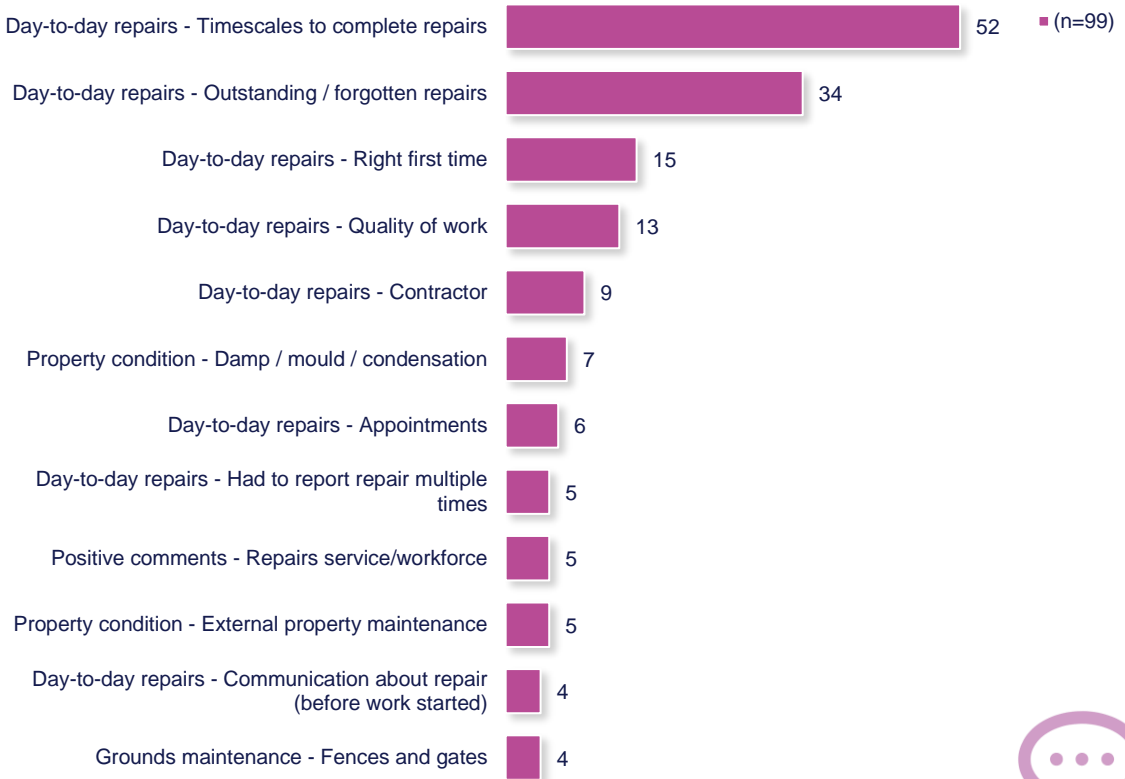


Comments - Dissatisfaction with Repairs

Tenants not satisfied with the repairs and maintenance service were asked to explain why. 99 tenants provided comments for this, although some tenants made more than one comment.

The responses reveal a variety of reasons for repairs dissatisfaction. The most common comments related to long wait times to complete repairs, followed by outstanding and forgotten repairs. Many comments spoke of waiting weeks or even years for repairs, with some experiencing multiple visits without resolution.

Other issues mentioned frequently included issues with damp and mould, leaking fixtures, and incomplete jobs, often exacerbated by poor contractor performance and a perceived lack of accountability. Tenants emphasised the need for improved scheduling and communication, particularly regarding appointment confirmations and updates on repair status. There is a strong desire for repairs to be completed correctly the first time where possible, reducing the need for repeated visits. Additionally, many highlighted the challenges faced by disabled and elderly residents, who require timely and efficient service.





Maintaining Building Safety



Maintaining Building Safety

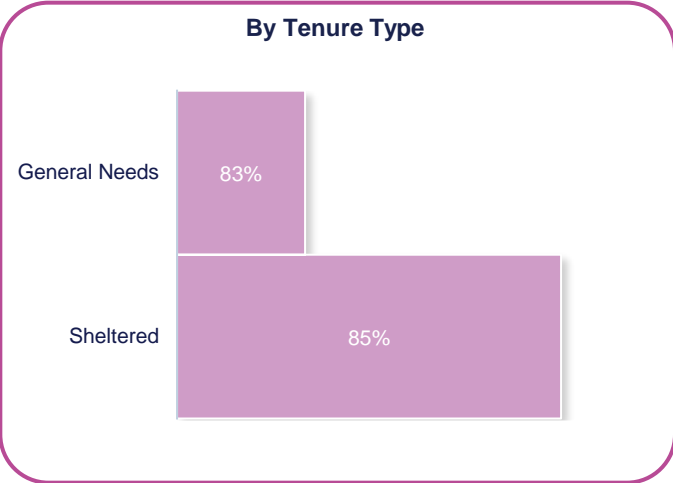
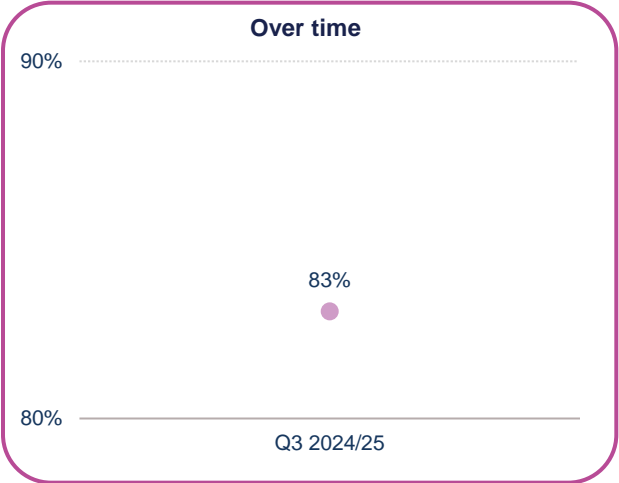
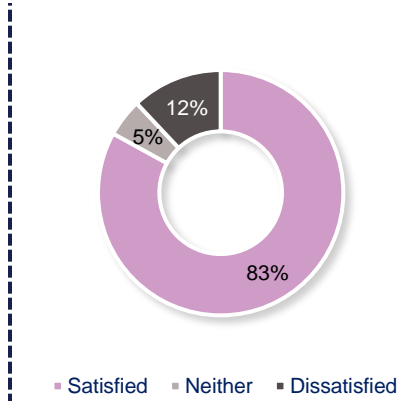
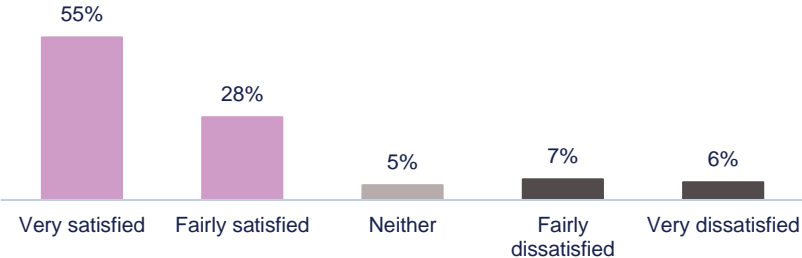
Whilst satisfaction with the safety of the home is often high, it is very encouraging that over eight out of ten (83%) are satisfied with their homes. Of these twice as many are very satisfied as fairly satisfied.

Just 12% of tenants are dissatisfied with their home's safety with a further 5% neither satisfied nor dissatisfied.

It is also common that more are satisfied with the safety of their home than its maintenance, and this remains the case here, 83% compared with 79%.

Tenants in Sheltered accommodation are slightly more satisfied with the safety of their home (85%) compared with General Needs tenants (83%).

Tenants not satisfied with the safety or maintenance of their home and/or communal areas were asked to provide more information about what Ashfield could improve. These comments have been broken down by theme on the next page.





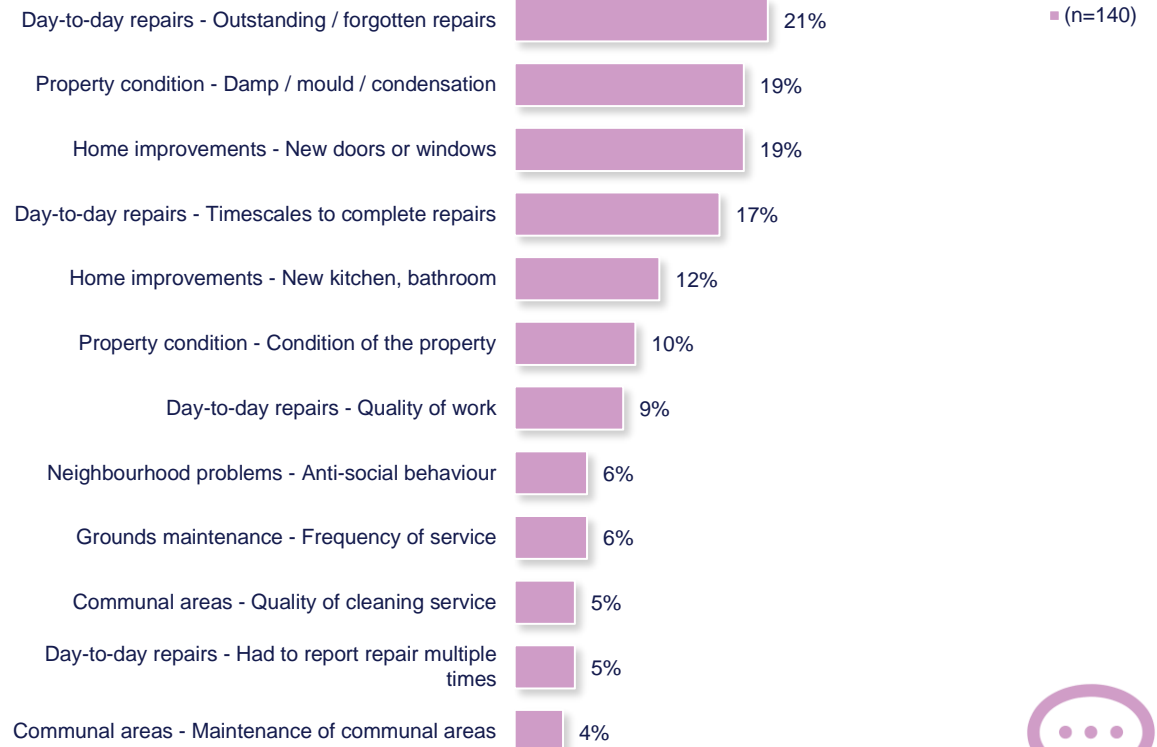
Comments - Home or Communal Areas not Well Maintained or Safe

Tenants who were not satisfied with their homes or communal areas were asked to provide more information and suggest what Ashfield could improve. 140 tenants provided comments.

Of the comments made, key issues included inadequate communal maintenance, with many tenants noting irregular grass-cutting and litter accumulation. Complaints about repairs are prevalent, particularly concerning windows, doors, and kitchens, which are often outdated and in poor condition. Some tenants express frustration over slow response times for repairs, with some waiting years for work to be completed.

Health concerns are also highlighted, particularly regarding damp and mould, which are affecting tenants' well-being. Issues of damp and mould need to be investigated as a matter of urgency, with 19% of comments mentioning this as a problem.

Many respondents feel that the quality of repairs is subpar, with some referring to "bodge jobs," leading to recurring issues. Additionally, there are calls for improved security measures due to anti-social behavior in communal areas.





Responsible Neighbourhood Management

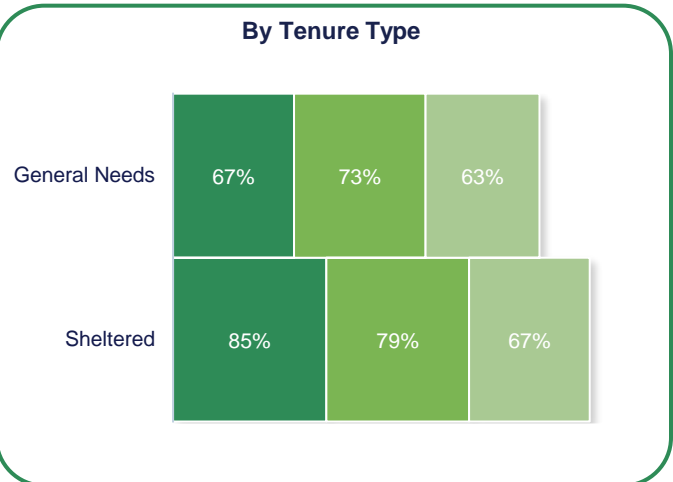
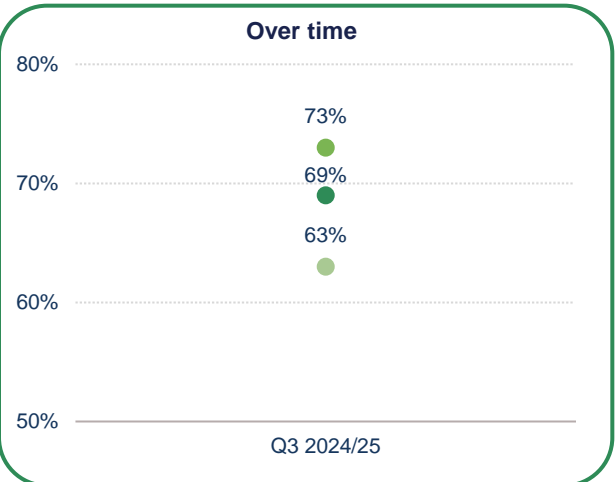
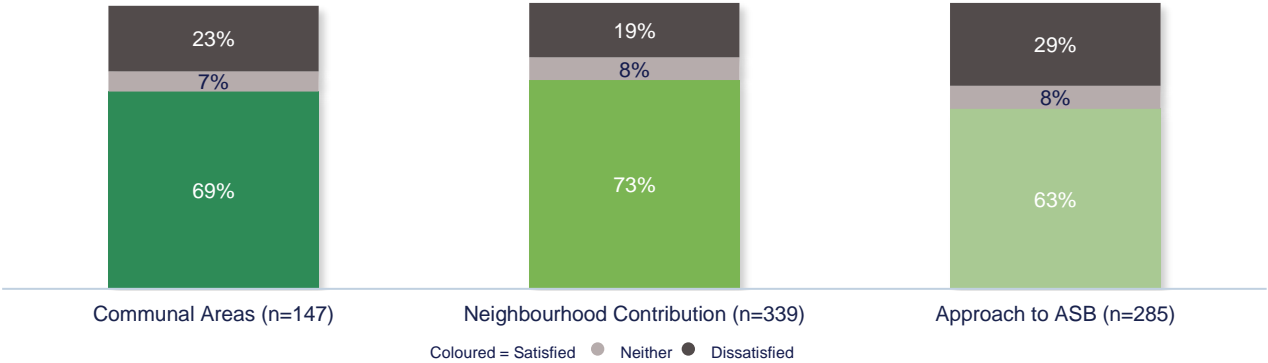


Responsible Neighbourhood Management

Close to a third of tenants stated that they live in a building with communal areas that Ashfield is responsible for maintaining (32%). Over two-thirds of these tenants are satisfied that the Council keeps their communal areas clean and well maintained (69%), although 23% remain dissatisfied. This dissatisfaction could be driven by some issues with the communal cleaning and grounds maintenance which have been highlighted in the tenants' comments.

Almost three-quarters of tenants are satisfied that Ashfield makes a positive contribution to their neighbourhood (73%), with a fifth dissatisfied (19%). Fewer tenants are satisfied with Ashfield's approach to dealing with anti-social behaviour (63%), 29% are dissatisfied. It is not clear from the results alone why this is the case, whether it is linked to the outcome of the problem, its handling, or a combination of the two. It may be worth following up on some of those affected to seek their experiences and to see what could be improved.

Tenants in sheltered accommodation are more satisfied with all three metrics in Q3 24/25. The greatest difference is 18% for the maintenance of communal areas.





Respectful & Helpful Engagement



Respectful & Helpful Engagement

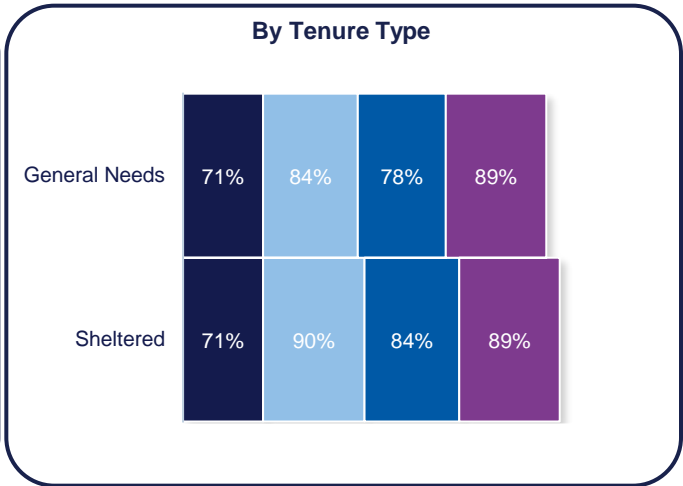
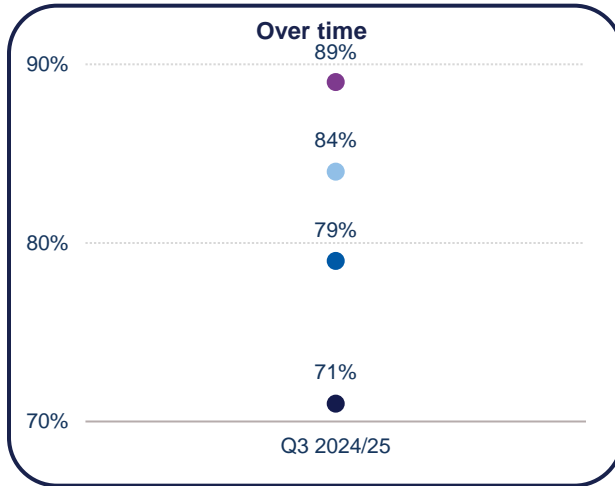
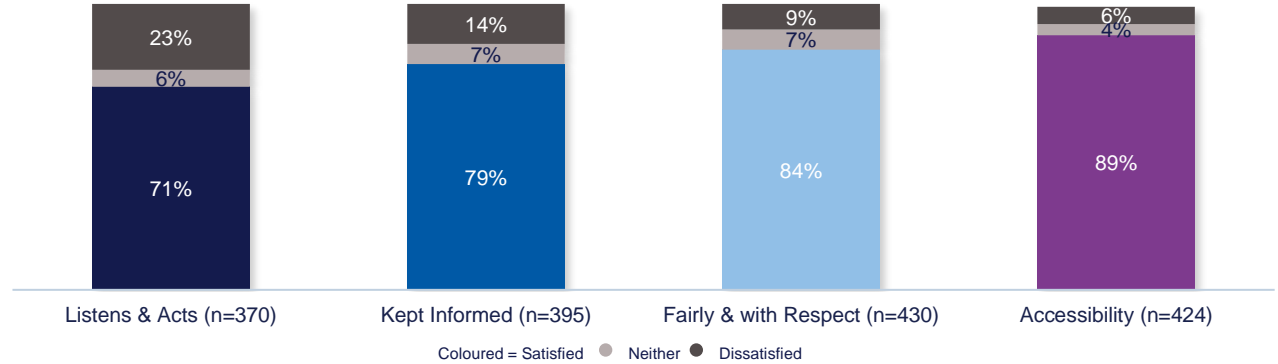
Some 79% of tenants are satisfied with the way Ashfield keeps them informed about things that matter to them, while 14% are dissatisfied. More tenants are satisfied that they are treated fairly and with respect (84%), with only 9% are dissatisfied with this metric.

Fewer are satisfied with the way the Council listens to their tenants' views and acts upon them (71%) and almost a quarter are dissatisfied (23%).

An encouragingly high number (89%) of tenants find accessing the services provided by Ashfield easy, with half of the tenants surveyed this quarter finding it very easy (49%).

Satisfaction with how Ashfield listens and acts and accessibility are the same for both tenure types, whereas satisfaction is higher for being kept informed and being treated fairly and with respect for Sheltered accommodation tenants.

Overleaf shows a breakdown of comments made about the customer contact with the Council to help Ashfield to better understand the root causes of some of the dissatisfaction shown.





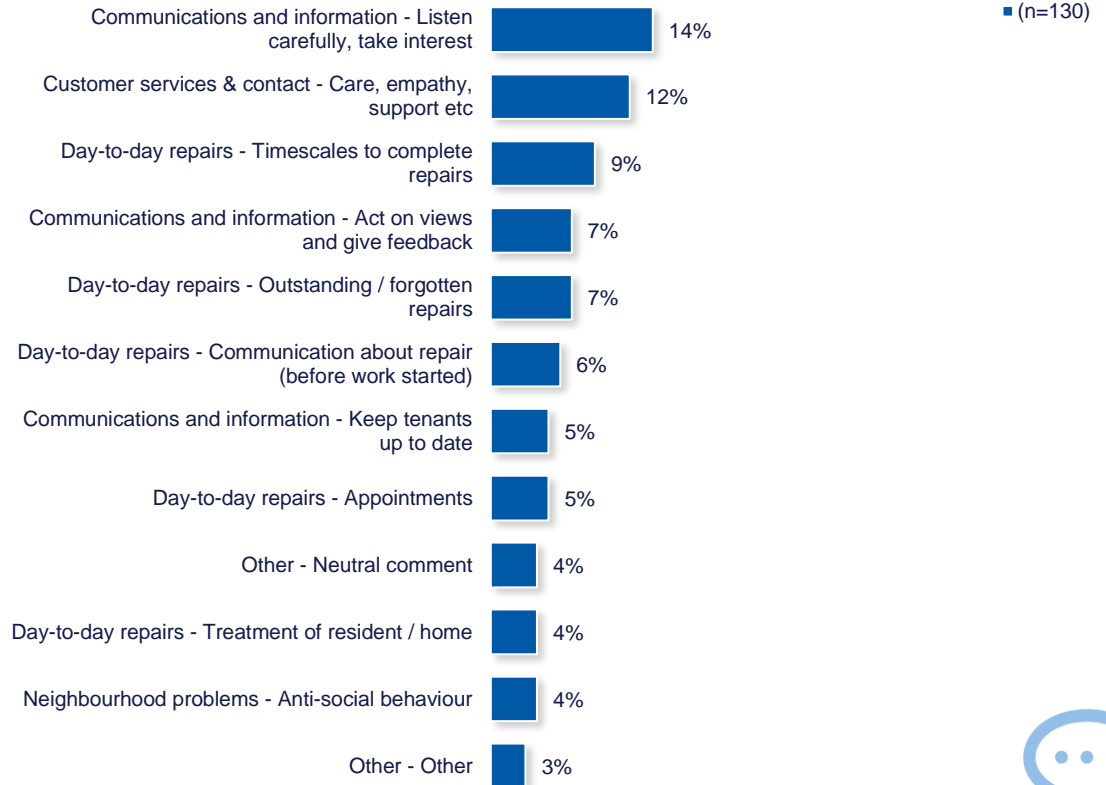
Comments - Customer Service

Tenants who are not satisfied with the Council's customer service and communications were asked to explain why and suggest what could be improved. 130 tenants provided comments for this.

The responses reveal significant dissatisfaction among tenants regarding communication, responsiveness, and the repairs services from the Council. Many tenants reported long wait times for repairs, with some waiting several months for urgent issues like broken doors and plumbing.

A recurring theme is the lack of effective communication, with some tenants feeling uninformed about the status of their requests and repairs, leading to frustration. Several tenants highlighted the need for better customer service, expressing that staff often treat them dismissively or fail to listen to their concerns. Additionally, issues related to anti-social behavior and inadequate support for vulnerable tenants were frequently mentioned.

Tenants want more proactive engagement from the Council, including regular updates and clearer communication about service processes.



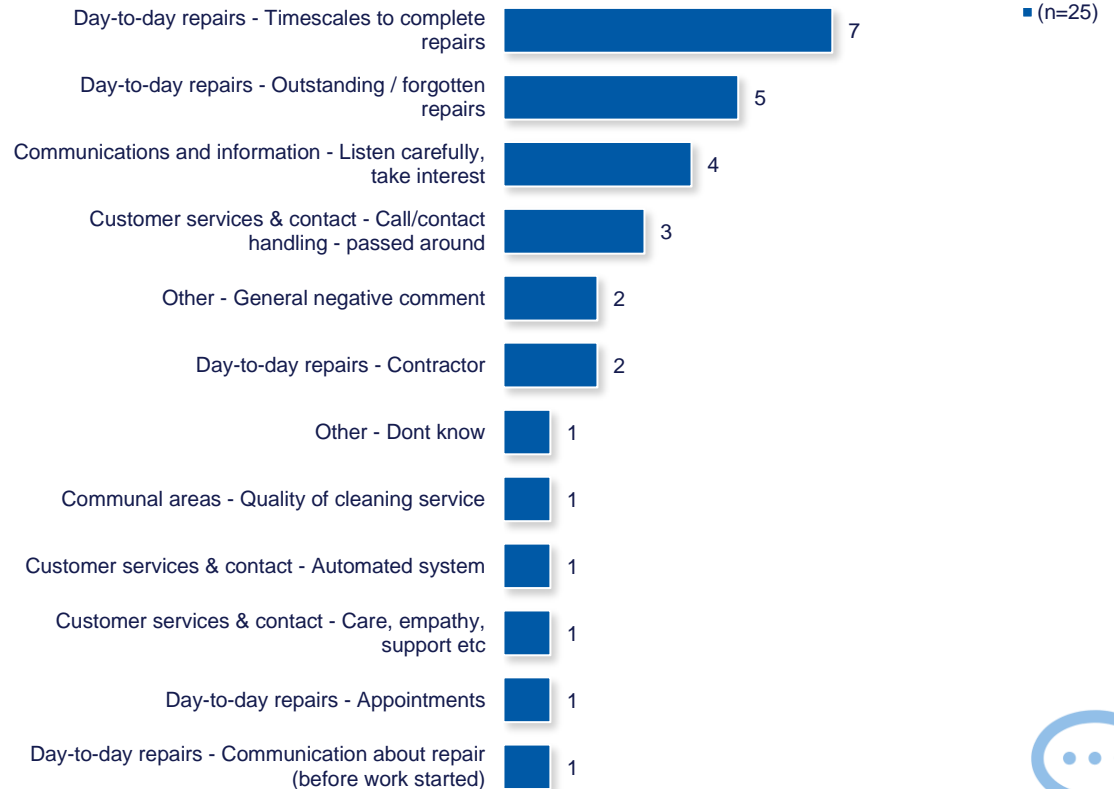


Comments - Accessibility

Tenants who stated that they found it difficult to access services, were asked to explain why and suggest what could be improved. 25 tenants provided comments here, a lower number than for other questions asked throughout the survey.

The main focus of dissatisfaction here relates towards Ashfield's repair and maintenance services, highlighting issues related to communication, timeliness, and the quality of work performed. Many respondents expressed frustration over long wait times for repairs, with some waiting months for urgent issues to be addressed. Some tenants mention the lack of effective communication. Tenants reported difficulties in reaching the right departments and receiving timely updates on their requests.

Several tenants noted that the service personnel often lack the necessary qualifications, leading to subpar repairs that do not resolve the underlying issues. There is a call for better organisation and prioritisation of jobs, as well as a more responsive approach to urgent housing concerns, particularly for families with children.





Effective Handling of Complaints



Effective Handling of Complaints

A fifth of tenants said they had made a complaint to Ashfield in the last 12 months (21%), equating to 94 tenants who had responded to the survey. However, it is not possible to say how many of these are formal or genuine complaints rather than service requests yet to be fully actioned.

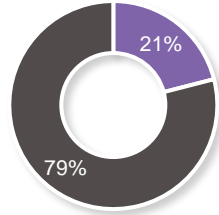
Nevertheless, just 35% of these tenants are satisfied with the handling of these complaints with over half dissatisfied (53%).

Satisfaction is higher for General Needs tenants although it should be noted that only seven tenants in Q3 24/25 made a complaint who are in Sheltered accommodation.

This is the lowest-rated measure in the survey by some distance. However, this is generally the case across the sector as complaints handling has scored poorly ever since the question was included in the suite of TSM questions.

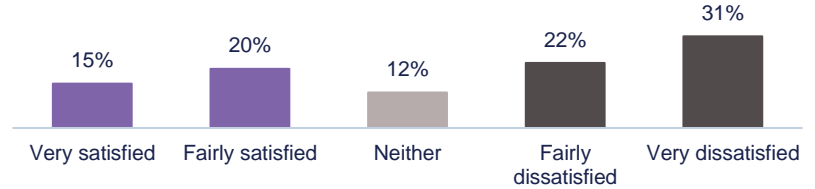
It is also not clear whether the dissatisfaction is driven by the outcome of the complaint, its handling or a combination of both. For this reason, some landlords have started to include additional questions in their surveys to find out more, or to monitor complaints separately. This is something Ashfield may wish to consider in future surveys.

Complaint in last 12 months

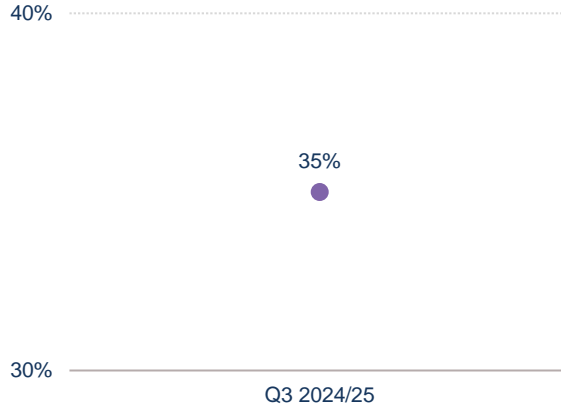


■ Yes ■ No

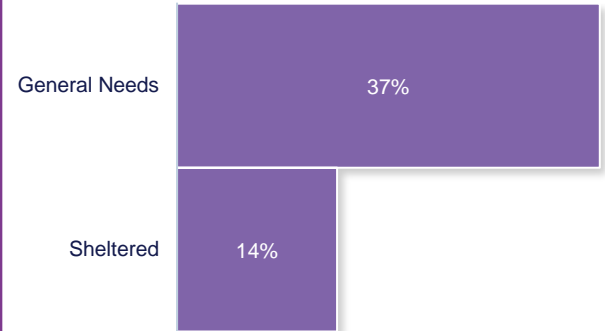
Satisfaction with Complaints Handling



Over time



By Tenure Type





Improvements



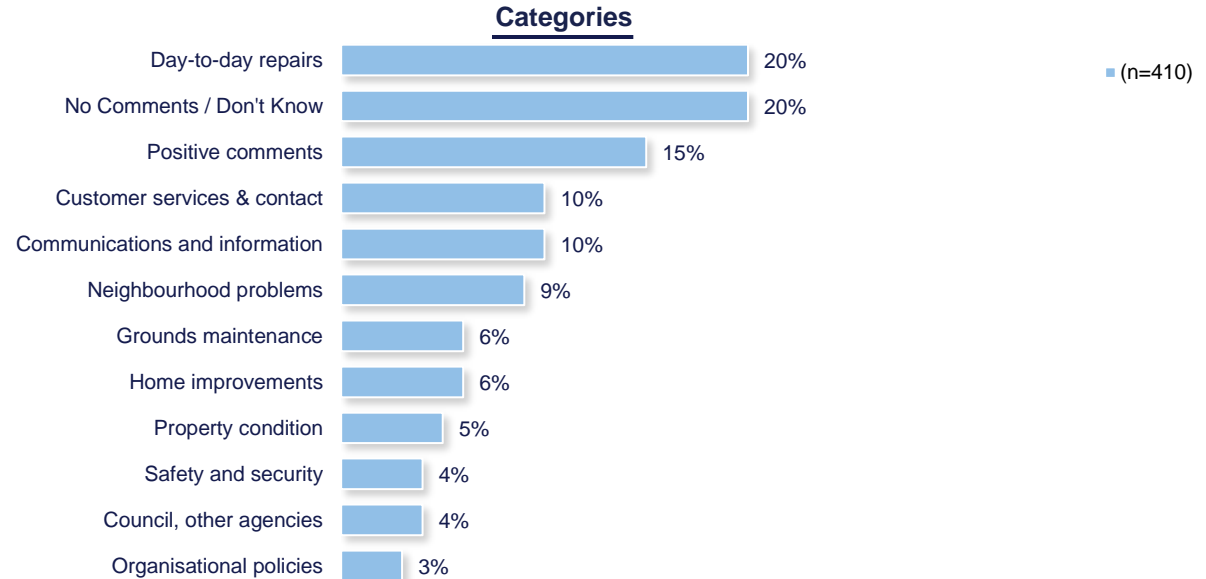
Improvement Suggestions

Tenants were asked if there was one thing Ashfield could do to improve its services, with 410 tenants providing comments.

The main focus of improvement is for repairs services, primarily due to long wait times and ineffective communication. Many respondents reported waiting weeks or even years for repairs. Common issues include damp and mould, leaking fixtures, and incomplete jobs, often exacerbated by poor contractor performance and lack of accountability.

Respondents emphasised the need for improved scheduling and communication, particularly regarding appointment confirmations and updates on repair statuses. There is a strong desire for repairs to be completed correctly the first time (where possible), reducing the need for repeated visits.

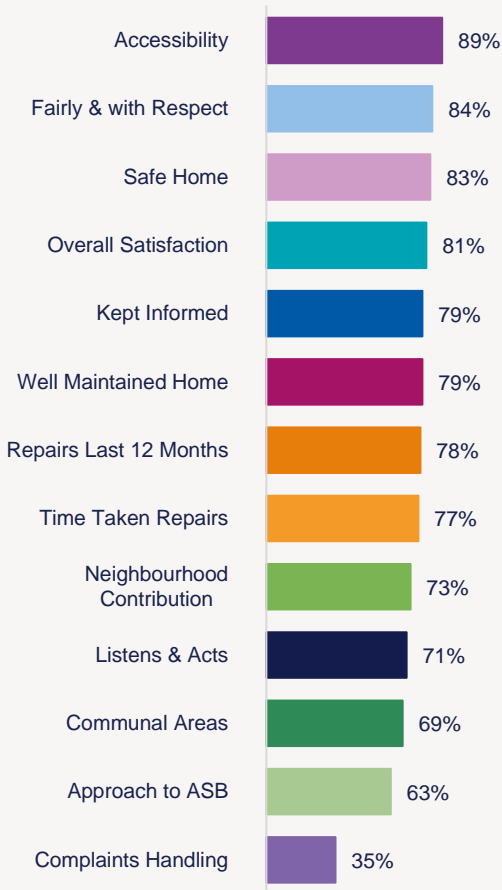
Additionally, many highlighted the challenges faced by disabled and elderly residents, who require a particularly timely and efficient service due to their vulnerability. To enhance customer satisfaction, it is recommended to review the repairs process, improve contractor training, and establish better communication protocols.





Summary

Satisfaction with Measures



Summary



In 2024/24, Ashfield District Council commissioned Acuity to undertake an independent tenant perception survey of their tenants on a quarterly basis, across Q3 24/25 and Q4 24/25. The quarterly surveys are based on the Tenant Satisfaction Measures from the Regulator of Social Housing, which all registered landlords must collect.

The survey was conducted by telephone interview with the aim of completing 450 surveys per year, equating to 900 completed responses for 2024/25. At the close of the survey on 10 December 2024, 450 completed surveys were received plus a further 16 incomplete surveys which are required to be included by the Regulator.

Satisfaction, as shown to the left, is generally high, with eight out of ten tenants satisfied with the overall services provided by Ashfield (81%). The highest satisfaction is recorded for accessibility (89%), followed by how tenants are treated fairly and with respect (84%), and the provision of a safe home (83%).

Just one measure scored below 60% satisfaction this quarter, and that was around complaints handling where just 35% of those who report to have made a complaint in the last month are satisfied with its handling by the Council. This metric is commonly the lowest scoring in TSM metrics and Ashfield's satisfaction in this area is similar to other landlords across the sector.

As this is the first survey of this series for Ashfield, there is currently no trend information available. The survey will, therefore, act as a baseline to compare future services against as well as setting the satisfaction of tenants into some context.

Throughout the survey, tenants were given the opportunity to explain their reasons for the responses they gave and to suggest ways that Ashfield could improve its services. Some common themes emerged, often very similar to other social landlords. Some tenants are critical of the time taken to complete repairs, while others highlight that repairs remain outstanding or forgotten, these factors causing some to feel less safe in their home. Some residents also highlight issues making contact with the Council. Furthermore, some report that when contact is made, staff must listen to them more carefully and demonstrate higher levels of care and support.

When residents were asked why they were dissatisfied with the safety and/or maintenance of their home or communal areas, a number of residents highlighted damp and mould issues which have affected their health. It is important that these issues are addressed as a matter of urgency.



Recommendations

Ashfield District Council is based in Nottinghamshire and has around 6,600 LCRA (Low Cost Rental Accommodation) properties across their district.

This series of surveys will help Ashfield to see the level of satisfaction that exists for its services and will help to highlight those areas which are in need of improvement.

Shown here are some suggestions Ashfield may wish to consider to help increase satisfaction among its tenants.

Repairs service

Although satisfaction with the repairs service is generally good, there are a fifth of tenants who remain dissatisfied with the time taken to complete repairs. When asked why they are dissatisfied with this service from Ashfield, the time taken to complete repairs and deal with those repairs that remain outstanding is a key theme. These are common issues among other social landlords and are difficult to resolve, often complicated by high expectations of service amongst tenants. Tenants also mention the issue of poor workmanship and jobs not being fixed during the first visit. If not already in place, it is recommended that contractors or in-house professionals' work is spot-checked to ensure that standards are being met. If already in place, a review of how this process performs would be beneficial. Good communication is also crucial, so tenants are fully aware of the timescales involved with their repair and to be advised if any delays occur. This will help manage expectations somewhat and may ease some frustrations. This will not satisfy everyone but will help provide some understanding of some of the issues faced by the Council in delivering its repairs service.

Damp & mould

It is of concern that some tenants report having problems with damp and mould within their homes, especially the detrimental impact this has had on their health. This issue has become a hot topic across the sector following high profile incidents across the sector, and as a result, there has been a change in the law and a clearer focus on dealing with these issues is now expected by the Regulator. These instances need to be investigated as a matter of urgency, if not already being done so, and action taken where necessary to prevent health issues and a deterioration of the property. Ashfield may even consider including additional questions in future surveys, asking residents if they suffer from damp and mould issues in their homes and, if so, if these have been reported to the Council.

Handling of complaints

The handling of complaints received the lowest satisfaction level within the survey with just 35% satisfied and over half of those who made a complaint dissatisfied (53%). Whilst this measure consistently scores low in other similar surveys, and there is still an issue of 'what is a complaint?', tenants still need to be made fully aware of the complaints process and what they can expect in terms of the standards of service. Some landlords have started to include further questions to find out more about these complaints and to help target areas for improvement; something Ashfield may wish to consider in the future. In the meantime, again, communication is key, setting out the process and likely response and the possible timescales involved in resolving issues. Furthermore, tenants want to be constantly updated on the progress of their complaints, even when there is little happening.



Demographics



Tenure Type

As shown throughout this report, satisfaction is generally higher for tenants who live in Sheltered accommodation, outscoring their General Needs counterparts with eight of the thirteen measures collected in Q3 24/25. This is often the trend seen across the housing sector.

Surprisingly, General Needs tenants are more satisfied with the overall services provided by Ashfield, although there is only 1% difference.

It should be noted that General Needs tenants significantly outnumber Sheltered tenants in this survey cohort, 446 to 20.

| | All Residents | General Needs | Sheltered |
|----------------------------|---------------|---------------|------------|
| Overall Satisfaction | 81% | 81% | 80% |
| Well Maintained Home | 79% | 78% | 95% |
| Safe Home | 83% | 83% | 85% |
| Repairs Last 12 Months | 78% | 78% | 83% |
| Time Taken Repairs | 77% | 78% | 67% |
| Communal Areas | 69% | 67% | 85% |
| Neighbourhood Contribution | 73% | 73% | 79% |
| Approach to ASB | 63% | 63% | 67% |
| Listens & Acts | 71% | 71% | 71% |
| Kept Informed | 79% | 78% | 84% |
| Fairly & with Respect | 84% | 84% | 90% |
| Complaints Handling | 35% | 37% | 14% * |
| Accessibility | 89% | 89% | 89% |

*Base below 10



Tenure

Ashfield also has two different tenure types than those seen on the previous page. When satisfaction is compared by Standard Secure and Standard Introductory, tenants in Standard Introductory are generally more satisfied, scoring 100% for five measures in Q3 24/25 including overall satisfaction.

Again, it should be noted that Standard Secure tenants outnumber Standard Introductory tenants 448 by 18.

| | All Residents | Standard Secure | Standard Introductory |
|----------------------------|---------------|-----------------|-----------------------|
| Overall Satisfaction | 81% | 80% | 100% |
| Well Maintained Home | 79% | 78% | 89% |
| Safe Home | 83% | 83% | 82% |
| Repairs Last 12 Months | 78% | 78% | 91% |
| Time Taken Repairs | 77% | 76% | 100% |
| Communal Areas | 69% | 68% | 90% |
| Neighbourhood Contribution | 73% | 72% | 94% |
| Approach to ASB | 63% | 61% | 93% |
| Listens & Acts | 71% | 69% | 100% |
| Kept Informed | 79% | 78% | 100% |
| Fairly & with Respect | 84% | 84% | 94% |
| Complaints Handling | 35% | 35% | 50% * |
| Accessibility | 89% | 89% | 100% |

*Base below 10



Area

Ashfield operates across four areas, so satisfaction has been broken down by each of these.

There is no clear pattern emerging in this quarterly survey, although Sutton are the most satisfied with seven of the measures.

Overall satisfaction is only split by 2% across the four areas demonstrating consistency with the way Ashfield operates.

The differences are relatively small for most measures. The largest differences are for complaints handling and the maintenance of communal areas.

| | All Residents | Hucknall | Kirkby | Rural | Sutton |
|----------------------------|---------------|----------|--------|-------|--------|
| Overall Satisfaction | 81% | 80% | 80% | 81% | 82% |
| Well Maintained Home | 79% | 79% | 72% | 75% | 82% |
| Safe Home | 83% | 79% | 80% | 77% | 87% |
| Repairs Last 12 Months | 78% | 80% | 74% | 74% | 81% |
| Time Taken Repairs | 77% | 78% | 71% | 70% | 81% |
| Communal Areas | 69% | 63% | 78% | 55% | 73% |
| Neighbourhood Contribution | 73% | 69% | 77% | 68% | 75% |
| Approach to ASB | 63% | 55% | 67% | 61% | 65% |
| Listens & Acts | 71% | 66% | 72% | 74% | 72% |
| Kept Informed | 79% | 75% | 79% | 79% | 80% |
| Fairly & with Respect | 84% | 80% | 85% | 90% | 85% |
| Complaints Handling | 35% | 13% | 40% | 33% * | 45% |
| Accessibility | 89% | 88% | 90% | 93% | 89% |

*Base below 10



Age Group

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

For Ashfield this tends to be the case, with tenants aged 85+ the most satisfied overall (94%) followed by those aged 75 – 84 (88%); the 65 - 74 group are the most satisfied with six of the thirteen measures.

The older aged groups are generally the most satisfied across the range of measures whilst those aged 0 - 24 are the least satisfied overall (67%).

| | All Residents | 0 - 24 | 25 - 34 | 35 - 44 | 45 - 54 | 55 - 59 | 60 - 64 | 65 - 74 | 75 - 84 | 85 + | Unknown |
|----------------------------|---------------|--------|---------|---------|---------|---------|---------|---------|---------|-------|---------|
| Overall Satisfaction | 81% | 67% | 73% | 78% | 77% | 80% | 76% | 86% | 88% | 94% | 87% |
| Well Maintained Home | 79% | 67% | 67% | 67% | 69% | 83% | 76% | 95% | 90% | 94% | 83% |
| Safe Home | 83% | 64% | 64% | 77% | 88% | 80% | 78% | 92% | 92% | 94% | 90% |
| Repairs Last 12 Months | 79% | 88% * | 78% | 58% | 68% | 85% | 84% | 79% | 92% | 100% | 91% |
| Time Taken Repairs | 77% | 63% * | 81% | 65% | 74% | 89% | 76% | 79% | 81% | 92% | 83% |
| Communal Areas | 70% | 75% * | 75% | 55% | 55% | 69% | 58% | 89% | 78% | 50% * | 73% |
| Neighbourhood Contribution | 73% | 80% * | 67% | 68% | 67% | 70% | 69% | 90% | 82% | 69% | 67% |
| Approach to ASB | 63% | 57% * | 54% | 61% | 56% | 64% | 63% | 70% | 70% | 67% * | 67% |
| Listens & Acts | 71% | 71% * | 64% | 65% | 57% | 69% | 69% | 84% | 84% | 82% | 65% |
| Kept Informed | 79% | 78% * | 70% | 79% | 71% | 79% | 79% | 82% | 85% | 86% | 82% |
| Fairly & with Respect | 84% | 91% | 79% | 80% | 77% | 85% | 78% | 94% | 90% | 87% | 87% |
| Complaints Handling | 35% | 0% * | 42% | 35% | 22% * | 50% | 14% | 38% | 33% * | 80% * | 40% * |
| Accessibility | 89% | 75% | 93% | 86% | 86% | 90% | 86% | 93% | 94% | 88% | 93% |

*Base below 10



Length of Tenancy

The table shown here includes the results by the length of tenancy. It is common that those with their landlord for the shortest time are often very satisfied, possibly as they may have waited for some time for an offer or had come from poor accommodation. Satisfaction then tends to fall a little over time as tenants start to experience issues with their home but the longest serving tenants, who are most likely the oldest are also highly satisfied.

For Ashfield there is some elements of this shown with the most satisfied overall being those with the Council for over 20 years (88%) followed by those with tenancies of less than 1 year (85%).

Satisfaction does then largely be the highest with those of 20 years plus with dissatisfaction spread across the four middle tenancy lengths.

| | 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 | 81% | 85% | 79% | 82% | 81% | 73% | 88% |
| Well Maintained Home | 79% | 81% | 73% | 82% | 79% | 74% | 88% |
| Safe Home | 83% | 85% | 77% | 77% | 82% | 84% | 93% |
| Repairs Last 12 Months | 78% | 63% | 84% | 66% | 73% | 77% | 91% |
| Time Taken Repairs | 77% | 79% | 80% | 73% | 70% | 69% | 93% |
| Communal Areas | 69% | 82% | 58% | 83% | 74% | 62% | 73% |
| Neighbourhood Contribution | 73% | 95% | 76% | 64% | 63% | 71% | 82% |
| Approach to ASB | 63% | 84% | 66% | 55% | 57% | 58% | 69% |
| Listens & Acts | 71% | 79% | 66% | 74% | 68% | 62% | 86% |
| Kept Informed | 79% | 95% | 77% | 79% | 74% | 70% | 90% |
| Fairly & with Respect | 84% | 92% | 79% | 85% | 83% | 80% | 95% |
| Complaints Handling | 35% | 43% * | 38% | 20% | 27% | 29% | 57% |
| Accessibility | 89% | 92% | 88% | 95% | 88% | 84% | 95% |

*Base below 10



Gender

Female tenants outnumber their male counterparts, 282 by 167 and are generally less satisfied across the majority of measures. This tends to be the case for most surveys Acuity undertakes for landlords, although the differences are usually not significant.

In this quarterly survey, male tenants are more satisfied than females with all but two of the satisfaction measures; approach to ASB and accessibility. Although the differences between these two groups are relatively small, the greatest difference can be seen for the maintenance of the home, with an 11% difference.

| | All Residents | F | M |
|----------------------------|---------------|-----|-----|
| Overall Satisfaction | 81% | 80% | 81% |
| Well Maintained Home | 79% | 75% | 86% |
| Safe Home | 83% | 81% | 87% |
| Repairs Last 12 Months | 79% | 76% | 83% |
| Time Taken Repairs | 77% | 77% | 79% |
| Communal Areas | 70% | 65% | 74% |
| Neighbourhood Contribution | 73% | 71% | 77% |
| Approach to ASB | 63% | 65% | 60% |
| Listens & Acts | 71% | 69% | 74% |
| Kept Informed | 79% | 77% | 81% |
| Fairly & with Respect | 84% | 83% | 85% |
| Complaints Handling | 35% | 35% | 36% |
| Accessibility | 89% | 90% | 88% |



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

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