

## TENANT SURVEY

# LOOKING FORWARD

Many thanks to all the people who responded to last year's tenant satisfaction survey. We received 699 responses between June and August 2023 telling us what you think about the housing service. The survey was based around the Regulator of Social Housing's Tenant Satisfaction Measures which all social landlords are required to collect data for and report back on.



## HERE ARE THE KEY RESULTS:

Tenant Satisfaction Measure		Percentage of satisfaction
TP01	Overall satisfaction	71%
TP02	Satisfaction with repairs	74%
TP03	Satisfaction with time taken to complete most recent repair	67%
TP04	Satisfaction that the home is well maintained	71%
TP05	Satisfaction that the home is safe	75%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	47%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	64%
TP08	Agreement that the landlord treats tenants fairly and with respect	70%
TP09	Satisfaction with the landlord's approach to handling complaints	31%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	56%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	43%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	40%

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 and acting upon them

**We are doing a lot of work to try and better understand your needs, expectations and experiences.**

- We've undertaken a number of estate inspections so that tenants can meet with council officers, councillors and other agencies to discuss problems
- We're working with tenants to help set our priorities through our Resident Engagement Panel (REP), Independent Living Forum and Disability Forum
- We involved REP in the review of our new repairs contract with CARDO
- Our tenant panels were involved in moulding CARDO's contract, specifically ensuring it serves the needs of the community
- We're exploring new ways in which we can talk to more tenants in the district.

## Our contribution to neighbourhoods

**We recognise our role as a landlord in making sure our estates are clean and safe. This includes tackling anti-social behaviour (ASB).**

- Last year we arranged eight estate visits to uncover necessary improvements and deliver this with teams from across the council
- We've got various community days planned this summer which will be focused on estates
- We're exploring new ways to engage with communities, including street parties and 'door knock days'.

## Satisfaction with the landlord's approach to handling anti-social behaviour (ASB)

We try to put in place as many checks as we can to prevent anti-social behaviour (ASB) from taking place. But when it does, tackling it promptly is a priority for us.

- We're working with a range of organisations to resolve ASB issues, including the council's Legal and Community Safety teams, Kent Police, Kent Fire and Rescue Service and Kent County Council Social Services
- We'll be reviewing our anti-social behaviour policy later this year
- We'll be rolling out training for staff so all officers know how to respond to reports of ASB
- We're reminding residents what is, and isn't, classed as anti-social behaviour, and what the council is, and isn't, able to do.

## Handling complaints

**We recognise that we've not always got this right too so we're working hard to make improvements.**

- We're working on an improvement plan to meet the new complaint handling code set by the Housing Ombudsman, part of the new standards set by the Regulator of Social Housing
- We're reminding residents what is, and isn't, classed as a complaint, and of the council's target time for responding to complaints- a service request is a request from a resident to the landlord requiring action to be taken to put something right while a complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents
- We aim to acknowledge all complaints within five days, respond to stage 1 complaints within 10 working days and respond to stage 2 complaints within 20 working days. Some exceptions to this are detailed in our policy.
- With commitment from senior management, we're improving how the council deals with and learns from complaints.

If you would like to read the full report on the survey results, please visit [canterbury.gov.uk/yourhousingservice](https://canterbury.gov.uk/yourhousingservice)

Carrying out this survey is just one part of the work we do to involve tenants and leaseholders in the housing service.

If you would like to get more involved in our housing service, perhaps by taking part in more surveys like this, or joining one of our panels, please email [getinvolved@canterbury.gov.uk](mailto:getinvolved@canterbury.gov.uk) and we'll get back to you to let you know more information.

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