

Tenants Satisfaction Measures 2023

We're pleased to share the results of the survey conducted last summer. This report dives into your views on both your homes and the services we provide. Your input is important to us and helps us understand where we are doing well, and where we need to improve..

Housemark TSM Average - 69.4%

72%

Of residents are satisfied with the overall service provided by Lancaster City Council.



Housemark TSM Average - 69.4%

68%

Of residents are satisfied that their homes are well maintained.



Housemark TSM Average - 76.1%

71%

Of residents are satisfied that Lancaster City Council provide a safe home.



Housemark TSM Average - 65.5%

54%

Of residents are satisfied that communal areas are kept clean & well maintained.



Housemark TSM Average - 66.4%

69%

Of tenants are satisfied with the time take to complete their most recent repair.



Housemark TSM Average - 70.4%

76%

Of tenants are satisfied with their overall repairs service over the last 12 months.



Tenants Satisfaction Service 2023

Housemark TSM Average - 33.8%

36%

Of residents that made a complaint in the past 12 months are satisfied with complaint handling.

Housemark TSM Average - 57.0%

48%

Of residents are satisfied with Lancaster City Council's approach to handling ASB.

Housemark TSM Average - 69.5%

63%

Of residents are satisfied that they are kept informed about things that matter to them.

Housemark TSM Average - 62.5%

54%

Of residents are satisfied that Lancaster City Council make a positive contribution to their neighbourhood.

Housemark TSM Average - 58.9%

58%

Of residents are satisfied that their views are listened to and acted upon.

Housemark TSM Average - 76.3%

69%

Of council residents agree that they are treated fairly and with respect.

For more information regarding our findings a full length report can be found on the Council Housing website: <https://www.lancaster.gov.uk/housing/council-housing/policies-and-performance>

Recommending Lancaster City Council

4 out of 10

Residents are happy to recommend Lancaster City Council as a landlord.

+5 Net Promoter Score

This is the % of residents who would recommend Lancaster City Council minus the % of those who would not.

Your Voice: Important to Improve

You were also asked, "What one thing could Lancaster City Council's Housing Service improve?"

Improvements to grounds maintenance, including the grass cutting and grounds maintenance generally were the most frequently mentioned area for improvement.

You also suggested that the repairs service could be improved, particularly the time taken to complete repairs and dealing with outstanding repairs.

You have also mentioned neighbourhood problems in your areas, such as anti-social behaviour, as well as customer service and communications.

Anti-Social Behaviour
Grounds Maintenance
Repair Timescales
Grass Cutting
Generally Happy
Outstanding Repairs
Pathways and Drives
Customer Service