

# TENANT SATISFACTION MEASURES 2024-2025



- ➔ What Tenant Satisfaction Measures are
- ➔ Stroud District Council results
- ➔ Actions to improve

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## Delivering tenant focused services

**55.3%** are satisfied we **listen** to their views and **act** upon them

**66.9%** are satisfied we keep them **informed** about things that matter to them

**79.8%** are satisfied we treat them **fairly** and with **respect**

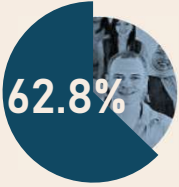
### Improvements

- ➔ New Resident Engagement Team
- ➔ 12-month Action Plan
- ➔ Tenant Scrutiny Groups
- ➔ Tenant Census

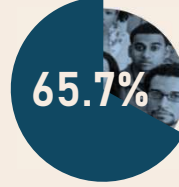
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## Delivering a tenant focused repairs service



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



are satisfied with  
the **repairs service**

### Repair Response Times

 <b>Emergency</b> repairs within 24 hours	SDC 2023-24	95.65%
	Stroud District Council	94.8%
	Peer average	90.1%
 <b>Non-emergency</b> repairs within 28 working days	Stroud District Council	86.6%
	SDC 2023-24	83.3%
	Peer average	80.6%

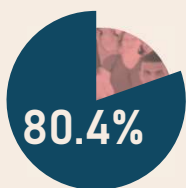
### Improvements

- ➔ Review the Business Case for Property Care
- ➔ IT system developments
- ➔ Updated Repairs Policy

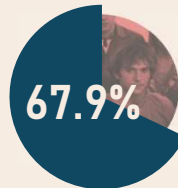
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## Providing safe, decent and quality homes



are satisfied that  
their home is **safe**



are satisfied that their  
home is **maintained**

3.7%	of properties do not meet the <b>Decent Homes Standard</b>	100.0%	of <b>passenger lifts</b> had the required checks
99.9%	of properties had the required <b>gas safety checks</b>	100.0%	of required <b>legionella risk assessments</b> had been completed
100.0%	of required <b>fire risk assessments</b> had been completed	100.0%	of communal areas had the required <b>asbestos surveys</b>

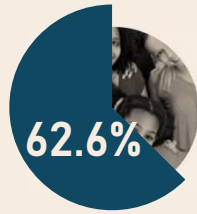
### Improvements

- ➔ Major maintenance projects
- ➔ Improvements to hazard resolution
- ➔ Compliance policy monitoring

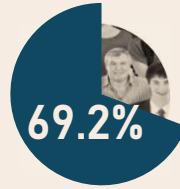
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## Positively contributing to communities

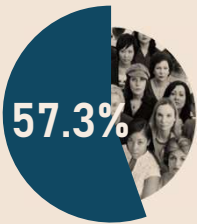


are satisfied we make a **positive contribution** to the neighbourhood



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

### Anti Social Behaviour (ASB)



are satisfied with the **approach to ASB**

**48.5**

ASB cases per 1,000 properties

**0.6**

ASB cases involving hate incidents per 1,000 properties

### Improvements

- Conflict resolution Officer training
- Estate Inspections
- 'Finding Silent Voices' Project

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## Resolving issues when things go wrong

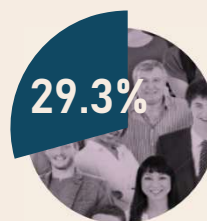
### Formal complaints process

**28.5** stage 1 complaints per 1,000 properties

**5.9** stage 2 complaints per 1,000 properties

**87.9%** of stage 1 complaints responded to within target

**89.7%** of stage 2 complaints responded to within target



are satisfied with **complaints handling**

### Improvements

- Complaints Review Panel
- Member Responsible for Complaints
- Officer training on issue resolution

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## Overall Tenant Satisfaction with SDC as a Landlord



67.3%

of tenants are  
satisfied with the  
overall landlord  
service we provide