



















# Tenants Satisfaction Survey – December 2017


















The survey was sent to all tenants on the 21 September 2017 with the survey closing on 31 October 2017. A total of 431 surveys were returned giving a 30% return rate. The same return rate was achieved in the 2014 tenants' satisfaction survey.















## Survey Comparisons

The findings, compared with those of 2014 are much more positive and may be reflective of the reviews undertaken in both the Repairs and Maintenance and the Housing Management teams within the Landlord Service. Both reviews were undertaken through 2013/14 and brought uncertainty and staff reduction during 2012 in the lead up to the new structures.

Those structures are now embedded within the service, with key staff in each service area: Allocations, Income Management, Void Management and Tenancy Relations. The ability to focus on specific areas enables those offices to be better equipped to deal with tenant enquiries.

Indicator/Overall Service	Satisfaction level 2017/18	Satisfaction level 2014
Overall satisfaction with Landlord Service	86% 	78%
Overall quality of your home	92% 	84%
Your neighbourhood as a place to live	92% 	94%
How satisfied are you that your rent provides value for money	88% 	84%
How satisfied are you in the way your Council's Landlord Service deals with repairs and maintenance	84% 	72%
How satisfied are you that that your Council's Landlord Service listens to your views and acts upon them	71% 	60%
How satisfied are you in the condition of your home	90% 	83%
Is your Landlord good at keeping you informed	84% 	79%
How satisfied are you with the ability to make your views known	73% 	69%
How we deal with issues of anti-social behaviour	57% 	59%
How satisfied are you at the way we deal with complaints	62% 	63%
How satisfied are you at the way we deal with enquiries in general	84% 	82%
How satisfied are you at the way we deal with Gas servicing	71% 	69%
Are you satisfied your Landlord Service provides an effective and efficient service	79% 	76%
Landlord Service is providing the service I expect from my landlord	81% 	76%
Landlord Service has friendly and approachable staff	89% 	87%

Indicator/contact and communication	Satisfaction level/Yes answer 2017/18	Satisfaction level/Yes answer 2014
Was getting hold of the right person easy or difficult?	79% 	65%
Did you find the staff helpful or unhelpful?	88% 	80%
How satisfied were you with the ability of staff to deal with your query quickly and efficiently?	85% 	70%
Indicator/Service – Repairs and Maintenance	Satisfaction level/Yes answer 2017/18	Satisfaction level/Yes answer 2014
How satisfied were you when making a repair appointment	89% 	84%
How satisfied were you with the speed of completion of the repair	87% 	78%
The attitude of the tradesmen	96% 	90%
The overall quality of work	92% 	81%
Keeping dirt and mess to a minimum	95% 	89%
The repair being done 'right first time'	83% 	72%
Indicator/Service – Anti-social behaviour	Satisfaction level/Yes answer 2017/18	Satisfaction level/Yes answer 2014
When reporting anti-social behaviour did you find staff helpful	85% 	75%
When reporting anti-social behaviour did you find staff courteous	85% 	87%
When reporting anti-social behaviour did you find staff sensitive to your issue	78% 	82%
When reporting anti-social behaviour did you find staff responsive	84% 	80%
When reporting anti-social behaviour did you find staff knowledgeable	88% 	79%
How satisfied were you with the advice provided by staff when you reported anti-social behaviour	71% 	50%
How satisfied were you at how you were kept up to date with what was happening throughout your anti-social behaviour case	44% 	26%
Overall how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was dealt with?	41% 	39%

Indicator/Service – Complaints	Satisfaction level 2017/18	Satisfaction level 2014
How easy it was to make your complaint	78% 	64%
How satisfied are you with the information and advice provided by staff	67% 	53%
How satisfied are you with the speed with which your complaint was dealt with	45% 	28%
Overall, how satisfied or dissatisfied are you with the way your complaint was handled by the council?	42% 	24%
Indicator/Service – Estate Management	Satisfaction level 2017/18	Satisfaction level 2014
How satisfied are you with the overall appearance of your neighbourhood	88% 	85%
How satisfied are you with Grounds Maintenance, such as grass cutting in your area	75% 	63%
How satisfied are you with the Internal communal areas	50% 	47%
How satisfied are you with the external communal area	55% 	50%
Indicator/Service – Warden Service	Satisfaction level 2017/18	Satisfaction level 2014
How satisfied are you with your sheltered housing support plan	75% 	69%
How satisfied are you with the frequency of contact with your warden	75% 	73%
How satisfied are you with the overall service provided by your warden	76% 	73%
How satisfied are you with the call centre/emergency call system	78% 	75%
How satisfied are you with the safety and security of your home	87% 	82%
How satisfied are you with the facilities at your scheme	74% 	71%

**This information is available in alternative formats and languages**



**Richmondshire District Council**

Housing Options, Mercury House, Station Road, Richmond DL10 4JX

01748 901150

[enquiries@richmondshire.gov.uk](mailto:enquiries@richmondshire.gov.uk)

[richmondshire.gov.uk](http://richmondshire.gov.uk)