



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Housing Overview and Scrutiny Committee

Thursday, 2 October 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 first wave of Tenant Satisfaction Measures Surveys

Recommendations

The Committee is recommended to:

- Note the results from the first wave of Tenant Satisfaction Measures Surveys**

Decision Information

Does the report contain any exempt or confidential information not for publication?	N (<i>If yes please specify the relevant exemption paragraph</i>)
What are the relevant corporate priorities? (<i>delete as appropriate</i>)	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: Alison Hall-Wright, Deputy 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 annually 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, for 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 are 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. A target was set to complete 275 surveys with 20% online and 80% by telephone interview. At the close of the survey, 275 completed responses were received alongside a further 16 incomplete responses. Of the completed responses, 57% were online and 218 by telephone, resulting in a 21%/79% split.
- 2.6. The results from the survey are presented in Table 1 which provides a comparison of the results received for 2024/25 and for the first tranche of surveys in 2025/26. The 12 mandatory questions are labelled TP01 to TP012 in Table 1.

Table 1: Comparison of TSM results received for 2024/25 and for the first tranche of surveys in 2025/26

Measure	2025/26	2024/25	Difference
Overall Service			
Proportion of respondents who report that they are satisfied with the service provided by their landlord (TP01)	66%	61%	+5%
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%	59%	+7%
Proportion of respondents who report that they are satisfied that their landlord provides a home that is safe (TP05)	77%	69%	+8%
Proportion of respondents who report that they are satisfied that their landlord keeps communal areas clean and well maintained (TP10)	77%	65%	+12%
Repairs and Maintenance			
Proportion of tenants who are satisfied with the way the landlord deals with repairs and maintenance generally	64%	50%	+14%
Proportion of respondents who report that they are satisfied with the overall repairs service from their landlord over the last 12 months (TP02)	79%	66%	+13%
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%	52%	+19%
The Neighbourhood			
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to their neighbourhood (TP11)	61%	59%	+2%

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%	49%	+10%
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)	75%	68%	+7%
Proportion of respondents who report that they are satisfied that their landlord is easy to deal with	68%	61%	+7%
Proportion of respondents who report that they are satisfied with their landlord's approach to complaints handling (TP09)	28%	36%	-8%
Recommending South Kesteven District Council			
Proportion of respondents who would recommend the landlords Housing Service to other people	37%	34%	+3%

- 2.7. Table 1 shows that there has been positive movement on all of the results except for TP07 which has remained the same and TP12 and TP09 where the scores have reduced.
- 2.8. As this is the first year the Council has undertaken the survey in two waves it is difficult to compare these results with the annual survey results as Acuity have identified when undertaking surveys in a number of waves for other landlords, customer satisfaction can fluctuate throughout the year. The comparison with 2024/25 will be more accurate after the second wave of surveys has been completed however there have been some excellent improvement in results.
- 2.9. Further details regarding the surveys results for TP12 and TP09 are as follows:
- TP12 – 107 of the tenants surveyed stated they were dissatisfied with the Councils approach to ASB but the survey does not ask how many of the people being surveyed have experienced ASB. The Council currently has 31 open ASB cases which does not correlate with the number of dissatisfied

tenants. When the second wave of surveys is undertaken the Council will request that Acuity ask how whether people have experienced ASB in the last 12 months as this should provide a clearer position regarding the level of dissatisfaction compared with the reports of ASB

- TP09 – one fifth of the tenants surveyed stated they had submitted a complaint to the Council in the last 12 months and 60% of these tenants were disappointed with the complaints handling, but the survey does not identify how many of these were genuine complaints following a failure of service or service requests which were yet to be actioned. It is disappointing this score has reduced as the Housing team has spent a significant amount of time in improving the complaints service and ensuring that all complaints are now responded to on time. There has also been a reduction in the number of complaints escalated to stage 2 of the complaints process so the Council would have expected this score to increase.

- 2.10. As the Committee is aware the Housing Team are committed to ensuring improvements are delivered across the service area and Acuity has recommended areas which should be focus 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
Responsiveness to non-urgent repairs and the quality of work by some repair staff	On 9 September 2025 Cabinet approved the award of contracts to Foster Property Maintenance Limited and Lukeman Electrical Services Limited to undertake responsive repairs to Council owned dwellings which will increase capacity for the completion of repairs. The Council are currently implementing post inspections of completed works which will review the quality of work undertaken, the target for 2025/26 is 10% post inspections.
Communication regarding the progress of resolving reported issues	The Council will review how it can ensure that tenants are kept updated following issues being reported.

3. Key Considerations

- 3.1. That the Housing Overview and Scrutiny Committee reviews the results of the TSM survey detailed in Table 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.