



**North Yorkshire  
Council**

**TSM Tracker  
Q4 2024/25**

Prepared by: Acuity Research & Practice



# Introduction

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 the 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 second quarterly survey and will be represented as Q4 24/25. Acuity previously carried out a one-off survey for NYC in 2023/24, and this, alongside Q3 24/25, will provide a comparison with this report.

Each quarterly survey aims to collect 300 completed responses proportionally sampled by tenure, locality, ward and age. At the close of the survey, 300 completed surveys were received plus a further 16 incomplete surveys which are required to be included by the Regulator. All of the surveys in Q4 24/25 were conducted by telephone using Acuity's in-house team of telephone interviewers. A separate annual report has also been produced, combining the Q3 and Q4 24/25 results.

The survey is confidential, and the results are sent back to NYC anonymised unless tenants give their permission to be identified – 80% of tenants did give permission to share their responses with their details attached and 95% of these tenants are happy for NYC to contact them to discuss any information they provided.

This survey aims to provide data on tenants' satisfaction, which will allow NYC to:

- Provide information on tenants' perceptions of current services
- Compare against the previous surveys
- Inform decisions regarding future service development
- Report to the Regulator.

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=...

Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

Complaints

Wellbeing

Trends

Summary

**68%** 

## Overall Satisfaction

The chart opposite shows the key TSM metrics from the survey and shows that just fewer than seven out of ten tenants are satisfied with the overall services provided by NYC (68%). This is a 2 percentage point (p.p) decrease since the last survey.

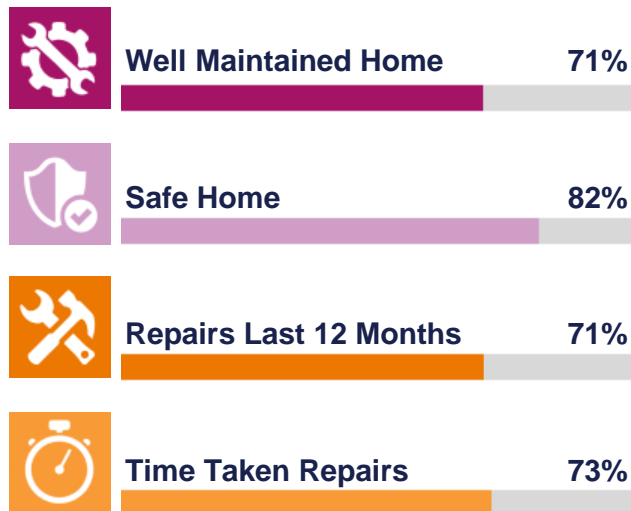
Only satisfaction with NYC providing a safe home exceeds 80% satisfaction in Q4 24/25, remaining the same as in Q3 (82%).

The lowest scoring measures are listening to and acting on tenants' views (56%), NYC's approach to ASB (54%), and complaints handling (36%).

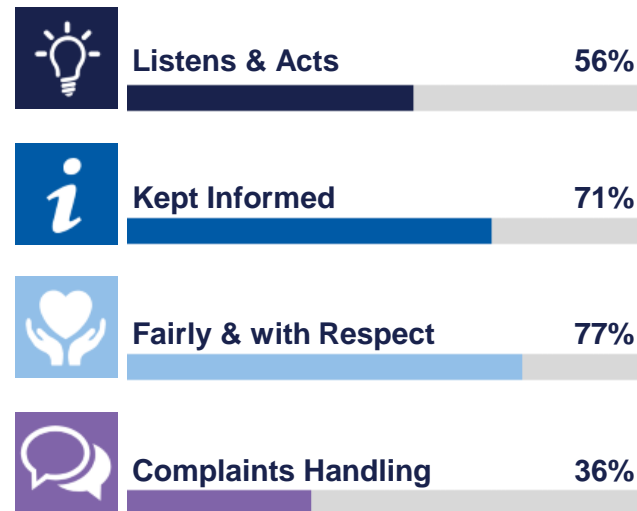
The report will include a comparison with the 2023/24 and Q3 2024/25 surveys. A separate report will analyse the 2024/25 results, providing additional information such as benchmarking and key driver analysis.

## TSM Key Metrics

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



### Responsible Neighbourhood Management





**Overall Satisfaction**



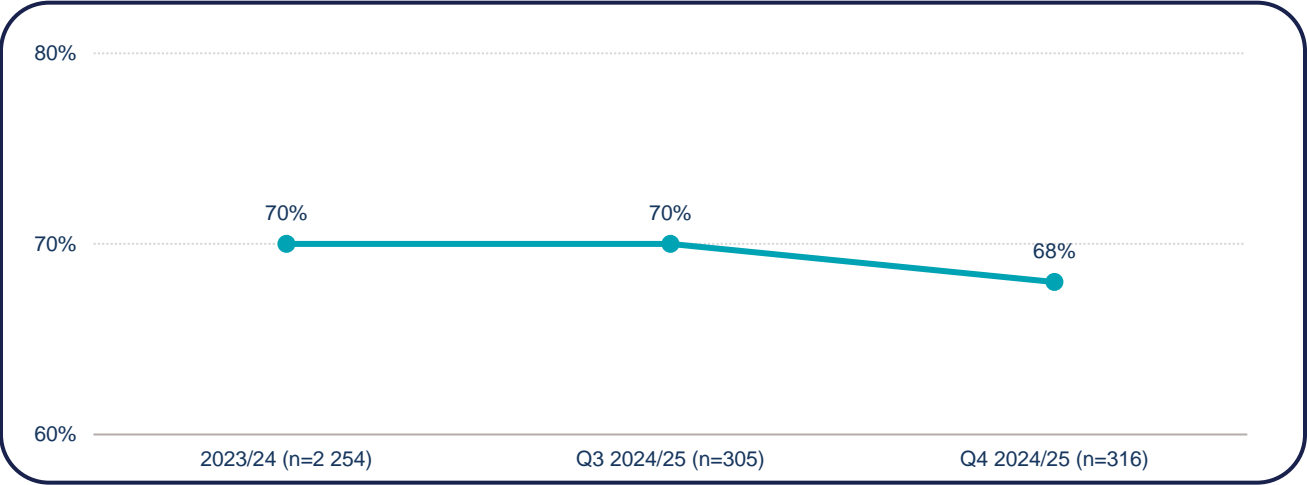
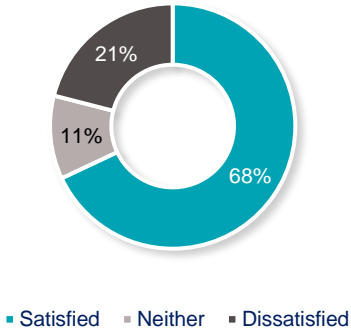
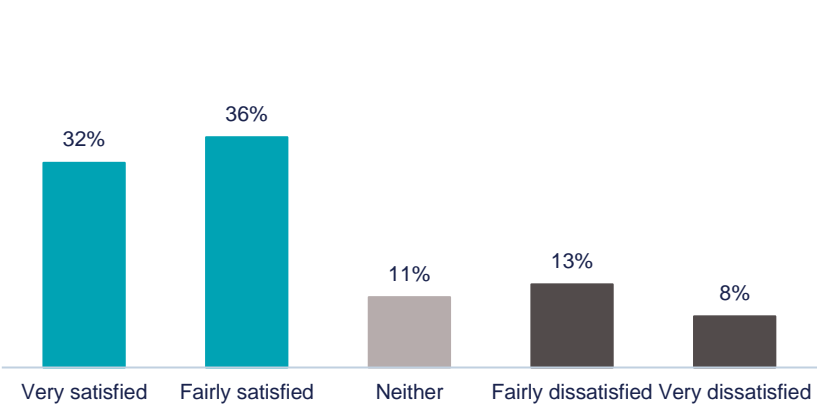
# Overall Satisfaction

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.

Almost seven out of ten tenants are satisfied with the overall services provided to them by NYC (68%), although fewer tenants are very satisfied (32%) than fairly satisfied (36%); ideally, this should be the other way around. There are 4p.p fewer very satisfied tenants this quarter, but 2p.p more fairly satisfied. A fifth of tenants (21%) are dissatisfied with the overall services received and a further 11% are neither satisfied nor dissatisfied.

Satisfaction remained stable between 2023/24 and Q3 24/25 but has decreased by a marginal 2p.p in Q4.

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

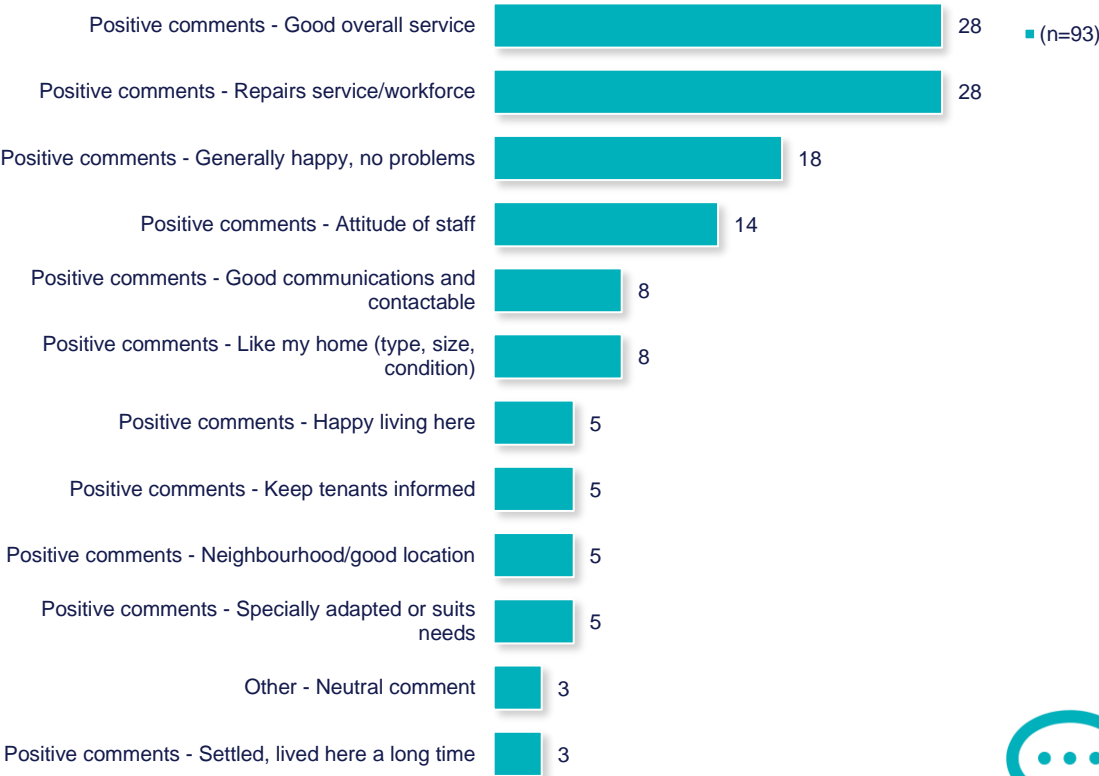




# Comments - Very Satisfied

For tenants who are very satisfied overall, many highlight the helpfulness and efficiency of the staff, noting quick responses to repair requests and a friendly approach. Several individuals express gratitude for being housed, particularly those who faced challenging circumstances, such as homelessness or health issues. The maintenance of properties is frequently praised, with many stating that repairs were completed promptly and effectively.

However, a few tenants mentioned specific concerns, such as the need for boiler replacements and occasional delays in gas safety appointments. Overall, the feedback reflects a strong satisfaction with the housing services, with many tenants feeling well-supported and valued. Communication is also noted as a strong point, with regular updates and easy access to assistance. The positive experiences shared by long-term tenants further reinforce the effectiveness of the service, suggesting a solid foundation for continued improvement and tenant engagement.







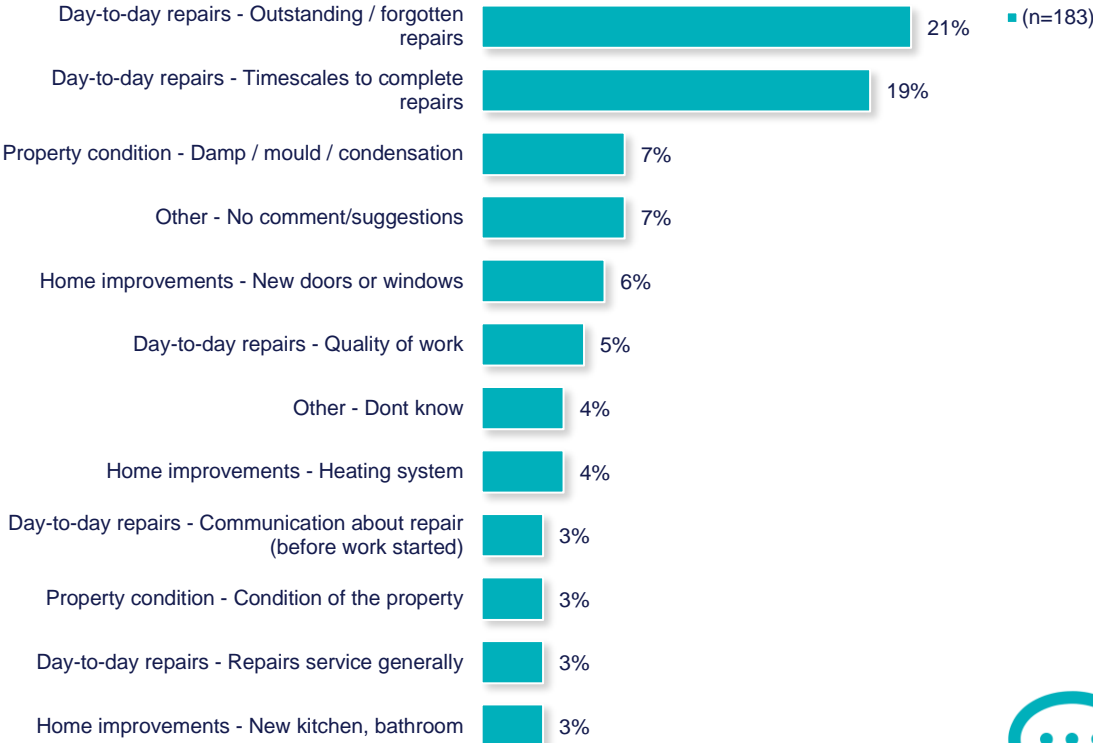
# Comments - Neutral



Tenants who are fairly satisfied, neutral or fairly dissatisfied were asked: “What could NYC do to improve your satisfaction with the service?” A recurring theme is the slow response time to repair requests, with many tenants expressing frustration over unresolved issues, particularly concerning mould, damp, and heating problems. Several tenants highlighted communication breakdowns, noting difficulties in reaching the appropriate contacts and receiving timely updates on their requests.

Additionally, there are calls for improved maintenance of communal areas and gardens, as well as better overall housing conditions, including insulation and window replacements. Some tenants mentioned the need for more accessible services for disabled individuals, while others expressed concerns about the quality of work performed by contractors.

Overall, the feedback indicates a need for increased responsiveness, clearer communication, and more effective management of repair and maintenance tasks to improve tenant satisfaction and living conditions.





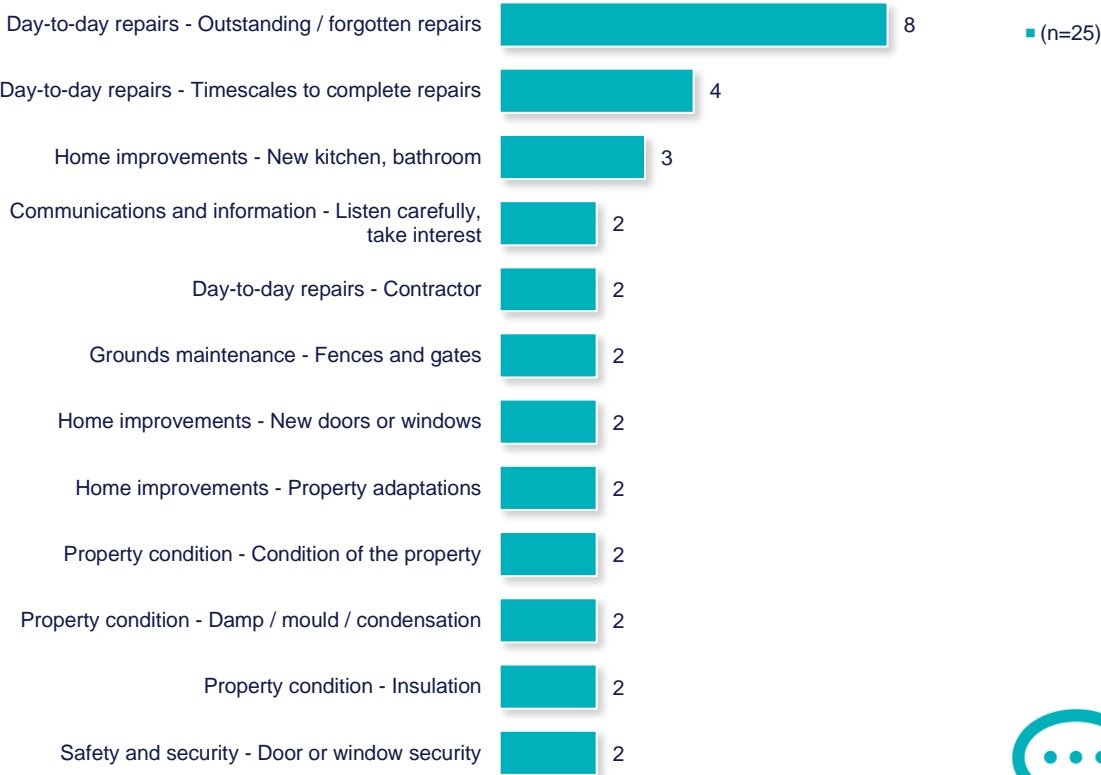
# Comments - Very Dissatisfied

For very dissatisfied tenants, 25 commented, many reported long wait times for repairs, with some waiting years for essential work, such as fixing leaks, installing ramps for wheelchair access, and addressing damp issues. Specific complaints include inadequate responses to anti-social behaviour, poor communication about tenancy agreements, and a lack of follow-up on reported issues.

Tenants express frustration over being assigned inappropriate tradespeople for repairs and the perception that their concerns are not taken seriously. Additionally, there are complaints about the living conditions, including mould, disrepair, and safety concerns, particularly for vulnerable individuals.

The comments reflect a desire for improved responsiveness, transparency, and consideration from the Council.

Overall, the feedback highlights a need for enhanced service delivery, better communication, and a more proactive approach to tenant concerns to foster a more supportive living environment.







**Keeping Properties in Good Repair**

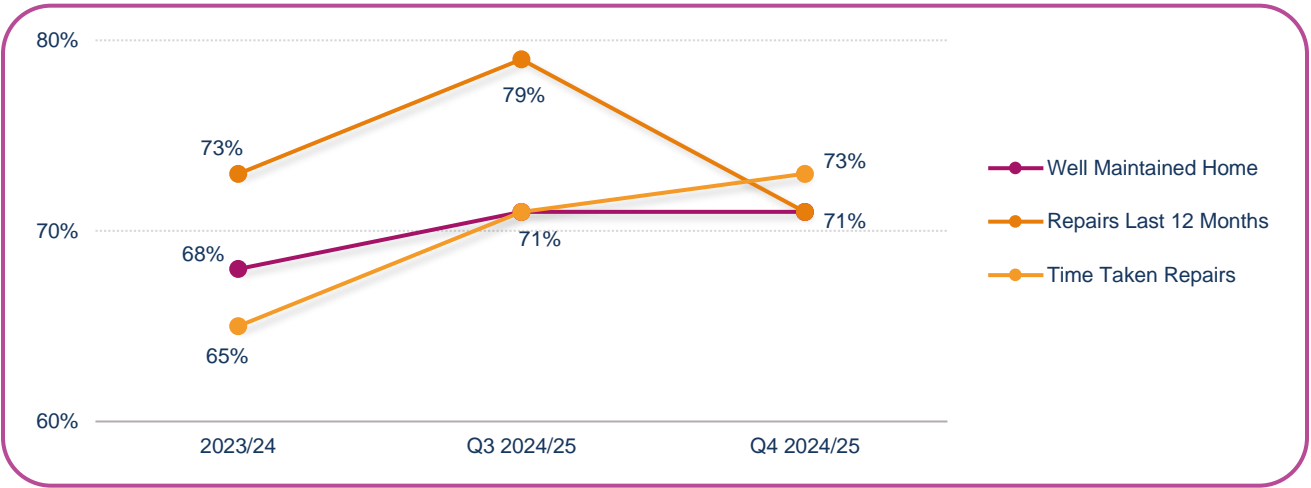
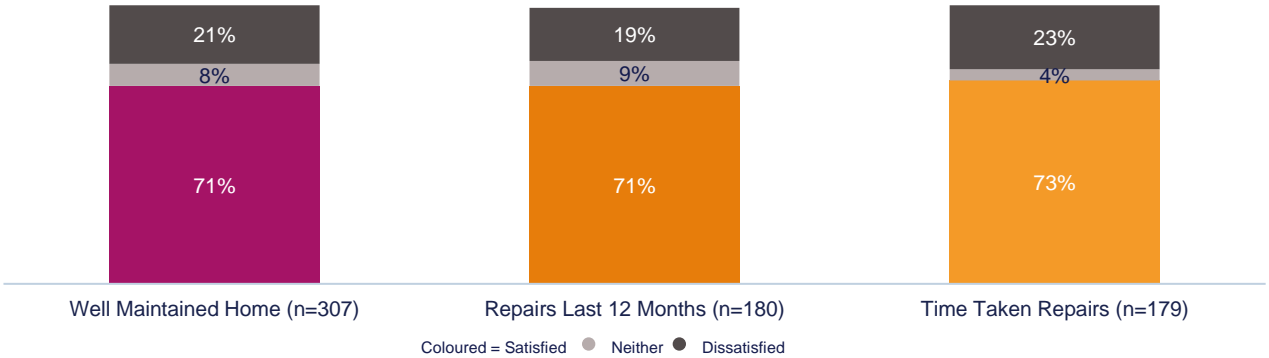


# Keeping Properties in Good Repair

Almost three-fifths of tenants (59%) said they had a repair completed to their home by NYC in the last 12 months, similar to Q3, when 60% said they had a repair completed. Of these, 71% are satisfied with the service during this period, although almost a fifth are dissatisfied (19%). Satisfaction with this measure has decreased by 8 p.p since the previous survey.

It is common that fewer are satisfied with the time taken to complete repairs. This is not the case for NYC, with 73% satisfied. Satisfaction has increased by 2p.p since Q3, although dissatisfaction has remained the same at 23%.

Some 71% of tenants feel that their homes are well maintained, remaining the same as Q3. Despite this, dissatisfaction has increased by 3p.p.





# Comments - Dissatisfaction with Repairs

Tenants dissatisfied with the repairs service highlighted issues such as prolonged wait times, poor communication, and inadequate follow-ups. Many tenants expressed frustration over having to chase repairs, with some waiting up to 12 months or longer for resolution. The inconsistency in service quality is evident, as multiple individuals reported that repairs were either incomplete or poorly executed, leading to recurring issues.

Tenants noted a lack of updates on repair statuses, with some feeling ignored or belittled when raising concerns. The management of the repair process is frequently described as disorganised, with different contractors arriving for the same job, causing further delays. Specific complaints included unresolved heating issues, ineffective repairs leading to ongoing problems, and a general sense of neglect towards tenants' needs.

Overall, the feedback indicates a need for improved communication, efficiency, and quality control in the repair services to increase tenant satisfaction and trust.





**Maintaining Building Safety**



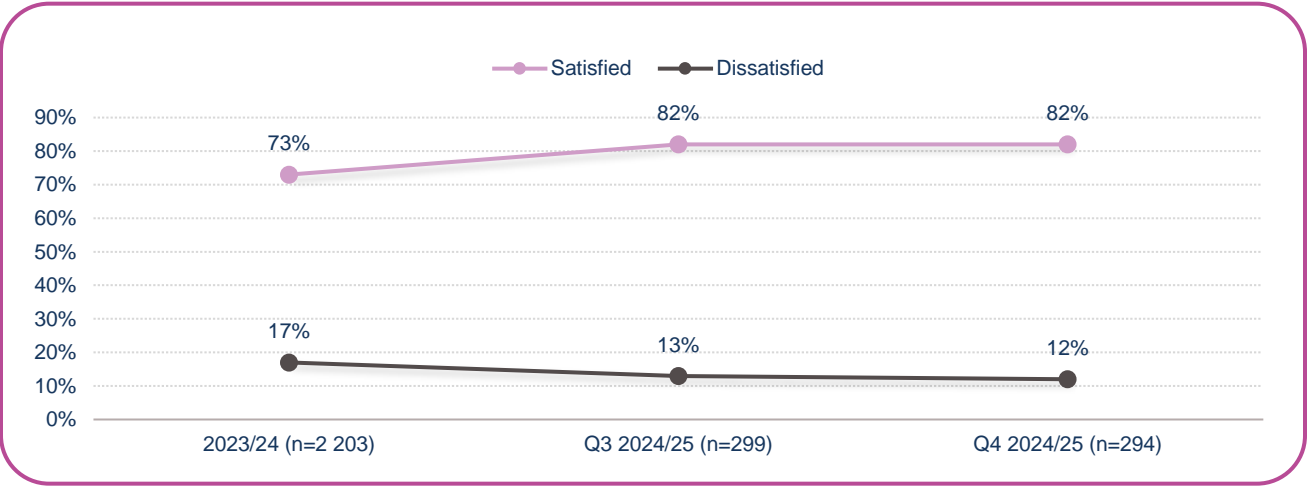
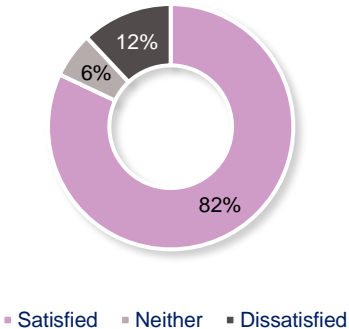
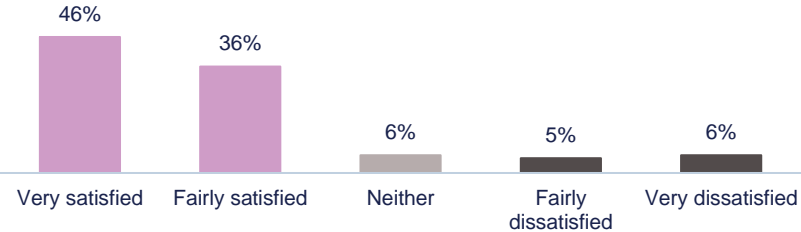
# Maintaining Building Safety

Satisfaction with the safety of the home is high at 82% with more tenants very satisfied (46%) than fairly satisfied (36%).

Just 12% of tenants are dissatisfied with their homes' safety, and a further 6% are neither satisfied nor dissatisfied.

Satisfaction has remained the same as Q3 and continues to be the highest-scoring measure in the survey.

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% are satisfied compared with 71% satisfied that their home is well maintained.



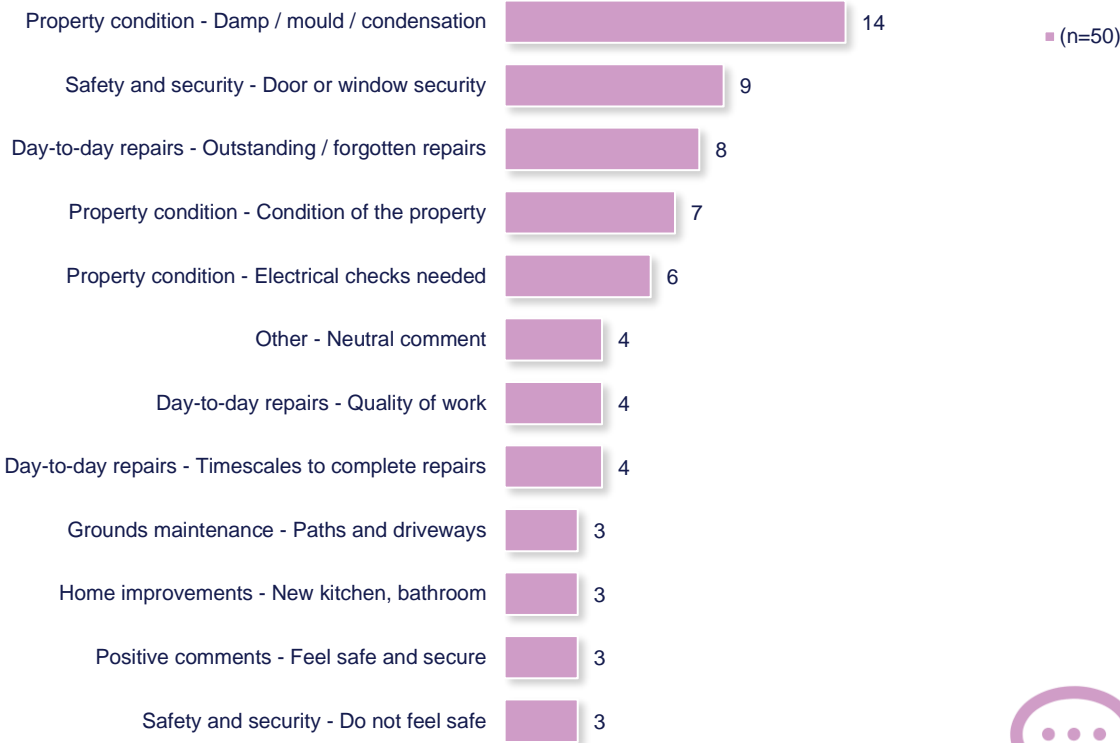


# Comments - Unsafe Home

Tenants who are dissatisfied with the safety of their homes cite key issues such as persistent damp & mould, and inadequate electrical safety. Many tenants also report unresolved maintenance requests. For instance, several individuals highlighted problems with leaking roofs, unsafe electrical sockets, and mould affecting multiple rooms, which have not been addressed despite repeated complaints.

Safety concerns are prevalent, with tenants noting inadequate exits in emergencies, poor security measures, and unsafe living conditions due to structural issues. Many tenants expressed frustration over the lack of timely repairs, with some waiting months or even years for essential work to be completed. Additionally, there are complaints about the overall upkeep of properties, with some homes described as cold, poorly designed, or unsuitable for tenants with mobility issues.

Overall, the feedback indicates a need for improved maintenance services, better communication regarding repairs, and enhanced safety measures to ensure tenants feel secure and comfortable in their homes.







**Responsible Neighbourhood Management**



# Responsible Neighbourhood Management

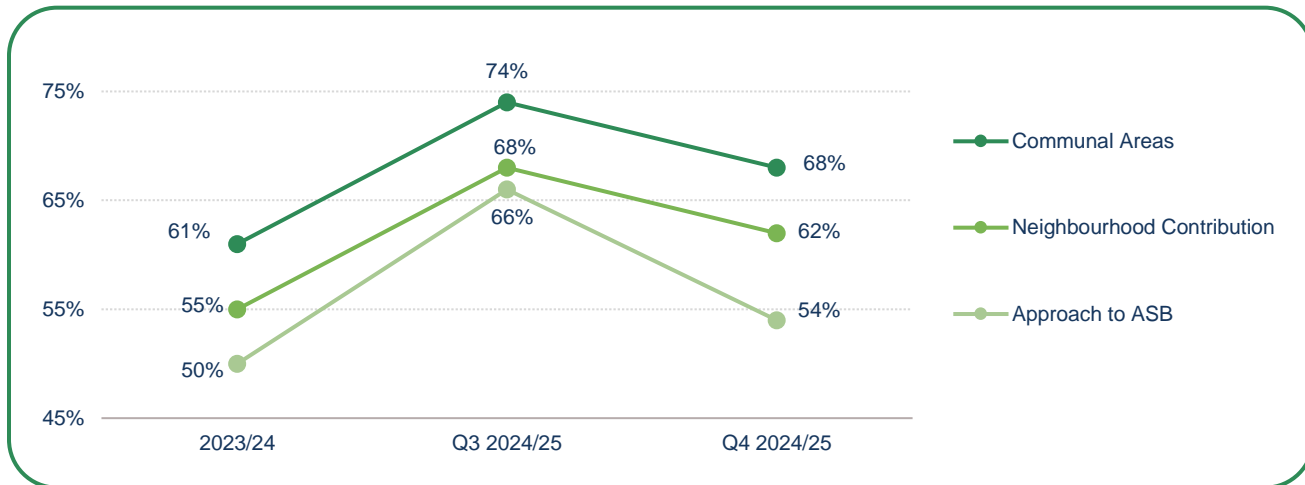
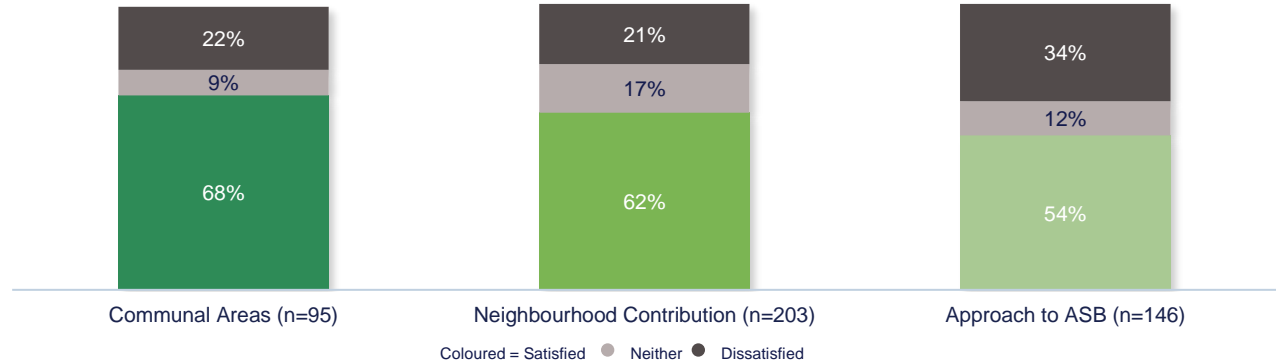


Almost a third of tenants stated that they live in a building with communal areas that NYC is responsible for maintaining (32%), although this is a 5p.p lower rate than in Q3.

Three-quarters of tenants are satisfied that NYC keeps their communal areas clean and well-maintained (68%), down 6p.p from 74% in Q3. Dissatisfaction has increased by 4p.p to 22% since Q3.

Just over three-fifths of tenants are satisfied that NYC makes a positive contribution to their neighbourhood (62%), a decrease of 6p.p since Q3.

However, fewer tenants are satisfied with NYC's approach to dealing with anti-social behaviour (54%). This saw the largest decrease of any measure, falling by 12p.p to 54%, although this remains 4p.p above the level seen in 2023/24. Dissatisfaction has increased by 6p.p since Q3, suggesting a higher number of neutral responses.





# Comments - Communal Areas

Tenants who are dissatisfied with the cleanliness and upkeep of communal areas report that cleaning is infrequent or non-existent, with cobwebs, dirt, and rubbish accumulating. Specific issues include broken washing lines, inadequate grass cutting, and poorly maintained hedges, which contribute to an untidy environment. Several tenants noted that they have to take it upon themselves to clean and maintain these areas, highlighting a lack of support from NYC.

There are also concerns about safety, particularly regarding wheelchair access and tripping hazards due to steep banks and poor lighting. The grass-cutting process is criticised for leaving clippings on the ground, leading to further mess. Additionally, some tenants mention ongoing issues with rubbish dumping and the neglect of communal gardens, which exacerbate drainage problems.

Overall, the feedback indicates the need for improved maintenance services and more consistent cleaning efforts to improve the living conditions in these communal spaces.



■ (n=28)



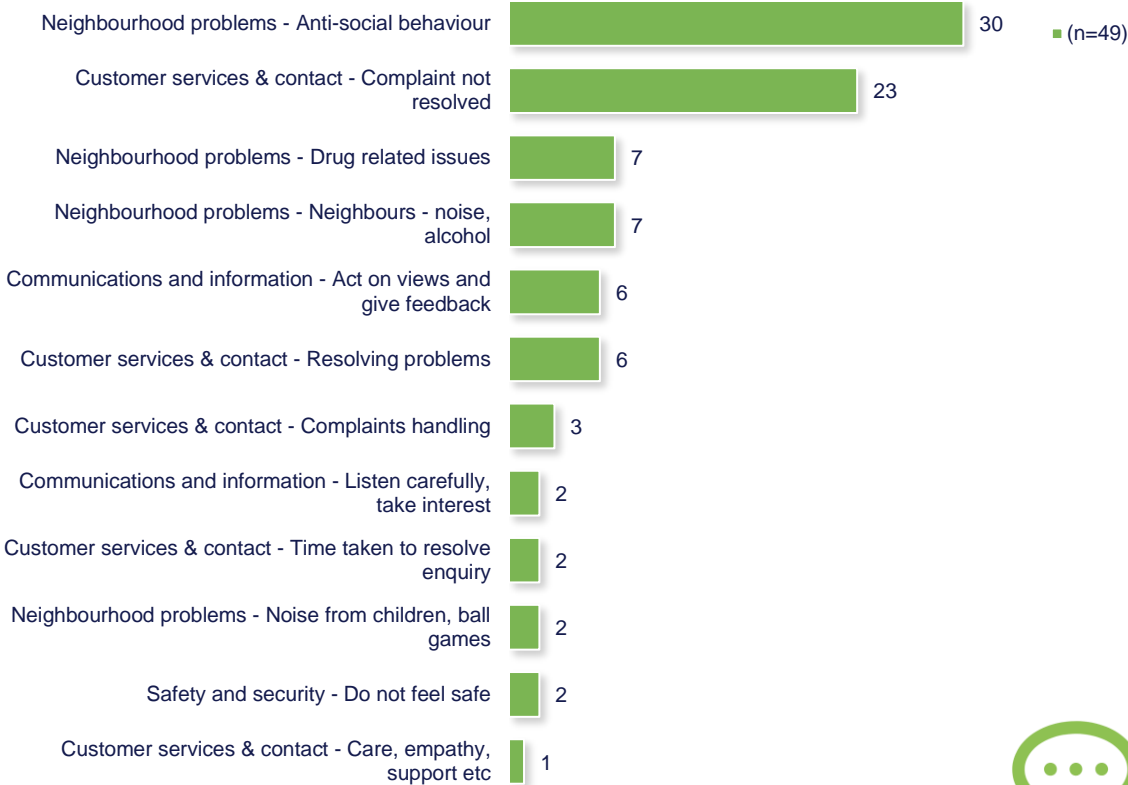


# Comments - ASB

Tenants who are dissatisfied with NYC's approach to complaints handling were asked to explain why, and 49 left comments. Many tenants report ongoing issues with noisy neighbours, drug-related activities, and aggressive behaviour, often feeling ignored or unsupported by NYC and the police. Numerous individuals have documented their complaints, including evidence of abuse and threats, yet they express frustration over the lack of action taken.

Common themes include a perceived bias towards long-term tenants, inadequate responses to serious incidents, and a general sense of helplessness among tenants. Many feel that the Council is slow to react or dismissive of their concerns, leading to a deteriorating living environment. The presence of drug dealers and disruptive behaviour, particularly from young people, is frequently mentioned, contributing to a sense of insecurity.

Overall, the responses highlight a need for improved communication, responsiveness, and effective intervention strategies from NYC to address ASB and improve community safety.





**Respectful & Helpful Engagement**



# Respectful & Helpful Engagement

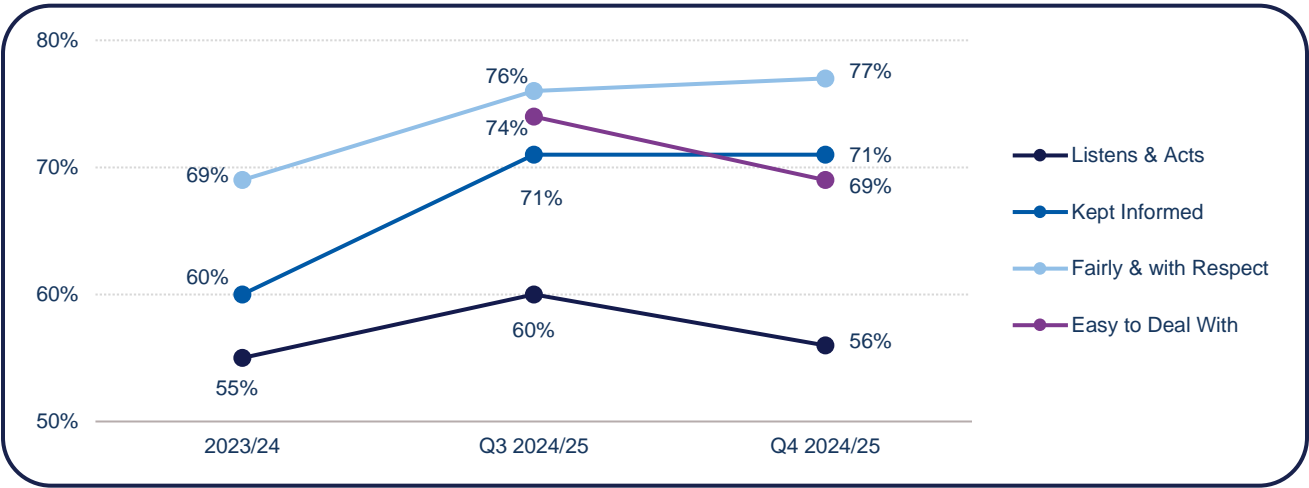
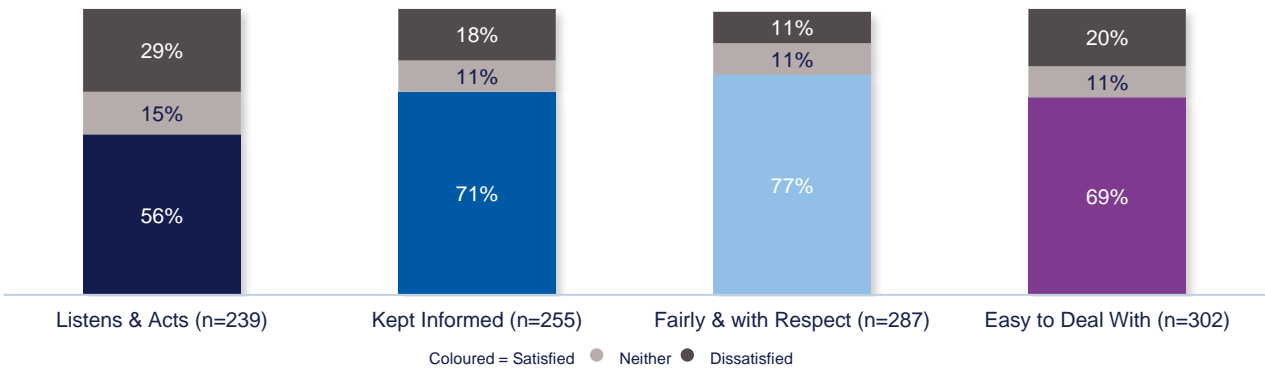
Almost seven out of ten tenants find NYC easy to deal with (69%), while 77% agree that they are treated fairly and with respect; just 11% disagree. Satisfaction has decreased by 5p.p for being easy to deal with but increased by 1p.p for being treated fairly and with respect.

The number of tenants satisfied they are kept informed about things that matter to them has remained the same at 71%. Dissatisfaction has decreased by 2p.p to 18%.

However, fewer are satisfied that NYC listens to their views and acts upon them (56%). Despite satisfaction falling by 4p.p, dissatisfaction has also decreased by 1p.p.

Commonly, listening to and acting on views 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 tenants' views into account, so it is difficult to be positive about this.

Regarding communication, improvements need to be focused on becoming easier to deal with and listening to and acting on tenants' views. The comments on the next slide reveal potential areas for improvement.



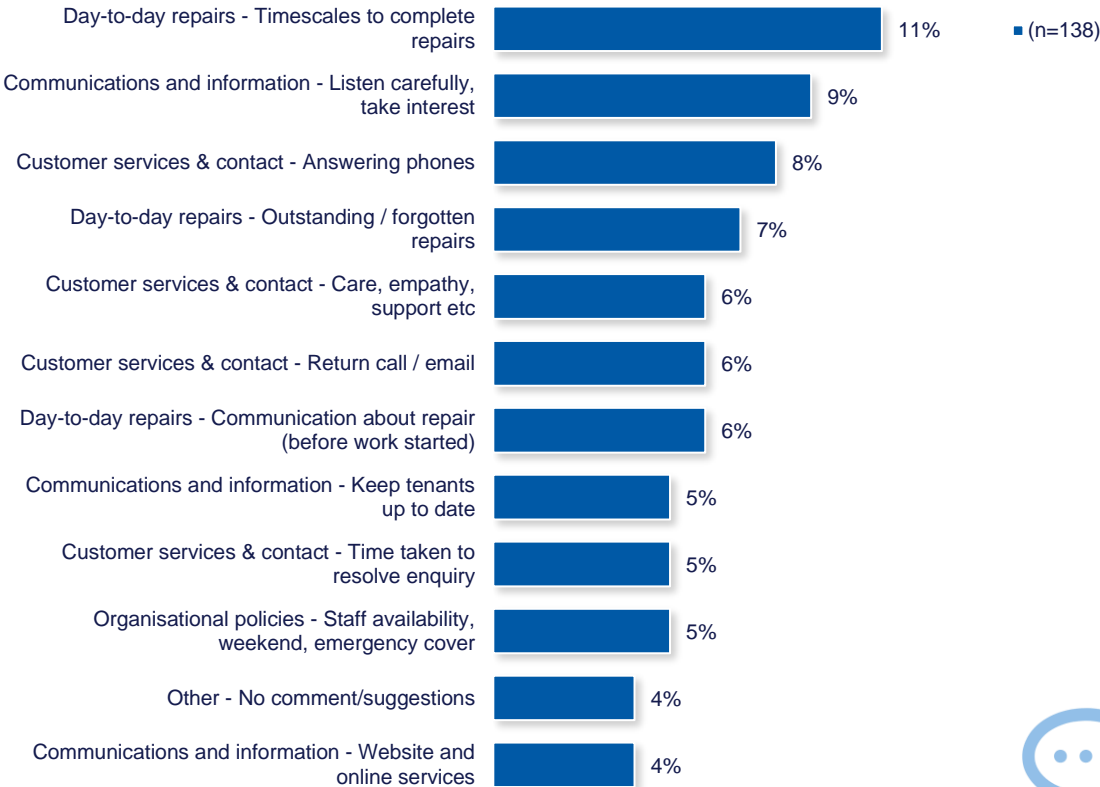


# Comments - Customer Service

Tenants who are dissatisfied with customer service and communication were asked to explain why, and 138 left comments. Many tenants express frustration over long waiting times for repairs and a lack of follow-up on reported issues. A recurring theme is the poor coordination among staff, leading to inconsistent information and service. Tenants highlighted the need for better understanding and respect, particularly for those with disabilities or specific needs.

There are numerous complaints about the automated phone system, which many found unhelpful, and a desire for more direct contact with relevant departments. Additionally, several tenants noted that their concerns about maintenance, such as damp and heating issues, are often ignored or inadequately addressed.

The overall sentiment indicates a pressing need for improved communication, timely responses, and a more personalised approach to tenant interactions. Many feel overlooked and believe that their voices are not being heard, contributing to a sense of frustration and helplessness regarding their housing situations.





## Effective Handling of Complaints





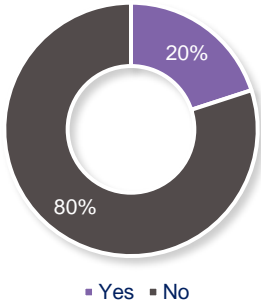
# Effective Handling of Complaints

A fifth of tenants said they had made a complaint to NYC in the last 12 months (20%), although it is impossible to tell how many of these are genuine complaints or service requests yet to be fully actioned. This number has remained stable since Q3, when 19% had made a complaint in the previous 12 months.

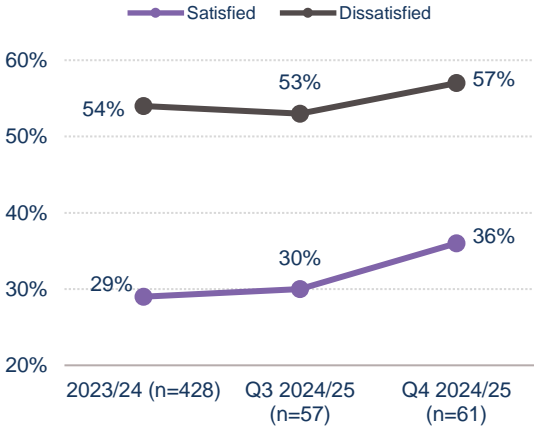
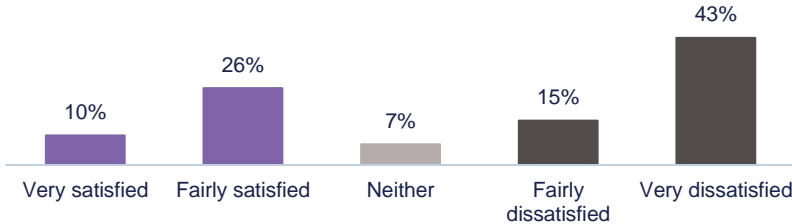
Just over one-third of tenants are satisfied with NYC's approach to handling complaints, up by 6p.p since Q3. Despite this, dissatisfaction has also increased by 4p.p. This means there are fewer neutral tenants.

The Council also used this opportunity to find out about the type of complaint. Just over two-fifths of complaints are about the repairs service (41%). This is 4p.p more than in Q3. There are 4p.p fewer complaints about ASB.

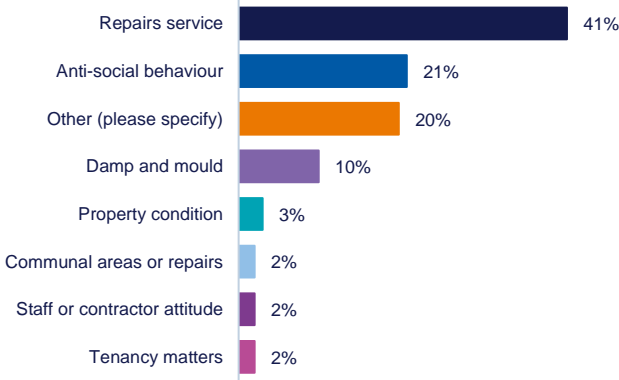
Complaint in last 12 months



Satisfaction with Complaints Handling



Complaint Type





**Wellbeing**



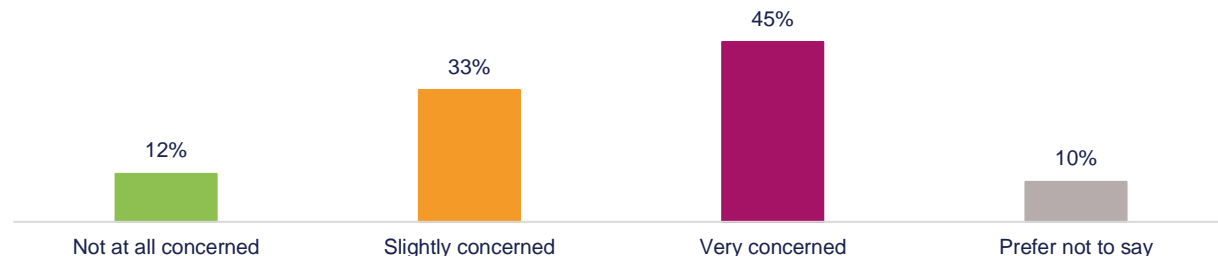
# Cost of Living Concern

Tenants were asked: *"How concerned are you about the cost-of-living crisis for you personally?"*

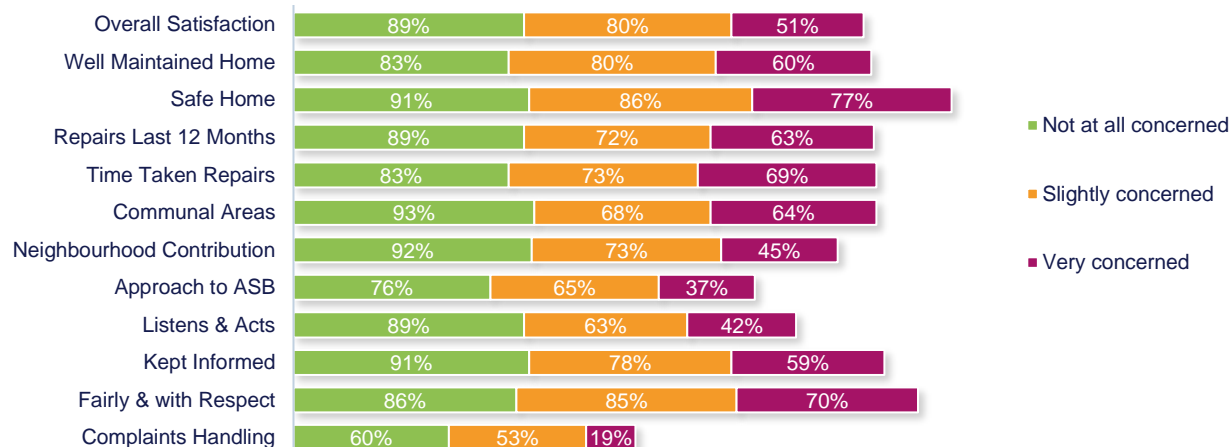
The majority of tenants are concerned (78%), with slightly more very concerned (45%) than slightly concerned (33%). Compared to Q3, the same number remain slightly concerned, but 2p.p more are very concerned.

Only 12% of tenants cited they are not at all concerned and 10% preferred not to say.

The table to the right shows the cost-of-living concerns 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 suggests 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 & Satisfaction





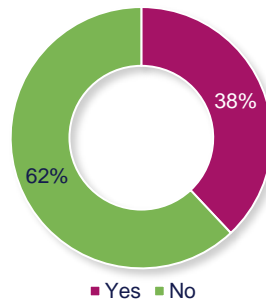
# Damp and Mould

It is a concern that almost two-fifths of tenants said they have problems with damp & mould in the home (38%), and this is the leading cause of dissatisfaction with the safety of the home. Positively, almost three-quarters of these tenants have reported the issue to NYC (74%), although 26% have yet to do so.

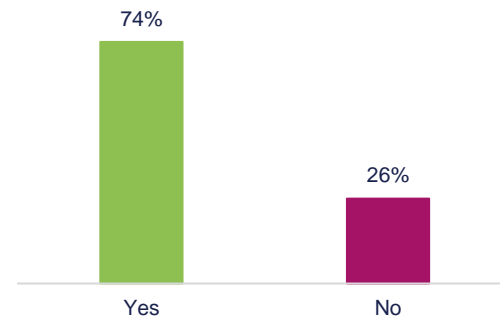
It is important that these cases are investigated as a matter of urgency if not already being done so, and action is taken where necessary to prevent the risk to health and to stop the deterioration of the property.

Dealing with damp & mould has become a big issue for social landlords and has to be taken seriously. However, this needs to be balanced with undertaking other urgent or outstanding repairs.

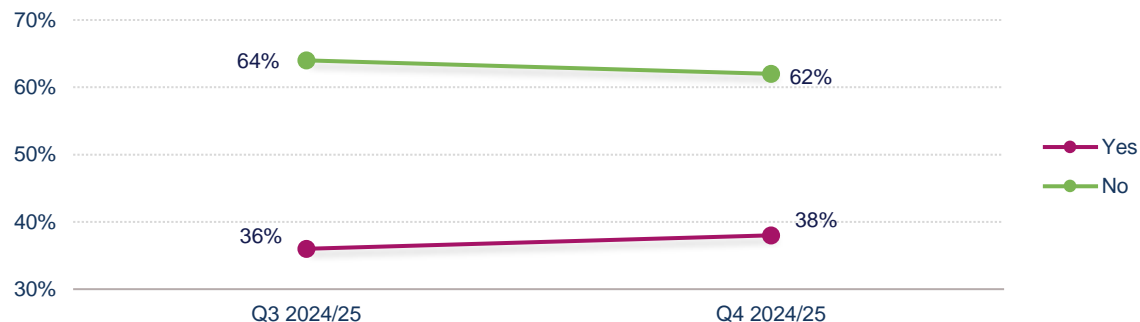
## Currently Suffer from Damp & Mould



## Reported Damp & Mould



## Suffering from Damp & Mould over time





**Trends**

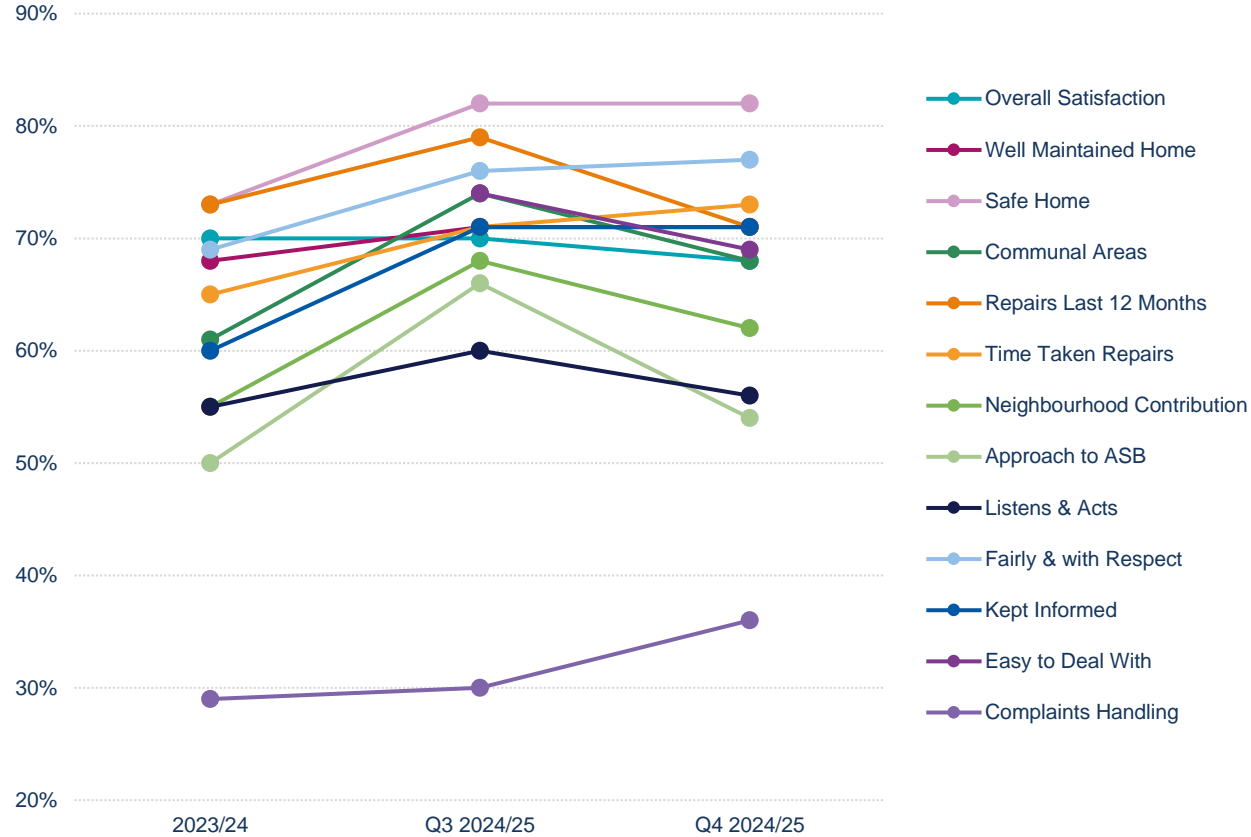


# Trends Over Time

As has been shown throughout this report, satisfaction has generally decreased since Q3, with just three measures increasing and two remaining the same. Overall satisfaction has decreased by just 2p.p, and this small decrease is reflected in many other measures.

The biggest decrease is for NYC's approach to ASB (down 12p.p), followed by the repairs service in the last 12 months (down 8p.p). The remaining decreases are small, at 6p.p or less. Complaints handling saw the largest increase (6p.p), with the timescales to complete repairs and being treated fairly and with respect increasing by 2p.p and 1p.p respectively.

Although complaints handling saw the largest increase in satisfaction, dissatisfaction also rose by 4p.p. This may suggest that while some improvements have been made, they are not being applied consistently across all cases.

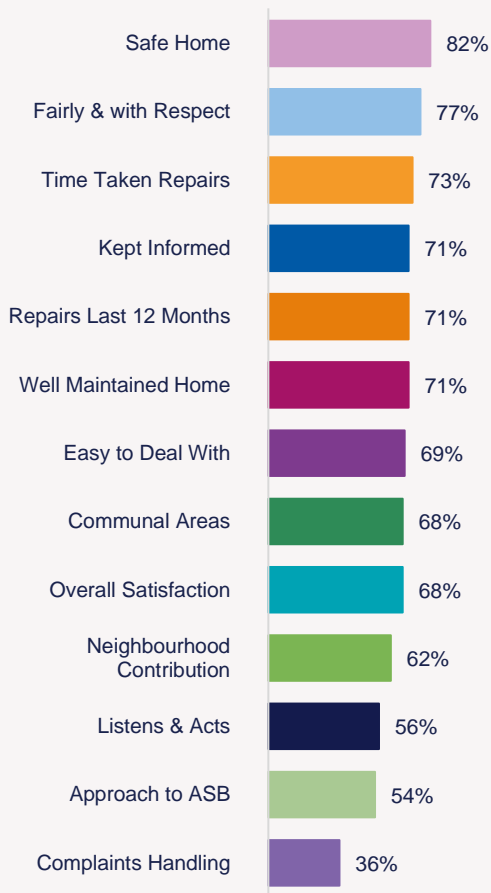




# Summary



## Satisfaction with Measures



## Summary & Recommendations



### Summary

Acuity has been 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 team. At the close of the survey in Q4, 300 interviews were completed, meeting the required margin of error for the survey.

Satisfaction remains stable, with 68% of tenants satisfied with the overall service provided by NYC. The best-performing measures in Q4 are the way NYC provides its tenants with a safe home (82%), followed by treating tenants fairly and with respect (77%). At the other end of the scale, the lowest performing measure is the handling of complaints, with only 36% of tenants who have made a complaint in the last 12 months being satisfied, while 57% are dissatisfied. Dissatisfaction has generally decreased since Q3, with complaints handling being one of three to increase (up 6p.p), and the only one to increase by more than 2p.p.

The majority of tenants are at least somewhat concerned about the cost of living, with 45% very concerned and a further 33% slightly concerned. Almost two-fifths of tenants have issues with damp and mould in their homes (38%), which need to be dealt with as a matter of urgency, and the majority of these are known to NYC, although 26% 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 the reasons behind their survey scores, and many shared that they are generally happy with their homes and the services they receive. However, among those dissatisfied with how ASB is handled, unresolved complaints are a common theme. This highlights the need for quicker and more visible responses to ASB reports, as well as better communication with tenants about how cases are being managed.

### Recommendation

#### **Neighbourhood Management**

Satisfaction with all three measures related to the neighbourhood decreased in Q4, with the maintenance of the communal areas and neighbourhood contribution down 6p.p and ASB handling down 12p.p. To improve, NYC should consider increasing the frequency of communal area maintenance, particularly grounds maintenance. Tenants should also be kept informed of the progress and outcome of their ASB complaint. Additionally, raising awareness of the contributions NYC makes to local neighbourhoods - such as community initiatives or new development projects - may help tenants feel more engaged and positively influence satisfaction.



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

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