

# Your Views



## Tenant Satisfaction Survey 2023

### About the survey

In October and November 2023, 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.

**721**

tenants responded

out of 2,594

\*331 by post

\*274 online

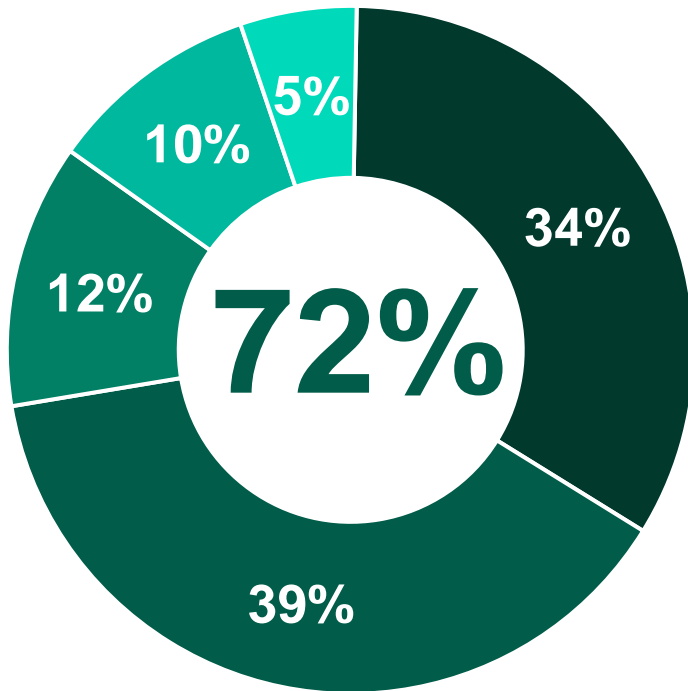
\*116 by  
telephone

**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



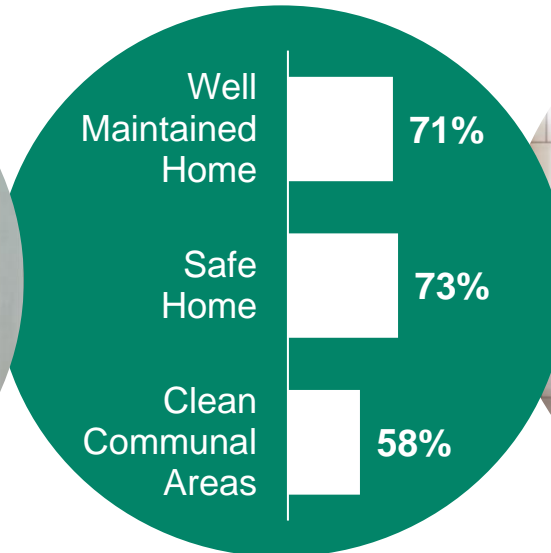
**71%** of tenants (7 out of 10 people) are satisfied they are provided with a home which is well maintained.



**73%** of tenants (7.5 people out of 10) are satisfied Tandridge District Council provides them with a home that is safe.



**58%** of tenants (6 out of 10 people) with communal areas are satisfied they are kept clean and well maintained.



# Repairs Service



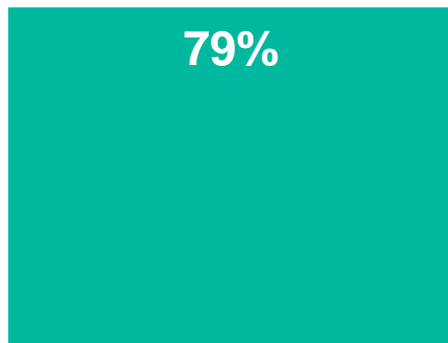
**61%** of tenants (6 out of 10 people) said they had a repair carried out to their home in the last 12 months.



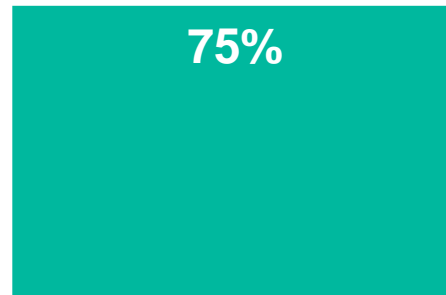
**79%** of these tenants (8 out of 10 people) are satisfied with the overall repairs service over the last 12 months.



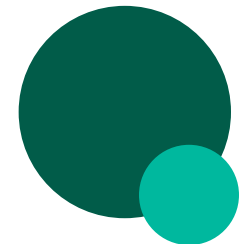
**75%** of tenants (7.5 out of 10 people) are satisfied with the time taken to complete their most recent repair after they reported it.



Overall Repairs Service  
(Last 12 months)



Time Taken to Complete  
Most Recent Repair





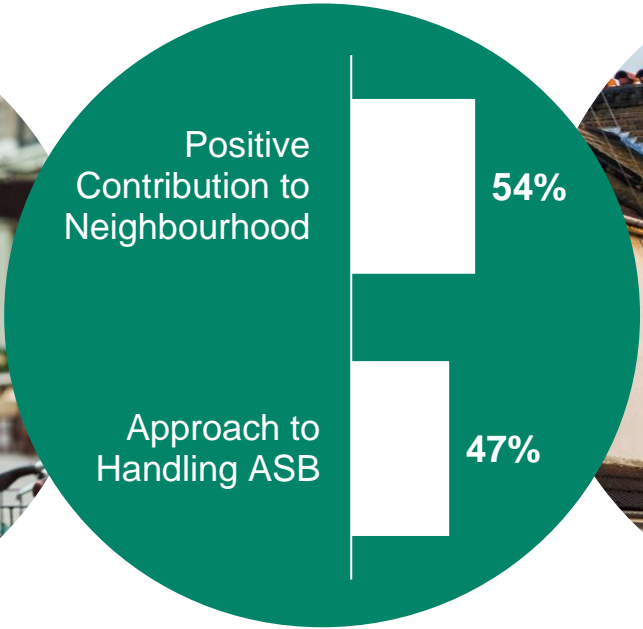
# The Neighbourhood



**54%** of tenants (5.5 out of 10 people) are satisfied Tandridge District Council makes a positive contribution to their neighbourhood.



**47%** of tenants (4.5 out of 10 people) are satisfied with Tandridge District Council's approach to handling anti-social behaviour.



# Communications and Tenant Engagement



**58%** of tenants (6 out of 10 people) are satisfied Tandridge District Council listens to their views and acts upon them.



**62%** of tenants (6 out of 10 people) are satisfied they are kept informed about things that matter to them.



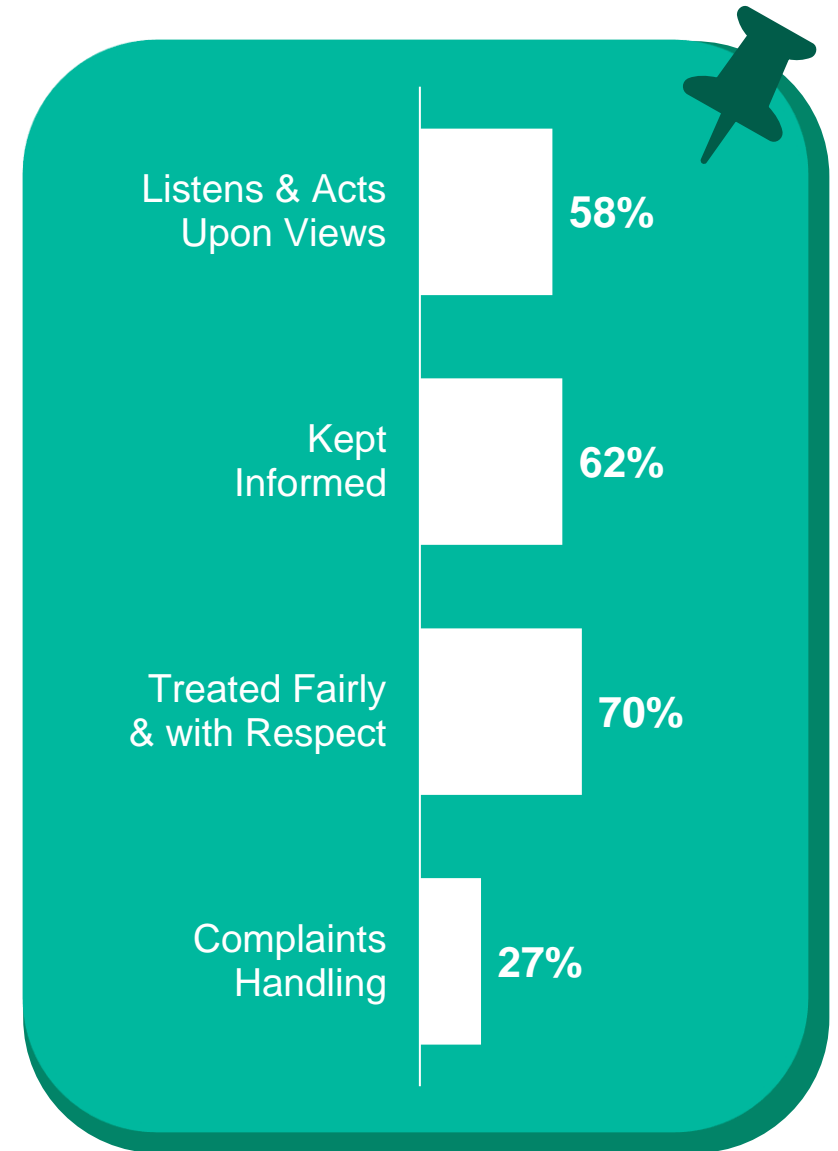
**70%** of tenants (7 out of 10 people) agree Tandridge District Council treats them fairly and with respect.



**26%** of tenants (2.5 out of 10 people) said they complained to Tandridge District Council in the last 12 months.



**27%** of these tenants (2.5 out of 10 people) are satisfied with the Council's approach to handling complaints.



# Tenants' Comments

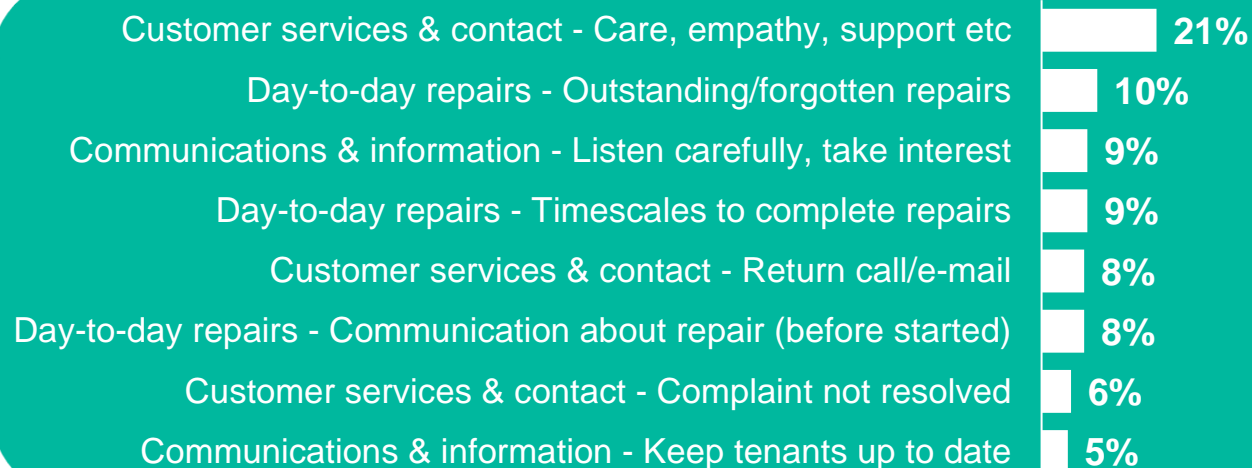
Tenants not satisfied with their home or communal areas were asked to explain why. Tenants frequently commented about the quality of the cleaning service and the repairs service, including outstanding repairs that have not been dealt with. While others would like improvements to the grounds maintenance.

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 they would like to be listened to more carefully. Other tenants once again commented upon the repairs service.

## Top comments – Home and Communal Areas



## Top comments – Communications and Customer Service



# 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.

