



North Yorkshire Council

TSM Tracker Q3 2024/25

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North Yorkshire Council (NYC) owns and manages around 8,300 properties in North Yorkshire, located across Harrogate, Selby, and Richmond. Acuity has been commissioned to undertake independent satisfaction surveys of its tenants to collect data on their opinions of, and attitudes towards, their landlord and the services provided on a quarterly basis starting in Q3 2024/25. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and were reported for the first time in June 2024. This is the first quarterly survey and will be represented as Q3 24/25, Acuity previously carried out a one-off survey for NYC in 2023/24 and these results will provide a comparison with Q3 24/25 in this report.

The aim of each quarterly survey is to collect 300 completed responses proportionally sampled by tenure and locality. At the close of the survey, 300 completed surveys were received plus a further eight incomplete surveys which are required to be included by the Regulator. All of the surveys in Q3 24/25 were conducted by telephone using Acuity's in-house team of telephone interviewers.

The survey is confidential, and the results are sent back to NYC anonymised unless tenants give their permission to be identified – 74% of tenants did give permission to share their responses with their details attached and 97% of these tenants are happy for NYC to contact them to discuss any information they provided.

The aim of this survey is to provide data on tenants' satisfaction, which will allow NYC to:

- Provide information on tenants' perceptions of current services
- Act as a baseline to compare future surveys against
- Inform decisions regarding future service development
- Report to the Regulator from June 2024 onwards.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with over 2,500 but under 10,000 properties achieve a sampling error of at least $\pm 4\%$ at the 95% confidence level. For NYC, 300 completed responses were received this quarter. This response is high enough to conclude that the findings are accurate to within $\pm 5.6\%$ for the quarter and $\pm 3.9\%$ annually; therefore, meeting the required margin of error.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. Base numbers are shown against the charts as n=...

70% 

Overall Satisfaction

The chart opposite shows the key metrics from the survey and shows that seven out of ten tenants are satisfied with the overall services provided by NYC (70%).

One measure exceeds 80% satisfaction in Q3 24/25, this is for NYC providing a home that is safe (82%).

Just one measure falls below 60% satisfaction, this being the handling of complaints at 30%, although this is often the lowest scoring measure in surveys of this type.

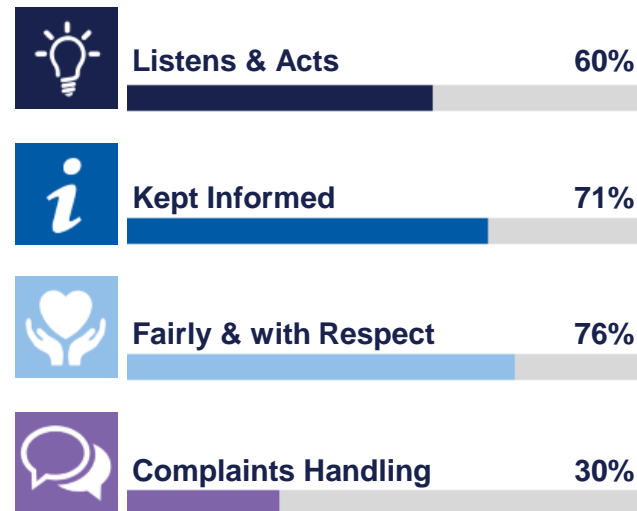
The report will include a comparison with the survey from 2023/24 and towards the end will show a breakdown of the results by different subgroups to gain a better overall view of satisfaction and what is driving this.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Overall Satisfaction

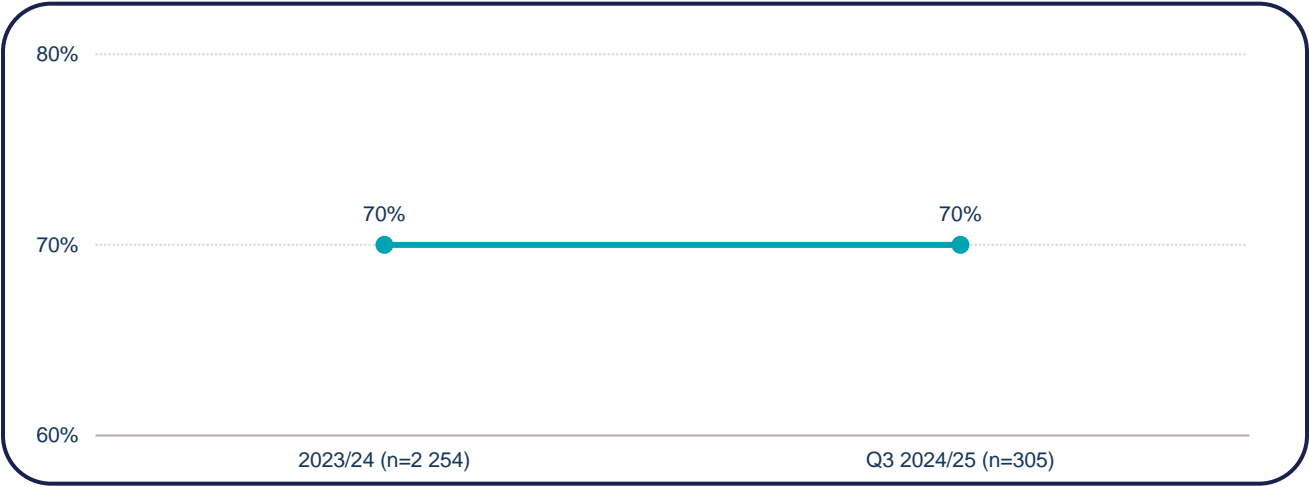
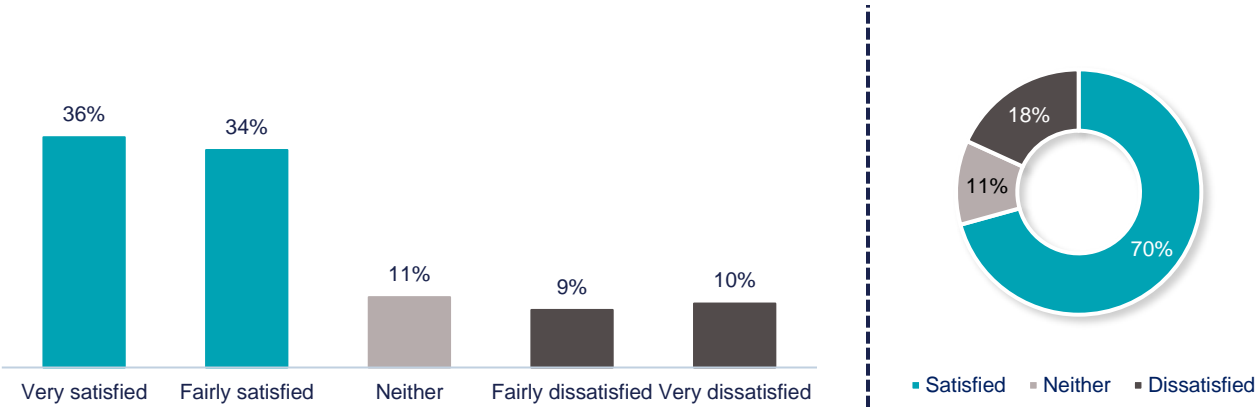
Tenants were asked, “*Taking everything into account, how satisfied or dissatisfied are you with the service provided by North Yorkshire Council?*” This is the key metric in any tenant perception survey.

Seven out of ten tenants are satisfied with the overall services provided to them by NYC (70%) with slightly more tenants very satisfied (36%) than fairly satisfied (34%), which is encouraging.

Some 19% of tenants are dissatisfied with the overall services received and a further 11% are neither satisfied nor dissatisfied.

NYC had a survey completed for them by Acuity in 2023/24 and the chart shows both the results from that survey and that of the current survey. This shows satisfaction has remained at the same level, demonstrating consistency but it will be interesting to see if overall satisfaction can be improved in Q4.

The residents were then asked to explain their reasons for the scores they gave and the results from this are shown in the following few pages.





Comments - Very Satisfied



The tenants were asked to provide further details of why they had answered the overall satisfaction question the way they had. Here, those giving a 'very satisfied' answer were asked to explain why, and 106 tenants left comments.

The survey responses indicate a high level of satisfaction among tenants regarding the housing service, particularly in terms of the repairs service. Many respondents praised the repairs workforce and the quality of the communication process. Tenants expressed appreciation for the overall condition of their homes, noting that repairs are handled promptly and effectively. However, a few responses mentioned delays in specific cases, suggesting room for improvement in communication about repair timelines.

Overall, the positive feedback reflects a strong foundation for NYC, with opportunities to enhance tenant experience through continued focus on efficiency and communication.





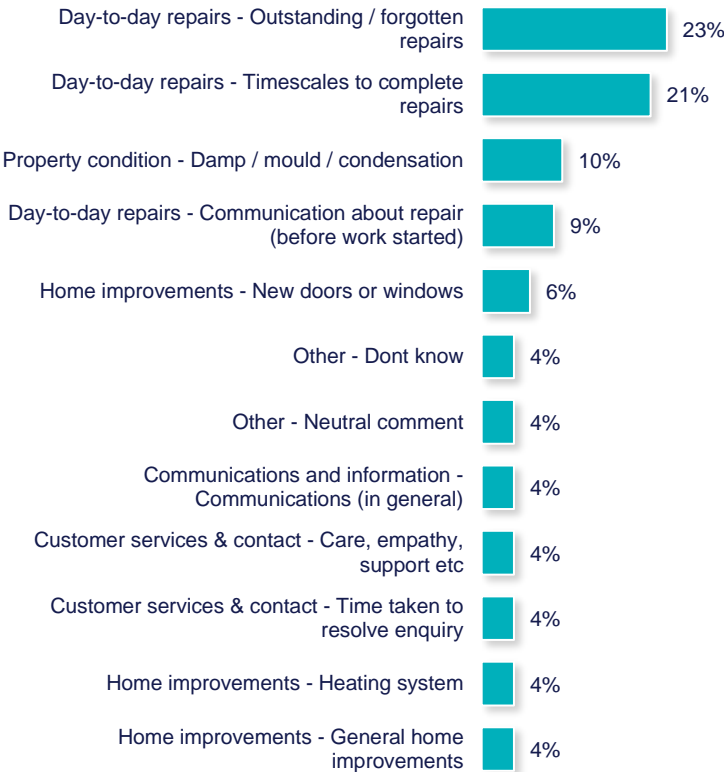
Comments - Neutral



Tenants who gave neither a very satisfied nor very dissatisfied answer were asked to explain why, and 160 tenants gave their comments.

The responses reveal significant dissatisfaction among tenants regarding repair services and communication. Key issues include long wait times for repairs, with many respondents reporting delays of over a year for essential maintenance, such as damp and mould issues, broken doors, and heating problems. Tenants expressed frustration with the lack of follow-up and accountability, often feeling ignored or treated as numbers rather than individuals. Communication barriers, particularly with automated systems and unresponsive staff, were frequently mentioned.

Recommendations to improve overall satisfaction for tenants include enhancing repair response times, improving communication channels, and ensuring that promises made during tenancy agreements are fulfilled.



■ (n=160)



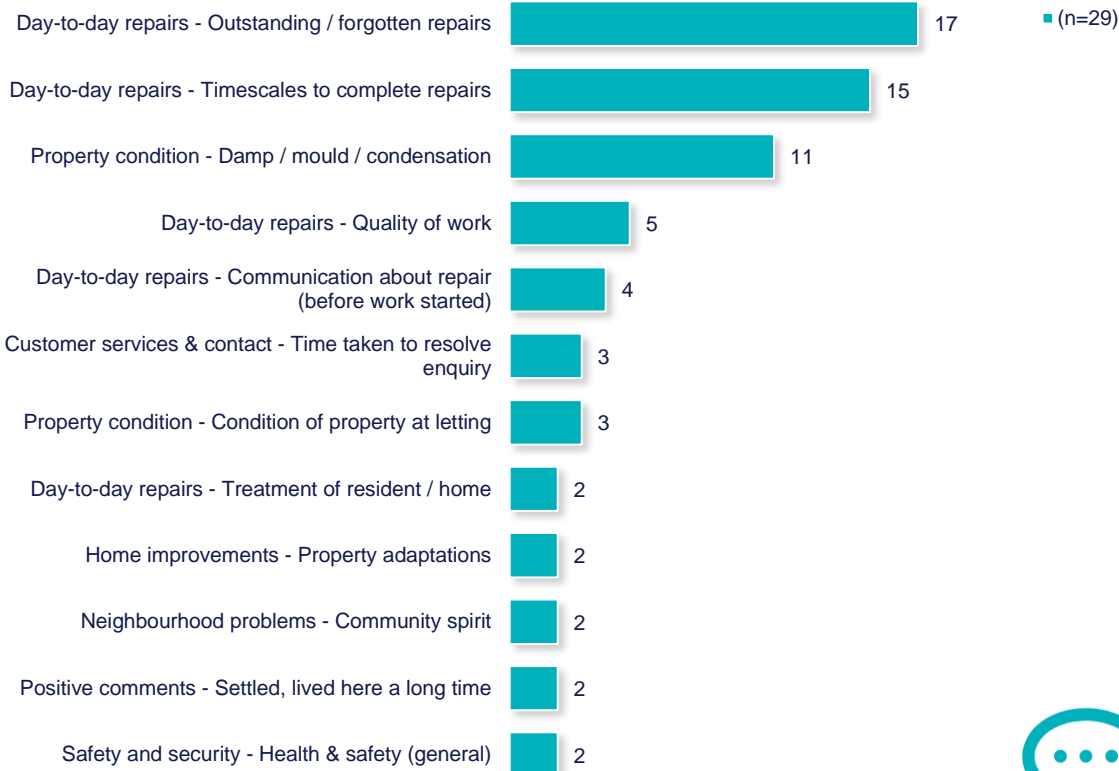


Comments - Very Dissatisfied

Finally in this section, those tenants giving a 'very dissatisfied' answer to the overall satisfaction question were asked why, and 29 left comments.

The survey responses reveal significant dissatisfaction among tenants regarding property maintenance and communication with the council. Key issues include persistent damp and mould problems, with many residents reporting long wait times—some exceeding six years—for repairs. Tenants express frustration over ineffective communication systems, often struggling to reach the council for assistance. Complaints about poor-quality repairs and inadequate responses to urgent issues, such as leaks and structural damage, are prevalent.

Recommendations for improvement include streamlining communication channels to ensure timely responses, enhancing the quality of repairs, and prioritising urgent maintenance requests. Additionally, implementing a more efficient tracking system for reported issues could improve tenant satisfaction. Addressing these concerns could lead to a more positive relationship between the council and tenants, ultimately enhancing the living conditions and well-being of tenants.





Keeping Properties in Good Repair

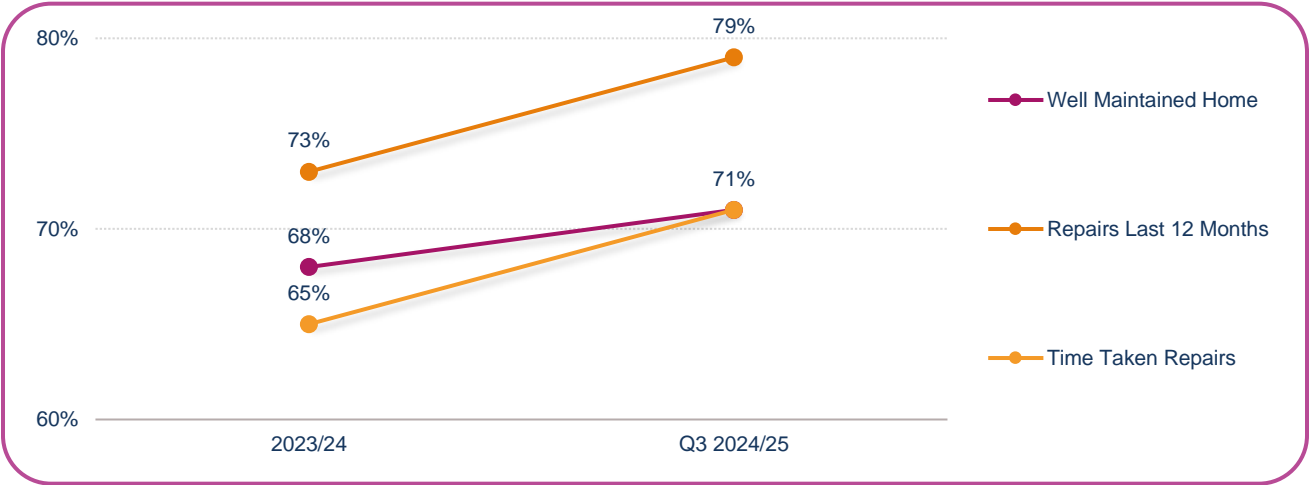
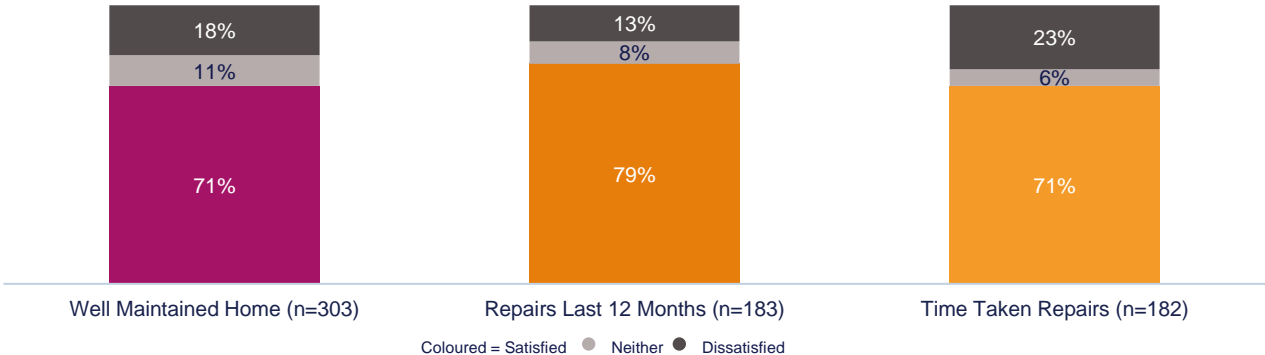


Keeping Properties in Good Repair

Three-fifths of tenants (60%) said they had a repair completed to their home by NYC in the last 12 months, a little less than last year when 64% said they had a repair completed. Of these, 79% are satisfied with the service during this period, and just 13% are dissatisfied. Satisfaction with this measure has increased by 6 percentage points (p.p) since the previous survey.

It is common that fewer are satisfied with the time taken to complete repairs, and this is the case here. There are 71% of tenants satisfied with the time to complete repairs, while almost a quarter are dissatisfied (23%).

Some 71% of tenants feel that their homes are well maintained, this is up 3p.p since the 2023/24 survey. While 18% stated they are dissatisfied with the maintenance of their home.





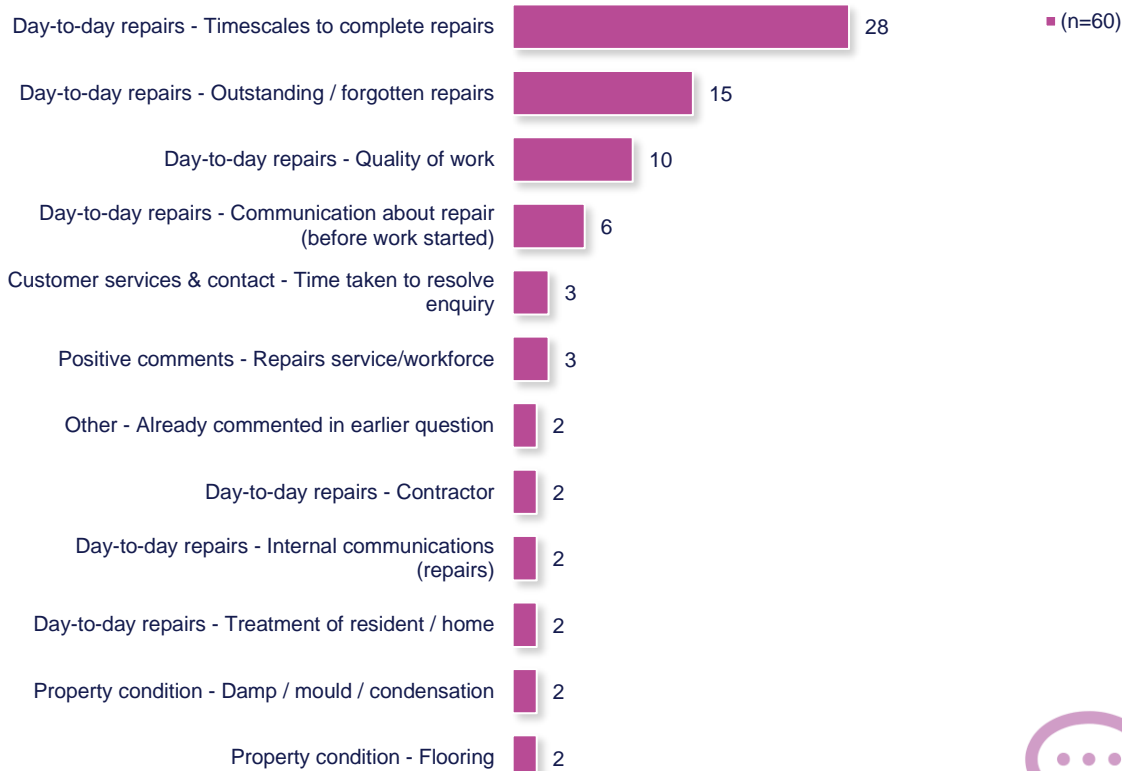
Tenants not satisfied specifically with the repairs and maintenance service were asked to explain why and 60 tenants gave comments.

As previously mentioned, when asked about dissatisfaction with the overall service provided by NYC responses reveal significant dissatisfaction regarding the repair services provided, primarily due to prolonged wait times and inadequate communication. Many respondents reported waiting months or even years for repairs to be completed, with some stating that issues remain unresolved despite multiple follow-ups.

The quality of work is also a concern, with complaints about quick fixes rather than thorough repairs, leading to recurring problems. Tenants expressed frustration with the automated systems for reporting issues, indicating a need for more direct and efficient communication channels. Additionally, there are concerns about the use of substandard materials and the lack of sufficient staff to handle the volume of repair requests.

To improve tenant satisfaction, it is recommended to streamline the repair request process, enhance communication, and ensure that repairs are completed to a higher standard.

Comments - Dissatisfaction with Repairs





Maintaining Building Safety



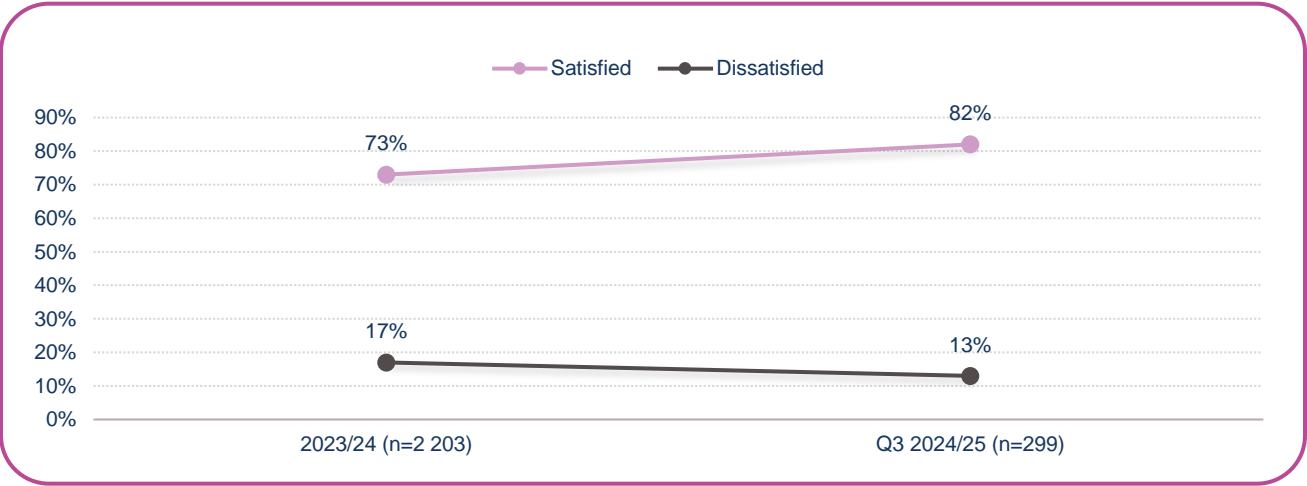
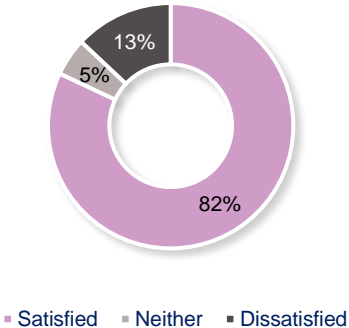
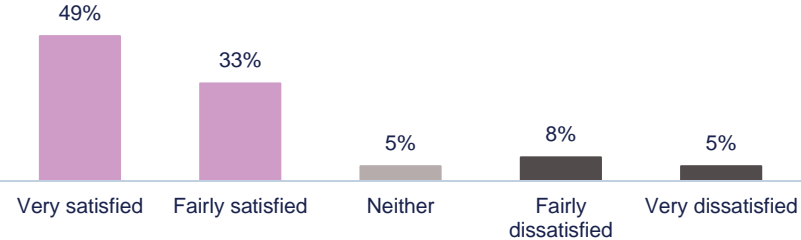
Maintaining Building Safety

Satisfaction with the safety of the home is high at 82% with more tenants very satisfied (49%) than fairly satisfied (33%).

Just 13% of tenants are dissatisfied with their homes' safety and a further 5% are neither satisfied nor dissatisfied.

Satisfaction has increased since 2023/24, up by 9p.p. This measure is the best performing metric in Q3 24/25.

It is usually the case that satisfaction with the safety of the home is higher than with its maintenance, and this is true here, 82% satisfied compared with 71% satisfied that their home is well maintained.





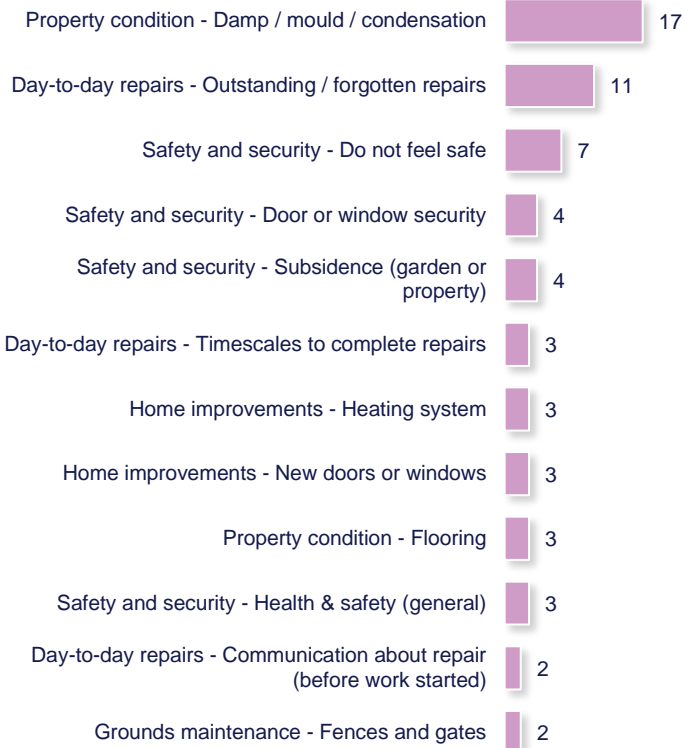
Comments - Unsafe Home

Tenants not satisfied with the safety of their home were asked to provide more information and suggest what NYC could improve, and 53 tenants made comments.

Worryingly, the most common theme is persistent mould and damp issues affecting health, particularly for children. These issues need to be investigated urgently.

Some tenants highlighted unsafe conditions such as poorly fitted doors, broken lighting, and inadequate insulation. There is a strong feeling of neglect regarding promised repairs, with numerous complaints about unresponsive maintenance teams.

Tenants expressed frustration over the quality of materials used in repairs, suggesting that cheaper options may compromise safety. Recommendations include prioritising urgent repairs, such as those suffering from damp and mould, improving communication with tenants regarding maintenance schedules, and ensuring the use of high-quality materials for replacements.



■ (n=53)





Responsible Neighbourhood Management

Responsible Neighbourhood Management

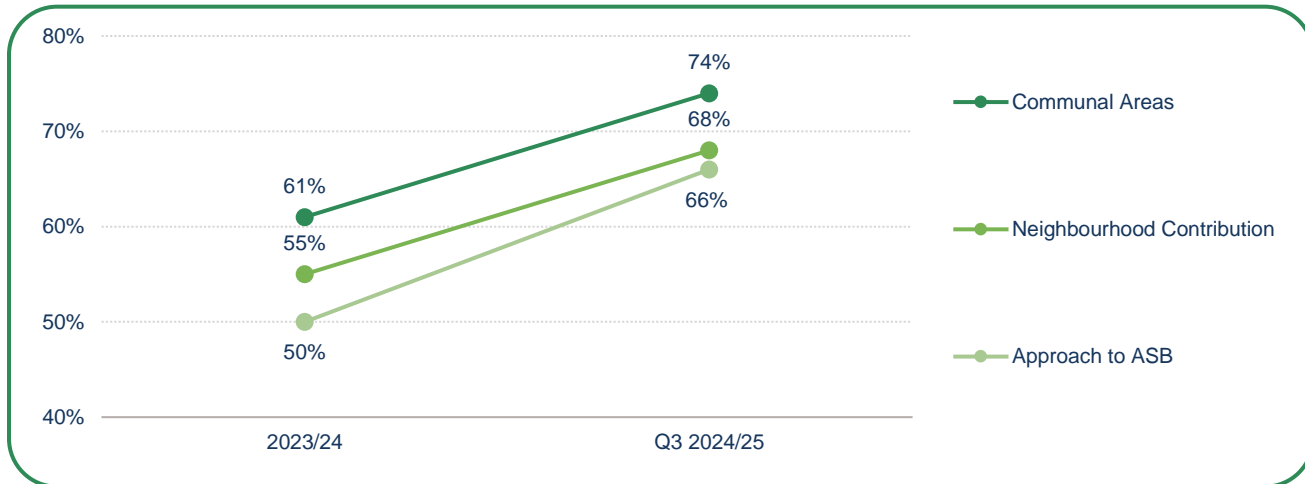
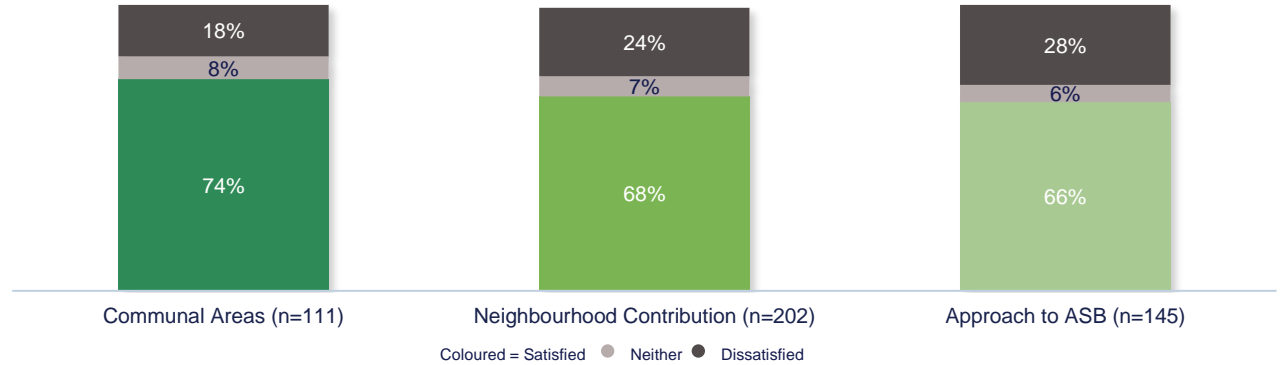


Just over a third of tenants stated that they live in a building with communal areas that NYC is responsible for maintaining (37%), this is the same response rate as the previous survey.

Three-quarters of tenants are satisfied that NYC keeps their communal areas clean and well-maintained (74%), up from 61% last year, however, 18% are dissatisfied in Q3 24/25.

Over two-thirds of tenants are satisfied that NYC makes a positive contribution to their neighbourhood (68%), this having increased by 13p.p since the previous survey and showing that NYC is becoming more visible in the area and is having a positive impact on those living there.

However, fewer residents are satisfied with the Council's approach to dealing with anti-social behaviour (66%), although this is also up by 16p.p in Q3 24/25. Some 28% of tenants stated they are dissatisfied with the approach to ASB made by NYC.





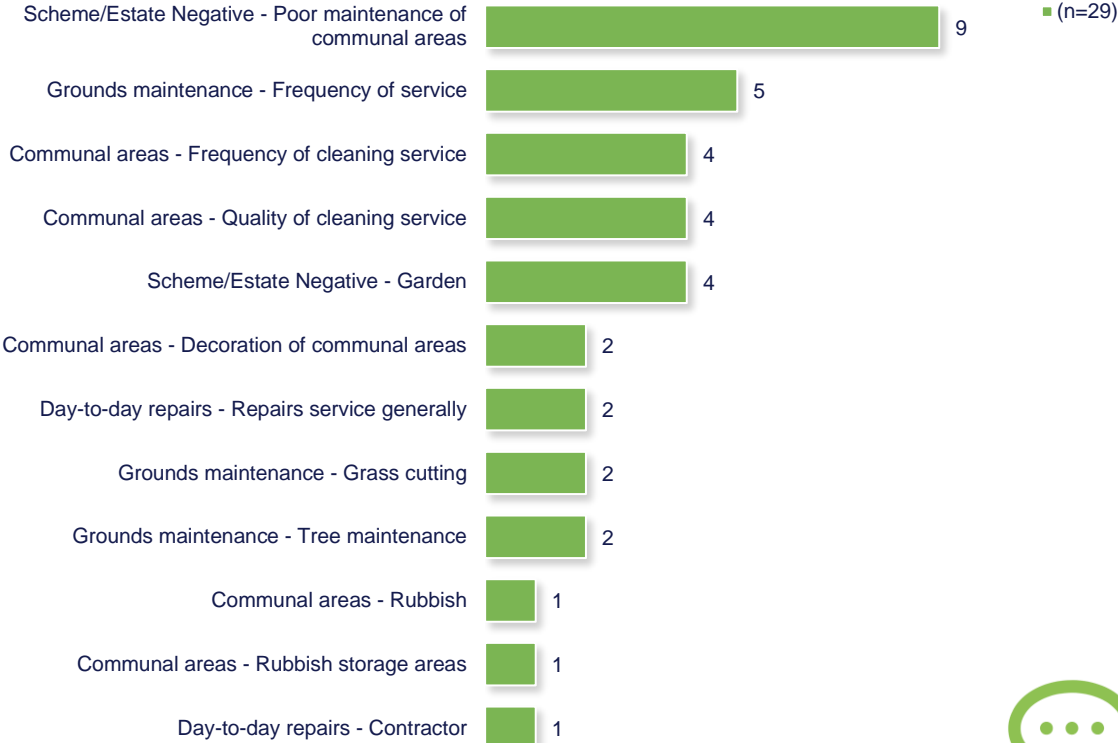
Comments - Communal Areas

Tenants not satisfied with the maintenance of communal areas were asked to explain why and 29 tenants gave comments.

The responses reveal significant dissatisfaction among tenants regarding the maintenance of communal areas, with a recurring theme of neglect and inadequate cleaning services. Key issues identified include unclean communal areas, overgrown gardens, and a lack of regular maintenance, particularly in relation to grass cutting and leaf removal.

Many tenants noted that the communal spaces are often messy, with some tenants feeling compelled to clean up themselves due to the absence of professional services. Tenants expressed frustration over the perceived decline in service quality, with several comments highlighting that maintenance has become infrequent and inconsistent.

Specific complaints included the presence of rubbish, cobwebs, and unkempt gardens, which detract from the overall living environment. Additionally, concerns were raised about accessibility for wheelchair users due to uneven surfaces and the accumulation of debris.





Comments - ASB



Tenants not satisfied specifically with the approach to ASB made by the Council were asked to explain why and 40 tenants gave comments.

Tenants report issues such as drug use, noise disturbances, and vandalism. Many feel that their complaints to housing officers and the police have gone unaddressed, leading to frustration and a sense of neglect. Specific issues include unruly youths, drug dealers, and inadequate responses from authorities.

Tenants express a desire for improved communication and action from local services, emphasising the need for effective measures to enhance community safety and well-being. Recommendations include increasing a security presence, enhancing community engagement, and implementing youth programs to deter ASB. Addressing these concerns could improve tenant satisfaction and foster a safer, more cohesive community environment.





Respectful & Helpful Engagement



Respectful & Helpful Engagement

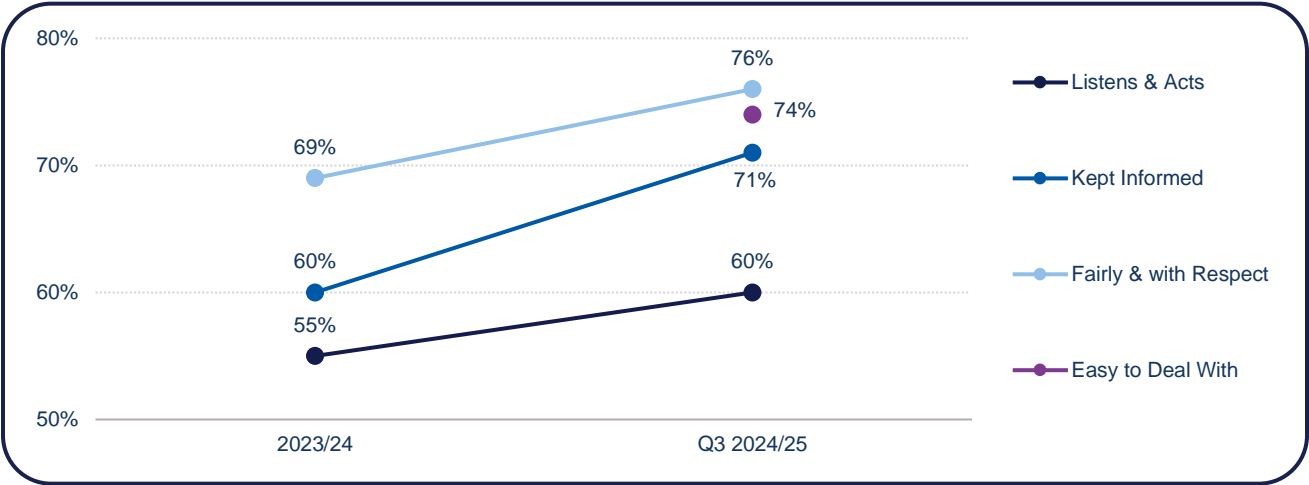
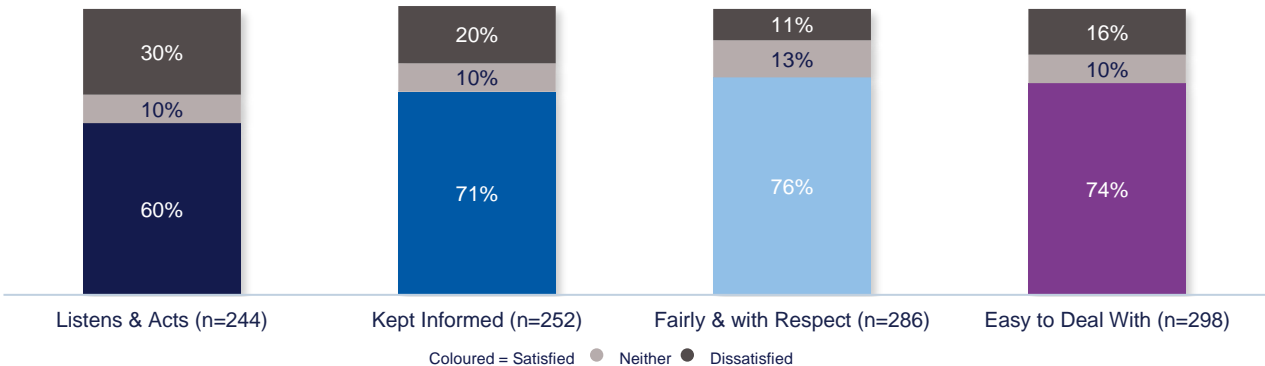
Nearly Three-quarters of tenants find the Council easy to deal with (74%), while 76% agree that they are treated fairly and with respect, with just 11% who disagree.

A similar number of tenants are satisfied they are kept informed about things that matter to them (71%), with one in five dissatisfied (20%) and a further 10% neither satisfied nor dissatisfied.

However, fewer are satisfied that NYC listens to their views and acts upon them (60%), whilst 30% are dissatisfied.

It is common that the listen and acts metric is among the lowest-rated scores in surveys of this type, and this is the case here. It is not entirely clear why this occurs, perhaps it is difficult to gauge whether an organisation has taken the residents' views into account, so it is difficult to be positive about this.

What is encouraging is the positive change seen with these engagement measures since last year. There are now 11p.p more tenants who feel that NYC keeps them informed about things that matter to them, 7p.p more agree they are treated fairly and with respect, and 5p.p more are satisfied that their views are listened to and acted upon.





Comments - Customer Service

Tenants who stated that they are not satisfied with the Council's customer service and communications were asked to explain why and suggest what could be improved; 134 tenants gave comments.

Key issues include a lack of local presence, ineffective phone systems, and inadequate follow-up on reported repairs. Many tenants expressed frustration over automated systems that complicate direct communication, leading to long wait times and unresolved issues. Tenants desire more transparency regarding repair timelines and updates on their inquiries.

Recommendations for improvements include enhancing direct communication channels, reducing reliance on automated systems, and ensuring timely responses to tenant concerns. Establishing a more proactive approach to repairs and regular updates on outstanding issues could significantly improve tenant satisfaction.





Effective Handling of Complaints



Effective Handling of Complaints

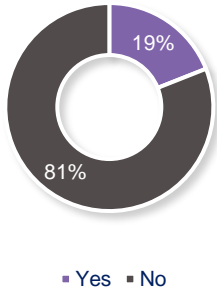
Nearly A fifth of tenants said they had made a complaint to North Yorkshire Council in the last 12 months (19%), although it is difficult to say if this aligns with actual tenant numbers of Stage One complaints or if this also includes outstanding service issue requests which have been interpreted as complaints. This level has reduced slightly from 21% who said they had made a complaint in last year's survey.

It would be beneficial for NYC to perform a deep dive into the interpretation of complaints and service issues to identify if the complaints process is allowing customers to be heard if they have an issue to raise.

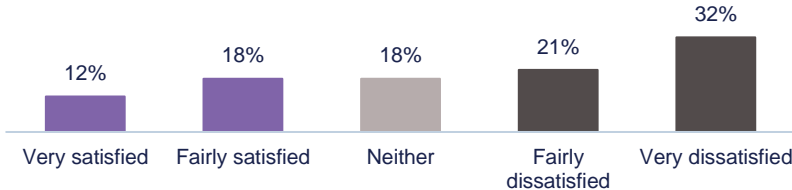
Some 30% of tenants are satisfied with NYC's approach to handling complaints, up marginally 29% in 2023/24, while 53% are dissatisfied.

The Council also used this opportunity to find out about the type of complaint. Some 37% of the complaints in Q3 24/25 are focused on the repairs service, with a quarter regarding ASB (25%).

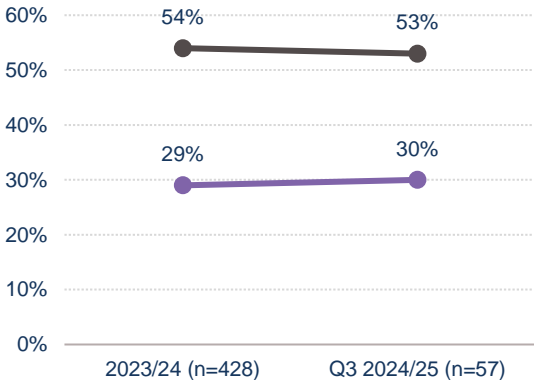
Complaint in last 12 months



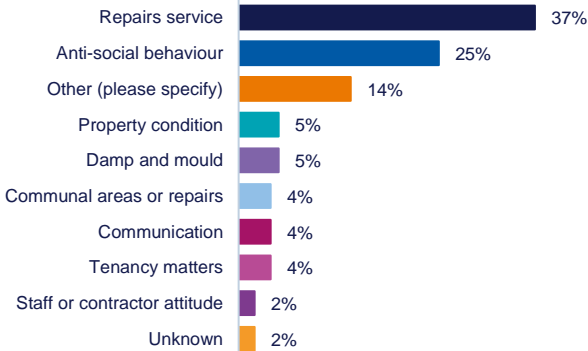
Satisfaction with Complaints Handling



Satisfied Dissatisfied



Complaint Type





Wellbeing



Cost of Living

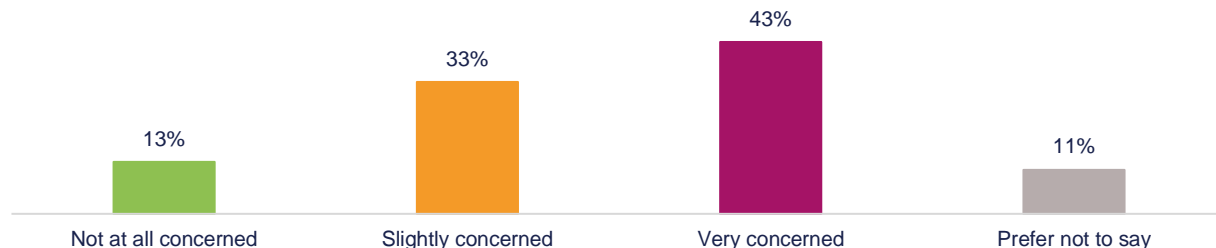
Tenants were asked about the cost of living crisis and how concerned they were of the effects this would have on their household.

Some 43% of tenants surveyed this quarter stated they are very concerned about the cost of living crisis (43%), with a further 33% slightly concerned.

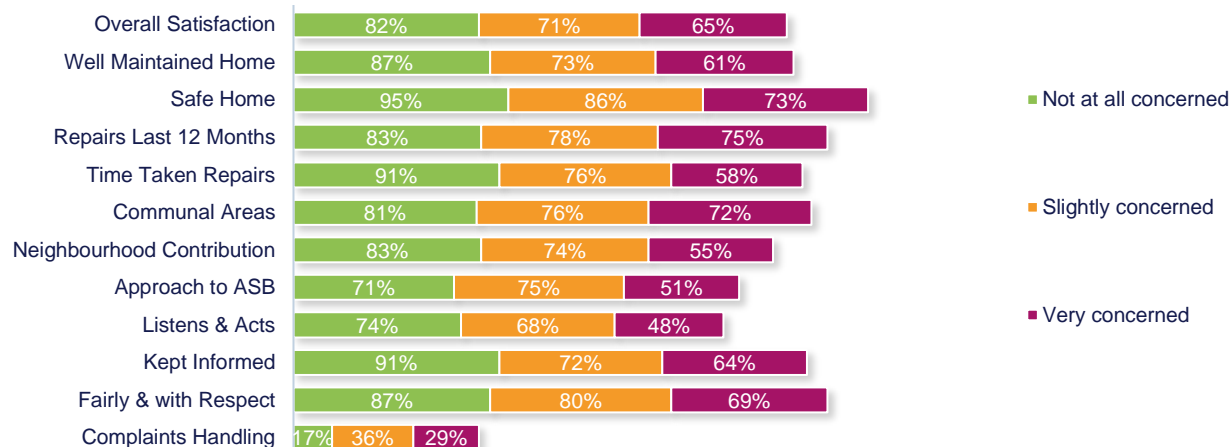
Only 13% of tenants cited they are not at all concerned and 11% preferred not to say.

The table to the right shows costs of living concern by satisfaction. Evidence from similar surveys does suggest that those concerned are generally a little less satisfied with their homes and the services they receive. This does suggest that any help the Council can offer its tenants, with things like budgeting and benefits, may not only improve their lives but also lead to higher levels of satisfaction.

Cost of Living Concern



Cost of Living Concern & Satisfaction





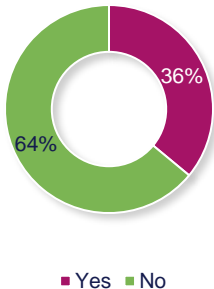
Damp and Mould

It is of concern that over a third of tenants said they have problems with damp & mould in the home (36%), this is also the source of many of the comments made about the home and the services they receive. The good news is that the majority of these have reported the issue to NYC (72%), while 28% have yet to do so.

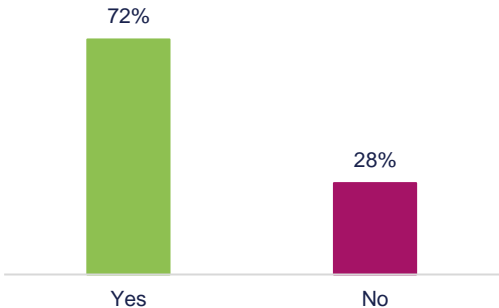
It is important that these cases are investigated as a matter of urgency if not already being done so, and action is taken where necessary to prevent the risk to health and to stop the deterioration of the property.

Dealing with damp & mould has become a big issue for social landlords and has to be taken seriously. However, it can have an effect on the organization's resources and lead to delays in completing other works, often causing frustration among tenants.

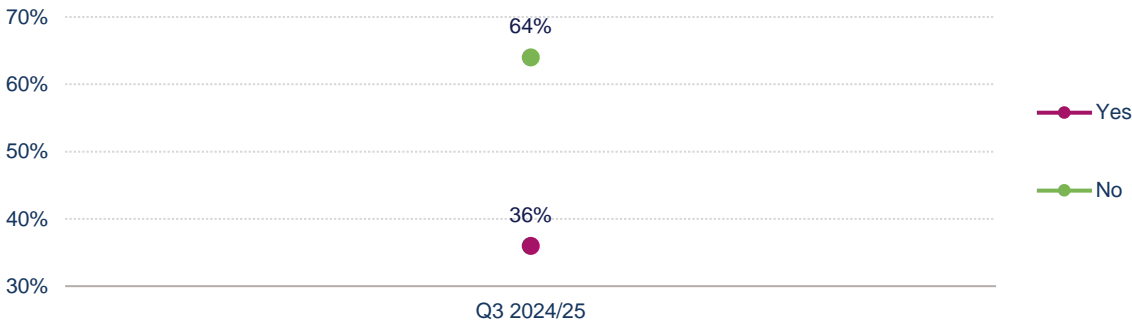
Currently Suffer from Damp & Mould



Reported Damp & Mould



Suffering from Damp & Mould over time





Trends



Trends Over Time

As has been shown throughout this report, satisfaction has increased since the previous survey carried out in 2023/24. Satisfaction with the overall service provided by NYC is the only measure that retained the same score as the previous survey and stays at 70%.

The biggest increases can be seen for the approach to ASB made by NYC, which increased by 16p.p this quarter, followed by neighbourhood contribution and maintenance of communal areas, both up 13p.p.

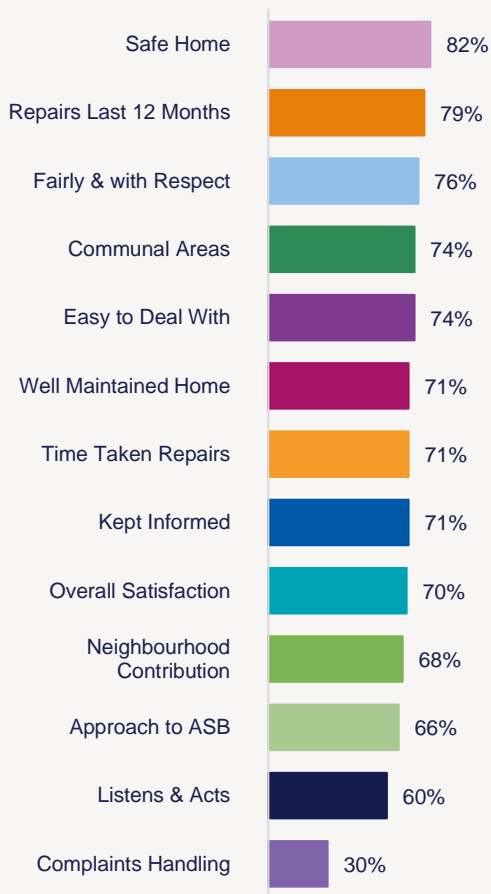
The lowest performing measure this quarter is the handling of complaints, with only 30% of those who made a complaint satisfied, this is up 1p.p since the 2023/24 survey.





Summary

Satisfaction with Measures



Summary



Acuity was commissioned by North Yorkshire Council to undertake independent satisfaction surveys of its tenants over the last two quarters of 2024/25, based on the Tenant Satisfaction Measures from the Regulator of Social Housing, using its in-house telephone calling team.

Satisfaction with the range of services is good with 70% of tenants satisfied with the overall services provided by NYC. All the remaining measures have satisfaction at 60% or above, with the exception of complaints handling. The best-performing measures this year are the way NYC provides its tenants with a home that is safe (82%), followed by repairs carried out in the last 12 months (79%). At the other end of the scale, the lowest performing measure is the handling of complaints, with only 30% of tenants who have made a complaint in the last 12 months satisfied, while 53% are dissatisfied.

When comparing the results against the previous survey undertaken last year, many changes are positive, with overall satisfaction retaining the same score as last year (70%). The biggest increases can be seen for the approach to ASB made by NYC, which increased by 16p.p this quarter, followed by neighbourhood contribution and maintenance of communal areas, both up 13p.p.

There are also some tenants concerned with the cost of living, some 43% of tenants are very concerned, with a further 33% slightly concerned. Over a third of tenants have issues with damp and mould in their homes (36%), which need to be dealt with, and the majority of these are known to NYC, although 28% haven't yet been reported. The names and addresses of those affected have been passed on to NYC to follow up and take action where necessary.

Tenants were given the opportunity to explain further their reasons for the scores they gave on some questions, and this revealed that many are happy with their homes and the services they currently receive. Where there are issues, many are linked to the repairs service, in particular, the time taken to complete repairs and dealing with those repairs that remain outstanding or appear to have been forgotten. Some tenants also have problems getting in touch on occasions and having calls returned when promised, and some would like the staff to listen to them more carefully and show them a little more care, empathy, and support when they make contact.



Recommendations

North Yorkshire Council has around 8,300 properties across the main areas of Harrogate, Richmond and Selby. The Council has a significant proportion of sheltered accommodation but also has a range of flats and houses across the area.

The survey reveals many areas of good performance, but it has also highlighted some areas where improvements could be made.

The comments made by tenants give insight into what they are most concerned about and will help North Yorkshire Council target services that may need some improvement.

Shown opposite are some recommendations that North Yorkshire Council may wish to follow up on to help improve satisfaction in the future.

Damp & mould

It is of concern that over a third of tenants have problems with damp & mould in their homes, despite 72% of these instances having already been reported to the Council. This issue has become a hot topic across the sector following some tragedies in social housing, and as a result there has been a change in the law and a clearer focus on dealing with these issues. These instances need to be investigated as a matter of urgency, if not already being done so, and action taken where necessary to prevent health issues and a deterioration of the property. However, whilst these need to be treated seriously, they can lead to delays with other, less urgent repairs, often causing frustration among those affected, hence the need for good quality communication to make it clear what is to be done and when and how it impacts on other services.

Customer contact

Some tenants have problems contacting the Council when they have an issue to discuss or repair to report, with some also mentioning that calls and emails are not returned when promised, causing tenants to have to report a problem several times. As a result, relatively few feel the Council listens to their views and acts upon them, 30% being dissatisfied with this aspect of service. In addition, when tenants do get in contact, some say the staff don't listen to their concerns carefully enough or show them the care and support they would expect. Giving sufficient time to all when call volumes are high can be difficult but if the Council can be aware of these concerns, it is possible to listen make sure tenants feel heard. The Council may benefit from a deep dive into their customer journey, to ensure that the contact process for tenants is as efficient and easy as possible, and any issues can be swiftly actioned without the need for reminders.

Repairs service

Although satisfaction with the repairs service is generally good, there are nearly a quarter of tenants dissatisfied with the time taken to complete repairs (23%). When asked why some are dissatisfied with the service from NYC, the time to complete repairs and outstanding repairs are common themes. These are regular issues among other social landlords and are difficult to resolve, often complicated by high expectations of service among tenants. Some are also experiencing problems with damp & mould in their homes and these instances need to be investigated and action taken where necessary. Prioritising damp & mould repairs can then delay other, less urgent works, thus causing more dissatisfaction at the progress of some repairs. It is therefore essential to assess the full impact on the repairs service before prioritizing workloads and ensuring areas do not suffer as a result. Additionally, communication with tenants is very important throughout this process, so that tenants are aware the Council is attending urgent damp & mould work and would be more understanding of other repairs taking slightly longer.



Demographics



Housing Need

It is common in surveys of this type that older people, and those in sheltered accommodation, are more satisfied than their general needs counterparts. This is the case with North Yorkshire Council.

In fact, sheltered tenants are more satisfied on all of these measures.

The differences are quite large between General Needs and Sheltered Tenants on some measures, 18% on the overall services, 20% with treating tenants fairly and with respect, and 18% for the provision of a safe home.

	All Residents	General Needs	Sheltered
Overall Satisfaction	70%	67%	85%
Well Maintained Home	71%	68%	81%
Safe Home	82%	79%	97%
Repairs Last 12 Months	79%	76%	90%
Time Taken Repairs	71%	67%	90%
Communal Areas	74%	69%	87%
Neighbourhood Contribution	68%	66%	79%
Approach to ASB	66%	64%	73%
Listens & Acts	60%	58%	67%
Kept Informed	71%	69%	76%
Fairly & with Respect	76%	74%	84%
Easy to Deal With	74%	71%	84%
Complaints Handling	30%	29%	33% *

*Base below 10



Locality

North Yorkshire Council operates over three main areas, Harrogate, Richmond and Selby.

In terms of satisfaction, those living in Harrogate and Richmond are the most satisfied and Selby the least. It would be beneficial for the council to understand the roots of dissatisfaction in Selby, as this score is bringing down the overall satisfaction to 70% where Harrogate and Richmond are both showing much stronger results at 78%.

In Selby, maintenance of home, time taken with repairs and listens & acts are very low in comparison to Harrogate and Richmond, a further understanding of dissatisfaction in these areas could help drive the overall satisfaction measure going forward.

Tenants in Selby are the most satisfied with the maintenance of communal areas. It could be beneficial for the Council to learn best practice in the maintenance of communal areas from the processes in Selby and see if this can be applied to areas in Harrogate and Richmond, this could help drive the overall satisfaction with maintenance of communal areas in future.

	All Residents	Harrogate	Richmond	Selby
Overall Satisfaction	70%	78%	78%	55%
Well Maintained Home	71%	79%	77%	57%
Safe Home	82%	87%	83%	75%
Repairs Last 12 Months	79%	83%	76%	73%
Time Taken Repairs	71%	77%	76%	57%
Communal Areas	74%	73%	67%	79%
Neighbourhood Contribution	68%	73%	71%	61%
Approach to ASB	66%	65%	71%	65%
Listens & Acts	60%	66%	67%	48%
Kept Informed	71%	76%	84%	57%
Fairly & with Respect	76%	77%	84%	71%
Easy to Deal With	74%	74%	85%	68%
Complaints Handling	30%	27%	33% *	32%

*Base below 10



Property Type

The majority of NYC's tenants live in bungalows, flats and houses. There are less than 10 responses from tenants in bedsits, therefore these will not be included in any comparison.

Tenants in houses are the least satisfied generally, this was the same as the survey conducted last year. Tenants in bungalows are the most satisfied in the majority of areas.

Repairs in the last twelve months, time taken with repairs and well maintained home are very low for tenants in houses in comparison to other property types. It would be beneficial for the council to perform a review of this stock and ensure the condition matches bungalows and flats.

	All Residents	Bedsit	Bungalow	Flat	House
Overall Satisfaction	70%	100% *	84%	72%	57%
Well Maintained Home	71%	100% *	79%	76%	58%
Safe Home	82%	100% *	89%	86%	72%
Repairs Last 12 Months	79%	100% *	89%	85%	64%
Time Taken Repairs	71%	100% *	87%	73%	55%
Communal Areas	74%	100% *	89%	64%	100% *
Neighbourhood Contribution	68%	100% *	78%	69%	58%
Approach to ASB	66%	100% *	84%	57%	62%
Listens & Acts	60%	100% *	71%	56%	54%
Kept Informed	71%	100% *	76%	67%	69%
Fairly & with Respect	76%	100% *	82%	77%	69%
Easy to Deal With	74%	100% *	84%	68%	70%
Complaints Handling	30%	- *	27%	27%	33%

*Base below 10



Age Group

Satisfaction for NYC tenants also seems to increase with age, with the most satisfied group being those over the age of 85 with the overall services provided by NYC. Tenants aged 65+ are the most satisfied with all the remaining measures apart from complaints handling, whereby tenants aged 35-44 are the most satisfied in Q3 24/25.

The least satisfied with the overall services provided are those aged 55 – 59. This age group are also the least satisfied with the maintenance of their home and how easy NYC are to deal with.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +	Unknown
Overall Satisfaction	70%	83% *	57%	56%	43%	20%	50% *	84%	85%	91%	88% *
Well Maintained Home	71%	67% *	48%	59%	63%	20%	67% *	82%	82%	100%	75% *
Safe Home	82%	60% *	52%	76%	70%	70%	100% *	85%	97%	100% *	100% *
Repairs Last 12 Months	79%	100% *	57%	70%	81%	25% *	100% *	83%	91%	100% *	75% *
Time Taken Repairs	71%	100% *	71%	55%	42%	25% *	67% *	79%	97%	100% *	75% *
Communal Areas	74%	33% *	67% *	60%	70%	100% *	100% *	67%	87%	100% *	100% *
Neighbourhood Contribution	68%	100% *	62%	68%	57%	40% *	50% *	69%	81%	100% *	71% *
Approach to ASB	66%	100% *	69%	71%	52%	50% *	100% *	61%	76%	100% *	67% *
Listens & Acts	60%	80% *	53%	63%	32%	11% *	60% *	68%	75%	100% *	63% *
Kept Informed	71%	67% *	63%	69%	58%	50% *	40% *	81%	69%	100% *	71% *
Fairly & with Respect	76%	100% *	55%	76%	62%	33% *	100% *	81%	85%	100% *	86% *
Easy to Deal With	74%	60% *	64%	71%	76%	30%	83% *	78%	81%	100% *	63% *
Complaints Handling	30%	50% *	25% *	45%	22% *	0% *	100% *	17%	38% *	- *	0% *

*Base below 10



Length of Tenancy

It is also often found that newer tenants, particularly those with tenancies of less than a year, report higher satisfaction which then tends to tail off over time.

One theory for this is that tenants are initially pleased to be offered a property, perhaps having waited for some time, or having been in poor accommodation, but as time passes and they start to experience issues with their home and their enthusiasm starts to wane.

For NYC, 83% of new tenants to the Council are satisfied overall and this group also the most satisfied with a further seven measures this quarter.

In contrast, just 67% of those in the 6-10 year group are satisfied. This group are the least satisfied with time taken to complete repairs and keeping tenants informed about things that matter to them.

	All Residents	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years
Overall Satisfaction	70%	83%	68%	73%	67%	71%	69%
Well Maintained Home	71%	83%	80%	65%	66%	63%	75%
Safe Home	82%	94%	84%	67%	83%	83%	83%
Repairs Last 12 Months	79%	89% *	84%	74%	77%	77%	74%
Time Taken Repairs	71%	78% *	70%	79%	69%	69%	70%
Communal Areas	74%	80%	75%	62%	71%	72%	90%
Neighbourhood Contribution	68%	100% *	75%	70%	71%	57%	63%
Approach to ASB	66%	80% *	72%	47%	70%	71%	52%
Listens & Acts	60%	75%	63%	52%	55%	54%	67%
Kept Informed	71%	83%	77%	67%	64%	69%	70%
Fairly & with Respect	76%	94%	80%	68%	72%	78%	71%
Easy to Deal With	74%	88%	75%	74%	73%	70%	73%
Complaints Handling	30%	0% *	38%	14% *	38%	27%	25% *

*Base below 10



Gender

The results are shown here split by the gender of tenants. There were more female respondents than male respondents, but they are generally less satisfied. This is true on all measures, except for the handling of complaints.

The differences between satisfaction vary from 1% for keeping tenants informed to 20% for the handling of complaints.

	All Residents	Female	Male	Unknown
Overall Satisfaction	70%	69%	73%	56% *
Well Maintained Home	71%	71%	73%	44% *
Safe Home	82%	81%	85%	67% *
Repairs Last 12 Months	79%	74%	85%	80% *
Time Taken Repairs	71%	66%	78%	60% *
Communal Areas	74%	63%	84%	100% *
Neighbourhood Contribution	68%	65%	74%	38% *
Approach to ASB	66%	66%	70%	0% *
Listens & Acts	60%	58%	63%	56% *
Kept Informed	71%	70%	71%	67% *
Fairly & with Respect	76%	73%	78%	100% *
Easy to Deal With	74%	71%	78%	67% *
Complaints Handling	30%	38%	18%	0% *

*Base below 10



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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