

TENANT SURVEY

YOUR VOICE MATTERS

What we heard and what we're doing

Thank you to everyone who took the time to complete last year's Tenant Satisfaction survey.

Between July and September 2024, 588 of you shared your views on the housing services we provide.

This survey is part of the Regulator of Social Housing's Tenant Satisfaction Measures (TSMs), which all social landlords must report on.

As our Housing Promise sets out, we are committed to putting you and your safety at the heart of everything we do.

Below is the Tenant Survey results from last year, showing how satisfaction has changed compared to the previous year.

We've used icons to highlight where there has been a meaningful change, defined as a 2% or more increase or decrease in satisfaction.

Alongside the results, you'll find what we have achieved over the past year and the actions we are taking to make further improvements.

Thank you for your ongoing involvement. Your feedback helps us understand what's working well and where we need to do better.



Tenant Satisfaction Measure		Percentage of satisfaction		
		2024/25	2023/24	
TP01	Overall satisfaction	71.93%	71.40%	—
TP02	Satisfaction with repairs	75.23%	73.90%	↑
TP03	Satisfaction with time taken to complete most recent repair	72.56%	67.40%	↑
TP04	Satisfaction that the home is well maintained	66.84%	71.40%	↓
TP05	Satisfaction that the home is safe	71.58%	74.80%	↓
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	47.47%	47.10%	—
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	61.18%	63.70%	↓
TP08	Agreement that the landlord treats tenants fairly and with respect	68.99%	69.90%	—
TP09	Satisfaction with the landlord's approach to handling complaints	24.50%	31.10%	↓
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	60.12%	56.30%	↑
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	42.58%	43.00%	—
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	38.41%	40.10%	↓

If you would like to read the full report on the survey results, please visit canterbury.gov.uk/yourhousingservice

Below are some key areas that you told us needed improvement, with an update on what we're already doing to change the way we work.

Listening to your views

(TSM: TP06)

What you told us: You want your voice to be heard and see real change from your feedback.

What we did:

- Created a new Communications Group and strengthened how we work with tenant groups like the Resident Engagement Panel (REP), Independent Living Forum and Disability Forum
- Held four community days in neighbourhoods with local agencies
- Carried out a full tenant engagement review and launched a new framework based on your ideas
- Involved tenants in the early stages of developing the council's Consultation and Engagement Strategy, ensuring your views were heard in a key council document
- Tenants helped shape the new repairs contract with CARDO

What's next:

- Combine estate inspections and community days to get the most out of our visits
- Encourage tenants to update their contact information, so we can reach more people digitally and expand our reach to involve a more diverse range of tenants
- Offer more ways to get involved, including hybrid meetings and better online communication
- Draft a new Tenant Handbook, in collaboration with tenants, to ensure it aligns with your needs and provides useful, clear information
- Regularly update REP with how we're using your feedback to improve services

Handling complaints

(TSM: TP09)

What you told us: You want a simpler complaints process and to see that your complaints lead to real improvements.

What we did:

- Trained staff on the new complaints code to improve how we handle complaints
- Updated the online complaint form with clear expectations for tenants
- Started monthly monitoring of complaint response times
- Published a service report online with council responses
- Shared learning from complaints regularly with tenant panels, staff and councillors
- Promoted how tenants can contact us and the Housing Ombudsman if needed

What's next:

- Make it easier for all tenants to raise complaints, including those with specific needs
- Introduce a new system to manage complaints more effectively
- Include complaints in all team meetings to improve learning
- Run staff sessions to share real case learnings and improve practice
- Hold detailed reviews of complex complaints to prevent repeat issues
- Use REP feedback to improve how we learn from and respond to complaints

Safety in your home

(TSM: TP05)

What you told us: You want reassurance that your home is safe.

What we did:

- Kept up with all statutory safety checks and compliance
- Monitored building safety closely
- Developed Resident Engagement Strategies (RES) for three high-rise buildings, ensuring residents are informed and involved in building safety

What's next:

- Complete new stock condition surveys
- Include safety standards in new Tenant Handbook
- Continue to involve REP in monitoring safety performance

Repairs and maintenance

(TSM: TP02, TP03, TP04)

What you told us: You expect quicker, better repairs and clear information on what to expect from contractors.

What we did:

- Appointed a new repairs contractor, CARDO, with direct tenant involvement in selecting them
- Made sure the contract focuses on delivering a better service and benefits for the community

What's next:

- Complete and put into practice a clear, easy-to-understand repairs and maintenance policy
- Work with tenants on a new Tenant Handbook to help you know what to expect
- Keep you updated regularly on how well the contractor is performing

Engagement and communication

(TSM: TP07)

What you told us: You want better, clearer communication and more flexible ways to join in.

What we did:

- Ran the Tenant Survey and carried out a full Tenant Engagement Review
- Delivered community days in priority neighbourhoods - reaching families and younger tenants
- Shared tenant newsletters in May and October, shaped with input from our tenant Communications Group
- Worked with tenants to help shape our wider Consultation and Engagement Strategy

What's next:

- Continue to develop and embed our new Tenant Engagement Strategy, clearly setting out our offer and how you can get involved
- Improve digital communication, including a more accessible website
- Make meetings hybrid-friendly so more tenants can take part
- Update community noticeboards to share news and keep everyone connected

Anti-social behaviour (ASB)

(TSM: TP12)

What you told us: ASB needs to be tackled more effectively and communication improved.

What we did:

- Reviewed our ASB policy with help from tenant groups to make sure it works for you
- Built stronger links with local services like police, fire, and social care to tackle problems faster
- Started working closely with the Local Health Alliance, focusing on the Heron ward to help reduce inequalities and improve community safety.

What's next:

- Deliver training for staff to handle ASB cases more effectively and sensitively
- Share clear information with tenants about what counts as ASB and what we can do to help
- Develop a new policy statement specifically on noise nuisance to support the ASB policy
- Work with partner agencies during our summer Community Listening Days to hear your concerns and take action
- Think about quick surveys after ASB cases to check how well we're doing and what we can improve.

Neighbourhoods

(TSM: TP011)

What you told us: You want stronger local teamwork and more direct contact to address your concerns.

What we did:

- Hosted community days in priority neighbourhoods with partner agencies
- Boosted local partnership working, including continuing to work closely with CARD0, our repairs contractor.

What's next:

- Improve teamwork across housing, ASB, and environmental services
- Do a big door knock alongside community days to understand tenant concerns and tackle them directly
- Refresh community noticeboards to keep everyone informed and engaged
- Explore fun tenant-led days to improve shared spaces and bring neighbours together.

Want to get involved?

Carrying out this survey is just one part of how we involve tenants and leaseholders in the housing service. We welcome your feedback anytime – it helps us improve.

If you would like to get more involved, perhaps by taking part in future surveys or joining one of our panels, please email getinvolved@canterbury.gov.uk and we'll get back to you with more information.

The council's complaints procedure and policy can be found at [canterbury.gov.uk/complaints](https://www.canterbury.gov.uk/complaints). You can make a complaint online, by calling **01227 862 000**, or by writing to us at **Canterbury City Council, 14 Rose Lane, Canterbury, CT1 2UR**.

If you need any support to get involved or make a complaint, please let us know – we're here to help.