



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Housing Overview and Scrutiny Committee

Tuesday, 31 March 2026

Report of Councillor Virginia Moran
Cabinet Member for Housing

Tenant Satisfaction Measures Survey

Report Author

Alison Hall-Wright, Director of Housing and Projects (Deputy Monitoring Officer)

✉ Alison.Hall-Wright@southkesteven.gov.uk

Purpose of Report

To update the Housing Overview and Scrutiny Committee with the results from the annual Tenant Satisfaction Measures Survey

Recommendations

The Committee is asked to:

1. Note the contents of the 2025/26 Tenant Satisfaction Measures Survey results and the actions that are being taken to address the recommendations provided by Acuity.

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

1.1 There are no financial implications associated with this report.

Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.

Legal and Governance

1.2 There are no significant legal or governance implications associated with this report.

Completed by: James Welbourn, Democratic Services Manager

2. Background to the Report

2.1 The Tenant Satisfaction Measures (TSM) Survey is a mandatory requirement placed on Social Landlords by the Regulator of Social Housing (the Regulator) to comply with the Transparency, Influence and Accountability Standard of the Social Housing Regulation Act (2023). The results of the survey are submitted to the Regulator who publish an annual report which analyses the results for social landlords with 1,000 or more homes.

2.2 In previous years the Council has undertaken the survey annually, however, in 2025/26, the Council made the decision to conduct the surveys in two waves as this would allow the Council to monitor whether the improvements being implemented were having a positive impact.

2.3 The TSM survey allows tenants to scrutinise the Council's performance, provides information on where services could be improved and provides information to the Regulator regarding how far the Council is meeting the outcomes of the new consumer standards.

2.4 The survey was undertaken by Acuity on behalf of the Council, the survey includes 12 mandatory questions which ensures that the Regulator has consistent data from all landlords to undertake benchmarking. The methods used for collecting data was via online and telephone surveys which were undertaken with a representative sample of tenants.

- 2.5 Acuity aimed to complete a total of 550 surveys across both waves, with 20% online and 80% by telephone interview. The wave 1 survey was completed during June – July and the wave 2 survey was completed during November – December. A total of 550 responses were received across both waves of the survey plus a further 32 partially completed responses which the Council are also required to submit as part of its TSM submission. There were 131 surveys completed online and 451 by telephone achieving an overall split of 23%/77%.
- 2.6 The survey aims to provide data on resident satisfaction which allows the Council to:
- Provide an up-to-date picture of tenants' perceptions of their homes and the current services
 - Compare the results with previous surveys
 - Compare the results with the TSM results provided by the Regulator
 - Inform decisions regarding future service development
 - Use the results to report to the Regulator annually, as required.
- 2.7 The survey is confidential however 76% of tenants who responded have given permission for their responses to be shared and 96% of these tenants are happy for the Council to contact them to discuss any information provided. The Council has requested this information from Acuity to allow further analysis to be undertaken and once this has been completed tenant engagement sessions will be arranged.
- 2.8 The survey results from waves 1 and 2 are presented in table 1, the 12 mandatory questions are labelled TP01 to TP012.

Table 1: Comparison of TSM results received for Wave 1 and Wave 2

Measure	Wave 1	Wave 2	Difference
Overall Service			
Proportion of respondents who report that they are satisfied with the service provided by their landlord (TP01)	66%	72%	+6%
The Home and Communal Areas			
Proportion of respondents who report that they are satisfied that their landlord provides a home that is well maintained (TP04)	66%	72%	+6%
Proportion of respondents who report that they are satisfied that their landlord provides a home that is safe (TP05)	77%	79%	+2%
Proportion of respondents who report that they are satisfied that their landlord keeps communal areas clean and well maintained (TP10)	77%	69%	-8%

Repairs and Maintenance			
Proportion of tenants who are satisfied with the way the landlord deals with repairs and maintenance generally	64%	66%	+2%
Proportion of respondents who report that they are satisfied with the overall repairs service from their landlord over the last 12 months (TP02)	79%	77%	-2%
Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it (TP03)	71%	69%	-3%
The Neighbourhood			
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to their neighbourhood (TP11)	61%	62%	+1%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour (TP12)	47%	58%	+11%
Communications and Resident Engagement			
Proportion of respondents who report that they are satisfied that their landlord listens to their views and acts upon them (TP06)	59%	61%	+2%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them (TP07)	59%	72%	+13%
Proportion of respondents who report that they are satisfied that their landlord treats them fairly and with respect (TP08)	75%	82%	+7%
Proportion of respondents who report that they are satisfied that their landlord is easy to deal with	68%	75%	+7%
Proportion of respondents who report that they are satisfied with their landlord's approach to complaints handling (TP09)	28%	29%	+1%
Recommending South Kesteven District Council			
Proportion of respondents who would recommend the landlords Housing Service to other people	37%	43%	+6%

2.9 Table 1 shows that there has been a positive movement in satisfaction for most measures with the exception of communal areas where satisfaction has reduced by 8%, satisfaction with the repairs service over the last 12 months and time taken for repairs to be completed which have both reduced by 2%.

2.10 The results of the surveys completed in wave 1 and 2 have been combined by Acuity to provide annual TSM results for 2025/26 which allows comparison with the results from 2024/25 which are presented in Table 2. Appendix 1 provides details of the TSM information which will be provided to tenants following presentation of the results to the Housing Overview and Scrutiny Committee.

Table 2: Comparison of TSM results received for 2024/25 and 2025/26

Measure	2024/25	2025/26	Difference
Overall Service			
Proportion of respondents who report that they are satisfied with the service provided by their landlord (TP01)	61%	69%	+8%
The Home and Communal Areas			
Proportion of respondents who report that they are satisfied that their landlord provides a home that is well maintained (TP04)	59%	69%	+10%
Proportion of respondents who report that they are satisfied that their landlord provides a home that is safe (TP05)	69%	78%	+9%
Proportion of respondents who report that they are satisfied that their landlord keeps communal areas clean and well maintained (TP10)	65%	73%	+8%
Repairs and Maintenance			
Proportion of tenants who are satisfied with the way the landlord deals with repairs and maintenance generally	50%	65%	+15%
Proportion of respondents who report that they are satisfied with the overall repairs service from their landlord over the last 12 months (TP02)	66%	78%	+12%
Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it (TP03)	52%	70%	+18%
The Neighbourhood			
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to their neighbourhood (TP11)	59%	61%	+2%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour (TP12)	58%	53%	-5%
Communications and Resident Engagement			

Proportion of respondents who report that they are satisfied that their landlord listens to their views and acts upon them (TP06)	49%	60%	+11%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them (TP07)	59%	66%	+7%
Proportion of respondents who report that they are satisfied that their landlord treats them fairly and with respect (TP08)	68%	79%%	+11%
Proportion of respondents who report that they are satisfied that their landlord is easy to deal with	61%	72%	+11%
Proportion of respondents who report that they are satisfied with their landlord's approach to complaints handling (TP09)	36%	28%	-8%
Recommending South Kesteven District Council			
Proportion of respondents who would recommend the landlords Housing Service to other people	34%	40%	+6%

- 2.11 Table 2 shows there has been an increase in satisfaction in the majority of areas with the exception of the Council's handling of ASB which has decreased by 5% and handling of complaints which has decreased by 8% although there has been a positive increase in both of these areas between waves 1 and 2.
- 2.12 The Council will analyse the detailed survey information which has been requested from Acuity with a particular focus on the areas that have decreased in satisfaction to determine whether it is able to establish what has impacted these results which will also support future engagement sessions with the tenants who completed the survey.
- 2.13 As the Committee are aware the Housing Team are committed to ensuring improvements are delivered across the service area and Acuity has recommended areas which should be focused on. These are summarised as follows:
- Handling of complaints
 - Repairs Service
 - Well-maintained home
- 2.14 Appendix 2 provides details of the actions the Council proposes to take to address these recommendations.
- 2.15 Acuity also provide benchmarking information which allows the Council to compare how it is performing against both other social housing providers and other Councils who are landlords. Chart 1 provides benchmarking information of

the Councils 2025/26 TSM results when compared with the 2024/25 TSM results from other Councils. The deadline for all social landlords to submit their 2025/26 TSM data is 30 June 2026 which will then enable current year benchmarking to be undertaken.

Chart 1 – Benchmarking – TSM results 2024/25

Benchmarking – TSM results 2024/25 (Councils)



2.16 Table 3 provides a comparison of the Councils benchmarking quartile position between 2024/25 and 2025/26.

Table 3 – Benchmarking Quartile comparison position 2024/25 -2025/26

Measure	2024/25	2025/26
Proportion of respondents who report that they are satisfied with the service provided by their landlord (TP01)	4	2
Proportion of respondents who report that they are satisfied with the overall repairs service from their landlord over the last 12 months (TP02)	3	1
Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it (TP03)	4	2

Proportion of respondents who report that they are satisfied that their landlord provides a home that is well maintained (TP04)	4	2
Proportion of respondents who report that they are satisfied that their landlord provides a home that is safe (TP05)	3	2
Proportion of respondents who report that they are satisfied that their landlord listens to their views and acts upon them (TP06)	3	2
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them (TP07)	4	3
Proportion of respondents who report that they are satisfied that their landlord treats them fairly and with respect (TP08)	3	2
Proportion of respondents who report that they are satisfied with their landlord's approach to complaints handling (TP09)	1	3
Proportion of respondents who report that they are satisfied that their landlord keeps communal areas clean and well maintained (TP10)	2	1
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to their neighbourhood (TP11)	3	3
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour (TP12)	2	3

2.17 It can be seen from both chart 1 and table 3 that the Council is performing positively and that the quartile position has increased in 9 areas and remained the same in 1 area. This provides evidence to the Council that the improvements that have been implemented over the last 18 months have had a positive impact. The quartile position has reduced for both complaints and ASB handling which is consistent with the TSM survey results and as detailed in paragraph 2.12 further analysis and engagement will be undertaken with a particular focus on these areas.

3. Key Considerations

3.1 That the Housing Overview and Scrutiny Committee reviews the results of the TSM survey included at Appendix 1 and the actions the Housing team are taking to address the recommendations provided by Acuity as detailed in Appendix 2.

4. Reasons for the Recommendations

4.1 This report is provided to ensure that the Housing Overview and Scrutiny Committee is updated with the results of the TSM survey and the actions the

Housing team are taking to address the recommendations provided by Acuity as detailed in Appendix 2.

5. Appendices

5.1 Appendix 1 – Tenant Satisfaction Survey Results

5.2 Appendix 2 – TSM Action Plan