



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL

# South Kesteven District Council

2022 Tenant Satisfaction Measure Questions Review

May 2022





# **TSM Question Review 2022**

**Prepared for: South Kesteven Council**

**by: Acuity Research & Practice**

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**Produced by Acuity**

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## Executive Summary

South Kesteven District Council commissioned Acuity to carry out a resident satisfaction survey using Housemark's STAR questions. Tenants, leaseholders and shared owners were included in the survey, which took place in March and April 2022. Around 5,960 residents were invited to take part in the survey and 1,723 responded (29%). The Council also took the opportunity to include the 12 draft Tenant Satisfaction Measure questions which have been produced by the regulator, the final versions will be agreed upon during 2022 and will be implemented from April 2023. This short report summarises the responses to these questions with a separate report including the full results from the survey.

### Survey findings

#### Headline ratings – TP01

The first question asks residents 'Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Kesteven District Council (SKDC) as your landlord?'

The overall rating is 72% for all residents, 70% for general needs tenants and 80% for sheltered tenants. 20% of residents are dissatisfied with the service.

#### Satisfaction with repairs in last 12 months – TP02

Firstly, residents were asked if they have had a repair carried out to their home in the last 12 months.

Those that have were then asked, 'How satisfied or dissatisfied are you with the repairs service you have received to your home from SKDC over the last 12 months?'

64% of residents said they had a repair completed in the last 12 months, with slightly more general needs tenants (66%) having a repair than sheltered tenants (61%).

Of these 68% are satisfied, but 21% are dissatisfied. Sheltered tenants (77%) are again more satisfied than their general needs

counterparts (66%).

#### Satisfaction with time taken to complete most recent repair – TP03

As a follow up to the first repairs question, those who had a repairs completed in the last 12 months were asked, 'How satisfied or dissatisfied were you with the time taken to complete your most recent repair after you reported it?'

This received lower satisfaction than with the repair service itself, 61% of all residents are satisfied, 29% being dissatisfied. 59% of general needs and 73% of sheltered tenants were left satisfied.

#### Satisfaction with the building you live in – TP04

This question asks, 'Thinking specifically about the building you live in, how satisfied or dissatisfied are you that SKDC provides a home that is well maintained and safe for you to live in?'

Three-quarters of residents (67%) are satisfied that their home is well-maintained and safe, although a quarter (25%) are dissatisfied. Again, sheltered tenants are more satisfied than general needs tenants, 77% compared with 66%.

#### Listens to views and acts upon them – TP05

This question asks, 'How satisfied or dissatisfied are you with the extent to which SKDC listens to your views and acts upon them?'

Just less than half the residents (49%) are satisfied with how SKDC listens to their views and acts upon them, with 26% dissatisfied and a further 25% neither satisfied nor dissatisfied. Sheltered tenants feel more listened to, 56% compared with 47% of general needs tenants.

#### Kept informed – TP06

Residents were asked, 'How satisfied or dissatisfied are you with the way SKDC keeps you informed about things that matter to you as a resident?'

More residents feel informed than listened to, 59% are satisfied, although 21% are dissatisfied. Sheltered tenants 67%, general



needs 58%.

#### Treated fairly and with respect – TP07

Residents were asked, 'To what extent do you agree or disagree with the following, SKDC treats me fairly and with respect?'

This question recorded one of the highest ratings in the survey with 76% of residents who agree that they are treated fairly and with respect, 85% of sheltered tenants agree and 74% of general needs tenants. Just 11% disagree with this statement.

#### Upkeep of communal areas – TP08

Residents were asked if they live in a building with communal areas, either inside or outside, that they share with other people who live in the building. 26% of residents said they do live in a building with communal areas, 61% of sheltered tenants and 18% of general needs.

These residents were then asked, 'How satisfied or dissatisfied are you that SKDC keeps these communal areas clean, safe and well maintained?' 69% of residents feel the communal areas are safe and well maintained, although 21% don't. 78% of sheltered tenants are satisfied with the upkeep of their communal areas compared with 64% of general needs tenants.

#### Contribution to the neighbourhood – TP09

These residents were asked, 'Thinking about what your landlord does to improve your neighbourhood as a place to live, how satisfied or dissatisfied are you with the extent to which SKDC makes a positive contribution to your neighbourhood?'

Over half the residents (57%) feel SKDC does make a positive contribution to their neighbourhood, although 21% don't. again sheltered tenants are more satisfied, 67% compared with 55% general needs.

#### Handling anti-social behaviour – TP10

The residents were asked, 'How satisfied or dissatisfied are you with SKDC's approach to handling anti-social behaviour?'

Just half the residents (50%) are satisfied with SKDC's approach, 22% are dissatisfied and the remaining 28% are neither satisfied nor

dissatisfied. Sheltered tenants are 11% more satisfied than their general needs counterparts, 60% compared with 49%.

#### Handling complaints – TP11

The residents were asked, 'How satisfied or dissatisfied are you with SKDC's approach to complaints handling?'

Fewer residents are satisfied with how complaints are handled than ASB, 47% are satisfied, 26% dissatisfied and 28% are neither satisfied nor dissatisfied. As with all the other measures, sheltered tenants are more satisfied, 58%, general needs 45%.

#### Know how to complain – TP12

The last of these draft TSM questions asked, 'To what extent do you agree or disagree with the following, 'I know how to make a complaint to SKDC if I am not happy with the service I receive?'

Around six out of ten residents (59%) do know how to complain, although 17% don't, which suggests SKDC needs to do a little more in publicising the process. There is little between the tenures on their knowledge of the complaints procedure, 59% general needs and 60% sheltered.

#### Summary

The chart below summarises the responses to the 12 TSM questions which are due to be brought into regulation of the social housing sector from next April, although they may be subject to change over the next few months before being finalised for next year's return.

SKDC decided to include these questions so they will act as a baseline to compare against and to help with their self-assessment of performance.

As seen in the full report, these figures do not compare very well with other social landlords so more is needed to be done to increase satisfaction in these key areas.

The chart below summarises the responses to the 12 questions and shows that satisfaction is highest with SKDC treating residents fairly and with respect (76%) and on overall service (72%). Fewer are satisfied with how SKDC



listened to views and acts upon them (49%) and how ASB (50%) and complaints (47%) are handled.

Figure 1.1: TSM questions





## Acuity

Acuity Research & Practice provide resident satisfaction (STAR) survey and benchmarking services, helping housing providers to improve services and engage with their tenants through an understanding of satisfaction, performance, and profiling data.

We focus on providing information that will inform performance improvement: positive outcomes for providers and tenants, not just box-ticking. Our services are highly flexible, always carefully tailored to the requirements and budgets of our customers.

We have been providing consultancy services to the social housing sector for over 24 years. We work in partnership with Housemark to support the benchmarking activities of smaller and specialist housing providers.

