

Your Views

Resident Satisfaction 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!!

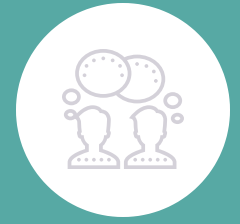
628

residents took
part in our
survey



Overall Service

Resident Satisfaction Survey 2024

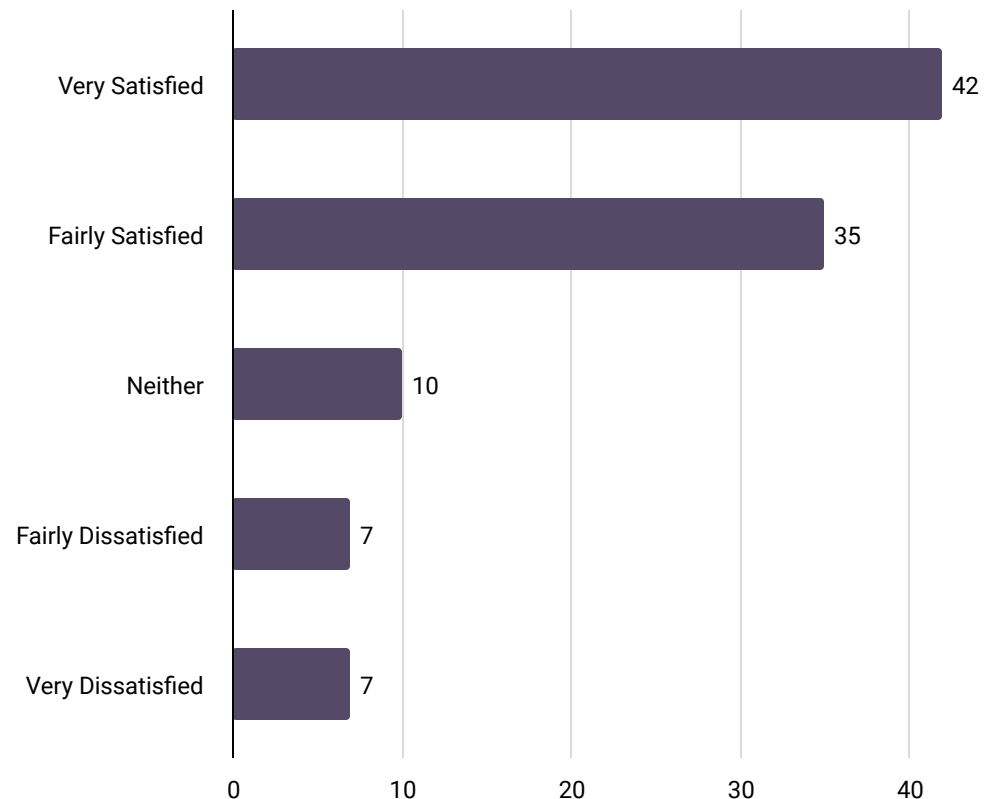


77% Overall Satisfaction

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.

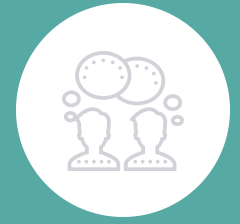
This means satisfaction has improved by 5%, going up from 72% to 77% since last year. This increase suggests that our services are getting better. At the same time, the number of unhappy tenants has slightly gone down by 2%.





The Home and Communal Areas

Resident Satisfaction Survey 2024



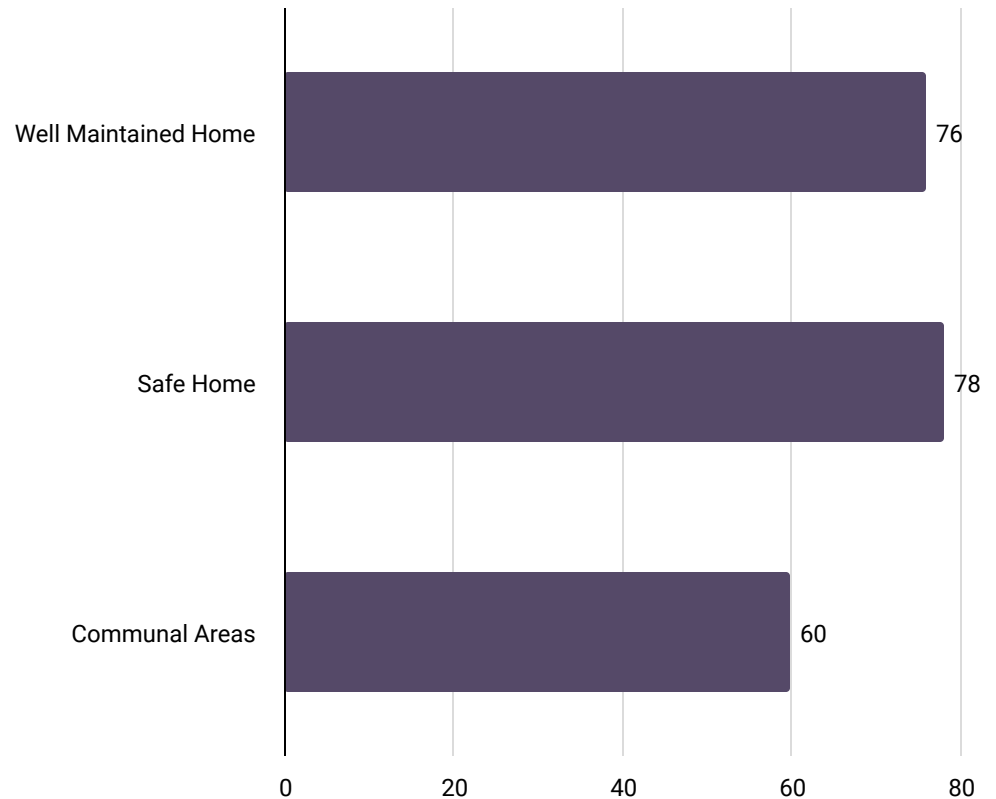
Around three quarters of residents are satisfied that their homes are well maintained (**76%**)



More than three quarters of residents are satisfied that Lancaster city Council provides a home that is safe (**78%**)



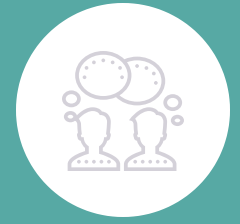
More than half of our residents are satisfied that their communal areas are kept clean and well maintained (**60%**)





Repairs and Maintenance

Resident Satisfaction Survey 2024



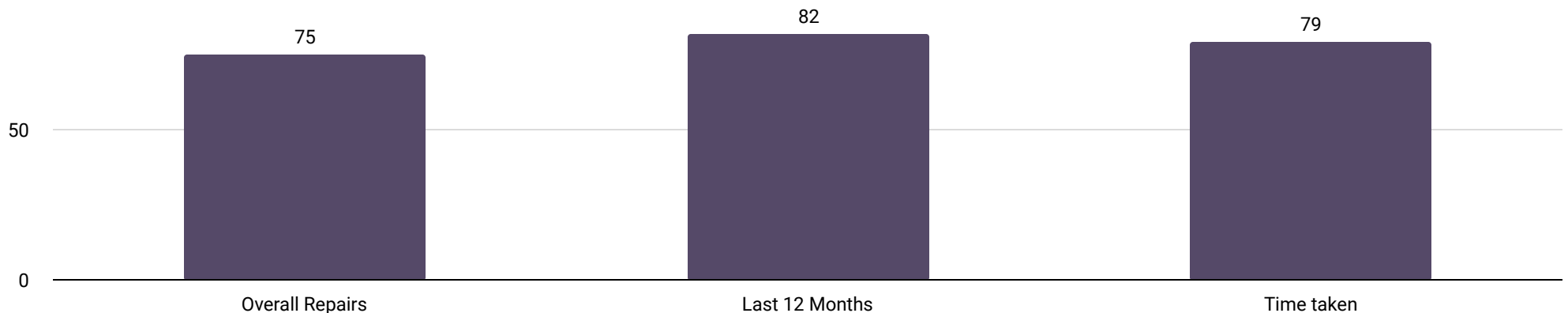
Three-quarters of residents are satisfied with the way Lancaster City Council deals with repairs and maintenance generally **(75%)**



More than three-quarters of residents are satisfied with the time it takes Lancaster City Council to carry out repairs **(79%)**



Around 8 out of 10 residents are satisfied with repairs carried out in their homes in the past 12-months. **(82%)**





The Neighbourhood

Resident Satisfaction Survey 2024



Overall Repairs 75

Last 12 Months 82

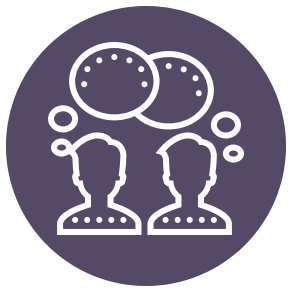
Time taken 79



Two-thirds of residents are satisfied that Lancaster City Council makes a positive contribution to their neighbourhood (**66%**).

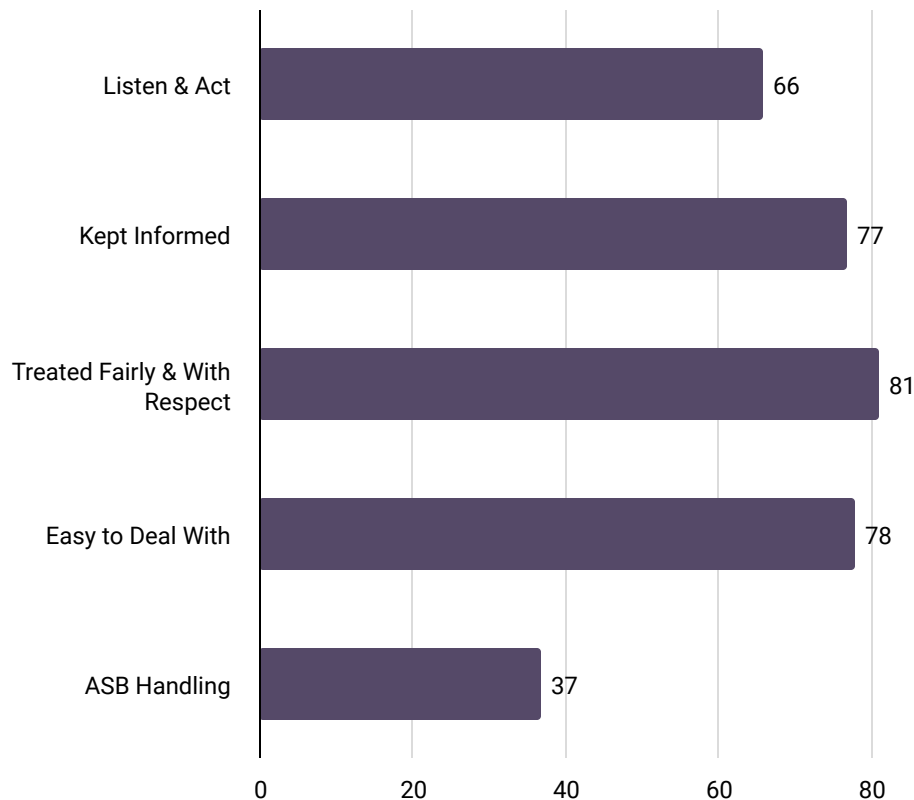
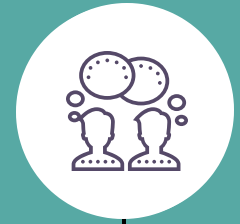


Over half of residents are satisfied with Lancaster City Council's approach to handling anti-social behaviour (**55%**).



Communications and Engagement

Resident Satisfaction Survey 2024



Two-thirds of residents are satisfied with how Lancaster City Council listens to their views and acts upon them (**66%**).



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



8 out of 10 residents agree that Lancaster City Council treats them fairly and with respect (**81%**).



Over three-quarters of residents felt that Lancaster City Council staff are easy to deal with (**78%**).



Just over a third of residents that made a complaint in the last 12 months are satisfied with complaints handling (**37%**).



Recommending Lancaster City Council



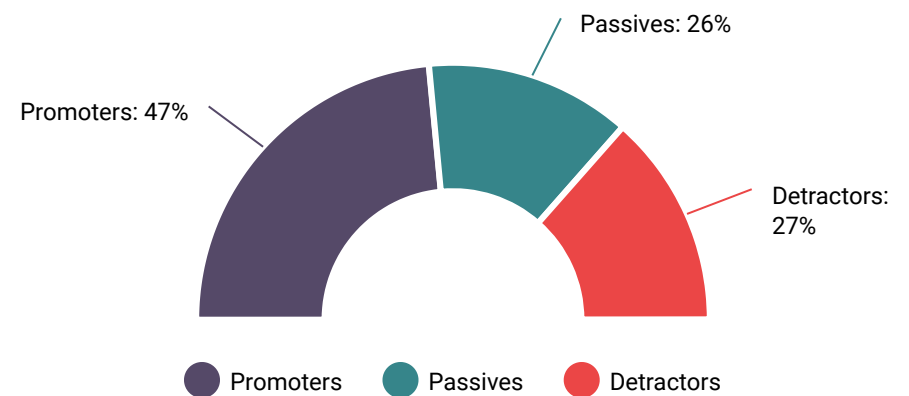
We asked tenants, "How likely are you to recommend Lancaster City Council to others, on a scale from 0 to 10? (10 means very likely, and 0 means not likely at all.)"



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

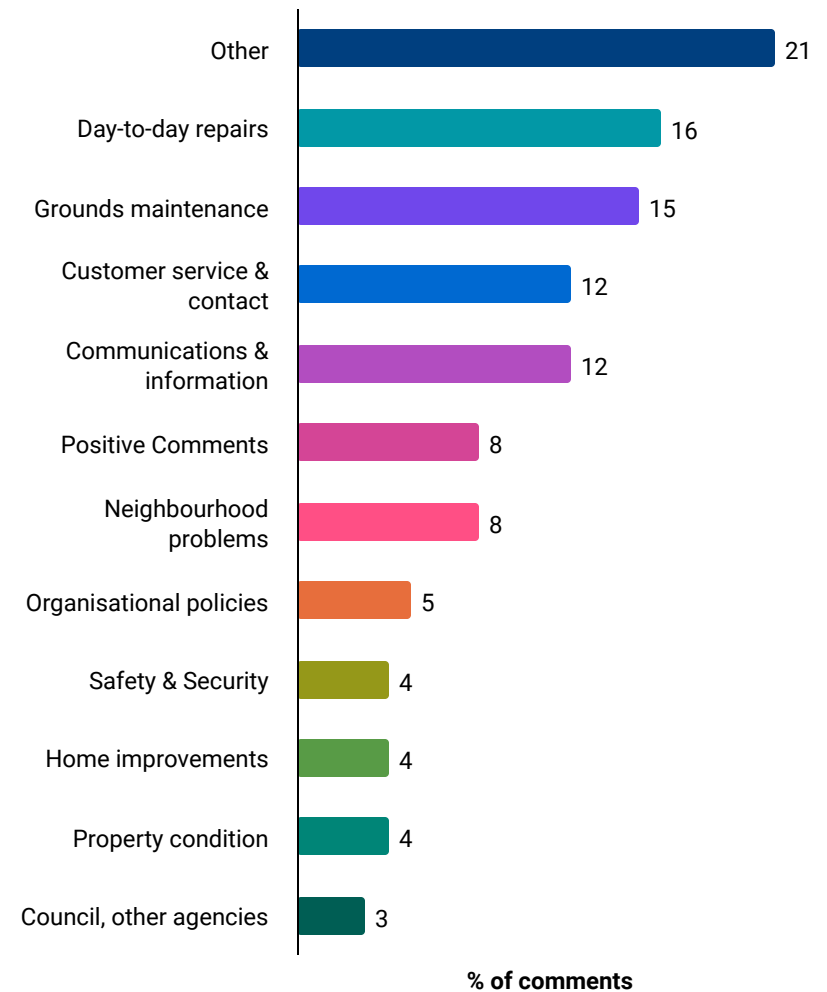
We also asked tenants what one thing Lancaster City Council could improve, and 557 people shared their thoughts.

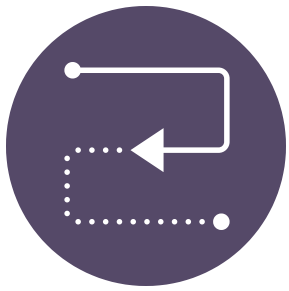
Some tenants (8%) shared positive feedback about our service, and 21% gave general comments—many didn't have suggestions or felt no changes were needed.

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.





Your Views

Thank you to everyone who took the time to complete our survey. Your feedback is really important—it helps us see what's working well and what we need to improve.

If you've said it's okay, we might get in touch to talk about any issues you've raised, invite you to other feedback events, or ask for more details.

This survey is just one of the ways Lancaster City Council involves tenants in shaping our services. We'll share the survey results with you and use them to work with residents on making our services even better.



Publish findings to residents



Use findings to plan and improve services



Involve residents in shaping service improvements



TSM Summary of Results

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	77%
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.	75%
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%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	76%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	78%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	66%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	77%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	81%
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%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	60%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	66%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	55%

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

A.	A summary of achieved sample size (number of responses)	628
B.	Timing of survey	27 August to 13 September
C.	Collection method(s)	Telephone
D.	Sample Method	Random Sample
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 contractors in collecting, generating , or validating the reported perception measures	Acutiy Research and Practice Ltd,
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 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