



2023 Tenant Survey

Report of findings



Authors Lizzie Norcott, Policy Officer (Engagement)

getinvolved@canterbury.gov.uk

Date January 2024

Contents

Introduction	3
About the survey	3
Summary of key findings table	4
Overall satisfaction	6
Satisfaction with the overall service provided by Canterbury City Council	6
Repairs completed in the last 12 months	6
Repairs	7
Satisfaction with the repair service in the last 12 months	7
Satisfaction with time taken to complete most recent repair	7
Satisfaction that the home is safe	8
Communication	10
Satisfaction that the landlord listens to tenant views and acts upon them	10
Satisfaction that the landlord keeps tenants informed about things that matter to them	11
Landlord treats tenants fairly and with respect	11
Complaints	12
Satisfaction with the landlord's approach to handling complaints	12
Comments from tenants on their experience with how the council handles complaints	12
Communal areas	13
Satisfaction that the landlord keeps communal areas clean and well maintained	13
Neighbourhood	14
Satisfaction that the landlord makes a positive contribution to neighbourhoods	14
Satisfaction with the landlord's approach to handling anti-social behaviour	15
The respondents who are satisfied live in Herne Bay, those who are dissatisfied live in Canterbury. Tenants were asked if there is anything else they would like to feedback on the housing service, good or bad.	15
Summary	16
Respondent Profile	17
Age	17
Gender	17
Ethnicity	18
Disability	18
Disability - further details	18
Sexual orientation	19
Adults aged 18 or over living at property	20
Children aged 17 or under living at property	20
Occupation	21

Introduction

About the survey

This report sets out the results of the tenant survey sent to all tenants in June 2023. This is the first survey the council has carried out under the new Tenant Satisfaction Measures set by the Regulator of Social Housing.

The survey was sent to all 4,932 current social housing tenants who had until the end of August to respond.

We received a total of 699 responses, equating to a response rate of 14.18%.

Recipients could either reply online or return a paper version of the survey. The reply rates from each method are shown below:

Online replies	79	18.5%
Paper replies	620	81.5%
Total replies	699	14.15%

General needs	454	64.9%
Hostel	-	-
Non HRA property	1	0.1%
Semi Sheltered	92	13.2%
Sheltered	119	17.0%
Sheltered Plus	31	4.4%
No reply	2	0.3%

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 error of +/- 3.43% at the 95% confidence interval.

In other words, if every tenant completed the survey, the answers given by 95% of them would be no less than 3.43% below the survey results and no more than 3.4% above the survey results.

To help with interpretation, results are expressed as consistently as possible throughout the report.

All results are expressed as percentages, rounded to the nearest decimal point.

Please note, this means percentages may not add up to 100% in all cases.

SUMMARY OF APPROACH

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1105482/20220913_Annex5_TSM_Tenant-Survey-Requirements.pdf pg 15

Summary of key findings table

[Link to summary table, including benchmarking data](#)

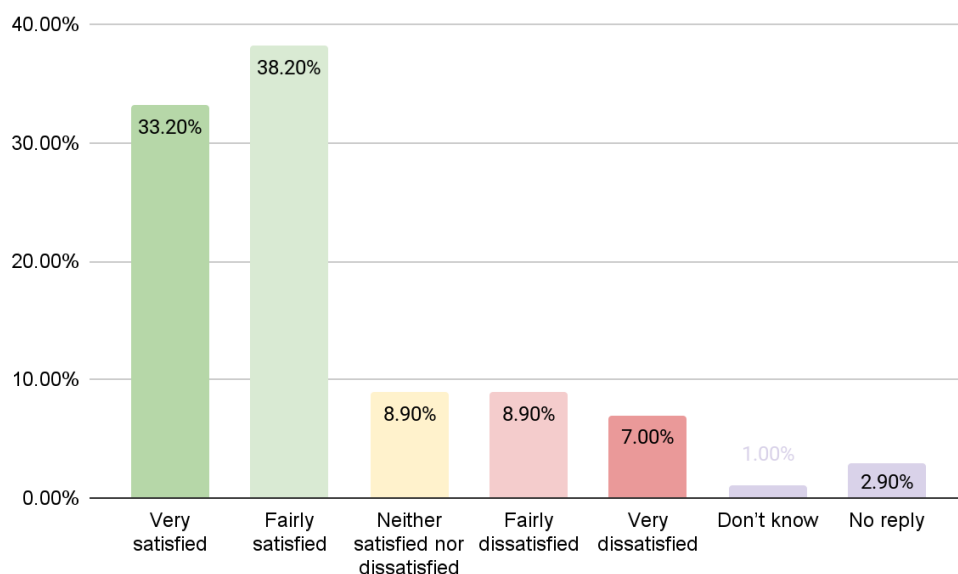
Tenant Satisfaction Measure		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know	No reply	Percentage of Satisfaction	2021 Result (Percentage of Satisfaction)
TP01	Overall satisfaction	33.20 %	38.20 %	8.90 %	8.90 %	7.00 %	1.00 %	2.90 %	71.40 %	71.40 %
TP02	Satisfaction with repairs	45.80 %	28.10 %	6.00 %	8.90 %	10.10 %	0.20 %	1.00 %	73.90 %	66.50 %
TP03	Satisfaction with time taken to complete most recent repair	40.80 %	26.60 %	6.70 %	9.60 %	15.80 %	0.20 %	0.20 %	67.40 %	No data
TP04	Satisfaction that the home is well maintained	36.80 %	34.60 %	10.00 %	9.90 %	7.40 %	0.70 %	0.60 %	71.40 %	No data
TP05	Satisfaction that the home is safe	40.60 %	34.20 %	9.60 %	7.20 %	7.40 %	0.60 %	0.40 %	74.80 %	77.50 %
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	18.60 %	28.50 %	22.20 %	12.20 %	11.20 %	6.70 %	0.70 %	47.10 %	42.30 %
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	27.50 %	36.20 %	17.20 %	7.90 %	8.00 %	2.70 %	0.60 %	63.70 %	64.20 %
TP08	Agreement that the landlord treats tenants fairly and with respect	30.30 %	39.60 %	15.90 %	6.20 %	3.90 %	2.40 %	1.70 %	69.90 %	No data
TP09	Satisfaction with the landlord's approach to handling complaints	8.30 %	22.80 %	16.10 %	17.80 %	32.20 %	0.60 %	2.20 %	31.10 %	No data

TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	28.40 %	27.90 %	10.30 %	12.70 %	18.30 %	1.70%	0.70%	56.30 %	No data
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	16.00 %	27.00 %	23.30 %	10.00 %	10.70 %	10.40 %	2.40%	43.00 %	74.20 %
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	17.50 %	22.60 %	22.90 %	8.60%	12.00 %	14.30 %	2.10%	40.10 %	No data

Overall satisfaction

Satisfaction with the overall service provided by Canterbury City Council

The majority of respondents are satisfied with the service provided by Canterbury City Council with 71.4% stating that they are either very or fairly satisfied. This is down 6.3% compared to 2021 results.



More than 70% of those in flats said they're either very or fairly satisfied with just over 16% saying they're dissatisfied.

The people with the most dissatisfaction are those that live in houses.

Most people that responded to say they were very satisfied with the service, also said that they're satisfied with the repairs service.

However, nearly 30% of respondents who said they fairly satisfied with the service provided said that they are very dissatisfied with the repairs service

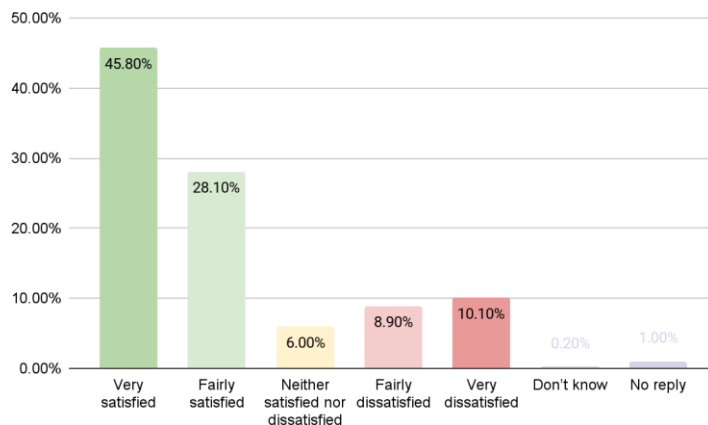
Repairs completed in the last 12 months

A total of 59.7% of respondents have had a repair completed in the last 12 months, while 34.3% have not had a repair completed. This relates to the satisfaction data below.

Repairs

Satisfaction with the repair service in the last 12 months

The majority of respondents said they're satisfied with the overall repairs service, this has increased by 7.4% compared to the 2021 survey.

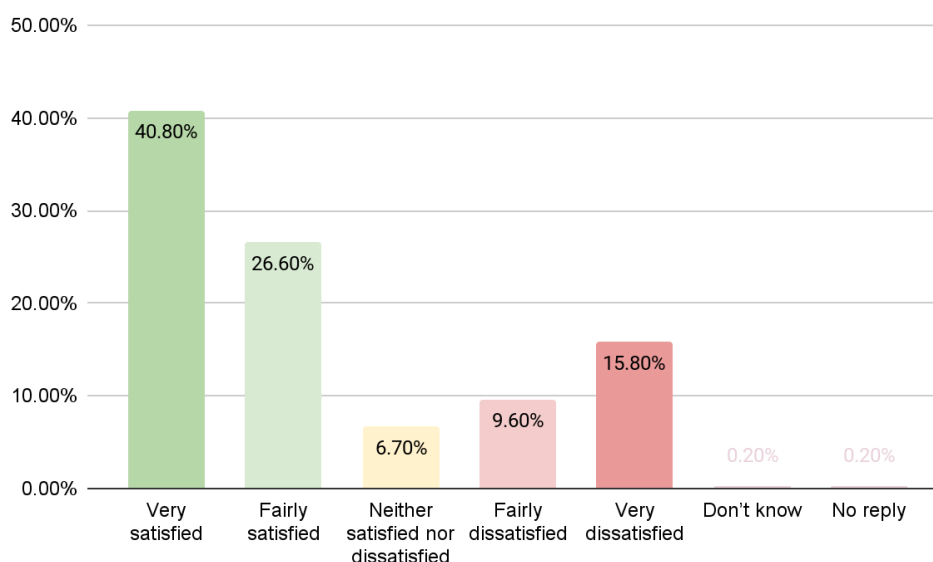


Respondents that said they're dissatisfied with the repairs service also said they're dissatisfied with the council's approach to handling complaints.

This data links to that of safe homes. The respondents who said that they're home feels safe also said they're happy with the repairs service.

Satisfaction with time taken to complete most recent repair

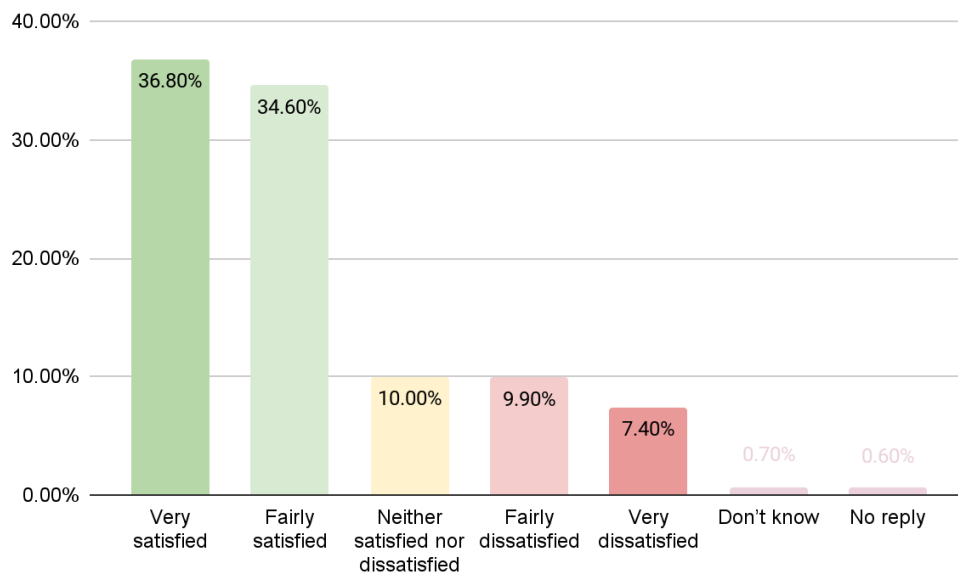
Over 66% of respondents said they're satisfied to some extent with the time taken to complete repairs. This is a new question added to the survey, so we don't have comparison data from 2021.



Respondents who were satisfied with the time taken are also satisfied with the overall service provided. This also links with the responses to complaints with over 73% of respondents stating that they were satisfied with complaints.

Satisfaction that the council provides a well-maintained home

The majority of respondents said they are satisfied the council provides a well-maintained home. We didn't ask this question in the 2021 survey therefore have no comparison data.

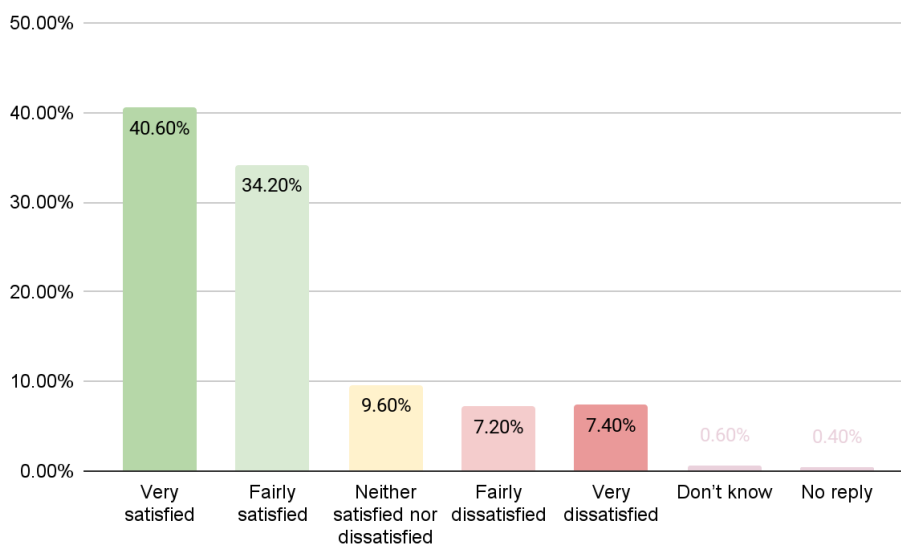


Over 27% of respondents who said they are satisfied that the council provides a well maintained home said they were dissatisfied with the overall repairs service.

The majority of respondents who are satisfied live in bungalows (75.9%), the respondents who are dissatisfied live in maisonettes (57.2%).

Satisfaction that the home is safe

The majority of respondents said they are satisfied that their home is safe, which has decreased by 2.7% compared to 2021 survey data.



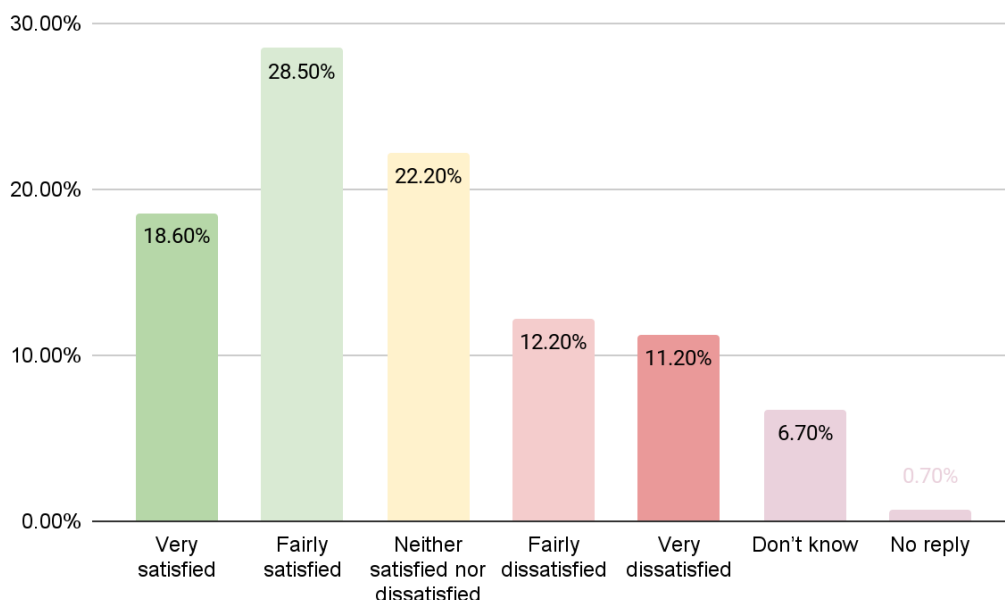
People in bungalows are most satisfied that their home is safe (82.3%), compared to those in maisonettes who are dissatisfied that their home is safe (42.8%).

This data links with that of the overall service provided by the council, those that are satisfied to some extent are also satisfied with the service provided.

Communication

Satisfaction that the landlord listens to tenant views and acts upon them

The responses are mixed for this question, the majority of respondents are either fairly satisfied or neither. This has increased by 4.8% compared to the 2021 survey data.



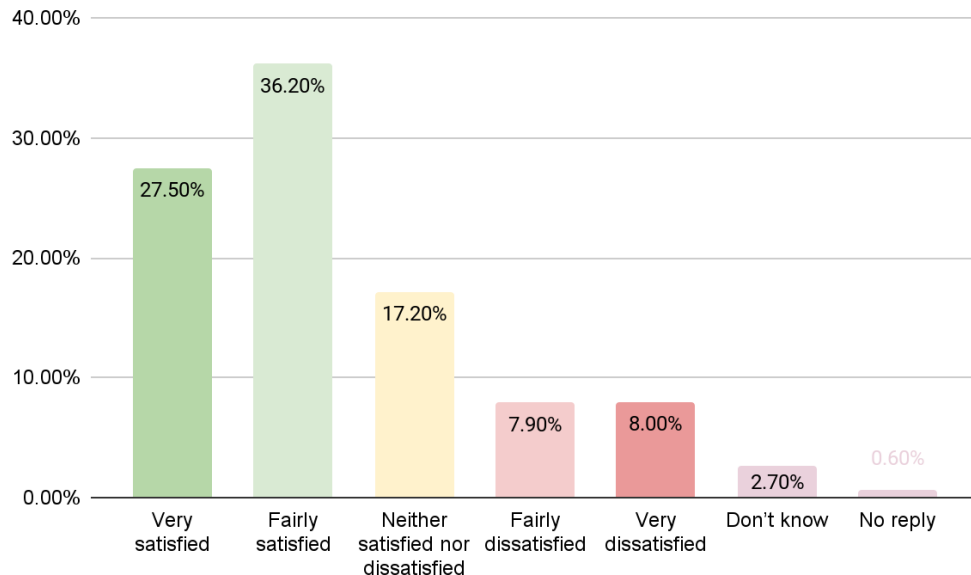
This data links with that of the overall service, those who are dissatisfied to some extent with the council listening to them, they're also dissatisfied with the overall service provided. This is also the same for the data on complaints.

The majority of respondents who feel listened to live in bungalows (55.3%), respondents who don't feel listened to live in maisonettes (35.7%).

Respondents who are most satisfied live in Whitstable and the least satisfied live in Herne Bay.

Satisfaction that the landlord keeps tenants informed about things that matter to them

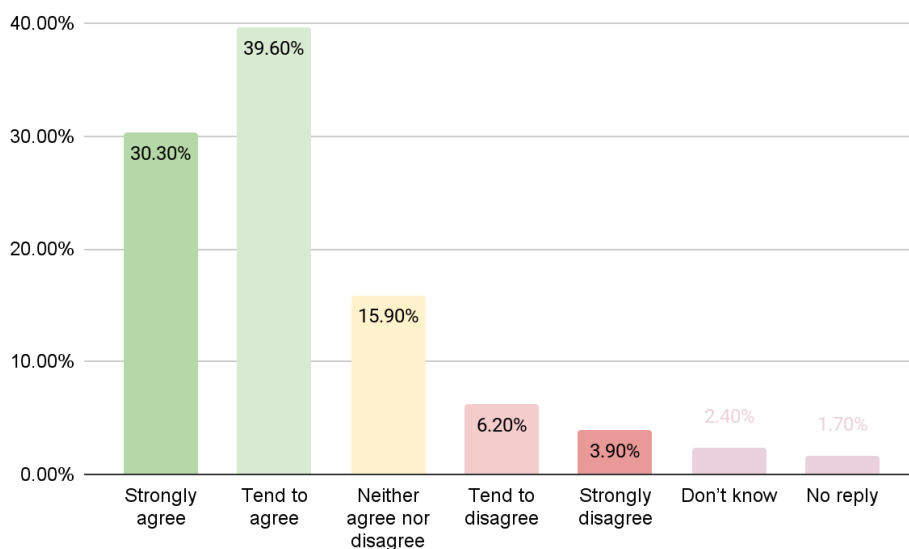
The majority of respondents are satisfied to some extent that the landlord keeps them informed. This has decreased by 0.5% compared to 2021 survey data.



The respondents to this question also responded similarly to the council listening to their views. This data also links to those that responded with the complaints data.

Landlord treats tenants fairly and with respect

The majority of respondents said they are satisfied to some extent. We didn't ask this question in the 2021 survey therefore don't have the comparison data available.



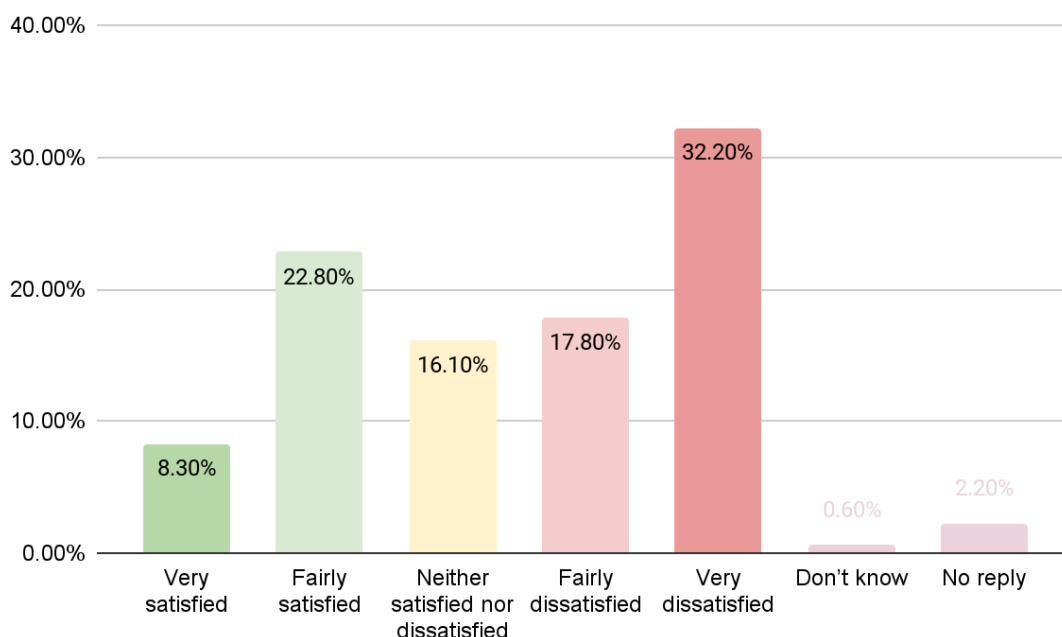
The respondents who are most satisfied that the council treats them fairly live in Whitstable, those dissatisfied live in Canterbury.

Complaints

Tenants were asked if they had made a complaint in the last 12 months. A total of 25.8% said yes and 68.5% responded no. This relates to the complaints data below.

Satisfaction with the landlord's approach to handling complaints

The majority of respondents said they were very dissatisfied with the approach to handling complaints. We didn't ask this question in the 2021 survey, therefore have no comparison data.



The respondents most satisfied live in Whitstable (40.7%), those that are dissatisfied with complaints live in Herne Bay (59.4%).

Comments from tenants on their experience with how the council handles complaints

We received a total of 147 comments, the main response was that nothing has been resolved after reporting complaints and that tenants don't feel listened to.

The majority of comments highlighted issues experienced rather than positive feedback.

The following comments were received:

- Nothing resolved when complained (74 comments)
- Not listened to (65 comments)
- Repairs taking too long (43 comments)
- Service has been good (13 comments)
- Anti-social behaviour (ASB) complaints need to be dealt with quicker (10 comments)
- Difficult to get in contact with someone (10 comments)
- Damp and mould issues not sorted (9 comments)
- Bins are not collected on time (7 comments)
- Grounds maintenance is poor (5 comments)
- Too much blame put on contractors (3 comments)
- Don't trust CCC (2 comments)

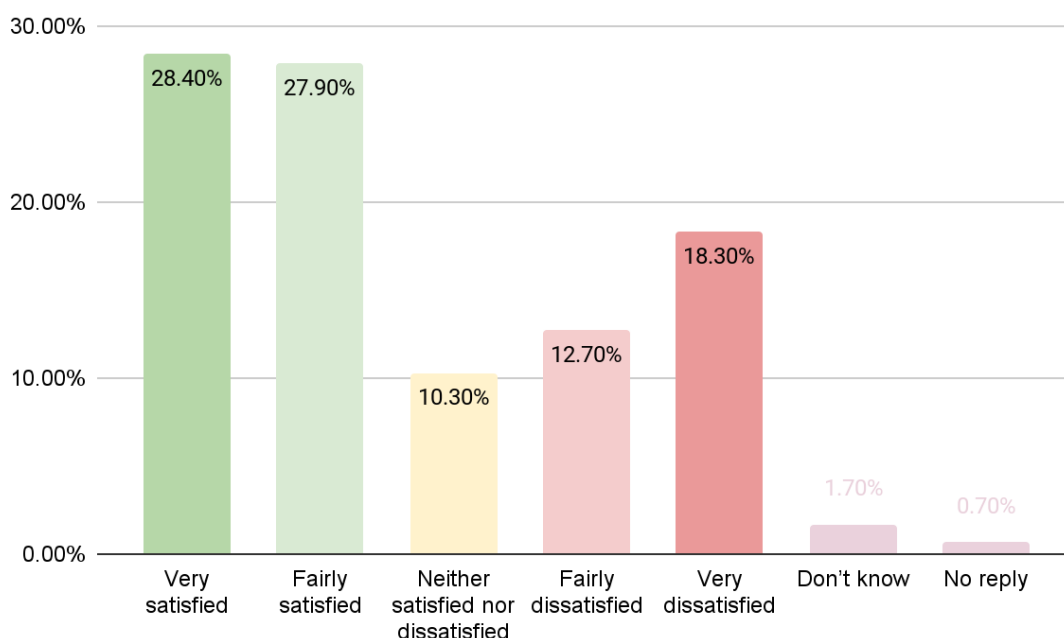
- Pest control should be a council responsibility (1 comment)

Communal areas

Tenants were asked if they live in a building with communal areas, either inside or outside, that Canterbury City Council is responsible for maintaining. Overall, 58.5% of tenants said yes and 38.6% responded no.

Satisfaction that the landlord keeps communal areas clean and well maintained

Regarding the cleanliness of communal areas, the majority of respondents said they are satisfied to some extent. We didn't ask this question in the 2021 survey therefore have no comparison data.

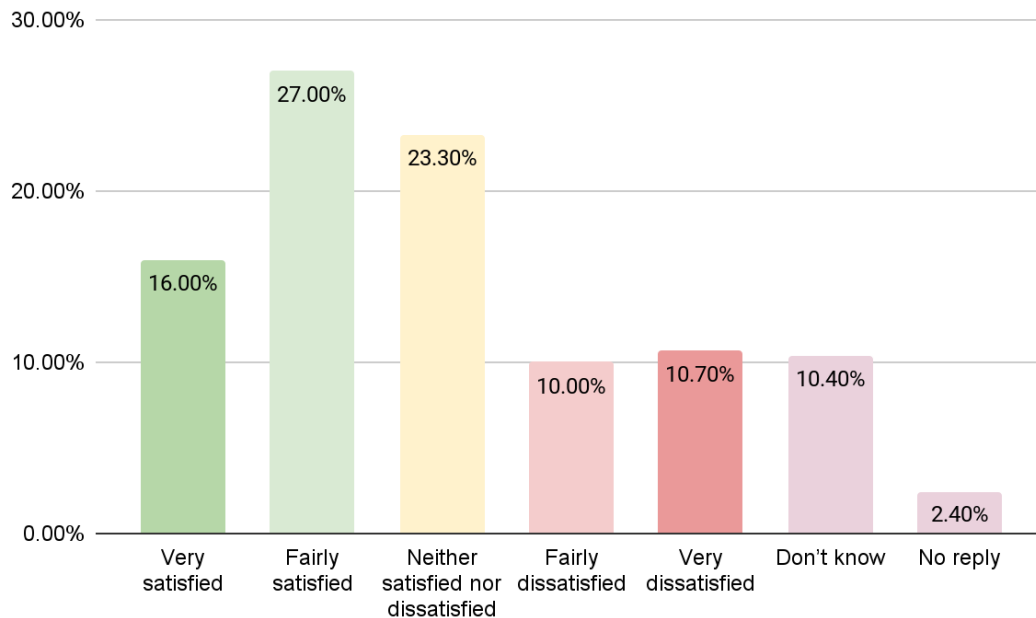


This data links with those that responded to the overall service provided by the council, those that are dissatisfied with maintenance are also dissatisfied with the overall service. This is also the same for the overall repairs service.

Neighbourhood

Satisfaction that the landlord makes a positive contribution to neighbourhoods

The majority of respondents said they were either satisfied or neither with the contribution the council makes to neighbourhoods, this is down 31.2% compared to the 2021 survey data.

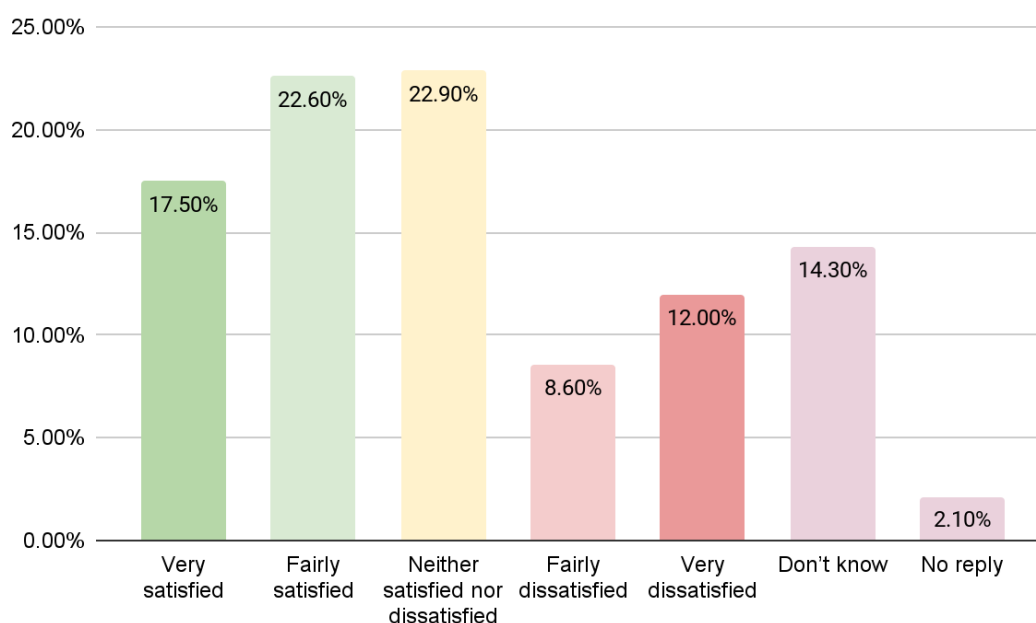


Respondents who said they are fairly satisfied also said they were satisfied with the overall service provided by the council.

The majority of people who are satisfied live in Whitstable whilst those who are dissatisfied or neither live in Canterbury.

Satisfaction with the landlord's approach to handling anti-social behaviour

The majority of respondents are either satisfied to some extent or neither. We didn't ask this question in the 2021 survey therefore have no comparison data.



The respondents who are satisfied live in Herne Bay, those who are dissatisfied live in Canterbury.

Tenants were asked if there is anything else they would like to feedback on the housing service, good or bad.

We received a total of 267 comments, the main theme was around the repairs and grounds maintenance service being poor. The following comments were received:

- Better repairs services needed (61 comments)
- Poor grounds maintenance service (52 comments)
- Received a bad service (44 comments)
- Lack of communication (36 comments)
- Tenants are not listened to (29 comments)
- Very pleased with service received (22 comments)
- Poor cleaning service (20 comments)
- Anti-social behaviour (ASB) not dealt with (14 comments)
- Difficult to contact staff (13 comments)
- Flytipping issues (6 comments)
- Poor independent living service (5 comments)
- Homes need retrofit (3 comments)
- Regular assessments needed to make sure homes are suitable (2 comments)
- Lacking in leadership (2 comments)
- More communication given to leaseholders (1 comment)
- Unacceptable amount of time in temporary accommodation (1 comment)
- Concern for fire safety (1 comment)

Summary

Overall, we received a good response on this tenant survey.

As this is the first one conducted since the new regulations, we don't have much comparison data. For those questions we do have data for, we noticed the level of satisfaction among tenants has decreased since the survey conducted in 2021.

We have the data from neighbouring east Kent Councils and we are either performing better in comparison or equal to. You can see the full data in the table at the beginning of this report (pg. 4).

The area that needs the most improvement is the council's approach to handling complaints as this had a satisfaction level of only 31.1%.

An action plan will be developed with the housing management team to help improve this.

After diving further into the data, we noticed the tenants with the most overall satisfaction are those that live in bungalows, also those that live in Whitstable.

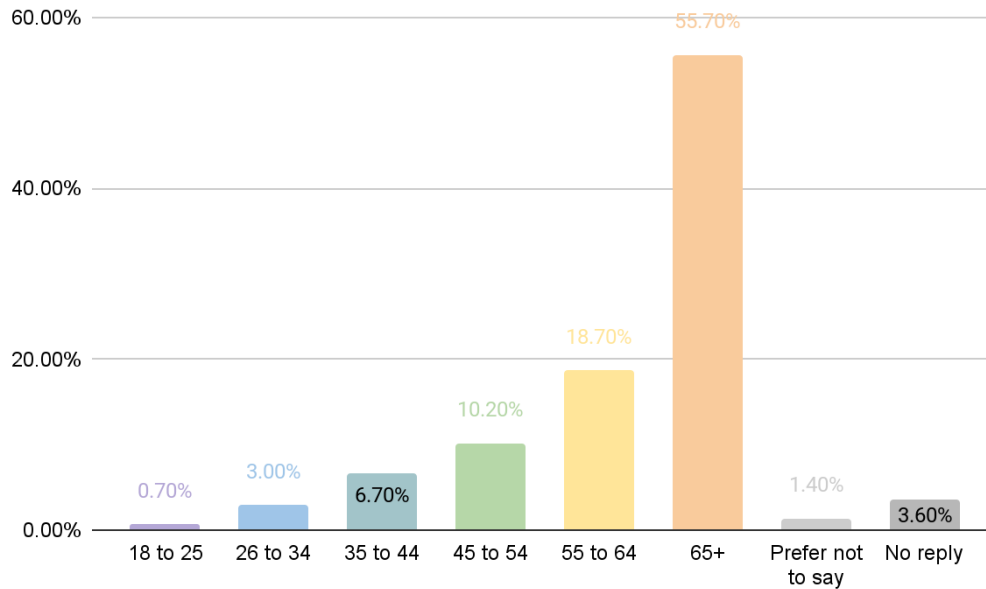
The tenants with the least overall satisfaction are those that live in maisonettes and in Canterbury.

The next tenant survey will be posted out in the summer of 2024.

Respondent Profile

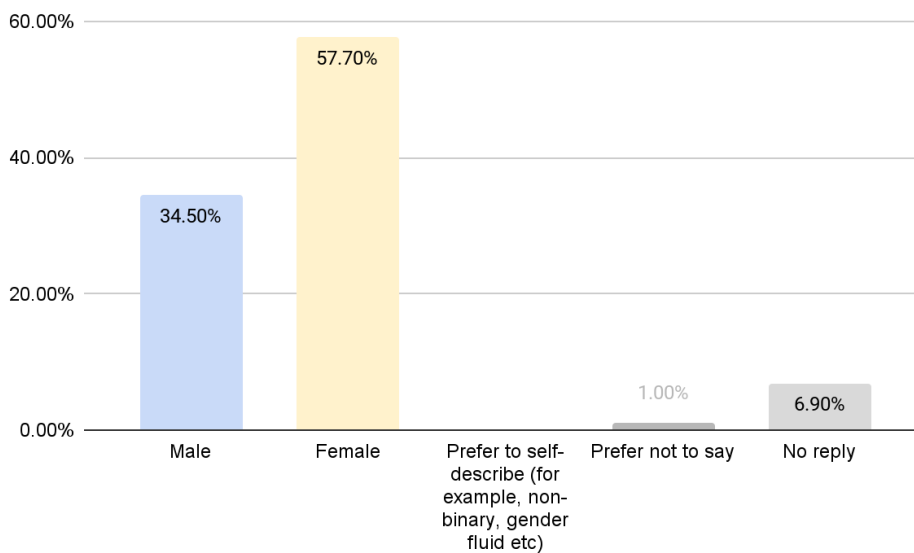
Age

Over half of the respondents are over 65 years old with just a very small percentage being under 35.



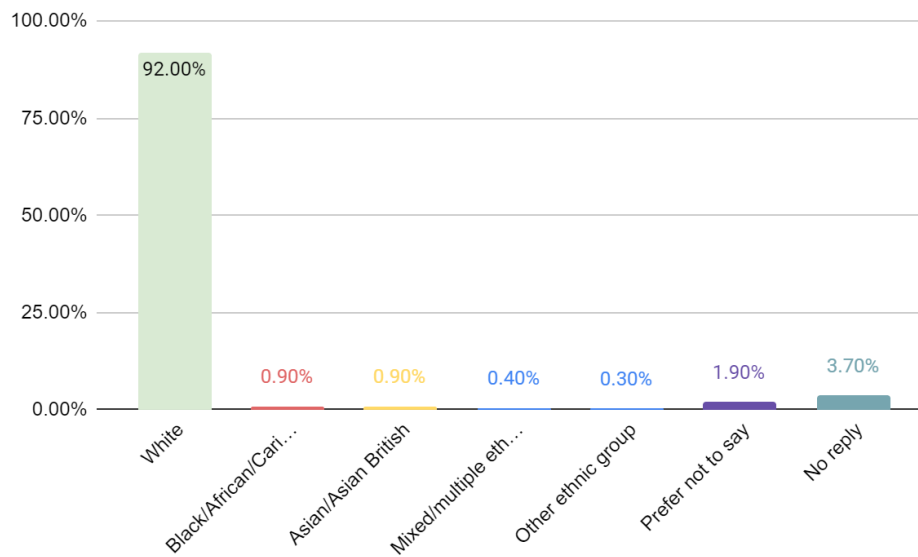
Gender

The majority of respondents are female.



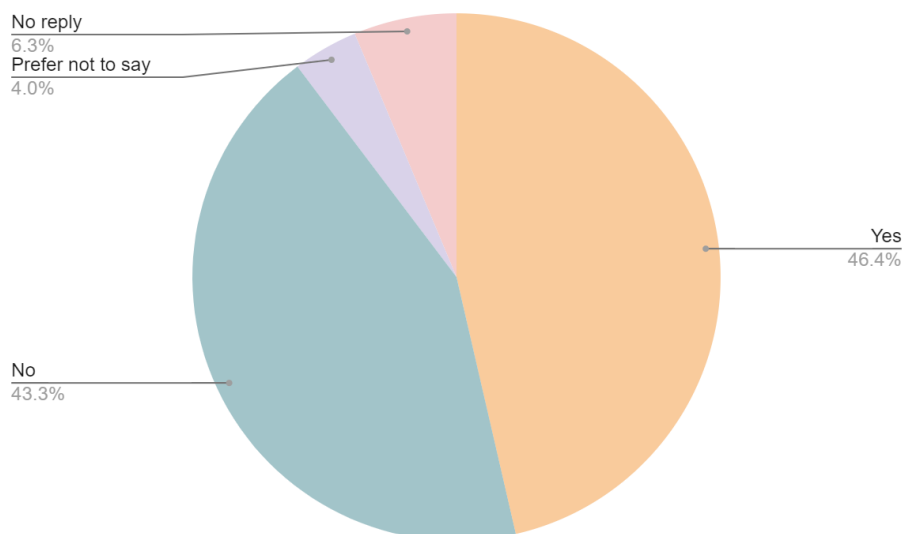
Ethnicity

The vast majority of respondents are of white ethnicity.



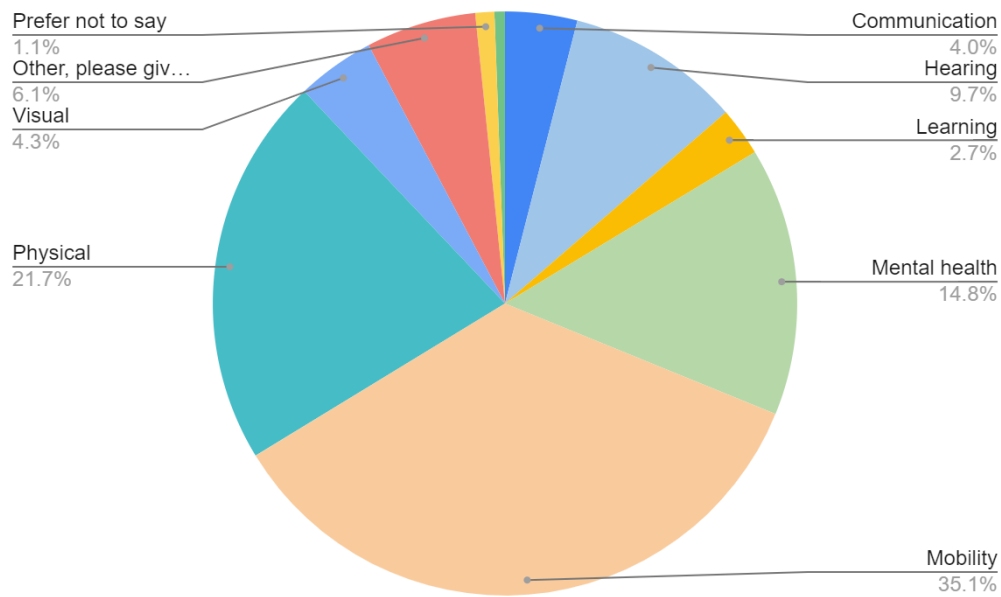
Disability

There is a close split between people who responded yes to being disabled and those that responded no.



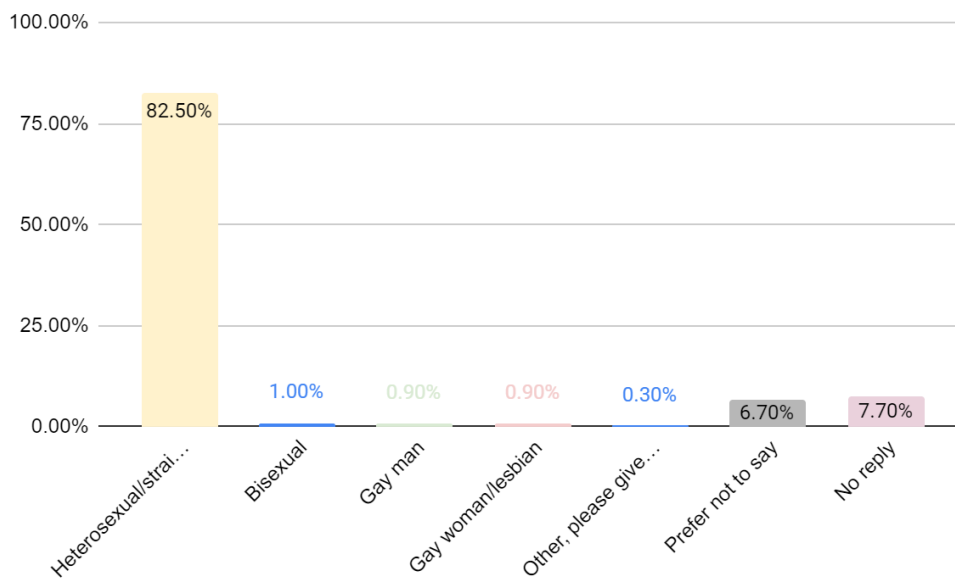
Disability - further details

Over 35% said they have mobility issues and a large percentage have a physical disability.



Sexual orientation

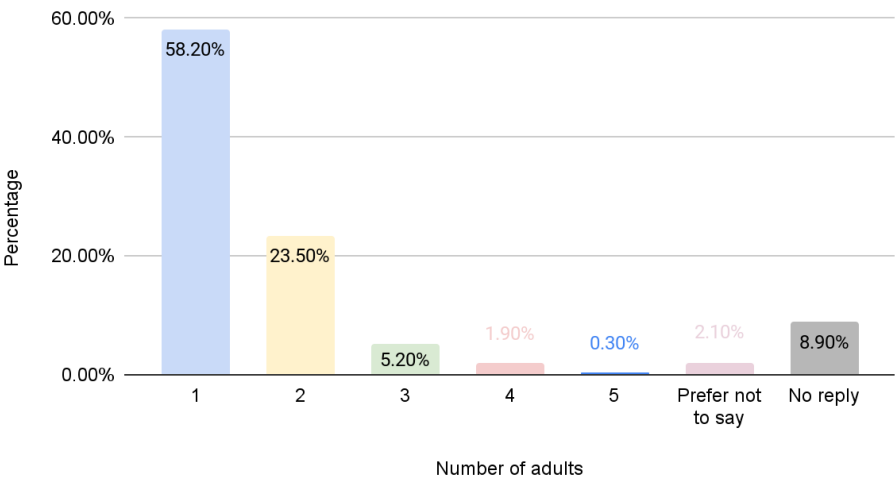
The majority of respondents are heterosexual/straight.



Adults aged 18 or over living at property

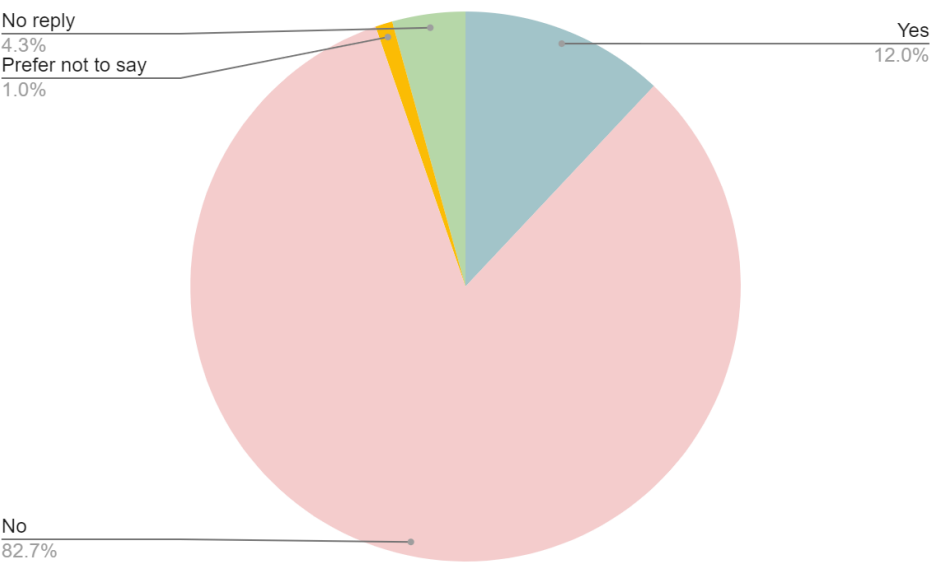
Over half of the respondents have said they are the only adult living at the property.

Percentage vs Number of adults



Children aged 17 or under living at property

The vast majority of respondents do not have anyone aged 17 or under living at the property.



Occupation

Over half of respondents are retired.

