

# Your Views

## Resident Satisfaction Survey 2023

### About the Survey

Between June and August 2023, many of you took part in an important survey.

The survey was carried out by post and online. Both leaseholders and tenants were invited to participate in the survey. It 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.

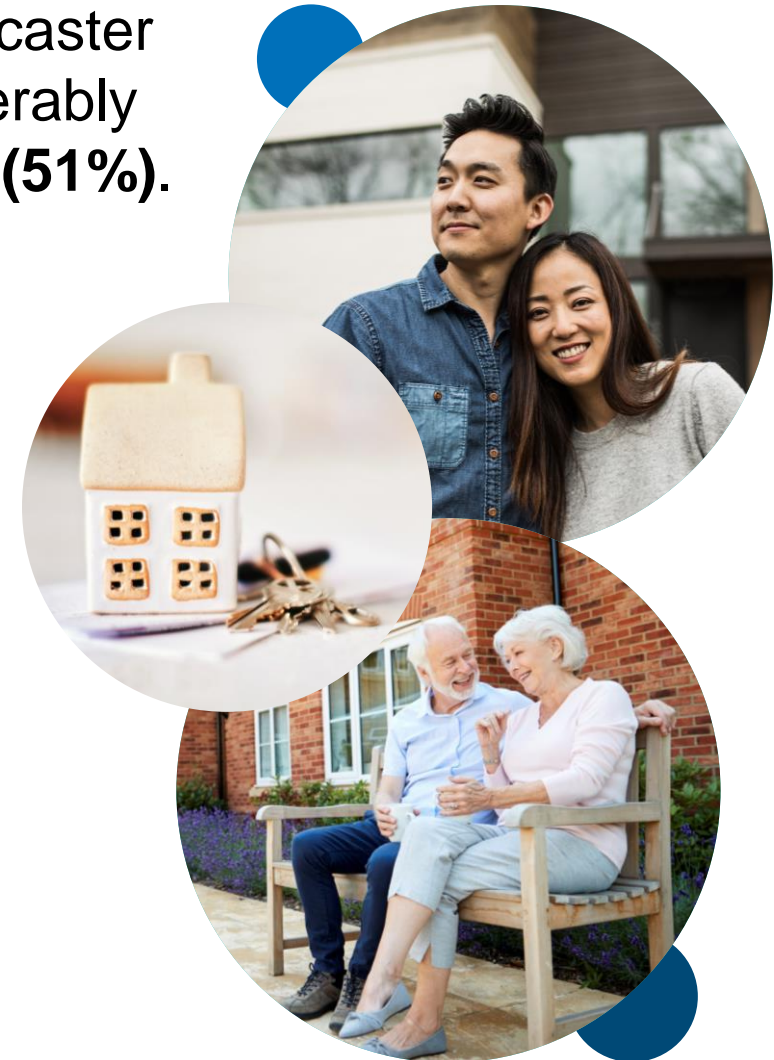
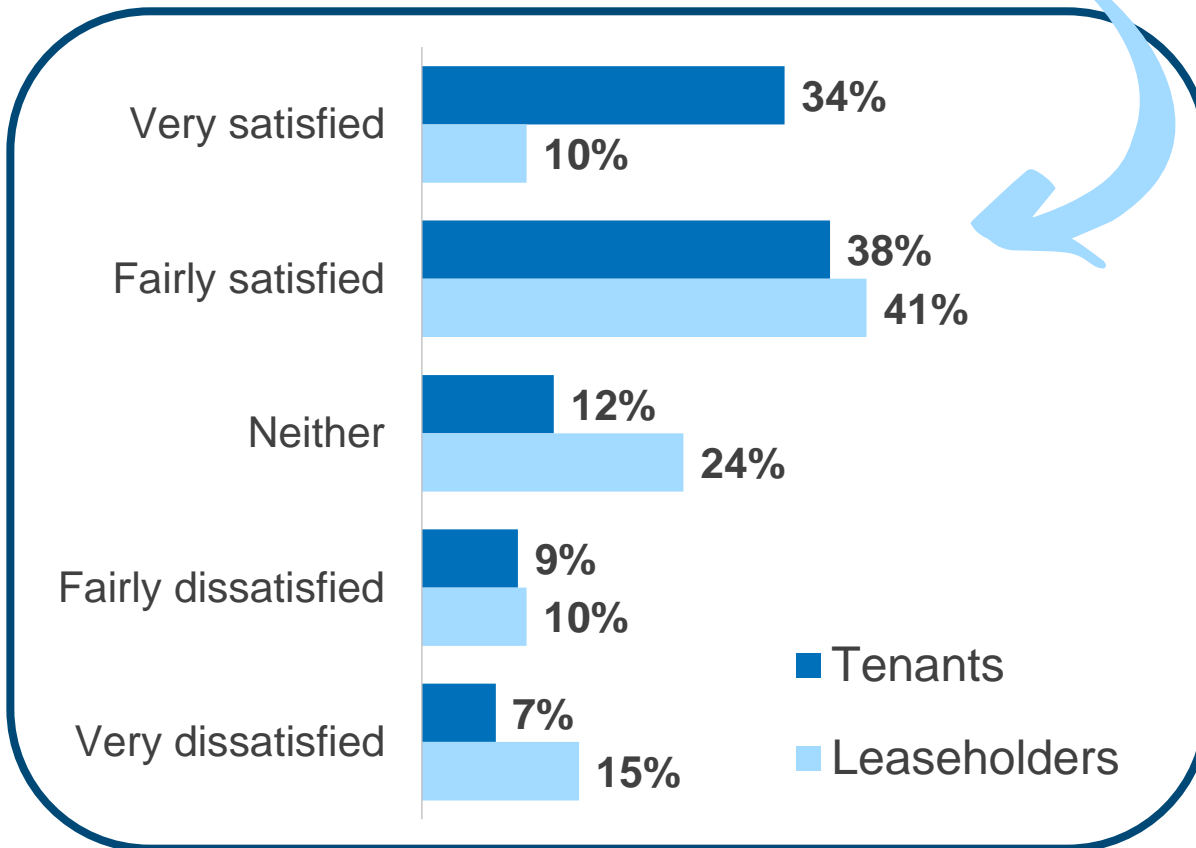
**1,124**  
residents took  
part – **1,083**  
tenants and **41**  
leaseholders

**A big thank you to everyone who took part!**

# Overall Service



Around seven out of ten residents are satisfied with the overall service provided by Lancaster City Council (**72%**). Tenants are considerably more satisfied (**72%**) than leaseholders (**51%**).



# The Home and Communal Areas



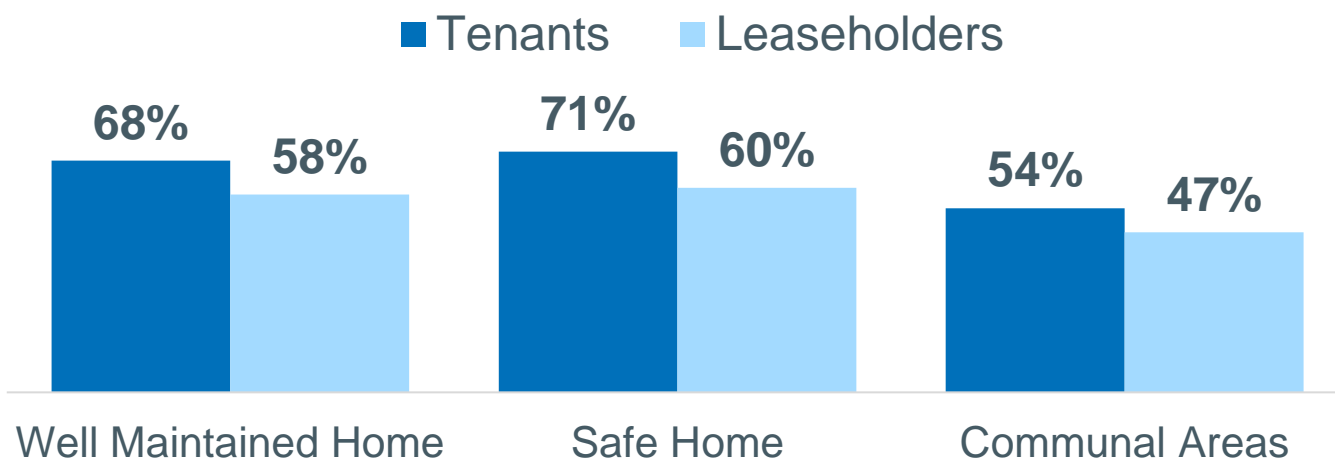
Around two-thirds of residents are satisfied that their homes are well maintained (**68%**). Some **68%** of tenants are satisfied and **58%** of leaseholders.



Seven out of ten residents are satisfied that Lancaster City Council provides a home that is safe (**70%**), including **71%** of tenants and **60%** of leaseholders.



Around half of residents are satisfied that their communal areas are kept clean and well maintained (**54%**); **54%** of tenants and **47%** of leaseholders.



# Repairs and Maintenance



Two-thirds of tenants are satisfied with the way Lancaster City Council deals with repairs and maintenance generally (**67%**).



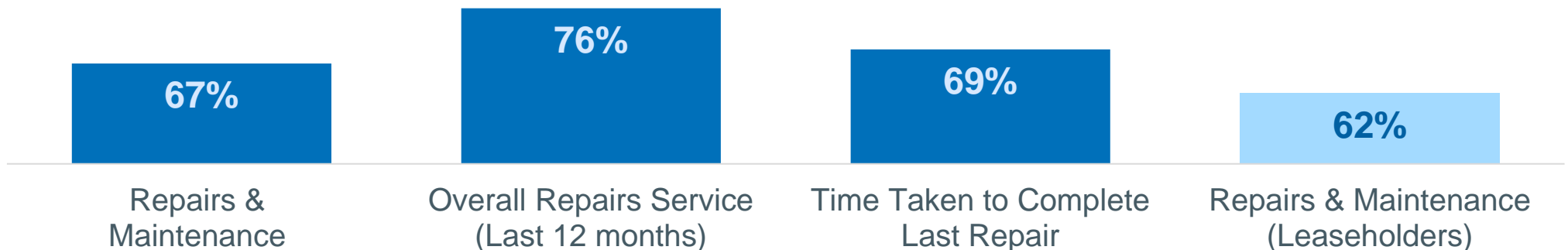
More tenants who had a repair in the last 12 months are satisfied with the overall repairs service during this period (**76%**).



Additionally, **69%** of tenants are satisfied with the time taken to complete their most recent repair.



Leaseholders have different repair responsibilities and were only asked the general question around how repairs and maintenance is dealt with – **62%** are satisfied.



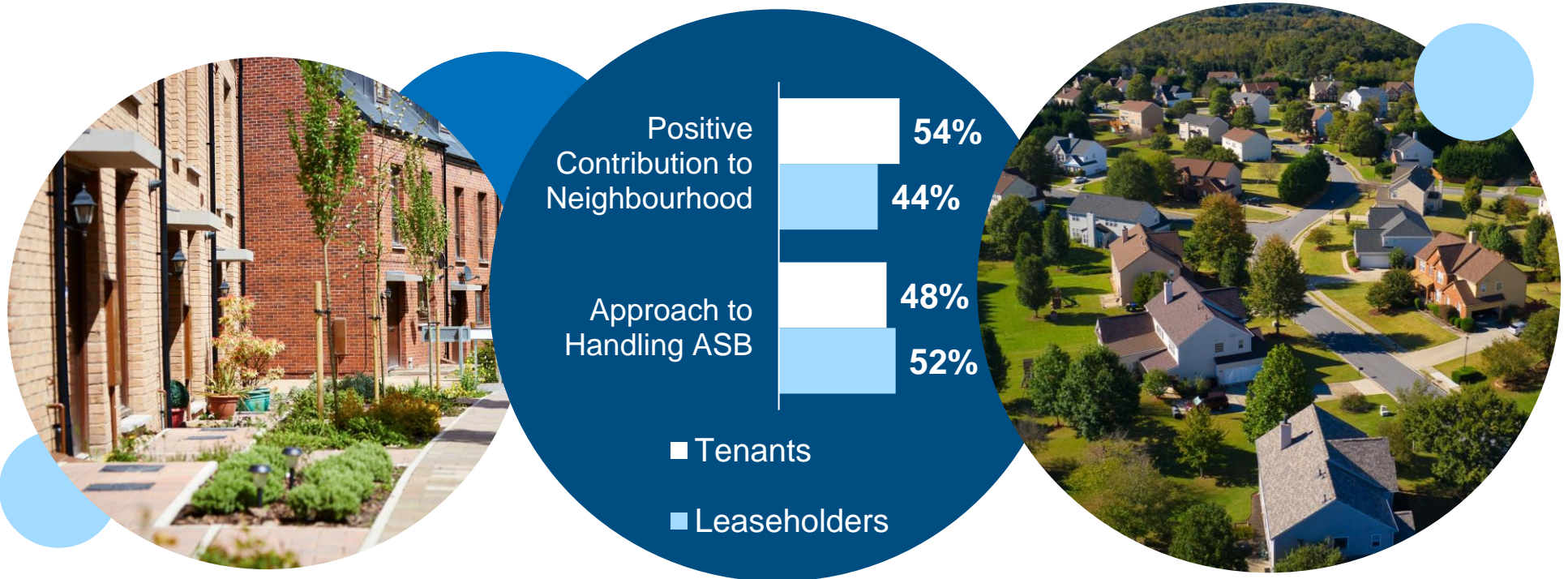
# The Neighbourhood



Over half of residents are satisfied that Lancaster City Council makes a positive contribution to their neighbourhood (**54%**). Some **54%** of tenants are satisfied and **44%** of leaseholders.



Fewer residents are satisfied with Lancaster City Council's approach to handling anti-social behaviour (**48%**). This includes **48%** of tenants and **52%** of leaseholders.



# Communications and Resident Engagement



Almost six out of ten residents are satisfied with how Lancaster City Council listens to their views and acts upon them **(57%)**.



Around three-fifths of residents are satisfied that they are kept informed about things that matter to them **(63%)**.



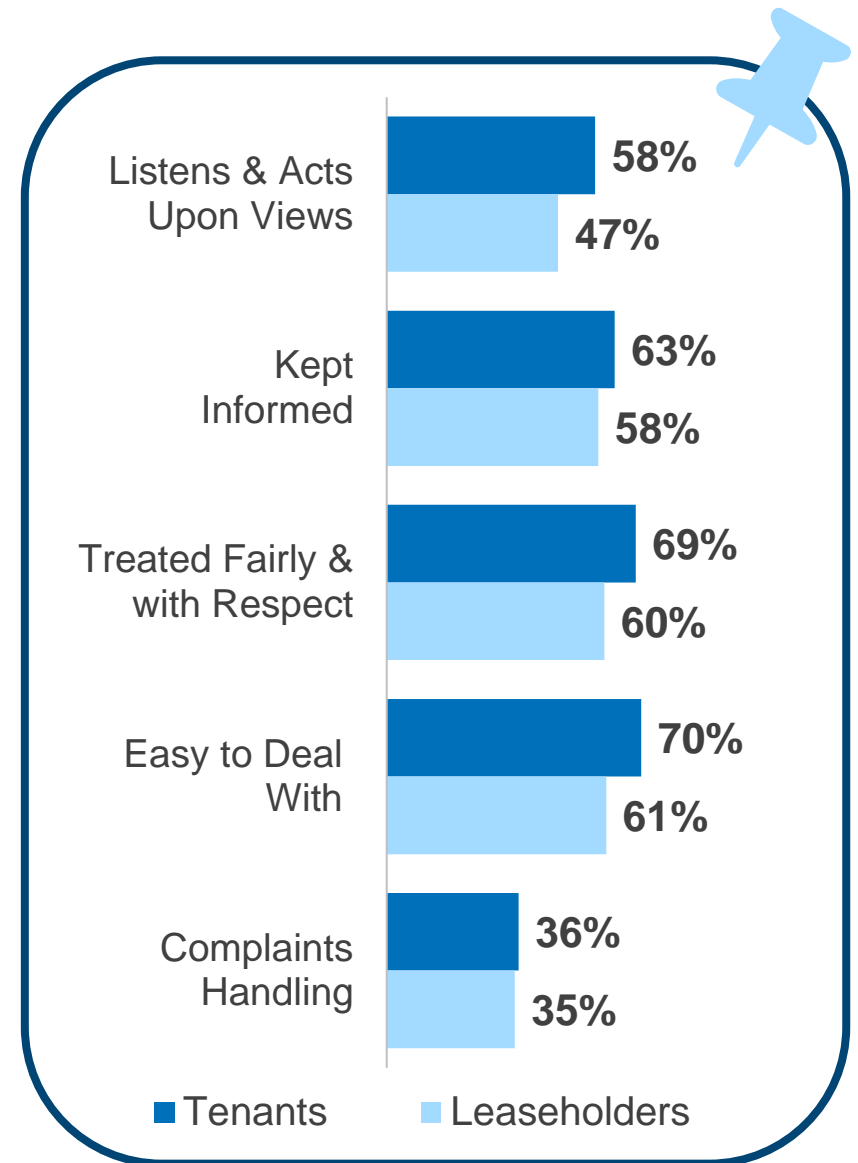
Two-thirds of residents agree that Lancaster City Council treats them fairly and with respect **(68%)**.



Seven out of ten residents are satisfied that Lancaster City Council is easy to deal with **(70%)**.



Just over a third of residents that made a complaint in the last 12 months are satisfied with complaints handling **(36%)**.



# Recommending Lancaster City Council



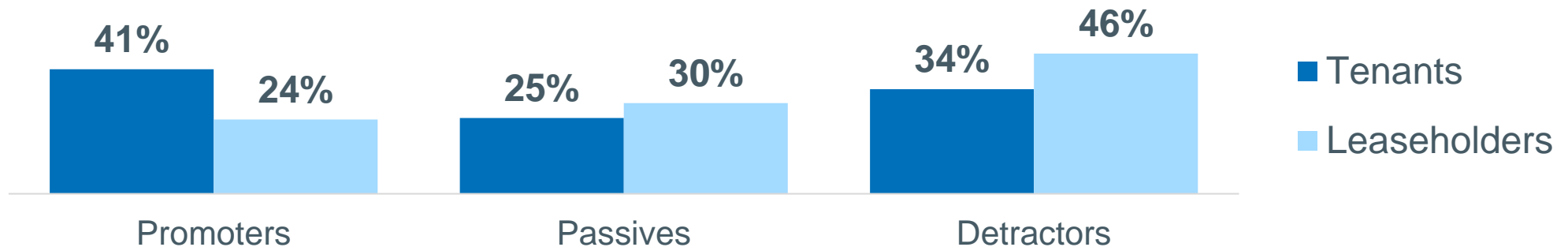
Residents were also asked how likely they would be to recommend Lancaster City Council's Housing Service to other people. This is a 0-10 point rating. Those who would recommend the council score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Four out of ten residents are very loyal and happy to recommend Lancaster City Council to other people (**40%**). However, **25%** of residents are unsure and **35%** would not recommend them, feeling rather more negative about the council's housing service.



The 'Net Promoter Score' for Lancaster City Council (the percentage of residents who would recommend Lancaster City Council minus the percentage of those who would not) is **+6** (**+7** for tenants and **-22** for leaseholders).



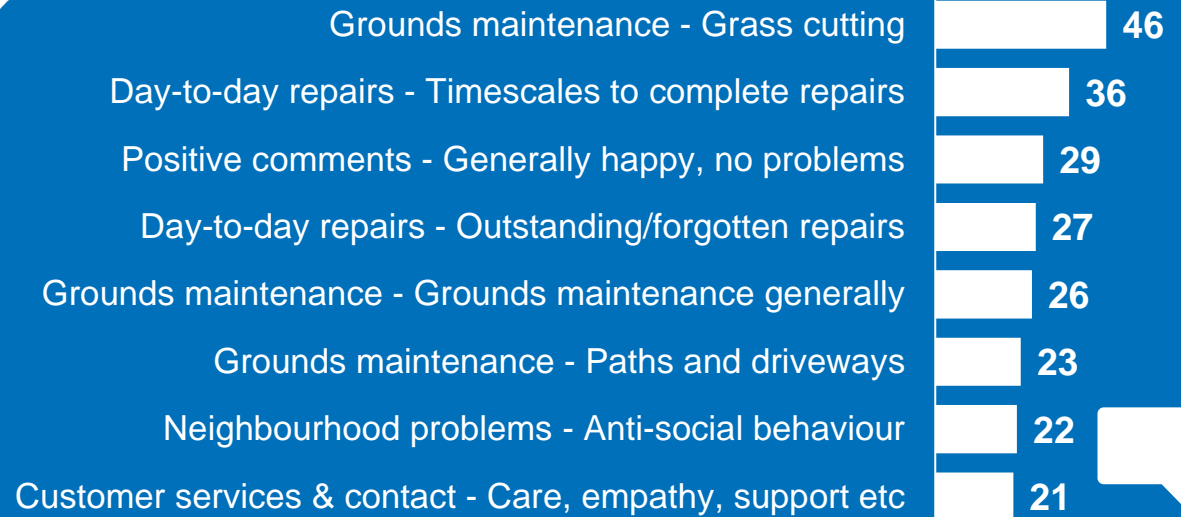
# Improvement Suggestions

Residents were also asked, “What one thing could Lancaster City Council’s Housing Service improve?”. Comments were received from 530 tenants and 23 leaseholders.

Residents most frequently would like improvements to grounds maintenance, including the grass cutting and grounds maintenance generally. Residents also suggested that the repairs service could be improved, particularly the time taken to complete repairs and dealing with outstanding repairs.

Other residents mentioned neighbourhood problems in their area, such as anti-social behaviour, as well as customer service and communications.

## Top comments – Tenants



## Top comments – Leaseholders





# Your Views

Lancaster City Council appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we might contact you to discuss an issue you have raised, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Lancaster City Council does to involve you in developing services. As well as publishing the results of the survey, Lancaster City Council plans to put the findings to good use by working with residents to further improve the services they provide.



Thank you  
once again to  
everyone who  
took part.



Publish findings to  
residents



Use findings to plan  
and improve services,  
e.g., grounds  
maintenance, repairs,  
and customer service



Involve residents in  
shaping service  
improvements



# TSM Summary of Results and Approach (Tenants)

|      |   |       |
|------|---|-------|
| TP01 | Proportion of respondents who report that they are satisfied with the overall service from their landlord.  | 72.3% |
| 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.                         | 76.4% |
| 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. | 69.4% |
| TP04 | Proportion of respondents who report that they are satisfied that their home is well maintained.  | 68.0% |
| TP05 | Proportion of respondents who report that they are satisfied that their home is safe.   | 70.6% |
| TP06 | Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.  | 57.5% |
| TP07 | Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.                                  | 62.8% |
| TP08 | Proportion of respondents who report that they agree their landlord treats them fairly and with respect.  | 68.6% |
| 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.                  | 36.4% |
| TP10 | Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.                    | 54.0% |
| TP11 | Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.                                    | 54.2% |
| TP12 | Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.  | 47.8% |

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

|    |   |   |
|----|---|---|
| A. | A summary of achieved sample size (number of responses)   | 1083  |
| B. | Timing of survey  | 27/06/23 to 01/08/23  |
| C. | Collection method(s)  | Postal and online via email/text  |
| D. | Sample method   | Census  |
| E. | Summary of the assessment of representativeness of the sample against the relevant tenant population  | Representativeness checks carried out by age group, dwelling type and patch               |
| F. | Details of any weighting applied to generate the reported perception measures   | 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 | N/A   |
| I. | Reasons for any failure to meet the required sample size requirements   | N/A   |
| J. | Type and amount of any incentives offered to tenants to encourage survey completion   | N/A   |
| K. | Any other methodological issues likely to have a material impact on the tenant perception measures reported                                     | N/A   |