

# Your Views

## TSM Survey 2025/26

### About the Survey

Between August and October 2025, 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!**

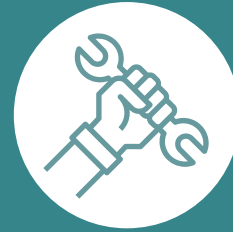
**639**

residents took  
part in our  
survey



# Overall Service

## TSM Survey 2025/26

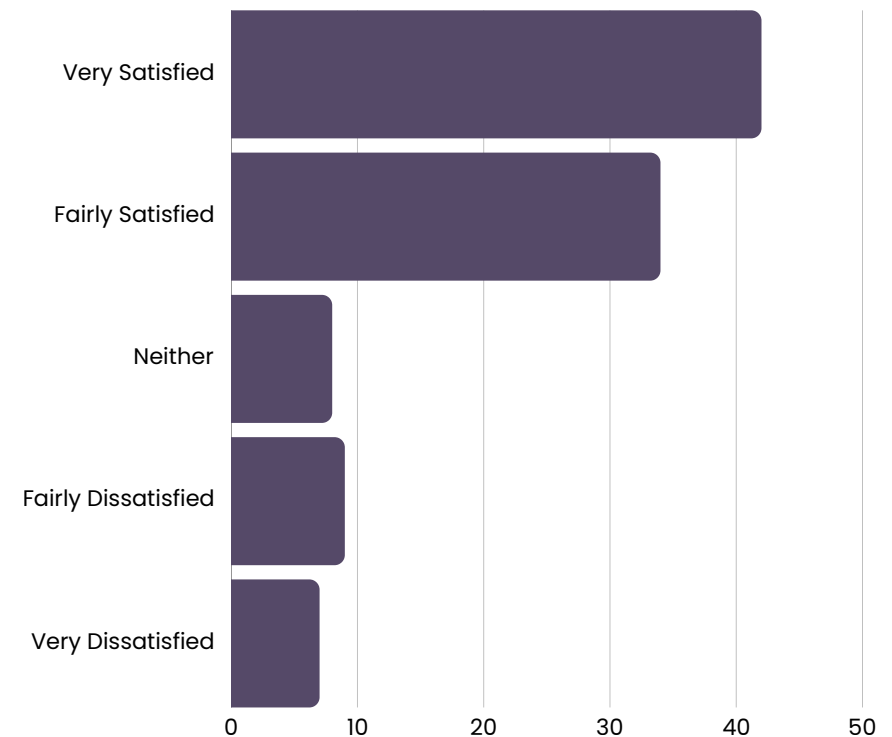


## 76% Overall Satisfaction

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 (76%) 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 (34%). Only 16% of tenants said they are unhappy with the service.

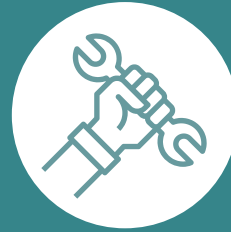
This means satisfaction has reduced by 1%, going down from 77% last year. This decrease is not seen as a negative outcome, given that satisfaction has remained high and has not gone up across the country.





# The Home and Communal Areas

## TSM Survey 2025/26



Around three-quarters (**79%**) of respondents reported they were satisfied that their home is well maintained.

TP04: Well Maintained Home



The majority (**82%**) 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 (**66%**).

TP10: Communal areas



*All three areas have shown strong increases in satisfaction since the previous year.*



# Repairs and Maintenance

## TSM Survey 2025/26



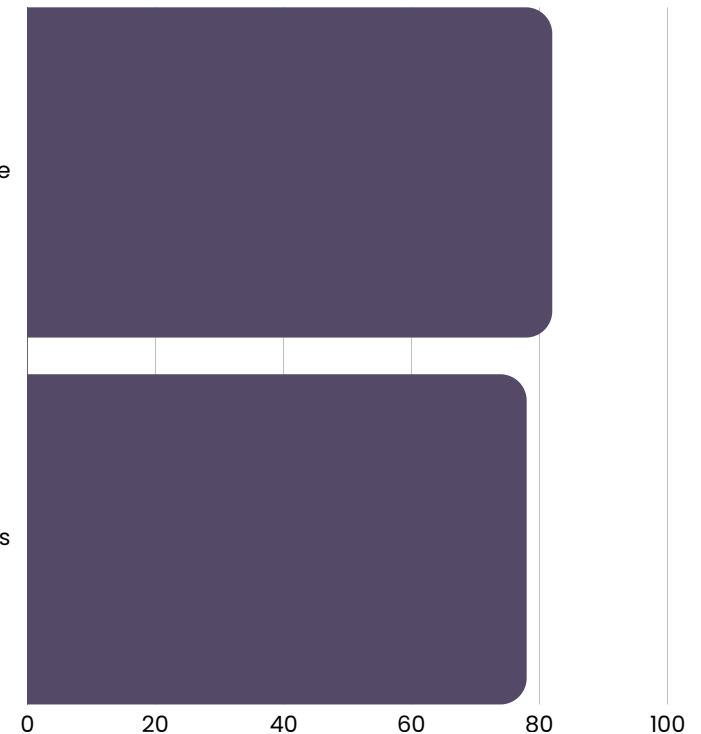
Around 8 out of 10 (**83%**) of respondents who had a repair in the last year were satisfied with the overall repairs service



More than three-quarters (**78%**) 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

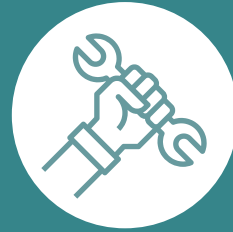
TP03: Repair Timescales





# The Neighbourhood

## TSM Survey 2025/26



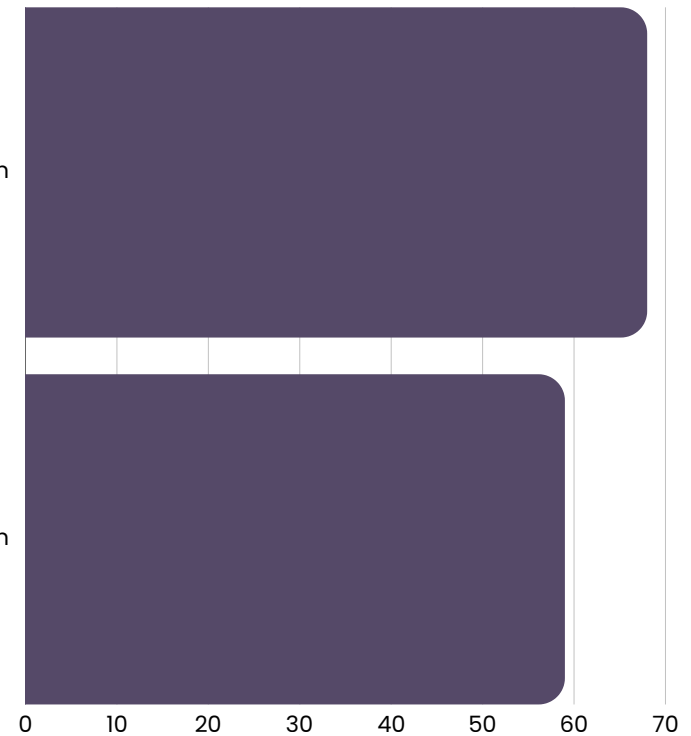
Two-thirds (**68%**) of respondents are satisfied that we make a positive contribution to their neighbourhood



More than half (**59%**) of respondents are satisfied with our approach to handling Anti-social Behaviour

TP11: Neighbourhood Contribution

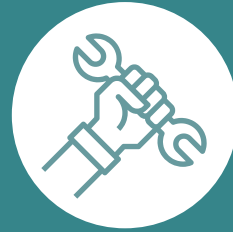
TP12: ASB Approach





# Communication and Engagement

## TSM Survey 2025/26



Two-thirds (**69%**) of respondents are satisfied that we listen and act upon tenant views



8 out of 10 (**80%**) of respondents are satisfied that we keep them informed about things that matter to them.



Over three-quarters (**82%**) of respondents are satisfied that we treat them fairly and with respect



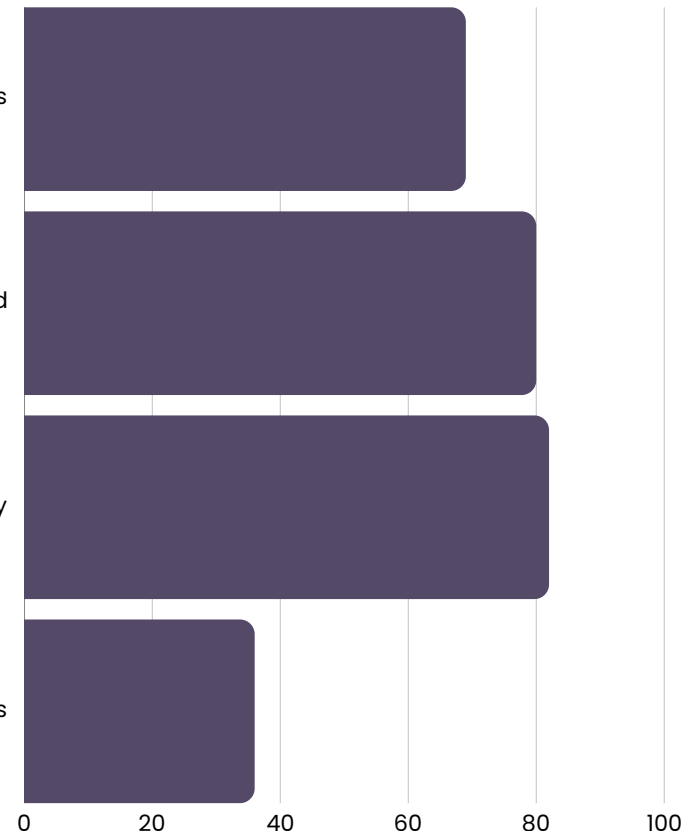
Just over a third (**36%**) of respondents are satisfied with our approach to complaint handling.

TP06: Listen and Acts

TP07: Kept Informed

TP08: Treated Fairly

TP09: Complaints





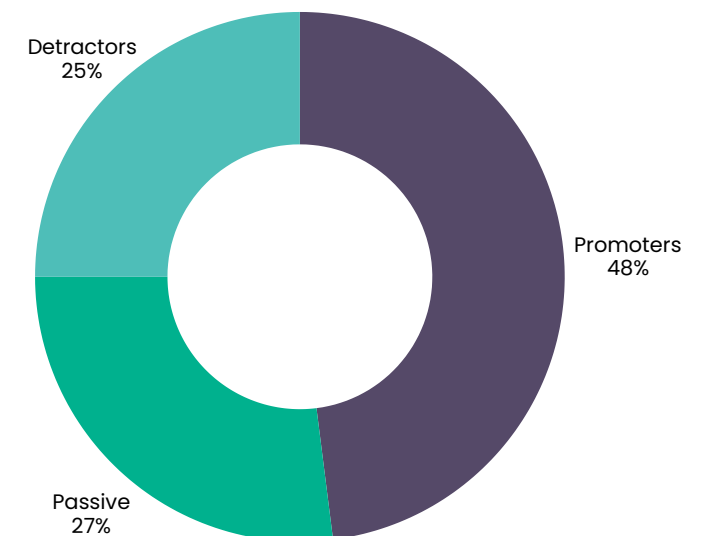
# Recomending Council Housing

## TSM Survey 2025/26

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 (48%) are happy to recommend us, with 39% giving us a top score of 10.
- About a quarter (27%) are unsure and could go either way.
- However, 25% said they would not recommend us and may have negative views.

The Net Promoter Score (which is promoters minus detractors) is +24. While this is ever so slightly below the average score for similar organisations, it's a noticeable improvement from last time.





# Top 15 Comments

## TSM Survey 2025/26

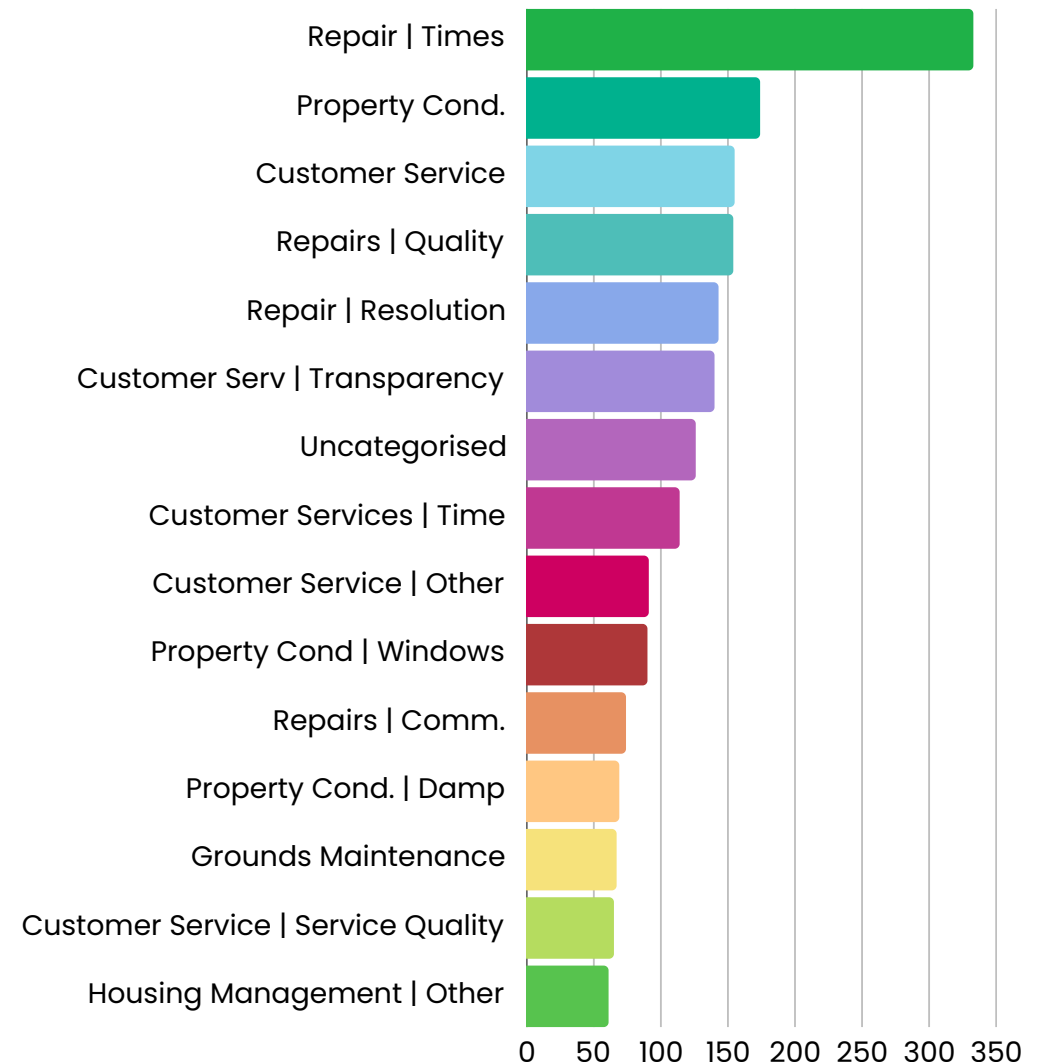
The chart to the right shows the top 15 comment areas from tenants across all four sentiment questions.

As might be expected, the most commonly mentioned area is the timescales to complete repairs, with 330 mentions of this. This shows how this aspect of service is of the utmost importance to tenants.

Other aspects of the repairs service also feature, including the quality of work, whether issues have been resolved, and communications around repairs.

The general condition of the home is frequently mentioned, as well as specific concerns, including windows/doors, damp and kitchens.

As previously noted, while many tenants mention customer service and contact in their comments, this is mostly in a positive light.





# Summary of Results

## TSM Survey 2025/26

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	76%
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.	83%
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.	78%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	79%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	82%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	69%



# Summary of Results

## TSM Survey 2025/26

TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	80%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	82%
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%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	66%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	68%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	59%