

Stroud District Council collected the following satisfaction data from our tenants by telephone survey. The below shows our full performance against these measures alongside key service performance data.



The survey ran between November 2023 and December 2023



Our tenants were contacted by telephone



We spoke to 540 tenants

Overall satisfaction

66% 

of tenants are satisfied with the overall landlord service from Stroud District Council

What you say about SDC

55% say that SDC listens to tenant views and acts upon them

66% say that SDC keeps tenants informed with things that matter to them

76% say that SDC treats tenants fairly and with respect

Repairs

68% 

of tenants are satisfied with repairs

66% 

are satisfied with time taken to complete most recent repair

83% 

of non-emergency repairs were completed within target timescale of 28 working days

96% 

of emergency repairs were completed within target timescale of 24 hours

Tenant's homes and keeping them safe



70% say their home is well maintained

81% say their home is safe

3% of SDC homes DO NOT meet the decent homes standard



100% of homes had the required fire risk assessments carried out



100% of homes have had the required Legionella risk assessments carried out



99% of homes have had the required asbestos management surveys or re-inspections carried out



99% of homes have had the required gas safety check carried out



100% of homes have had the required communal lift safety checks carried out

Neighbourhoods and common areas



64% say their communal areas are clean and maintained



67% say that SDC makes a positive contribution to their neighbourhood

Complaints and resolutions



24%

are happy with the way their complaint was handled

31



Stage 1 complaints received (per 1,000 properties)

5



Stage 2 complaints received (per 1,000 properties)

87%



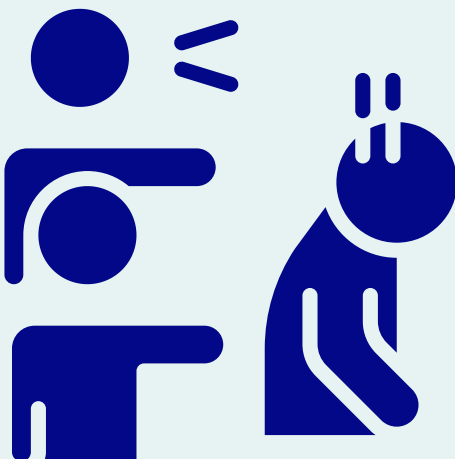
Stage 1 complaints responded to within Complaint Handling Code timescales

91%



Stage 2 complaints responded to within Complaint Handling Code timescales

Anti social behaviour



65%

are happy with the way SDC handles ASB

56.4

ASB cases received (per 1,000 properties)

1.4

Hate related ASB cases received (per 1,000 properties)