



Broxtowe
Borough
COUNCIL

Broxtowe Borough Council TSM Survey

2025 Report

January 2025

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Acuity 
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Introduction

Between December 2024 and January 2025, all Broxtowe Borough Council tenants were given the opportunity to complete the survey either online, via post or over the telephone. An incentive was used, with all respondents entered into a prize draw to win one of four £50 shopping vouchers.

The survey was carried out using a mixed-mode methodology, to help ensure the maximum response rate was achieved. Firstly, an email with a link to complete the survey online was sent to all tenants with an email address. At the same time, a postal survey (one-mailout) was delivered to all tenants, including a QR code/link, giving tenants the option of completing the survey online, a cover letter and a reply-paid envelope. Following this, a telephone booster survey was conducted, with around 200 non-respondents completing a telephone interview.

The fieldwork began on 29 November and finished on 8 January. At the close of the survey, 927 responses were received in total, giving a response rate of 22%. This is split between 387 responses made via the post (42%), 343 online (37%) and 197 by telephone (21%). Representative checks were carried out by tenure type, area, property type, age group, length of tenancy, disability and ward. Following these checks, the results have been weighted by age group, to ensure they represent the whole tenant population.

For the overall results, the Regulator of Social Housing requires landlords with between 2,500 and 9,999 properties to receive enough responses to achieve a sampling error of $\pm 4.0\%$ at the 95% confidence interval. With 4,311 properties, a total of 528 completed surveys would be required to achieve this. However, with 920 responses received, this is exceeded and is sufficient to conclude that the findings are accurate to within $\pm 2.9\%$.

The survey is confidential, and the results are sent back to Broxtowe Borough Council anonymised unless tenants gave their permission to be identified; 91% of respondents (791) gave permission for their details to be shared alongside their survey responses, with 92% happy for Broxtowe Borough Council to contact them about any information they provided (705).

The aim of this survey is to provide data on tenant satisfaction, which will allow Broxtowe Borough Council to:

- Provide information on tenants' perceptions of current service provision.
- Compare the 2025 results with previous survey results.
- Compare the results with other landlords (where appropriate).
- Inform decisions regarding future service development.
- Report to the Regulator of Social Housing from April 2024 onwards.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places to the nearest whole number, and for this reason, they 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.

Broxtowe Borough Council is based in the county of Nottinghamshire and owns around 4,400 properties.

Acuity has been commissioned to carry out Broxtowe Borough Council's tenant perception survey to be compliant with the Regulatory requirements. The survey is based on the Tenant Satisfaction Measures (TSMs), which are required to be reported annually, for providers with over 1,000 properties. The measures were reported for the first time in 2024.

The survey is also designed to understand tenants' opinions of and attitudes towards, their landlord and the services provided.

This report includes the survey results for both General Needs and Independent Living tenants.



71%
Overall Satisfaction

In 2025, seven out of ten tenants are satisfied with the overall service provided by Broxtowe Borough Council (71%). Three measures have higher levels of satisfaction; the provision of a safe home (72%), time taken to complete the most recent repair (72%) and the repairs service over the last 12 months (74%).

Analysing the poorer performing metrics, there are some areas where improvements can be made. The measure this most clearly applies to is the Council's approach to complaints handling, which has the lowest level of satisfaction at 28%. In addition, just 49% of tenants are satisfied with the approach to handling anti-social behaviour. However, it can be noted that these two metrics are often among the lowest-performing metrics for Registered Providers (see benchmarking, page 34).

The majority of this report focuses on the headline figures from the survey and satisfaction by tenure type. However, the results are broken down by different subgroups, such as age and area, in the understanding satisfaction section, to provide further insight into what is driving satisfaction.

Key Metrics Summary 2025



68% Well maintained home



72% Safe home



74% Repairs - Last 12 months



72% Time taken - Last repair



63% Communal areas clean & well maintained



57% Positive contribution to neighbourhood



49% Anti-social behaviour



61% Easy to deal with



52% Listens & Acts



61% Keeps you informed



68% Treats fairly & with respect



51% Keeps Promises



28% Complaints handling

National Context

When considering the survey results, the national context and external factors impacting both landlords and their tenants must be taken into account.

For example:

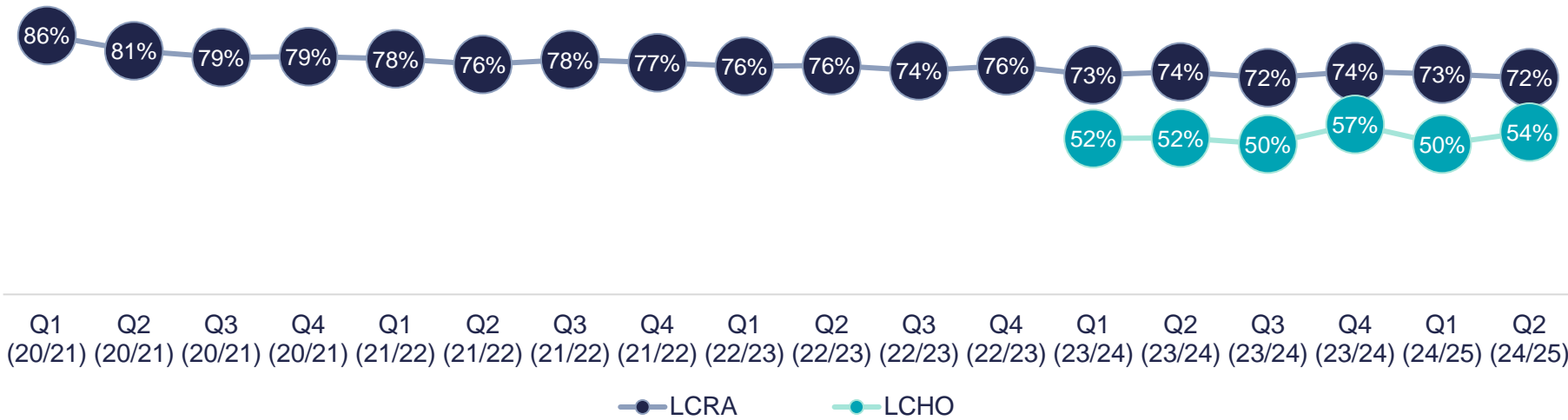
- Cost of Living Crisis, increase in poverty and pressure on funding
- Government & Political Changes
- Uncertainty about the Future
- Wider economic factors.

Satisfaction is based on perception rather than specific values so it can be affected by these factors and how positive people feel about their lives.

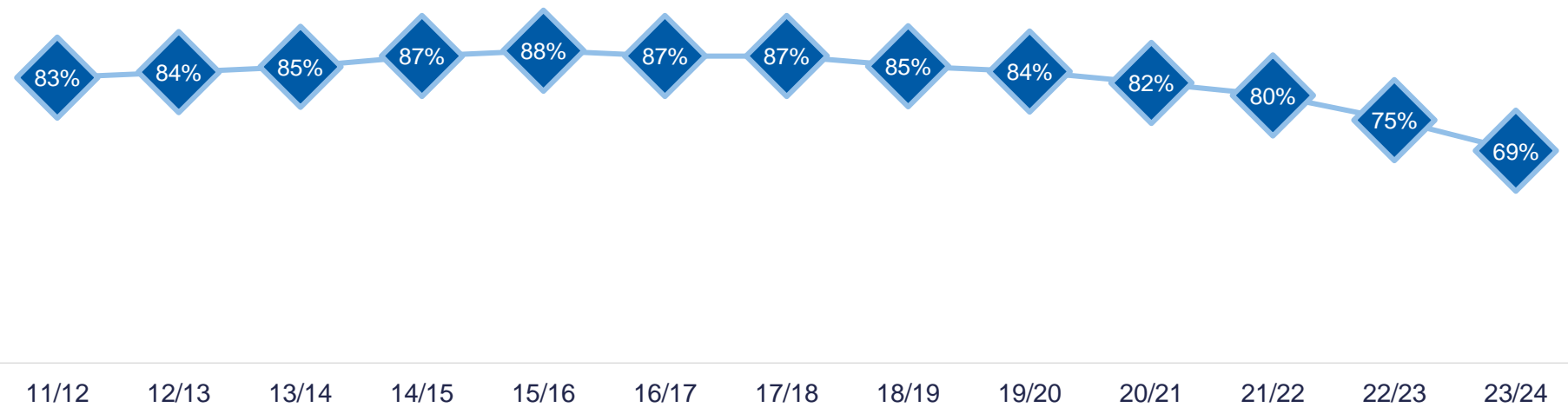
The top graph demonstrates how overall satisfaction has changed over time (tracker only). The trendline is downward. The lower chart shows the results from national members with a peak in 2015/16 followed by a slow decline since. This started well before the effects of the pandemic so is not the sole or primary driver behind this decline.

As will be shown throughout this report, satisfaction has generally increased for Broxtowe Borough Council by a small amount since the previous survey. This suggests satisfaction is starting to recover, after the drops seen between 2021 and 2024 (in part due to factors such as the pandemic).

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF median - general needs)



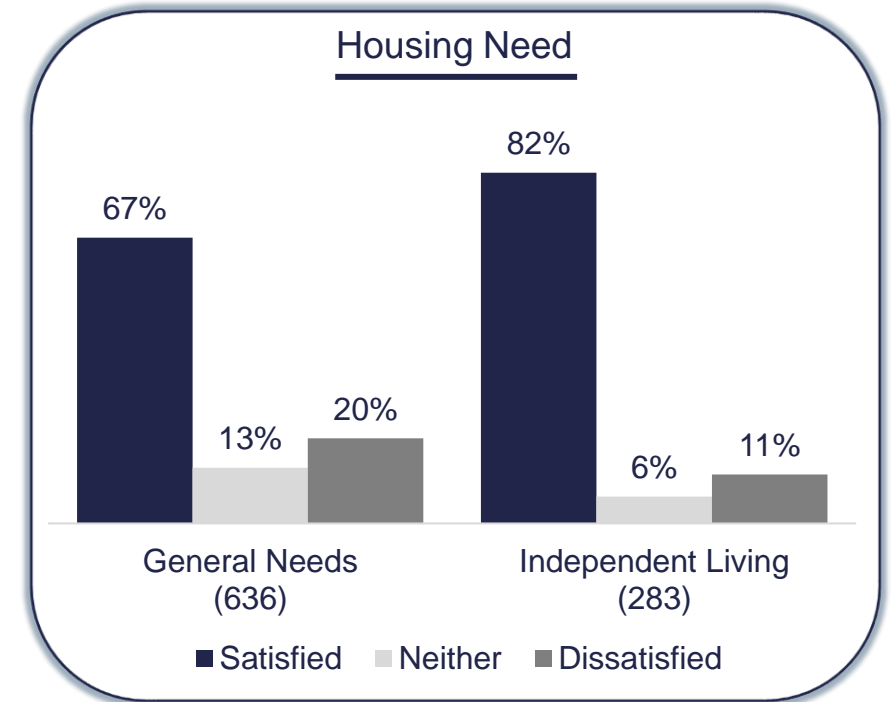
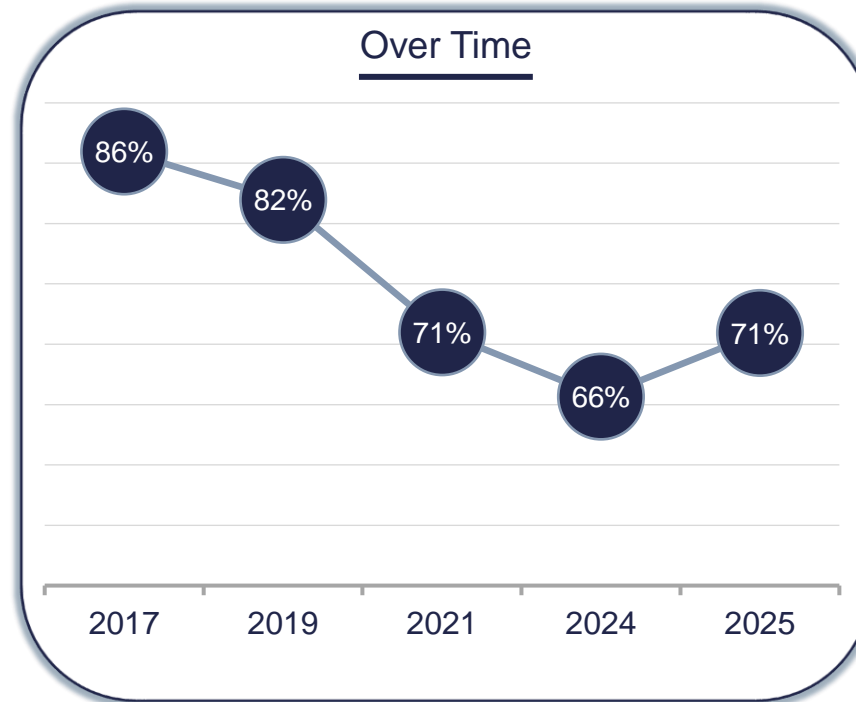
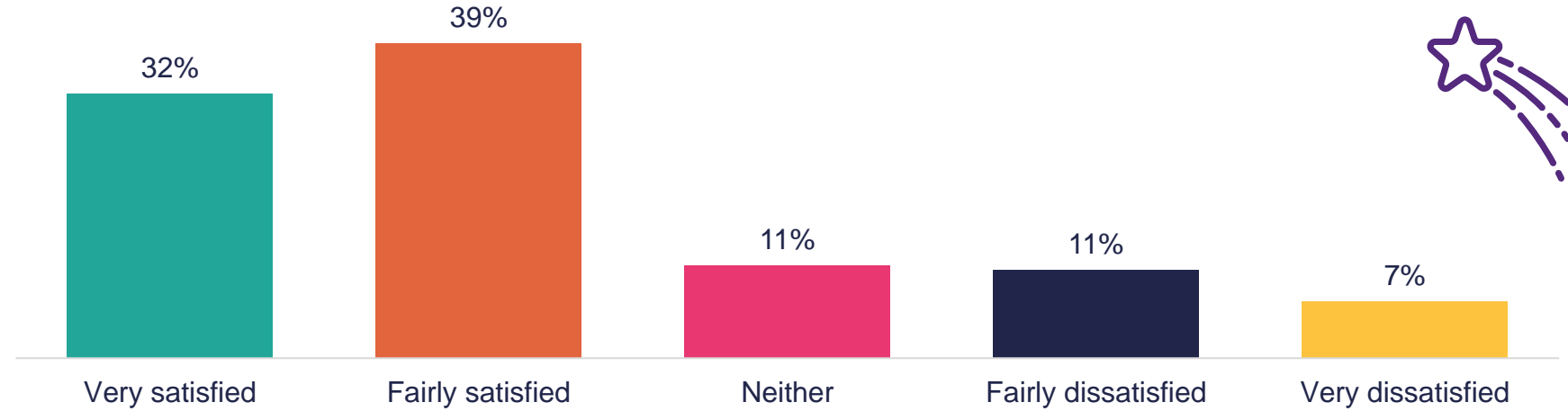


Overall Satisfaction





Overall Satisfaction



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

Seven out of ten tenants are satisfied (71%), although slightly fewer are very satisfied (32%) than fairly satisfied (39%). There are 18% of tenants dissatisfied, with the remaining 11% neither satisfied nor dissatisfied.

The Council has previously undertaken a series of satisfaction surveys, with the 2024 survey being the first one to include the TSMs. Therefore, as this is now the second time all of these measures have been used, trend data has been shown throughout the report. Overall satisfaction has increased by 5 percentage points (p.p) since the previous survey and has now recovered to the same level as in 2021.

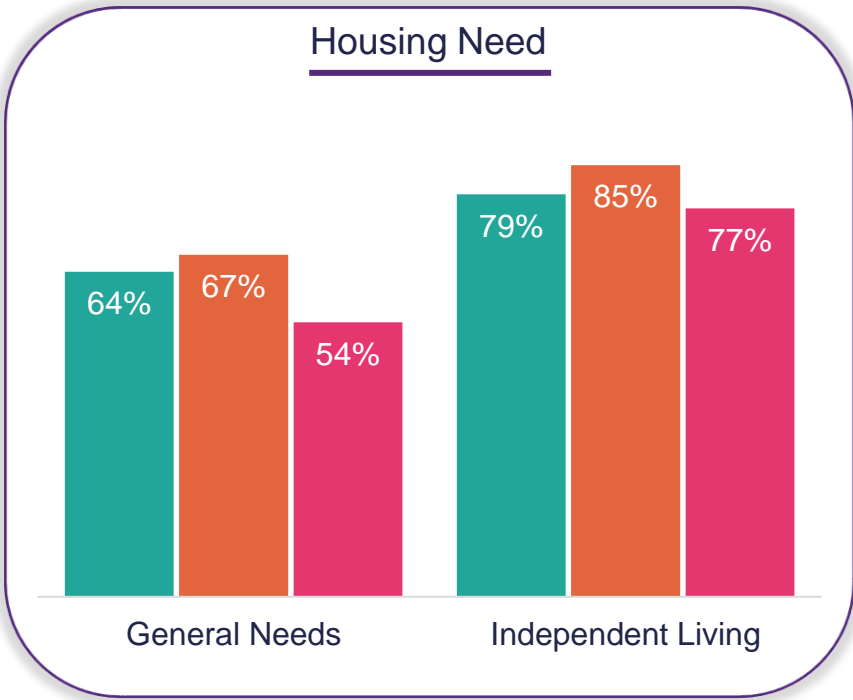
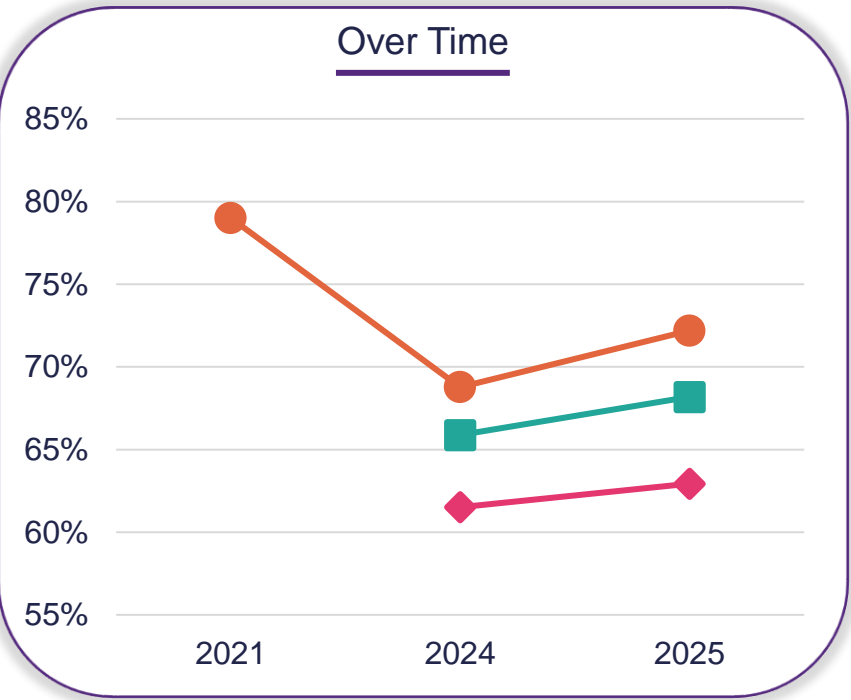
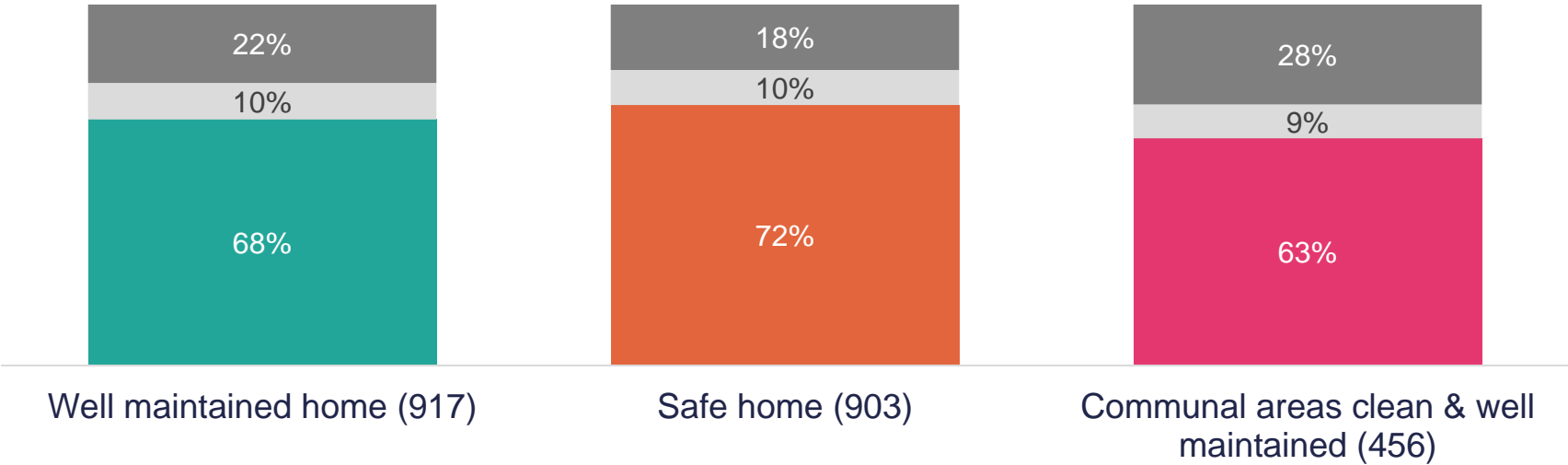
As is often seen in surveys of this kind, tenants in Independent Living accommodation are more satisfied than General Needs tenants; 82% and 67% respectively. This difference is likely to be in part due to Independent Living tenants including a higher proportion of older people. As will be shown later in this report, older tenants are generally more satisfied than younger tenants.



Keeping Properties in Good Repair



The Home & Communal Areas



It is encouraging that all measures focused on the home have experienced satisfaction increases since last year.

As is common in surveys of this type, slightly more tenants are satisfied their homes are safe (72%), than well maintained (68%), with these measures increasing by 3p.p and 2p.p respectively.

The safety of the home can be influenced by a range of factors, including building security, repair issues and safety checks, in addition to neighbourhood problems such as anti-social behaviour.

The home being well maintained is typically a key driver of overall satisfaction and this is the case for Broxtowe Borough Council (see Key Driver Analysis on page 33).

Over half of the tenants surveyed stated they live in a building with communal areas, either inside or outside, that Broxtowe is responsible for maintaining (56%). Of these tenants, 63% are satisfied their communal areas are kept clean and well maintained, which has remained stable compared with 2024 (a marginal increase of 1p.p).

Independent Living tenants are more satisfied than General Needs tenants on all these measures; including 23% more for the upkeep of their communal areas.



Comments – Home or Communal Areas

Tenants not satisfied with their homes or communal areas were asked to explain why and what could be improved, with 248 tenants providing comments.

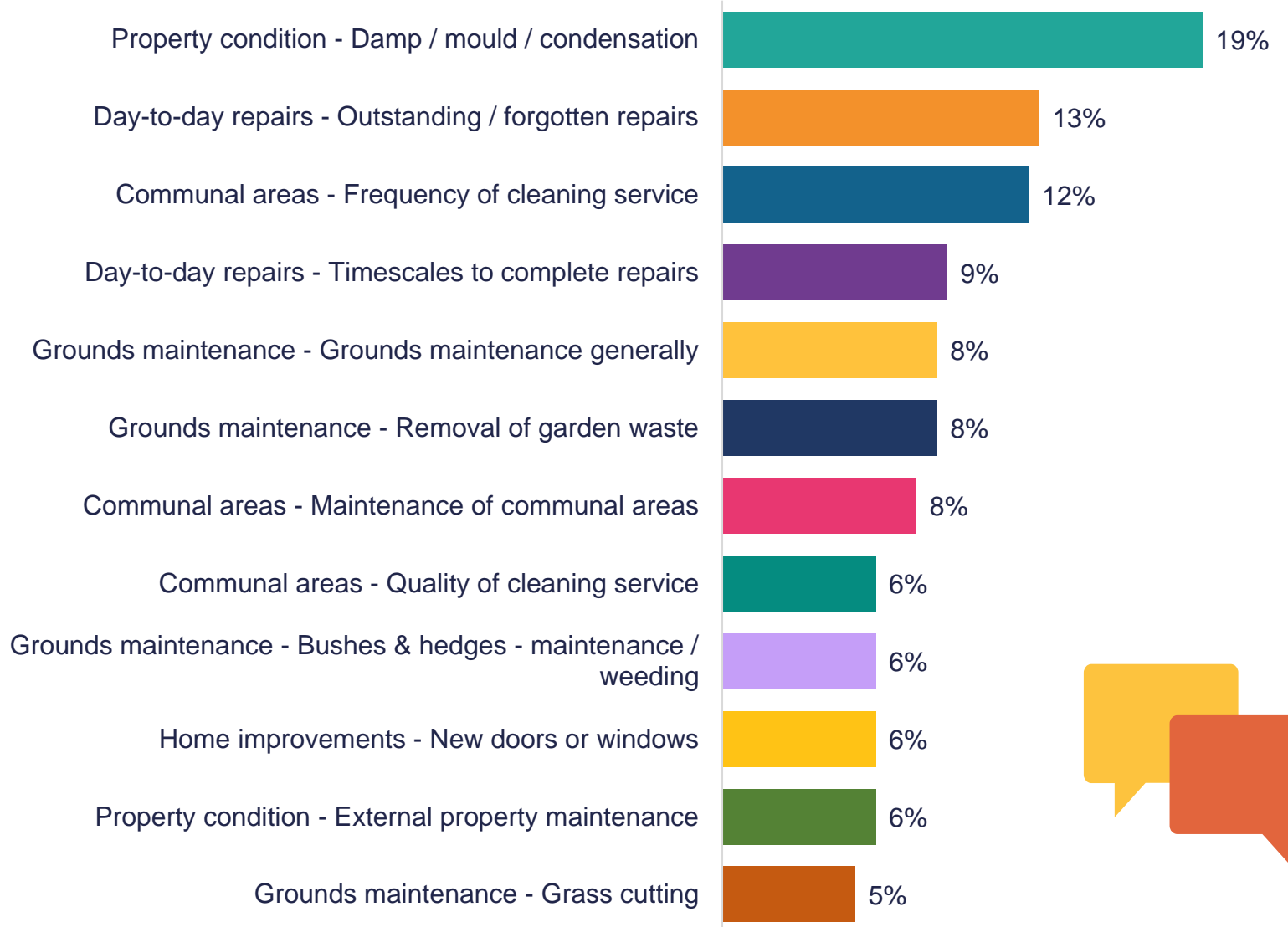
Tenants most frequently mentioned issues with damp or mould in their homes, which was also a top three comment area in the previous survey. These problems need to be addressed as a matter of urgency to ensure the health of tenants and the condition of their property does not deteriorate.

Additionally, tenants commented upon the repairs service, including outstanding repairs that have not been dealt with and the time taken to complete repairs.

Regarding their communal areas, tenants referred to the frequency and quality of the cleaning service, as well as the maintenance of these areas.

Grounds maintenance, particularly the removal of garden waste, was mentioned by some tenants. Tenants would also like to see improvements to their homes, such as new doors or windows.

Examples of the comments received are shown on the following page under relevant headings to enable further insight into what tenants are most concerned about concerning this area.



Number of respondents: 248

Home or Communal Areas – Comments

Damp, mould and condensation	Repairs service	Cleaning of communal areas	Grounds maintenance
<p><i>"Improve the damp in the houses."</i></p> <p><i>"We got a new roof last year, and since then damp and mould has developed all around the top of the property, they put more loft insulation in, but we are still getting mould and damp all over the property."</i></p> <p><i>"Treat the damp and mould round windows. It's unhealthy and getting worse. All of our bungalows on this row have it."</i></p> <p><i>"I have had too many problems with this flat, I have had a draft from the windows, mould and damp issues which have caused my son to now have to use inhalers."</i></p> <p><i>"The place where I live is damp with black mould on the bedroom walls, told the council and no one did anything about it."</i></p> <p><i>"We are suffering with mould problems in the bedrooms at the minute and they are not doing anything about them. To come and sort it. This is the third time we have complained about it."</i></p> <p><i>"Windows and doors need replacing. Lots of damp and mould around the windows."</i></p>	<p><i>"We are still waiting for repairs to be done that were reported over the year."</i></p> <p><i>"They should do repairs quicker when you call them to repair something."</i></p> <p><i>"I did ask them last year, to come and do my guttering, windows, roof tiles have come off. It's been over a year, and I have heard nothing. It would be nice to respond quicker and keep in contact because we have had no communication."</i></p> <p><i>"I've had a leak in the kitchen for over 2 years that hasn't been repaired after numerous calls."</i></p> <p><i>"I love my flat and the area, it's the repairs department who make appointments with you then don't turn up, then turn up at the wrong time/date."</i></p> <p><i>"Refusing to acknowledge repairs needed in a timely manner. Shoddy workmanship to repairs eventually carried out."</i></p> <p><i>"It takes too long for them to respond to issues and repairs."</i></p>	<p><i>"Council should make regular visits to ensure that communal areas are well kept and take necessary corrective action."</i></p> <p><i>"Communal stairs, not swept or cleaned."</i></p> <p><i>"Never clean our landings, staircases or entrance hall. Doormats are at least 15 years old, filthy."</i></p> <p><i>"If it was not for one of our neighbours and me (out of 6 flats) cleaning the stairs down and communal area, they'd be in a disgusting mess like the other flats."</i></p> <p><i>"The communal area is terrible the carpet is absolutely filthy, and the ceiling is in need of repainting."</i></p> <p><i>"The stairs and foyer are never cleaned I live on the ground floor, so I sweep and mop the hall. I will be 81 in February, so it is becoming harder."</i></p> <p><i>"The cleaning service for the internal communal areas stopped a while ago so the areas have become filthy."</i></p> <p><i>"Communal areas not clean."</i></p>	<p><i>"Garden is not cut often enough; grass is not collected. Don't come often."</i></p> <p><i>"The trees/bushes outside are completely overgrown. The drains outside are also blocked so any time we get rain we get flooded in and can't leave the flat."</i></p> <p><i>"The patio needs weeding more, plus the small garden patches."</i></p> <p><i>"When grass is cut, cuttings are never cleared off paths. There's constant dog fouling all around communal areas. And recently have had to report fly tipping to the back of my flat. Also, weeds are allowed to grow."</i></p> <p><i>"Disappointing that the grass doesn't get cut as regularly as when I first came. They have cleaned the leaves up once but hope they come one more time."</i></p> <p><i>"The grass cutters say they are coming, and they never bother, and they don't do a very good job."</i></p> <p><i>"I pay for garden maintenance. Hedge hasn't been cut in 7 years."</i></p>

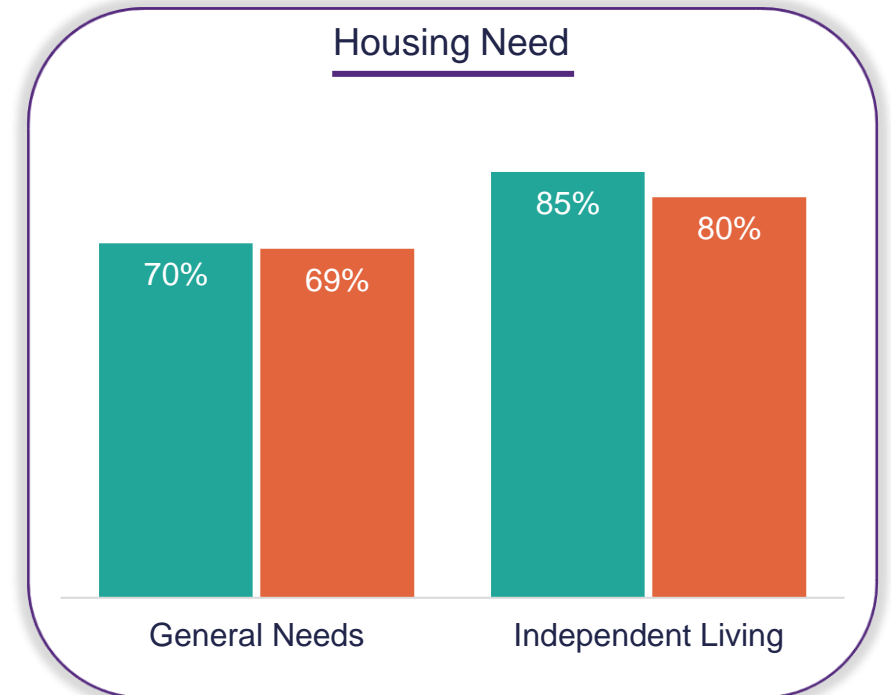
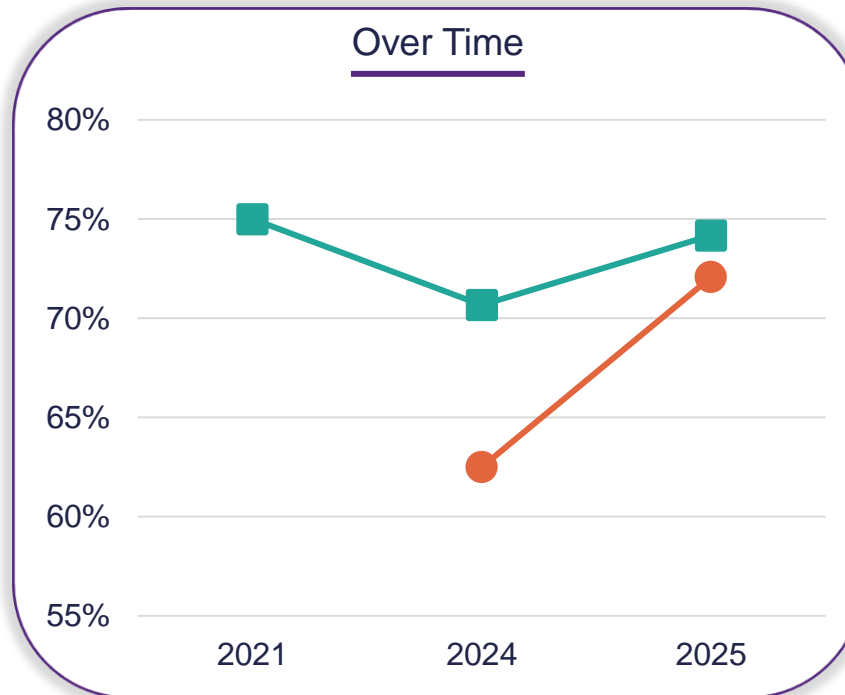
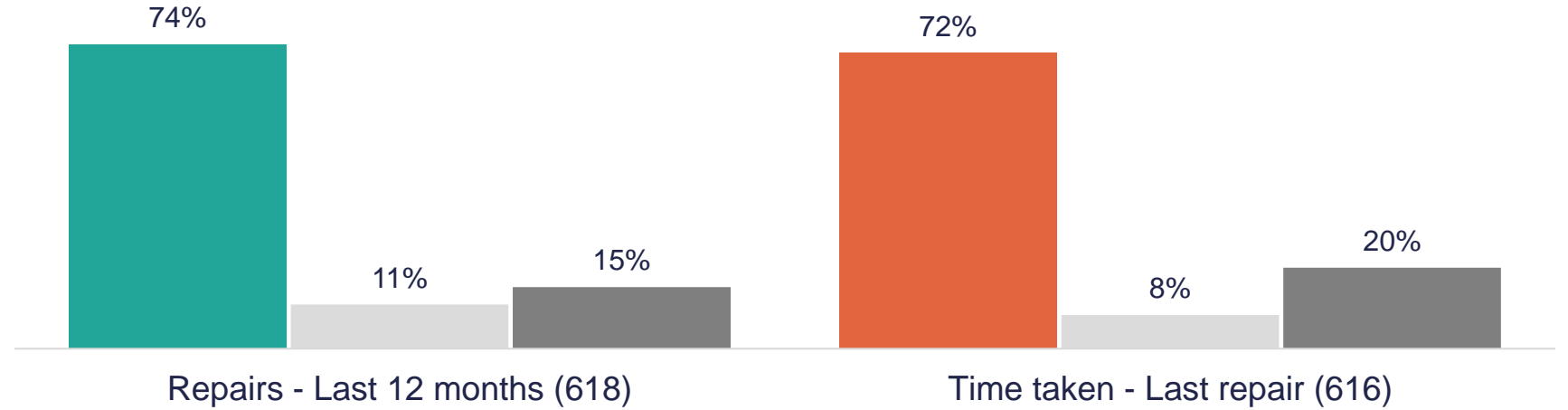
Repairs & Maintenance

More than seven out of ten of those surveyed stated they had a repair carried out by Broxtowe Borough Council to their home in the last 12 months (72%). Of these tenants, 74% are satisfied with the overall repairs service during this period, with 15% dissatisfied. Satisfaction has increased by 3p.p since the previous survey.

Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (72%), with 20% dissatisfied. However, satisfaction with this measure has also risen compared with last year, by 9p.p. This represents the largest change in the survey.

As highlighted on the following page, the timescales for completing repairs is a common concern for tenants and the main reason for dissatisfaction with the repairs and maintenance service.

Once again Independent Living tenants are more satisfied with the repairs service compared to their General Needs counterparts; 15% more for the overall repairs service and 11% more for the time taken.



Tenants not satisfied with the repairs and maintenance service were also asked to provide more information and what could be improved, with 152 tenants providing comments.

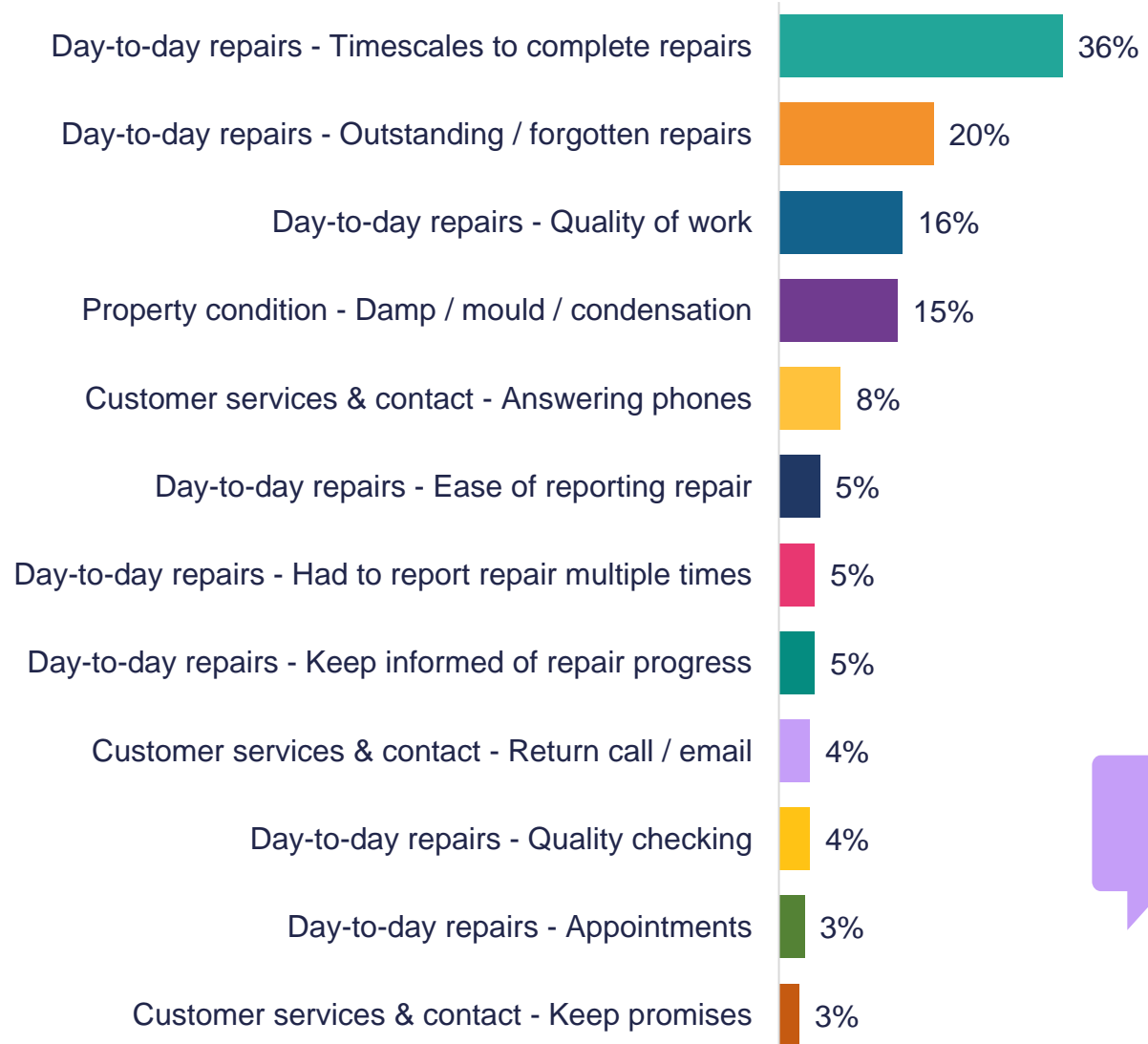
As with the previous survey, tenants most frequently referred to the timescales for completing repairs and outstanding repairs. The time taken to complete repairs is an ongoing theme across the sector, with landlords being impacted by the wider context, such as issues around the cost and availability of labour and materials. In addition, tenants can have high expectations around timescales. These expectations can be a combination of personal expectations and timeframes given by their landlord. As such, it is vital Broxtowe Borough Council keeps tenants clearly and accurately informed about repair schedules and how long they can expect to wait, with updates if anything changes.

Tenants also commented upon the quality of work being carried out, as well as concerns about how easy it is to report repairs and contact the council regarding such issues.

Repairs are the main reason for interaction between landlords and their tenants, so it is important improvements are made wherever possible.



Comments – Dissatisfaction with Repairs



Number of respondents: 152

Dissatisfaction with Repairs – Comments

Timescales to complete repairs	Outstanding/forgotten repairs	Quality of work	Other issues
<p><i>"Manage their time better, instead of waiting a long time to be booked in for a repair."</i></p> <p><i>"I waited one month for a shower unit replacement. The delay was due to a lack of staff."</i></p> <p><i>"Improve the waiting times for repairs."</i></p> <p><i>"It took them about 6 months to get the cupboard doors put back on. Do it a bit quicker."</i></p> <p><i>"It took forever for the work to be carried out, I had been complaining for so long."</i></p> <p><i>"They take too long to do repairs. They were a lot quicker doing repairs in the past."</i></p> <p><i>"It took 7 years to come and fix a leak. I would have liked them to get to the bottom of the problem sooner."</i></p> <p><i>"They could have come to fix it quicker, and I had to phone a few times to get them to do the work."</i></p> <p><i>"The time it takes to get someone to come out and do the repair."</i></p>	<p><i>"Waiting for two new locks on side doors."</i></p> <p><i>"Still waiting on a repair to the hot water heater. Now waiting on a new heater."</i></p> <p><i>"The work is still not finished they come out to do the work then they come back to do more but it is still not completed."</i></p> <p><i>"I was told they would sort my kitchen out so I could get to my stop tap for a water meter to be fitted but I have not heard back from them at all."</i></p> <p><i>"The problem has not been resolved."</i></p> <p><i>"Taps reported as needed levers and cold needs doing in the kitchen and both bathrooms need completing. Guttering has come apart."</i></p> <p><i>"They need to come out and do the jobs."</i></p> <p><i>"My guttering is all blocked up. I have reported this. I will have to wait a long while before they come."</i></p> <p><i>"After the boiler was repaired it went out again and still waiting to be repaired, mould growing in the house in the son's room."</i></p>	<p><i>"Poor work carried out, no communication amongst each other, two people rang about the same job!"</i></p> <p><i>"I had a fire alarm taken out and you have left a wire hanging from my kitchen ceiling."</i></p> <p><i>"Do the repair properly."</i></p> <p><i>"Jobs not done with care and had to survey again. Tiles are still broken from the bathroom and the bath is still leaking into the cellar."</i></p> <p><i>"Always bodge job and cutting corners."</i></p> <p><i>"They don't complete jobs to a good standard. If they could complete jobs to a reasonable standard."</i></p> <p><i>"Took months to deal with a bad damp patch, was eventually done but poor reinstatement of wallpapering and decoration."</i></p> <p><i>"Do the jobs properly and check that the work is done properly."</i></p> <p><i>"Workers are not interested in doing a good job!"</i></p>	<p><i>"Too long waiting times on the phone to report repairs."</i></p> <p><i>"They could get back in contact when they say that they will and improve communication generally."</i></p> <p><i>"When you ring up to report, it can often take days just to get through on the phone. Will be held on hold for almost an hour and then get cut off. Took three days to get through to a person."</i></p> <p><i>"Get people to man the phones so you can report repairs in the first place."</i></p> <p><i>"Takes ages to report a problem. Leave a message no one gets back. Write an email no one replies."</i></p> <p><i>"The phone line is terrible to get through on. Sometimes it lets you leave a message (to which people rarely ever reply), sometimes it just leaves it ringing for ages (55 minutes on one occasion) before it eventually got through to leaving a message."</i></p> <p><i>"Lack of communication."</i></p>



Responsible Neighbourhood Management



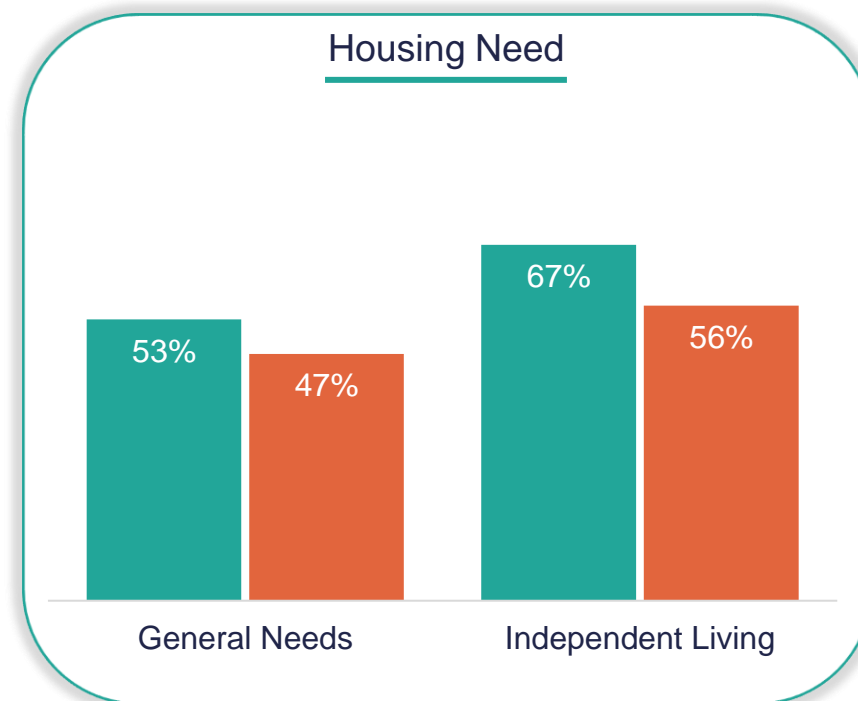
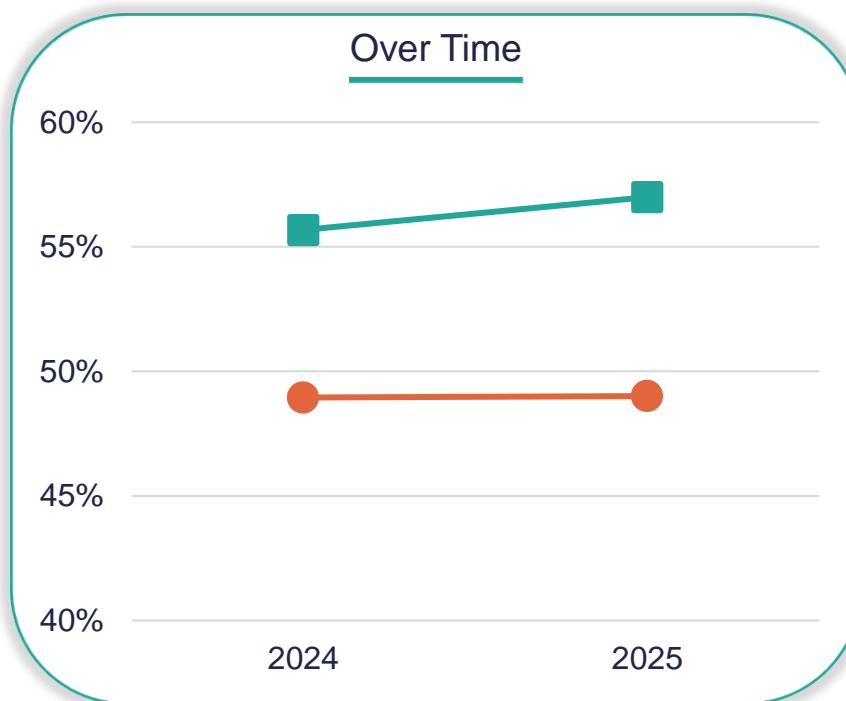
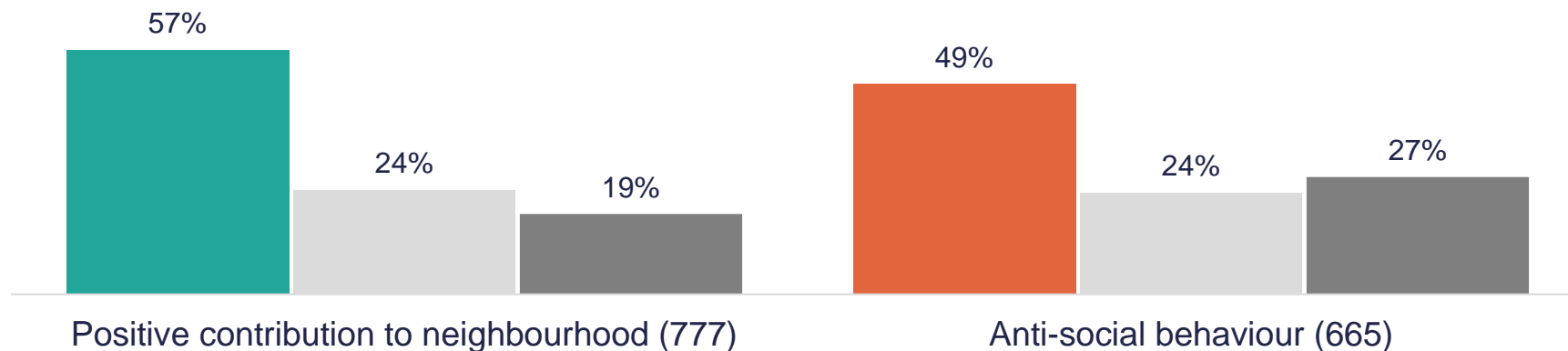
Responsible Neighbourhood Management

Close to six out of ten tenants are satisfied with the positive contribution Broxtowe Borough Council makes to their neighbourhood (57%), whilst a fifth remain dissatisfied (19%). A considerable proportion of tenants are neither satisfied nor dissatisfied (24%), perhaps being unaware of the contribution the Council makes to the area. The comments made also suggest that some of the dissatisfaction is caused by issues with grounds maintenance.

Fewer tenants are satisfied with the Council's approach to handling anti-social behaviour (49%), with 24% neither satisfied nor dissatisfied and 27% dissatisfied.

Satisfaction with both of these metrics has remained stable – increasing by 1p.p for the positive contribution made to the neighbourhood and unchanged for the handling of anti-social behaviour.

Independent Living tenants are also more satisfied than General Needs tenants with these two measures; 14% more for the contribution made to the neighbourhood and 9% more for the handling of ASB.





Respectful & Helpful Engagement



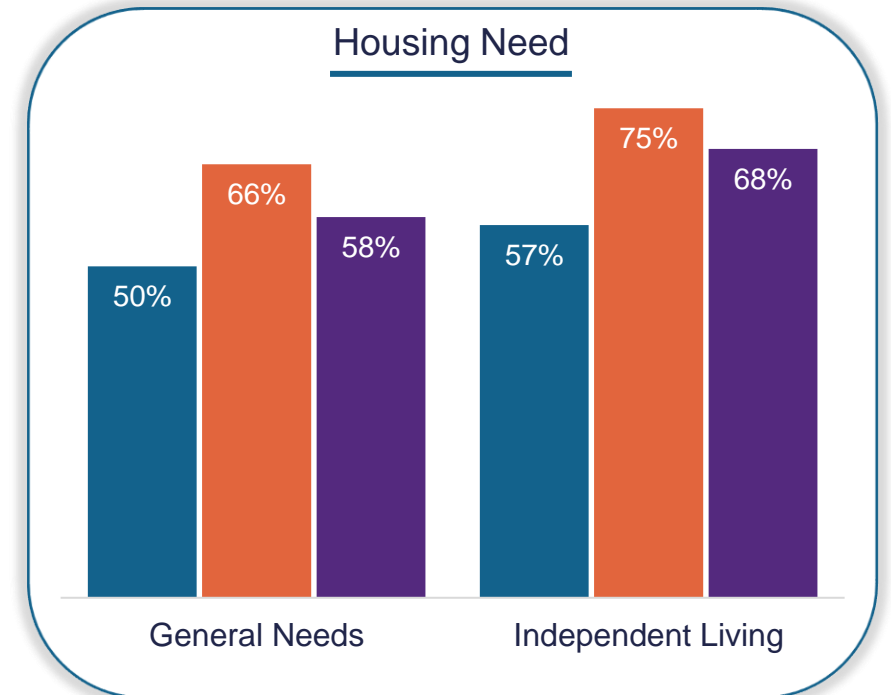
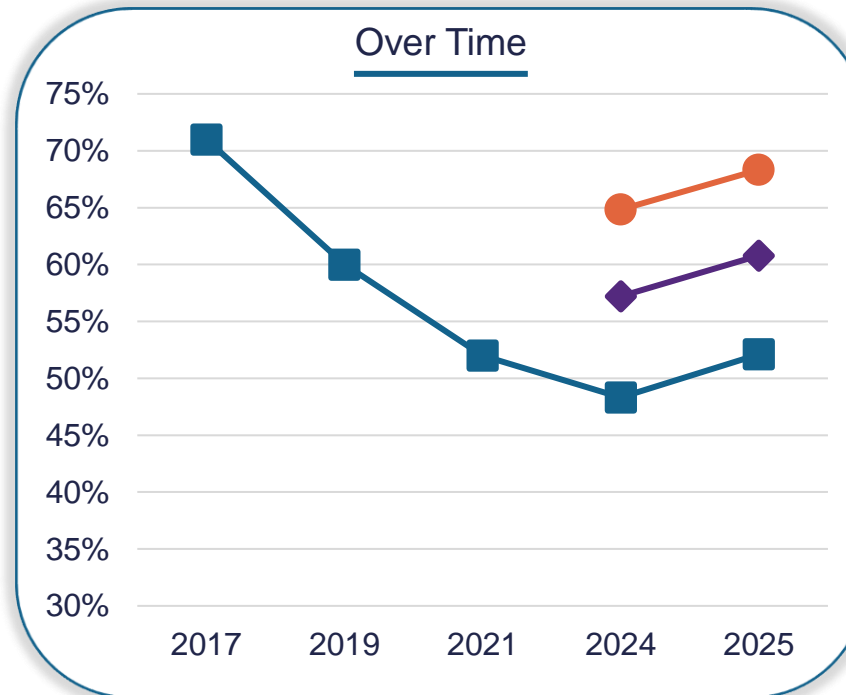
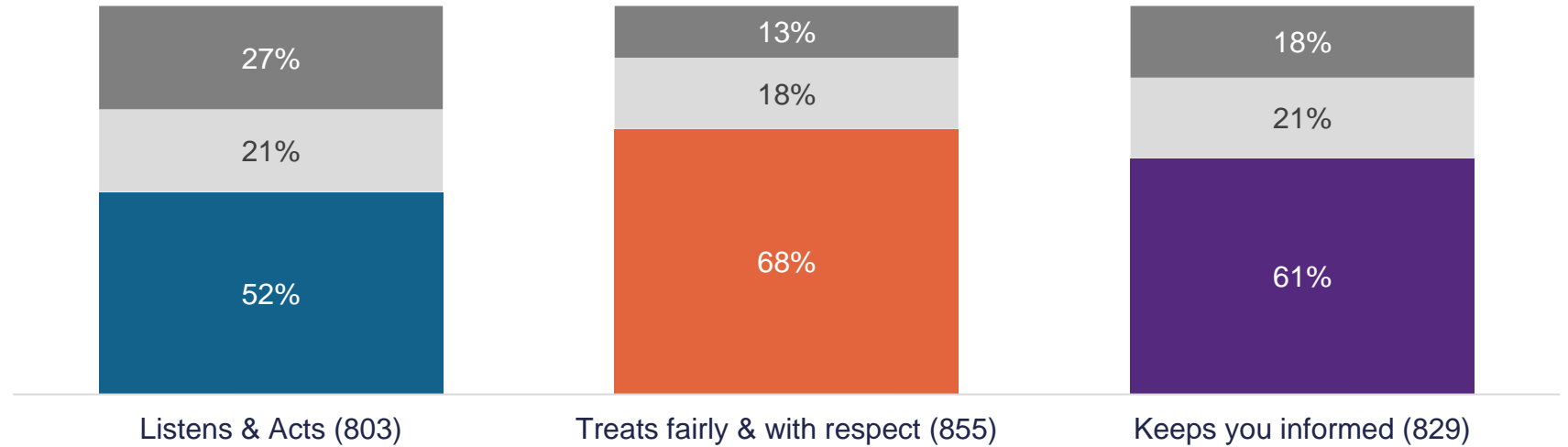
Respectful & Helpful Engagement

Over half of tenants are satisfied that their views are listened to and acted upon (52%) – an increase of 4p.p since the previous survey, with 27% dissatisfied. Satisfaction with this measure can be impacted by a range of interactions tenants have with their landlords, including how repair requests, anti-social behaviour cases and complaints are handled, as well as more formal feedback channels, such as tenant panels and surveys.

More tenants are satisfied that they are kept informed about things that matter to them (61%), with satisfaction improved by 4p.p.

Almost seven out of ten tenants agree that they are treated fairly and with respect by Broxtowe Borough Council (68%), a 3p.p increase compared with 2024.

Independent Living tenants are once again more satisfied with each of these measures; however, the differences are smaller, ranging from 7% for how tenants' views are listened to and acted upon to 10% for how tenants are kept informed.

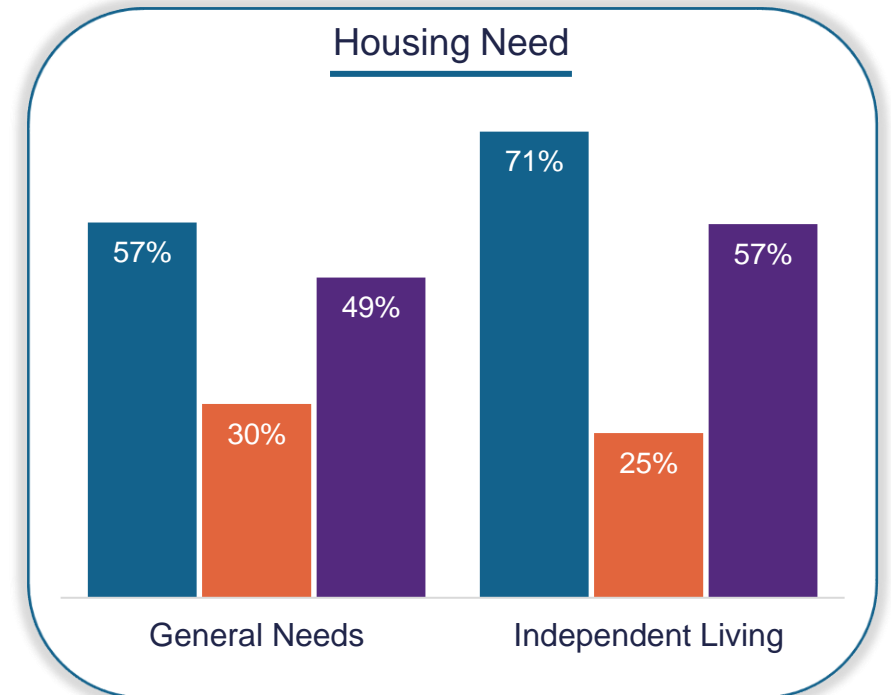
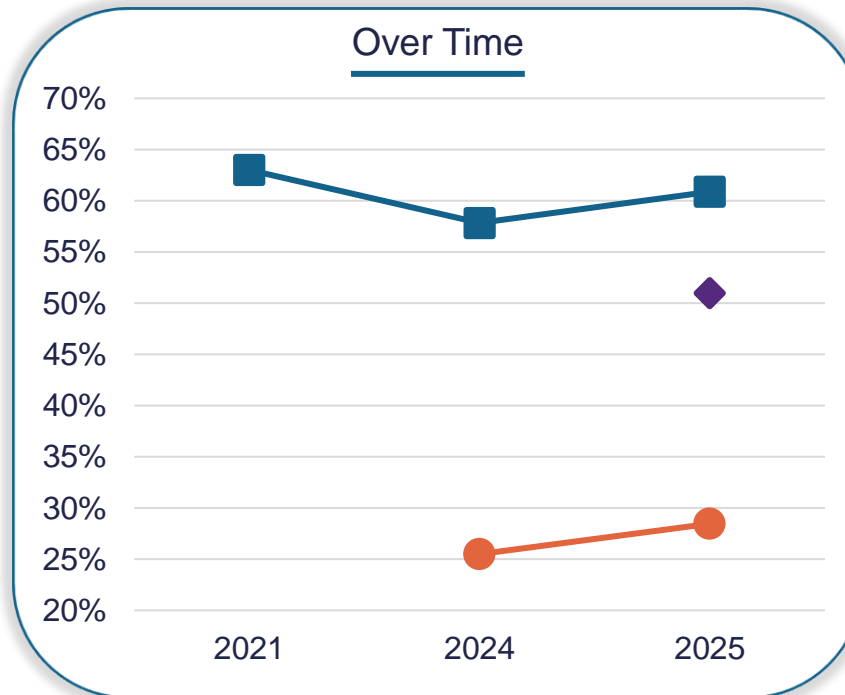
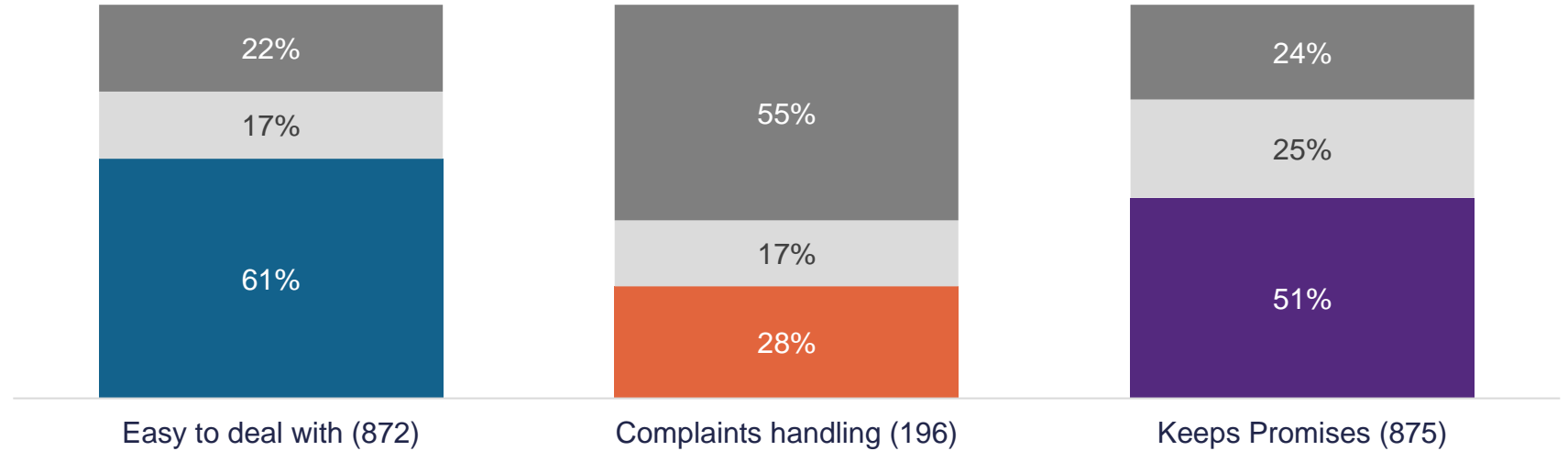


Respectful & Helpful Engagement

Six out of ten tenants find Broxtowe Borough Council easy to deal with (61%), a 3p.p increase since 2024. Independent Living tenants are more satisfied than General Needs tenants; 71% and 57% respectively.

One-quarter of tenants stated they made a complaint to Broxtowe Borough Council in the last 12 months (24%). This suggests what some tenants consider to be a complaint is likely to have been logged as a service request by the Council. At the same time, a high proportion of complaints alone is not necessarily a negative – it can indicate an easily accessible and transparent complaints process. However, just 28% of these tenants are satisfied with how complaints are handled, up 3p.p, with 55% dissatisfied. This is the only measure in the survey where General Needs tenants are more satisfied than Independent Living tenants; 30% compared with 25%.

A new question was added to the survey in 2025, asking tenants to what extent they agree the Council “do what they say they will do”. Half of tenants agree (51%), with 25% neither agreeing nor disagreeing – perhaps as they feel the Council sometimes does and sometimes does not keep its word.



Tenants who stated they are not satisfied with communications and customer service were asked what could be improved, with 289 comments received.

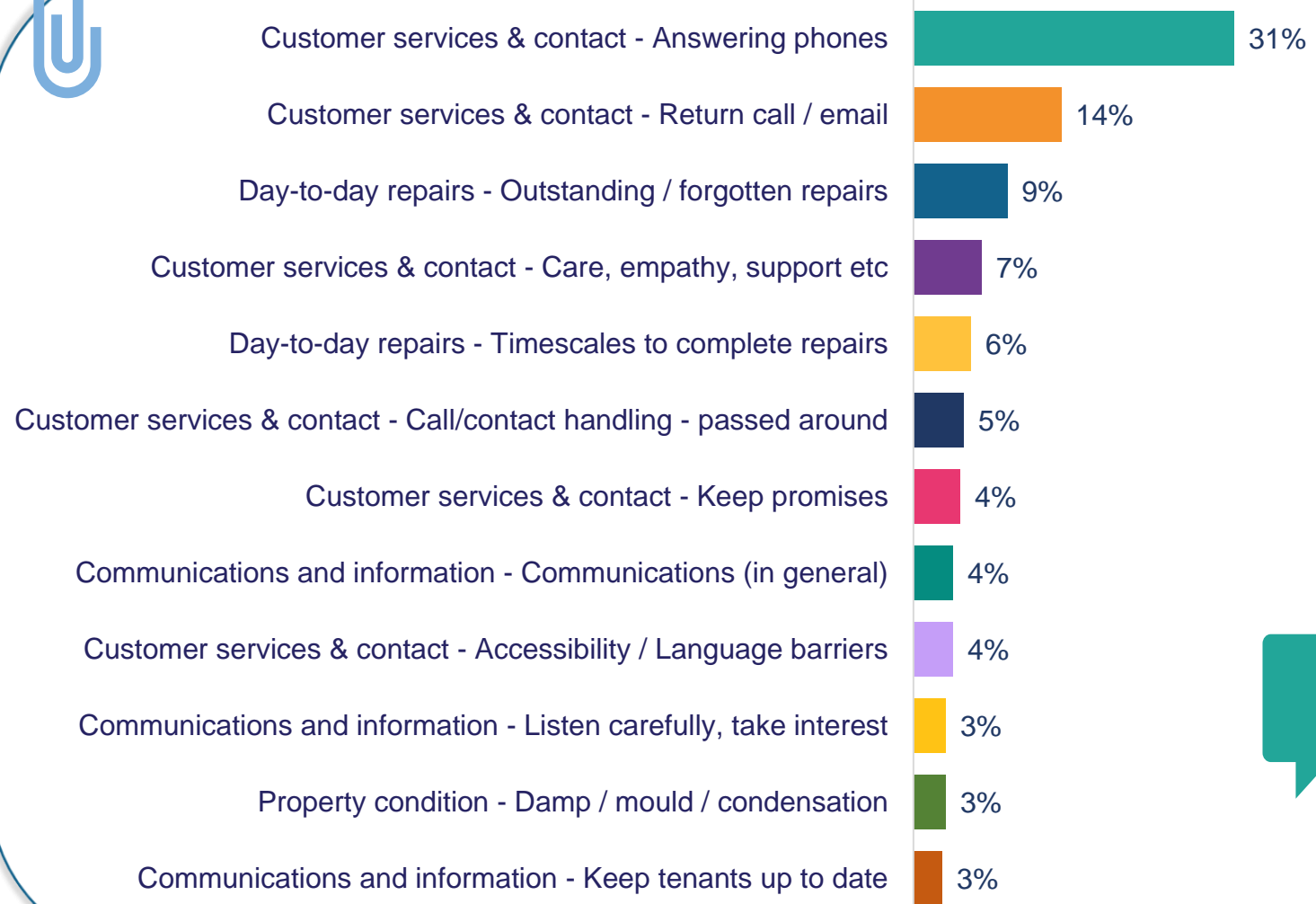
The customer experience when contacting Broxtowe Borough Council is driving elements of dissatisfaction, such as the answering of phones, whether tenants' calls and emails are returned and the care and support provided by staff. For some tenants long wait times to speak to the Council is an issue – which can leave them feeling frustrated and that is it is unduly difficult to report any concerns they may have.

Tenants again mentioned the repairs service, including outstanding repairs and the time taken to complete repairs. This demonstrates how this service area, which is often the main reason for tenant-landlord contact, impacts a range of metrics in the survey, especially where tenants feel their repair requests are not being listened to.

Additionally, tenants would like to be kept more up-to-date and for promises to be kept, highlighting the importance of regular and honest communication with tenants – even if there are no positive updates regarding an issue, letting tenants know it has not been forgotten and the reasons behind delays, etc. can help.



Comments – Customer Service & Communications



Number of respondents: 289

Customer Service & Communications – Comments

Answering of phones	Returning contact	Repairs service	Other matters
<p><i>"It takes numerous phone calls before you can get through to speak to someone and you can be waiting up to an hour before someone responds."</i></p> <p><i>"You can't get through on the phone and when you do nothing is done."</i></p> <p><i>"No one is available to answer the phone, on leaving a message, only on rare occasions does someone reply."</i></p> <p><i>"They should have more people taking calls as sometimes it takes a long time for them to answer."</i></p> <p><i>"They need to improve their customer service lines. No one answers them, employ more staff, listen to your tenants."</i></p> <p><i>"It can be difficult to get through on the phone."</i></p> <p><i>"Getting through to departments takes too long in answering calls."</i></p> <p><i>"Waiting too long on calls, then being cut off."</i></p>	<p><i>"They could get back to you when they say they will."</i></p> <p><i>"When they say they will call back they should call back. Tell the truth is all I want."</i></p> <p><i>"If for example, you email them, you never know if they are in receipt of email because no one replies to say they are dealing with your issue."</i></p> <p><i>"Responding to emails rather than ignoring them all together would help as I do not like to pester and I feel that because of this, my family's housing needs have been hugely ignored."</i></p> <p><i>"Respond to letters to which the tenant has put forward 4 weeks ago."</i></p> <p><i>"It's impossible to get through to the council on the phone, and emails are ignored or left many weeks before they're answered."</i></p> <p><i>"Don't always call you back when they say they will."</i></p> <p><i>"Not replying to emails, not able to get in contact by phone."</i></p>	<p><i>"I asked for repairs to be done for the last three years, and they have not been done."</i></p> <p><i>"Get back to you when they say that they will and act more quickly on issues that need repairing."</i></p> <p><i>"Been told we are due a new roof over two years ago and still waiting took them over two years to replace a back door that was rotten and letting water in."</i></p> <p><i>"Fix the security doors and the light in the hallway."</i></p> <p><i>"If they can't come to do a repair or if the repair is going to take longer than they anticipate it would be nice for someone to let you know even via email."</i></p> <p><i>"The timescale for repairs, actually getting back to tenants would be another and I don't think the communication is great, takes forever to get anything done."</i></p> <p><i>"Main problem is only patching up repairs and not replacing them when needed."</i></p> <p><i>"The repairs."</i></p>	<p><i>"Would like them to communicate with me more and update me on certain things please."</i></p> <p><i>"Be honest and do what you say to the tenant."</i></p> <p><i>"Decent neighbours would be nice! They use the bottle bin for general waste and my garden waste bin is full of garbage."</i></p> <p><i>"To give more care when we say we have problems, even with money."</i></p> <p><i>"No clear communication between colleagues and departments, each provides different information."</i></p> <p><i>"Some of your staff need retraining on dealing with the public, as on occasions they have been very rude and unhelpful."</i></p> <p><i>"Been asking about the garden, trees need looking at."</i></p> <p><i>"Reports of people disturbing the peace at night."</i></p> <p><i>"Communication."</i></p>

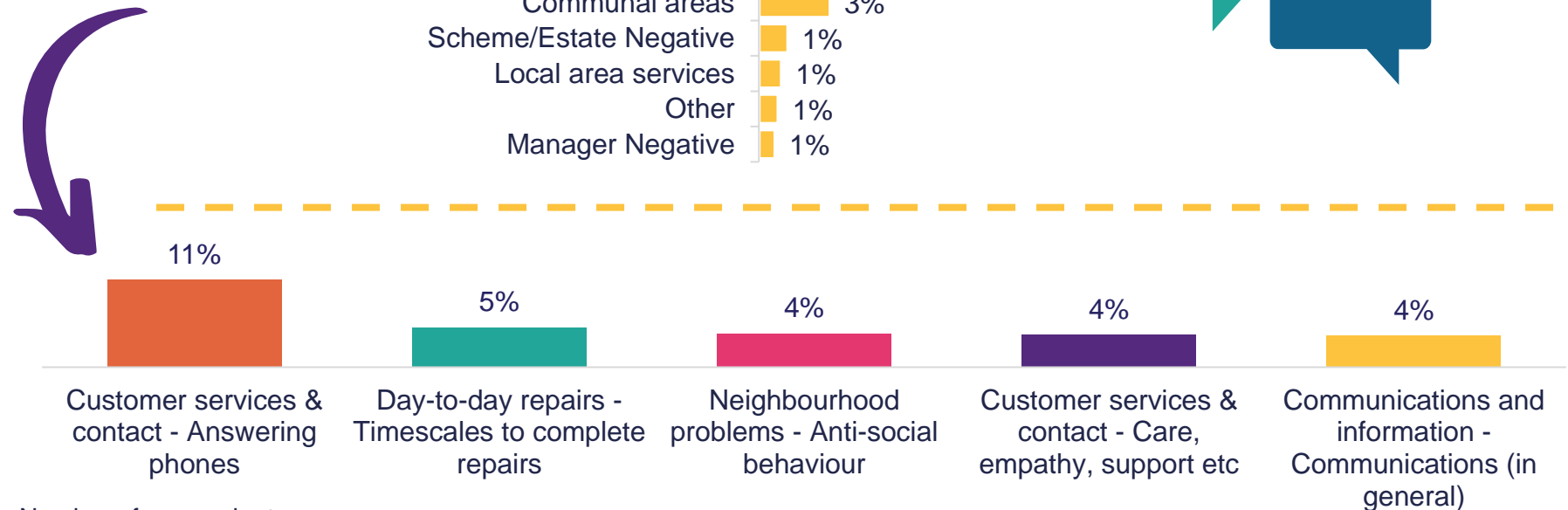


Improvement Suggestions



Improvement Suggestions

Categories



Number of respondents: 668

Tenants were asked what one thing Broxtowe Borough Council's Housing Services could improve, and 668 tenants took the time to provide comments.

This includes 10% of tenants who made positive comments about the current services provided, and a further 7% who had no suggestions, perhaps feeling no improvements are required.

Of the negative comments, tenants most frequently referred to customer services and contact. In particular, tenants commented upon the answering of phones, the care, empathy and support shown by staff and the returning of their contact.

Tenants also mentioned the repairs service, including the time taken to complete repairs and outstanding repairs that have not been dealt with.

Other tenants would like improvements to neighbourhood problems, such as anti-social behaviour, as well as the communication they receive.

Examples of the comments are shown on the following page and provide further insight into the key areas where tenants would like improvements to be made.



Improvements to Service – Comments

Customer service & contact

"Less waiting times when calling."

"More compassion for the tenants and their needs."

"More efficient when it comes to contacting them. It's quite often difficult to get a reply via the telephone."

"Answering the phone quicker, a few times I have phoned and been on hold 30 – 40 mins."

"The only thing is when you phone. You seem to wait to get through to a department."

"They could make it easier to get through when you call."

"Have more people answering the phone. It is difficult to get to speak to someone unless you spend days trying at different times."

"They never get back to you. You have to constantly chase them."

"More people available to answer the phone."

Repairs service

"The repairs service. Come out and do it. The damp issue could be easily solved. Just do it."

"Not having to wait so long for repairs."

"The timings of getting repairs done as some repairs need quicker action than some of the times offered."

"The repairs that should have been done."

"Improve wait times on fixing repairs, even more so when they have come from a referral, we have waited for a bath for over 12 months now."

"One complaint, do repairs even answer their phones."

"Quicker response time for repairs."

"Act upon reported repairs. I have been waiting for internal glass windows and doors to be made safe and for an internal glass pane to be replaced for over 3 years."

"The repair time, answering the phone, use better materials."

Neighbourhood problems

"Removing drug addicts who breach tenancy agreements bringing the area down."

"Cleaning up the dog waste, it's a continuous problem on the street."

"Implement their own anti-social behaviour policy."

"They could do something about the drug users and drug dealers above me I have had for the last six years I have reported this for the last six years."

"Anti-social behaviour is turning riot in Stapleford...Sandiacre."

"Listen and believe in tenants that have had enough of troublesome neighbours."

"Drugs and anti-social people."

"They should call upon residents, about what is happening, around the neighbourhood."

"The roads, especially the potholes."

Communications & information

"Communication. Make people aware of what is happening, and where necessary when a problem will be resolved."

"Communication with all services, as we don't know what they are doing."

"Actually, listening to what I say."

"Communication with its tenants."

"Listen to what you have to say."

"Communication."

"Just better communication with the tenants."

"Sharing information given amongst themselves."

"Communication between tenants via Independent Living Coordinator and Social Activity Coordinator."

"The communication and being helpful."

"Improve communications, if they can't keep appointments, please say so."



Wellbeing



Tenants were asked how they feel about the ongoing cost of living crisis.

Despite the news that inflation is starting to fall, although fuel bills do not appear to be, the survey found 92% of tenants are still at least slightly concerned about the cost of living crisis. Some 53% of tenants are very concerned and 39% are slightly concerned; just 8% of tenants are not at all concerned.

Evidence from similar surveys shows that those struggling financially are often less satisfied with their homes and the services provided by their landlord, and this appears to be the case with Broxtowe Borough Council.

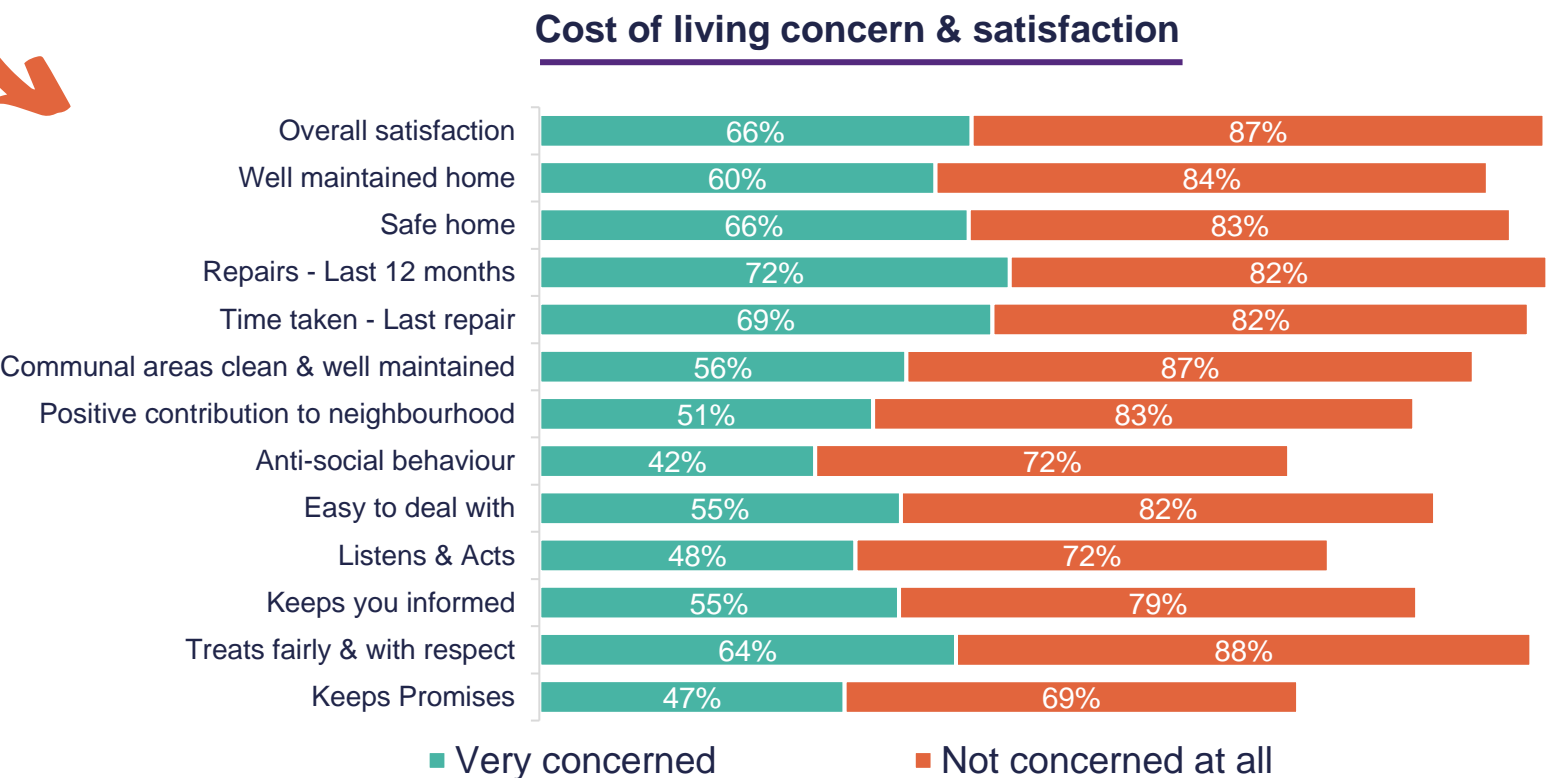
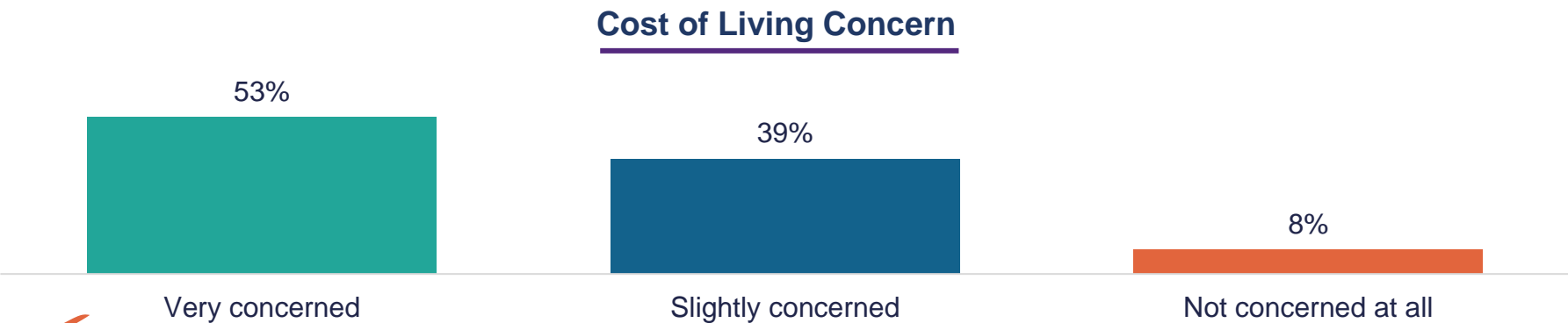
For the overall service provided, 66% of tenants who are very concerned are satisfied, compared with 87% of those who are not at all concerned.

This pattern also applies for all of the other measures in the survey. Tenants who are very concerned awarded ratings on average 23% lower than tenants who are not concerned.

Considering this, anything Broxtowe Borough Council can do to help alleviate these concerns will not only improve tenants' lives but also could positively impact satisfaction.



Cost of Living Concern





Trends



Between 2017 and 2024 satisfaction declined considerably – although there were several external factors during this time that impacted this such as the pandemic and the considerable effects this had on service delivery.

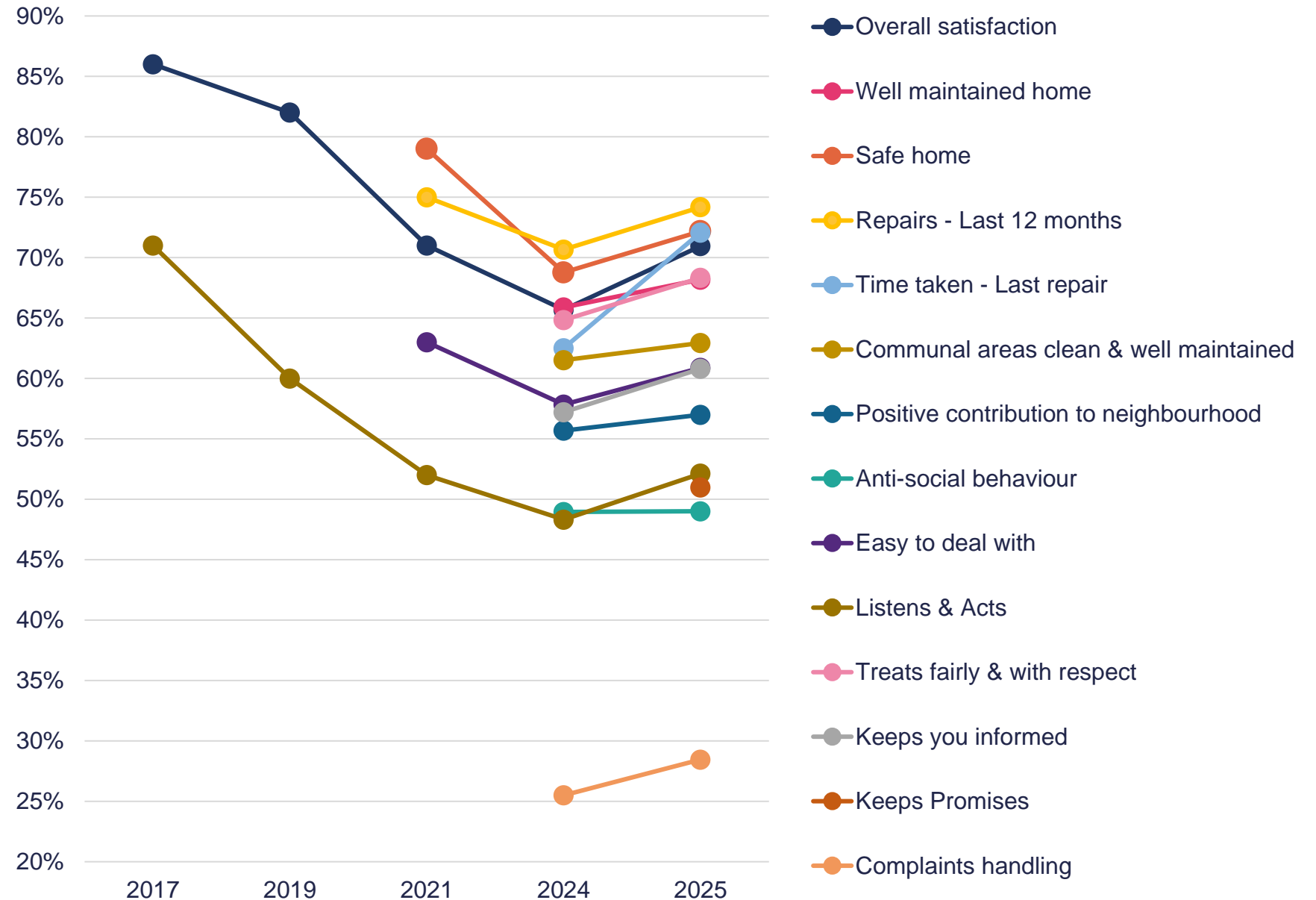
Satisfaction has, however, started to recover in 2025, with all metrics either increasing or remaining the same compared with the previous survey.

The largest increase is for the time taken to complete the most recent repair (9p.p), followed by overall satisfaction (5p.p), how views are listened to and acted upon (4p.p) and how tenants are kept informed (4p.p).

Other measures have increased by between 1p.p and 3p.p, except for one which has remained the same; the approach to handling anti-social behaviour.

For a change to be considered statistically significant, it must exceed the combined margins of error for the last two surveys – in this case around 5.5p.p, meaning just the time taken to complete the last repair exceeds this. However, smaller changes can indicate a direction of travel, and it can be concluded that Broxtowe Borough Council is heading in the right direction of improvement.

Trend Over Time



Year-on-Year Change

The table to the right illustrates the results for 2025, compared with those from 2024. This is the second time the full suite of Tenant Satisfaction Measures have been used in their current format. However, it is the first time the question around Broxtowe Borough Council doing what they say they will do has been included.

This slide highlights the slight increase in satisfaction seen across the suite of measures, which is positive given the context in which Broxtowe Borough Council has been operating (see page 5).

However, there are areas where improvements can be made, with satisfaction with complaints handling only improving up to 28%.

In addition, while overall satisfaction has recovered to the level seen in 2021, it is not yet back to the levels previously seen prior to this period.

	2024	2025	Change
Overall satisfaction	66%	71%	5%
Well maintained home	66%	68%	2%
Safe home	69%	72%	3%
Repairs - Last 12 months	71%	74%	3%
Time taken - Last repair	63%	72%	9%
Communal areas clean & well maintained	62%	63%	1%
Positive contribution to neighbourhood	56%	57%	1%
Anti-social behaviour	49%	49%	0%
Easy to deal with	58%	61%	3%
Listens & acts	48%	52%	4%
Keeps you informed	57%	61%	4%
Treats fairly & with respect	65%	68%	3%
Keeps promises	--	51%	
Complaints handling	25%	28%	3%





Understanding Satisfaction



Satisfaction & Dissatisfaction

The charts opposite demonstrate the range of satisfaction and dissatisfaction with the different survey measures.

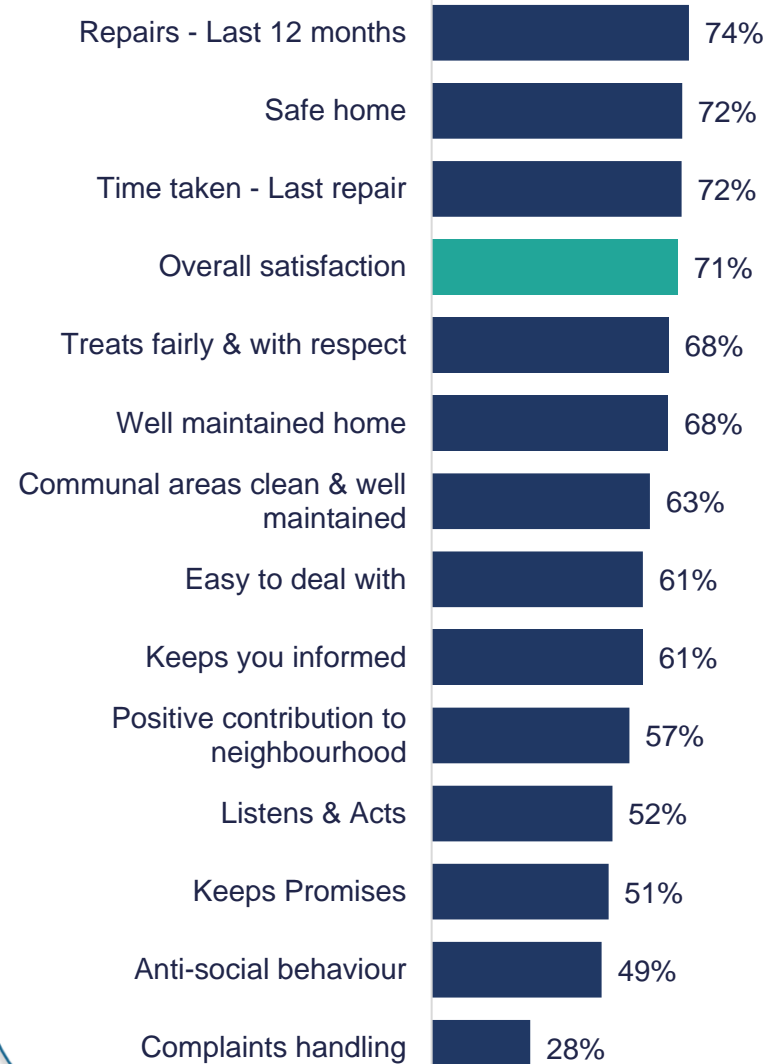
Although satisfaction may appear low, there is sometimes a significant number of tenants who have no opinion either way selecting the neither satisfied nor dissatisfied option, rather than being actively dissatisfied with the service.

For example, whilst just 57% of tenants are satisfied with the positive contribution made to the neighbourhood (ranking in the bottom half for satisfaction), 19% are dissatisfied (also in the bottom half for dissatisfaction), with 24% neither satisfied nor dissatisfied. This indicates that some tenants are unsure how to interpret this metric and what their landlord is responsible for or are unaware of the contribution Broxtowe Council makes to their local area. With this in mind, more could be done to promote the positive impact the council has locally.

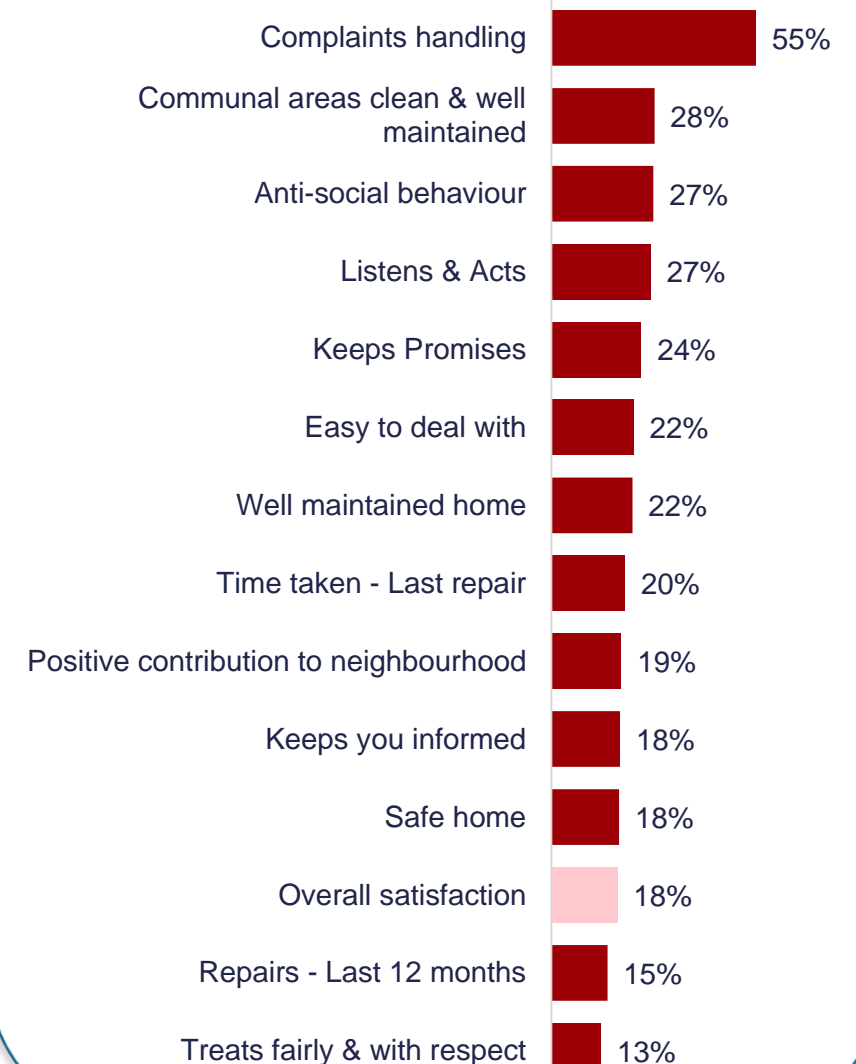
Satisfaction with the Council's approach to complaints handling has both the lowest level of satisfaction (28%) and the highest level of dissatisfaction (55%).

The fewest 'neither' responses are for the time taken to complete repairs (8%), with tenants generally having a strong opinion on this either way.

Satisfaction with measures



Dissatisfaction with measures



The tables to the right include an analysis of open-ended comments received in the survey, with positive comments displayed in green. However, it should be noted that this is influenced by which metrics had probing questions in the survey.

This demonstrates that customer service and contact is the most frequently mentioned area by tenants, followed by the repairs service. Property condition and grounds maintenance are also highlighted by tenants as top areas of concern in 2025.

Specifically, tenants commented on the answering of phones, followed by the time taken to complete repairs and outstanding repairs that have not been dealt with. This is followed by damp or mould problems, with such issues becoming more pressing with the arrival of colder temperatures.

Tenants would also like their contact to be returned, staff to provide more care and empathy, the quality of repair work to be improved and better communications.

Analysis of the hot topics will help Broxtowe Borough Council understand the service areas that matter most to tenants and identify where improvements will have the greatest impact.



Combined Comments



Top Comment Areas	
Customer services & contact	29%
Day-to-day repairs	25%
Property condition	14%
Grounds maintenance	10%
Communications and information	8%
Communal areas	7%
Neighbourhood problems	7%
Positive comments	6%
No comment / don't know	6%
Safety and security	5%
Home improvements	4%

Hot Topics	
Customer services & contact - Answering phones	13%
Day-to-day repairs - Timescales to complete repairs	9%
Day-to-day repairs - Outstanding / forgotten repairs	8%
Property condition - Damp / mould / condensation	7%
Customer services & contact - Return call / email	5%
Customer services & contact - Care, empathy, support etc	4%
Positive comments - Generally happy, no problems	4%
Day-to-day repairs - Quality of work	3%
Communications and information - Communications (in general)	3%
Grounds maintenance - Grounds maintenance generally	3%
Property condition - Condition of the property	3%
Communal areas - Frequency of cleaning service	2%
Communications and information - Listen carefully, take interest	2%

Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord has its unique pattern of influence. When considering the results for 2025, the most important driver for tenants' satisfaction with the overall services is that Broxtowe Borough Council provides a home that is well maintained. This is often identified as the key driver for other social landlords and once again shows the importance of the repairs and maintenance service to tenants.

Tenants' views being listened to and acted upon, the Council being easy to deal with, the provision of a safe home, the contribution made to the neighbourhood, tenants being treated fairly, the time taken to complete the last repair and the upkeep of the communal areas, are also important, but not as influential.

This analysis indicates that if improvements around the most influential measures can be achieved, it is more likely to lead to an increase in overall satisfaction with services.

Annual Key Driver Analysis – Overall Satisfaction



In November 2024, the Regulator of Social Housing (RSH) published its 2023/24 analysis of the Tenant Satisfaction Measures for large registered landlords with 1,000 or more homes.

The chart to the right compares Broxtowe Borough Council's ratings to the lower quartile, median and upper quartile of LCRA landlords, as circulated by the Regulator.

Two of Broxtowe Borough Council's ratings are above the median and in the second quartile; the overall repairs service and the time taken to complete the most recent repair.

The remaining measures are all below the median, falling into either the third or fourth quartile. Four measures are in the bottom quartile; how views are listened to and acted upon, how tenants are kept informed, tenants being treated fairly and the handling of anti-social behaviour.

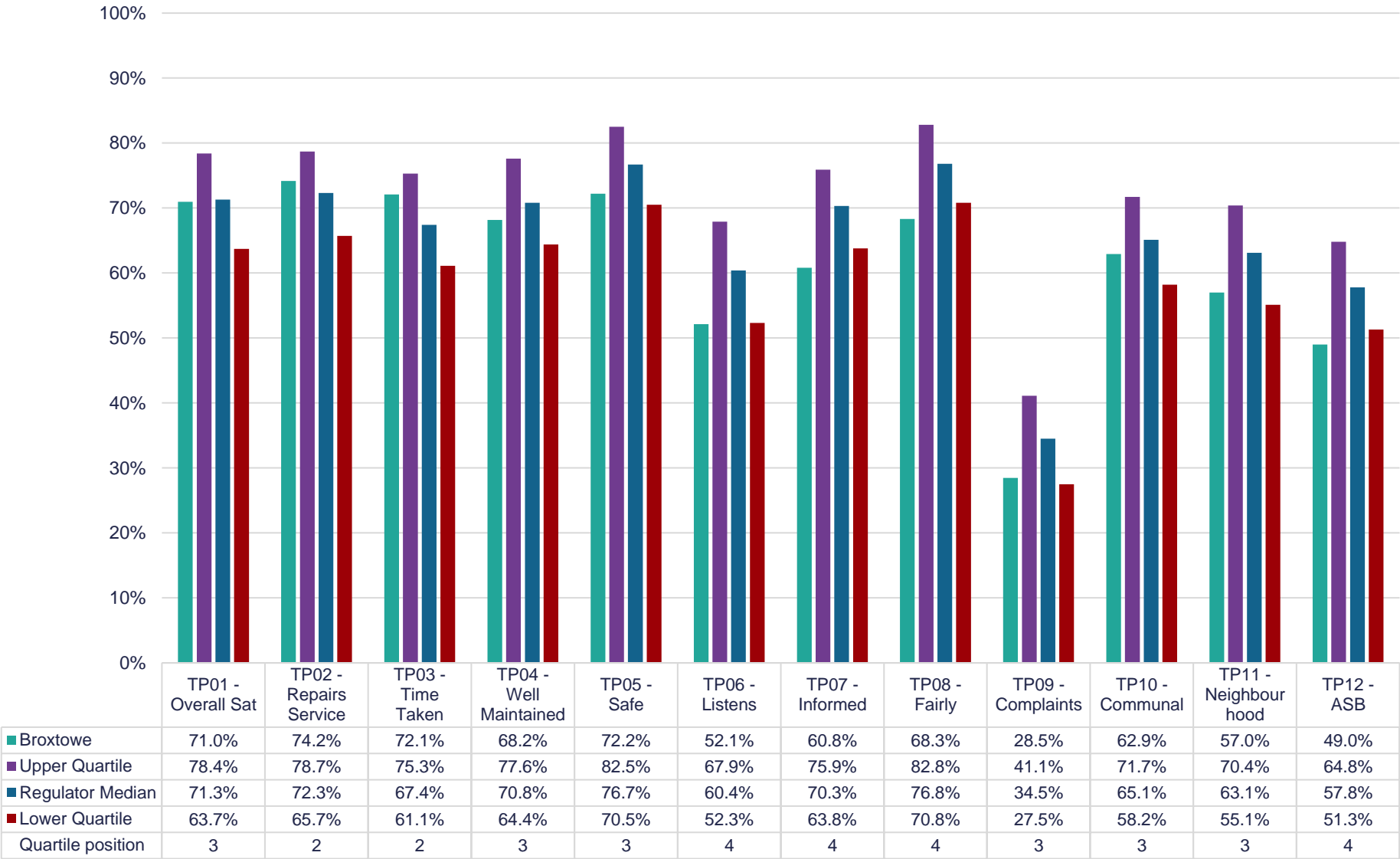
The overall satisfaction rating of 71.0% is just 0.3p.p below the Regulator median.

While comparisons to different landlords should be made with care, this does demonstrate improvements can be made in a range of areas, in particular, tenants being kept informed which is 9.5p.p below the respective median.



Benchmarking – RSH (LCRA)

Satisfaction Levels Regulator Median 2023/24



Benchmarking – RSH (LCRA – Local Authorities)

Satisfaction Levels Regulator Median 2023/24

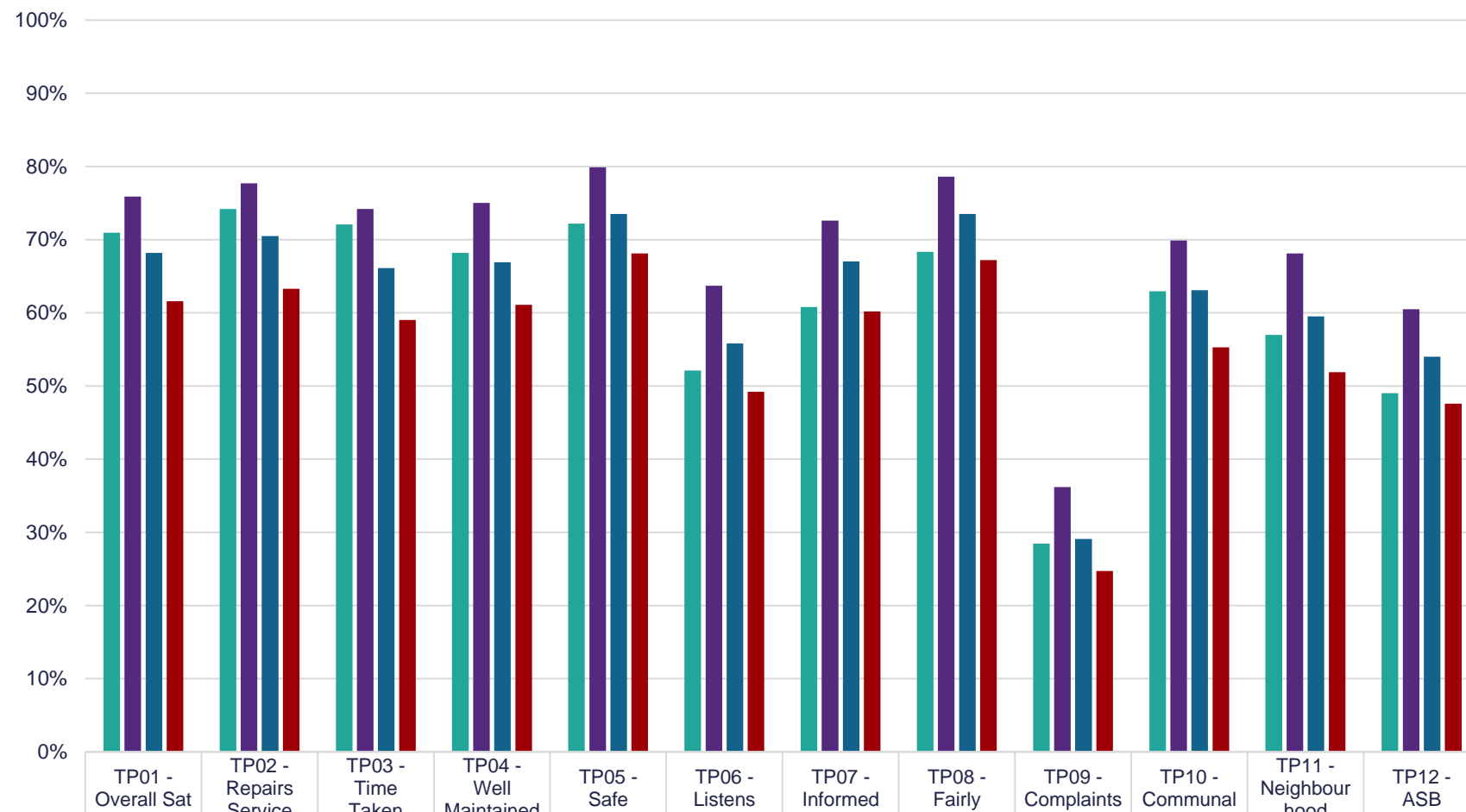
Broxtowe Borough Council's ratings can also be compared against the results published by the RSH for Local Authorities.

The chart opposite shows the quartile positions for Local Authorities who have submitted their data to the Regulator for 2023/24.

This group generally does not perform quite as well as the overall group and Housing Associations – for example, the overall satisfaction median for Local Authorities is 68.2%, compared with 73.2% for Registered Providers.

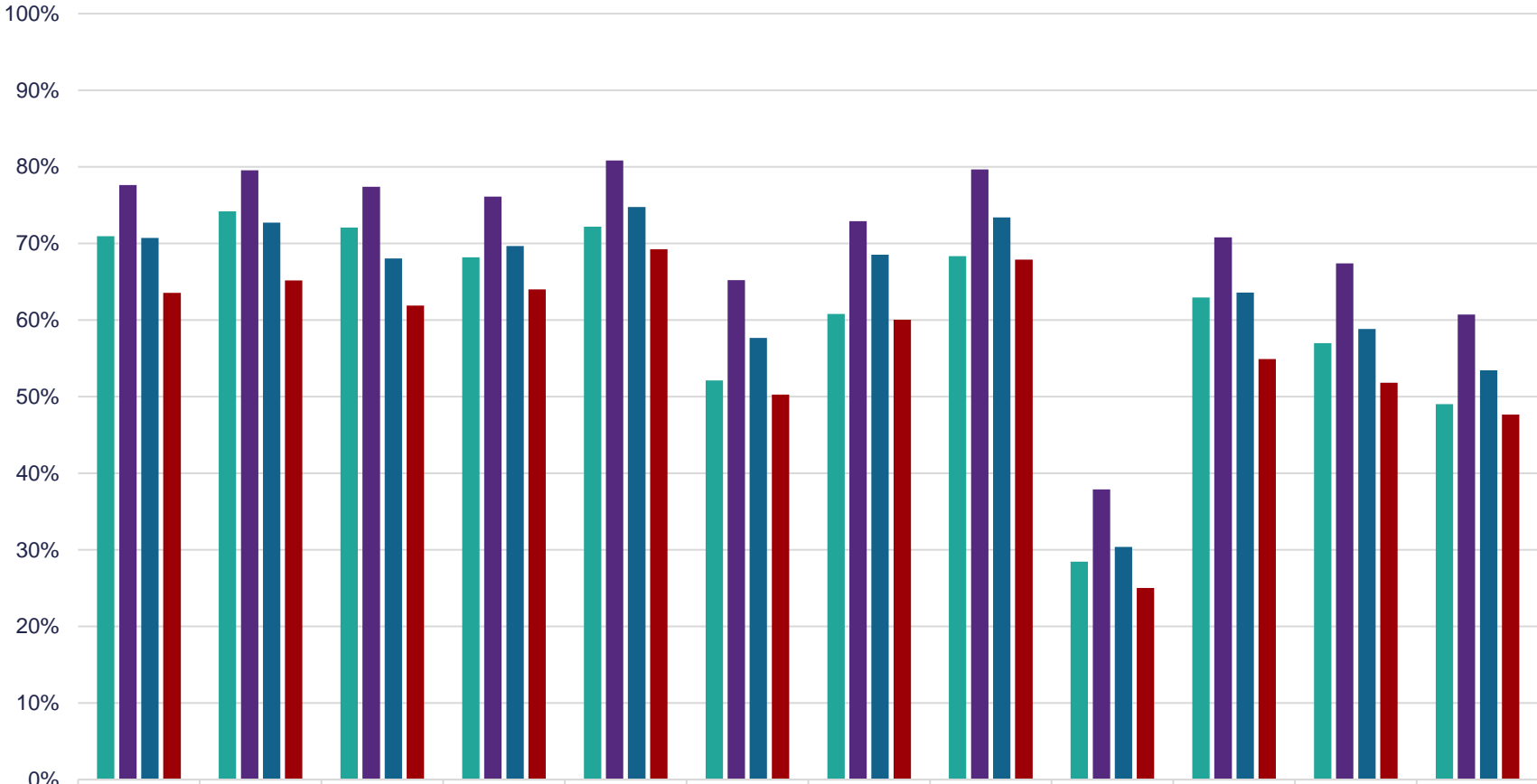
Broxtowe Borough Council is above the median for four of the TSMs; overall satisfaction, the overall repairs service, the time taken to complete repairs and the home being well maintained.

However, the remaining metrics are all below the median and in the third quartile. Although the cleaning and maintenance of the communal areas and approach to handling complaints ratings are just 0.2p.p and 0.6p.p below from the median respectively.



Benchmarking – RSH (LCRA – Local Authorities, Under 10k)

Satisfaction Levels Regulator Median 2023/24



	TP01 - Overall Sat	TP02 - Repairs Sat	TP03 - Time Taken	TP04 - Well Maintained	TP05 - Safe	TP06 - Listens	TP07 - Informed	TP08 - Fairly	TP09 - Complaints Sat	TP10 - Communal Sat	TP11 - Neighbourhood	TP12 - ASB
Broxtowe	71.0%	74.2%	72.1%	68.2%	72.2%	52.1%	60.8%	68.3%	28.5%	62.9%	57.0%	49.0%
Upper Quartile	77.6%	79.5%	77.4%	76.1%	80.8%	65.2%	72.9%	79.6%	37.9%	70.8%	67.4%	60.7%
Regulator Median	70.7%	72.7%	68.0%	69.6%	74.8%	57.7%	68.5%	73.4%	30.4%	63.6%	58.8%	53.4%
Lower Quartile	63.5%	65.2%	61.9%	64.0%	69.2%	50.3%	60.0%	67.9%	25.0%	54.9%	51.8%	47.7%
Quartile position	2	2	2	3	3	3	3	3	3	3	3	3

Broxtowe Borough Council's ratings can also be compared against the results published by the RSH for Local Authorities, with under 10,000 properties.

The chart opposite shows the quartile positions for Local Authorities, with under 10,000 properties, who have submitted their data to the Regulator for 2023/24.

Landlords with smaller population sizes, generally perform slightly better than larger landlords and this is reflected here.

However, the differences to the overall group are not too large, with Broxtowe once again above the median for overall satisfaction, the repairs service over the last 12 months and the time taken to complete their most recent repair. However, the home being well maintained is below the median and in the third quartile when compared with this group.

The remaining measures are also all in the third quartile.



This table shows the 2025 results by tenure type and is based on 69% of the surveys being completed by General Needs tenants and 31% by Independent Living tenants.

It is common in surveys of this type that older people, and those in Independent Living accommodation, are more satisfied than their General Needs counterparts.

As has been shown throughout this report, this is the case for Broxtowe Borough Council, with Independent Living tenants more satisfied with all the metrics in the survey, aside from the handling of complaints. This will be in part due to the older demographic makeup of this group (see page 39).

The biggest difference is for the communal areas being kept clean and well maintained, with 23p.p more Independent Living tenants satisfied. This significant difference implies the level of service in this area is different across these two groups.

There are also 18p.p more Independent Living tenants satisfied that they are provided with a safe home.



Tenure

	General Needs	Independent Living
Overall satisfaction	67%	82%
Well maintained home	64%	79%
Safe home	67%	85%
Repairs - Last 12 months	70%	85%
Time taken - Last repair	69%	80%
Communal areas clean & well maintained	54%	77%
Positive contribution to neighbourhood	53%	67%
Anti-social behaviour	47%	56%
Easy to deal with	57%	71%
Listens & Acts	50%	57%
Keeps you informed	58%	68%
Treats fairly & with respect	66%	75%
Keeps promises	49%	57%
Complaints handling	30%	25%

Base: General Needs = 638, Independent Living = 289

Area

The results can also be analysed by area, with the table shown here comparing the satisfaction ratings for the five main areas.

Of these areas, tenants in Nuthall are generally the most satisfied, with those in Chilwell or Stapleford the least satisfied.

Tenants in Nuthall are the most satisfied (or joint most satisfied) with all of the measures, except for the approach to handling complaints.

Regarding overall satisfaction, 87% of tenants in Nuthall are satisfied, compared with 63% in Chilwell.

Chilwell tenants are also the least satisfied with seven other measures in the survey, including the positive contribution made to their neighbourhood (48%) and the approach to handling anti-social behaviour (42%).



	Beeston	Chilwell	Eastwood	Nuthall	Stapleford
Overall satisfaction	74%	63%	68%	87%	66%
Well maintained home	75%	63%	64%	84%	63%
Safe home	80%	68%	69%	88%	63%
Repairs - Last 12 months	76%	70%	66%	84%	74%
Time taken - Last repair	72%	73%	66%	81%	71%
Communal areas clean & well maintained	66%	53%	74%	74%	62%
Positive contribution to neighbourhood	61%	48%	55%	69%	55%
Anti-social behaviour	54%	42%	47%	54%	47%
Easy to deal with	63%	57%	60%	79%	54%
Listens & Acts	51%	47%	54%	63%	49%
Keeps you informed	64%	56%	58%	70%	58%
Treats fairly & with respect	73%	66%	65%	75%	65%
Keeps promises	49%	48%	52%	58%	48%
Complaints handling	26%	37%	32%	29%	21%

Base: Awsworth = 9, Beeston = 187, Bramcote = 41, Brinsley = 9, Chilwell = 179, Cossall = 4, Eastwood = 150, Kimberley = 19, Newthorpe = 19, Nuthall = 75, Stapleford = 200, Toton = 12, Trowell = 5, Watnall = 18

Property Type

When considering the results by property type, most of the surveys were completed by tenants either in flats (457) or houses (287), with fewer in bungalows (178).

Tenants living in a bungalow are the most satisfied with all of the measures, aside from the handling of complaints. However, these are once again more likely to be older tenants.

Tenants living in a flat are the least satisfied with ten of the measures, including overall satisfaction, where 68% are satisfied, compared with 81% of tenants in bungalows.

The biggest difference across property types is satisfaction with the communal areas being kept clean and well maintained; 59% of tenants in flats are satisfied, compared with 76% in bungalows and houses. This will be at least partly driven by the higher volume of communal areas for those living in flats compared to houses or bungalows.



	Flat	House	Bungalow
Overall satisfaction	68%	70%	81%
Well maintained home	67%	65%	78%
Safe home	69%	72%	82%
Repairs - Last 12 months	73%	71%	83%
Time taken - Last repair	72%	68%	78%
Communal areas clean & well maintained	59%	76%	76%
Positive contribution to neighbourhood	56%	55%	64%
Anti-social behaviour	45%	50%	59%
Easy to deal with	58%	59%	73%
Listens & Acts	48%	52%	64%
Keeps you informed	58%	59%	73%
Treats fairly & with respect	66%	68%	75%
Keeps promises	48%	50%	62%
Complaints handling	25%	36%	30%

Base: Flat = 457, House = 287, Bungalow = 178, Maisonette = 4, Bedsit = 1

Age Group

As mentioned earlier, it is common in surveys of this type that older people tend to be more satisfied than their younger counterparts, as is the case with Broxtowe Borough Council's tenants.

The 85 and over age group are the most satisfied with nine of the measures in the survey, with those aged 75 to 84 the most satisfied with five.

On the other hand, tenants aged 25 to 34 are the least satisfied with seven of the measures in the survey. This includes just 48% satisfied with the overall service provided by Broxtowe Borough Council, compared with 89% of tenants aged over 85.

The greatest variance in satisfaction ratings is for the communal areas being kept clean and well maintained; just 36% of tenants aged under 25 are satisfied, compared with 92% of those aged over 85.



	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85+
Overall satisfaction	52%	48%	56%	79%	67%	76%	79%	83%	89%
Well maintained home	52%	47%	50%	71%	68%	69%	78%	83%	89%
Safe home	48%	44%	56%	75%	69%	80%	84%	87%	92%
Repairs - Last 12 months	63%	56%	54%	82%	77%	81%	83%	86%	92%
Time taken - Last repair	81%	58%	51%	78%	83%	81%	69%	86%	95%
Communal areas clean & well maintained	36%	51%	45%	61%	56%	62%	71%	74%	92%
Positive contribution to neighbourhood	32%	41%	55%	56%	50%	55%	60%	70%	70%
Anti-social behaviour	56%	31%	48%	45%	37%	35%	55%	63%	62%
Easy to deal with	48%	41%	48%	62%	58%	66%	67%	77%	69%
Listens & Acts	28%	39%	38%	65%	53%	45%	54%	65%	67%
Keeps you informed	55%	47%	53%	65%	53%	59%	64%	71%	76%
Treats fairly & with respect	47%	55%	61%	68%	72%	68%	74%	79%	76%
Keeps promises	38%	43%	39%	54%	50%	52%	52%	65%	60%
Complaints handling	50%	16%	32%	30%	25%	19%	33%	33%	27%

Base: 0 - 24 = 25, 25 - 34 = 79, 35 - 44 = 108, 45 - 54 = 98, 55 - 59 = 72, 60 - 64 = 80, 65 - 74 = 212, 75 - 84 = 181, 85+ = 64, NO DATA = 8

Length of Tenancy

Considering the survey results by length of tenancy, tenants who have been living in their homes for less than one year are the most satisfied, providing the highest ratings for nine of the measures. These tenants may have been waiting for some time to find a home and be pleased to have moved in, and not yet experienced many issues.

The least satisfied are tenants with tenancy lengths of 1 to 3 years and 6 to 10 years, compared with new tenants these tenants are more likely to have experienced a range of problems with their homes.

Regarding overall satisfaction, 86% of tenants of under a year are satisfied, compared with 63% of tenants of 1 to 3 years.

Tenants with tenancy lengths of over 20 years are also generally one of the most satisfied groups – these tenants are also more likely to be older.



	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall satisfaction	86%	63%	75%	64%	74%	77%
Well maintained home	81%	59%	74%	62%	69%	78%
Safe home	83%	63%	76%	66%	74%	83%
Repairs - Last 12 months	80%	67%	78%	68%	76%	88%
Time taken - Last repair	82%	67%	74%	64%	77%	80%
Communal areas clean & well maintained	79%	56%	67%	60%	63%	70%
Positive contribution to neighbourhood	63%	55%	65%	52%	58%	57%
Anti-social behaviour	58%	44%	55%	44%	50%	54%
Easy to deal with	71%	56%	63%	58%	61%	64%
Listens & Acts	68%	45%	48%	45%	58%	59%
Keeps you informed	63%	58%	68%	54%	66%	62%
Treats fairly & with respect	75%	64%	77%	62%	70%	72%
Keeps promises	59%	44%	56%	47%	54%	56%
Complaints handling	30%	26%	33%	30%	27%	31%

Base: A. < 1 year = 79, B. 1 - 3 years = 217, C. 4 - 5 years = 89, D. 6 - 10 years = 188, E. 11 - 20 years = 191, F. Over 20 years = 163

This table shows the results split by the method used to respond to the survey. Completing the survey by post is the more popular method, with 42% of tenants responding this way, compared with 37% completing the survey online and 21% over the telephone.

Tenants who completed a postal survey are the most satisfied, with the highest ratings for eight of the measures. Those completing the survey online are the least satisfied, with the lowest ratings for all the measures.

Younger tenants are more likely to have completed their survey online – 60% of tenants aged under 35 did, compared with 17% of those aged 75 and over.

In the survey, tenants were also asked what their preferred method for taking part would be in the future, with 38% selecting an email with a link, 31% a postal survey, 20% a telephone call and 6% a text with a link, while 5% are not sure.

This does suggest Broxtowe Borough Council took the right approach in using a mixed-mode methodology and allowing tenants to take part via different methods.



Response Method

	Postal	Online	Telephone
Overall satisfaction	76%	65%	75%
Well maintained home	72%	63%	71%
Safe home	77%	65%	77%
Repairs - Last 12 months	79%	70%	73%
Time taken - Last repair	76%	66%	75%
Communal areas clean & well maintained	65%	52%	78%
Positive contribution to neighbourhood	61%	49%	66%
Anti-social behaviour	54%	41%	56%
Easy to deal with	65%	57%	61%
Listens & Acts	55%	45%	59%
Keeps you informed	62%	55%	70%
Treats fairly & with respect	67%	62%	81%
Keeps promises	55%	45%	54%
Complaints handling	32%	24%	31%

Base: Postal = 387, Online = 343, Telephone = 197



Summary of Results



Satisfaction 2025



Summary of Results

Acuity was commissioned to undertake an independent satisfaction survey of the tenants of Broxtowe Borough Council, using a mix-mode approach of postal, online and telephone questionnaires. The survey incorporated all the TSMs which became mandatory for Registered Providers of social housing to collect from April 2023 and were reported on for the first time in 2024. This is, therefore, the second time these measures have now been collected, enabling all to be compared with the previous survey.

Although eight of the 12 TSMs have satisfaction ratings above 60%, all are below the median when benchmarking the scores against the Regulator's figures for low-cost rental accommodation, aside from the repairs service over the last 12 months and the time taken for repairs. Satisfaction is highest for the overall repairs service over the last 12 months (74%), followed by the provision of a safe home (72%) and the time taken to complete the most recent repair (72%).

In terms of lower scores, satisfaction is lowest for Broxtowe Borough Council's approach to complaints handling, with just 28% of tenants satisfied. Correspondingly, this metric has the highest level of dissatisfaction (55%). Dissatisfaction with this service is likely to incorporate more than just how tenants' complaints are handled – for example, tenants not getting the resolution they want or expect, or still awaiting the outcome. It should also be noted that this is often the worst-performing measure for Registered Providers, as seen on the benchmarking information pages.

Compared with the previous survey in 2024, satisfaction has either increased or stayed the same for all the measures. The largest increase is for the time taken to complete the last repair (up 9p.p), followed by overall satisfaction (up 5p.p), how views are listened to and acted upon (up 4p.p) and how tenants are kept informed (up 4p.p). Other measures have increased by between 1p.p and 3p.p, except for the approach to handling anti-social behaviour, which has stayed the same.

The survey included several open-ended questions allowing tenants to expand on their reasons for dissatisfaction and offer improvement suggestions. Tenants most frequently mentioned the customer services and contact, particularly the answering of phones, returning of contact, and care and support provided by staff. Tenants would also like improvements to the repairs service and grounds maintenance, as well as issues with damp and mould to be resolved. A review of these comments will help Broxtowe Borough Council understand where it should focus its improvement efforts.

This report has also analysed the satisfaction ratings of several different subgroups. Tenants living in Nuthall tend to be the most satisfied overall, as do those with tenancy lengths of less than one year. Once again as is usual, the older tenants are the most satisfied, with Independent Living tenants more satisfied than General Needs tenants and those in bungalows more satisfied than the other property types. A comparison of how services are being delivered in the better-performing areas may help to identify what is driving the varying levels of satisfaction and where improvements are possible. In addition, undertaking a multi-mode approach for the survey has shown that tenants who responded to the survey online are consistently less satisfied than those using either the postal route or telephone interview.

Recommendations

Broxtowe Borough Council has approximately 4,400 properties in Nottinghamshire and has commissioned Acuity to carry out an independent survey of its tenants, based on the TSMs from the Regulator of Social Housing.

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

The comments made by tenants provide insight into what they are most concerned about and will help Broxtowe Borough Council target services that require some improvement.

Shown opposite are some recommendations that Broxtowe Borough Council may wish to follow up on to improve satisfaction in the future.

Customer service, communication and customer recovery

Just 52% of tenants are satisfied their views are listened to and acted upon and 61% that they are kept informed about things that matter to them. Some tenants are experiencing issues contacting the Council – with their contact not being returned and long wait times for phones to be answered. This can leave tenants feeling frustrated and like they are being ignored, particularly for repair issues. Some comments suggest the problem is a lack of staff and while it can be difficult to manage this process with high call volumes and the resources available, a review of call handling could help in this area. Just 51% of tenants agree that the Council keeps promises and does what it says it will. Clear and honest communication is important here, as well as keeping tenants up to date. This is something that can help even if the updates are not particularly positive – letting tenants know their issue has not been forgotten and the reasons behind delays, etc. In addition, Broxtowe Borough Council should reach out to those tenants who gave permission to be re-contacted to discuss any concerns raised in the survey, as an opportunity to demonstrate that it listens to its tenants' views and acts upon them.

How complaints are dealt with

The approach to handling complaints received the lowest satisfaction rating (28%) and is the only measure where dissatisfaction is higher than satisfaction. Satisfaction with complaints handling can be due to a range of factors, including tenants receiving a response and being kept informed about the progress of their complaint, as well as the complaint being resolved quickly, with a positive outcome. Some landlords have included further questions to find out more about the process and where things do not work as well as they should; this is something Broxtowe Borough Council may wish to consider for the future. It is also vital that avenues for complaining are open and that tenants know how to make complaints, with this process being easily accessible and transparent.

Repairs and maintenance

Although the highest levels of satisfaction are found for the repairs service and satisfaction has improved since the previous survey, it is one of the main focuses of negative comments when tenants were asked what could be improved. In particular, tenants mentioned outstanding repairs that have not been dealt with and the time taken to complete work. These concerns could be linked to issues around resources and delays caused by more urgent problems. Tenant expectations around timescales can also sometimes be hard to match, but once again good communication is important so tenants are fully aware of when a repair will be done and kept informed of any progress or delays. Tenants also mentioned the quality of repair work, which suggests spot-checking may be necessary to ensure standards are met. If this is already in place, a review of the process here is advised. The home being well maintained is the key driver for overall satisfaction, so it is important improvements are made wherever possible. Some tenants are also experiencing problems with damp and mould, which need to be resolved as a matter of urgency. Researching best practices across the sector may assist here as some providers have significantly improved damp and mould performance.



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

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