



North Yorkshire Council

TSM Tracker Q3 2025/26 Report

Prepared by: Acuity Research & Practice



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The Home

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Summary

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 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 third quarterly survey for 25/26.

Each quarterly survey aims to collect 150 completed responses (600 for the year) proportionally sampled by tenure, locality, ward and age. At the close of the survey, 150 completed surveys were received, plus a further nine 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.

The survey is confidential, and the results are sent back to NYC anonymised unless tenants give their permission to be identified – 78% of tenants did give permission to share their responses with their details attached and 92% 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=...

77%

Overall Satisfaction

Satisfaction in the range of services provided by North Yorkshire Council has generally improved in Q3, and 77% are satisfied with the overall service, up 7 percentage points (p.p.).

Three measures have satisfaction above 80%, the repairs service in the last 12 months at 83%, how tenants are treated fairly and with respect also at 83%, and the highest satisfaction is for the home being safe at 85%.

Just two measures fall below 60% satisfaction, the handling of anti-social behaviour (56%) and just 36% are satisfied with the handling of complaints, where more (61%) are dissatisfied.

The report focuses on the headline figures from the survey, compares the results against the previous survey and provides an analysis of the comments made by the tenants about the service.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Overall Satisfaction

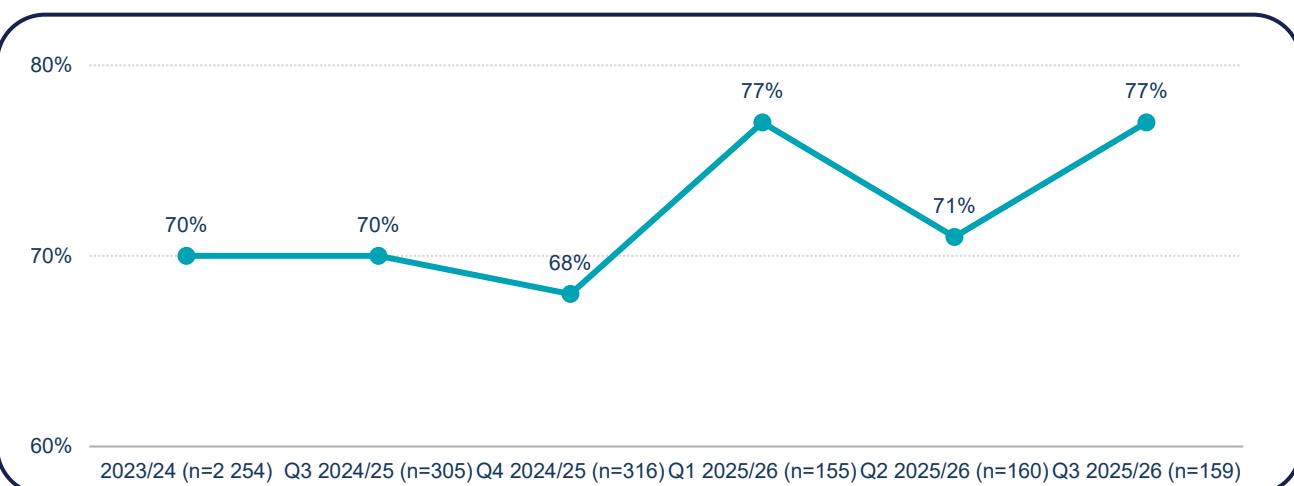
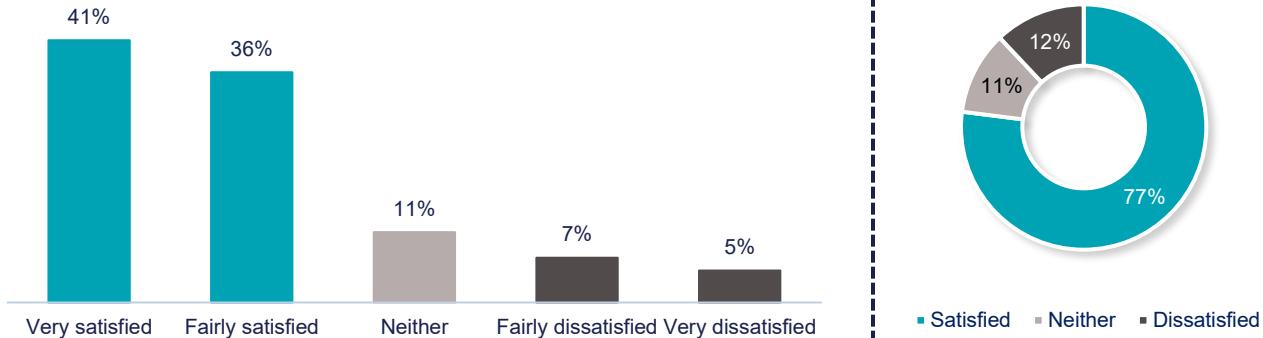
Tenants were asked, "*Taking everything into account, how satisfied or dissatisfied are you with the service provided by North Yorkshire Council?*" This is the key metric in any tenant perception survey.

Just over three-quarters of tenants (77%) are satisfied with the overall service provided, with more tenants very satisfied (41%) than fairly satisfied (36%).

Just 12% of tenants are dissatisfied with the service, and a further 11% are neither satisfied nor dissatisfied.

After a fall in Q2, the overall satisfaction is back at its highest recorded satisfaction as first seen in Q1.

This is very encouraging, and the analysis of the comments about the overall service, shown overleaf, is generally positive about the Council.



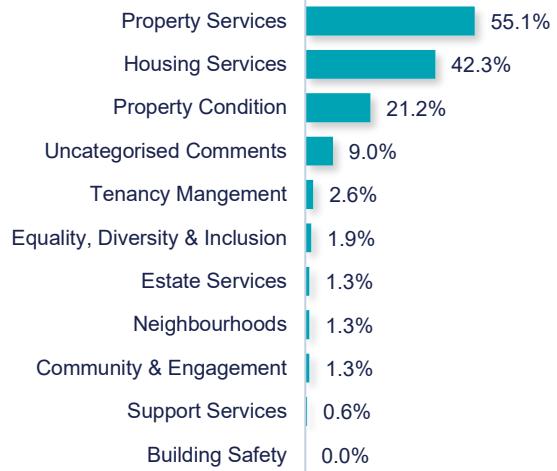
Overall Satisfaction

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

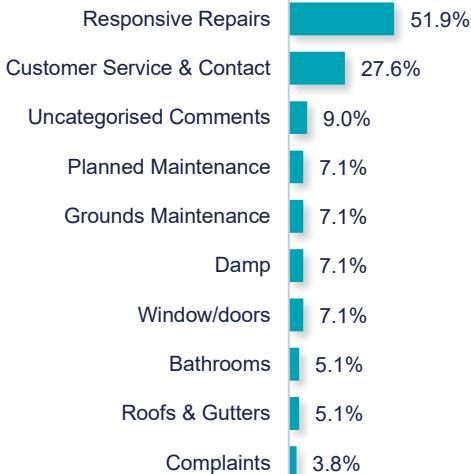


Base Size: 156

Categories



Top 10 Subcategories

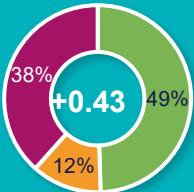


Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	69	44.2%	-0.70
Subcategory, no attribute (yet)	30	19.2%	+1.13
Resolution	20	12.8%	-0.40
Quality of Work / Service	14	9.0%	+0.93
Communication / Transparency	13	8.3%	-1.31
Satisfaction	13	8.3%	+3.77
Staff Conduct	8	5.1%	+3.75
Effort	7	4.5%	-1.43
Appointments / Convenience	4	2.6%	-0.75
No Comments	4	2.6%	-1.25
Safety	3	1.9%	-4.33
Accountability	2	1.3%	-5.00
Empathy	2	1.3%	+5.00
Listening / Acting	2	1.3%	0.00
Worker Conduct	2	1.3%	+5.00
Consistency	1	0.6%	+5.00
Fairness	1	0.6%	-5.00
Accessibility		-	-
Trust		-	-

Tenants reported timely responses to urgent repair issues, with praise for the quick action taken on leak repairs and general maintenance. However, a number indicated dissatisfaction due to lengthy delays in addressing ongoing repairs, particularly those related to mould, dampness, and heating systems. Communication difficulties were commonly noted, with tenants expressing frustration over lack of feedback on reported issues and challenges in reaching customer service.

Several tenants mentioned feeling neglected and experiencing poor follow-up after reporting maintenance problems, some citing waiting periods of several months for resolutions. There were also complaints about the adequacy of repairs and the quality of work performed by contractors, leading to repeated issues. Despite a generally positive assessment of customer service, a number of residents conveyed a need for improved transparency and responsiveness, particularly regarding ongoing repairs and requests for upgrades.





Well Maintained, Safety & Communal Areas



Well Maintained, Safety & Communal Areas

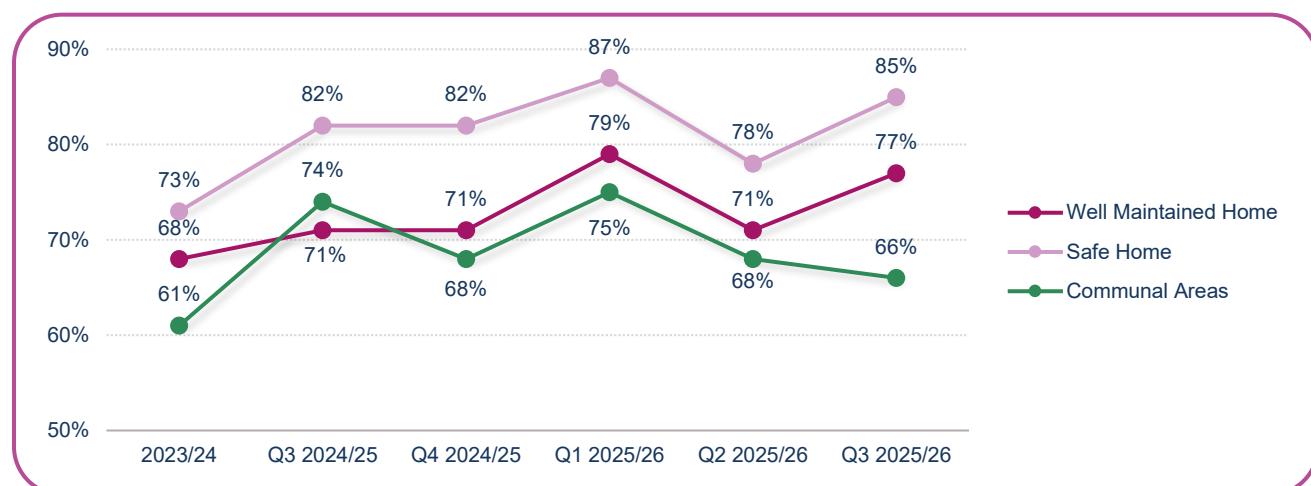
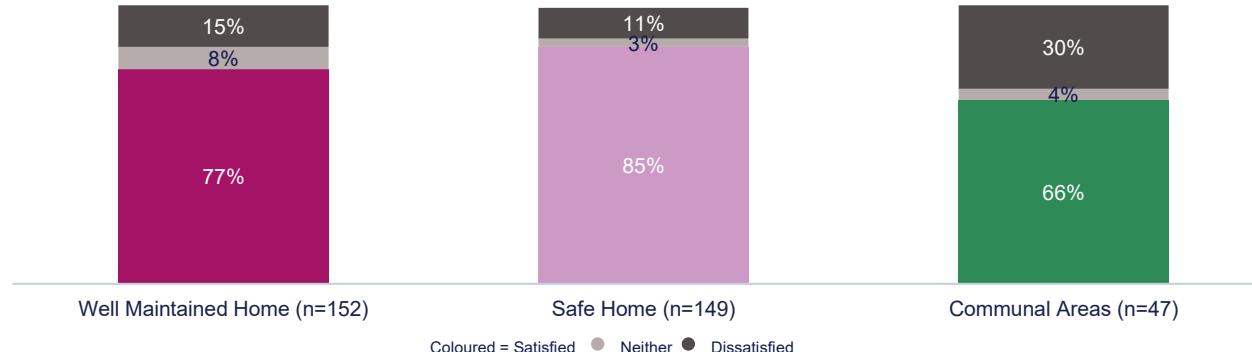
More tenants feel their home is well-maintained in Q3, up from 71% to 77%, an increase of 6p.p. Now, just 15% of tenants are dissatisfied.

Across the sector, more tenants are satisfied with the safety of the home than its maintenance, with a median score sat at 82%, an increase 2p.p.

For NYC this is true; satisfaction with the safety of the home is also up in Q3, with an improvement of 6p.p to 85%, above the sector median.

Just over a third of tenants (36%) said they live in a building with communal areas, which the Council is responsible for maintaining. Of these, three-quarters of tenants (66%) are satisfied that the Council keeps them clean, safe and well-maintained, although 30% are dissatisfied.

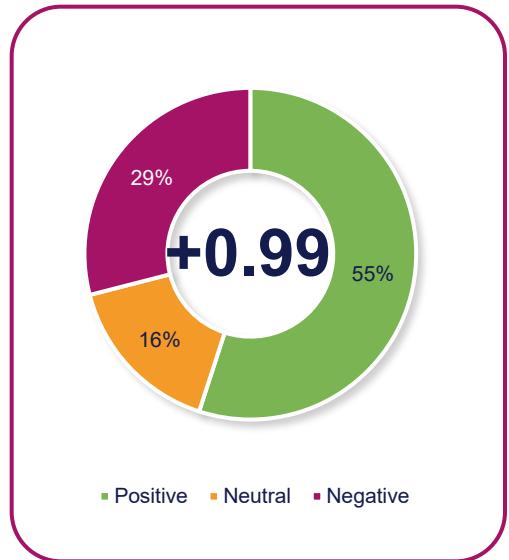
Satisfaction with the upkeep of the communal areas has fallen slightly by 2p.p.



The Home

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

Base Size: 149



Top Subcategories

General Condition	32.2%
Responsive Repairs	30.2%
Grounds...	20.8%
Communal...	12.1%
Uncategorised...	8.1%
Door/window/gate...	7.4%
Window/doors	6.0%
Safety Inspections	4.0%
Damp	4.0%
Gas Servicing	3.4%
Planned...	2.7%
Complaints	2.7%
Rubbish, Bins &...	2.7%
Fire safety	2.7%
New Lettings	2.0%

Sentiment Score

Attribute	Count	%	Sentiment Score
Quality of Work / Service	32	21.5%	+0.94
Timeliness / Responsiveness	23	15.4%	-0.43
Subcategory, no attribute (yet)	23	15.4%	-0.83
Safety	13	8.7%	+1.77
Communication / Transparency	5	3.4%	-2.60
Satisfaction	5	3.4%	+4.20
Effort	3	2.0%	+1.00
Resolution	3	2.0%	-0.67
Accountability	2	1.3%	0.00
Consistency	2	1.3%	-4.00
Listening / Acting	2	1.3%	-5.00
No Comments	2	1.3%	+2.50
Accessibility	1	0.7%	-5.00
Appointments / Convenience	1	0.7%	-5.00
Empathy	1	0.7%	+3.00
Trust	1	0.7%	0.00
Fairness			-
Staff Conduct			-
Worker Conduct			-

The survey responses reflect a range of sentiments regarding the safety and maintenance of home and communal areas. Some respondents expressed satisfaction with cleanliness and regular maintenance, particularly in grass cutting and waste management. However, frustrations were evident regarding the slow response to repair requests and communication failures from management. The sentiment towards safety varied; while some felt secure due to regular safety checks and active police presence, others reported safety risks linked to inadequate door locks and external lighting.

A concern amongst some tenants is the overall maintenance, with several commenting on issues like broken gates, poorly maintained gardens, and unaddressed repairs, including leaks, mould, and damaged windows. There were individual concerns around the presence of hazardous materials, such as broken glass and dog waste, making communal areas feel unsafe, especially for families with children. The instances should be investigated further by NYC if they have not already done so.



Keeping Properties in Good Repair



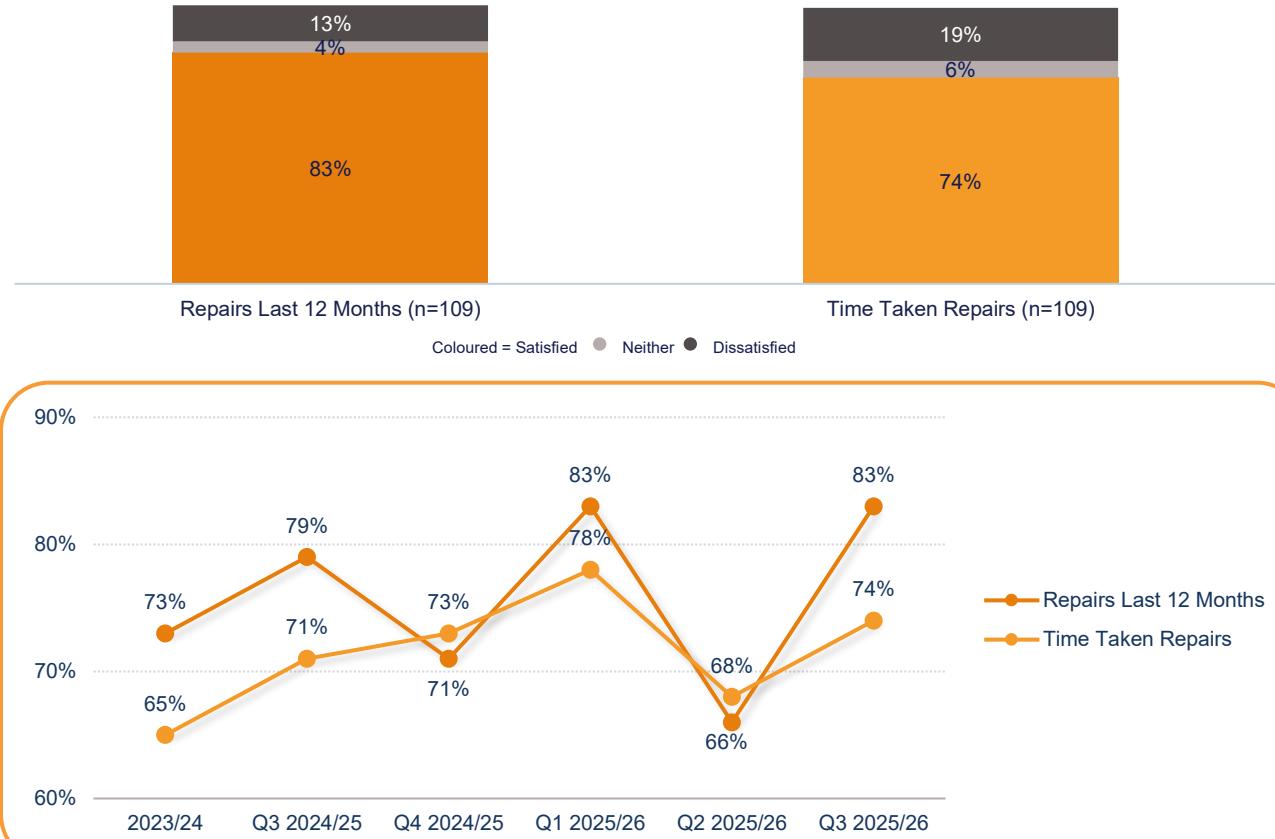
Keeping Properties in Good Repair

More than seven out of ten tenants (71%), said they had a repair completed on their home by the Council in the last 12 months and of these, 83% are satisfied with the repairs service during this period. This has seen an increase in satisfaction of 17p.p since the last survey showing clear improvement. It is now back at its highest satisfaction level as last seen in Q1.

Commonly, satisfaction with the time to complete repairs is lower than the service itself, and this is often a source of dissatisfaction with the service. This is true here with 74% satisfied, although this is also up this quarter, this time by 6p.p.

As previously suggested by Acuity, this is potentially driven by increases in resourcing as Housing Associations try to tackle backlogs and improve service as the regulator publicises more downgrades.

Overleaf shows an analysis of the tenants' comments, highlighting what works well and what could be improved.

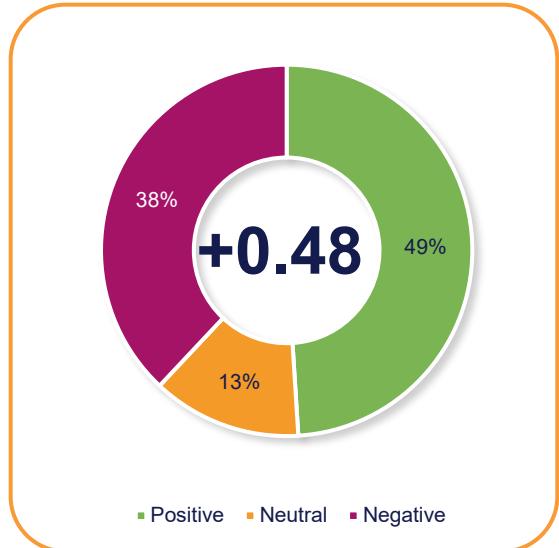


Repairs & Maintenance

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



Base Size: 107



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	63	58.9%	+0.43
Quality of Work / Service	27	25.2%	+1.37
Subcategory, no attribute (yet)	25	23.4%	-0.52
Resolution	16	15.0%	-0.31
Communication / Transparency	7	6.5%	-0.43
Satisfaction	7	6.5%	+4.43
Appointments / Convenience	3	2.8%	+0.67
Staff Conduct	3	2.8%	-1.00
Effort	2	1.9%	-5.00
Listening / Acting	2	1.9%	0.00
No Comments	2	1.9%	-2.50
Worker Conduct	1	0.9%	+5.00
Accessibility			-
Accountability			-
Consistency			-
Empathy			-
Fairness			-
Safety			-
Trust			-

When tenants were asked to talk about their experience of the repairs service in the last 12 months some expressed satisfaction with the efficiency and politeness of the repair staff, noting quick response times for urgent issues. Several users mentioned prompt service for straightforward repairs, such as plumbing issues and installations, highlighting a generally positive attitude towards the tradespeople's professionalism.

However, a number of respondents reported dissatisfaction with the quality and thoroughness of repairs, citing recurring issues and incomplete work. Delays in getting repairs done were frequently mentioned, with some waiting months or even years for certain fixes, such as doors and plumbing. Some customers expressed frustration about the lack of communication and poor follow-up after initial visits.

Concerns over repairs not being executed to a satisfactory standard were prevalent, with many feeling that issues persisted after repeated visits. Additionally, there were complaints regarding the time taken for assessments versus actual repair work being completed, creating a sense of discontent among long-term clients.



Contribution to the Neighbourhood



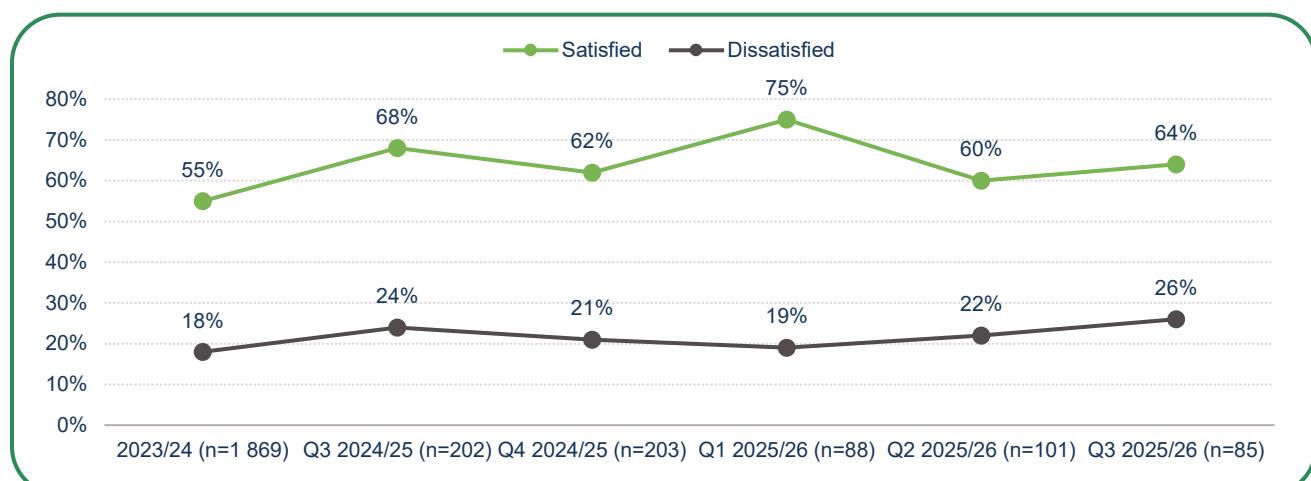
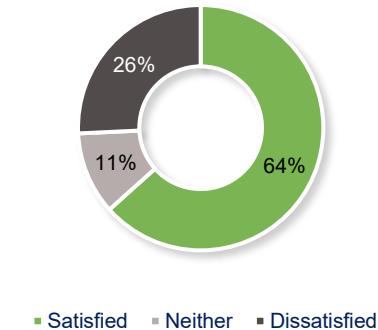
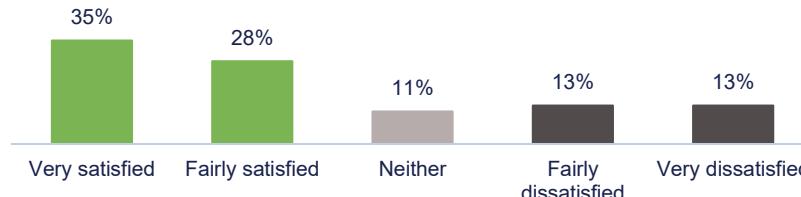
Contribution to the Neighbourhood

Satisfaction with the positive contribution made by the Council to the neighbourhood has also risen this quarter, up 3p.p to 64%.

However, over a fifth of tenants (26%) remain dissatisfied. This may be because the Council doesn't promote the good work done locally enough, or it could be linked to issues outside the direct control of the housing department, such as rubbish collection.

Acuity Client Briefing shows that the median satisfaction for neighbourhood contribution has remained stable at 69% this quarter, with a 25th percentile of 62% and a minimum score of 23%, reflecting high variability in neighbourhood contribution.

The assessment of tenants' comments overleaf helps to understand this response a little better and highlights areas in need of improvement.

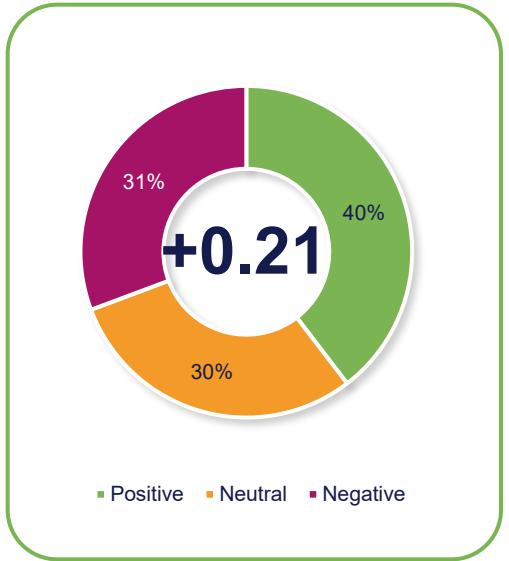


Neighbourhood Contribution

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



Base Size: 81



Top Subcategories

Neighbourhood...	60.5%
Grounds...	29.6%
Rubbish, Bins &...	3.7%
Lighting	3.7%
Rent & Arrears	3.7%
Customer Service...	2.5%
Lighting / Visibility	2.5%
Vulnerabilities	2.5%
Uncategorised...	2.5%
Responsive Repairs	1.2%
Communal...	1.2%
General Condition	1.2%
Decoration	1.2%
Roofs & Gutters	1.2%
Anti Social...	1.2%

Attribute	Count	%	Sentiment Score
Quality of Work / Service	21	25.9%	-0.10
Satisfaction	20	24.7%	+1.70
Subcategory, no attribute (yet)	19	23.5%	+0.58
No Comments	13	16.0%	-1.54
Listening / Acting	6	7.4%	-5.00
Timeliness / Responsiveness	5	6.2%	+0.60
Communication / Transparency	3	3.7%	+1.00
Resolution	3	3.7%	-5.00
Effort	2	2.5%	-2.50
Empathy	2	2.5%	+5.00
Staff Conduct	1	1.2%	+3.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Fairness			-
Safety			-
Trust			-
Worker Conduct			-

Some tenants express satisfaction with the maintenance of public spaces, remarking on the regular grass cutting and litter picking efforts, which contribute to a tidy environment. Positive comments highlight community events, communication through newsletters, and the presence of local housing managers as beneficial aspects.

However, a number of respondents voice dissatisfaction, citing a lack of communication from the council, particularly concerning resident needs and local issues. Several individuals feel neglected, noting that despite paying rent, they receive minimal support or engagement. Individuals highlight issues such as overgrown areas, lack of timely responses to maintenance requests, and inadequate attention to community concerns, such as nuisances caused by neighbours.

Furthermore, some residents report poor maintenance of facilities, like benches and green spaces, pointing out that essential services such as weed control and leaf collection are insufficient..



Approach to ASB

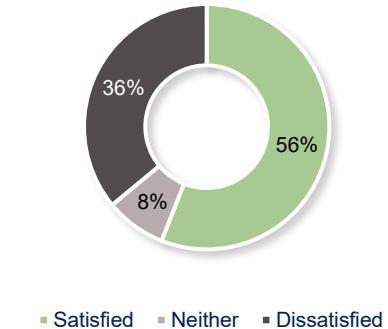
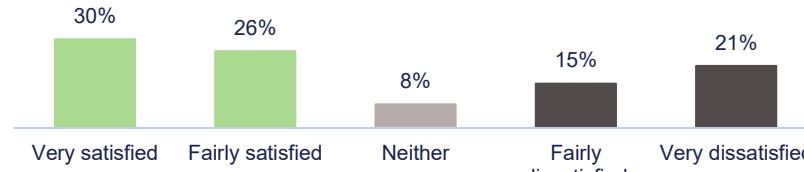


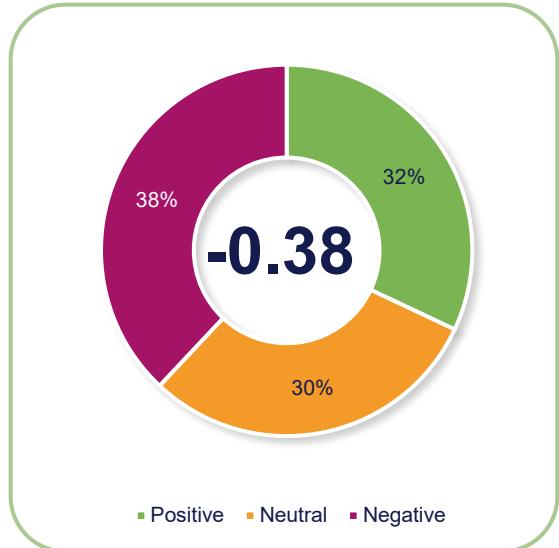
Approach to ASB

However, fewer residents are satisfied with the Council's approach to dealing with anti-social behaviour (56%). This is one of the few measures that has fallen this quarter, with a decrease of 4p.p.

Just over a third (36%) are dissatisfied with the approach taken, with tenants citing issues with noise, drug activity and general ASB locally and the apparent inaction of the Council in dealing with this.

However, all residents 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 residents, not just those who have experienced ASB in the past.





Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	17	27.0%	-0.88
Listening / Acting	15	23.8%	-2.67
No Comments	13	20.6%	-0.54
Quality of Work / Service	8	12.7%	-1.38
Satisfaction	8	12.7%	+3.25
Timeliness / Responsiveness	8	12.7%	+0.63
Resolution	7	11.1%	-1.14
Communication / Transparency	3	4.8%	-1.67
Safety	2	3.2%	+4.00
Empathy	1	1.6%	0.00
Fairness	1	1.6%	-5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Staff Conduct			-
Trust			-
Worker Conduct			-

When asked about NYC's approach to ASB, some respondents express dissatisfaction, highlighting ineffective actions taken against persistent issues, such as harassment from neighbours and unresolved complaints. One participant noted a history of severe ASB involving a neighbour's violent behaviour that went unaddressed for years, despite providing evidence. Conversely, others reported positive experiences, praising prompt responses to incidents and the involvement of police for drug-related matters. A number of individuals feel that their areas are generally safe and quiet, with no significant ASB issues.

Several respondents expressed concern about the council's responsiveness, as they feel complaints are often ignored or inadequately addressed. The perception that the council prioritises paperwork over action was echoed, with some feeling like mere numbers in a system. Others found some efforts to foster community engagement and improve local aesthetics were commendable.

However, there is a prevailing sentiment that more needs to be done to effectively manage ASB, suggesting a disconnect between community needs and council actions.



Respectful & Helpful Engagement



Respectful & Helpful Engagement

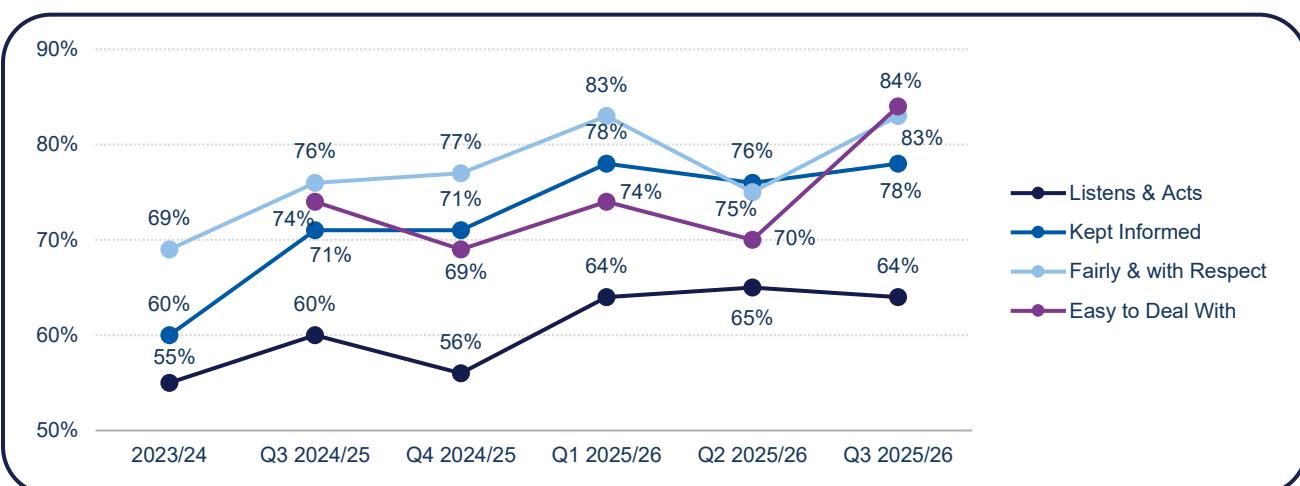
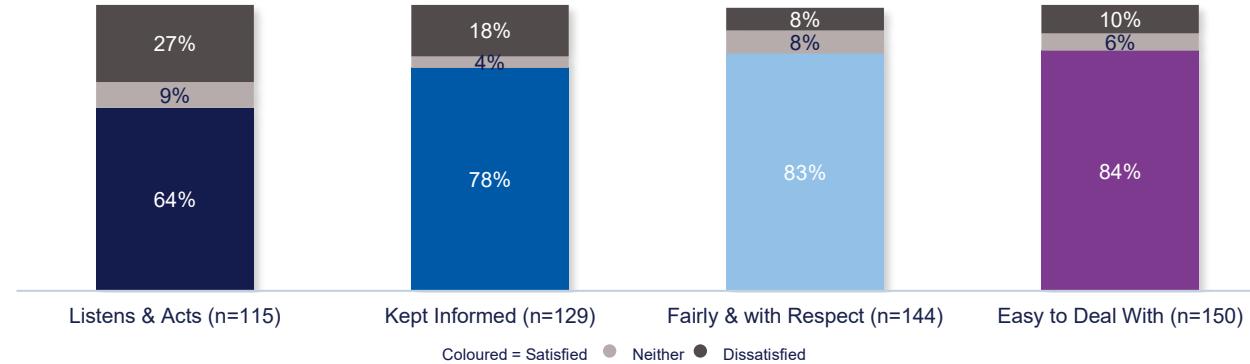
More than eight out of ten tenants (84%) find dealing with the Council easy, up 14p.p, and only 10% find it difficult. This is the highest point this measure has ever reached.

Similarly, 83% of tenants feel that they are treated fairly & with respect. This has also increased this quarter, by 8p.p and is also now at its highest point. Only 8% disagree with this.

Furthermore, 78% are satisfied that the Council keeps them informed about things that matter to them, up 2p.p, with 18% dissatisfied.

Commonly, satisfaction with the way the landlord listens to tenants' views and acts upon them is lower than these other engagement measures, and this is true here with 64% satisfied and 27% dissatisfied. This measure is at a similar level to the last quarter.

Most of these changes are encouraging and suggest the Council is engaging well with its tenants. This is supported by the largely positive comments made about customer service and engagement overleaf.

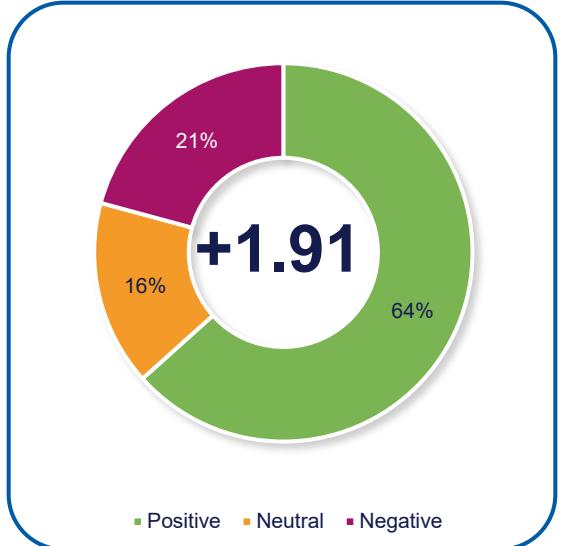


Customer Service & Communication

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



Base Size: 146



Attribute	Count	%	Sentiment Score
Staff Conduct	46	32.4%	+3.33
Communication / Transparency	32	22.5%	+0.94
Satisfaction	22	15.5%	+3.45
Timeliness / Responsiveness	22	15.5%	+1.00
Subcategory, no attribute (yet)	19	13.4%	-0.74
Quality of Work / Service	17	12.0%	+3.00
Effort	14	9.9%	+2.71
Listening / Acting	10	7.0%	+1.50
Resolution	5	3.5%	+0.60
No Comments	4	2.8%	-1.25
Appointments / Convenience	2	1.4%	+2.50
Empathy	2	1.4%	+5.00
Worker Conduct	2	1.4%	+5.00
Accountability	1	0.7%	0.00
Consistency	1	0.7%	-5.00
Safety	1	0.7%	-5.00
Accessibility		-	-
Fairness		-	-
Trust		-	-

Many tenants express satisfaction with the politeness and helpfulness of the staff, especially when inquiries are made over the phone. Instances of quick responses and efficient resolutions were noted, contributing to positive experiences for some respondents. However, several comments reveal issues related to communication and service consistency. Delays in repairs and a lack of follow-up after initial contact were common complaints, with respondents highlighting difficulties reaching the right department and receiving timely information.

Some tenants shared frustrations about service quality, citing experiences with rude or unhelpful staff, as well as instances where issues were not addressed satisfactorily. There were reports of ineffective communication regarding appointments and ongoing repairs, leading to feelings of being a nuisance when following up.

Overall, while customer service is largely viewed as friendly and accommodating, there is a demand for improved communication efficiency and better handling of service requests, particularly in repair management and follow-through. These insights point towards a need for strategic improvements in service delivery and internal communication processes.



Effective Handling of Complaints



Effective Handling of Complaints

Almost a fifth of tenants said they had made a complaint to NYC in the last 12 months (19%), although it is impossible to tell how many of these are genuine complaints or service requests yet to be fully actioned.

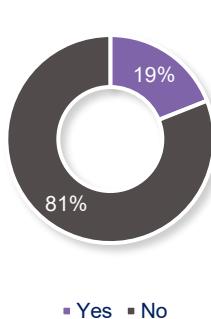
Nevertheless, just 36% of tenants are satisfied with the handling of these complaints, and almost twice as many (61%) are dissatisfied. 57% of tenants are very dissatisfied with the process.

However, care should be taken when analysing the results as the low number of responses can lead to fluctuations in the data.

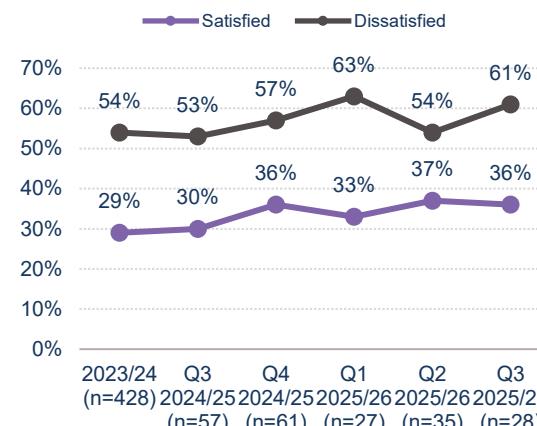
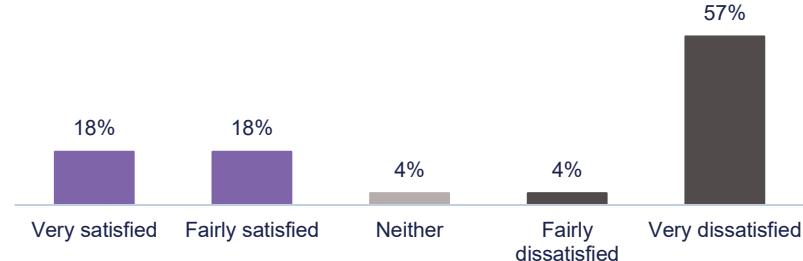
Across the sector, satisfaction with complaint handling has shown minor fluctuations over time. After briefly dropping to 33% in Q1 24/25 and then stabilising at 34% in Q2 and Q3 24/25, the last three quarters have seen slight increases. Satisfaction with the complaints handling process has always scored lower than other indicators, with residents struggling to identify what a complaint is and whether it has been resolved.

The Council also used this opportunity to find out about the type of complaint. A quarter of complaints are about the repairs service and a quarter are about ASB.

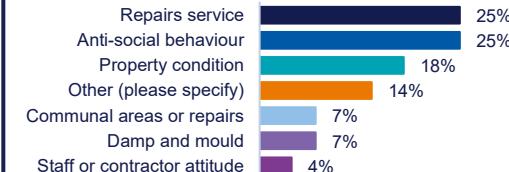
Complaint in last 12 months



Satisfaction with Complaints Handling



Complaint Type



parking
driveway
allowed
install
electric
garden
charger

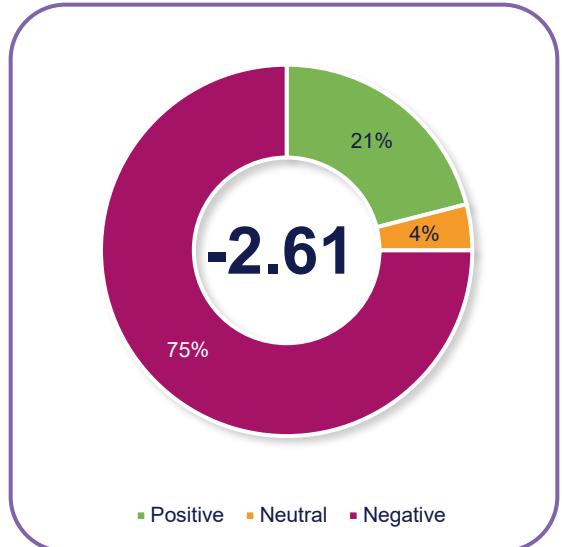


Complaints

Please describe your experience of how complaints are handled.



Base Size: 28



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	9	32.1%	-0.56
Communication / Transparency	8	28.6%	-2.50
Listening / Acting	7	25.0%	-3.57
Resolution	6	21.4%	-4.17
Subcategory, no attribute (yet)	5	17.9%	-5.00
Quality of Work / Service	4	14.3%	0.00
Accountability	1	3.6%	-3.00
Effort	1	3.6%	+5.00
Empathy	1	3.6%	-5.00
Satisfaction	1	3.6%	-5.00
Staff Conduct	1	3.6%	-5.00
No Comments	1	3.6%	-5.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Fairness			-
Safety			-
Trust			-
Worker Conduct			-

The survey responses reveal dissatisfaction with the complaint management process, highlighting a disconnection between customer service and follow-through. Many respondents report a lack of action regarding their complaints, expressing frustrations such as being passed between representatives with no resolution and lengthy wait times for responses. Several individuals mentioned that despite initial acknowledgement of their complaints, subsequent actions were either delayed or nonexistent, leading to a sense of neglect.

Positive experiences tend to arise from specific instances where issues were addressed swiftly, often following persistent follow-ups or escalated complaints. Some respondents noted satisfactory outcomes when communication occurred, particularly when dealing directly with responsive personnel. However, a common theme throughout the responses is the perception that complaints are often "fobbed off" or inadequately addressed, contributing to a prevailing sentiment of distrust towards the service. The inconsistency in handling complaints—from prompt responses to long delays—suggests a need for a more systematic follow-up approach to enhance customer satisfaction and trust.

Overall, the feedback indicates a clear opportunity for process improvements in managing and resolving complaints.



Wellbeing



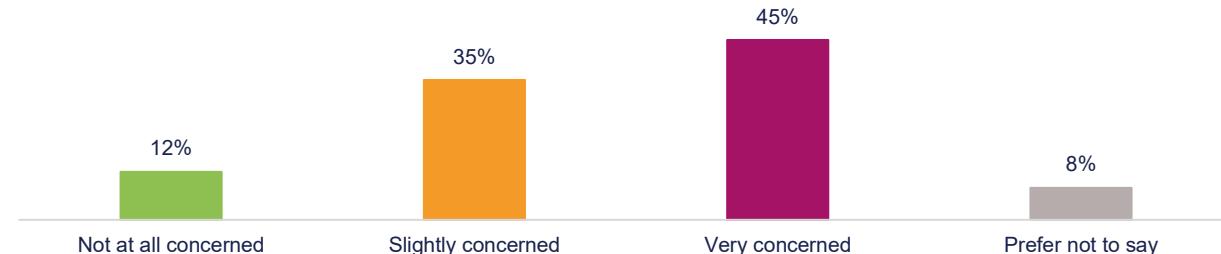
Cost of Living

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

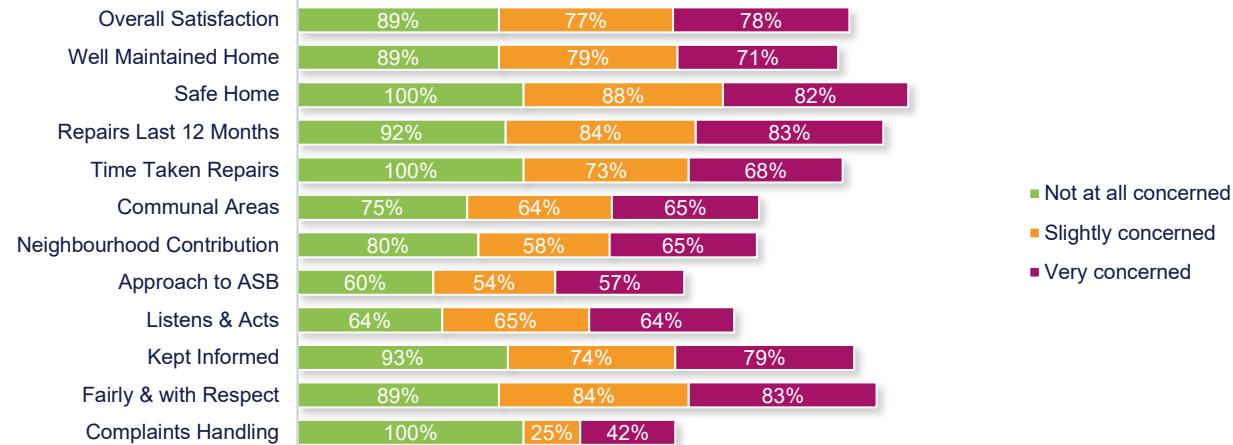
The majority of tenants are at least slightly concerned (80%), with slightly more very concerned (45%) than slightly concerned (35%). Just 12% are not concerned at all, with 8% preferring not to say.

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. 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



Cost of Living Concern & Satisfaction





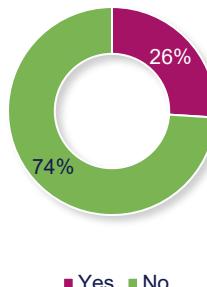
Damp and Mould

Just over a quarter of tenants said they have problems with damp & mould in the home (26%), although this is down a little since the previous survey.

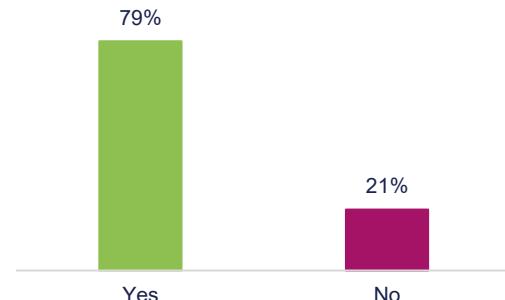
However, 79% of these have reported the problem to the Council, although 21% haven't.

Acuity has sent through the names and addresses of those with problems to the Council to follow up.

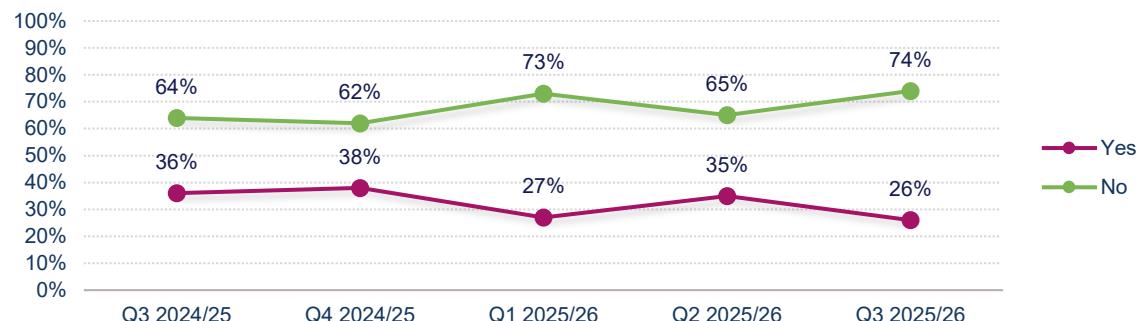
Currently Suffer from Damp & Mould



Reported Damp & Mould



Suffering from Damp & Mould over time





Trends

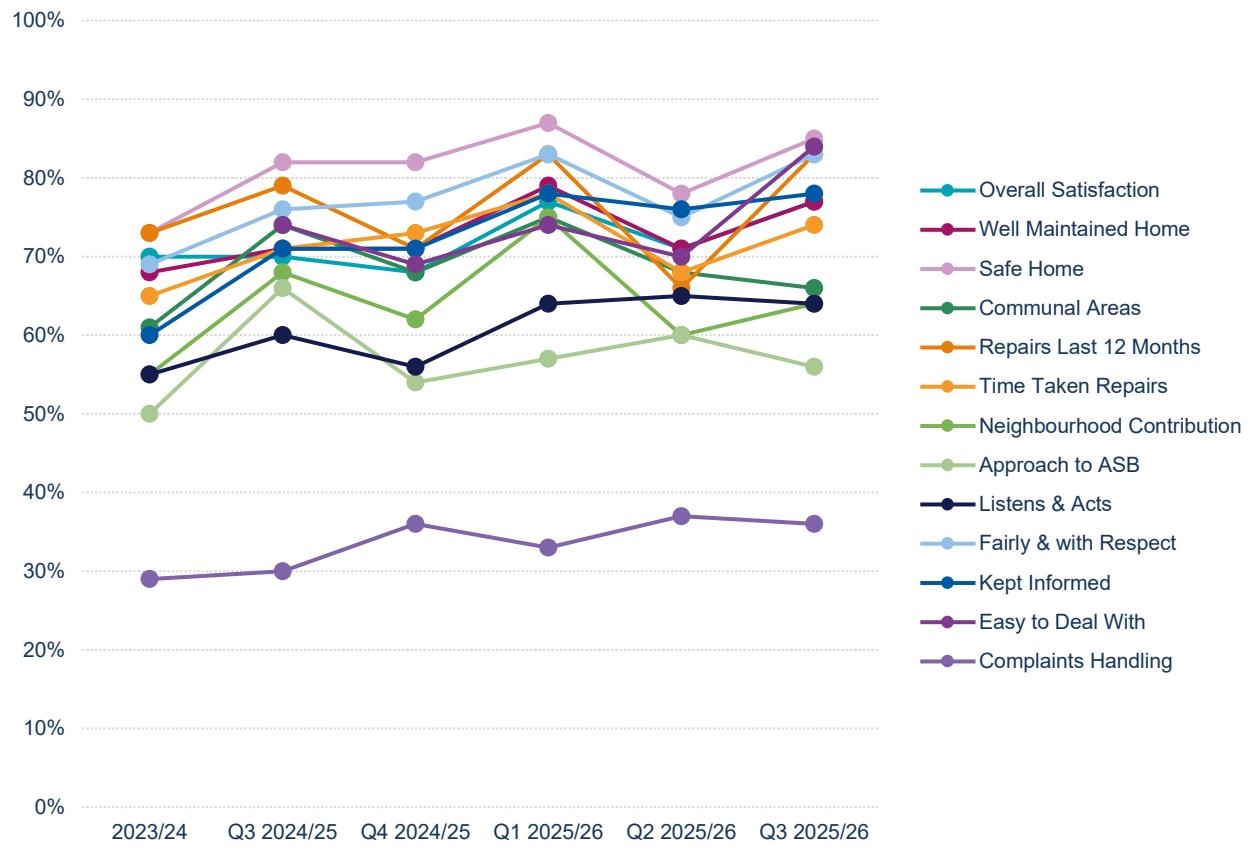


Trends Over Time

Nine of the 13 measures have seen an increase this quarter, with 3 falling and one remaining the same.

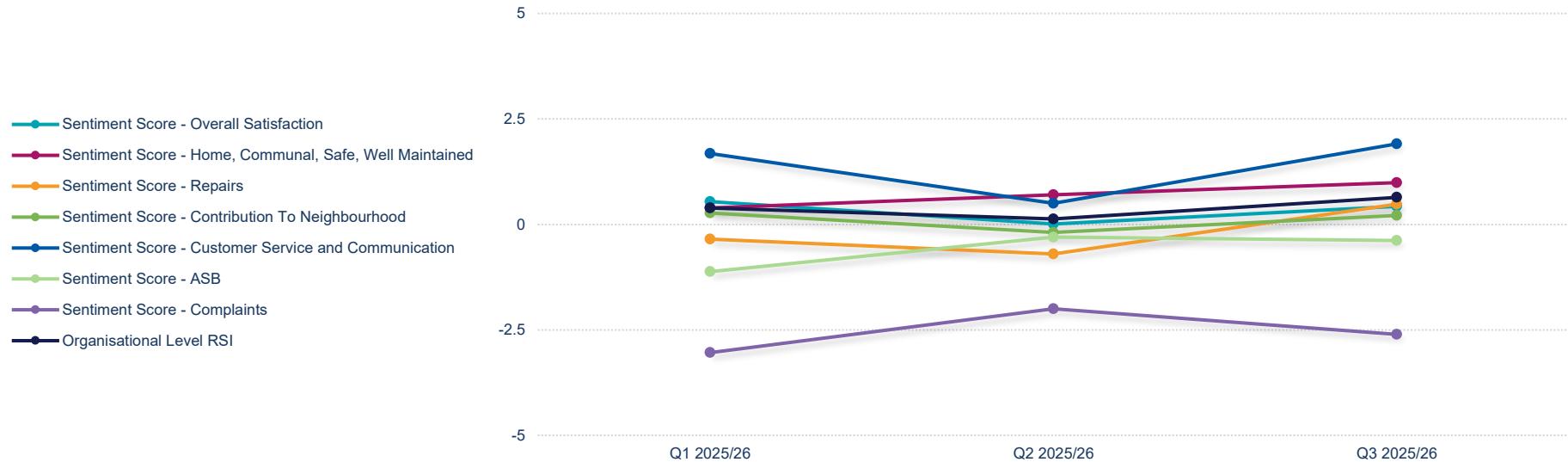
The highest increase in Q3 is for repairs over the last 12 months (up by 17p.p), followed by NYC being easy to deal with (up by 14p.p), tenants being treated fairly and with respect (up by 8p.p), overall satisfaction and safety of the home (both up by 7p.p), maintenance of the home and time taken to complete repairs (both up by 6p.p), neighbourhood contribution (up by 3p.p) and tenants feeling that they are kept informed (up by 2p.p).

The measures that have fallen in Q3 are approach to ASB (down by 4p.p), maintenance of communal areas (down by 2p.p) and complaints handling (down by 1p.p). Tenant satisfaction with being listened to and having their views acted upon has remained the same.





Trends Over Time - Sentiment Scores



The sentiment trend over time is showing mostly positive improvements. Customer service and communication is the highest at +1.91 and Complaints is the lowest at -2.61.

However, as time progresses, NYC will start to see whether its tenants' opinion of the service received is improving or worsening. This will give the Council the chance to act on any changes, so improving the service that matters most to customers.



Summary



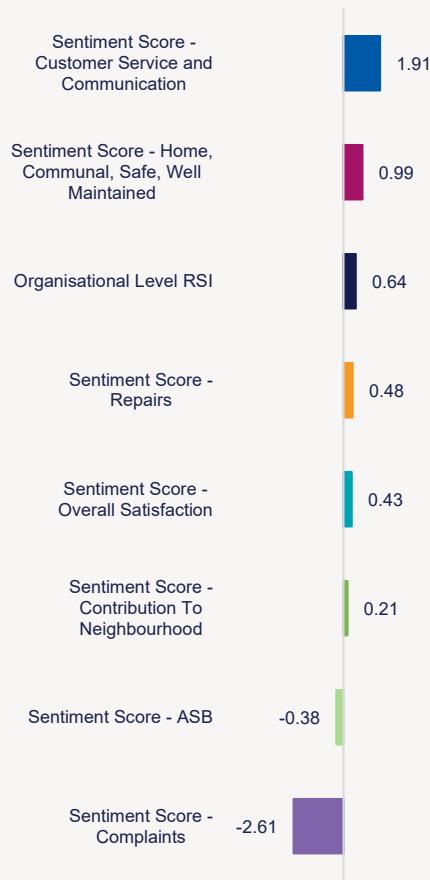
Overall RSI Score

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 will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

Sentiment Scores



Summary

Overall Satisfaction

While some residents praise quick responses and assistance, many express dissatisfaction with delayed repairs, poor communication, and ongoing issues like mould and heating problems. Tenants appreciate quick service but voice concerns about long wait times and unaddressed issues.

The Home

Survey responses indicate issues such as poor exterior upkeep, unaddressed repairs, and cleanliness in communal areas, alongside instances of safety concerns due to drug activity. Some tenants report positive experiences with maintenance and safety checks.

Repairs

Survey responses highlight efficient service for urgent issues but significant delays and inconsistent quality for more complex jobs. Many tenants express dissatisfaction with communication and follow-ups, emphasizing the need for improved reliability and standards in service.

Neighbourhood Contribution

Tenants responses highlight concerns over lack of communication, maintenance issues, and dissatisfaction with services. While some appreciate cleanliness and community events, many express frustration over unaddressed problems and inadequate support from the council.

ASB

While some residents feel satisfied with prompt responses, many express dissatisfaction, citing inadequate action on reported issues and a lack of effective communication by the council, particularly in severe cases.

Customer Service & Communication

Many appreciate politeness and responsiveness, issues about poor communication, delays in repairs, and inconsistent service quality persist. Some respondents feel unsupported, indicating room for improvement and better training for staff.

Complaints

Many customers express frustration over lack of action, poor communication, and repeated follow-ups without resolution. However, some respondents report positive experiences, noting timely responses and effective resolutions. Overall dissatisfaction prevails.

Satisfaction with Measures



Summary & Recommendations

Summary

Acuity was commissioned by North Yorkshire Council to undertake independent satisfaction surveys of its tenants in 2025/26, based on the Tenant Satisfaction Measures from the Regulator of Social Housing, using its in-house telephone calling team. At the close of the Q3 survey, 159 interviews were completed, meeting the required margin of error for the survey.

Satisfaction remains stable, with 77% of tenants satisfied with the overall services provided by NYC. The best-performing measures in Q3 are the way NYC provides its tenants with a home that is safe (85%), followed by NYC being easy to deal with (84%), repairs over the last 12 months and treating tenants fairly and with respect (83%). 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. Satisfaction has increased for nine of the 13 measures compared with Q2.

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 antisocial behaviour is handled, unresolved complaints were a common theme. This highlights the need for more timely and visible responses to ASB reports, as well as better communication with tenants about how cases are being managed.

Recommendation

Complaints Handling

Only 36% of tenants who have made complaints are satisfied with how they are dealt with. This can be improved by clear communication with tenants about the stage of their complaints and the steps being taken to deal with them. This will help tenants feel that something is being done and that their concerns are being acted upon.

Approach to ASB

Communication is also important here in making tenants feel they are supported and safe. Promptness with response time will also be effective as many tenants feel they are ignored when reporting incidents of ASB.

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



Certificate No: 359292021



Certificate Number: 460492024

