



North Yorkshire Council

TSM Tracker Q2 2025/26 Report

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

Wellbeing

Trends

Summary

Introduction

North Yorkshire Council (NYC) owns and manages around 8,000 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 every quarter starting in Q3 2024/25, and this has now extended into 2025/26. 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 and are now required annually. This is the second quarterly survey for 2025/26.

Each quarterly survey aims to collect 150 completed responses (600 for the year) that are proportionally sampled by tenure, locality, ward, and age. At the close of the Q2 2025/26 survey, 150 completed surveys were received, plus a further 12 incomplete surveys, which are required to be included by the Regulator. All surveys were conducted by telephone using Acuity's in-house team of telephone interviewers.

Sentiment analysis has been used again to better understand tenants' comments and why they responded to the satisfaction questions in the way they did. Information about how this works is provided at the end of this report, adding an extra layer of focused insight to the results. This helps NYC better understand what drives satisfaction, what tenants are most concerned about, and consequently, what could be improved.

The survey is confidential, and the results are sent back to NYC anonymised unless tenants give their permission to be identified – 77% 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.

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

- Provide information on tenants' perceptions of current services
- Compare the results against the previous TSM-based surveys
- Inform decisions regarding future service development
- Report to the Regulator annually, as required.

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, 150 completed responses were received this quarter. This response is high enough to conclude that the findings are accurate to within $\pm 7.9\%$ for the quarter and $\pm 3.8\%$ 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=...

71%



Overall Satisfaction

More than seven out of ten tenants are satisfied with the overall service provided by NYC (71%). This represents a fall in overall satisfaction of six percentage points (6p.p) from the Q1 2025/26 survey.

Four other measures have received satisfaction scores of above 70%. These are the maintenance of the home (71%), fairly and with respect (75%), keeping tenants informed (76%), and the provision of a safe home (78%). No metrics have exceeded 80% satisfaction this quarter.

Three measures have received scores of 60% satisfaction or below. These are the contribution to the neighbourhood, the approach to ASB (both 60%), and complaints handling, the lowest scoring metric in the survey, at 37%.

The following pages in this report will break down each satisfaction measure by response, as well as provide more detailed analysis of tenants' open response comments.

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

71%



Safe Home

78%



Repairs Last 12 Months

66%



Time Taken Repairs

68%

Respectful & Helpful Engagement



Listens & Acts

65%



Kept Informed

76%



Fairly & with Respect

75%



Complaints Handling

37%

Responsible Neighbourhood Management



Communal Areas

68%



Neighbourhood Contribution

60%



Approach to ASB

60%



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.

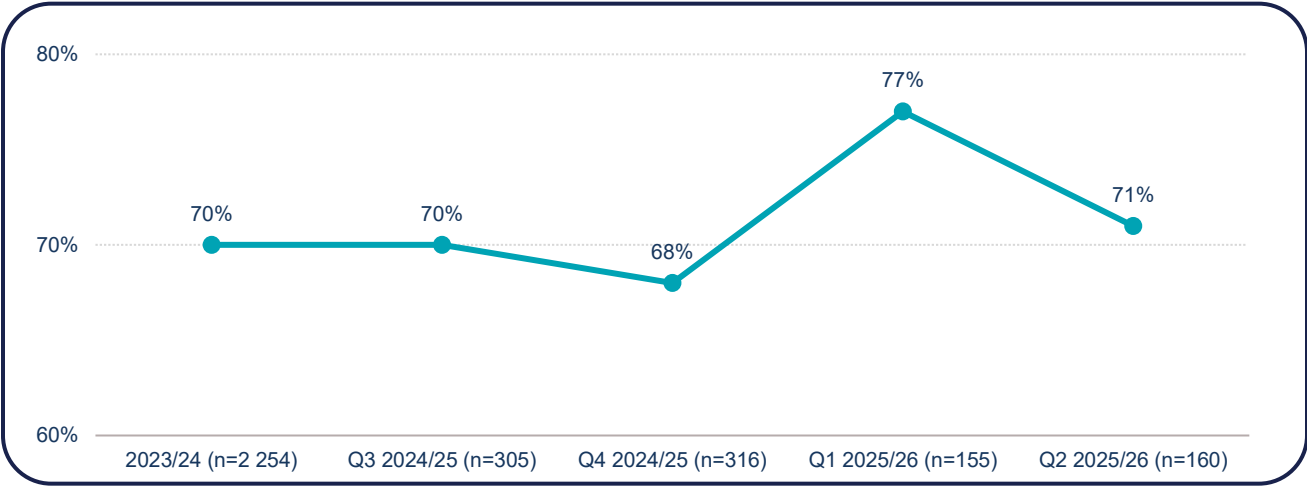
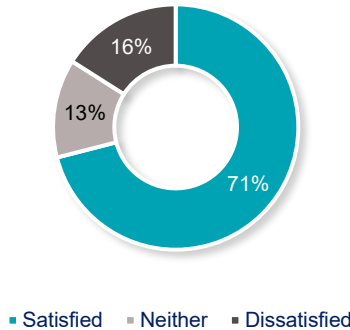
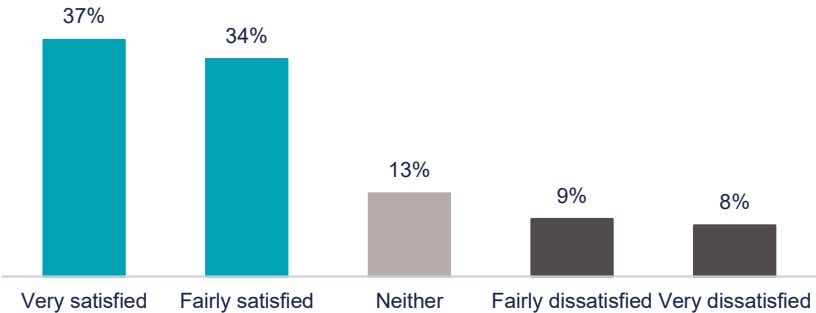
Around seven out of ten tenants are satisfied with the overall service provided by NYC (71%). There are marginally more tenants very satisfied (37%) than fairly satisfied (34%). Less than a fifth are dissatisfied (16%), with a similar number fairly dissatisfied (9%) and very dissatisfied (8%). The remaining 13% of tenants are neither satisfied nor dissatisfied.

Satisfaction saw an increase in Q1 2025/26 to its highest quarterly score. However, this quarter has seen a fall of 6p.p, to a score more in line with previous results.

Acuity has been monitoring results across the sector, and this suggests that, after several quarters of decline, overall satisfaction is finally starting to improve, up by a median of 2p.p to 73% satisfied, the highest point in a year. Survey methodology, timing, and service level improvements could all contribute to this.

This shows that NYC are slightly below the sector average, although Council landlords are known to score lower levels of satisfaction.

Overall Satisfaction



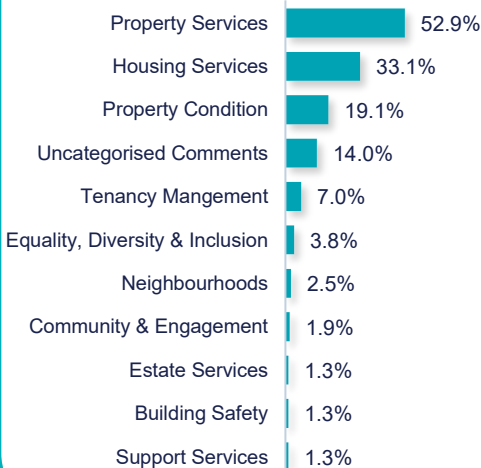
Overall Satisfaction

Please describe your specific experiences that have shaped your view of North Yorkshire Council's service.

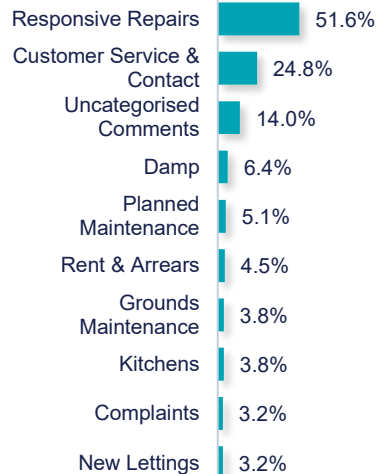
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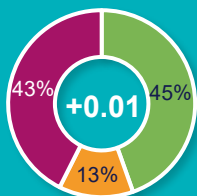
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	64	40.8%	-1.27
Resolution	28	17.8%	-1.54
Subcategory, no attribute (yet)	22	14.0%	-0.68
Satisfaction	17	10.8%	+3.94
Quality of Work / Service	15	9.6%	-0.87
Communication / Transparency	14	8.9%	-0.29
Listening / Acting	7	4.5%	-1.71
Staff Conduct	7	4.5%	+4.71
Effort	6	3.8%	-1.33
Accountability	2	1.3%	-5.00
Appointments / Convenience	2	1.3%	0.00
Empathy	2	1.3%	-1.00
Trust	2	1.3%	-5.00
Worker Conduct	2	1.3%	+4.00
No Comments	2	1.3%	0.00
Accessibility	1	0.6%	-5.00
Fairness	1	0.6%	0.00
Consistency	-	-	-
Safety	-	-	-



Tenants were asked to describe the events that have shaped their overall satisfaction of NYC, and the responses reveal both positive and negative experiences. Many tenants appreciate the promptness and politeness of staff when addressing maintenance issues, with several noting that repairs are often resolved quickly. However, a number of respondents express dissatisfaction with the slow response times and unresolved issues, particularly regarding long-standing repairs, such as leaks and damp problems. Some tenants feel neglected, citing a lack of proactive communication and support, especially for vulnerable individuals, including those with disabilities. Complaints about the quality of repairs and the need for better management of tenant concerns are also mentioned.

Additionally, there are calls for improved tenant involvement in decision-making processes. While some respondents report a positive experience since the transition to North Yorkshire Council, others feel that service quality has declined. Overall, the feedback indicates a need for enhanced communication, quicker response times, and a more proactive approach to tenant engagement and property maintenance.



Well Maintained, Safety & Communal Areas



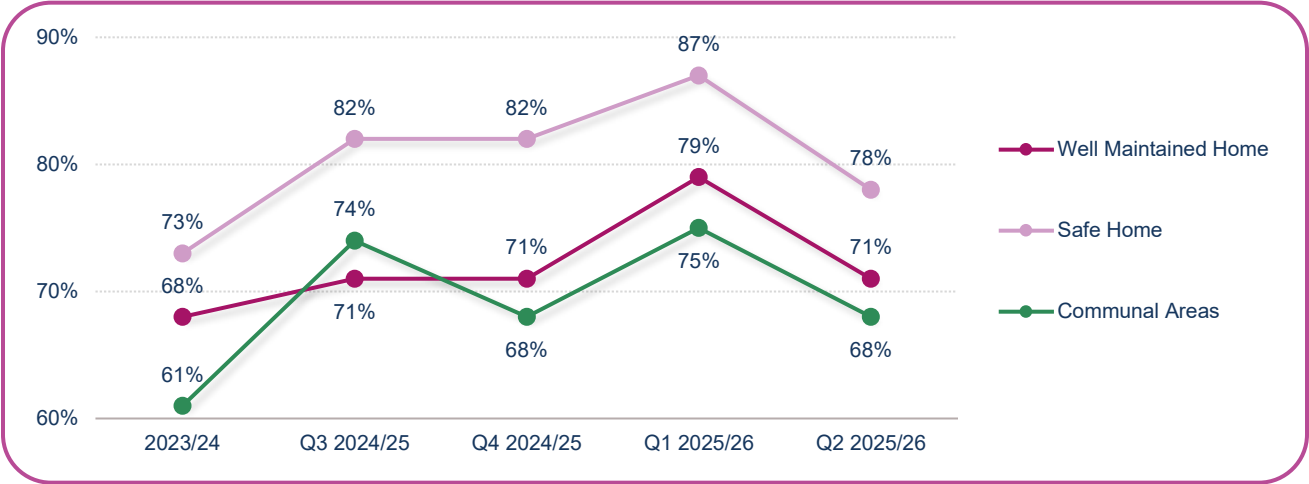
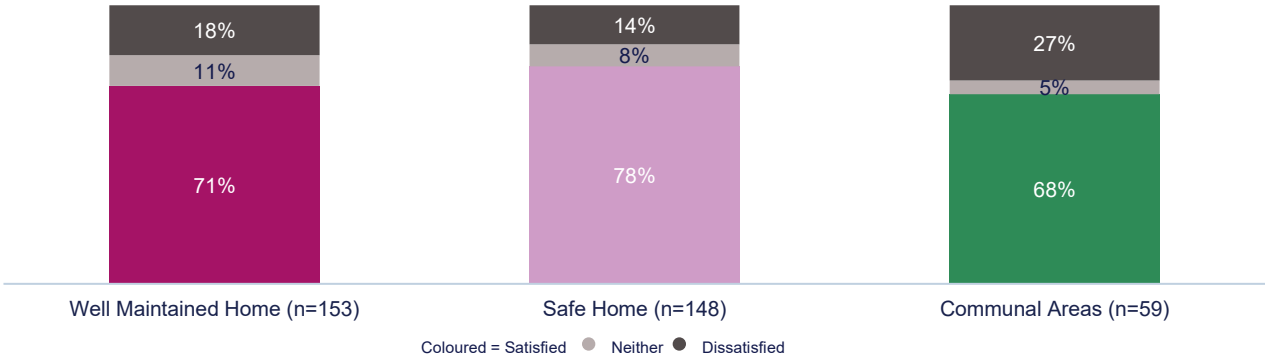
Around seven out of ten tenants are satisfied that their home is well maintained (71%). Just under a fifth of tenants are dissatisfied (18%), while around a tenth are neither satisfied nor dissatisfied (11%). As with overall satisfaction, nationally, Q1 2025/26 has seen an uplift in satisfaction, up 3p.p to 74%. It is known that there is a strong correlation between overall satisfaction and maintenance.

Close to eight out of ten tenants are satisfied that they are provided with a home that is safe (78%). Just 14% of tenants are dissatisfied, while 8% gave a neutral response. In terms of the sector score, satisfaction is up 3p.p to a peak of 80% satisfied in Q1 2025/26, after several months of consistency.

Four out of ten tenants said they live in a building with communal areas that NYC are responsible for maintaining (42%). Of these tenants, less than seven out of ten are satisfied that these communal areas are kept clean and well maintained (68%). More than a quarter of tenants are dissatisfied (27%), while just 5% are neither satisfied nor dissatisfied.

The median sector satisfaction has risen by 4p.p to 71%, which, despite the increase, remains notably lower compared to individual home maintenance and safety metrics.

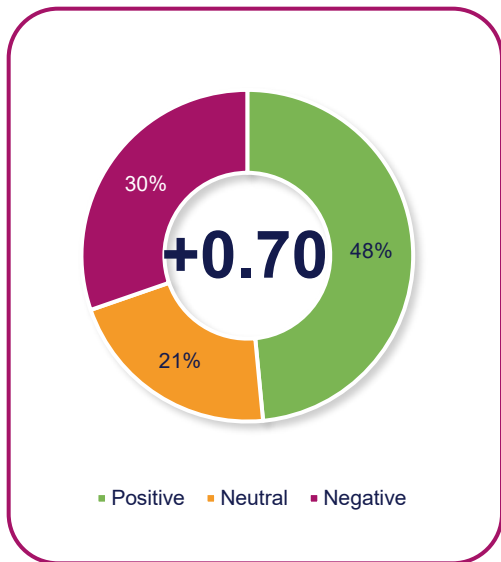
Well Maintained, Safety & Communal Areas



The Home

Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.

Base Size: 145



Top Subcategories

General Condition	29.0%
Grounds Maintenance	22.8%
Responsive Repairs	22.1%
Communal Maintenance	16.6%
Uncategorised Comments	15.9%
Window/doors	6.2%
Roofs & Gutters	4.1%
Rubbish, Bins & Recycling	3.4%
Damp	2.8%
Kitchens	2.8%
Dogs - noise/fouling	2.8%
Aids & Adaptations	2.1%
Gas Servicing	2.1%
Complaints	2.1%
Parking & garages	2.1%

Attribute	Count	%	Sentiment Score
Quality of Work / Service	34	23.4%	+0.56
Timeliness / Responsiveness	23	15.9%	-0.39
Subcategory, no attribute (yet)	19	13.1%	+0.21
Safety	14	9.7%	+1.21
Satisfaction	12	8.3%	+2.17
Communication / Transparency	10	6.9%	-0.70
Resolution	6	4.1%	-2.33
Effort	5	3.4%	-3.80
Accountability	2	1.4%	-3.00
Listening / Acting	2	1.4%	-4.00
Appointments / Convenience	1	0.7%	+5.00
Fairness	1	0.7%	-3.00
Staff Conduct	1	0.7%	-5.00
Trust	1	0.7%	-5.00
No Comments	1	0.7%	0.00
Accessibility			-
Consistency			-
Empathy			-
Worker Conduct			-

Tenants were asked to share their views regarding the safety and maintenance of their home and communal areas. Many tenants express satisfaction with the cleanliness and upkeep of their surroundings, noting regular grass cutting and tidy communal spaces. However, concerns arise regarding safety features, such as inadequate door locks and the absence of safety measures for children, particularly in communal areas.

Several respondents highlight ongoing maintenance issues, including delayed repairs for doors, windows, and leaks, with some waiting for over a year for resolutions. Some complaint about poor communication from the council regarding maintenance requests, with tenants feeling neglected in their concerns.

While some tenants take it upon themselves to maintain communal areas, others report a lack of support from the Council, leading to dissatisfaction. Issues such as dog mess, litter, and overgrown vegetation are frequently mentioned, indicating a need for improved communal area management. Overall, while there are positive remarks about safety and maintenance, the feedback underscores a pressing need for more responsive maintenance services and better communication from the Council.



Keeping Properties in Good Repair

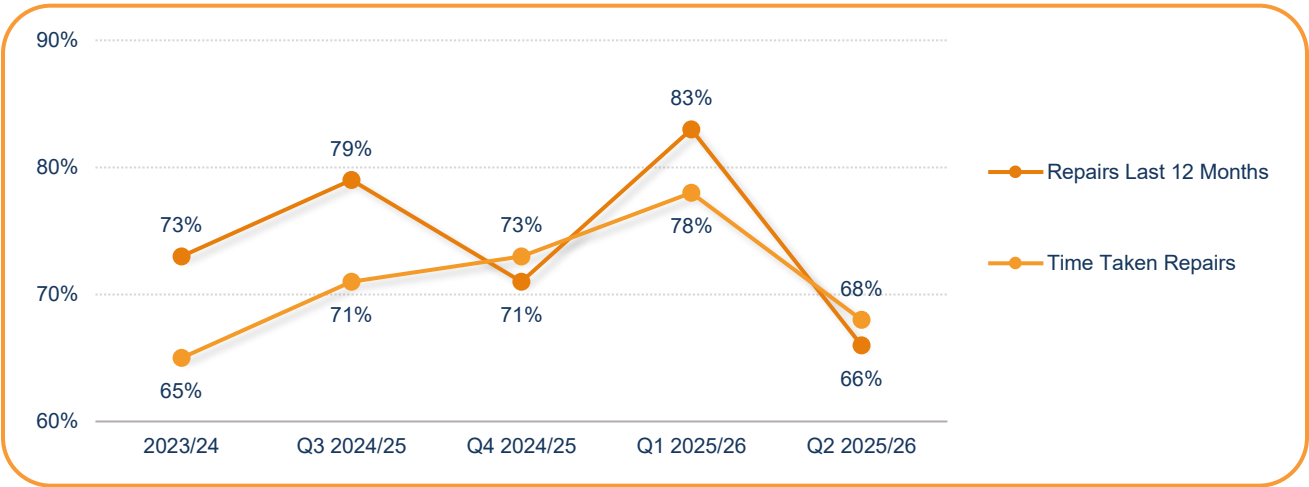
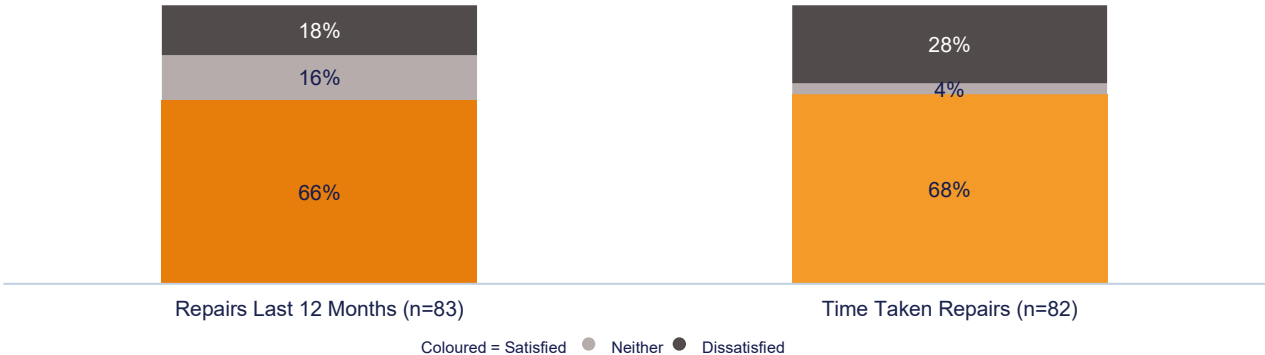


Keeping Properties in Good Repair

Just over half of tenants (56%), said they had a repair completed on their home by the Council in the last 12 months and of these, 66% are satisfied with the repairs service over this period. Just under a fifth of tenants are dissatisfied (18%), while 16% are neither satisfied nor dissatisfied. This measure has fluctuated over the last few surveys, showing no clear direction of travel. The current score has seen a fall of 17p.p from the previous quarter and has now fallen below 70% satisfaction for the first time. It is recommended for NYC to review the comments from tenants overleaf, to help identify possible reasons for this fall in satisfaction.

It is common that fewer are satisfied with the time taken to complete repairs than with the service itself; however, this is not the case for NYC this quarter, as 68% are satisfied with the time taken to complete repairs. More tenants are dissatisfied with this measure, however, with this score at 28%.

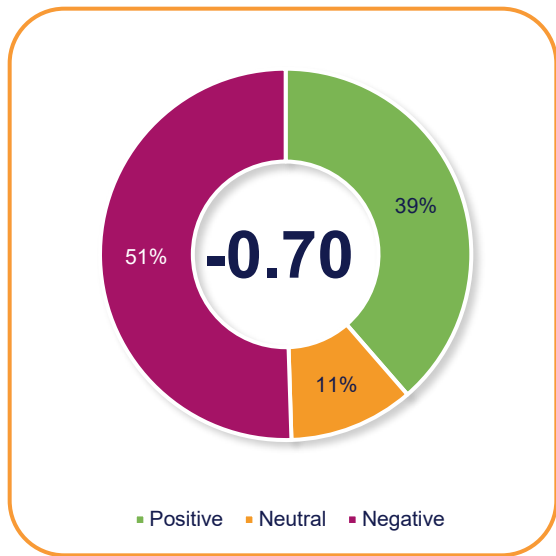
Nationally, there has been very little change in time taken to complete repairs (up 1p.p to 72%). While repairs have improved, the time to complete them hasn't changed, possibly suggesting that resourcing is still an issue.



Repairs & Maintenance

Tell us more about your experience with the repairs service over the last 12 months.

Base Size: 83



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	48	57.8%	-1.17
Resolution	17	20.5%	-1.47
Quality of Work / Service	15	18.1%	-0.20
Subcategory, no attribute (yet)	12	14.5%	-0.58
Satisfaction	8	9.6%	+2.00
Communication / Transparency	6	7.2%	-3.00
Worker Conduct	4	4.8%	+3.00
No Comments	2	2.4%	0.00
Appointments / Convenience	1	1.2%	+3.00
Consistency	1	1.2%	-5.00
Effort	1	1.2%	-5.00
Empathy	1	1.2%	-5.00
Listening / Acting	1	1.2%	-5.00
Safety	1	1.2%	-3.00
Accessibility			-
Accountability			-
Fairness			-
Staff Conduct			-
Trust			-

Tenants were asked to provide more information regarding their experiences with the repairs service provided by North Yorkshire Council. Many respondents praised the promptness and professionalism of the workers, highlighting quick responses to urgent issues like blocked sinks and leaks. Positive comments noted that repairs were often completed efficiently, with some tenants expressing satisfaction with the quality of work and the courteous nature of the staff.

However, dissatisfaction emerged regarding communication and the timeliness of repairs. Several respondents reported long wait times for repairs, with some issues remaining unresolved for over a year. Complaints included a lack of follow-up on reported problems, leading to frustration and feelings of being ignored. Specific cases highlighted ongoing issues with faulty doors, leaks, and inadequate repairs that resulted in further damage, such as mould growth.

Overall, while there are commendable aspects of the service, the feedback indicates a pressing need for improved communication, more timely responses, and better management of repair requests to enhance tenant satisfaction and trust in the service.



Contribution to the Neighbourhood

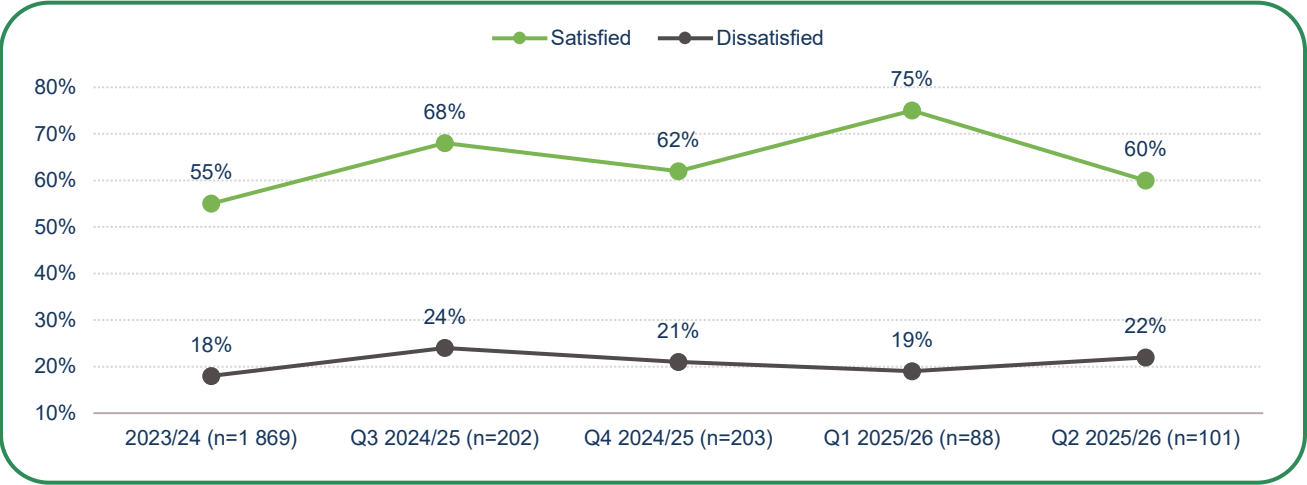
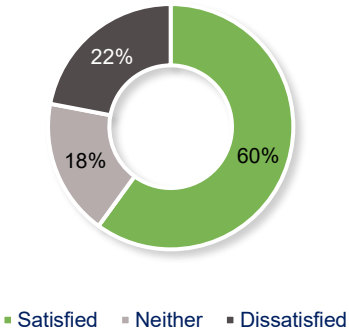
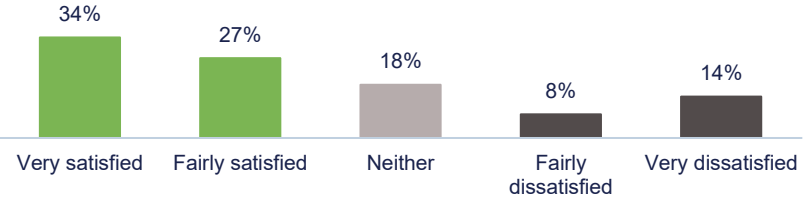


Contribution to the Neighbourhood

Six out of ten tenants are satisfied with NYC's contribution to the neighbourhood (60%), with more tenants very satisfied (34%), than fairly satisfied (27%). Just over a fifth of tenants are dissatisfied (22%), and more are very dissatisfied (14%) than fairly dissatisfied (8%). Around a fifth of tenants gave a neutral response (18%).

Satisfaction saw a large increase in Q1 2025/26, rising to a peak of 75%. However, in this quarter, this has fallen back by 15p.p to 60%. Dissatisfaction has also risen during this period, although by just 3p.p. The larger percentage of neutral tenants (18%) can indicate that these respondents do not have strong feelings regarding NYC's contributions to the neighbourhood, or they are unaware of what these might be.

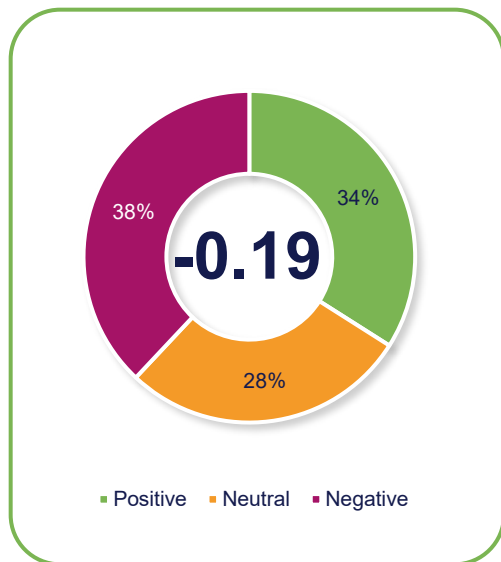
Satisfaction across the sector has reached the highest level since the beginning of the TSM, currently sat at 69% satisfied, an increase of 2 p.p. The maximum value is at 89% and the minimum value is at 0% showing the contrast and demonstrating the difficulty some respondents have in responding to the question.



Neighbourhood Contribution

Share your views on your landlord's contribution to your neighbourhood.

Base Size: 97



Top Subcategories



Attribute	Count	%	Sentiment Score
Satisfaction	25	25.8%	+1.08
Quality of Work / Service	22	22.7%	+0.68
Subcategory, no attribute (yet)	21	21.6%	-1.43
No Comments	14	14.4%	-1.29
Timeliness / Responsiveness	10	10.3%	-0.80
Listening / Acting	5	5.2%	-2.00
Staff Conduct	4	4.1%	+1.75
Communication / Transparency	3	3.1%	+3.33
Resolution	2	2.1%	-4.00
Empathy	1	1.0%	0.00
Fairness	1	1.0%	-3.00
Safety	1	1.0%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Trust			-
Worker Conduct			-

Tenants were asked to share their views on NYC's contribution to the neighbourhood, and many expressed dissatisfaction with the Council's involvement. While some respondents appreciate services like grass cutting, bin collection, and recycling, others feel that these efforts are insufficient and that overall maintenance has declined over the years. Complaints about neglected communal areas, poor road conditions, and inadequate responses to safety concerns are prevalent.

Several tenants noted a lack of visibility and proactive engagement from the Council, with many stating they only see council representatives during specific service visits. Issues such as unaddressed neighbour disputes, inadequate winter preparations, and a general feeling of neglect in rural areas were highlighted.

Conversely, a few respondents expressed satisfaction with the housing officer's support and the overall tidiness of their surroundings. However, the recurring theme is a desire for more comprehensive contributions to enhance safety and community well-being. Overall, the feedback suggests a need for enhanced communication, increased maintenance efforts, and a more visible presence from the council to effectively address tenants' concerns.



**Please respect our
neighbours and
keep noise to a
minimum**

Approach to ASB



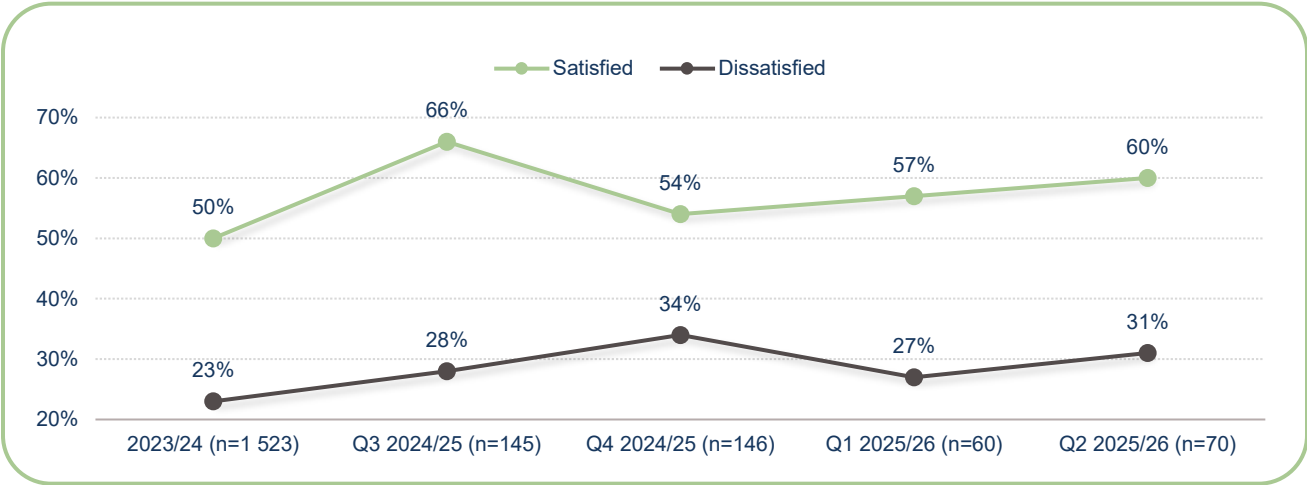
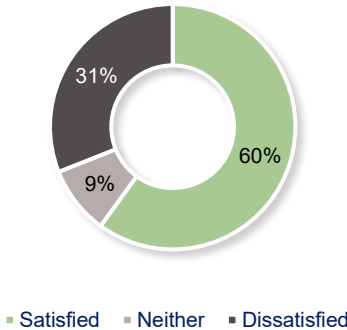
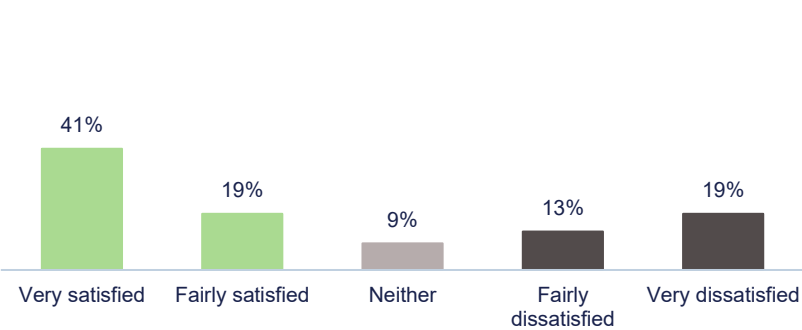
Approach to ASB

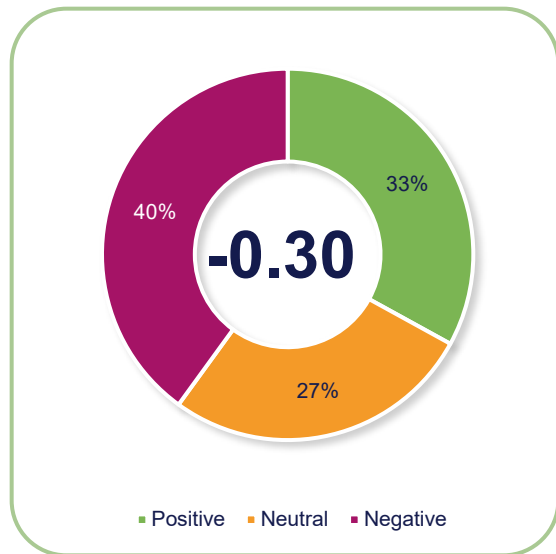
Six out of ten tenants are satisfied with NYC's approach to ASB (60%), with more very satisfied (41%) than fairly satisfied (19%). Around three out of ten tenants are dissatisfied (31%), with slightly more very dissatisfied (19%) than fairly dissatisfied (13%). Less than a tenth of tenants (9%) gave a neutral response.

Satisfaction has not yet returned to the peak of 66% seen in Q3 2024/25, however, there have been increases in the last two surveys, most recently by 3p.p in Q2 2025/26. This being said, dissatisfaction has also risen by 4p.p, suggesting that tenants' experiences are inconsistent.

The sector median satisfaction in Q1 2025/26 has dropped slightly to 60% satisfied (down 2 p.p), however, the score hasn't changed much in the past years, hovering around the 60% mark. NYC are scoring levels similar to this average.

All tenants were asked about their perception of how NYC handles cases of ASB, not just those who have reported a case within the previous twelve months. This can lead to some unexpected results and relies heavily on how effective communication is with all tenants, not just those who have experienced ASB in the past.





Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	20	28.6%	-0.10
No Comments	15	21.4%	0.00
Resolution	10	14.3%	-0.80
Listening / Acting	9	12.9%	-2.00
Quality of Work / Service	8	11.4%	-1.63
Satisfaction	8	11.4%	+3.75
Timeliness / Responsiveness	8	11.4%	+1.38
Safety	3	4.3%	0.00
Effort	2	2.9%	-4.00
Fairness	2	2.9%	-3.00
Communication / Transparency	1	1.4%	-5.00
Empathy	1	1.4%	-5.00
Staff Conduct	1	1.4%	-5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Trust			-
Worker Conduct			-

Tenants were asked to provide their thoughts on how NYC handles anti-social behavior. Some respondents express satisfaction with the handling of ASB, noting prompt responses to complaints and effective resolutions, particularly in cases involving drug-related issues or harassment. Positive comments highlight the presence of community police and regular checks on vulnerable tenants, contributing to a sense of safety.

Conversely, some respondents report dissatisfaction, citing a lack of action from the Council and police regarding ongoing issues, such as drug use, noise disturbances, and harassment. Many feel that their complaints are ignored or inadequately addressed, leading to frustration and a perception of neglect in high-crime areas. Some tenants mention that the Council's response is inconsistent, with quick action in some cases but inaction in others.

Overall, while there are instances of effective intervention, the prevailing sentiment indicates a need for improved communication and responsiveness from local authorities to address the concerns of tenants more effectively. The disparity in experiences suggests that the Council's approach to ASB requires reassessment to enhance community trust and safety.



Respectful & Helpful Engagement



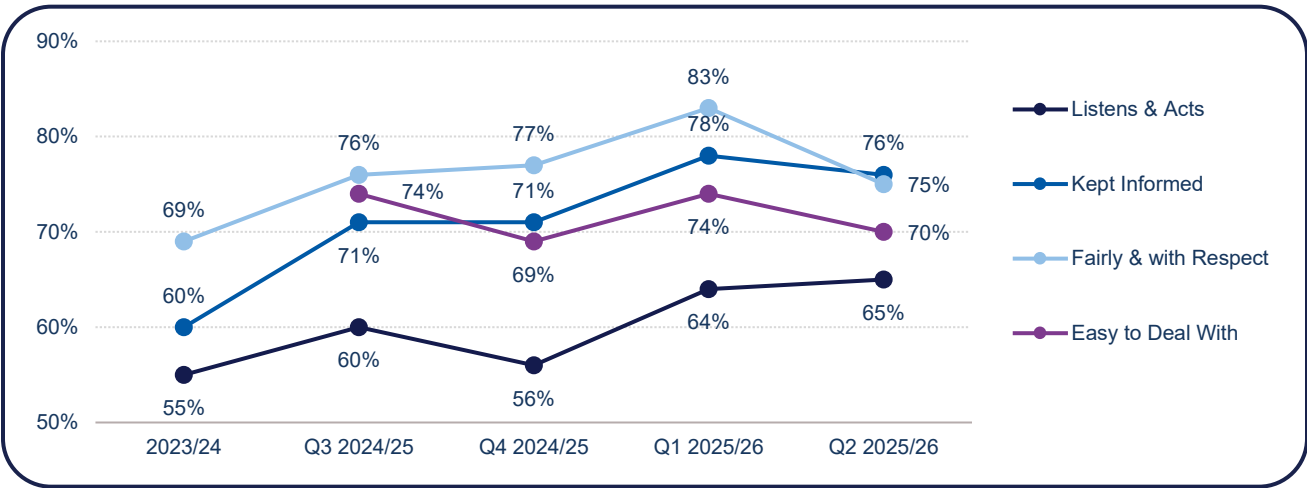
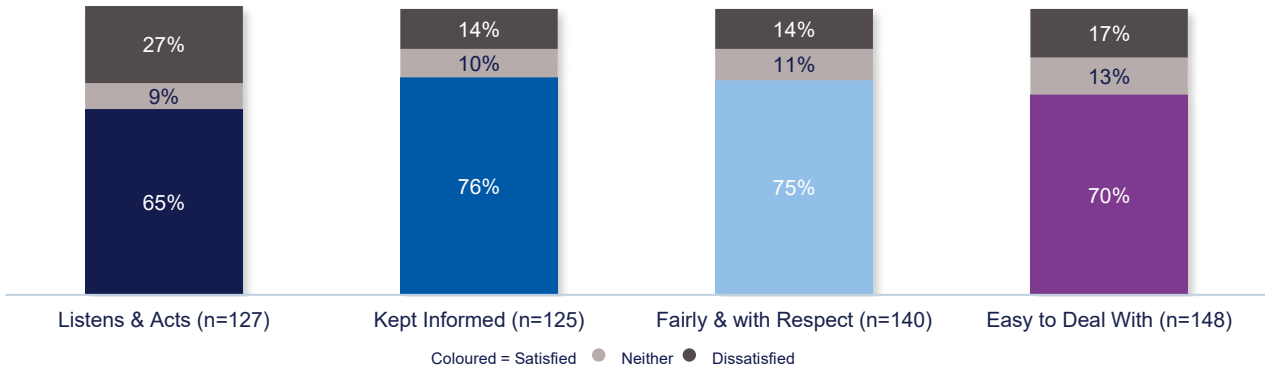
Slightly less than two-thirds of tenants are satisfied that NYC listens to views and acts upon them (65%). More than a quarter are dissatisfied (27%), with less than a tenth of tenants neither satisfied nor dissatisfied (9%). Satisfaction is now at the highest quarterly score for this measure, although this is only slightly up from the last quarter, by 1p.p.

Around three-quarters of tenants are satisfied that they are kept informed (76%). Just 14% are dissatisfied, and a tenth of tenants gave a neutral response (10%). This metric had been trending upwards before reaching a peak of 78% in Q1 2025/26. This quarter has fallen back slightly, by 2p.p, although the current score is still strong.

A similar percentage of tenants are satisfied that they are treated fairly and with respect (75%). Only 14% of tenants are dissatisfied, while 11% are neither satisfied nor dissatisfied. This measure is usually the highest scoring in the engagement section, but has fallen to second place following an 8p.p drop in satisfaction.

Seven out of ten tenants are satisfied that NYC are easy to deal with (70%). Less than a fifth of tenants are dissatisfied (17%), while 13% gave a neutral response. This measure has continually fluctuated between quarters, but has consistently scored in the high 60% or low 70% range.

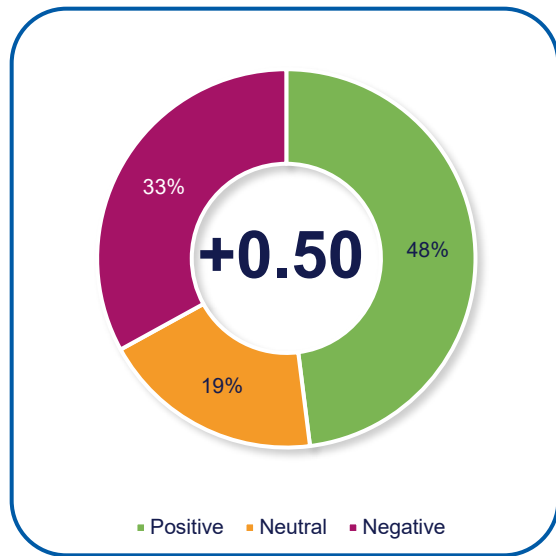
Respectful & Helpful Engagement



Customer Service & Communication

Describe your experience with the customer service and communications you receive.

Base Size: 149



Attribute	Count	%	Sentiment Score
Communication / Transparency	44	29.5%	+0.34
Timeliness / Responsiveness	35	23.5%	-1.03
Satisfaction	26	17.4%	+2.81
Staff Conduct	24	16.1%	+2.50
Subcategory, no attribute (yet)	21	14.1%	-0.90
Effort	20	13.4%	-1.25
Quality of Work / Service	14	9.4%	+1.14
Resolution	9	6.0%	-0.22
Empathy	7	4.7%	+0.43
Listening / Acting	7	4.7%	-2.14
No Comments	3	2.0%	0.00
Appointments / Convenience	2	1.3%	0.00
Fairness	2	1.3%	-4.00
Consistency	1	0.7%	0.00
Safety	1	0.7%	-3.00
Worker Conduct	1	0.7%	+3.00
Accessibility			-
Accountability			-
Trust			-

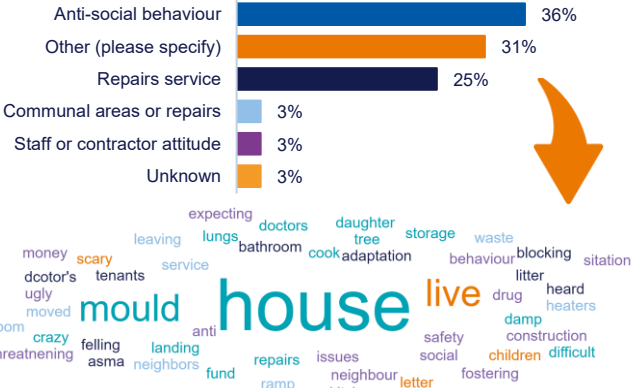
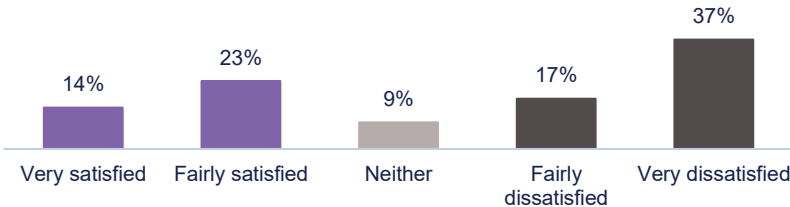
Tenants were asked to describe their experiences with the customer service and communication with North Yorkshire Council Housing Services. Many respondents expressed satisfaction with the politeness and helpfulness of staff, particularly when issues are reported over the phone. Positive experiences were noted in timely responses and effective communication regarding urgent repairs and scheduled inspections. However, several respondents highlighted frustrations, including inconsistent service quality depending on the staff member, long wait times to reach the right department, and poor follow-up on reported issues.

Communication challenges were frequently mentioned, with some tenants feeling neglected or uninformed about ongoing repairs and services. The transition to North Yorkshire Council has led to difficulties in navigating the new system, with complaints about the automated phone system and a lack of clarity in communication. Additionally, there were concerns about the responsiveness to specific needs, particularly for vulnerable tenants. Overall, while there are commendable aspects of the service, the feedback indicates a need for improved consistency, clearer communication, and more efficient processes to enhance the overall tenant experience.



Effective Handling of Complaints

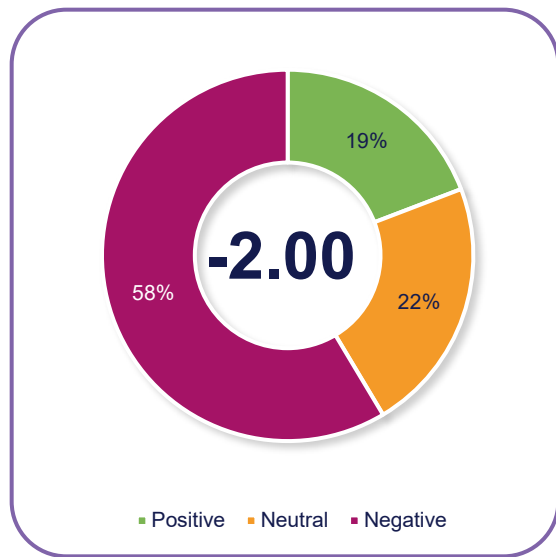
This is to be expected with the release of the Ombudsman's complaints code, something which Housemark have also seen in their data.



Complaints

Please describe your experience of how complaints are handled.

Base Size: 36



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	11	30.6%	-3.18
Communication / Transparency	9	25.0%	-2.67
Timeliness / Responsiveness	9	25.0%	-1.67
Resolution	6	16.7%	-0.67
Listening / Acting	4	11.1%	-5.00
Quality of Work / Service	3	8.3%	-0.67
Effort	2	5.6%	0.00
Satisfaction	2	5.6%	+5.00
No Comments	2	5.6%	+2.50
Empathy	1	2.8%	0.00
Fairness	1	2.8%	-5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Safety			-
Staff Conduct			-
Trust			-
Worker Conduct			-

Tenants who responded that they had made a complaint in the last 12 months were asked to describe their experience of how they were handled. Many respondents noted that while initial contact, particularly via phone, was positive and prompt, follow-up actions often fell short. Complaints frequently went unanswered, with several individuals expressing frustration over a lack of communication and resolution. Some reported long wait times for issues to be addressed, with instances of unresolved problems lingering for years, such as double glazing repairs and overgrown trees.

There were also accounts of rude or unhelpful interactions with staff, leading to feelings of being dismissed or ignored. Specific complaints about neighbour disputes and anti-social behaviour were often met with inadequate responses, leaving tenants feeling unsupported. However, a few respondents highlighted instances where complaints were effectively resolved, indicating that some staff members were proactive and communicative.

Overall, the feedback suggests a need for improved follow-up processes, better communication, and a more consistent approach to handling complaints to enhance tenant satisfaction and trust in the service.



Wellbeing



Cost of Living

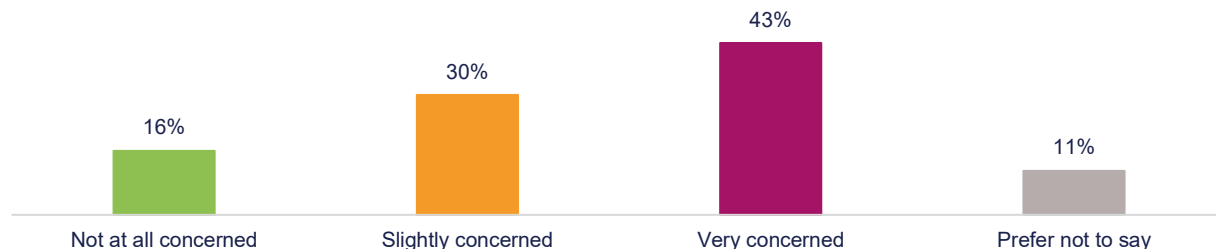
Tenants were asked: "How concerned are you about the cost of living crisis for you personally?"

The majority of tenants are at least slightly concerned (73%), with more very concerned (43%) than slightly concerned (30%). Just 16% are not concerned at all, with 11% preferring not to say.

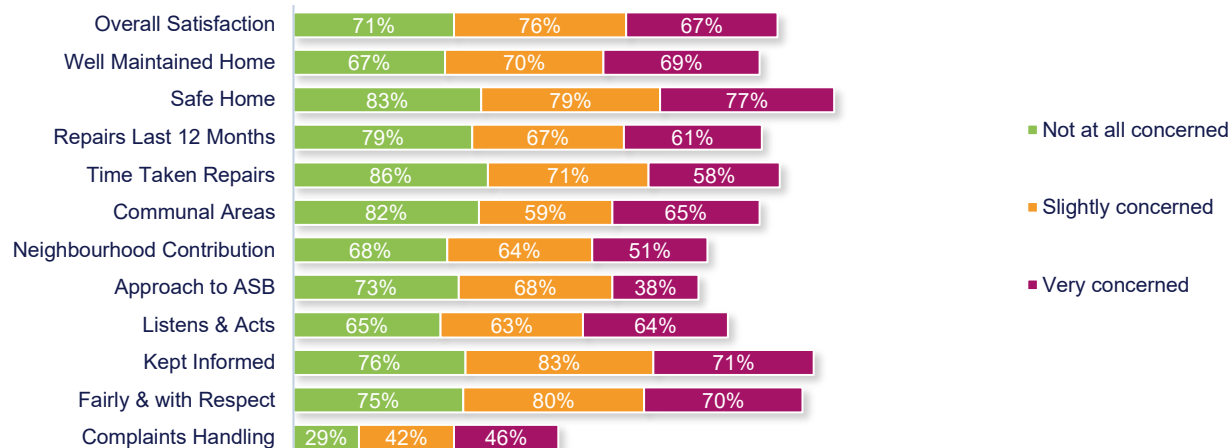
The table to the right shows the cost of living concerns by satisfaction. Evidence from similar surveys does suggest that those concerned are generally a little less satisfied with their homes and the services they receive.

Satisfaction for tenants of the Council partially follows this pattern, although there are several exceptions, including for overall satisfaction. However, with the cost of living likely to be an ongoing issue for many tenants, any help the Council can offer, 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



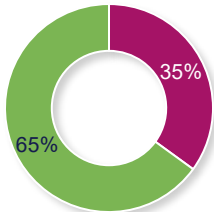
Damp and Mould

More than a third of tenants say they currently suffer from damp and mould in their properties (35%). Concerningly, this is up by 8p.p from the previous survey. Of the tenants who are struggling with damp and mould, three quarters (75%) have reported these issues to NYC, leaving a quarter (25%) who have not.

It is essential that NYC contacts all those affected to assess the extent of the problems and take action if necessary. This is particularly important in light of the fact that Awaab's Law, which comes into force on the 27th October, will bring further scrutiny from the Regulator into how HA's respond to damp and mould issues.

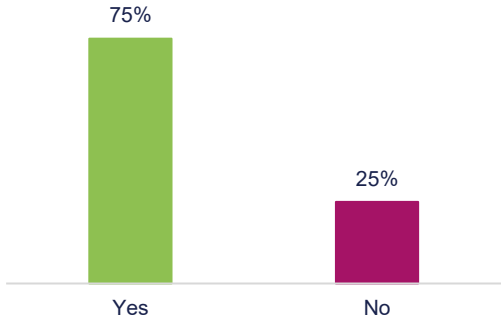
The contact details of all tenants who stated that they are suffering from damp and mould are available for NYC to view through the online dashboard.

Currently Suffer from Damp & Mould

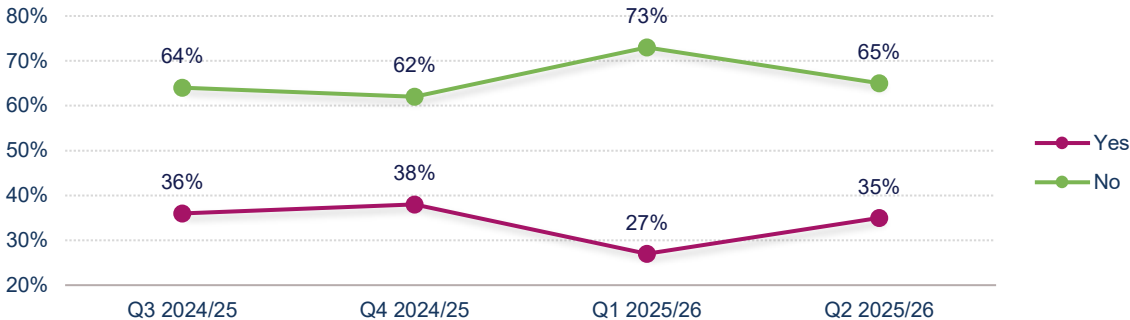


■ Yes ■ No

Reported Damp & Mould



Suffering from Damp & Mould over time





Trends



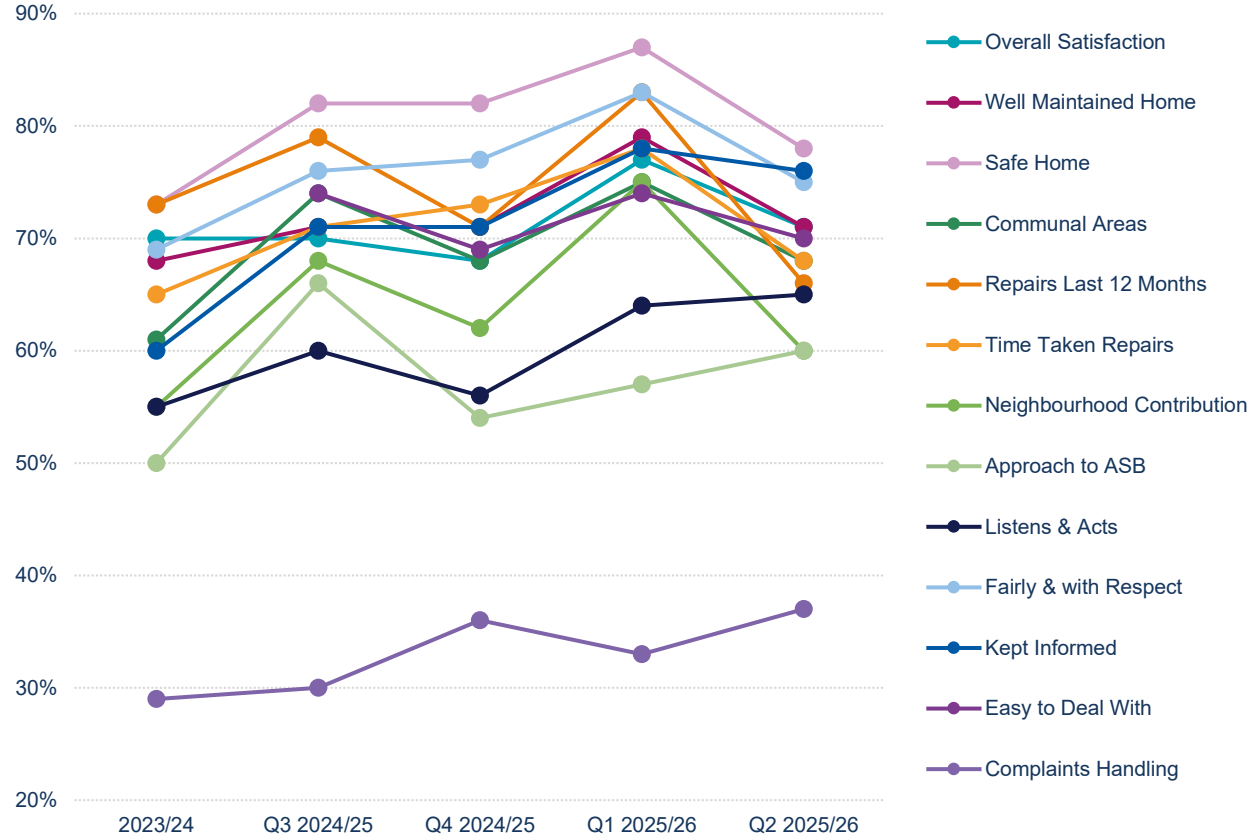
Trends Over Time

Following several rises in satisfaction in the Q1 2025/26 survey, the current quarter has seen many measures fall back. In the Q2 2025/26 survey, 10 measures decreased in satisfaction, while just three have increased. Overall satisfaction has fallen by 6p.p from the previous survey, reflecting the general downward trend.

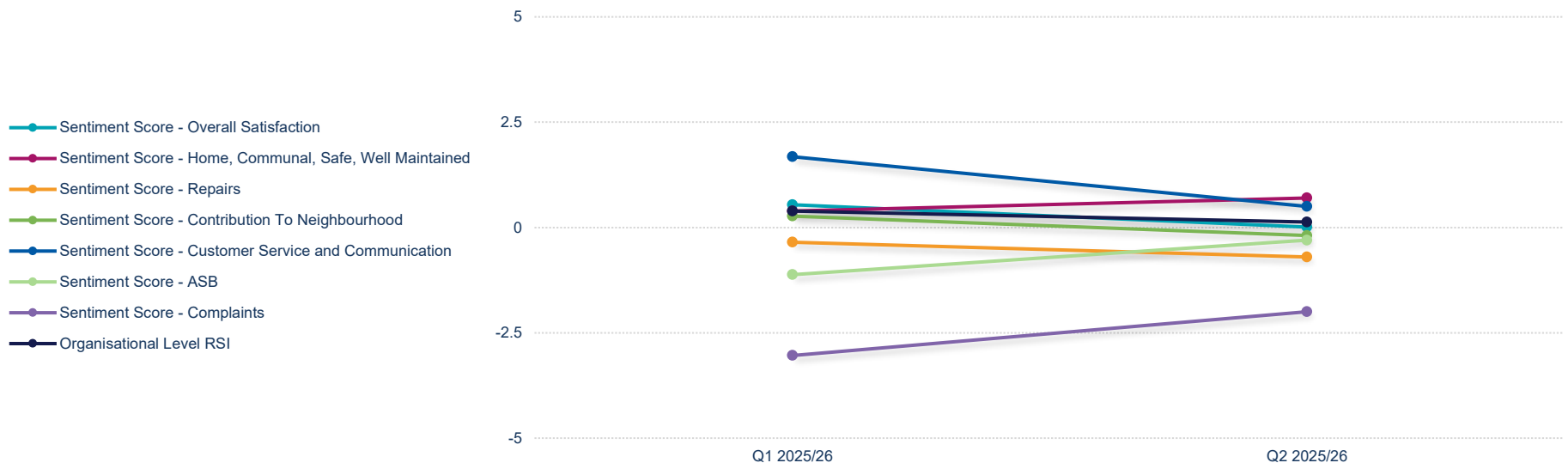
Of the measures to have decreased, the largest falls were seen in the time taken with repairs (down 10p.p), the contribution to the neighbourhood (down 15p.p), and repairs in the last 12 months (down 17p.p). Most other changes are more marginal, although some are close to 10p.p.

Just three metrics have increased in this quarter. These are listens and acts (up 1p.p), the approach to ASB (up 3p.p), and complaints handling (up 4p.p).

To be considered statistically significant, changes must exceed the combined margins of error of both time periods, in this case, around 15.8%. Repairs in the last 12 months did fall in satisfaction by 17p.p, making this a statistically significant change. Other movements are not classed as significant, although any change can indicate a direction of travel.



Trends Over Time - Sentiment Scores



There has been a variety of changes in sentiment between Q1 2025/26 and Q2 2025/26. Complaints handling, the approach to ASB and the home and communal areas have all increased. However, all remaining measures, including overall satisfaction, repairs, contribution to neighbourhood, and customer service and communication, have all decreased. As a result, the overall RSI score is also down, although this is still above zero, indicating that the majority of tenants have a positive view of NYC.

The sentiment towards the home and communal areas is the highest this quarter, with customer service and communication close behind. Several measures are now below zero, including the contribution to the neighbourhood, repairs, and the approach to ASB. The lowest sentiment this quarter is for complaints handling, although this is up from Q1 2025/26, the majority of feedback to this question is still negative.

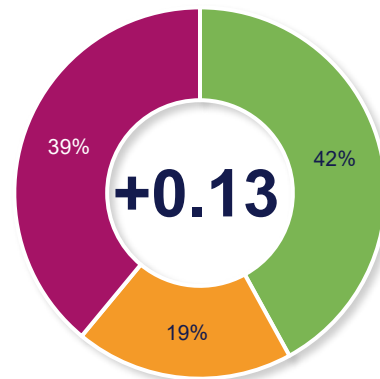
Although some trends in the direction of travel can be observed, clearer trends will emerge once several quarters of data have accumulated. At the end of 2025/26, we will be able to benchmark the results against other providers who have asked the same questions.



Summary

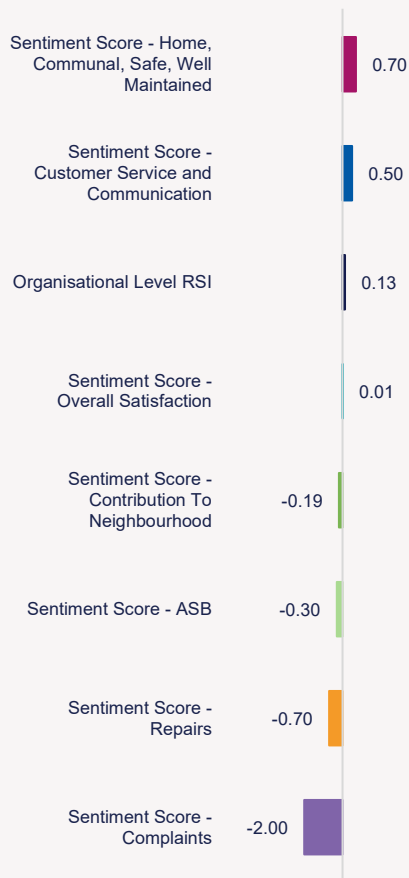
Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of resident feedback across all key service areas. It is based exclusively on responses to the 7 core RSI open-ended questions. It reflects how positively or negatively residents feel about the organisation's performance across these key areas. Please note, if your organisation does not ask all 7 core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question has been analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

Sentiment Scores



Summary

Overall Satisfaction

Tenants gave more details regarding the experiences that have shaped their overall satisfaction with NYC. While some tenants praise prompt repairs and helpful staff, many express frustration over slow response times, unresolved maintenance issues, and inadequate communication, particularly regarding damp and mould problems.

The Home

When asked about their reasons for their satisfaction score regarding the home and communal areas, many appreciate cleanliness and prompt repairs, while others report ongoing issues like delayed maintenance, poor communal area upkeep, and safety concerns, particularly regarding windows and doors. Communication and responsiveness are highlighted as areas needing improvement.

Repairs

Tenants were asked to provide more information regarding their experiences with the repairs service of NYC. While some praised promptness and professionalism, many expressed frustration over delays, poor communication, and unresolved issues. Notable concerns include long wait times for major repairs, incomplete jobs, and dissatisfaction with follow-up processes.

Neighbourhood Contribution

Tenants have mixed sentiments regarding NYC's neighbourhood contributions, with many tenants noting satisfactory grass cutting and bin collection. However, concerns about poor road maintenance, lack of communication, and insufficient attention to safety and community issues were frequently mentioned.

ASB

When discussing the way ASB is handled by NYC, many tenants express satisfaction with prompt responses. However, others report inadequate action, particularly concerning drug-related issues and harassment. A number of tenants feel unsafe, highlighting a need for improved community support.

Customer Service & Communication

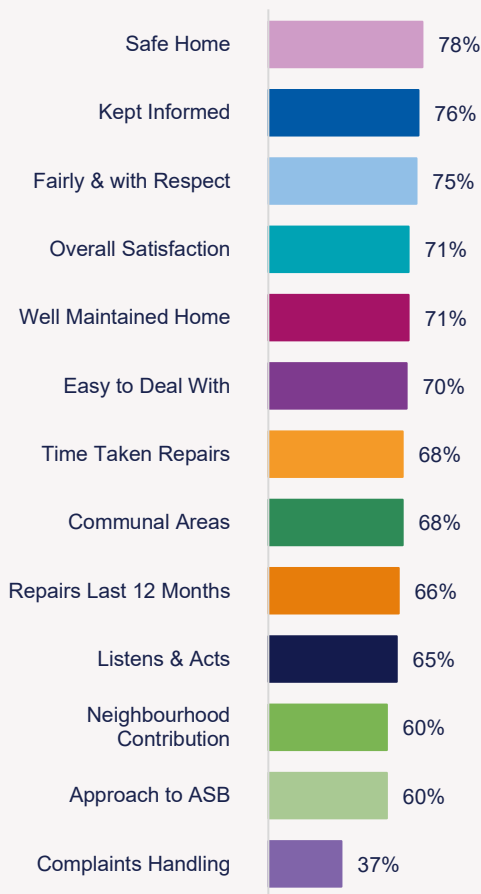
Tenants expanded on their experiences with NYC's customer service and communication. While many appreciate promptness and politeness, issues arise with inconsistent service quality, poor follow-up, and difficulties navigating the automated system. Communication regarding repairs and updates is often lacking, leading to frustration.

Complaints

Of the tenants who have made a complaint to NYC in the last 12 months, some appreciate quick responses and resolution, while others express frustration over ignored complaints, lack of follow-up, and poor communication. Overall, there is a need for improved responsiveness and accountability.



Satisfaction with Measures



Summary & Recommendations

Summary

Acuity has been commissioned by North Yorkshire Council to undertake independent satisfaction surveys of its tenants throughout 2025/26, based on the Tenant Satisfaction Measures as provided by the Regulator of Social Housing. For the Q2 2025/26 survey, 150 surveys were completed in September 2025, alongside 12 incomplete interviews. This, in addition to the Q1 2025/26 survey, shows that NYC is on track to meet the required margin of error as required by the Regulator.

Satisfaction has generally fallen in Q2 2025/26, with 10 measures decreasing and just three increasing. Some measures have fallen by more than 10p.p, including repairs in the last 12 months, which has shown a statistically significant decrease of 17p.p. The measures that have increased this quarter are the approach to ASB, listens and acts and complaints handling, although these are marginal, none by more than 4p.p. Overall satisfaction is down by 6p.p, reflecting the general downward movement of satisfaction this quarter. At 71%, is the fourth highest scoring metric this quarter, which is a strong position, as this suggests that tenants are likely to have positive feelings towards NYC, even if there are some lower performing areas of the service.

The highest scoring measure this quarter is the safety of the home, closely followed by kept informed, suggesting that tenants are generally satisfied with building safety and communication of NYC. However, no satisfaction measures have exceeded 80% this quarter, suggesting that there is room for improvement in most areas. Although it is one of the lowest performing metrics, the approach to ASB has shown a strong level of satisfaction, with 41% very satisfied. This is a difficult measure for providers to score well on, and this result is likely to compare well against others in the sector.

Recommendations

Repairs

The satisfaction with the repairs service in the last 12 months has fallen by 17p.p from the previous quarter, with the satisfaction with the time taken for repairs also down, by 10p.p. Although changes in satisfaction can be put down to normal, cyclical falls, these are unusually large decreases, and particular attention should be paid to this area to ensure this does not develop into a downward trend.

Damp and Mould

More than a third of tenants stated that they are suffering from damp and mould in their homes (35%). This is up from the previous quarter and is only likely to worsen as we enter the colder winter months. NYC should ensure to contact all of these tenants and take action against the issues where necessary, especially with the imminent introduction of Awaab's Law, after which, the Regulator will be paying particular attention to providers and how well they tackle damp and mould problems.



Resident Sentiment Index (RSI)

Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes seven key open-ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

Some feedback will remain “Uncategorised” – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.



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

For further information on this report please contact:
Denise Raine: denise.raine@arap.co.uk

Acuity
Tel: 01273 287114
Email: acuity@arap.co.uk
Address: PO Box 395, Umberleigh, EX32 2HL

