



# Tenant Survey 2024

## Consultation responses

### 1. Introduction

Canterbury City Council's (CCC) annual Tenant Survey took place between July and September 2024.

The survey collects data on tenant satisfaction measures (TSMs), which assess how well the council is performing as a social housing landlord.

The TSMs are designed to give tenants a clear view of the council's performance in key areas such as repairs, building safety, tenant engagement, complaints handling and neighbourhood management. These measures are also used by the Regulator of Social Housing to monitor performance and identify areas of improvement.

A total of **588 responses** were received.

## 2. Executive summary

- The Tenant Survey ran between July and September 2024, marking the council's second annual survey following the first in 2023.
- A total of 588 responses were received, providing valuable insight into tenant perceptions of the council's housing services.
- The survey assessed tenant satisfaction across key areas, including repairs, building safety, tenant engagement, complaints handling and neighbourhood management.
- Overall, 70% of tenants were satisfied with the council as their landlord, a slight decrease from 71% in 2023, while 17% expressed dissatisfaction.
- Satisfaction with the council's repairs service improved from 66% in 2023 to 74% in 2024, though 13% remain dissatisfied with the time taken to complete repairs.
- Regarding home safety, 70% feel their homes are safe, a small decline from 75% in 2023, while 16% are dissatisfied.
- Overall, 60% of tenants are satisfied with the maintenance of communal areas, an increase from 56% in 2023.
- Satisfaction with complaints handling remains low, with only 24% satisfied. This is consistent with 2023 results as 64% were dissatisfied.
- Around half of respondents believe the council listens to their views, an improvement from 42% in 2023, though 54% feel further improvements are needed.
- Regarding anti-social behaviour (ASB), 37% are satisfied with the handling of ASB, aligning with last year's findings.

### 3. Consultation methodology

The annual Tenant Survey took place between July and September 2024. The following methods were used to seek views:

- € an online questionnaire, which received 516 responses
- € a paper version of the questionnaire, 72 were returned.

The consultation was promoted in the following ways:

- € written correspondence to all social housing tenants (4,923 tenants)
- € an article on the council's newsroom site
- € email notification to involved tenants
- € promotion at various tenant panel meetings, including the Resident Engagement Panel, Independent Living Forum and Disability Forum.

A total of 588 responses were received, equating to a response rate of 11.9%.

Based on the total number of current tenants and the number of survey responses received, the results of the survey are statistically valid to a margin of +/- 3.9% at the 95% confidence interval.

In other words, if every tenant completed the survey, the answer given by 70% of them would be no less than 66.1% below the survey results and no more than 73.9% above the survey results.

To help with interpretation, the subsequent findings in the report are expressed as consistently as possible.

All results are expressed as percentages, rounded to the nearest decimal point. Please note, this means percentages may not up to 100% in all cases.

## 4. Findings

*NB: Percentages have been rounded to the nearest decimal point*

### 4.1. Questionnaire responses

#### 4.1.1. Respondent profile

Most respondents were broadly over the age of 55.

Age	Percentage
Under 18	-
18 to 25	1% (5)
26 to 34	3% (17)
35 to 44	9% (50)
45 to 54	8% (48)
55 to 64	19% (114)
65+	56% (327)

*NB: 27 (4.6%) respondents did not give their age*

Over three quarters of respondents were female.

Gender	Percentage
Male	33% (192)
Female	61% (360)
Prefer to self-describe (for example, non-binary, gender fluid etc)	-

*NB: 36 (6.1%) respondent did not give their gender*

#### 4.1.2. Summary of key findings

Breakdown of TSM results (CCC)									
Tenant Satisfaction Measure		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know	Percentage of satisfaction	2023 Result (percentage of satisfaction)
TP01	Overall satisfaction	31.93%	40%	9.82%	9.3%	8.07%	0.88%	71.93%	71%
TP02	Satisfaction with repairs	46.48%	28.75%	7.95%	7.34%	8.87%	0.61%	75.23%	74%
TP03	Satisfaction with time taken to complete most recent repair	46.95%	25.61%	8.23%	5.49%	12.80%	0.91%	72.56%	67%
TP04	Satisfaction that the home is well maintained	33.33%	33.51%	13.58%	10.05%	7.76%	1.76%	66.84%	71%
TP05	Satisfaction that the home is safe	40.73%	30.85%	11.79%	7.63%	8.15%	0.87%	71.58%	75%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	19.90%	27.57%	23.73%	9.95%	13.61%	5.24%	47.47%	47%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	27.04%	34.14%	19.58%	8.84%	7.28%	3.12%	61.18%	64%
TP08	Agreement that the landlord treats tenants fairly and with respect	27.00%	41.99%	14.46%	8.36%	6.45%	1.74%	68.99%	70%
TP09	Satisfaction with the landlord's approach to handling complaints	7.28%	17.22%	8.61%	22.52%	43.05%	1.32%	24.50%	31%
TP10	Satisfaction that the landlord keeps	25.81%	34.31%	9.97%	14.08%	15.54%	0.29%	60.12%	56%

	communal areas clean and well maintained								
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	14.66%	27.92%	25.97%	11.31%	10.42%	9.72%	42.58%	43%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	16.46%	21.95%	25.49%	9.91%	11.50%	14.69%	38.41%	40%

TSM results – comparison across East Kent neighbours											
Tenant Satisfaction Measure		Canterbury City Council		Folkestone & Hythe District Council		Dover District Council		Ashford Borough Council		Thanet District Council	
		23/24	24/25	23/24	24/25	23/24	24/25	23/24	24/25	23/24	24/25
TP01	Overall satisfaction	71%	71.93%	71%	70.00%	68.00%	77.25%	63.20%	59.20%	75.00%	-
TP02	Satisfaction with repairs	74%	75.23%	72%	67%	72.80%	78.67%	64.70%	61.50%	77.80%	-
TP03	Satisfaction with time taken to complete most recent repair	67%	72.56%	66%	63%	68.70%	65.88%	59.00%	53.40%	75.00%	-
TP04	Satisfaction that the home is well maintained	71%	66.84%	70%	65%	64.40%	74.45%	65.80%	61.10%	71.30%	-
TP05	Satisfaction that the home is safe	75%	71.58%	78%	70%	70.20%	80.80%	72.00%	68.70%	69.00%	-
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	47%	47.47%	55%	54%	53.90%	58.78%	48.60%	44.80%	59.40%	-
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	64%	61.18%	71%	61%	59.50%	64.26%	59.70%	59.60%	66.50%	-
TP08	Agreement that the landlord treats tenants fairly and with respect	70%	68.99%	72%	68%	71.10%	77.99%	67.00%	60.10%	72.70%	-
TP09	Satisfaction with the	31%	24.50%	34%	27%	34.20%	48.30%	27.00%	24.90%	34.20%	-

	landlord's approach to handling complaints										
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	56%	60.12%	70%	64%	55.20%	59.59%	61.60%	55.60%	52.90%	-
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	43%	42.58%	59%	53%	51.20%	51.11%	52.40%	49.60%	55.30%	-
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	40%	38.41%	54%	48%	49.30%	48.01%	44.60%	48.30%	51.60%	-



#### 4.1.3. Overall satisfaction (TP01)

Most tenants expressed satisfaction with the council's services as a landlord, with 70% of respondents reporting they were either 'very satisfied' (31%) or 'fairly satisfied' (39%).

Around 9% felt neutral, while 17% were dissatisfied, including 8% who were 'very dissatisfied.' A small proportion of respondents (1%) were unsure, and 3% chose not to respond.

Compared to the 2023 survey results, overall satisfaction remains relatively stable, showing a slight decline from 71% to 70%. While the percentage of 'very satisfied' tenants decreased slightly, the proportion of dissatisfied tenants (17%) has remained consistent, signalling ongoing areas for improvement in tenant services.

#### 4.1.4. Keeping properties in good repair (TP02, TP03, TP04)

Just over half of respondents (56%) reported that the council had carried out a repair to their home in the last 12 months, while 34% stated that no repairs had been completed, and 4% were unsure.

Among those who had experienced repairs, 74% were satisfied with the council's overall repair service, with 46% being 'very satisfied' and 28% 'fairly satisfied.' However, 16% were dissatisfied, and 8% neither satisfied nor dissatisfied.

Satisfaction with repairs has shown an improvement from 2023, increasing from 66% to 74%. This suggests the council has made positive strides in addressing repair services. However, dissatisfaction remains at 16%, indicating further efforts may be needed to enhance the repairs experience for tenants.

When asked about the time taken to complete their most recent repair, 72% were satisfied, including 47% who were 'very satisfied' and 25% who were 'fairly satisfied.' Dissatisfaction was slightly higher here, with 13% expressing dissatisfaction, and 8% remaining neutral.

This represents a notable increase in satisfaction compared to the previous year's 67%, suggesting improvements in repair completion times.

In terms of the overall maintenance of homes, 64% of tenants were satisfied that the council provides a well-maintained home, with satisfaction evenly split between 'very satisfied' (32%) and 'fairly satisfied' (32%). Meanwhile, 17% were dissatisfied, and 13% were neutral.

This figure remains stable compared to the 2023 result of 64%, showing consistency in tenant perception of home maintenance.

#### 4.1.5. Building safety (TP05)

Feedback on building safety was largely positive, with 70% of tenants reporting satisfaction. Of these, 40% were 'very satisfied, and 30% were 'fairly satisfied.' Around 12% of respondents were neutral, and 8% expressed dissatisfaction. Only 2% of respondents either did not know or chose not to answer.

Satisfaction with building safety has slightly decreased compared to the 2023 figure of 75%. While the majority of tenants remain satisfied, this decline highlights a potential area for further investigation to ensure tenants feel secure in their homes.

#### 4.1.6. Respectful and helpful engagement (TP06, TP07, TP08)

When asked if the council listens to tenants' views and acts upon them, responses were mixed. While 46% were satisfied (19% 'very satisfied,' 27% 'fairly satisfied'), 23% felt dissatisfied, and 23% were neutral.

This is a slight improvement from the 2023 survey, where 42% of respondents expressed satisfaction. However, dissatisfaction levels remain consistent, suggesting the council should prioritise engaging more effectively with tenants and acting on their feedback.

The council's efforts to keep tenants informed were received more positively, with 60% expressing satisfaction. This included 27% who were 'very satisfied' and 34% who were 'fairly satisfied.' However, 16% were dissatisfied, while 19% felt neutral on the matter.

This result aligns closely with the previous year's satisfaction level of 64%, showing little change over time.

When asked whether the council treats tenants fairly and with respect, 67% agreed, with 26% 'strongly agreeing' and 41% 'tending to agree.' Meanwhile, 15% disagreed, and 14% were neutral.

This result is slightly lower than the 2023 finding of 70%, signaling a marginal decline in tenants' perception of fairness and respect.

#### 4.1.7. Effective handling of complaints (TP09)

Only 26% of respondents reported making a complaint to the council in the past year. Among these, satisfaction with the complaints process was low, with just 24% satisfied overall (7% 'very satisfied' and 17% 'fairly satisfied'). In contrast, 63% were dissatisfied, including 42% who were 'very dissatisfied.' Neutral responses accounted for 8%, while 4% of respondents either did not know or did not reply.

Satisfaction with complaint handling remains low and shows little change from the previous year, where only 31% expressed satisfaction. The consistently high dissatisfaction levels indicate this remains a key area for improvement.

The survey gathered qualitative feedback on complaints handling, with tenants highlighting key areas of concern:

- Lack of communication: complaints: 23 comments
- Long waiting times for repairs: 13 comments
- Anti-social behaviour (ASB) concerns: 13 comments
- Absent or poor communication: 12 comments
- Lack of communication: repairs: 12 comments
- Noise complaints: 9 comments
- Unsatisfactory repairs: 8 comments
- Slow response to complaints or requests: 6 comments
- Unsuitable housing: 6 comments
- Lack of communication: waste: 5 comments
- Equality with vulnerable tenants: 5 comments
- Garden maintenance: 5 comments
- General negative comments: 3 comments
- Fast response to complaints or requests: 3 comments
- General positive comments: 2 comments
- Enforcement: 2 comments
- Poor tenant engagement: 1 comment
- Increase verbal or in-person communication: 1 comment
- Climate and environment concerns (pollution): 1 comment
- Poor contractor quality: 1 comment
- Disabled accessibility issues: 1 comment

#### 4.1.8. Responsible neighbourhood management (TP10, TP11, TP12)

More than half of respondents (58%) lived in buildings with communal areas maintained by the council. Of these, 60% were satisfied with the cleanliness and maintenance of these spaces, with 26% being 'very satisfied' and 34% 'fairly satisfied.' However, 29% expressed dissatisfaction, and 10% were neutral.

This represents an improvement from 2023, where satisfaction with communal areas was lower at 56%. The council's efforts to maintain these spaces appear to be yielding positive results, although dissatisfaction remains a challenge.

When asked about the council's contribution to their neighborhood, responses were more mixed. While 41% were satisfied (14% 'very satisfied' and 27% 'fairly satisfied'), 21% were dissatisfied, 25% felt neutral and 9% were unsure.

This is consistent with the 2023 result of 43%, suggesting tenant perceptions of neighborhood contributions have remained largely unchanged.

Satisfaction with the council's handling of anti-social behavior was similarly divided. Around 37% were satisfied (16% 'very satisfied,' 21% 'fairly satisfied'), while 21% were dissatisfied. Neutral responses accounted for 25%, and 14% of respondents were unsure.

This is in line with the 2023 result of 40%, highlighting limited progress in addressing anti-social behaviour concerns.

#### 4.1.8. Other comments

The final survey question invited tenants to share general feedback on their housing service. The key themes were:

- Communal, garden, and public space problems: 67 comments
- Poor response or communication: 46 comments
- Substandard housing conditions: 40 comments
- Unfixed, slow, or substandard repairs: 39 comments
- Anti-social behaviour (ASB) concerns: 28 comments
- Increase in-person communication or inspections: 10 comments
- Disabled accessibility issues: 9 comments
- Good property in general: 9 comments
- Good attitude from officers: 8 comments
- Contractor quality concerns: 6 comments
- Allocation or transfer problems: 6 comments
- Security concerns: 5 comments
- Good response to requests: 4 comments
- Digital accessibility or phone system problems: 4 comments
- Good neighbourhood: 3 comments
- Good general feedback: 3 comments
- Rent concerns: 3 comments
- Disability parking issues: 2 comments
- More parking: 2 comments
- Wasted energy concerns: 1 comment
- Too many unused properties: 1 comment

## 5. Conclusions

The 2024 Tenant Survey has provided valuable insights into tenant satisfaction with Canterbury City Council's housing services, building upon the findings from the first survey conducted in 2023. While there are areas of improvement, the results highlight both progress made and ongoing challenges.

Satisfaction levels across key areas, such as overall services (70%), repairs (74%) and communal area maintenance (60%) indicate positive steps forward compared to the previous year.

However, areas such as complaints handling, where satisfaction remains low at 24%, highlight the need for continued focus and improvement.

Similarly, while satisfaction with tenant engagement has improved slightly, the findings suggest further efforts are required to ensure tenants feel their views are heard and acted upon.

These findings, alongside the expectations of the Consumer Standards and the recent Tenant Engagement Review consultation results, will be instrumental in shaping the council's next steps and driving meaningful improvements to its housing services.