

Your Views

TSM Survey 2024

About the Survey

Between August and September 2024, many of you took part in an important survey.

A sample of tenants were invited to take part through a telephone interview that focused on how happy you are with the way Lancaster City Council maintains your homes and delivers key services. The survey was carried out by an independent market research company – Acuity Research and Practice and collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues residents are most concerned about, informing Lancaster City Council's future strategic and operational planning. This report contains key survey results regarding residents' opinions about their homes and the services received.

Thank you to everyone who took part!

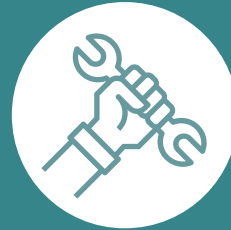
628

residents took
part in our
survey



Overall Service

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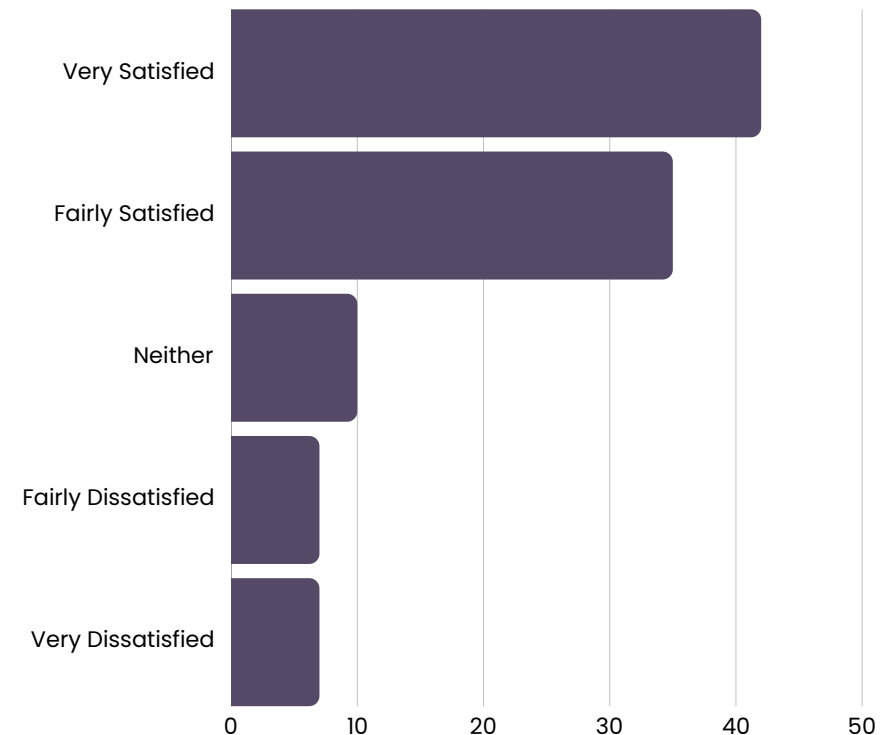


77% Overall Satisfaction

We asked tenants, "Overall, how satisfied or dissatisfied are you with the service from Lancaster City Council?" This question is an important part of understanding how tenants feel about our services.

Over three-quarters (77%) of tenants said they are happy with the service we provide. It's great to see that more people are very happy (42%) than fairly happy (35%). Only 14% of tenants said they are unhappy with the service.

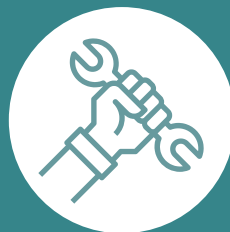
This means satisfaction has improved by 5%, going up from 72% to 77% since last year. This increase suggests that our services are getting better. At the same time, the number of unhappy tenants has slightly gone down by 2%





The Home and Communal Areas

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Around three-quarters (**76%**) of respondents reported they were satisfied that their home is well maintained.

TP04: Well Maintained Home



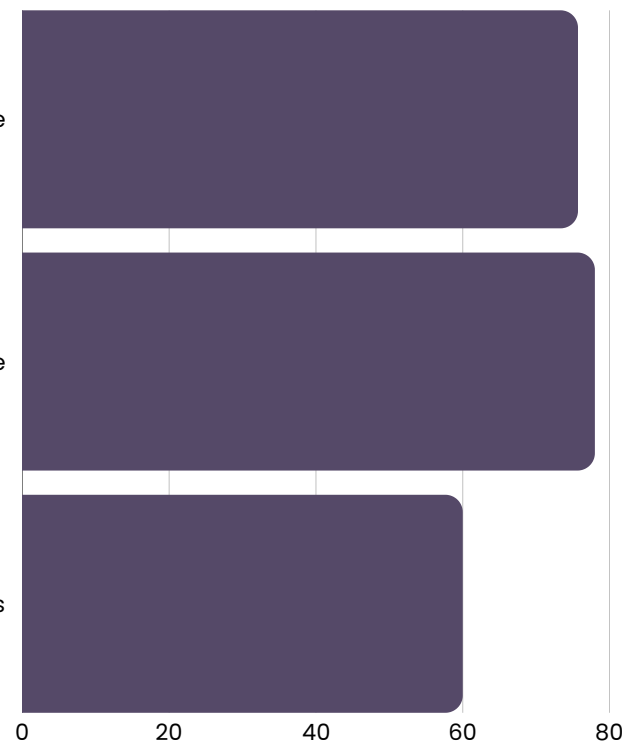
More than three-quarters (**78%**) of respondents reported they were satisfied that we provide a home that is safe.

TP05: Safe Home



More than half of our residents are satisfied that their communal areas are kept clean and well maintained (**60%**).

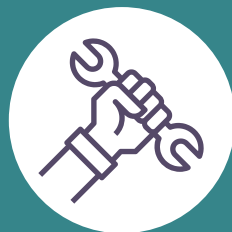
TP10: Communal areas





Repairs and Maintenance

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Around 8 out of 10 (**81.5%**) of respondents who had a repair in the last year were satisfied with the overall repairs service



More than three-quarters (**79%**) of respondents who had a repair in the past year were satisfied with the time taken to complete their most recent repair.

TP02: Overall Repairs Service

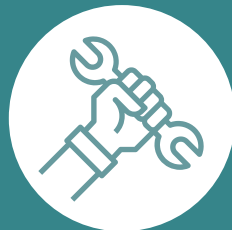
TP03: Repair Timescales





The Neighbourhood

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Two-thirds (**66%**) of respondents are satisfied that we make a positive contribution to their neighbourhood



More than half (**55%**) of respondents are satisfied with our approach to handling Anti-social Behaviour

TP11: Neighbourhood Contribution

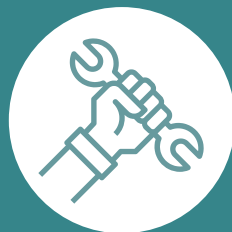
TP12: ASB Approach





Communication and Engagement

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Two-thirds (**66%**) of respondents are satisfied that we listen and act upon tenant views



Three-quarters (**77%**) of respondents are satisfied that we keep them informed about things that matter to them.



Over three-quarters (**81.5%**) of respondents are satisfied that we treat them fairly and with respect



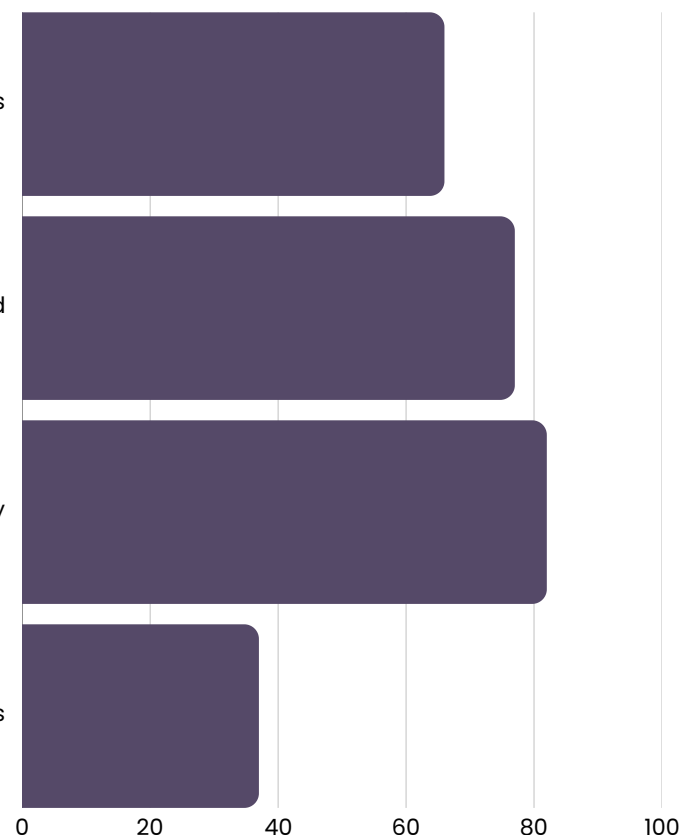
Just over a third of respondents are satisfied with our approach to complaint handling.

TP06: Listen and Acts

TP07: Kept Informed

TP08: Treated Fairly

TP09: Complaints





Recomending Council Housing

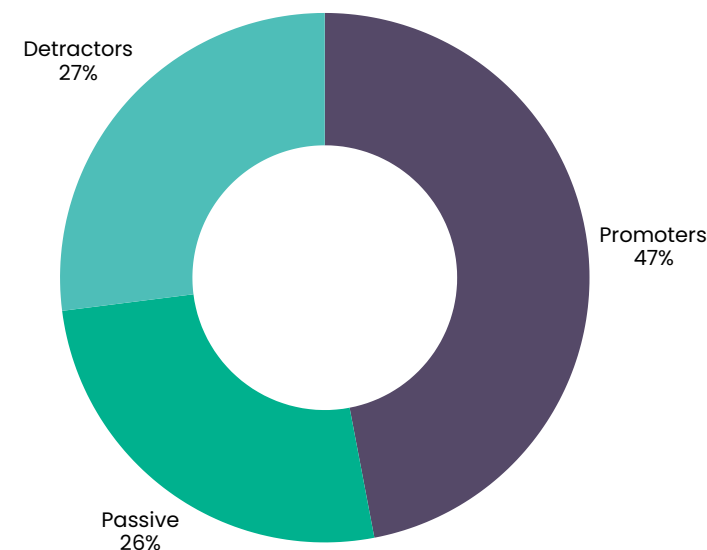
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We asked tenants, "How likely are you to recommend Lancaster City Council to others, on a scale from 0 to 10? (10 means very likely, and 0 means not likely at all.)"

- Nearly half of tenants (47%) are happy to recommend us, with 37% giving us a top score of 10.
- About a quarter (26%) are unsure and could go either way.
- However, 27% said they would not recommend us and may have negative views.

The Net Promoter Score (which is promoters minus detractors) is +21. While this is a bit below the average score for similar organisations (+29), it's a big improvement from last time.

The score has gone up by 14 points because more tenants are happy to recommend us (up 6%) and fewer tenants are unhappy (down 7%).





Improvements

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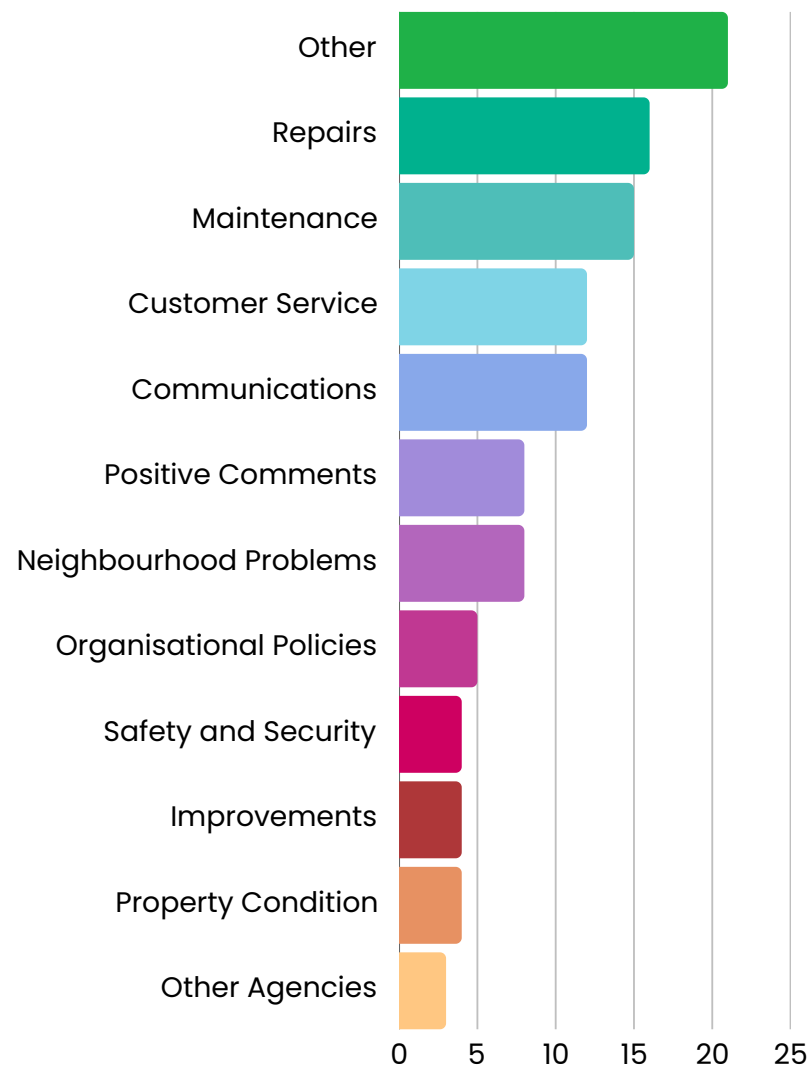
We also asked tenants what one thing Lancaster City Council could improve, and 557 people shared their thoughts.

Some tenants (8%) shared positive feedback about our service, and 21% gave general comments—many didn't have suggestions or felt no changes were needed. The most common area for improvement was the repairs service, mentioned by 16% of tenants.

Many comments were about how long it takes to get repairs done or finish outstanding jobs. For example, one tenant said, "Get the job done quicker. It takes forever to come."

Nearly as many comments were about grounds maintenance. Other areas included customer service and communication, such as how well staff listen to tenants.

These comments show that while many tenants are happy with our services, there are some areas where improvements are needed. This feedback helps us focus on what matters most to tenants





Summary of Results

TSM Survey 2024

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	77.1%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	81.5%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	79.1%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	75.7%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	78.3%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	66.4%



Summary of Results

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TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	77.3%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	81.5%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	37.0%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	60.2%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	66.1%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	55%