



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Housing Overview and Scrutiny Committee

Monday, 17 March 2025

Report of Councillor Virginia Moran
Cabinet Member for Housing

Tenant Satisfaction Measures Survey

Report Author

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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 recommended to:

- 1. Note the contents of the Tenant Satisfaction Measures Survey results and the actions that are being taking to address the recommendations provided by Acuity.**

Decision Information

Does the report contain any exempt or confidential information not for publication?	N
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 (deputy s151 officer)

Legal and Governance

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

Completed by: Graham Watts, Monitoring Officer

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. 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.
- 2.3. 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.
- 2.4. The online survey commenced on 28 October 2024 for a period of 2 weeks, this was followed by the telephone survey which commenced on 11 November 2024 for a period of 3 weeks. The survey closed on 30 November at which point 549

completed responses, and 32 incomplete responses had been received which meets the Regulator’s requirements.

- 2.5. The results from the survey are presented in Appendix 1 and Table 1 provides a comparison of the results received for 2023/24 and 2024/25. Appendix 1 will be sent to all tenants following presentation of the results to the Housing Overview and Scrutiny Committee. The 12 mandatory questions are labelled TP01 to TP012 in Table 1.

Table 1: Comparison of TSM results received between 2023/24 and 2024/25

Measure	2024/25	2023/24	Difference
Overall Service			
Proportion of respondents who report that they are satisfied with the service provided by their landlord (TP01)	61%	62%	-1%
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%	59%	0
Proportion of respondents who report that they are satisfied that their landlord provides a home that is safe (TP05)	69%	67%	+2%
Proportion of respondents who report that they are satisfied that their landlord keeps communal areas clean and well maintained (TP10)	65%	66%	-1%
Repairs and Maintenance			
Proportion of tenants who are satisfied with the way the landlord deals with repairs and maintenance generally	50%	55%	-5%
Proportion of respondents who report that they are satisfied with the overall repairs service from their landlord over the last 12 months (TP02)	66%	66%	0%
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%	52%	0%
The Neighbourhood			
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to their neighbourhood (TP11)	59%	52%	+7%
Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour (TP12)	58%	50%	+8%

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%	48%	+1%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them (TP07)	59%	59%	0%
Proportion of respondents who report that they are satisfied that their landlord treats them fairly and with respect (TP08)	68%	67%	+1%
Proportion of respondents who report that they are satisfied that their landlord is easy to deal with	61%	-*	-
Proportion of respondents who report that they are satisfied with their landlord's approach to complaints handling (TP09)	36%	22%	+14%
Recommending South Kesteven District Council			
Proportion of respondents who would recommend the landlords Housing Service to other people	34%	33%	+1%

*question not asked in 2023/24

- 2.6 Table 1 shows that most of the results have remained consistent between 2023/24 and 2024/24 but there has been positive improvements in the results for TP09, TP11 and TP12.
- 2.7 The Housing Team are committed to ensuring that improvements are delivered across service area and Acuity have recommended areas which should be focused on. These are detailed in Table 2 along with the action the Council is already taking.

Table 2: Acuity recommendations and actions which are being taken

Recommendation	Action
Review how complaints are dealt with	The Housing Team has a group which meets monthly to review complaints and actions that can be taken to address the issues raised in the complaint.
Property Maintenance	A Repairs Service Improvement Plan is in place, this was presented to the Housing Overview and Scrutiny Committee on 20 January 2025.

Customer Service and Communication	The Council is working with TPAS, who are tenant engagement experts, to development a Tenant Engagement Improvement Plan which will be presented to the Housing Overview and Scrutiny Committee at a future meeting.
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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 Table 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 Table 2.

5. Appendices

- 5.1 Appendix 1 – Tenant Satisfaction Survey Results