

Your Views



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Resident Satisfaction Survey 2025

About the Survey

Between June and December 2025, many of you took part in an important survey.

The survey was carried out by telephone and online questionnaires, by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way South Kesteven District Council maintains your home and delivers key services, as well as how you are coping financially. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues residents are most concerned about, informing the Council's future strategic and operational planning.

This report contains key survey results regarding residents' opinions about their homes and the services they receive.

582
residents
took part out
of a total of
6,048*

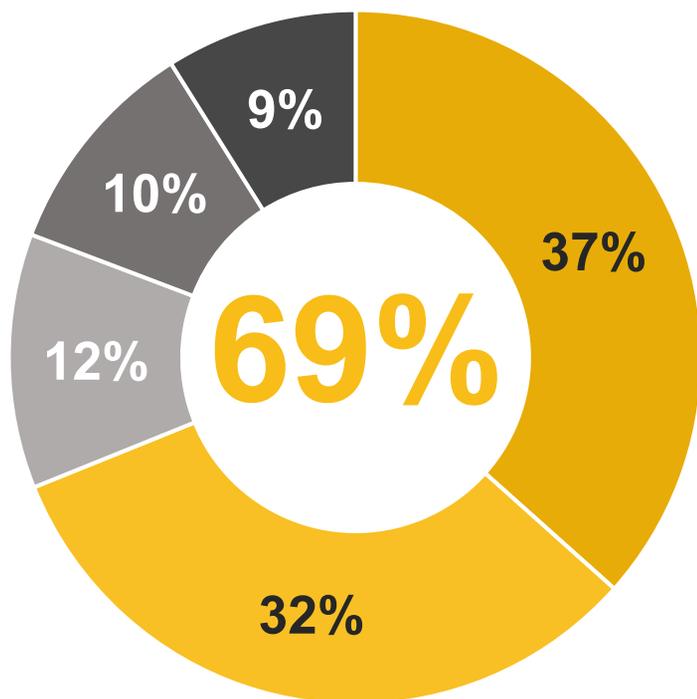
A big thank you to everyone who took part!

*A representative sample of residents were contacted to ensure the results represent the whole resident base.

Overall Service



Seven out of ten residents are satisfied with the overall service provided by South Kesteven District Council (**69%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



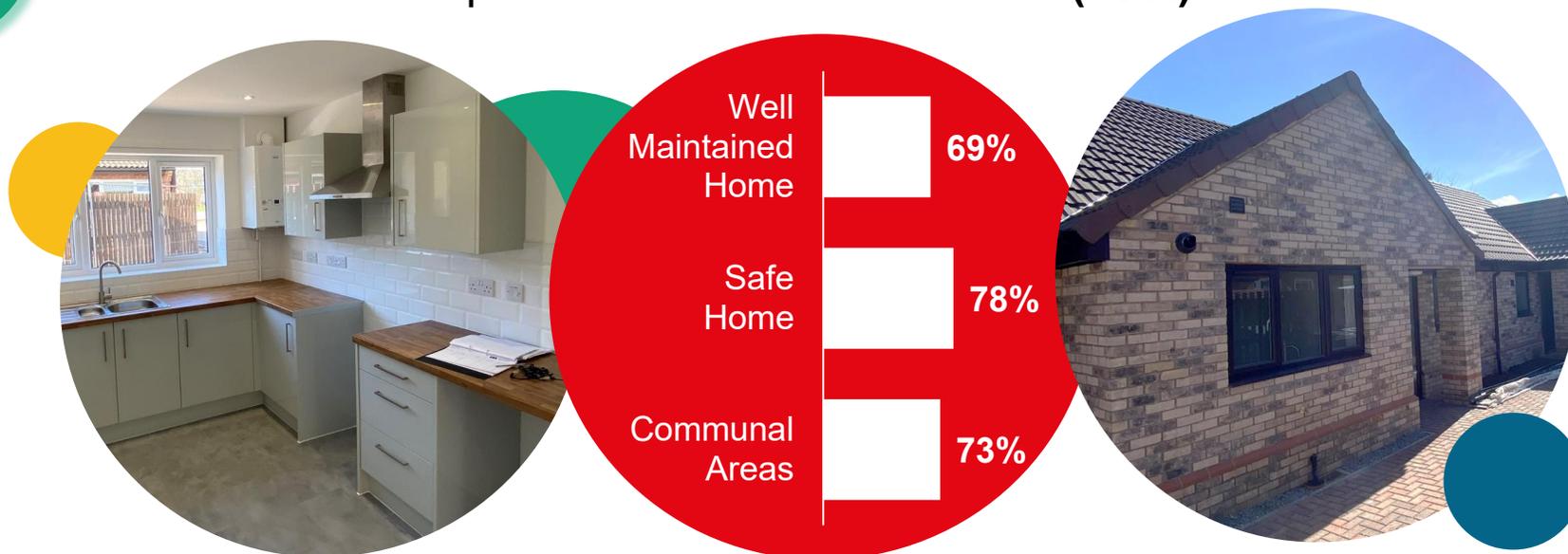
Seven out of ten residents are satisfied that their homes are well maintained (**69%**).



Slightly more residents are satisfied that South Kesteven District Council provides them with a home that is safe (**78%**).



Around three-quarters of residents with communal areas are satisfied that these areas are kept clean and well maintained (**73%**).



Repairs and Maintenance



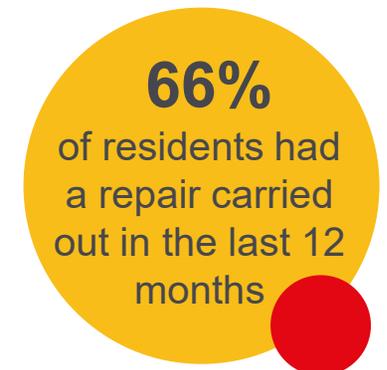
Around eight out of ten residents who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(78%)**.



Seven out of ten residents are satisfied with the time taken to complete their most recent repair after they reported it **(70%)**.



Around two-thirds of residents are satisfied with the way South Kesteven District Council deals with repairs and maintenance generally **(65%)**.



The Neighbourhood



Six out of ten residents are satisfied that South Kesteven District Council makes a positive contribution to their neighbourhood (**61%**).



Slightly fewer residents are satisfied with South Kesteven District Council's approach to handling anti-social behaviour (**53%**).



Communications and Resident Engagement



Six out of ten residents are satisfied that South Kesteven District Council listens to their views and acts upon them **(60%)**.



Two out of three residents are satisfied that they are kept informed about things that matter to them **(66%)**.



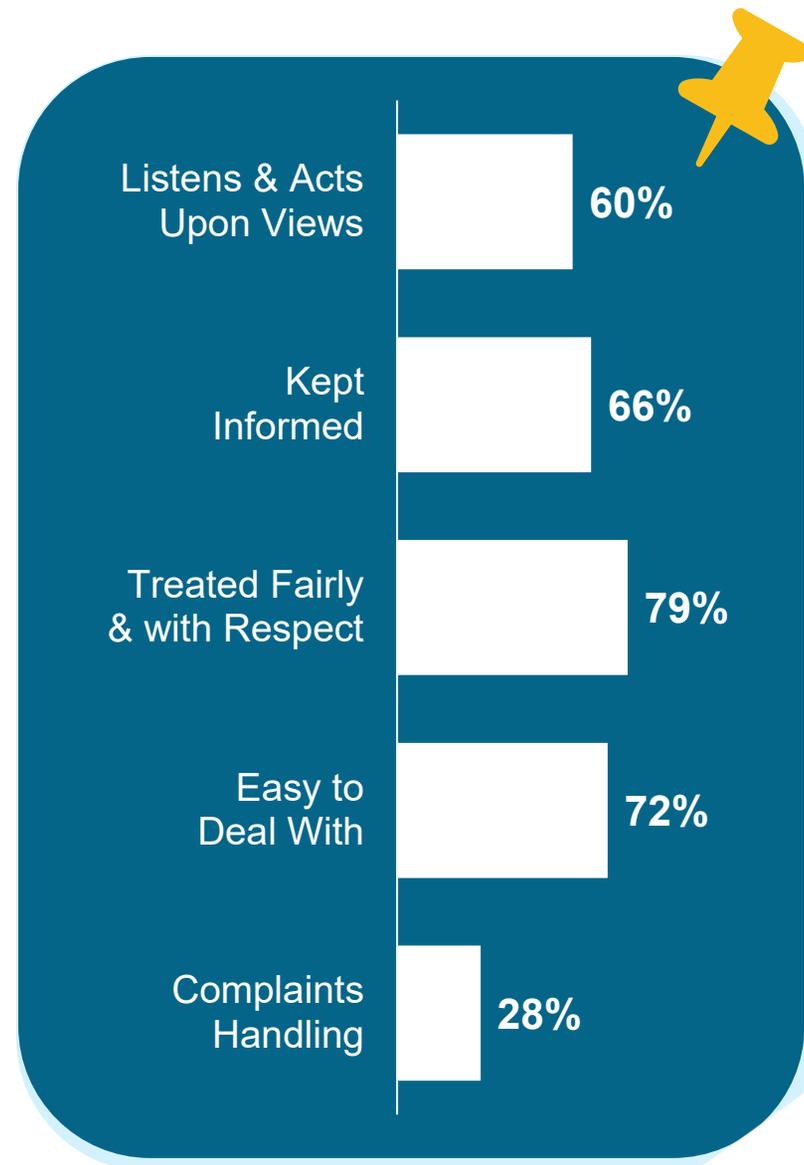
Eight out of ten residents agree that South Kesteven District Council treats them fairly and with respect **(79%)**.



Around seven out of ten residents are satisfied that South Kesteven District Council is easy to deal with **(72%)**.



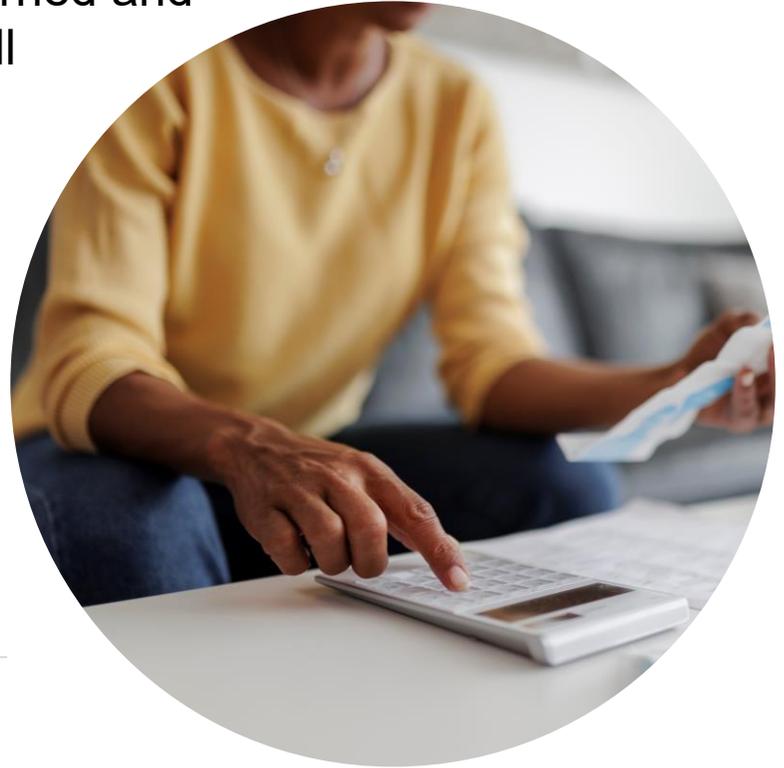
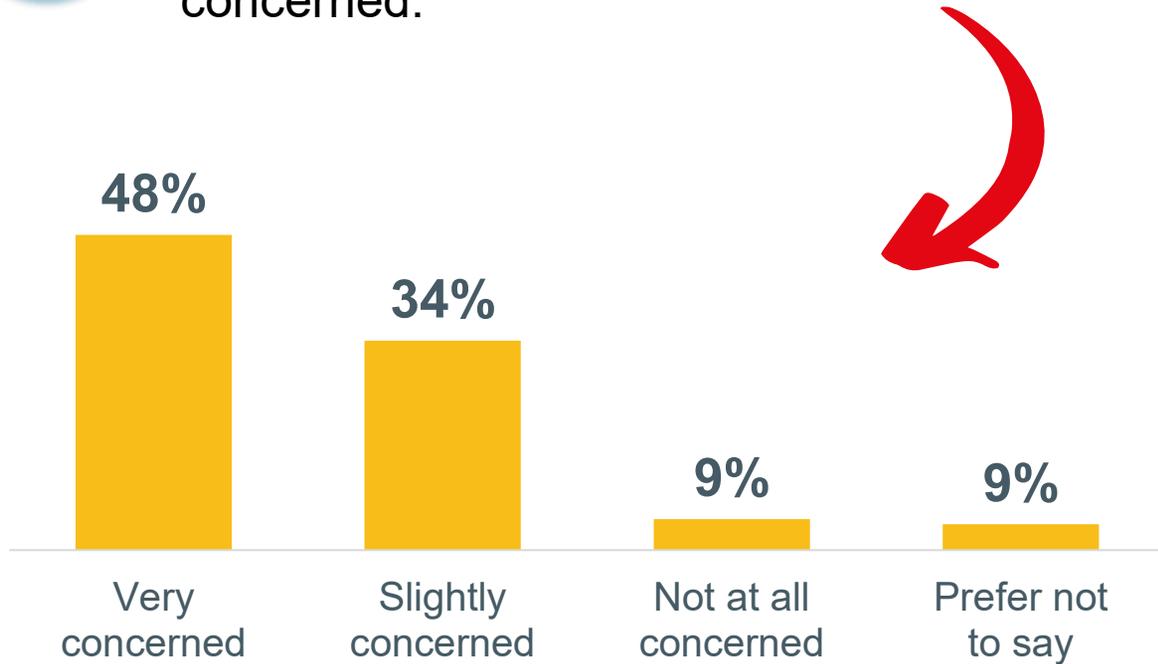
Over a quarter of residents who made a complaint in the last 12 months are satisfied with complaints handling **(28%)**.



Wellbeing



Around eight out of ten residents are concerned about the cost of living (**82%**), with **48%** very concerned and **34%** slightly concerned. Just **9%** are not at all concerned.



Around one-third of residents currently have damp or mould issues in their homes (**35%**). Of these residents, **64%** have reported the problem to South Kesteven District Council.

Recommending South Kesteven District Council



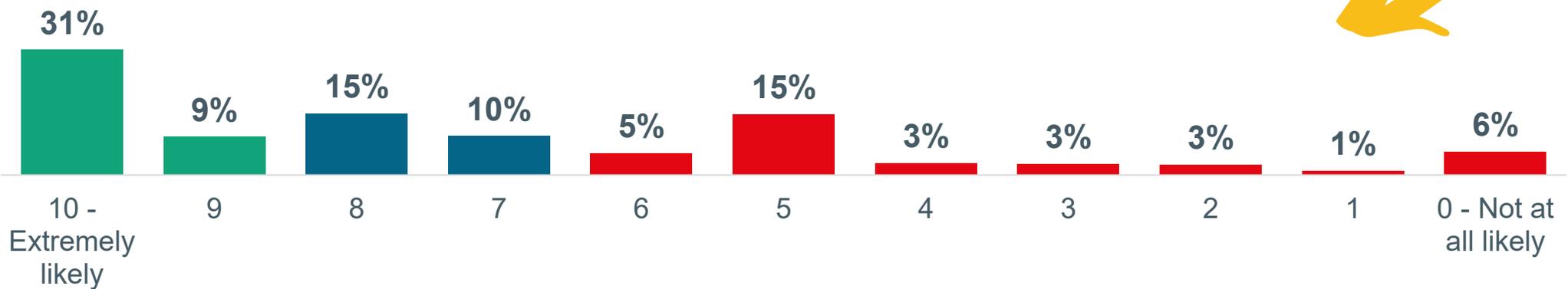
Residents were also asked how likely they would be to recommend South Kesteven Council's Housing Service to other people. This is a 0-10 point rating. Those who would recommend the service to others score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them score 6 or below.



Four out of ten residents are very loyal and happy to recommend South Kesteven District Council to other people (**40%**). However, **25%** of residents are unsure, and **35%** would not recommend the Council, feeling rather more negative about the Housing Service.



The 'Net Promoter Score' for South Kesteven District Council (the percentage of those who would recommend the Housing Service minus the percentage of those who would not) is **+5**.

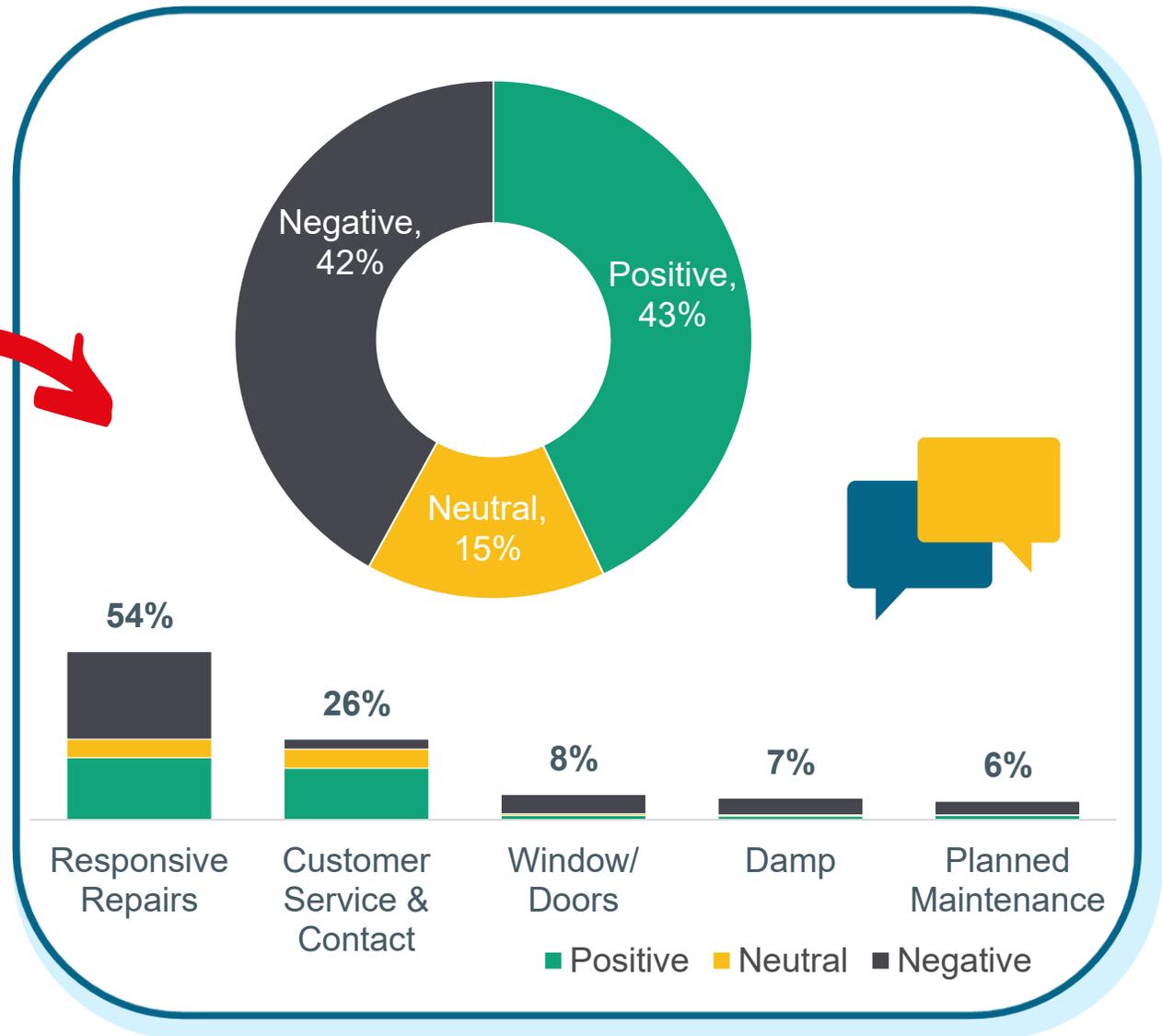


Residents' Comments

Residents were asked to describe their specific experiences that have shaped their view of the overall service provided by South Kesteven District Council, and 507 comments were received.

Around four out of ten of these comments have positive feeling (**43%**), **15%** neutral, and **42%** negative.

The most commonly mentioned category by residents is repairs (**54%**), followed by customer service and contact (**26%**), windows/doors (**8%**), damp (**7%**) and planned maintenance (**6%**).



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South Kesteven District Council appreciates the time everyone took to complete the survey for us. It is important that, through your feedback, we understand the services that work well and those we know can and should be improved. Where you have said that you are happy for us to, we might contact you to discuss an issue you have raised or ask for more information.

Carrying out this survey is just part of the work South Kesteven District Council does to involve you in developing services. As well as publishing the results of the survey, South Kesteven District Council plans to put the findings to good use by working with residents to further improve the services they provide. Residents can help South Kesteven District Council with this by getting in touch via HousingFB@southkesteven.gov.uk



Thank you
once again to
everyone who
took part.



Publish findings to
residents



Use findings to plan
and improve services,
e.g., repairs, property
condition and
customer service



Involve residents in
shaping service
improvements

