



Northumberland
County Council

What you told us

2024-25 Tenant Survey Results

Earlier this year we ran our second annual tenant satisfaction survey to get your feedback on what we're doing well, where we can improve and what our priorities should be. We will also report these results to the government housing regulator as part of the new **Tenant Satisfaction Measures** that all landlords must complete.

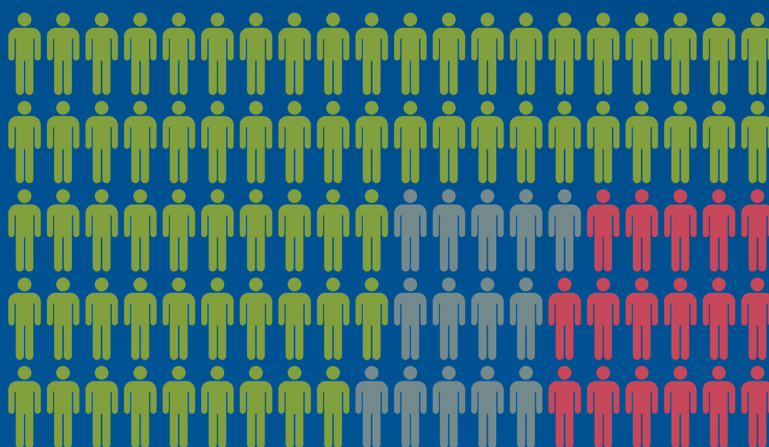
The survey is **representative** of our tenants as a whole and was carried out by post and online to meet the standard for it to be statistically reliable. Thank you to all 1,057 who took the time to complete the survey. Over the coming months we will use what we have learnt to help improve our services.

We know that the **cost of living** crisis has affected tenants and landlords across the country, but we are still disappointed that overall satisfaction has fallen this year by five points to 68%.

However, this is part of a trend across the country meaning that our score is still similar to **the national average** score of 69%.

68%

are satisfied with our
housing services overall



satisfied

neither

dissatisfied

Key Drivers of Satisfaction

- 1st A home that is well maintained
- 2nd Listening to tenants & acting on their views
- 3rd Easy to deal with
- 4th A home that is safe

For the second survey in a row **property maintenance** is the main theme of the survey results because how tenants answered this question is the most closely **linked to overall satisfaction**.

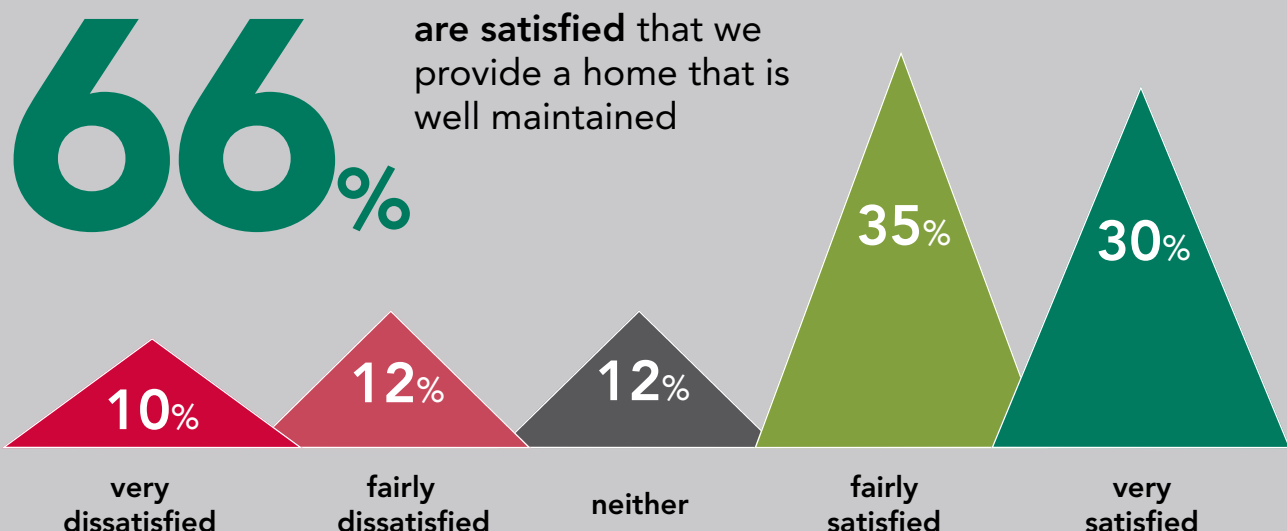
It is also very important for us to make it **easy to deal with** housing services, which involves properly **listening** to what they say and taking action where we can.

A well maintained home

The link between the **maintenance of the home** and overall satisfaction with housing services is even stronger now than it was in the last survey in 2023.

This is a common finding in tenant surveys across the country at the moment due to disruptions caused by **increasing costs** of staff and materials, and the earlier setbacks caused by the pandemic.

This score is **slightly lower than average** compared to other social housing landlords across the country, so there is room for improvement. This is especially true for our youngest tenants amongst whom only 51% are currently satisfied.



Communication

Listening to & acting on tenant's views ...



... is important for overall satisfaction, so we need to improve this score because the satisfaction level is just

52%



75%

find us **easy to deal with**, which is also closely linked to overall satisfaction

28%

who **made a complaint** are happy with our response. This is slightly lower than the average score of 34% amongst other landlords



69%



feel we treat tenants **fairly and with respect**

55%



feel we **keep you informed** about things that matter to you, which is below the national average

Repairs and maintenance

73%



are satisfied with the **repairs service** received over the last year ...

... although fewer are happy with the **time taken** to complete that repair



69%



Tenant satisfaction with both repairs questions is **higher than the national average**

Your home



SAFETY & SECURITY

gets a rating of **69%** from tenants, which has unfortunately gone down by 3% since last year



Around a fifth of our tenants have **communal areas**.

Amongst those that do, around half feel that we keep them clean and well maintained: **52%**

66%

are satisfied with **rent** value for money, a score that has been going down since the cost-of-living crisis started



Neighbourhood



54%

feel we make a positive contribution to the neighbourhood

46%



are happy with how we **deal** with anti-social behaviour, which is lower than we want it to be. It means that over a quarter of tenants are dissatisfied

Thank You ...

... again to everyone who took part in the survey. We will take all the feedback into consideration when planning improvements to our services.

Didn't complete our survey this time round? We will be running this survey every year so your chance will come around again, but we welcome our tenants' feedback all year round. For further information contact us on 0345 600 6400 and ask to speak to the Resident Involvement Team or just email getinvolved@northumberland.gov.uk