

Tenant Satisfaction Survey 2023/24

About the Survey

Between June 2023 and March 2024, many of you took part in an important survey. A sample of tenants were called and invited to take part in a telephone interview, with the option of being sent an online survey.

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 Croydon Council maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures 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 Croydon Council's future strategic and operational planning.

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



998

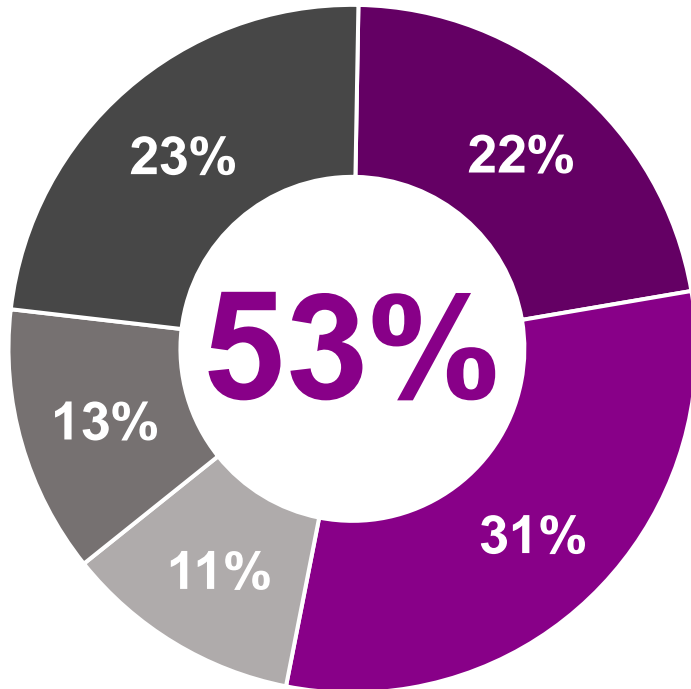
tenants took part
out of a total of
13,003 (998 by
telephone and
10 online)

A big thank you to everyone who took part!

Overall Service



Around half of tenants are satisfied with the overall service from Croydon Council Housing Services (**53%**).



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



The Home and Communal Areas



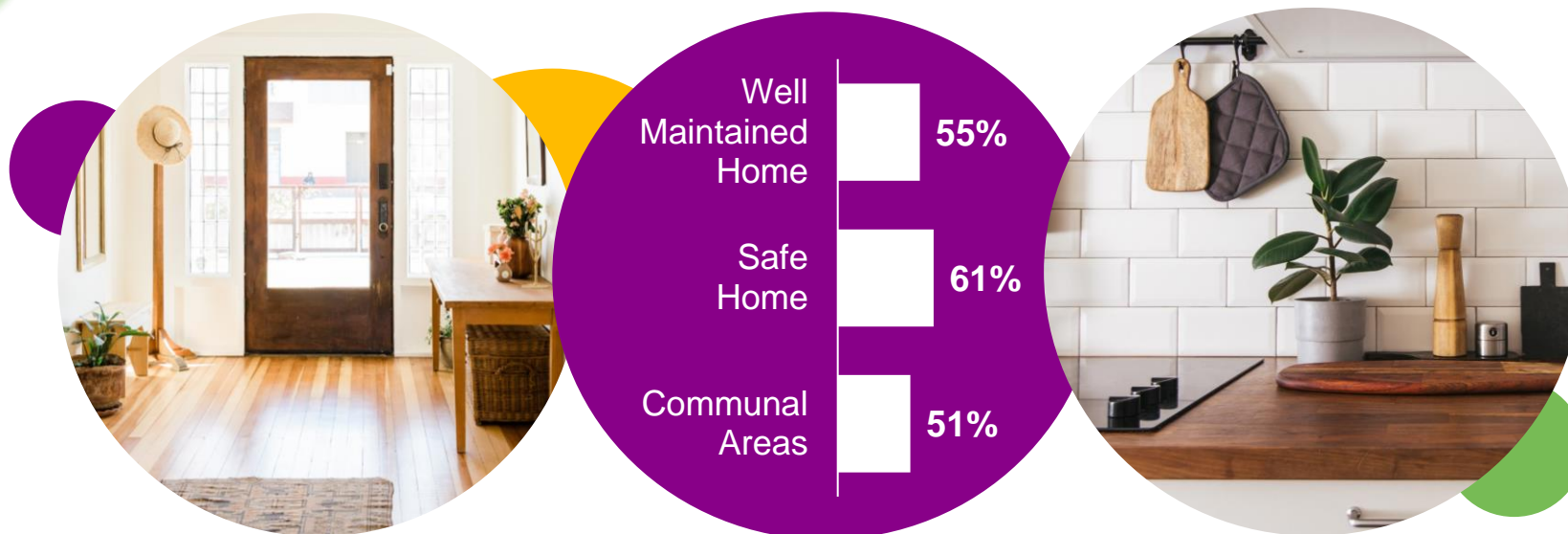
Around four out of seven tenants are satisfied that their home is well maintained **(55%)**.



Six out of ten tenants are satisfied that Croydon Council provides them with a home that is safe **(61%)**.



Half of tenants with communal areas are satisfied that Croydon Council keeps these areas clean and well maintained **(51%)**.



Repairs Service



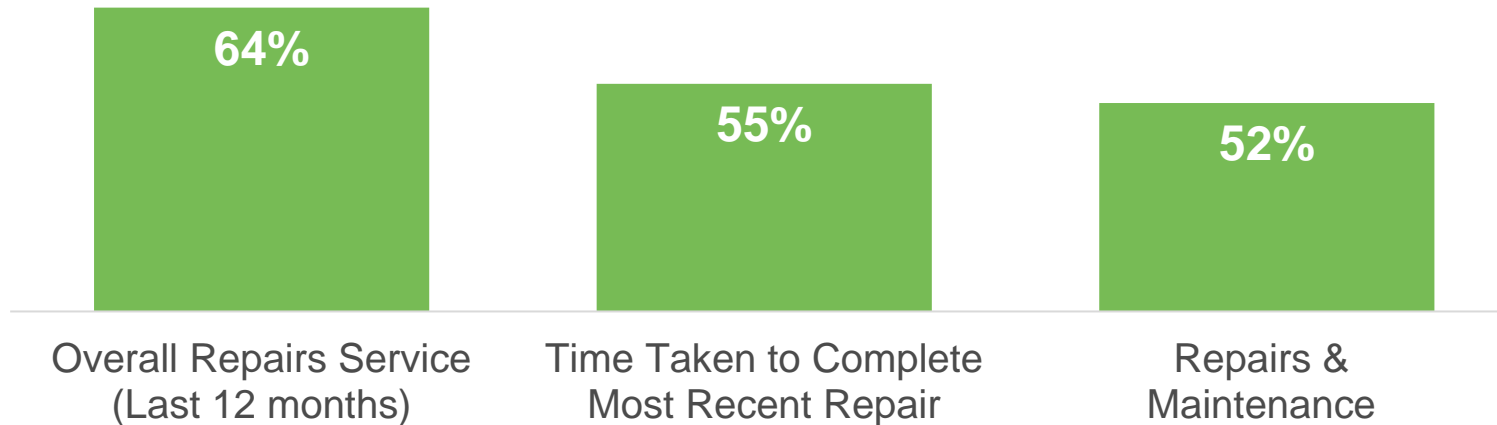
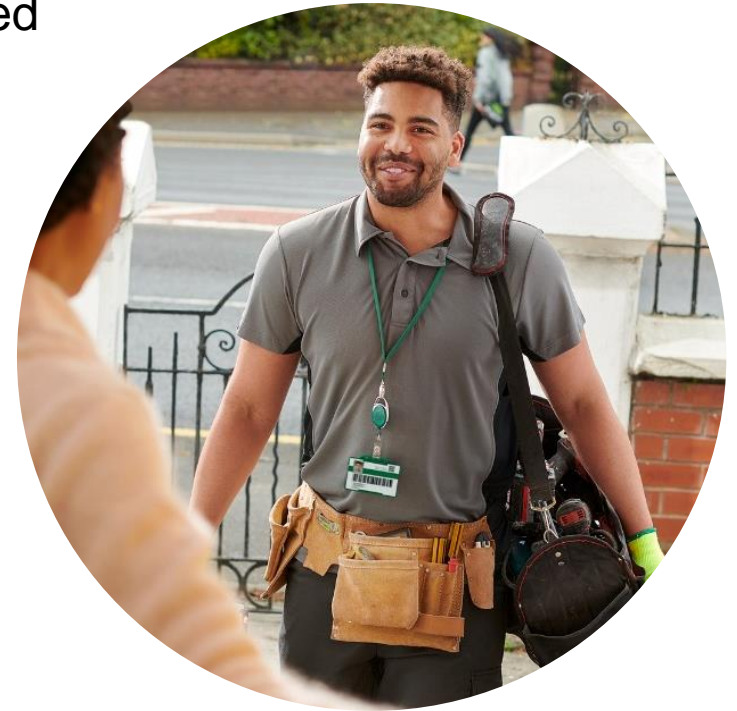
Over six out of ten tenants who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(64%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(55%)**.



Around half of tenants are satisfied with the way Croydon Council deals with repairs and maintenance generally **(52%)**.



59%
of tenants had a repair carried out in the last 12 months

The Neighbourhood



Half of tenants are satisfied that Croydon Council makes a positive contribution to their neighbourhood **(49%)**.



Tenants are similarly satisfied with Croydon Council's approach to handling anti-social behaviour **(49%)**.



Communications and Tenant Engagement



Over four out of ten tenants are satisfied Croydon Council listens to their views and acts upon them **(43%)**.



Around six out of ten tenants are satisfied Croydon Council keeps them informed about things that matter to them **(58%)**.



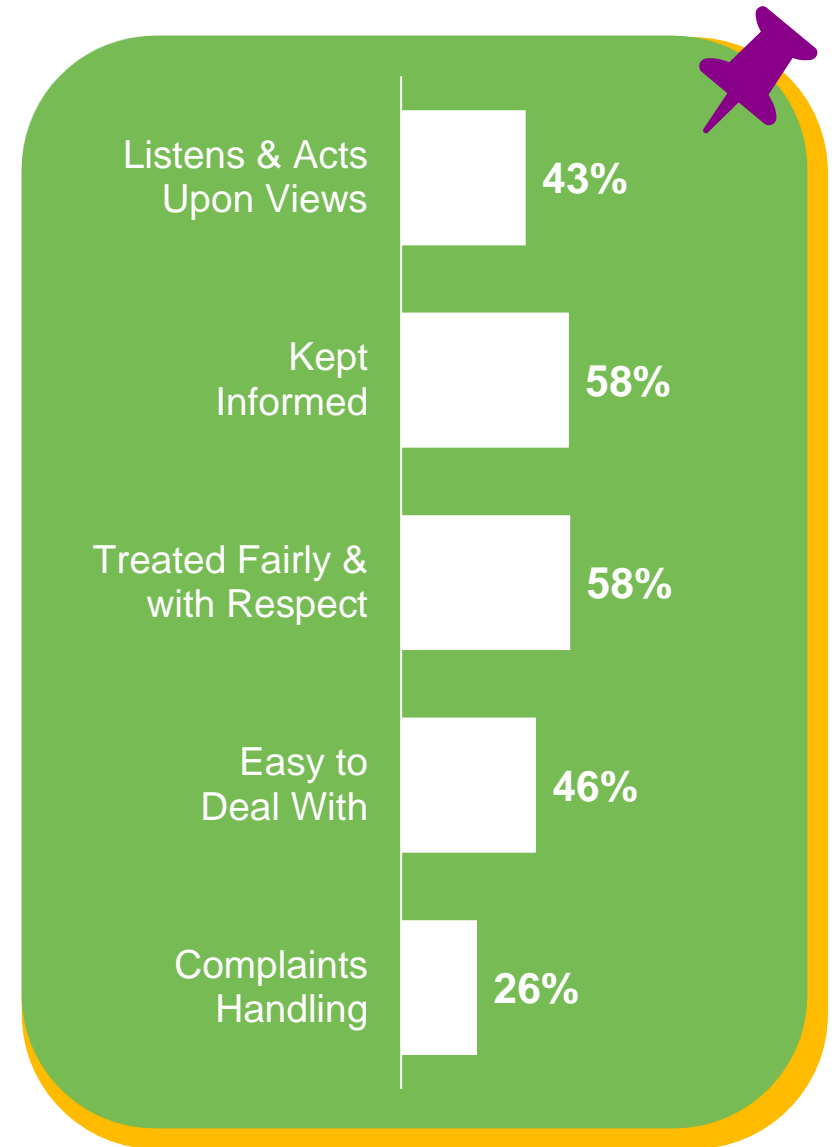
Around six out of ten tenants also agree that Croydon Council treats them fairly and with respect **(58%)**.



Almost half of tenants are satisfied that Croydon Council is easy to deal with **(46%)**.



One-quarter of tenants are satisfied with Croydon Council's approach to complaints handling **(26%)**.



Tenants' Comments

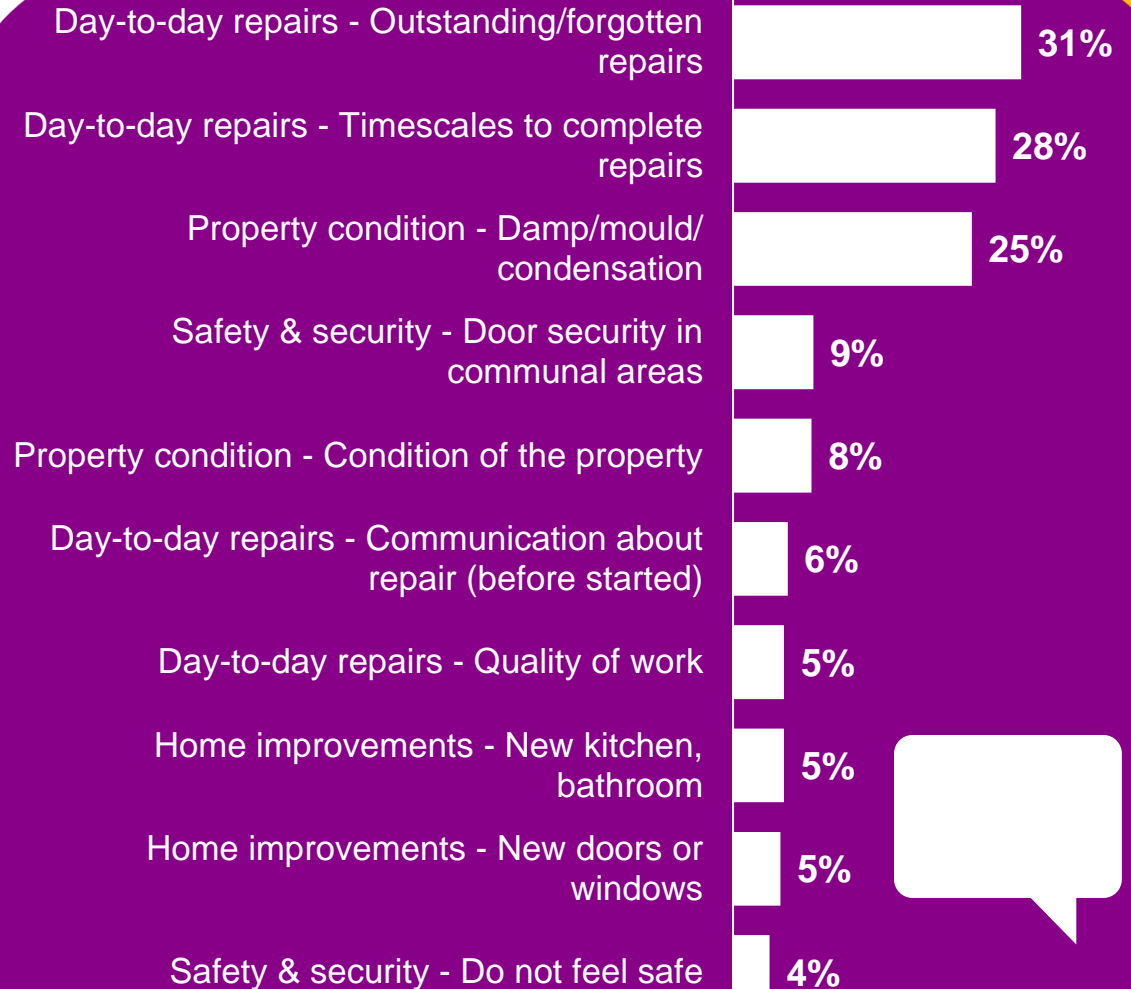
Tenants not satisfied with their homes were asked what Croydon Council could improve, and 516 tenants gave comments.

Tenants most frequently would like improvements to the repairs service, particularly outstanding or forgotten repairs that have not been dealt with and the time taken to complete repairs.

Tenants also commented upon the condition of their property, including problems with damp or mould.

Other tenants mentioned the door security in communal areas and that they do not feel safe. While some tenants would like new bathrooms, kitchens, doors or windows.

Top comments



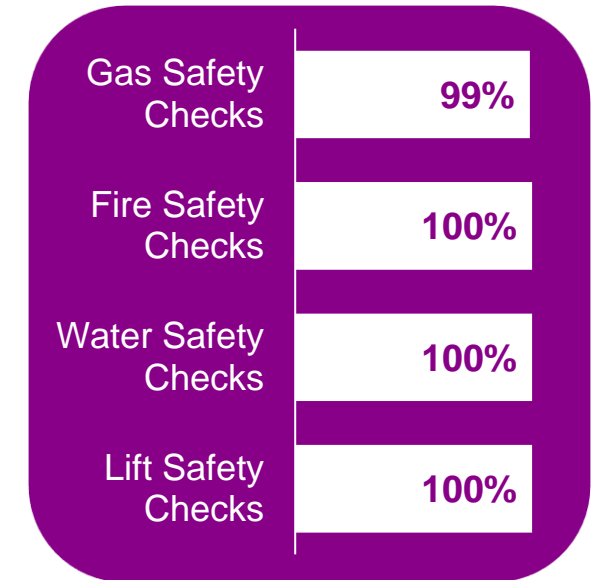
Summary of Tenant Satisfaction Measures (TSMs)

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	52.8%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	64.5%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	54.6%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	55.2%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	61.1%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	42.7%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	57.5%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	58.0%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	26.0%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	51.2%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	48.8%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	49.4%

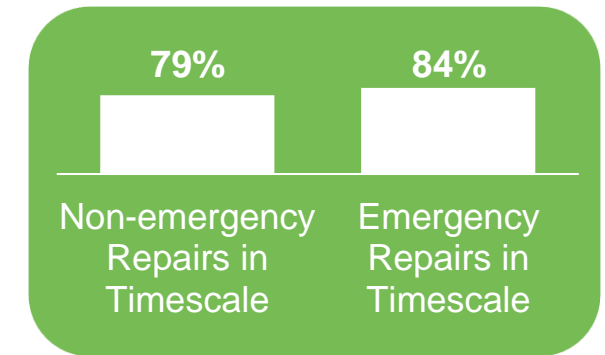
TSM Management Information: Safety and Repairs

The following two pages include a summary of the TSMs generated from Croydon Council's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to Croydon Council.

BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.1%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%



RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.84%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	79%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	84%



TSM Management Information: Complaints and ASB

CH01 (1)	Number of stage one complaints received per 1,000 homes.	74.6
CH01 (2)	Number of stage two complaints received per 1,000 homes.	7.4
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	20.7%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	9.1%

NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.	129
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	6



Your Views

Croydon 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 Croydon Council does to involve you in developing services. As well as publishing the results of the survey, Croydon Council plans to put the findings to good use by working with tenants to further improve the services provided.



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	998
B.	Timing of survey	23/06/2023 to 28/03/2024
C.	Collection method(s)	Telephone, with the option of an online link sent via email by the interviewer
D.	Sample method	Random stratified sample, with quotas set
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Quotas were set on tenure type, age group and district to ensure representativeness
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	None
I.	Reasons for any failure to meet the required sample size requirements	Required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None