

TENANT SATISFACTION MEASURES

2025-2026

- ➔ What Tenant Satisfaction Measures are
- ➔ Stroud District Council results





→ Sets standards for social landlords



→ Proactively enforces the standards



Tenant Satisfaction Measures

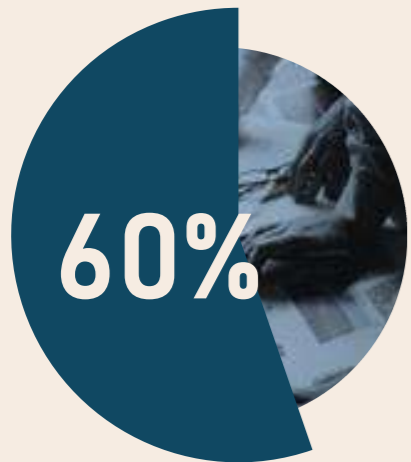
→ Takes action if standards not met



Inspections

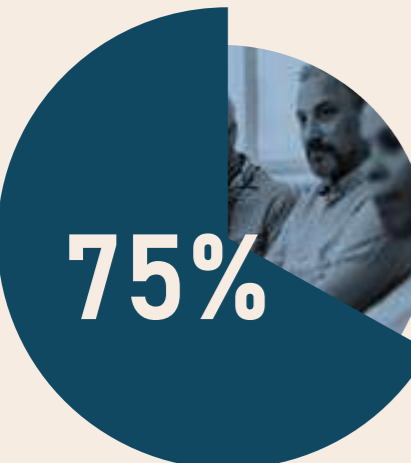


Delivering tenant focused services



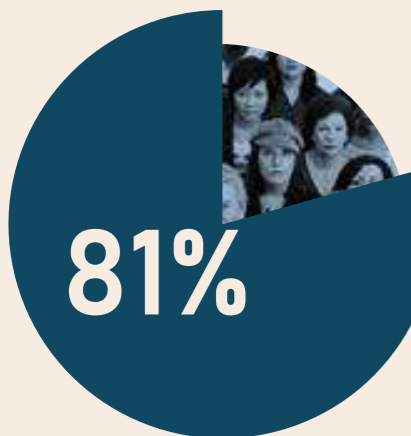
are satisfied we **listen** to their views and **act** upon them

SDC 2024/25	55.3%	✓
SDC 2023/24	55.1%	
Peer average	57%	✓



are satisfied we keep them **informed** about things that matter to them

SDC 2024/25	66.9%	✓
SDC 2023/24	66.4%	
Peer average	69%	✓



are satisfied we treat them **fairly** and with **respect**

SDC 2024/25	79.8%	✓
SDC 2023/24	76.1%	
Peer average	75%	✓

Improvements

- ➔ New Resident Engagement & Communications Strategy
- ➔ Tenant Scrutiny Groups
- ➔ Tenant Census
- ➔ TSM Action Plan



Delivering a tenant focused repairs service

65%



are satisfied with the **time taken** to complete a repair

SDC 2024/25	62.8%	✓
SDC 2023/24	63.1%	
Peer average	68%	✗

70%



are satisfied with the **repairs service**

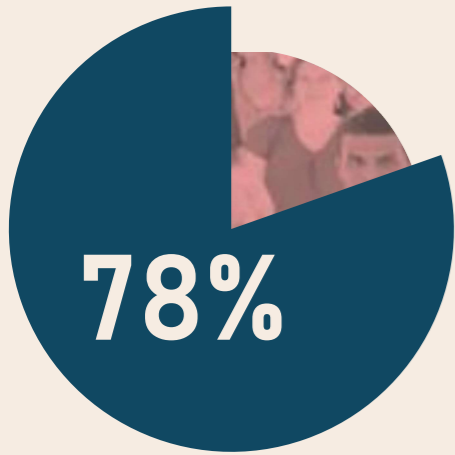
SDC 2024/25	65.7%	✓
SDC 2023/24	68%	
Peer average	72%	✗

Improvements

- ➔ Internalised Voids
- ➔ IT system developments
- ➔ Updated Repairs Policy
- ➔ Review of OOH

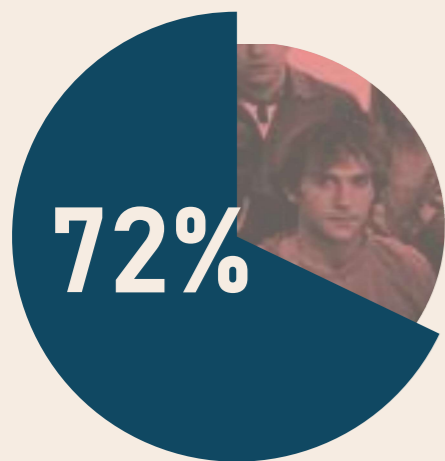


Providing safe, decent and quality homes



are satisfied that their home is **safe**

SDC 2024/25	80.4%	✘
SDC 2023/24	81.1%	
Peer average	74%	✔



are satisfied that their home is **maintained**

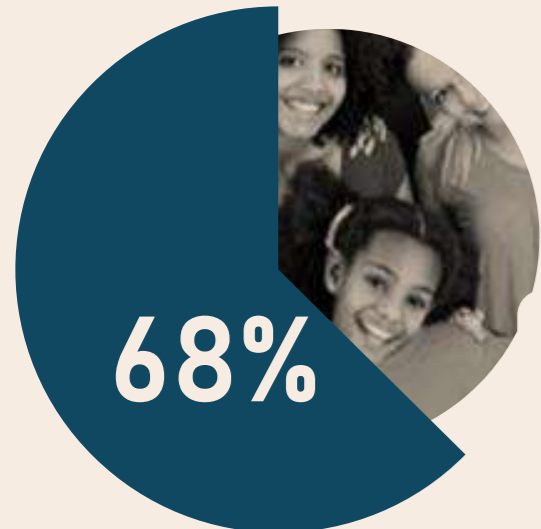
SDC 2024/25	67.9%	✔
SDC 2023/24	70.1%	
Peer average	68%	✔

Improvements

- ➔ Major planned maintenance projects
- ➔ Improvements to hazard resolution, new D&M process
- ➔ Compliance policies implemented
- ➔ Asset Management Strategy

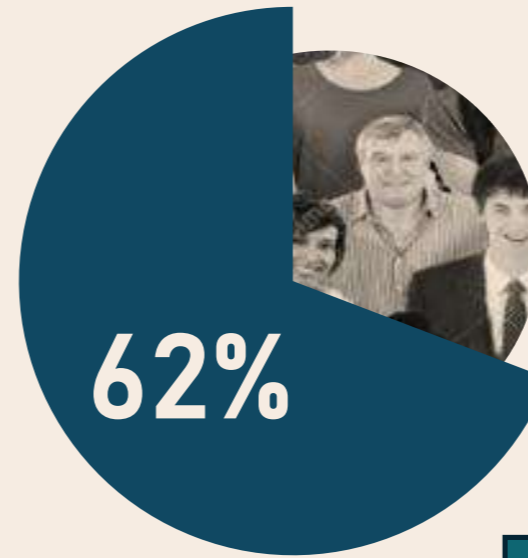


Positively contributing to communities



are satisfied we make a **positive contribution to the neighbourhood**

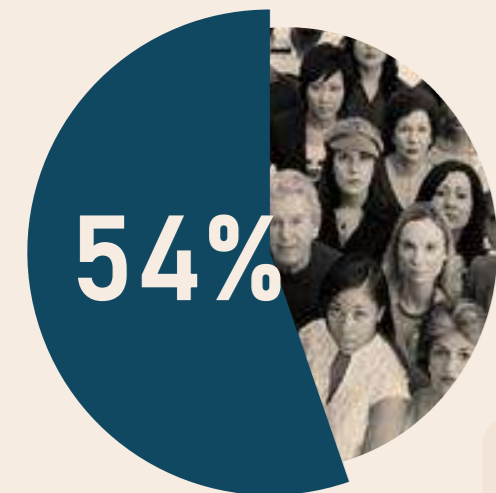
SDC 2024/25	62.6%	✓
SDC 2023/24	66.8%	
Peer average	62%	✓



are satisfied **communal areas** are clean and maintained

SDC 2024/25	69.2%	✗
SDC 2023/24	63.9%	
Peer average	63%	✗

Anti Social Behaviour (ASB)



are satisfied with the **approach to ASB**

SDC 2024/25	57.3%	✗
SDC 2023/24	65%	
Peer average	57%	✗

Improvements

- ➔ Neighbourhoods and Communities Strategy
- ➔ Estate Inspection Framework
- ➔ 'Finding Silent Voices' Project
- ➔ Domestic Abuse Strategy



Resolving issues when things go wrong



are satisfied
with **complaints**
handling

SDC 2024/25	29.3%	✓
SDC 2023/24	24%	✓
Peer average	31%	

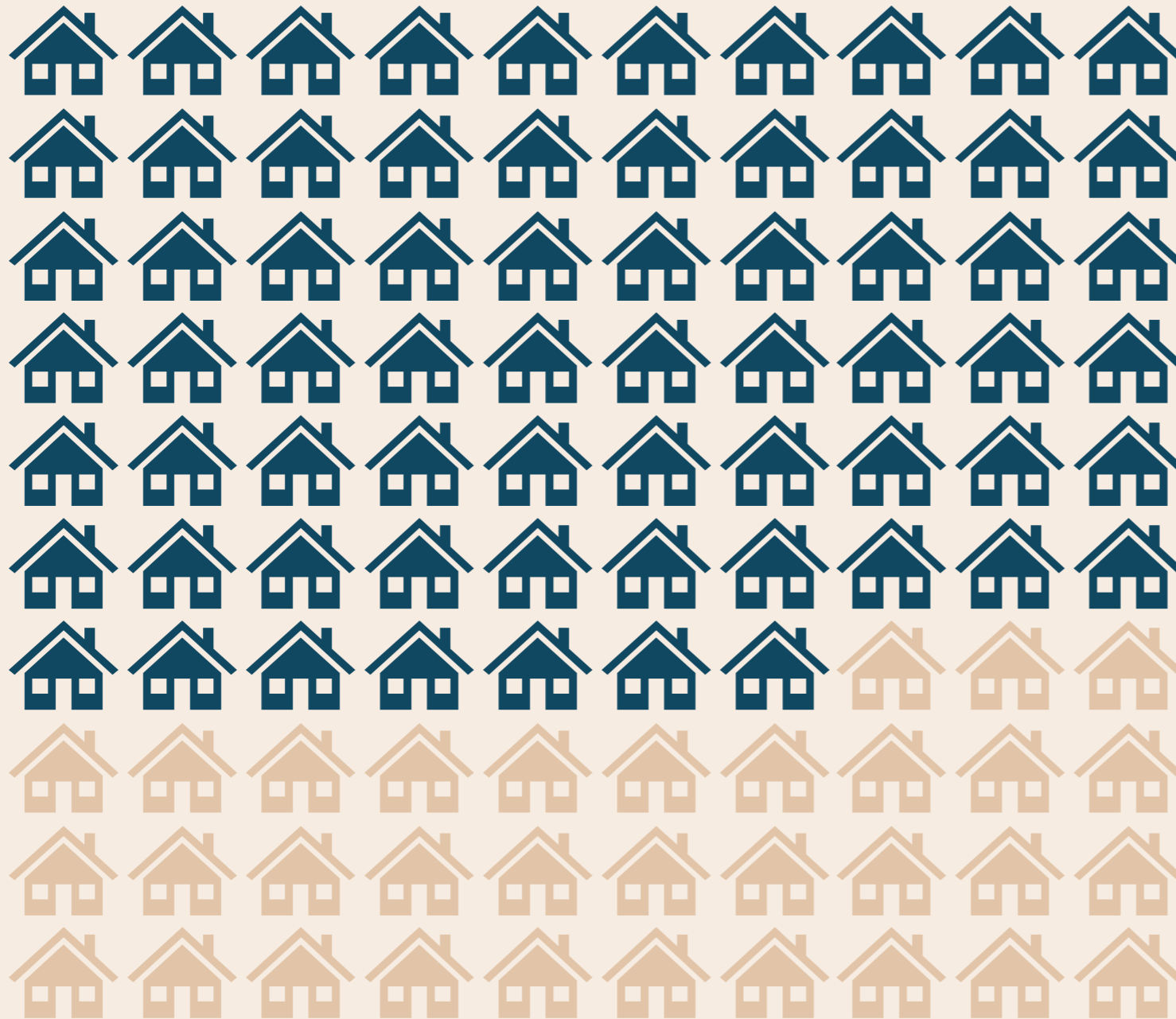


Improvements

- Complaints Review Panel
- Complaints Improvement Plan
- Tenant Complaint Review Group in development



Overall Tenant Satisfaction with SDC as a Landlord



66%

of tenants are satisfied with the overall landlord service we provide

SDC 2024/25	67.3%	
SDC 2023/24	65.6%	
Peer average	69%	