

Your Views



Tenant Satisfaction Survey 2023/24

About the Survey

Between October 2023 and January 2024, many of you took part in an important survey. A sample of tenants were invited to participate in the survey by postal, online and telephone questionnaires.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way North Yorkshire Council maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing North Yorkshire Council's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



2,241

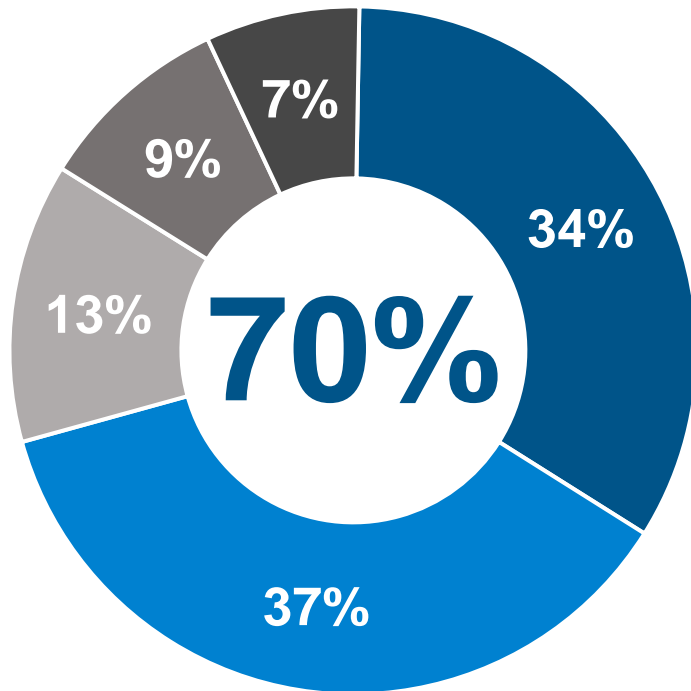
tenants took part out of a total of 8,329 (600 by post, 595 by telephone and 1,046 online)

A big thank you to everyone who took part!

Overall Service



Seven out of ten tenants are satisfied with the overall service provided by North Yorkshire Council **(70%)**.



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



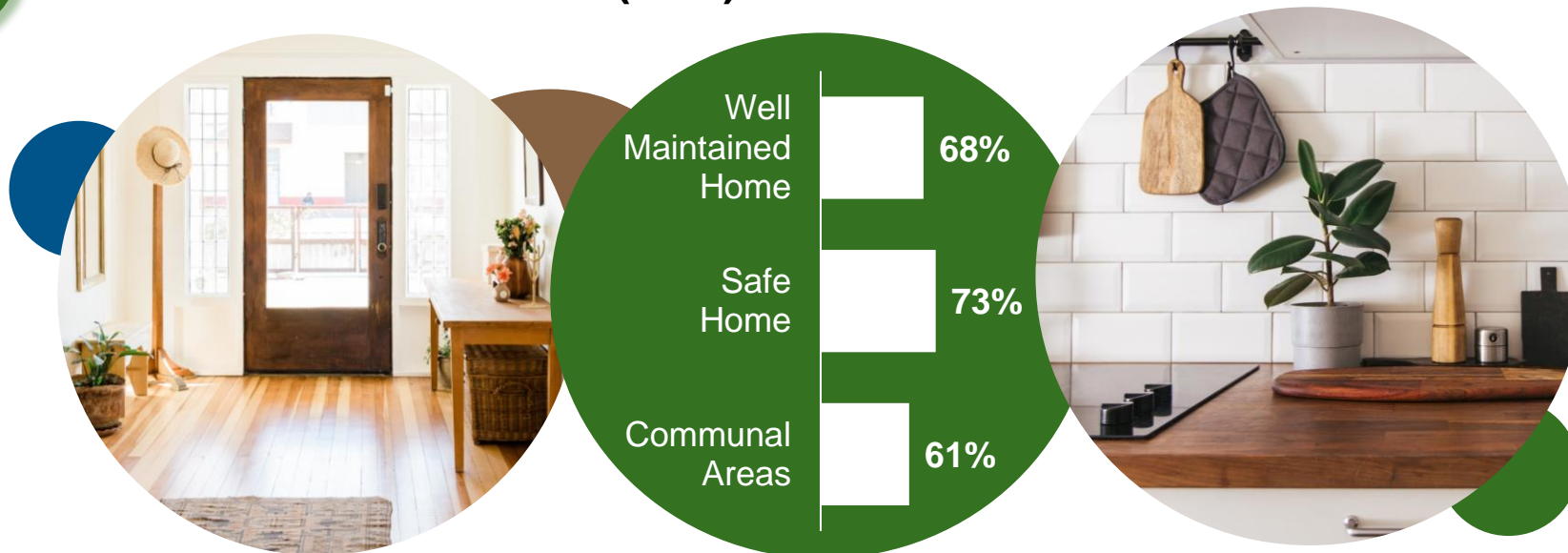
Almost seven out of ten tenants are satisfied that they are provided with a home that is well maintained **(68%)**.



Tenants are slightly more satisfied that North Yorkshire Council provides them with a home that is safe **(73%)**.



Three out of five tenants with communal areas are satisfied that they are kept clean and well maintained **(61%)**.



Repairs Service



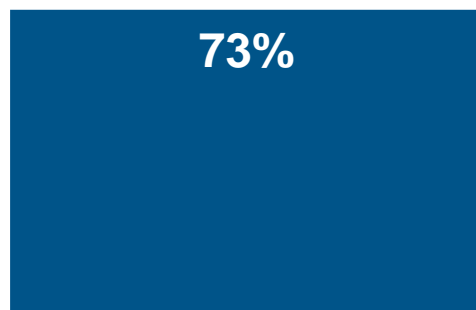
Just under two-thirds of tenants said they had a repair carried out to their home in the last 12 months **(64%)**.



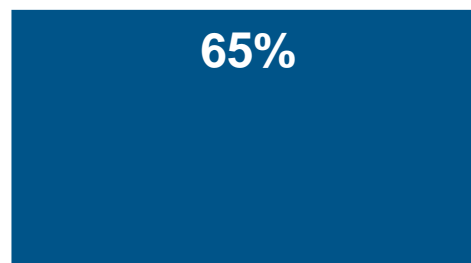
Almost three-quarters of these tenants are satisfied with the overall repairs service from North Yorkshire Council over the last 12 months **(73%)**.



Tenants are less satisfied with the time taken to complete their most recent repair after they reported it **(65%)**.



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair

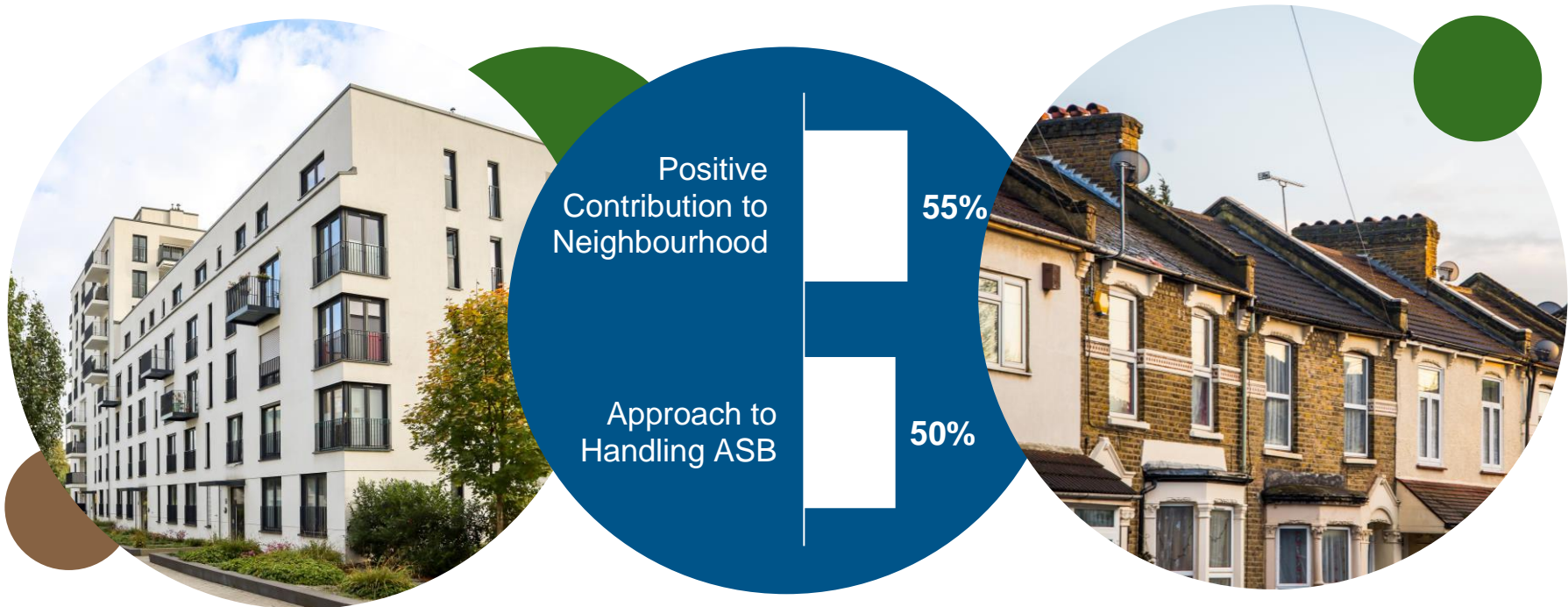
The Neighbourhood



Over half of tenants are satisfied that North Yorkshire Council makes a positive contribution to their neighbourhood **(55%)**.



Slightly fewer tenants are satisfied with North Yorkshire Council's approach to handling anti-social behaviour **(50%)**.



Communications and Tenant Engagement



Over half of tenants are satisfied that North Yorkshire Council listens to their views and acts upon them **(55%)**.



Around three out of five tenants are satisfied that they are kept informed about things that matter to them **(60%)**.



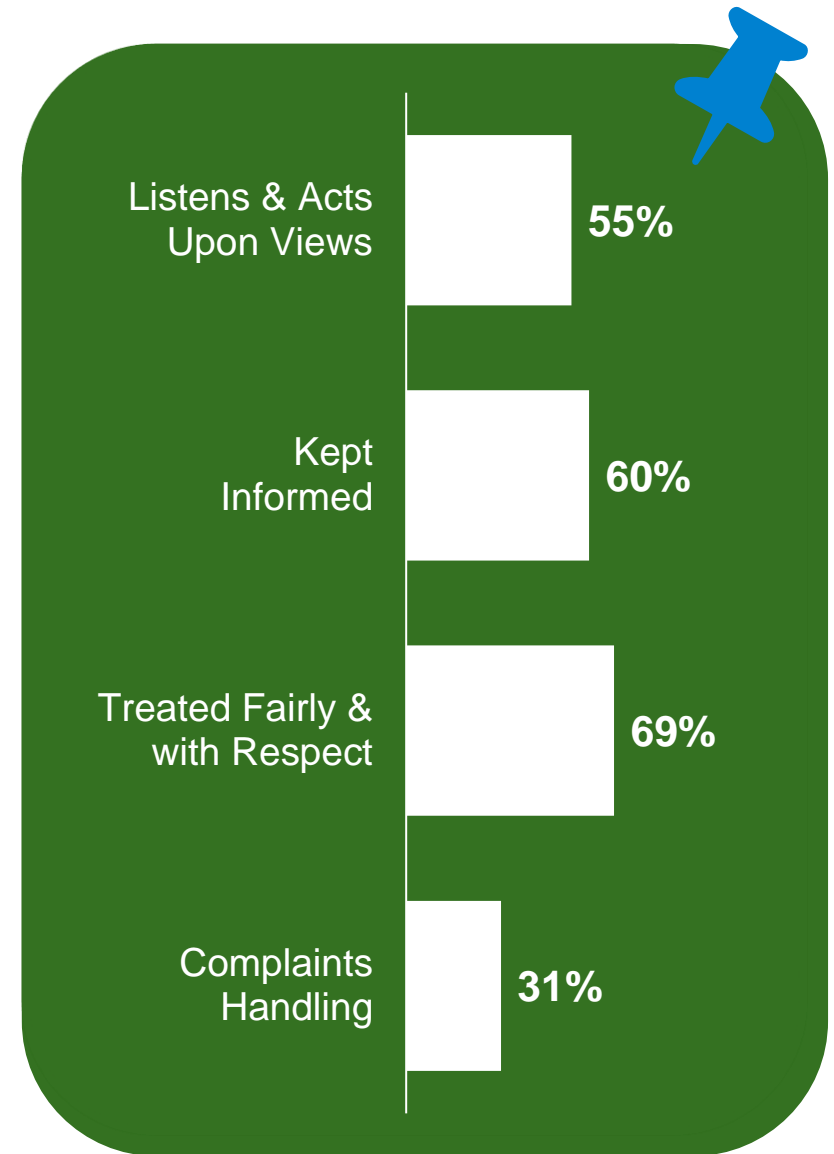
Seven out of ten tenants agree that they are treated fairly and with respect by North Yorkshire Council **(69%)**.



Around a fifth of tenants said they had made a complaint to North Yorkshire Council in the last 12 months **(21%)**.



Of these tenants, **29%** are satisfied with North Yorkshire Council's approach to complaints handling.



Tenants' Comments

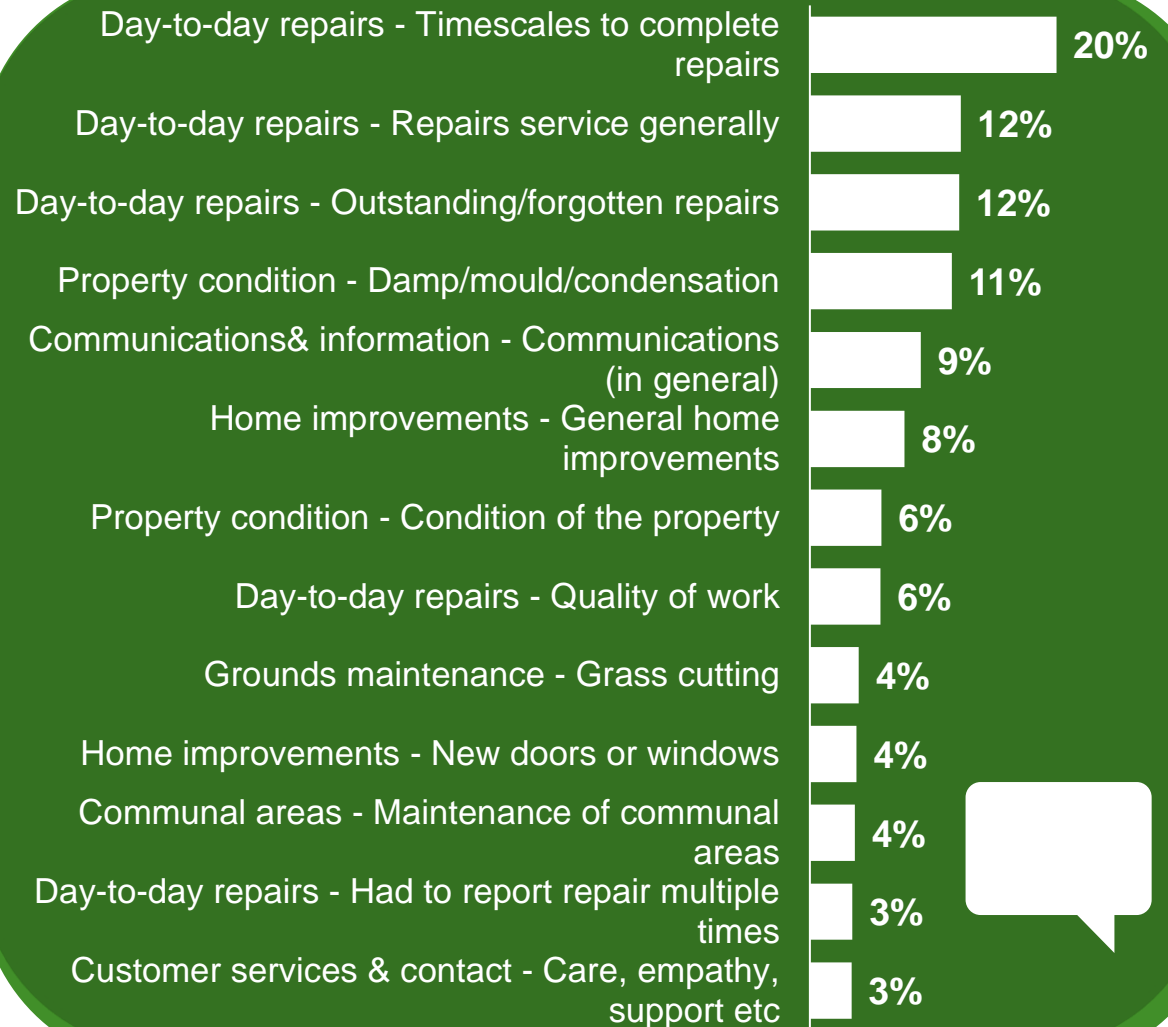
Throughout the survey, tenants who were not satisfied with aspects of their home, repairs or communications and customer service were asked what North Yorkshire Council could improve.



The majority of comments refer to issues with the repairs service – in particular, the time it takes to complete repairs and dealing with outstanding and forgotten repairs.

The second most common area is around problems with the condition of their home, which centre largely on damp and mould issues. Others want better communications from NYC and improvements to their homes.

Top comments



Your Views

North Yorkshire 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 may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

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



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



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



Involve tenants in
shaping service
improvements

