

Your Views

Tenant Satisfaction Survey 2025/26

About the Survey

Across four stages (June 2025, September 2025, December 2025 and March 2026), many of you took part in an important survey. A representative sample of tenants were invited to take part in the survey through a telephone interview.

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

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

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



635

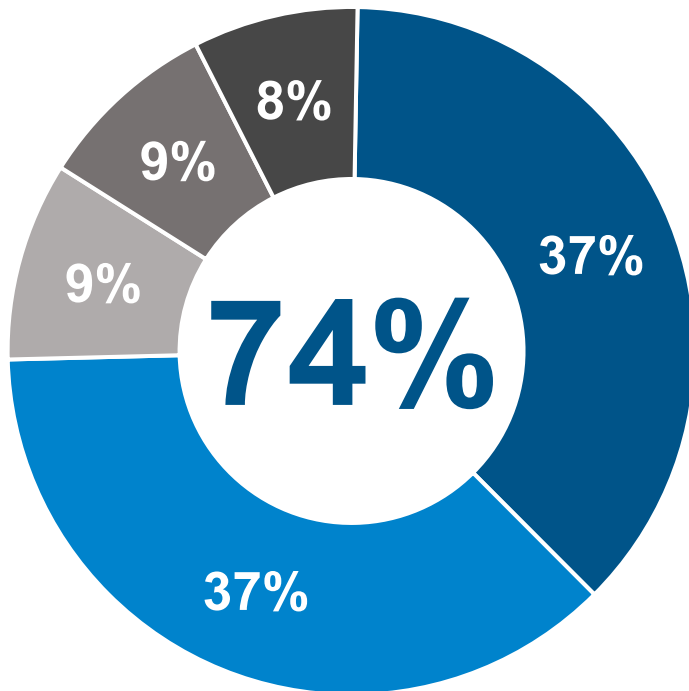
tenants took
part out of a
total of 8,158
households

A big thank you to everyone who took part!

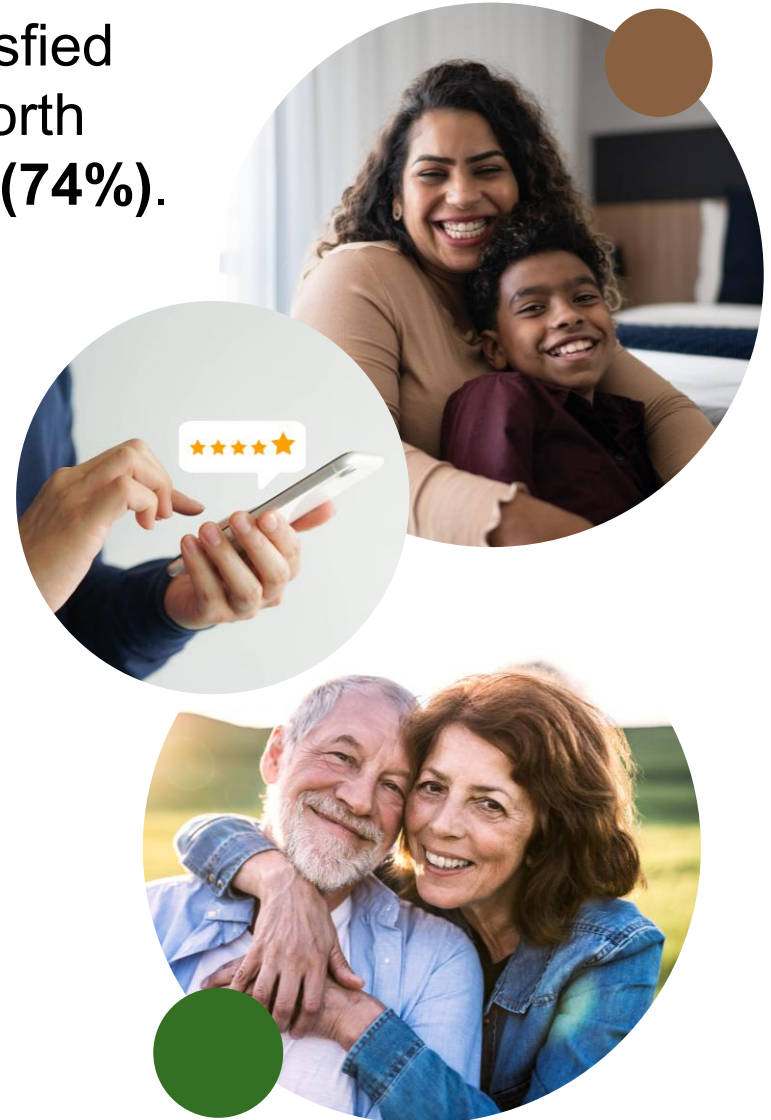
Overall Service



Over seven out of ten tenants are satisfied with the overall service provided by North Yorkshire Council's Housing Services (**74%**).



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



The Home and Communal Areas



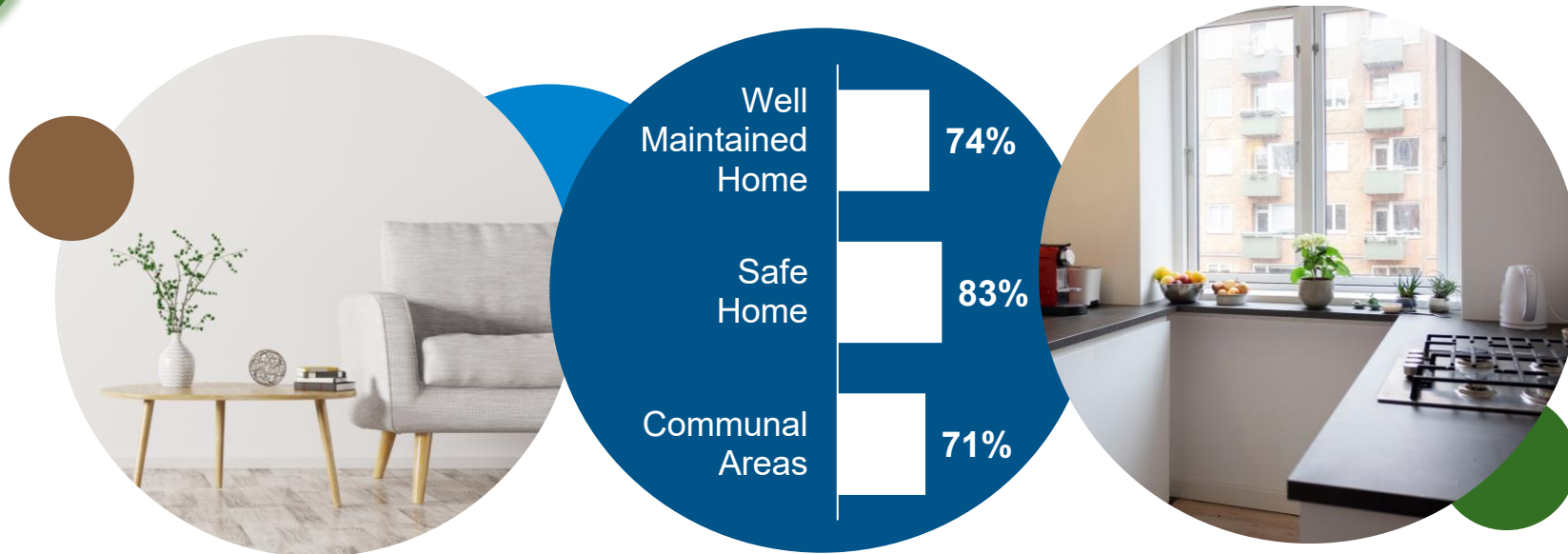
Over seven out of ten tenants are satisfied that they are provided with a home that is well maintained **(74%)**.



Slightly more tenants are satisfied that North Yorkshire Council provides them with a home that is safe **(83%)**.



Seven out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained **(71%)**.



Repairs Service



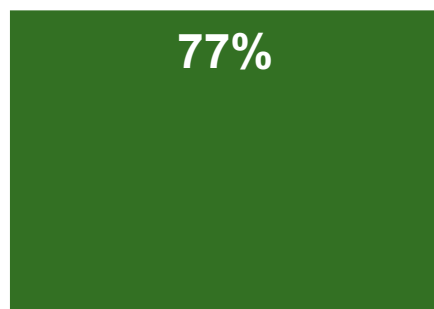
Over six out of ten tenants said they had a repair carried out to their home in the last 12 months **(64%)**.



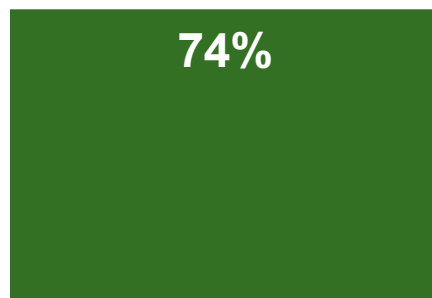
Almost eight out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(77%)**.



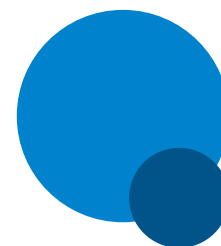
Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(74%)**.



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



The Neighbourhood



Two out of three tenants are satisfied that North Yorkshire Council makes a positive contribution to their neighbourhood **(67%)**.



Slightly fewer tenants are satisfied with North Yorkshire Council's approach to handling anti-social behaviour **(60%)**.



Communications and Tenant Engagement



Over six out of ten tenants are satisfied that North Yorkshire Council listens to their views and acts upon them **(64%)**.



Around three out of four tenants are satisfied that they are kept informed about things that matter to them **(77%)**.



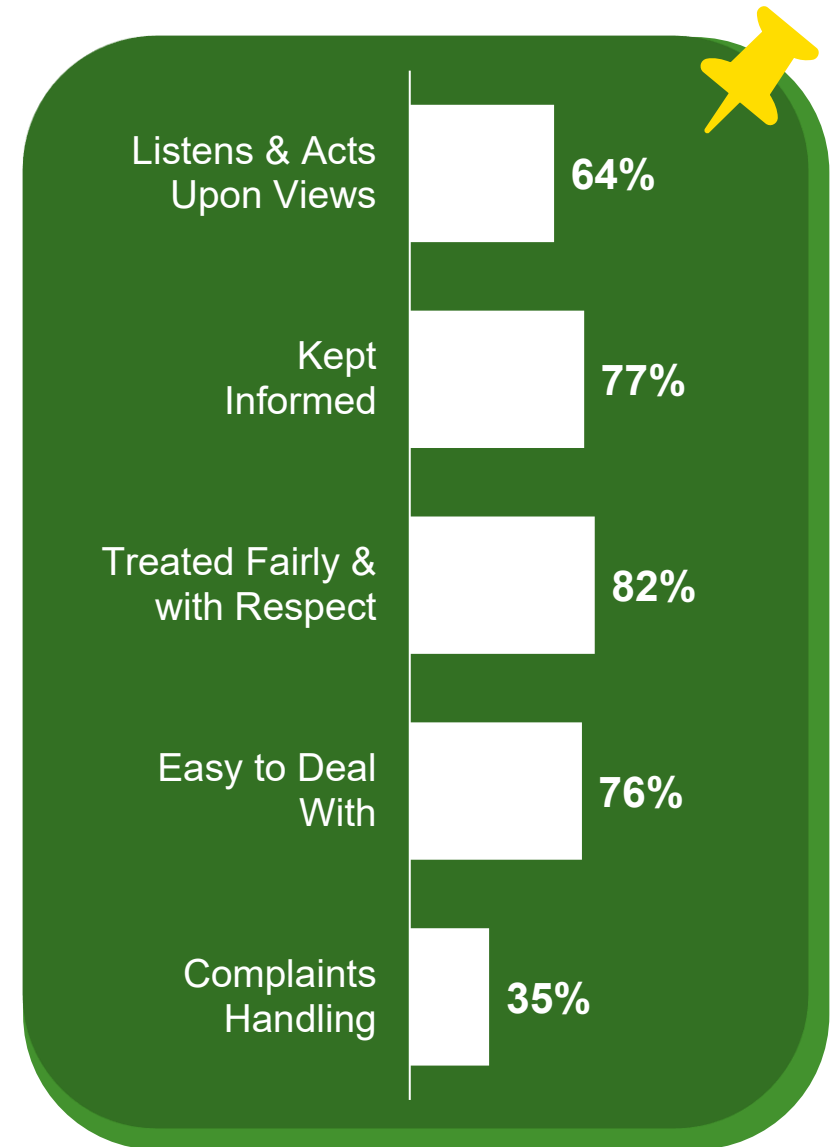
Slightly more tenants agree that they are treated fairly and with respect by North Yorkshire Council **(82%)**.



Three out of four tenants are also satisfied that North Yorkshire Council is easy to deal with **(76%)**.



Around one out of three tenants who made a complaint in the last 12 months are satisfied with complaints handling **(35%)**.

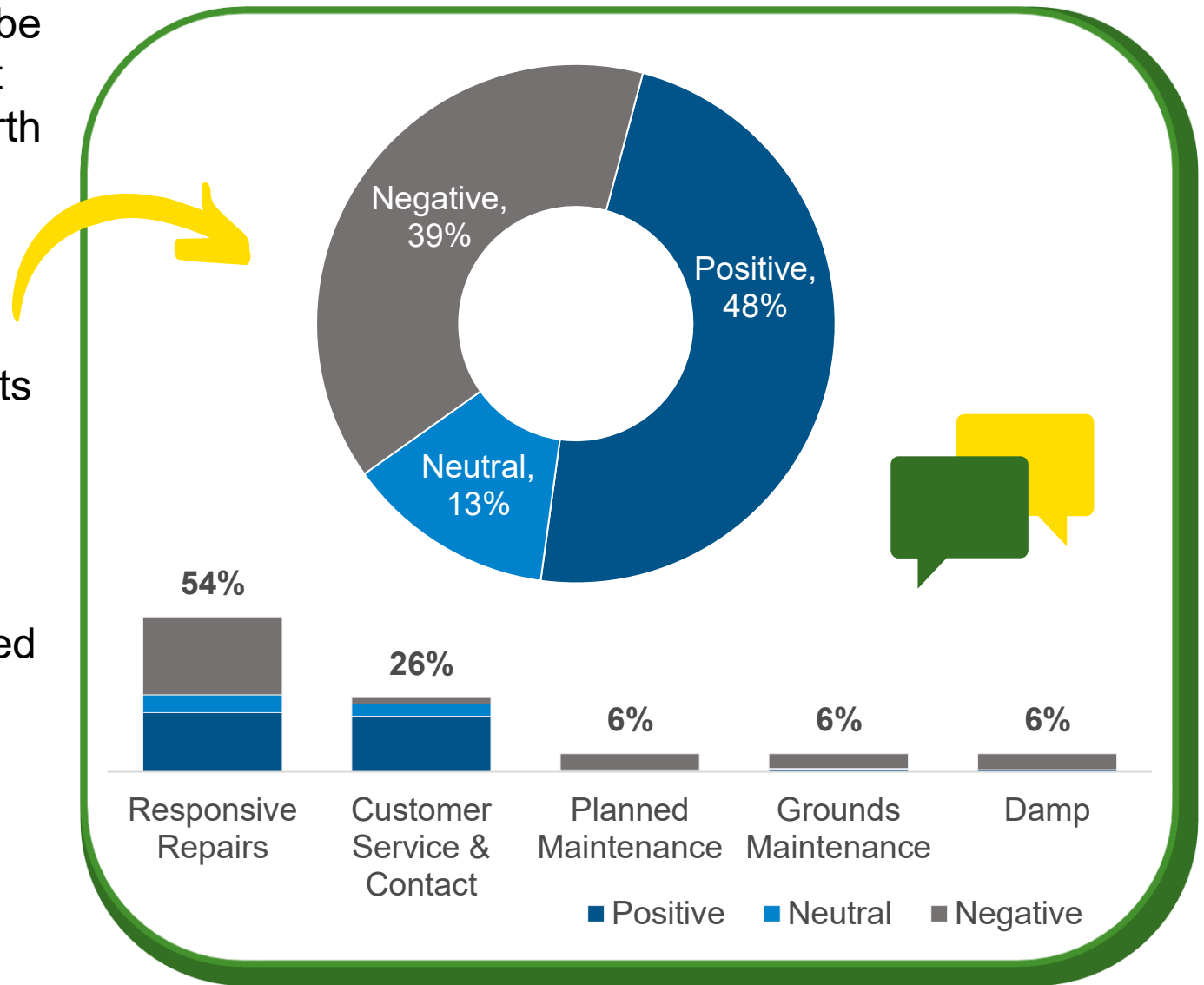


Tenants' Comments

Tenants were asked to describe their specific experiences that have shaped their view of North Yorkshire Council's Housing Services, and 623 comments were received.

Around half of these comments have positive feeling (**48%**), **13%** neutral, and **39%** negative.

The most commonly mentioned category by tenants is responsive repairs (**54%**), followed by customer service and contact (**26%**), planned maintenance (**6%**), and grounds maintenance (**6%**).



Your Views

North Yorkshire Council appreciates the time everyone took to complete the survey for us. It is important that, through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

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



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
such as repairs,
communications and
complaints handling



Involve tenants in
shaping service
improvements

