

# Your Views

## Tenant Satisfaction Survey 2024

### About the survey

In October and November 2024, all tenants were asked to take part in an important survey.

The survey was carried out by telephone, online and postal questionnaires, by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Tandridge District Council maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing. Tenants who took part were entered into a prize draw, with four people winning a £50 shopping voucher.

The findings provide the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Tandridge District Council's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.

**662**

tenants responded

out of 2,532

\*329 by post

\*202 online

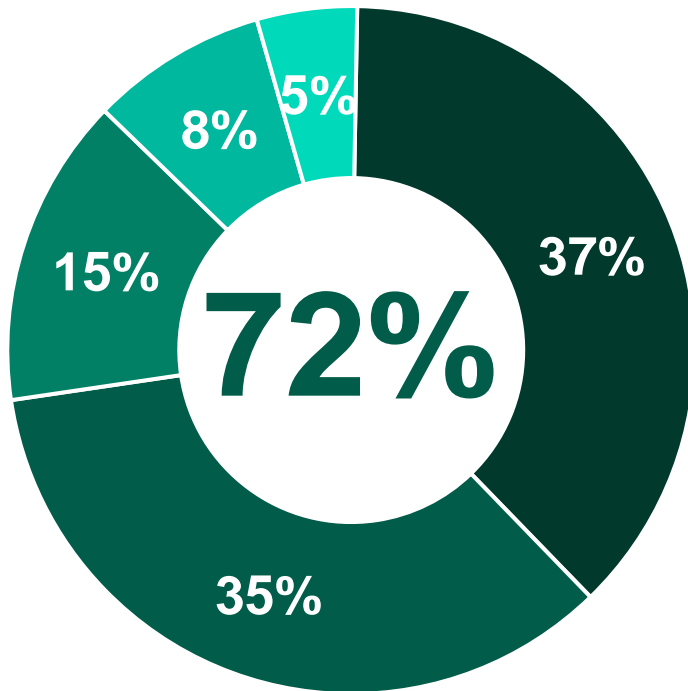
\*131 by  
telephone

**Thank you to everyone who took part!**

# Overall Service



**72%** of tenants (7 people out of 10) are satisfied with the service provided by Tandridge District Council Housing Services.



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



# The Home and Communal Areas



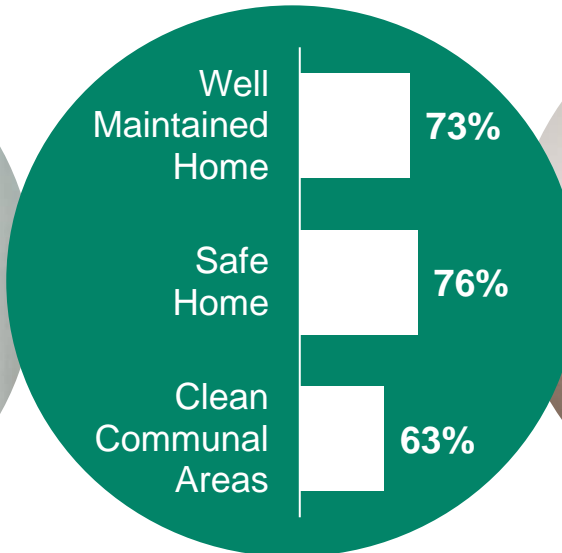
**73%** of tenants (7.5 out of 10 people) are satisfied they are provided with a home which is well maintained.



**76%** of tenants (7.5 people out of 10) are satisfied Tandridge District Council provides them with a home that is safe.



**63%** of tenants (6.5 out of 10 people) with communal areas are satisfied they are kept clean and well maintained.



# Repairs Service



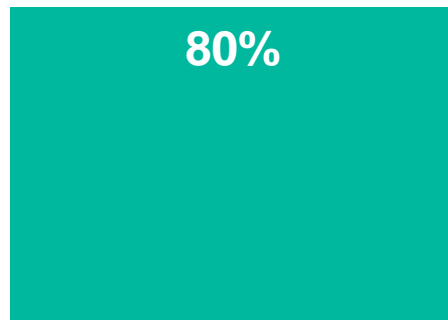
**60%** of tenants (6 out of 10 people) said they had a repair carried out to their home in the last 12 months.



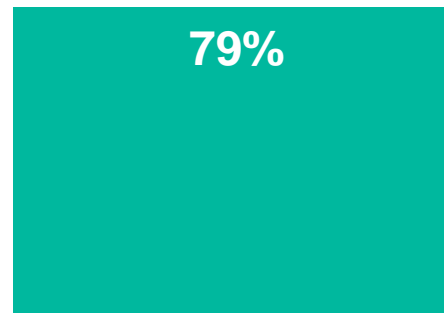
**80%** of these tenants (8 out of 10 people) are satisfied with the overall repairs service over the last 12 months.



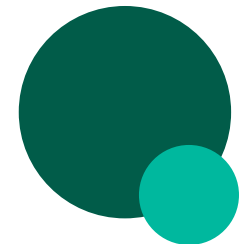
**79%** of tenants (8 out of 10 people) are satisfied with the time taken to complete their most recent repair after they reported it.



Overall Repairs Service  
(Last 12 months)



Time Taken to Complete  
Most Recent Repair



# The Neighbourhood



**57%** of tenants (5.5 out of 10 people) are satisfied Tandridge District Council makes a positive contribution to their neighbourhood.



**50%** of tenants (5 out of 10 people) are satisfied with Tandridge District Council's approach to handling anti-social behaviour.



# Communications and Tenant Engagement



**59%** of tenants (6 out of 10 people) are satisfied Tandridge District Council listens to their views and acts upon them.



**64%** of tenants (6.5 out of 10 people) are satisfied they are kept informed about things that matter to them.



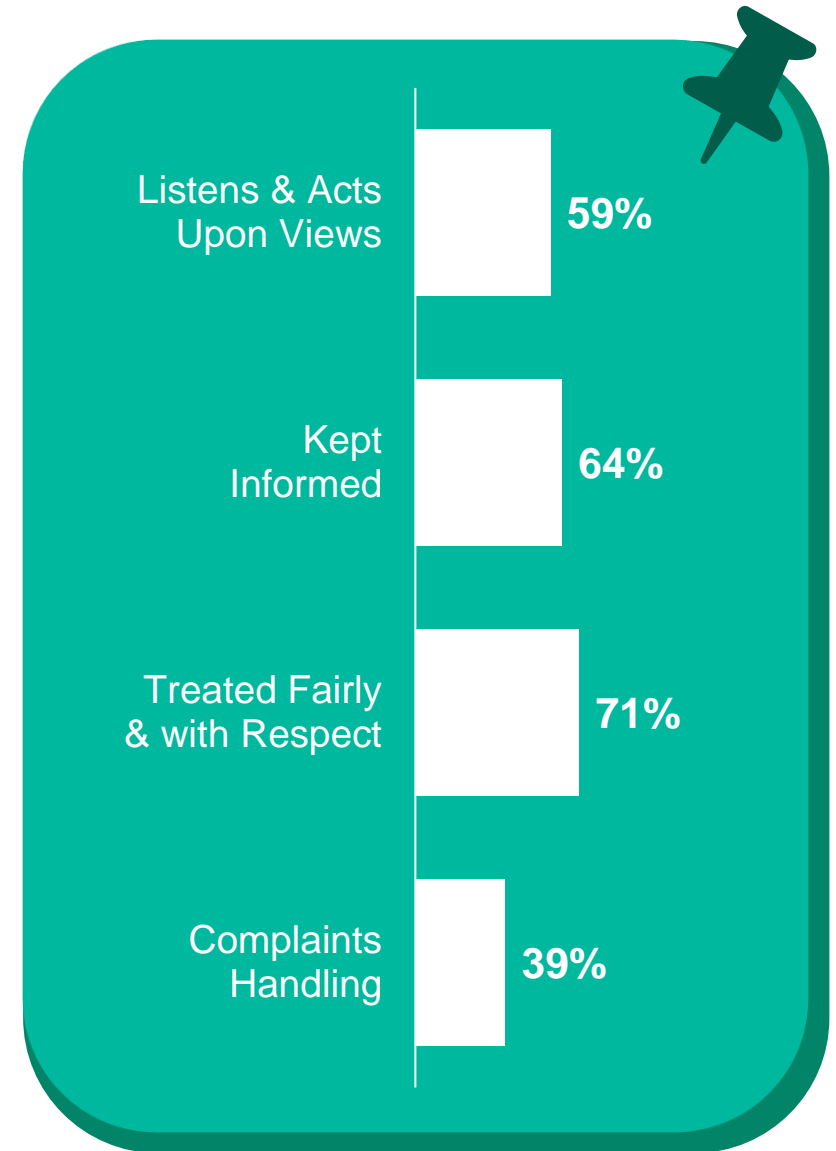
**71%** of tenants (7 out of 10 people) agree Tandridge District Council treats them fairly and with respect.



**22%** of tenants (2 out of 10 people) said they made a complaint to Tandridge District Council in the last 12 months.



**39%** of these tenants (4 out of 10 people) are satisfied with the Council's approach to handling complaints.



# Tenants' Comments

Tenants not satisfied with their home or communal areas were asked to explain why. Tenants frequently commented about grounds maintenance and the communal areas cleaning service, including grass cutting. While others would like improvements to the condition of their property.

Tenants not satisfied with communications and customer service were also asked what could be improved. Tenants mentioned the care, empathy and support provided by staff, and that they would like their contact to be returned. Other tenants commented upon the repairs service and communications.

## Top comments – Home and Communal Areas



## Top comments – Communications and Customer Service



# Summary of Tenant Satisfaction Measures

<b>TP01</b>	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	<b>72%</b>
<b>TP02</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	<b>80%</b>
<b>TP03</b>	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.	<b>79%</b>
<b>TP04</b>	Proportion of respondents who report that they are satisfied that their home is well maintained.	<b>73%</b>
<b>TP05</b>	Proportion of respondents who report that they are satisfied that their home is safe.	<b>76%</b>
<b>TP06</b>	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	<b>59%</b>
<b>TP07</b>	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	<b>64%</b>
<b>TP08</b>	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	<b>71%</b>
<b>TP09</b>	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	<b>39%</b>
<b>TP10</b>	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	<b>63%</b>
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	<b>57%</b>
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	<b>50%</b>



# Your Views

Tandridge District Council appreciates the time everyone took to complete the survey. Your feedback helps us understand the services which work well and those we know can and should be improved. If you have agreed for us to contact you, we may call you to discuss your comments, invite you to participate in other feedback sessions or ask for more information.

This survey is just part of the work Tandridge District Council does to involve you in developing services. As well as publishing the results of the survey, Tandridge District Council plans to work with tenants to further improve the services provided.



# TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	662
B.	Timing of survey	10/10/2024 to 14/11/2024
C.	Collection method(s)	Postal, telephone and online surveys
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representativeness checks carried out by tenure type, property type, age group, gender, district, county and ward
F.	Details of any weighting applied to generate the reported perception measures	Following checks the results have been weighted by age
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	None
I.	Reasons for any failure to meet the required sample size requirements	The required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw, with four tenants who responded to the survey randomly selected to win a £50 shopping voucher
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None