

South Holland District Council Tenant Satisfaction - 2023/24 Survey Results

South Holland District Council (SHDC) is pleased to present the results of its first Tenant Satisfaction Measure (TSM) survey. The survey, mandated by the Regulator of Social Housing, aimed to gather feedback from tenants regarding their homes and the services provided by the Council as a social landlord, with a focus on understanding residents' views on the service they experience as tenants of South Holland District Council.

The survey is representative of our tenants as a whole and was carried out by telephone to meet the standard for it to be statistically reliable*. Thank you to all 522 tenants who took the time to complete the survey.

We are pleased that almost three quarters of our households are satisfied with our service overall. While a significant proportion of tenants reported satisfaction, there is an opportunity for us to further strengthen efforts in areas such as complaint handling and responding to cases of anti-social behaviour, to create safer and more harmonious communities. We remain committed to continuously improving and delivering exceptional services to our tenants.

*Telephone interviews were conducted with 522 tenants selected via a quota sample out of all SHDC tenant households as per the technical requirements set by the Regulator of Social Housing. This represented 16% of the total SHDC tenant population, and the final results had an error margin of +/- 3.9%. This achieved the stipulated target error margin of +/- 4.0%. Please note that interviews were conducted to a quota sample to ensure that the sample was representative by age, stock, area, property size, household size and length of tenancy. Further information is available at www.gov.uk/government/publications/tenant-satisfaction-measures-faqs

Key Drivers of Satisfaction

1st Treats tenants fairly and with respect

2nd A home that is well maintained

3rd Repairs service received in the last 12 months

4th Listening to tenants and acting on their views

Most tenants feel that they are treated fairly and with respect. However, we can still improve on listening to what you say and taking action where we can.

A well maintained home

The link between the maintenance of the home and the repairs service to overall satisfaction with housing services is strong.

With 86% of respondents feeling safe in their homes, and 71% satisfied that we provide well-maintained homes, it's clear we're meeting many of our tenants' needs. However, there is still room for improvement and we intend to discuss this further with tenants over the next 12 months.

The building

Safety & security gets a rating of 86% from tenants, including 92% of those living in sheltered housing

Only 15% of our tenants have *communal areas*. Amongst those that do, two thirds feel that we keep them clean and well maintained: 68%

Repairs

70% are satisfied with the repairs service received over the last year but somewhat fewer are happy with the time taken to complete that repair (62%)

Working age tenants aged under 50 are the least satisfied group with the repairs service

Communication

84% of tenants feel we treat tenants fairly and with respect. Listening to & acting on tenant's views is also important for overall satisfaction, so it is good that this score is consistent with other landlords at 60%

27% who made a complaint are happy with our response. We recognise we need to improve in this area and have already made changes

73% feel we keep you informed about things that matter to you

Neighbourhoods

66 % feel we make a positive contribution to the neighbourhood

50 % are happy with how we deal with anti-social behaviour, which is similar to other landlords. However, this still means that around a third are dissatisfied and we will be reviewing our policy and processes during 2024/25

What we'll do to improve

We are grateful to our tenants for their valuable feedback, which serves as a catalyst for positive change. Moving forward, we are dedicated to building on our strengths, addressing areas for improvement, and ensuring that our tenants feel valued, heard, and supported.

We will be establishing a variety of ways for tenants to continue to share their feedback with us including inviting tenants to join meetings with Councillors and Housing Staff as well as attending discussions focussed around topics such as anti-social behaviour and repairs.

We have set out our approach to service improvements as part of our new Landlord Strategy available at www.sholland.gov.uk/housing-policies. Quarterly updates on our performance will be published at www.sholland.gov.uk/about-your-landlord.

Thank You ...

... to everyone who took part in the survey. We will continue to take tenant's feedback into consideration when planning improvements to our services.

Didn't complete our survey this time round? We will be running this survey every year, so your chance will come around again. We welcome feedback all year round - further information on how to share your feedback, good or bad, is available at www.sholland.gov.uk/myhome or you can phone us on 01775 761161.

South Holland District Council Tenant Satisfaction Management Measures 2023/24

- 100% of asbestos management surveys completed*
- 100% of gas safety checks completed*
- 100% of fire risk assessments completed*
- 100% of legionella risk assessments completed*
- 100% of communal passenger lift safety checks completed*
- 91.1% proportion of non-emergency repairs completed within target timescale of 28 days
- 100% of emergency repairs completed within timescale
- 2.53% of homes do not meet the decent homes standard
- 9.69 stage one complaints received per 1,000 homes
- 48.65% proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. (We have already made changes to improve our complaint handling processes).
- 29.09 anti-social behaviour cases opened (per 1,000 homes)
- 0.524 anti-social behaviour cases opened involving hate incidents (per 1,000 homes)

*completed on required properties