

Harrogate Borough Council

Tenant & Leaseholder Satisfaction Survey

2022





About the Survey

Between January 2022 and March 2022 many of you took part in an important survey.

The survey focused on how happy you are with the way Harrogate BC delivers key services and maintains your homes. The survey was anonymous and carried out by an independent market research company - Acuity Research & Practice.

The survey was carried out by post, with the survey being sent out in January with a reminder sent out in February. Some 5% of residents took part via an online survey, the remaining 95% chose to take part through the postal survey.

This report contains key results from the survey in respect of residents' opinions about their homes and the services received.

A total of
1,711
tenants took
part out of a
possible 3,960.

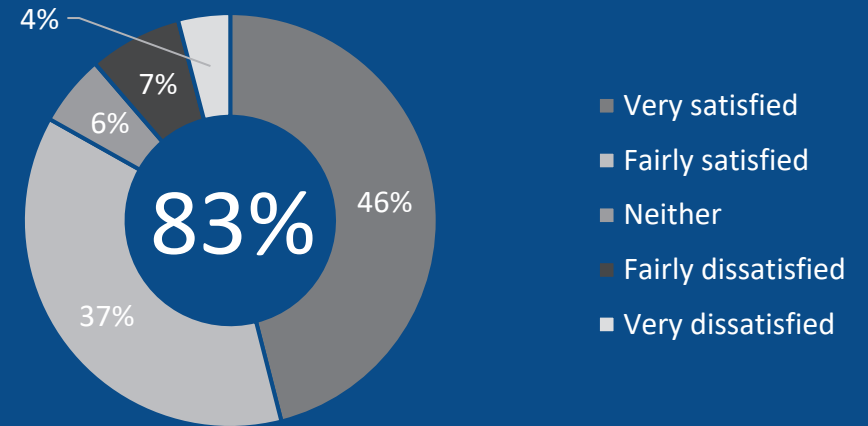




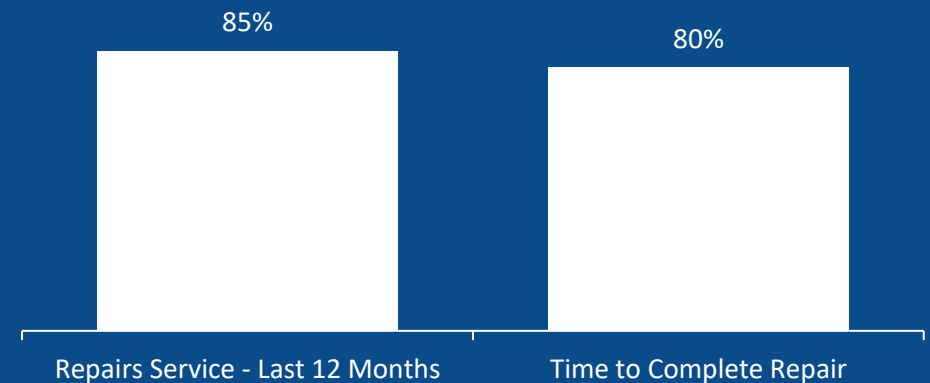


Repairs & Maintenance

More than four-fifths of tenants are satisfied with the way Harrogate BC deals with repairs and maintenance (**83%**).



Of the **65%** of tenants who had a repair carried out in their home by Harrogate BC in the last 12 months, **85%** were satisfied with the service they received and **80%** were satisfied with the time it took to complete the repair.



Communications & Engagement



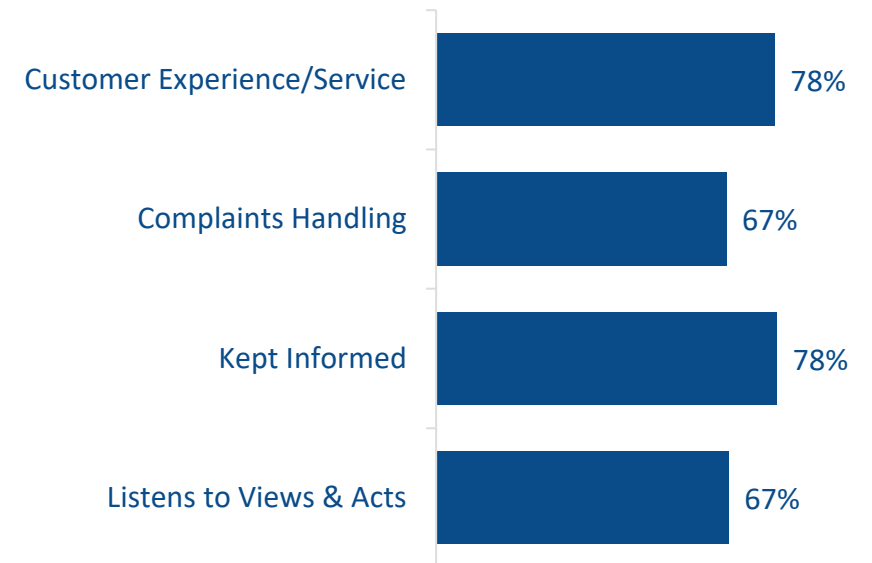
Almost four-fifths of tenants find Harrogate BC easy to deal with **(78%)**.



Some **67%** of tenants feel that Harrogate BC listens to their views and acts upon them and considerably more feel that Harrogate BC keeps them informed **(78%)**.



Finally, **67%** of tenants are satisfied with how Harrogate BC handles complaints.





Opinions of Harrogate BC



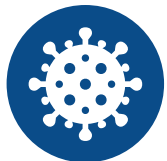
Over four-fifths of tenants feel that Harrogate BC provides an effective and efficient service (**82%**) and the service that they expect from their landlord (**84%**).



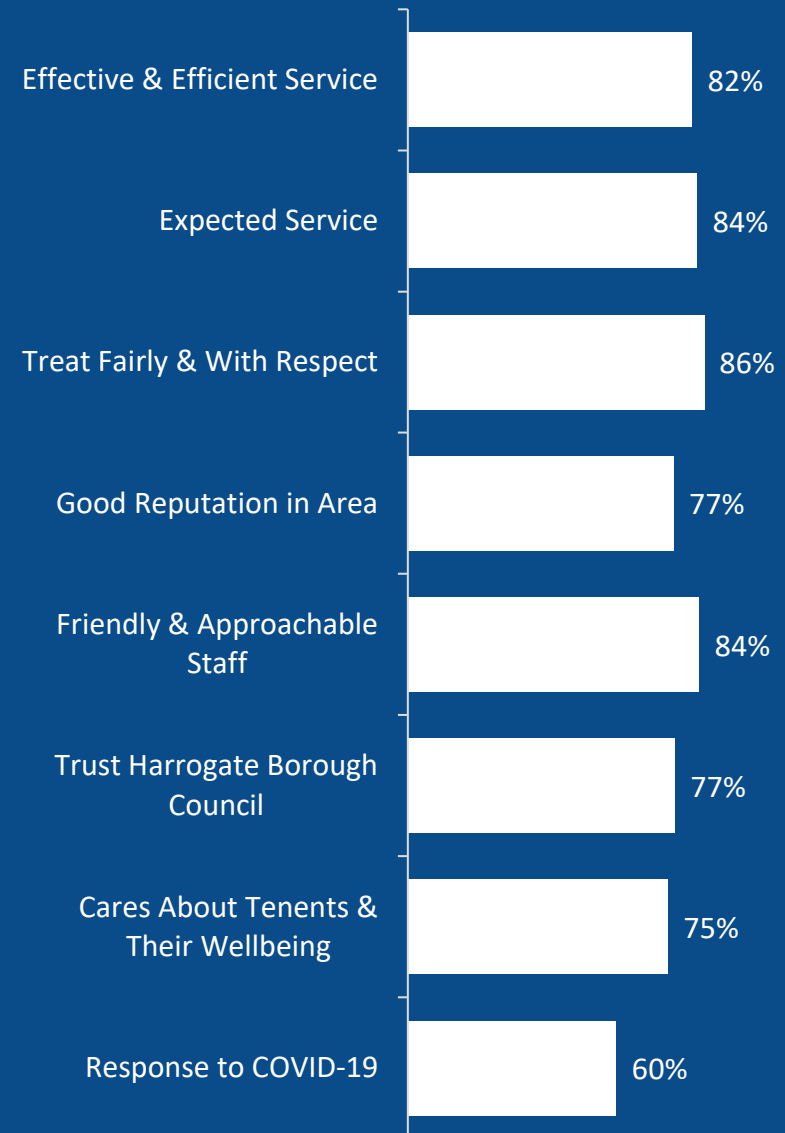
Around three-quarters of tenants feel that Harrogate BC has a good reputation in their area (77%).



77% of tenants trust Harrogate BC and slightly fewer (**75%**) feel that it cares about them and their wellbeing.



Three-fifths of tenants (**60%**) are satisfied with how Harrogate BC responded to the COVID-19 pandemic.

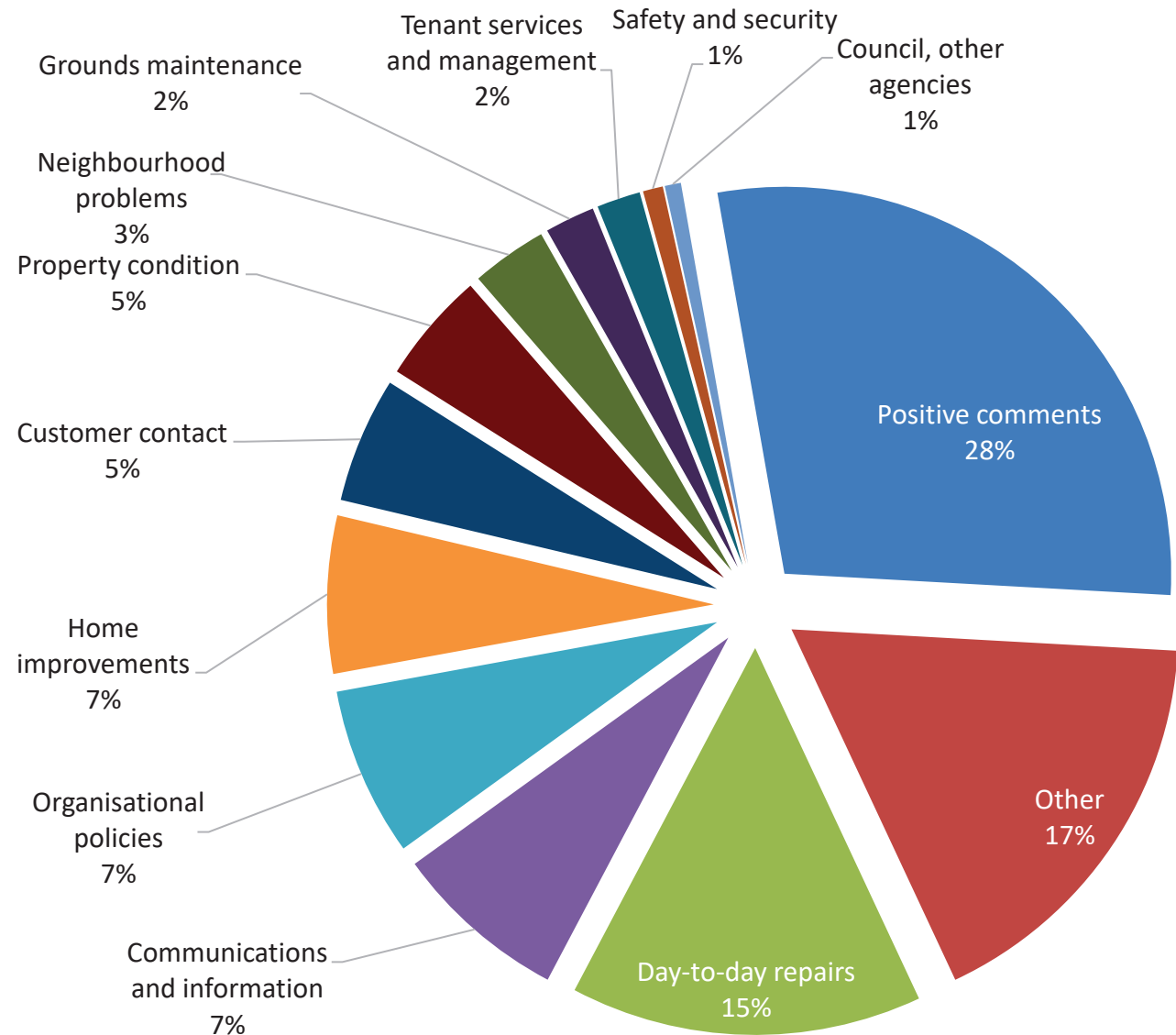




Improving Services

Tenants were asked if there was one thing that Harrogate BC could do to improve its services, what would they like it to be. 4,794 comments were received from the tenants, 28% gave positive comments and a further 17% gave 'other' answers and it could be construed that they don't feel improvement is necessary.

There is a wide variety of suggestions for improvement and these are summarised in the chart across. 15% of comments concern day-to-day repairs, 7% communications and information, 7% organisational policies, 7% home improvements, 5% customer contact and 5% neighbourhood problems.



Recommending Harrogate Borough Council



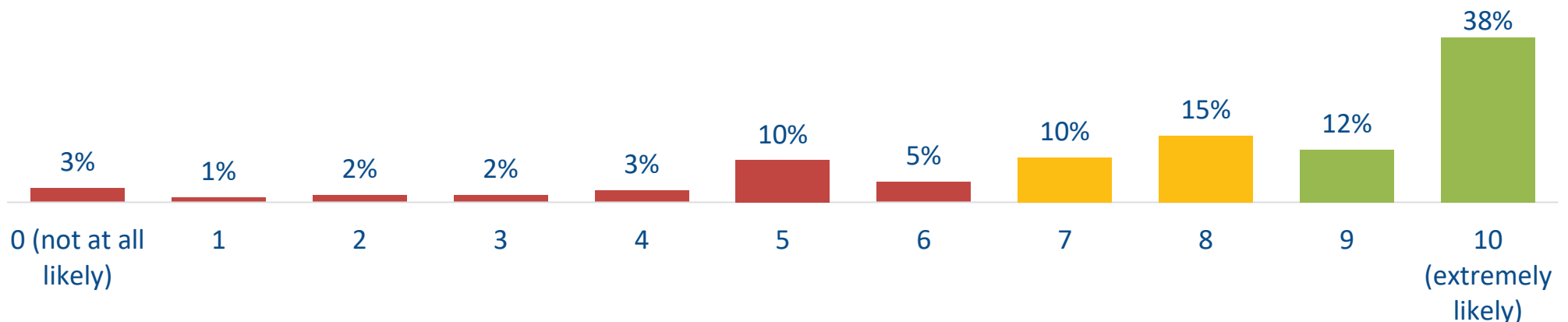
Tenants were also asked how likely they would be to recommend Harrogate BC to other people. This is a 0-10 point rating. Those who would recommend the organisation score 9 or 10, those unsure score 7 or 8 and those who wouldn't recommend them score 6 or below.



Around half of tenants are very loyal and happy to recommend Harrogate BC (49%), some 25% are unsure and 25% wouldn't recommend them, feeling rather more negative about the organisation.



The 'Net Promoter Score' for Harrogate BC (the percentage of those who would recommend Harrogate BC less the percentage of those who wouldn't) is 24.



Leaseholders



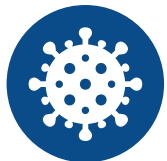
Over two-thirds of leaseholders are satisfied with the overall service provided by Harrogate BC (**68%**) and three-quarters are satisfied with the quality of their home (**76%**).



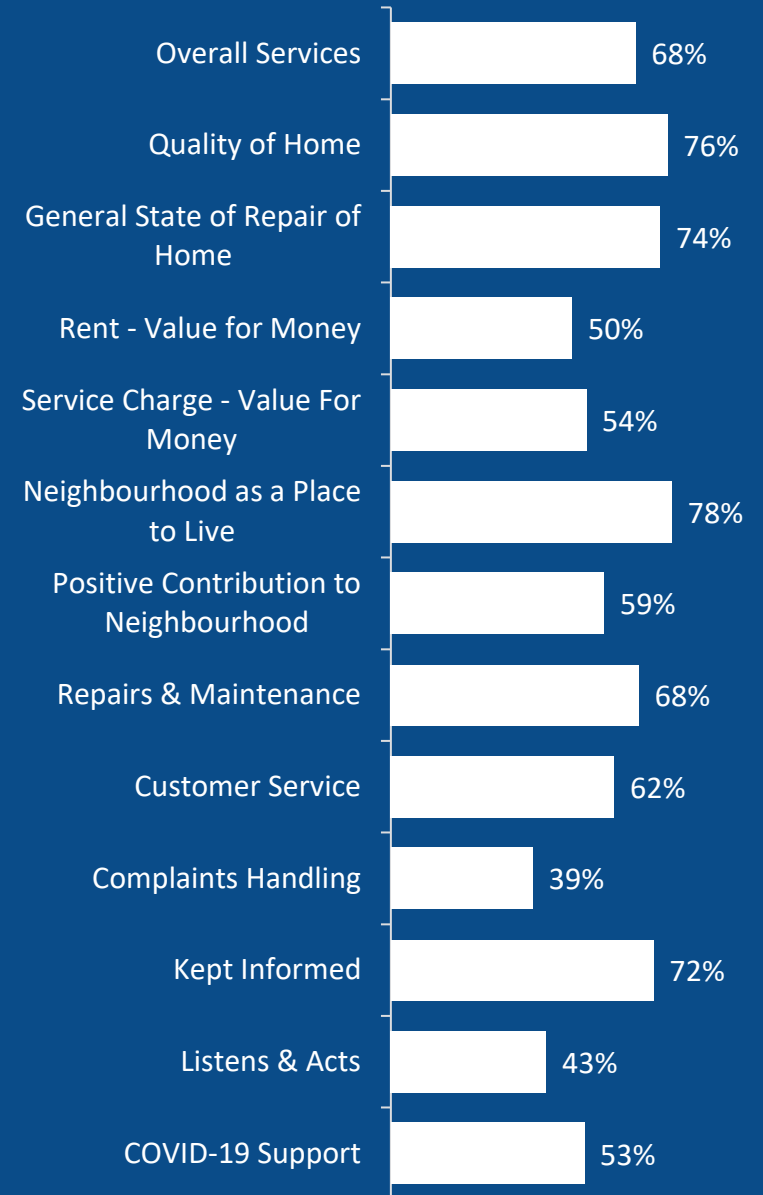
Almost four-fifths of leaseholder are satisfied with their neighbourhood as a place to live (**78%**) however, only **59%** are satisfied that Harrogate BC makes a positive contribution to their neighbourhood.



62% of leaseholders are satisfied with the customer service that they receive from Harrogate BC and considerably fewer (**39%**) are satisfied with the way complaints are handled.



Over half of leaseholders (**53%**) are satisfied with how Harrogate BC responded to the COVID-19 pandemic.



You Say – We Do

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



National Context

Resident satisfaction has fallen a little since the previous survey in 2019 but monitoring by Housemark and Acuity indicates that this is part of a trend experienced by other social landlords. This fall is possibly driven by the affects of the pandemic and other external factors such as the cost of living, so the fall in satisfaction among Harrogate residents is, perhaps, not unexpected.



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