



# Tenant Satisfaction Survey

## 2025/26

for:



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# 1. Introduction

## Background

This report details the results of Stroud District Council's 2025/26 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This survey meets the requirements of The Regulator of Social Housing's guidance for tenant satisfaction measures (TSMs). All social landlords are required to report TSMs annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and the different equality groups. Where applicable the current survey results have also been compared against the 2024/25 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against the Regulator of Social Housing's published national 2024/25 year end TSM figures for local authorities.

## About the survey

The survey was conducted by ARP Research between 11 November - 08 December 2025.

Telephone interviews were conducted with 540 LCRA (low cost rental accommodation) tenant households selected via a quota sample. This represents 11% of the total tenant population, and the final results had an error margin of +/- 4.0%. This meets the stipulated TSM target error margin of +/- 4.0%. Interviews were conducted to a quota sample to ensure that the sample was representative by stock type, area, property type, property size, length of tenure and age group.

## Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small.

Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For detailed information on the survey response rates, methodology, data analysis and benchmarking, please see appendix A.



## 2. Executive summary



bench  
mark (LA)

2024/25  
result

change  
over time

2025/26  
result

### Tenant Satisfaction Measure

bench mark (LA)	2024/25 result	change over time	2025/26 result	Tenant Satisfaction Measure
69%	67%	↓	66%	TP01 satisfaction overall
72%	66%	↑	70%	TP02 repairs service in last 12 months
68%	63%	↑	65%	TP03 time taken to complete last repair
68%	68%	↑	72%	TP04 home is well maintained
74%	80%	↓	78%	TP05 home is safe
57%	55%	↑	60%	TP06 listens to views and acts on them
69%	67%	↑	75%	TP07 being kept informed
75%	80%	↑*	81%	TP08 treated fairly & with respect * strongly agree up 23%
31%	29%	↑	31%	TP09 approach to handling complaints
63%	69%	↓	62%	TP10 communal areas clean and maintained
62%	63%	↑	68%	TP11 makes a positive contribution to area
57%	57%	↓	54%	TP12 approach to handling ASB

statistically significant improvement  
 no statistically significant change  
 statistically significant decline

### Overall satisfaction

1. Overall satisfaction with the service provided by Stroud District Council Housing Services is essentially stable at 66%, with a variation of just 1% over the first three Tenant Satisfaction Measure (TSM) regulatory surveys. Consequently, the Council's score also remains just below the median score of 69% from amongst all other local authorities in England (section 3).
2. Nevertheless, seven out of the twelve TSM regulatory measures demonstrate significant increases, seeing improvements in the scores for repairs and property maintenance (sections 4 and 5) and in how Housing Services communicates with tenants (section 6). There has also been an increase in the proportion that feel Housing Services contributes positively to the local neighbourhood (section 8).
3. There is a significant drop in overall satisfaction amongst respondents living in independent living accommodation, which has fallen from 79% to 70%. The only other ratings that are significantly lower for this group are being treated fairly and respectfully (section 7) and anti-social behaviour (section 6).
4. A key 'driver' statistical test has been used to highlight the combination of other survey questions that together are the best predictors of how tenants rate the overall satisfaction score. They are listed here in descending order of strength. The general theme is consistent with last year, even if the individual items are slightly different. Also, it is positive to see that all three have improved significantly since last year.
  - Treated fairly and with respect (81% satisfied, section 6)
  - Repairs service received over the last 12 months (70%, section 5)
  - Provide a home that is well maintained (72%, section 4)

### Communication

5. In keeping with the repairs scores, which is a common pattern, survey respondents are also now significantly more likely than before to give a positive response to all three ratings in this section of the survey (section 6).
6. This year the strongest predictor of overall satisfaction is the extent to which tenants feel they are being treated fairly and with respect (81%), which has a significant 23% increase in the proportion that 'strongly' agree (now 51%).
7. Other improvements are in the 75% of the sample that now feel that they are kept informed about things that matter to them (up 8%), and 60% who feel that their views are being listened to and acted upon (up 5%).
8. The rating for being listened to is now above average, and the other two ratings in this section are in the top quartile of local authority landlords.
9. The most common specific reason tenants give if they feel they are not being listened to is a lack of action on repairs (32% of this group), whilst one fifth complain about not receiving timely call backs or responses to emails.

## 2. Executive summary

### Repairs

10. Over two thirds of those that had received a repair over the last 12 months are satisfied with the service they received (70%), which is a significant improvement since last year (was 66%) including a 6% increase in the 'very' satisfied group, who now represent almost half of respondents 46%, section 5).
11. Furthermore, when tenants are asked about the time taken on the last repair, the 65% satisfaction score also demonstrates an improvement (was 63%), including an 8% boost in the proportion who are 'very satisfied' and a 7% reduction in those actively dissatisfied (now 22%).
12. This is also consistent with this score now being the second strongest key driver of overall satisfaction, being just ahead of property maintenance which itself is on a similar topic.
13. In both instances these are the highest ratings achieved over the past 4 surveys, although both are still a little below the median average for other landlords in England.
14. Those dissatisfied with the service most commonly complain about the quality of the workmanship (52%), with a further 25% who say that it has been left incomplete.

### The home

15. The level of satisfaction amongst tenants that the Council provides a well-maintained home has significantly improved at 72%, compared to the benchmark median of 68% (section 4).
16. This is consistent with the related improvements in satisfaction with the responsive repairs service, occurs for every housing patch except Housing 1 and Housing 7.
17. Nevertheless, over a quarter of those who are generally unhappy with housing services blame damp and mould, with windows and heating/energy efficiency also mentioned (section 3).
18. The assessment of building safety is effectively unchanged with 78% satisfaction. This too is in the top half of local authorities (median 74%).
19. A more substantial fluctuation be found in the perception of communal cleaning and maintenance, down from 69% to 62%, but this isn't statistically significant due to the low base size. The benchmark media is 63%.

### Neighbourhoods

20. The positive contribution that Housing Services makes to the neighbourhood is rated significantly higher than last year (now 68% v 64%), including statistically significant increases in housing patches 2, 3 and 8 (section 8).
21. The rating for how housing services handles anti-social behaviour hasn't changed significantly since last year, but if measured over a longer two year period it is significantly below the level achieved in 2023 (54% v 65%). This rating also now drops below the benchmark average, although not dramatically so (median 57%).
22. Although the base size is small, so care must be taken when using these figures, it should nevertheless be noted that independent living residents give this rating a much lower score this year than last (51% v 74%).

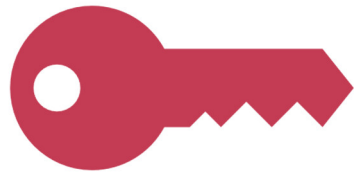
### Complaints

23. Survey respondents are to decide for themselves if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint. This means that most have instead made escalated service requests (73%, section 8).
24. The benchmark average is for over a quarter of survey respondents to have made a self-defined complaint. The equivalent proportion in Stroud is now considerably lower than this at just 16%, having fallen by 12 points.
25. Satisfaction with how complaints are managed is essentially unchanged since last year (31%), and it is virtually identical regardless of whether the complaint was formal not. This means the score remains on par with the national benchmark median.



### 3. Services overall

**66%**  
satisfied  
overall



**top 'key drivers'**

1. treated fairly & with respect
2. repairs in last 12 months
3. home is well maintained



Overall satisfaction is broadly stable, albeit with significant improvements in some of the other TSM measures



However satisfaction amongst Independent Living tenants has fallen from 79% to 70%



Overall tenant satisfaction continues to be slightly below average compared to local authorities in England



Being treated fairly and with respect is now the single strongest key driver of overall satisfaction, having improved significantly since last year

## 3. Services overall

Overall satisfaction with the service provided by Stroud District Council Housing Services is essentially **stable** at 66%, with a variation of just 1% over the first three Tenant Satisfaction Measure (TSM) regulatory surveys. The same is true for the opposite end of the scale, where 16% are actively dissatisfied.

This reflects the national picture, with recently published findings from the Regulator of Social Housing that there has only been a marginal increase this year, primarily due to methodology. Consequently, the Council's score still remains **just below** the national average compared to all other local authorities across England (median 69%).

The 1% variation in overall satisfaction since last year is **not statistically significant**, which means that the results of a standard statistics test on these results tell us that the difference is likely to be down to chance. This doesn't come with absolute certainty, and it doesn't automatically mean that non-significant differences are meaningless, but it does highlight those differences that we can be the most confident about.

Indeed, elsewhere in the survey there are **improvements in satisfaction** that do exceed this threshold, notably in the repairs and property maintenance (sections 4 and 5) and in how Housing Services communicates with tenants (section 6). There has also been an increase in the proportion that feel Housing Services contributes positively to the local neighbourhood (section 8).

However, one notable feature of the results is the **significant drop** in satisfaction amongst respondents living in **independent living accommodation**, which has fallen from 79% to 70%. This may be linked to the issues of being treated fairly and respectfully (section 7) and anti-social behaviour (section 6), which are the only two other survey answers to follow this pattern. However, it should be noted that the base sizes are relatively small, and most tenants in this category are still happy with their services. In addition, there is nothing from the open text comments that indicates a systemic problem linked to any of these ratings.

### Key drivers

To help in our understanding of tenant satisfaction we use another statistical test that highlights the combination of other survey questions that together are the best predictors of how tenants score the overall satisfaction score. This is known as a **key driver** analysis and is useful in identifying hidden links that respondents may not even be conscious of. This simple statistical model provides useful insight into the results, although note that there will be many other factors that it is unable to take into account.

Although only one of the survey questions in 2025's key driver list is the same as last year, the broad **themes are still consistent**, and it is positive to note that all three ratings have significantly improved since last year.

How Housing Services communicates with tenants once again has the strongest predictive value, albeit this year represented equally by a single item that was previously absent from this list, which is the extent to which they are **treated fairly and with respect**. In part this may be due to the large jump in the proportion that 'strongly' agree with this statement (see section 6).

The other general aspect of the service where satisfaction has evidently improved is in the maintenance and repairs of the home (sections 4 and 5), thereby it isn't surprising is that the remaining two key drivers of satisfaction are effectively jointly ranked, being the **repairs service** over the last 12 months and a home that is **well maintained**. Both ratings have increased by a statistically significant margin of 4% this year.

# 3. Services overall

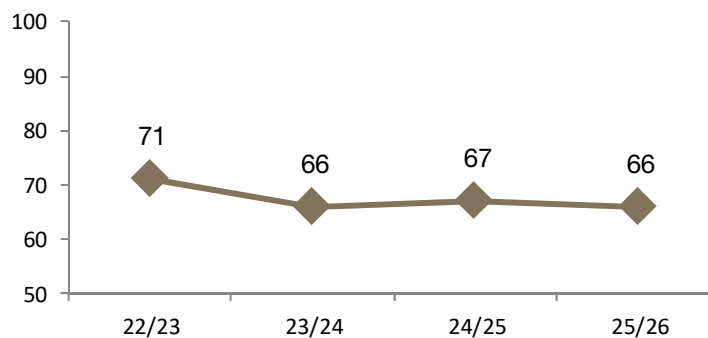
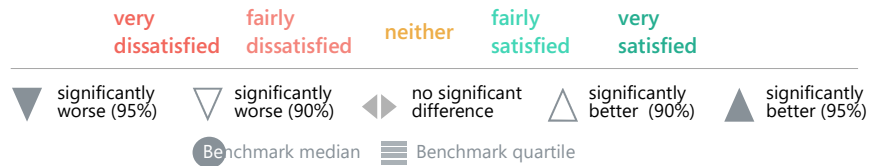
## 3.1 Overall satisfaction

% Base 540 | Excludes non respondents

Overall service provided by housing services



satisfied 2025/26 66 | satisfied 2024/25 67 | error margin +/- 4.0 | bench mark 69



### By people

- The normal variation by **age group** by is once again apparent in these results. It is typified by a significantly higher overall level of satisfaction amongst those aged 65+ (75%), whilst the under 50s are again significantly less satisfied, especially the under 35s with a score of 51%, which is 15% below average. This pattern is evident across the majority of other survey questions, as can be seen in table 9.12.
- There is a notable and significant difference in overall satisfaction between those that have recently received a **recent repair** and those that have not (62% v 73%).
- There are no significant distinctions by **length of tenure**, although both brand new and long-term tenants (21 years+) are 5% more satisfied than average (both 71%).

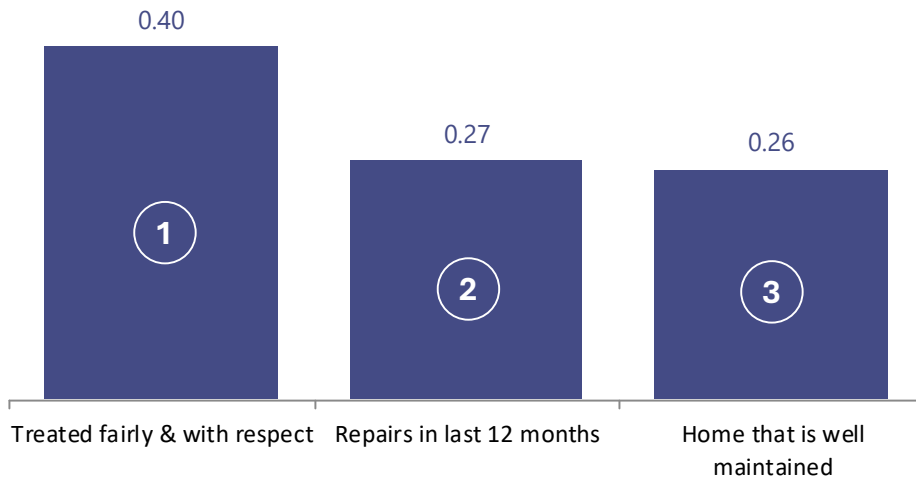
### By place

- Overall satisfaction amongst **independent living** tenants has deteriorated by a statistically significant 9% to 70%.
- There is only one significant difference in overall satisfaction between the eight main **patches**, with respondents in Housing 1 significantly less satisfied (50%), being far less satisfied than they were previously (was 78%). This pattern is repeated for most core findings as seen in table 9.7.
- When analysed by **property type** those living in bungalows are unsurprisingly still the most satisfied group (72%) followed by flats (68%), leaving residents in houses as the least satisfied (60%, table 9.9).
- Whilst not statistically significant this year, respondents claiming to live in a property with **communal areas** are less satisfied than those who do not (62% v 68%), which is in stark contrast to a year ago (was 74% and 64%).

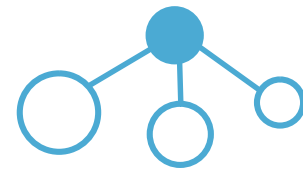
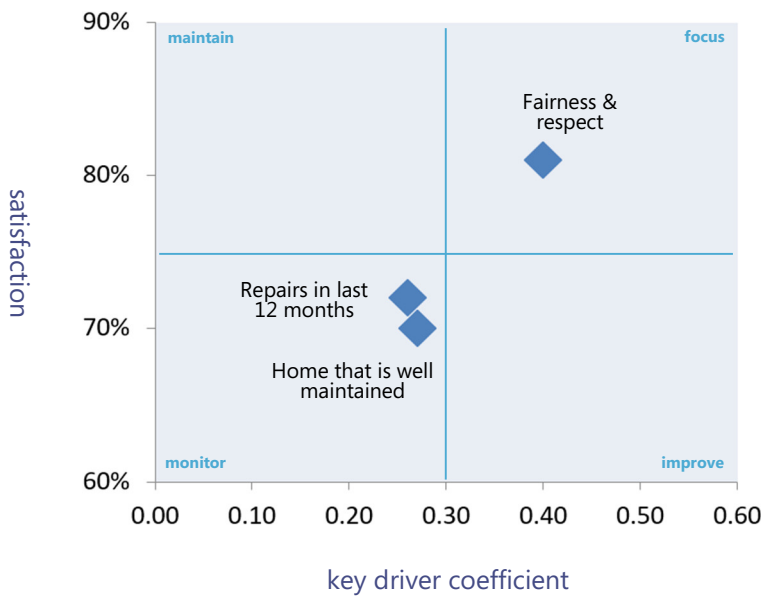
### 3. Services overall

#### 3.2 Key drivers - overall satisfaction

R Square = 0.614 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



#### 3.3 Key drivers v satisfaction

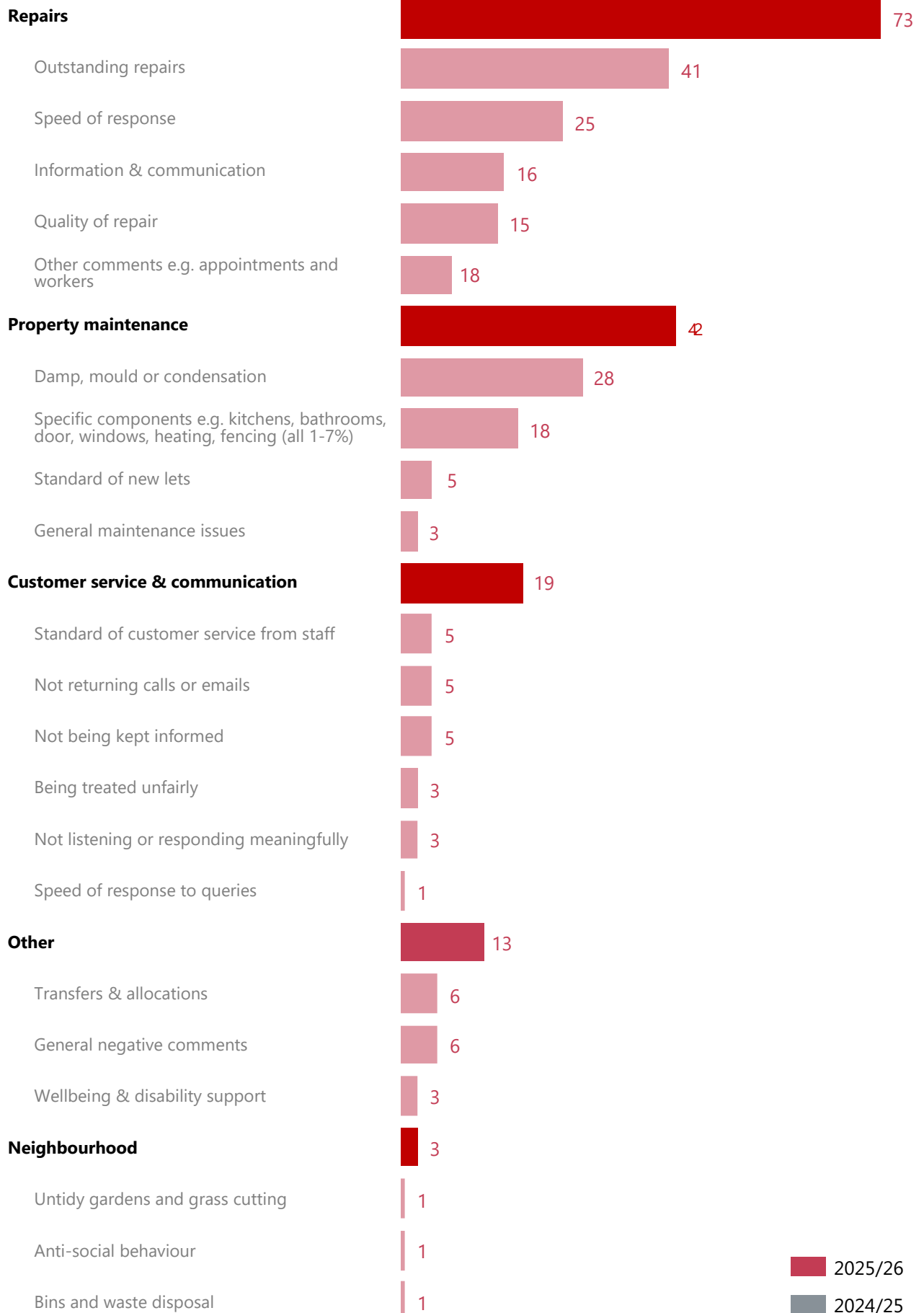


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

## 3. Services overall

### 3.4 Why were you dissatisfied? - summary

% Base 89 | Proportion of dissatisfied tenants. Includes



## 3. Services overall

### Additional comments

Moving beyond the statistical analysis, it is also very valuable to hear from tenants **in their own words** why they gave Housing Services the rating that they did. These explanations have been split into three groups of the actively dissatisfied, the ambivalent (including fairly satisfied), and the happiest 'very' satisfied group. These answers were then further coded and organised into different categories, both as broad headings, and in a further level of detail.

Looking first to the group of dissatisfied tenants, nearly three quarters of this group (73%, chart 3.4) mentioned **issues with the repairs service** as a reason for how they feel overall. When analysed in greater detail, the primary issue around repairs is overdue jobs with around two fifths of the dissatisfied group raising this (42%). The general speed of response is also a concern (25%). Indeed, some tenants report extensive delays, with repairs in their view remaining incomplete for months or years. This includes work being started but never finished, and repeated promises without follow-through.

"I have been waiting for over 2 years for repairs to be done to my house regarding damp and mould. They just basically keep patching things up and they do not find the root cause of anything."

"I have been reporting a repair since March or April and it still has not been done. It is the guttering out my back door and every time it rains I get soaked and it causes flooding in the kitchen."

"I have been asking for repairs for the last 12 years and nothing has been done. All my windows are blown and the house is covered in mould and I have been telling them for 12 years. The inspector came and checked a couple of weeks ago and I have not heard anything since."

"Repair works are still outstanding ... They keep taking measurements, photos and then saying they would get back to me, they do not get back to me. I chase and they come round and take photos and measure again and again. This has happened many times. I then phone up, chase, and it starts all over again from the beginning. They say, do not leave it too long to chase, but how long is too long to them, is a week, a month, a year? This is frustrating and a joke now."

"I have a problem when they are asked to do repairs. For example a few years ago they took out the asbestos boards in my porch way. They were meant to come back out and replace what they took down, and they have not yet done this."

"I have got jobs here that need doing and they have half done them and I have not seen them since. It was started back in the summer and no one has contacted me at all. I have given up trying to chase them."

"I have lots of repairs needed. I have to keep booking appointments to get these repairs fixed, with me wasting time, where I should be at work. The repairs are taking a long time (months) to fix. I contact them and book at appointment, they come and have a look, and I have to book another appointment to try and get the repair fixed. There are long queue when I book appointments."

"I am not happy with how long some of the repairs have been going on in our house, people have come out to check them but no follow up was made."

"They do not finish the repairs they started. They rendered the property, but the wiring is still hanging down and dangerous and the guttering is no good"

A need for better **information and communication** is an issue for around one in six (16%) followed closely by better quality (15%):

"Mainly it is because of the time taken for repairs to be fixed. The lack of updates, communication ... I have to chase, as they do not follow through with updates."

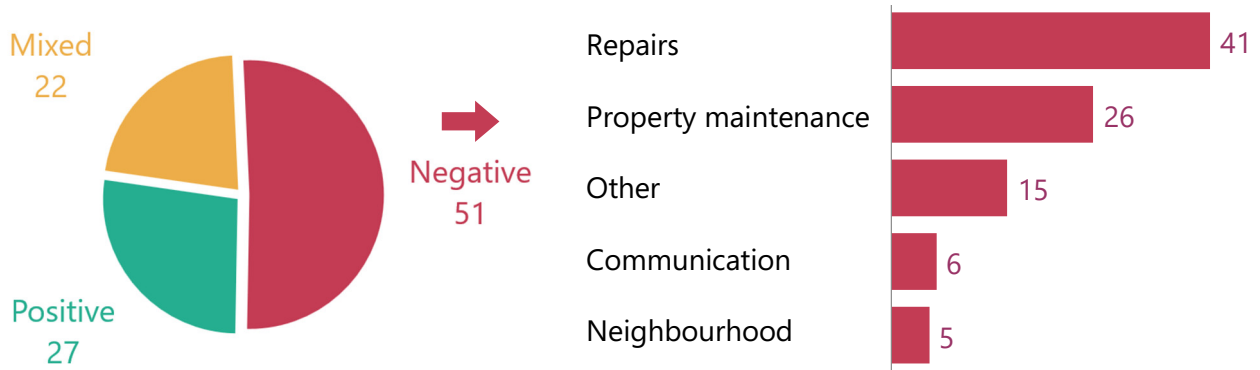
"The main problem is lack of communication and lack of progress on scheduled progress. They have been due for over four years without any actual progress and constant delays."

"For some of the repairs they keep coming out and doing the same repair over and over again, we had a leak and it is still leaking after 5 attempts."

### 3. Services overall

#### 3.5 Nature of ambivalent or fairly satisfied comments

% Base 253| Proportion of ambivalent/fairly satisfied that commented. Includes multiple responses. Coded from verbatim comments.



“It is because of miscommunication. They do the checks but do not return with any sort of action or what they said they would do. They say they will order this and that but do not return. We did not have a fence for 2 years and they did not even check, I called for many times and they closed the case without getting back to me.”

“I have to do repairs myself, they don't do a very good job with repairs.”

“They don't give the workers enough time to the job right first time and they have to return several times to redo the repairs.”

Two out of five dissatisfied respondents cited issues with the property (42%), with **damp, mould or condensation** the most common issue (28%, chart 3.4). Around a fifth of dissatisfied respondents cited one or more components of their home as needing repair or replacement, most commonly **windows** and /or **heating and energy efficiency** (both around 6-7%).

“At the moment I am struggling with the damp and mould and I have only just had a call today for an appointment to come and look at it. I have been living here for 10 years and I have always had damp and mould. I have always just cleaned it and carried on with it. I tried to report it in the past but it did not get anywhere.”

“I have damp in my property which I have had for years, I have got a window I have been waiting 5 years for that as it needs replacing.”

“Last year I complained about damp in my home and the fact the windows need replacing, but this has not been fixed. There is loads of work that needs doing. We have COPD and the damp is making this worse ... we also have no installation in our loft so the house is freezing..”

“The bedrooms are so damp and I have mould and even my clothes and shoes go mouldy. I have reported it many times and 4 or 5 years ago they just told me I do not have the windows open enough.”

There is water pouring down the side of our walls and the bathroom has gone all mouldy. Engineers have said the issues are with the roof and the guttering is at the wrong angle. I have got mould in my lounge and I had an engineer out and they just came and painted over it and they have not actually fixed what is causing the issue. My carpet is mouldy and they are not going to do anything about it.”

“I have had no hot water and heating for over three months, I asked them and put a complaint in and rang them up multiple times. They come out to fix it but don't actually fix it.”

“They provided me with a home when we really needed it. However, it's 10am in the morning and I'm still laid in my bed as my house is so cold. My house is freezing cold.”

“We have not had any new electric heaters for 20 years. We do not use the old heaters as they are too expensive.”

### 3. Services overall

The customer service experience is noted by around one in five dissatisfied respondents. The most common issue mentioned is the just general standard of **customer service**, followed closely by a need to **return calls and emails** and to keep tenants **better informed** (all 5%). All three for the most part can also be traced back to repairs issues.

“They are quite rude on the call and they can become quite argumentative such as mostly the property care department.”

“Some of the people there are alright but sometimes they can be rude such as the workmen.”

“The housing officer is aggressive and she has a bad attitude, she has been told and still is.”

“They are obnoxious, rude and they do not get the job done on time ...”

“They keep making promises but don't follow through. They say they will call you back but they don't. I have been waiting two weeks for a call back and for work to be done.”

“Sometimes they do not get back to me when I ask them to. Usually they are pretty good but I had to wait and wait for them to get back to me and then I had to end up chasing it up.”

“I find it really hard to get through on the phone for repairs and I sent an email and somebody sent me an email for a committee meeting which I did not ask for. Since covid you are on the phone for longer and trying to get through is hard and you have to wait a long time.”

“When we try to phone them up, we can't get a hold of them and the queue is so long. When we do manage to talk to them, they do not communicate with each other, so the work does not get done. We get them ringing me up saying have we done this or that even though they should have that on the system.”

Comments around neighbourhood issues is low on the list of reasons people gave for being dissatisfied with the Council overall, with the proportion mentioning how **anti-social behaviour is dealt with** just 1% of this group.

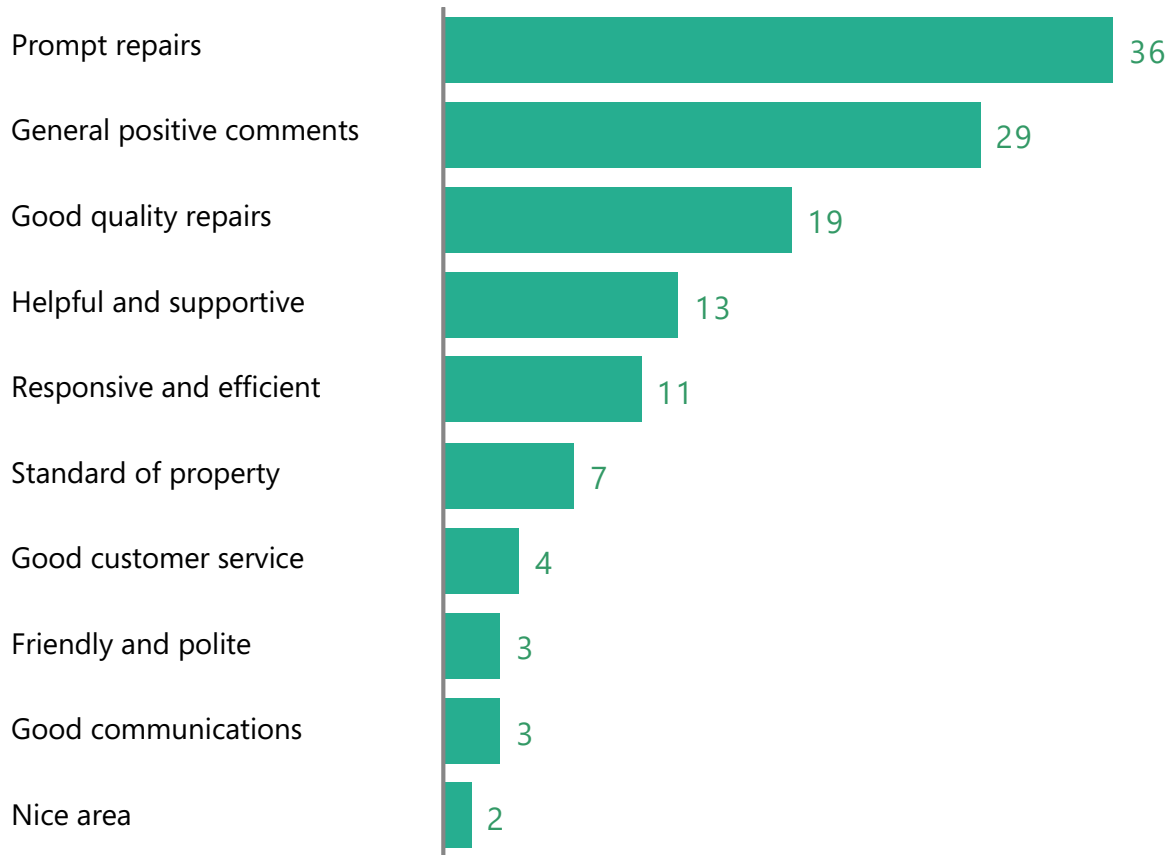
Moving on to consider those tenants that have a more nuanced perception of the Council's services, i.e. those that give either an ambivalent 'neither' rating or are merely 'fairly' satisfied, around a quarter gave mainly positive comments (27%). The summary of negative comments is presented in chart 3.5, with repairs and property issues continuing to dominate (41% and 26% respectively).

It is also important for the Council to not only understand which aspects of the service require improvement, but also the experiences of its most **satisfied customers** in order that it can build upon its success, share good practice across the business, and maximise the number of customers that experience excellent services. Accordingly, chart 3.6 summarises the reasons that 'very' satisfied tenants give for their positive overall ratings.

## 3. Services overall

### 3.6 Why were you *very satisfied*?

% Base 198 | Proportion of very satisfied tenants. Includes multiple responses. Coded from verbatim comments.



A third of this group state that the reason they are positive is because the Council **completes repairs to their homes promptly** (36%). Following this are general positive comments that cannot be further categorised. However, it is pleasing to find a fifth of satisfied respondents cite the **quality of repairs** as a source of their positive rating (19%).

“I am generally happy with everything. They get repairs sorted quickly.”

“Anytime we do have a problem they do sort it quite quick and the problem never comes back.”

“Every time we have asked for something they have always looked at it and done it.”

“I have been here 25 years and if I ring and have got anything to do, they are out within 2-3 days for non-emergencies.”

“I have been here 50 years and when I call them they come and do what is needed to be done and I prefer them to housing associations.”

“I have never had anything wrong with them. Every time I phone up they are there within a reasonable time and they tell me when they will be there.”

“If there is any problems they come out straight away and do regular checks on the property.”

“Their response rate is really good. They are quick to get people out to fix issues. They are very professional.”

“They are reliable, they respond very quickly to any problems and they do a very good job when they come.”

“They are always good to me and with repairs they are very very good.”

“They are very good with their repair service and do a good job looking after the neighbourhood.”

“They do regular maintenance and the repair service is good.”



## 4. The home

78%



safe

72%



well maintained



Satisfaction with property maintenance is the only consistent key driver across the last three surveys



This score has significantly improved since last year



Nevertheless, over a quarter of those who are generally unhappy with Housing Services blame damp and mould, with windows and heating/energy efficiency also mentioned



Property maintenance and safety are rated above average compared to other local authorities

## 4. The home

The only TSM rating to consistently appear in the key driver list over the last three surveys is providing tenants with a **home that is well maintained** (section 3). It is therefore to the Council's credit that since the last survey it has **significantly improved** this aspect of the service it provides, to the extent that the score has increased from 68% to 72% and is now four percentage points higher than the local authority benchmark median.

This is consistent with the related improvements in satisfaction with the responsive repairs service (section 5), to the extent that they are almost certainly related to one another.

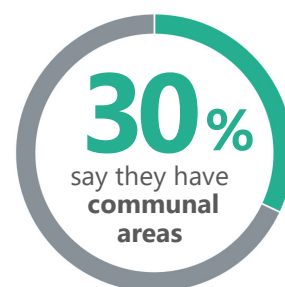
Despite the positive trajectory, there remains considerable scope for improvement in this regard. Indeed, the Council's score remains three points lower than the average achieved by English housing associations. Furthermore, amongst those tenants that are unhappy with the housing service they receive, many cite issues with property maintenance as at least one of the reasons, including over a quarter that mention **damp and mould** (section 3).

When considering another linked element of the service, namely tenants' assessment of **building safety**, this score is broadly unchanged since last year (78% v 80%). This too is in the top half of local authorities (median 74%).

A more substantial fluctuation can be found in the perception of **communal cleaning and maintenance**, down from 69% to 62%, but this isn't statistically significant due to the low base size. Furthermore, the Council's score is still very close to the benchmark median of 63%.

Indeed, only a minority of the total survey sample are asked this question (30%), which is restricted to only those that say they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining.

This question wording is mandatory for TSM surveys, but it does allow any tenants to answer if they believe their building has such communal areas, regardless of whether they do or not. Indeed, the **Council's records** agree for only around half of those that answered in the affirmative (54%). This appears to have no appreciable effect on how many in either group claim to be satisfied (both 62%), but active levels of dissatisfaction are higher amongst the group that definitely receives these services (26%, including 17% very dissatisfied).



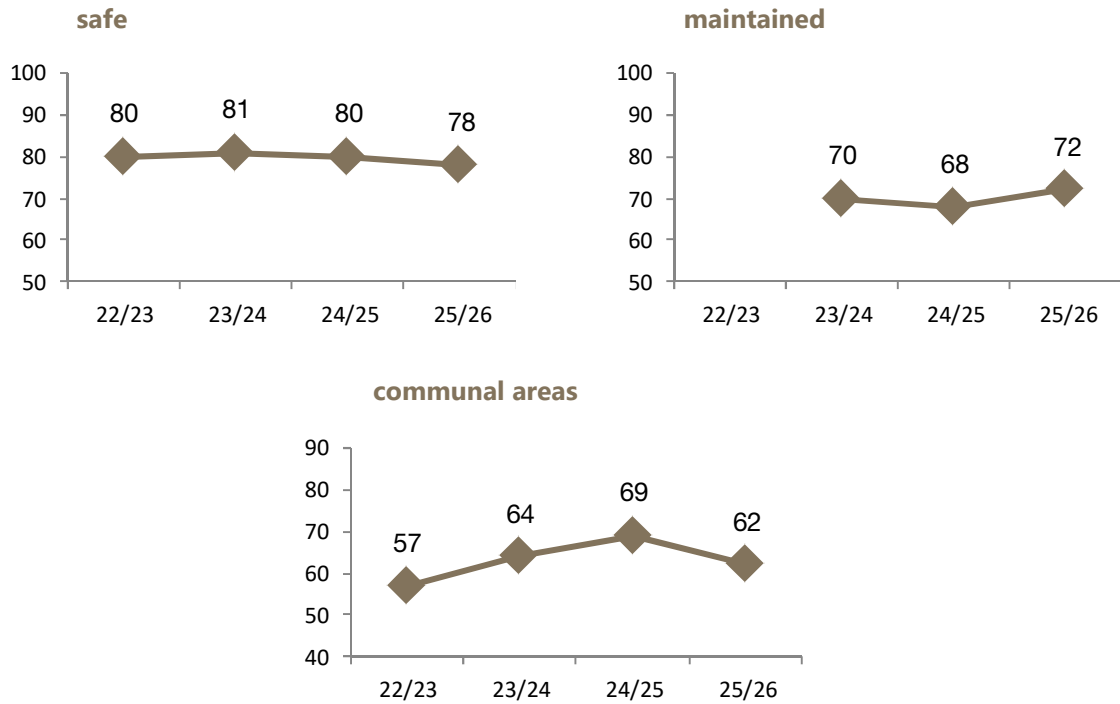
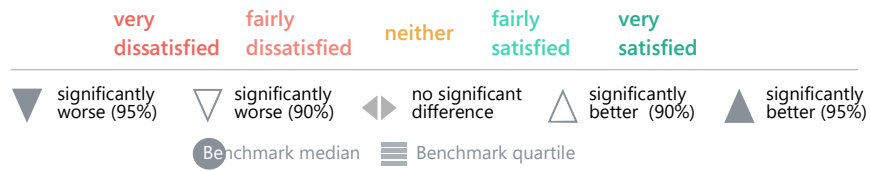
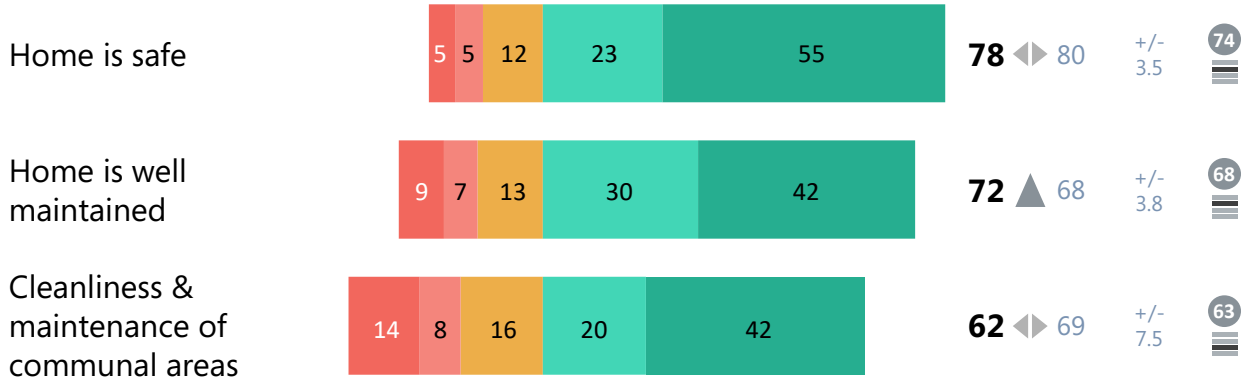
# 4. The home

## 4.1 Satisfaction with the home

% Bases (descending) 538, 539, 161 | Excludes non respondents



satisfied 2025/26  
satisfied 2024/25  
error margin  
bench mark



## 4. The home



### By people

- The **under 50s** remain significantly less satisfied than the rest of the sample with both property maintenance and safety (62% and 66% respectively, also see table 9.12).
- Whilst satisfaction remains below average amongst the under 35s, it has increased on both measures; maintenance (62%, up 11%) and safety of their home (64%, up 3%).
- Satisfaction with communal cleaning and maintenance has fallen the most amongst 50-64 year olds, from 68% to 52%.
- The highest ratings for maintenance and safety of the home are again to be seen amongst the over 64s (80% and 87%, respectively).
- Respondents in their **first year** with the council are 6% more satisfied than average that their home is well maintained (78%) and safe (84%), but when the length of tenure reaches 3-5 years satisfaction, the safety rating becomes significantly lower than average (66%, table 9.11).



### By place

- All three ratings in this section are significantly higher for **independent living** tenants than general needs. There is also a sizeable decrease in satisfaction amongst **general needs** tenants with the cleaning and maintenance of communal areas, from 57% to 48%, although this is still within the margin of error.
- By **property type**, respondents in houses remain the least satisfied with maintenance (65%), compared to 78% in bungalows and 75% in flats.
- Respondents in bungalows are also once again the most likely to be satisfied with safety (87%, including 47% that are 'very satisfied'). As with the rating for maintenance, satisfaction with safety is significantly lower for houses (73%, table 9.9).
- Residents in the Housing 1 **patch** are significantly less satisfied with both the maintenance (54%, down 16%) and the safety of their home than they were a year ago (71%, down 7%). The only other area to see a dip in the maintenance rating is Housing 7 (63%, down 13%).
- Conversely, maintenance is rated significantly higher than the other areas in **Housing 3** (81%), having increased by eight points since last year.



## 5. Repairs and maintenance

70%  
▲



service in last  
12 months

65%  
▲



time taken to  
complete repair



Both ratings have improved significantly, especially in the proportion of respondents who are 'very' satisfied



However, they remain slightly below the benchmark for local authorities in England



The repairs service in the last 12 months is now a key driver of overall satisfaction



Those dissatisfied with the service most commonly complained about workmanship and/or work left incomplete

## 5. Repairs and maintenance

One of the primary candidates that might explain an uptick in many satisfaction scores across the survey is whether tenants feel satisfied with the **repairs service they received** over the last 12 months. This demonstrates a statistically significant improvement from 66% to 70%, including a 6% increase in the proportion that are 'very' satisfied (now 46%).

This is also consistent with this score now being the second strongest **key driver** of overall satisfaction, being just ahead of property maintenance which itself is on a similar topic.

The pattern is similar for the second regulatory measure that asked about the **time taken** on the last repair. In this case the 65% satisfaction score is now 2% higher than it was last year, but with an eight-point improvement in the proportion that are very satisfied (now 45%) and a 7% reduction in those actively dissatisfied (now 22%).

In both instances these are the highest ratings achieved over the past 4 surveys, although both are still a **little below the median** average for other landlords in England (72% and 68% respectively). The improvement in timeliness is also probably a factor in the better communication scores this year, as the two are often interlinked.

There are also some interesting variations by **age group** with improvements in the scores being concentrated amongst the typically least satisfied youngest tenants (see below).

### By people

- There is a significant improvement in satisfaction with repairs overall amongst the **under 35s** (64%, was 51%), but those aged 65+ are still the most satisfied group (77%). This pattern repeats for the time taken to complete the last repair (see table 9.12).
- Unlike the youngest respondents, there has been no change in satisfaction amongst the 35-49 age group compared to a year ago with the repairs service overall (still 57%), meaning that this group significantly less satisfied than the rest of the sample.
- The pattern can be observed for the timeliness of repairs, with a ten-point improvement amongst the under 35s, (now 64%) whilst those aged 35-49 give the lowest rating (57%).

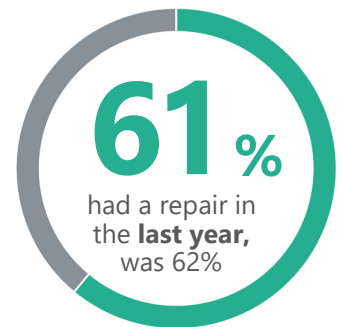
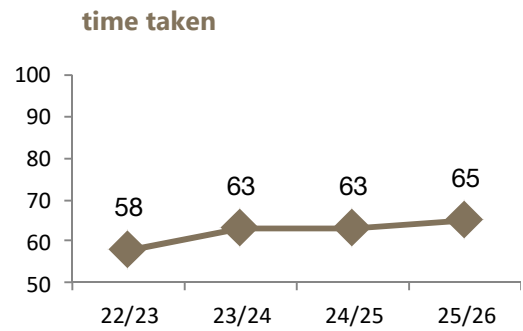
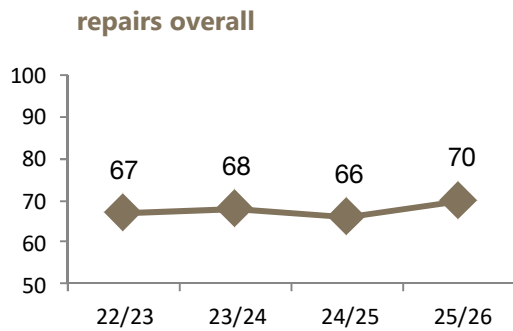
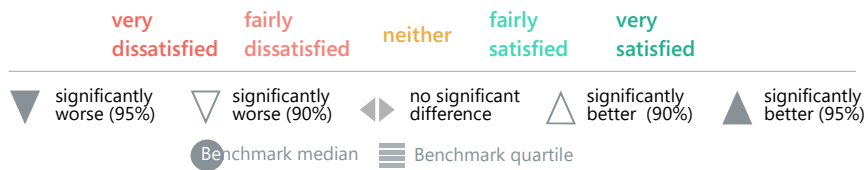
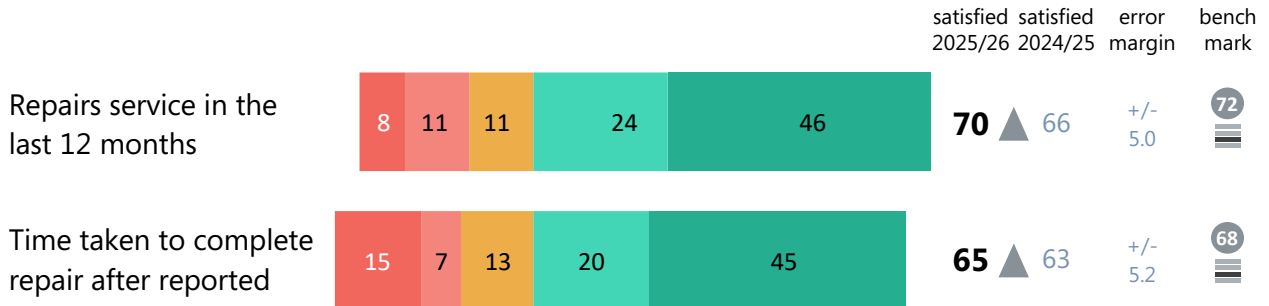
### By place

- Tenants in the Housing 1 **patch** are significantly less satisfied with the repairs service overall (53%) and are far less satisfied than they were a year ago (was 73%, table 9.7). Satisfaction with the repairs service overall has also fallen notably in Housing 7 from 72% to 63%. In contrast, it has improved in Housing 3 (73%) and Housing 8 (73%) with both scores up 12%.
- The respondents from **independent living** remain more satisfied than general needs on both questions, most notably with the time taken (73% v 64%), however, scores are closer than seen a year ago (table 9.8).
- Both ratings are also significantly below average for tenants who live in **houses** (61% service, 54% time taken).

# 5. Repairs and maintenance

## 5.1 Repairs service

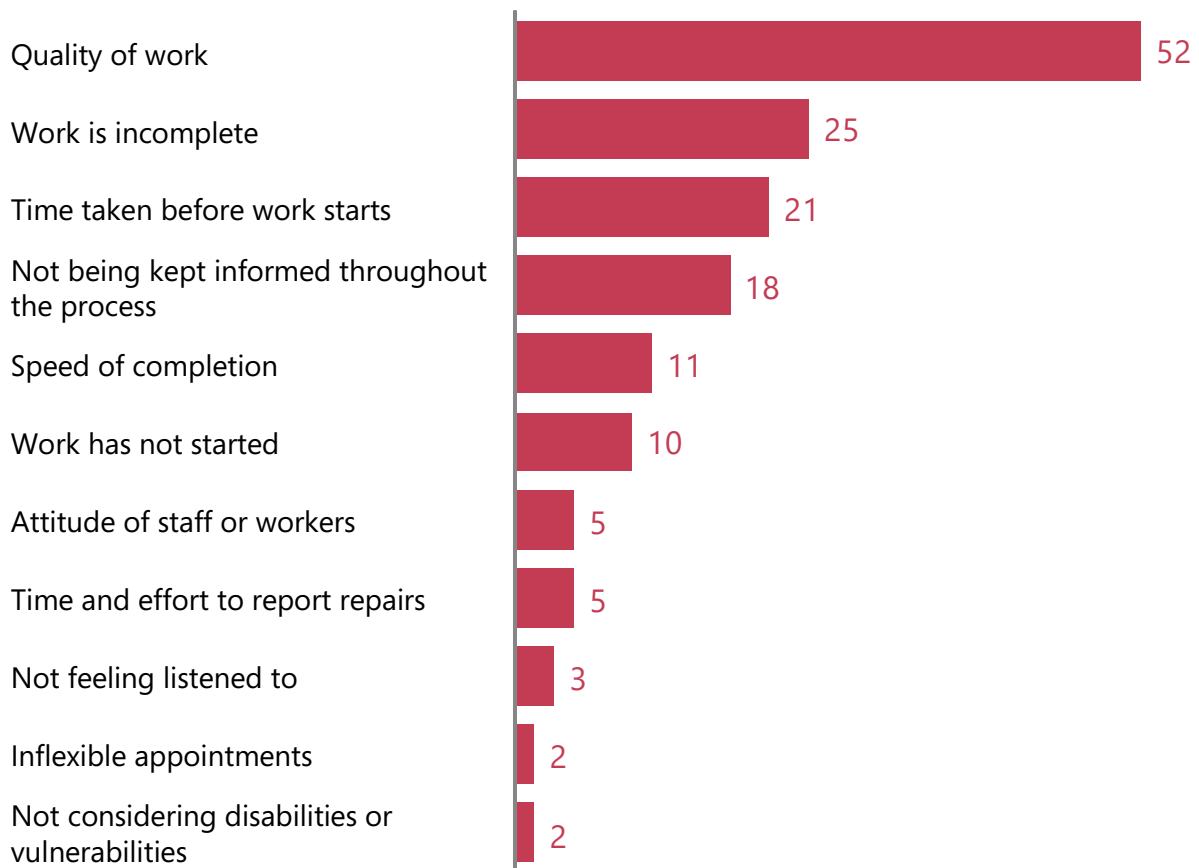
% Bases (descending) 328, 328 | Had a repair in the last year. Excludes non respondents



## 5. Repairs and maintenance

### 5.2 Why are you dissatisfied?

% Base 61 | Proportion of dissatisfied tenants that commented. Includes multiple responses. Coded from verbatim comments.



#### Reasons for dissatisfaction

Tenants were asked why they are dissatisfied with the repairs service in the last 12 months with responses themed and presented in chart 5.2. Unlike respondents who were dissatisfied with Housing Services more generally, amongst whom slow or incomplete repairs are the primary issue (section 3), once a repair has actually been carried out, the main concern is clearly with the **quality of work** carried out with more than half of dissatisfied comments on this topic (52%):

“They used outside contractors with poor quality workmanship.”

“The work the internal teams do are very good but external work done by their contractors is rubbish and always botched.”

“We had a new front door fitted and the quality of the work was not great as the frame is still hanging off now. I reported it and I am still waiting for them to get back to me.”

“They just painted over the mould and did not fix the issue.”

“The work was rushed and not done correctly. My front window was locked open and allowing lots of cold air in and they just tightened a few things up and they said they would be back and did not return and that was 3 months ago.”

“Not great, may as well do it myself and get the job done properly.”

“They have messed it all up twice and not come to fix it. They have come and done several repairs and keep getting it wrong. They came to refurb my kitchen and did a really bad job of it.”

“They came out and repaired the toilet once and it was still leaking and two months later I complained and they redid the job that was done in the first place. He went and said the job was done but later that day I had to call them out again as it was still leaking. They just do what they have to do and that is it.”

## 5. Repairs and maintenance

However, this doesn't mean that timeliness still isn't a problem for this group, as quarter of whom were dissatisfied because the work **wasn't fully completed**, and or a fifth say that the time taken before work starts as a reason for their dissatisfaction. This equates to 40% that gave one or both of these responses.

"They were meant to come back but didn't and I have re-called them but haven't done anything."

"What they did was okay but it would just be nice if it was actually finished."

"They came out to repair the heating and hot water, but they did not actually fix it and it has been like that for 3 months."

"The actual workers were really good but the actual time scale to get them to come out was a bit slower."

"They started a repair and didn't finish it. It took 9 years to start the repair in the first place and they haven't contacted me about finishing."

"There was a basin in my bathroom that was very badly cracked and it took 6 months for it to be replaced. They had the wrong one and I had to keep calling them and it went on and on and on."

"You have got to wait too long for repairs. They started the flooring as we needed the full bedroom replastered and it has not been finished. The inspector booked it all in and they said they would only do some walls. They do not pass the information over to the workers properly."

Further to the last comment, **communication** is a source of frustration for a fifth of dissatisfied respondents and the most interesting comments below provide a small amount of additional insight into this topic:

"There is no communication whatsoever and also repairs are reported but not actioned."

"There is no communication, it is all rushed and low standards."

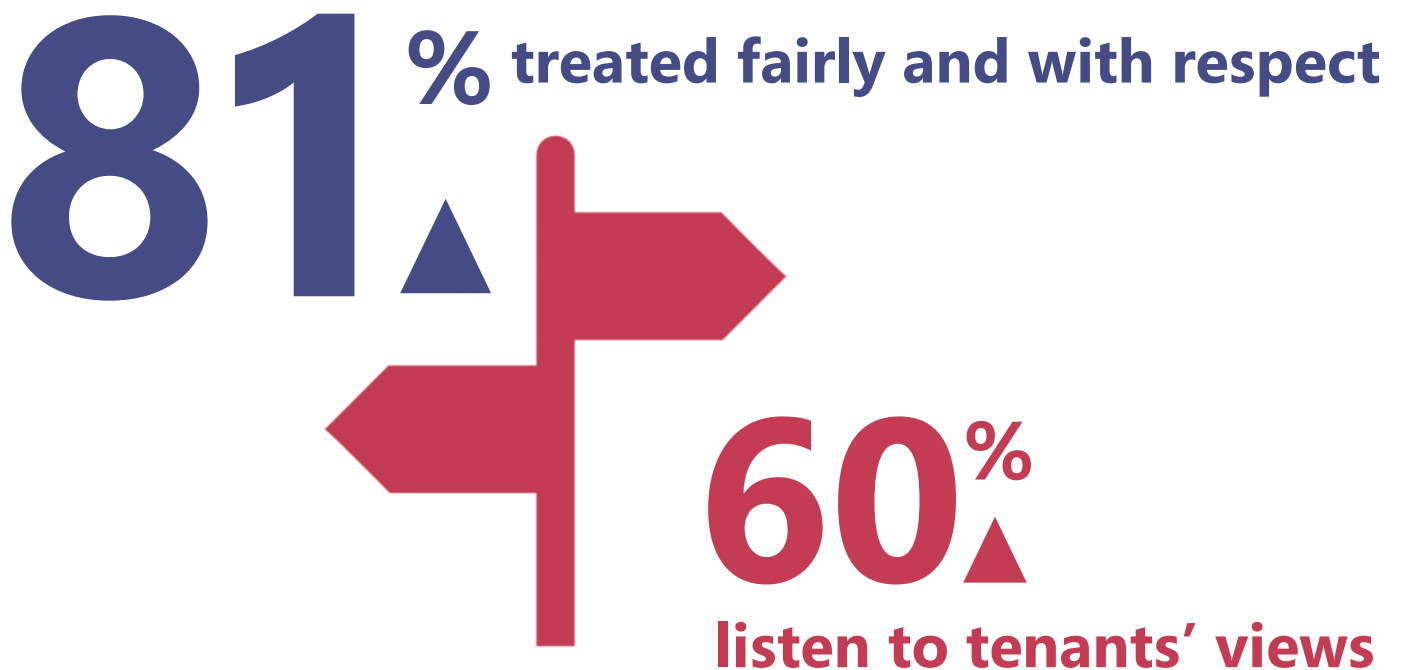
"The lads were ok but there's no communication and the work they do is shoddy, I have to do it myself."

"I had emails from two different people about the same job and both responses were different. One would do half the work and the other said less."

"I just don't think there is enough communication in the offices and you don't speak to the same person. When you do get through to someone with sense they do not know anything and it takes so long to get repairs done it is ridiculous."



## 6. Communication



All three ratings in this section have improved by a statistically significant margin since last year



Treating tenants fairly and with respect is now the best single predictor of overall satisfaction



Satisfaction with listening is now above average, and the other two ratings are in the benchmark top quartile



Those who don't feel listened to are most likely to blame a lack of action on repairs, or not getting called or emailed back

## 6. Communication

The two main topics for which the Council's TSM scores have improved this year are those concerning the repairs and property maintenance, and those in this section of the survey that deal with communication.

This pattern isn't unusual because the two are often **interlinked**, with the majority of customer contacts being related to **repairs**. Indeed, 61% of the survey sample have used the repairs service in the last 12 months (see section 5).

Regardless of the precise mechanisms at work, this year the strongest predictor of overall satisfaction is the extent to which tenants feel they were being **treated fairly and with respect** (81%), which demonstrates a significant 23% increase in the proportion that 'strongly' agree with this statement (now 51%). It is also now in the **top quartile** of local authority landlords, compared to the median average of 75%.

The exact reason for this pattern of improvement isn't clear from the data. The two other TSM ratings in this section of the survey have also significantly improved since last year, albeit with greater changes in the cumulative satisfaction scores (up 5-8%), but less dramatic increases in the positive extreme of the two ratings (up 9-12%).

This includes 75% of the sample that now feel they are **kept informed** about things that matter to them, and 60% who feel that their views are being **listened to** and acted upon. The former is now in the benchmark **top quartile**, whilst the latter overtakes its benchmark median target of 57%.

Taken together, these results confirm that tenant communication and engagement is important to how tenants perceive the Council as their landlord, and central to the improvements it has made over the last year.

### By people

- All scores are once again generally lower than average for the **under 50s**, significantly so in most cases, and above average for those of retirement age (see table 9.12).
- Nevertheless, it is noted that the under 35s are now 10% more likely to agree that they are treated fairly and with respect than a year ago (73%, was 63%). Similarly, they are far more satisfied that they are being kept informed than they were previously (64%, was 51%), although satisfaction has not changed with being listened to (still 45%).
- **New tenants** are typically more positive than average with most aspects, especially being listened to and having views acted upon (70% satisfied), which is 10-points above average (table 9.11).
- Respondents who have recently **had a repair** are significantly less satisfied with being kept informed than those who have not had a repair (70% v 82%).

### By place

- Respondents in **independent living** remain more positive with every rating than those in general needs, significantly so with being treated fairly and with respect (85% v 81%, table 9.8). However, this specific rating is also significantly worse than it was in 2024 (was 96%). Indeed, the proportion who strongly agree with this statement has fallen from 67% to just 35%. The scale of this change is such that it may be linked to the drop in overall satisfaction amongst this group (see section 3).
- The only notable **geographic** difference is that respondents in Housing 1 are typically significantly less satisfied than average with all ratings (table 9.7).
- As with most other survey questions, respondents in **houses** are significantly less positive than the rest of the sample on the questions in this section (table 9.9).

# 6. Communication

## 6.1 Fairness and respect

% Base 531 | Excludes non respondents



agree 2025/26    agree 2024/25    error margin    bench mark

Treat tenants fairly and with respect

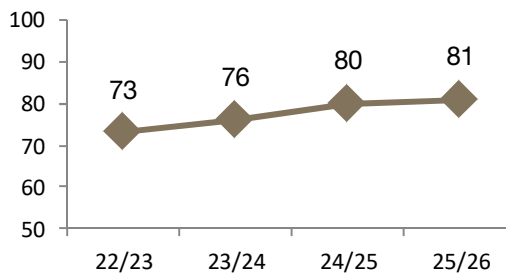


**81** ▲ 80  
\* strongly agree up 23%

+/- 3.3    75

strongly disagree    disagree    neither    agree    strongly agree

significantly worse (95%)    significantly worse (90%)    no significant difference    significantly better (90%)    significantly better (95%)  
Benchmark median    Benchmark quartile



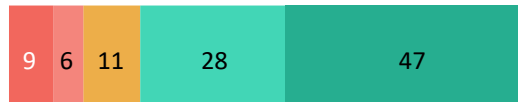
## 6.2 Communication

% Bases (descending) 529, 511 | Excludes non respondents



satisfied 2025/26    satisfied 2024/25    error margin    bench mark

Keep tenants informed



**75** ▲ 67

+/- 3.7    69

We listen to your views and act upon them



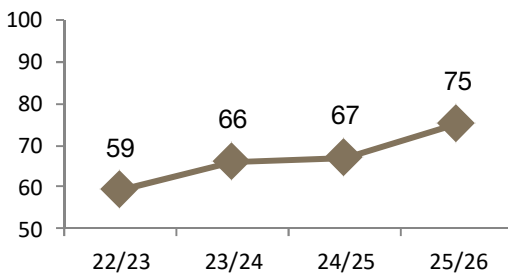
**60** ▲ 55

+/- 4.2    57

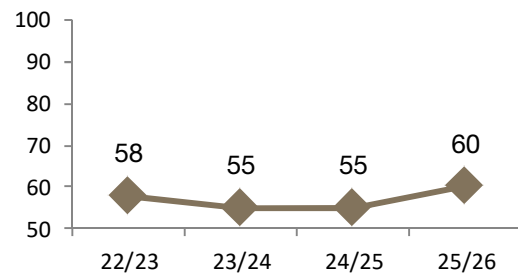
very dissatisfied    fairly dissatisfied    neither    fairly satisfied    very satisfied

significantly worse (95%)    significantly worse (90%)    no significant difference    significantly better (90%)    significantly better (95%)  
Benchmark median    Benchmark quartile

being kept informed



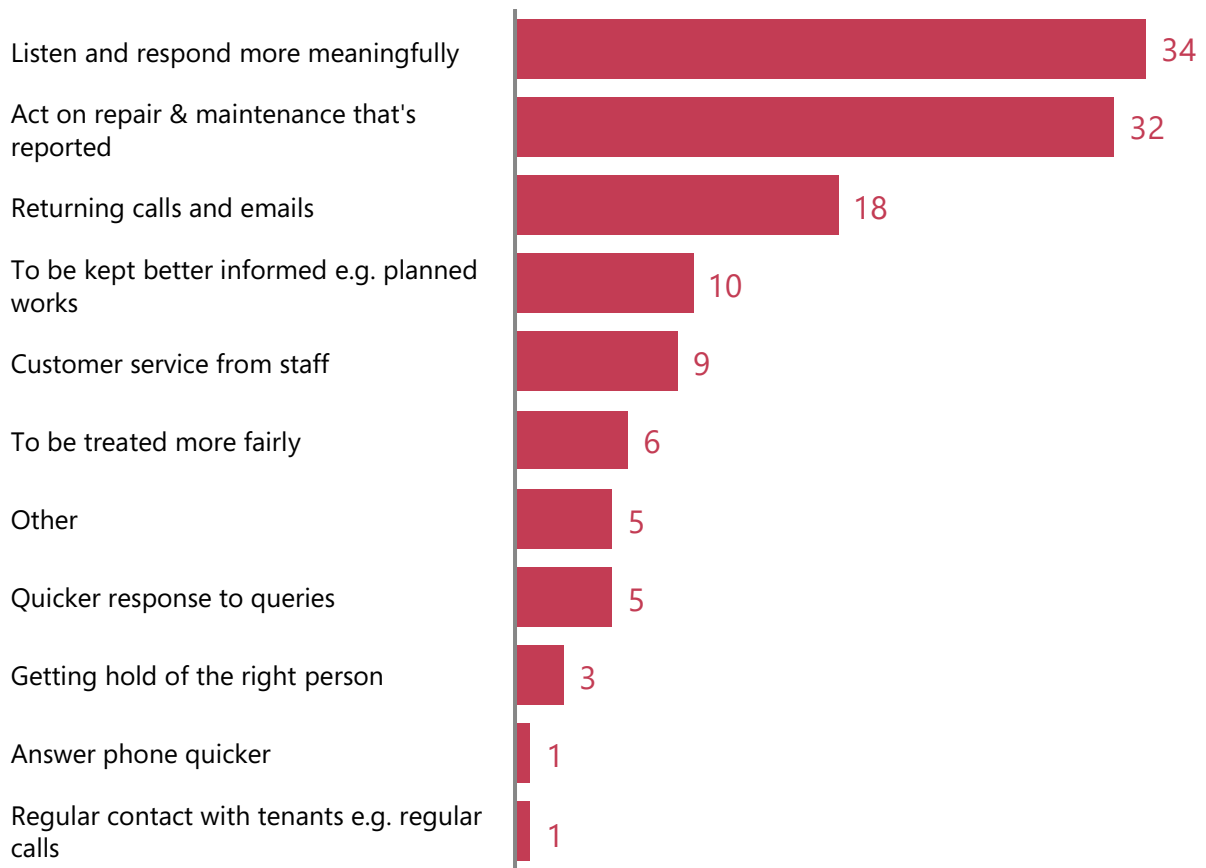
listens & acts on views



## 6. Communication

### 6.3 Listening and acting on views - why are you dissatisfied?

% Base 114 | Proportion of dissatisfied tenants that commented. Includes multiple responses. Coded from verbatim comments.



#### Reasons for dissatisfaction

A new question was added this year asking respondents to expand on their response to the rating for being **listened to** and having their views acted upon. Dissatisfied respondents had their comments analysed and themed into some broad categories and are summarised in chart 6.3. The first topic is a generic catch all response, with a third just saying there is a need to be listened to more meaningfully. However, a more interesting finding is a similar proportion of comments related to a **lack of action on repairs** (32%), examples of comments on this theme include:

“It’s predominantly influenced by my experience with the repair issues where work has been reported but not completed.”

“It’s all to do with the waiting time for any repairs we put in. I feel like I have to chase them a number of times just for them to listen and do something about it. I also find I am left on hold for far too long when I do need to ring for anything.”

“I ring up and report something and they say they will do it and they do not get back to me or do the repair.”

“I ring up and explain the situation and nothing gets done, we just see the inspector but not the actual workers.”

“They listen but they do not respond and they do not get the repairs done. It seems like I have to battle every step of the way to get anything done.”

“Because they don’t do the repairs and they are obviously not listening. I would like to take the people in the call centre and bring them up here and show them the toilet and ask if they would like to live in a house like that.”

“They just do not care when we ask them for things and it is either excuses and they say they are too busy. They send someone out and they just say there is nothing wrong with it and just disappear.”

“They just do not listen and we can report and it does not matter how much we report it, they do not listen and nothing ever gets done.”

## 6. Communication

Around one in five say they are dissatisfied because of the response they received to general enquiries, including being **called back** or responding to **emails**:

“You have to keep on and chasing them and I feel like I should not have to.”

“They never ring back when they say they will.”

“It takes such a long time for them to contact me or for me to get in touch with them. It takes ages if at all for them to get back to me if I leave my number.”

“They don't follow up on a phone call and they do not call you back when they say they will. It is too hard trying to through to them anyway we try such as through the phone or text.”

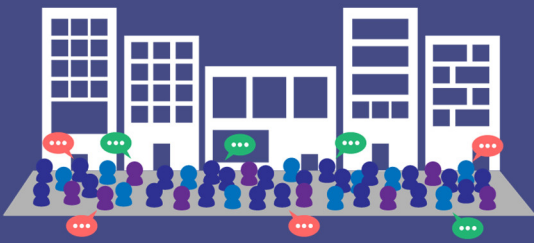
“Considering I asked the housing officer to ring me and I am still waiting 4 months, obviously they don't give a care.”

“The worst experience in my life is the email system as they never reply back to me.”

“The communication is not great as when I send emails I am waiting for too long.”

“They do not reply to emails and do not provide urgency towards residents.”

“You have to keep on and chasing them and I feel like I should not have to”



## 7. Neighbourhood



The positive contribution of Housing Services is significantly improved, especially in patches 2, 3 and 8



However, the approach to handling anti-social behaviour show a significant decline when comparing over a two year period



Although the base size is small, satisfaction with ASB handling is notably lower than before for Independent Living



ASB handling has also dropped below the benchmark median, although positive contribution is top quartile

## 7. Neighbourhood

How tenants rate the **positive contribution** that Housing Services makes to the neighbourhood has varied somewhat over the last four surveys, but this year has reached a new high of 68% satisfaction compared to 17% who claim to be dissatisfied. Furthermore, this is a five-point increase on last years' score, ensuring that the change is **statistically significant**.

It also means that on this measure the Council is in the **top quartile** of all local authorities in England (median 62%), although the Regulator has cautioned against drawing too many conclusions from such comparisons, due to the wider than normal variation in these scores, some of which are related to survey methodology.

The precise reason for this change is, however, more difficult to ascertain. Indeed, there are very few additional comments from survey respondents related to neighbourhood management issues (see section 3), although the improvement is most evident in **patches 2, 3 and 8** (see below).

In contrast, the rating for how Housing Services handles **anti-social behaviour**, having increased notably in the first year of TSM surveys in 2023, dropped somewhat last year, and is a few points lower again this year. Over half of the survey sample didn't feel qualified to answer this questions, so the base sizes are smaller than for most other ratings. This means that the last two year-on-year changes aren't statistically significant in isolation, but when directly comparing 2025 against 2023, there has been a significant drop (54% v 65%). This rating also now drops below the benchmark average, although not dramatically so (median 57%).

Although not a large enough group to be responsible for the disparity between 2023 and 2025 on this measure, it is nevertheless important to note that **independent living** residents give this rating a much lower score this year than last (51% v 74%, also see below).

The ratings in this section typically display more natural volatility, mainly because respondents are more likely to choose the middle point on the scale, which is normally indicative of a lack of knowledge or certainty on a topic. Nevertheless, it is important that satisfaction with how ASB is handled doesn't any sink further in future surveys, as 51% is currently the threshold for the benchmark bottom quartile.

### By people

- Satisfaction with the contribution to the neighbourhood is rated highest for the **65+ age group** (74%), whilst only 65% of the 50–64 year olds say the same. Once again, the 35–49 year group is the least satisfied (61%, table 9.12).
- For the ASB question the lowest score is given by the youngest respondents aged under 35 (42%), but only those aged 65+ give a score that differs significantly from other age groups (57%), despite having fallen from 72% in line with independent living (see below).
- **New tenants** (under 1 year) are the most satisfied with the council's contribution to their neighbourhood (81%). Like other sections in this report, satisfaction is lowest when tenure hits 6–10 years (61%, table 9.11).

# 7. Neighbourhood

## 7.1 Neighbourhood overall

% Bases (descending) 468, 213 | Excludes non respondents.

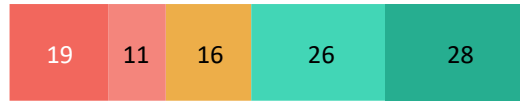


Positive contribution to neighbourhood

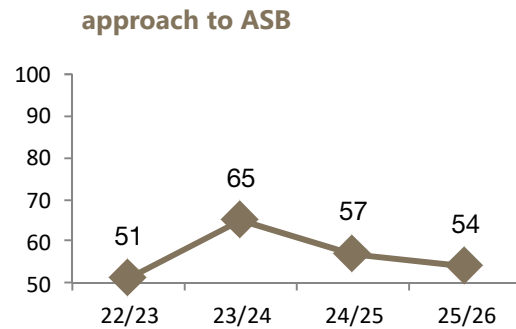
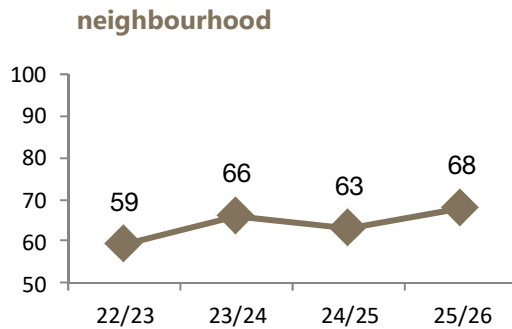
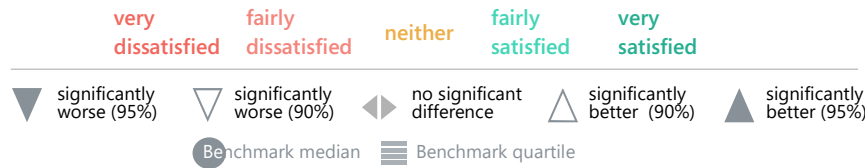


satisfied 2025/26 68 ▲ 63 error margin +/- 4.2 benchmark 62

Approach to handling ASB



satisfied 2025/26 54 ◀ 57 error margin +/- 6.7 benchmark 57



### By place

- Similar to the pattern seen a year ago, tenants in **independent living** are significantly more satisfied than general needs tenants with the Council's contribution to their neighbourhood (77% v 66%).
- However, respondents in independent living are now far less satisfied with how ASB is handled compared to a year ago (51% v 74%). The base size here is small, with only half of independent living tenants even expressing an opinion, but nonetheless only 28% are 'very' satisfied compared to 49% last year.
- By **patch**, Housing 1 and Housing 7 residents report significantly lower than average levels of satisfaction with the council's contribution to their neighbourhood (52% and 60% respectively), with both scores broadly the same as seen previously. On the other hand, Housing 6 give a significantly higher score (78%, table 9.7).
- When compared over time, the patches where satisfaction has significantly improved, and therefore contribute most to the score for the sample as whole, are Housing 2 (70%, up 11%), Housing 3 (78%, up 15%) and Housing 8 (67%, up 13%).
- Respondents living in **houses** are the least satisfied with their landlord's contribution to their neighbourhood (62%), with those living in flats the least satisfied with how ASB is dealt with (47%, down 7%, table 9.9).



## 8. Complaints

31%



complaints handling

16%



said they complained



Be aware that most respondents that claim to have made a complaint have not used the formal complaints system, but instead made escalated service requests (73% of them)



Complaints have decreased by a 12%, being much lower than the national average



Satisfaction with complaints handling is on par with the national median for local authorities

## 8. Complaints

The Tenant Satisfaction Measures framework was designed to cover the most widespread concerns amongst social housing tenants, including using language that relates to the everyday experiences of using these services. This includes asking survey respondents to **decide for themselves** if they have recently complained to their landlord rather than limiting it to a narrow definition of what constitutes a formal complaint.

Accordingly, for tenants this covers a wide range of interactions, few of which are typically formal complaints, with many more being escalated service requests such as following up on issues with previously reported repairs. This is illustrated within the current survey by the fact that only 24% of these complainants have used the formal complaints procedure.

From 2024/25 data for local authority landlords published by the regulator, an average of 27% of survey respondents say they have **made a complaint** using this less formal definition.

This proportion was very similar in **Stroud** last year, but in 2025 this figure has significantly fallen to just to 16%.

Nevertheless, satisfaction with how such complaints or escalated service requests are managed **hasn't changed** significantly since last year, although by creeping to 31% it keeps pace with the national benchmark which is at exactly the same level.



# 8. Complaints

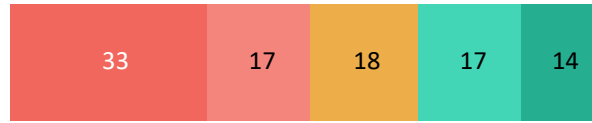
## 8.1 Complaints

% Base 87 | Made a complaint in the last 12 month. Excludes non respondents



satisfied 2025/26    satisfied 2024/25    error margin    bench mark

Approach to handling complaints



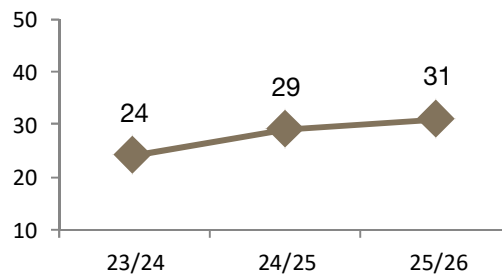
31 ◀ 29

+/- 9.7

31

very dissatisfied    fairly dissatisfied    neither    fairly satisfied    very satisfied

▼ significantly worse (95%)    
 ▽ significantly worse (90%)    
 ◀ no significant difference    
 △ significantly better (90%)    
 ▲ significantly better (95%)  
● Benchmark median    ▬ Benchmark quartile



### By people

- Younger tenants aged under **50** are more likely to have complained to the Council than any other age groups (22%). In comparison, around one in eight of the 65+ age group say they have complained (12%).
- However, respondents aged 50-64 are the least satisfied with how these complaints are handled (25%), albeit this isn't a statistically significant difference (table 9.12).

### By place

- By **stock type**, an identical proportion of general needs and tenants in independent living have made a complaint. The bases sizes are too small, however, to be able to realistically compare one another's satisfaction score, nor how these have changed over time.
- By **property type** complaints from residents in flats are the most common (21%), followed by 15% in houses and 13% in bungalows. However, it is respondents living in house who are clearly the least satisfied with the handling of that complaint (just 17%, table 9.9).
- There is a thirteen-point spread across the eight main **patches** on the proportion making a complaint – ranging from 10% in Housing 4 to 23% in Housing 5. However, due to the small base sizes there are no significant differences in satisfaction with how such complaints are handled by area.



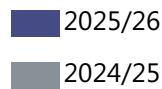
# 9. Respondent profile

In addition to documenting the demographic profile of the sample, tables 9.7 to 9.11 in this section also display the core survey questions according to stock, age group and patch. When considering this table it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the rest of the sample being highlighted in the tables.

## 9.1 Housing patch

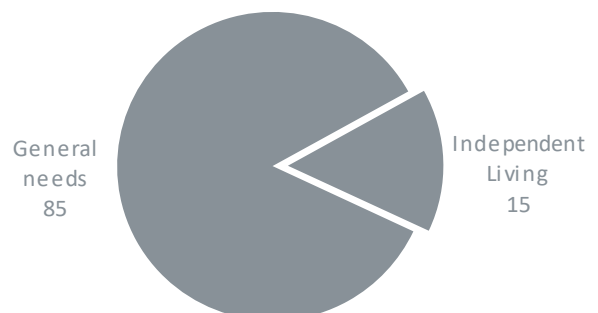
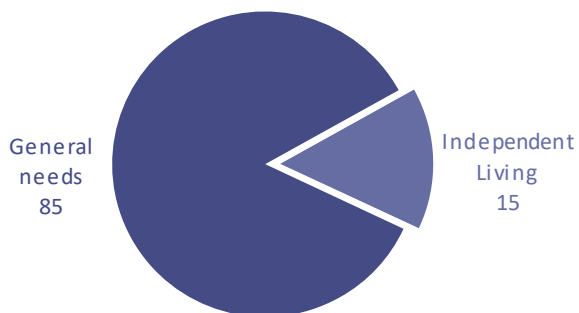
% Base 540

	Total	%	Total	%
Housing 1	26	4.8	27	5.0
Housing 2	60	11.1	63	11.7
Housing 3	81	15.0	78	14.4
Housing 4	79	14.6	76	14.1
Housing 5	78	14.4	76	14.1
Housing 6	70	13.0	70	13.0
Housing 7	68	12.6	68	12.6
Housing 8	78	14.4	82	15.2



## 9.2 Stock

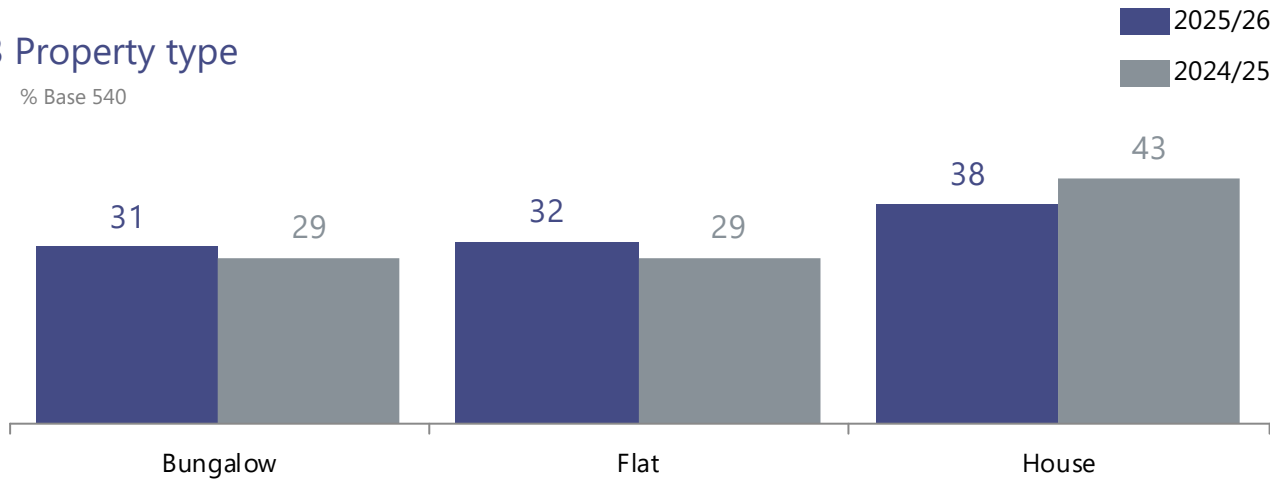
% Base 540



## 9. Respondent profile

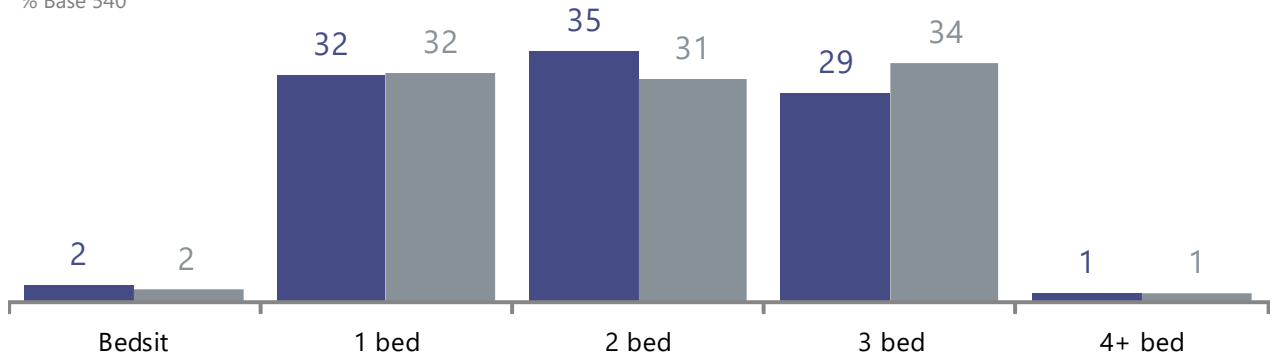
### 9.3 Property type

% Base 540



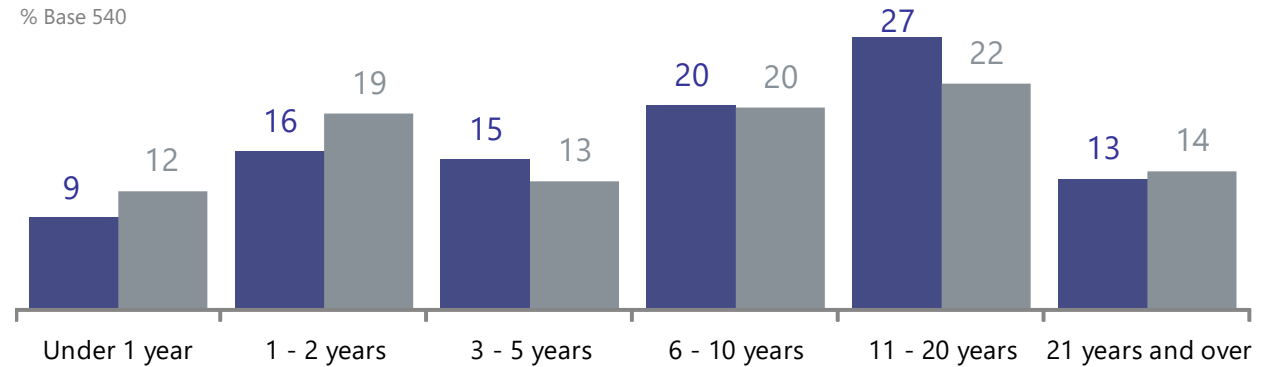
### 9.4 Property size

% Base 540



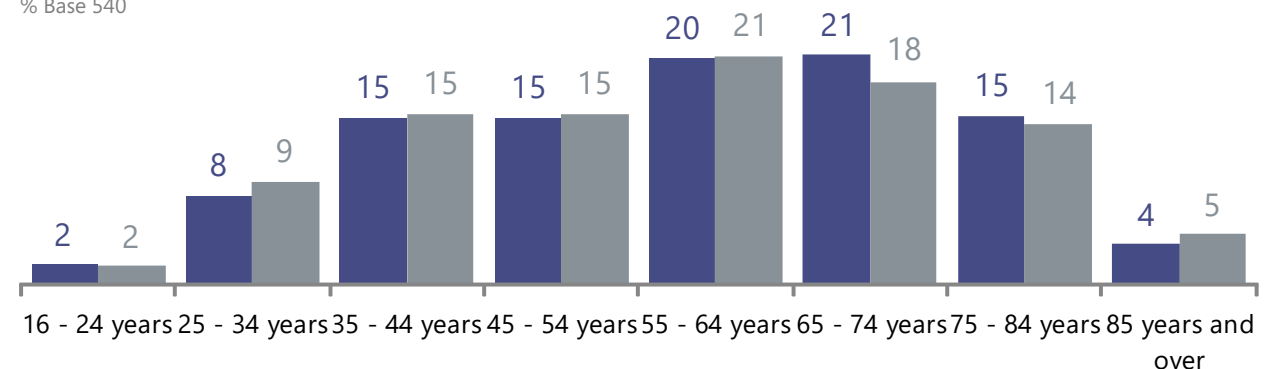
### 9.5 Length of tenure

% Base 540



### 9.6 Age

% Base 540



## 9. Respondent profile

### 9.7 Core questions by housing patch

	Overall	% positive			
		Housing 1	Housing 2	Housing 3	Housing 4
<b>Sample size</b>	540	26	60	81	79
Service overall	<b>66</b>	50	63	75	66
Repairs in last 12 months	<b>70</b>	53	72	73	65
Time taken to complete last repair	<b>65</b>	71	60	67	60
Home is well maintained	<b>72</b>	54	72	81	72
Home is safe	<b>78</b>	71	83	75	77
Listens to views and acts upon them	<b>60</b>	48	62	64	57
Being kept informed	<b>75</b>	56	75	82	72
Treated fairly and with respect	<b>81</b>	69	84	88	81
Approach to handling complaints	<b>31</b>	20	30	33	25
Communal areas clean & well maintained	<b>62</b>	73	56	60	60
Positive contribution to neighbourhood	<b>68</b>	52	70	78	66
Approach to handling ASB	<b>54</b>	44	60	54	58

	Overall	% positive			
		Housing 5	Housing 6	Housing 7	Housing 8
<b>Sample size</b>	540	78	70	68	78
Service overall	<b>66</b>	60	69	62	73
Repairs in last 12 months	<b>70</b>	71	76	63	73
Time taken to complete last repair	<b>65</b>	73	66	63	64
Home is well maintained	<b>72</b>	68	79	63	74
Home is safe	<b>78</b>	71	81	75	86
Listens to views and acts upon them	<b>60</b>	60	66	54	61
Being kept informed	<b>75</b>	74	76	73	77
Treated fairly and with respect	<b>81</b>	78	84	78	81
Approach to handling complaints	<b>31</b>	44	30	33	20
Communal areas clean & well maintained	<b>62</b>	50	74	73	53
Positive contribution to neighbourhood	<b>68</b>	61	78	60	67
Approach to handling ASB	<b>54</b>	57	50	50	50

#### Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

\*see appendix for more detail

## 9. Respondent profile

### 9.8 Core questions by stock

	% positive		
	Overall	General needs	Independent Living
<b>Sample size</b>	540	460	80
Service overall	66	66	70
Repairs in last 12 months	70	69	75
Time taken to complete last repair	65	64	73
Home is well maintained	72	70	84
Home is safe	78	77	85
Listens to views and acts upon them	60	60	63
Being kept informed	75	74	77
Treated fairly and with respect	81	81	85
Approach to handling complaints	31	34	15
Communal areas clean & well maintained	62	48	83
Positive contribution to neighbourhood	68	66	77
Approach to handling ASB	54	54	51

### 9.9 Core questions by property type

	% positive			
	Overall	Bungalow	Flat	House
<b>Sample size</b>	540	165	170	205
Service overall	66	72	68	60
Repairs in last 12 months	70	77	73	61
Time taken to complete last repair	65	72	73	54
Home is well maintained	72	78	75	65
Home is safe	78	87	75	73
Listens to views and acts upon them	60	69	60	53
Being kept informed	75	82	76	68
Treated fairly and with respect	81	86	80	79
Approach to handling complaints	31	50	31	17
Communal areas clean & well maintained	62	67	62	46
Positive contribution to neighbourhood	68	74	68	62
Approach to handling ASB	54	60	47	56

#### Key

- Better @ 95% confidence
  - Better @ 90% confidence
  - Worse @ 90% confidence
  - Worse @ 95% confidence
- \*see appendix for more detail

## 9. Respondent profile

### 9.10 Core questions by property size

	Overall	% positive		
		1 bed	2 bed	3 bed
<b>Sample size</b>	540	172	189	159
Service overall	66	72	66	62
Repairs in last 12 months	70	75	68	65
Time taken to complete last repair	65	76	62	57
Home is well maintained	72	78	71	65
Home is safe	78	81	81	69
Listens to views and acts upon them	60	70	56	54
Being kept informed	75	80	72	71
Treated fairly and with respect	81	84	79	80 <sup>+38 v. sat</sup>
Approach to handling complaints	31	36	38	17
Communal areas clean & well maintained	62	65	56	33
Positive contribution to neighbourhood	68	75	66	61
Approach to handling ASB	54	55	44	60

### 9.11 Core questions by length of tenure

	Overall	% positive					
		<1 yr	1-2 yrs	3-5 yrs	6-10 yr	11-20 yr	21+ yrs
<b>Sample size</b>	540	49	85	81	109	146	70
Service overall	66	71	61	62	64	69	71
Repairs in last 12 months	70	70	70	67	64	72	76
Time taken to complete last repair	65	75	63	58	60	75	61
Home is well maintained	72	78	69	68	66	79	71
Home is safe	78	84	79	66	72	83	86
Listens to views and acts upon them	60	70	56	58	55	61	68
Being kept informed	75	77	71	68	70	81	81
Treated fairly and with respect	81	86	78	80	74	86	86
Approach to handling complaints	31	17	22	39	18	43	40
Communal areas clean & well maintained	62	44	77	61	62	61	50
Positive contribution to neighbourhood	68	81	76	62	61	67	67
Approach to handling ASB	54	55	56	46	43	58	70

## 9. Respondent profile

### 9.12 Core questions by age group

	Overall	% positive			
		18 - 34	35 - 49	50 - 64	65+
<b>Sample size</b>	540	53	114	158	214
Service overall	<b>66</b>	51	62	63	75
Repairs in last 12 months	<b>70</b>	64	57	71	77
Time taken to complete last repair	<b>65</b>	64	57	63	72
Home is well maintained	<b>72</b>	62	62	72	80
Home is safe	<b>78</b>	64	66	79	87
Listens to views and acts upon them	<b>60</b>	45	53	62	67
Being kept informed	<b>75</b>	64	68	75	82
Treated fairly and with respect	<b>81</b>	73	75	82	87
Approach to handling complaints	<b>31</b>	33	32	25	32
Communal areas clean & well maintained	<b>62</b>	52	49	52	78
Positive contribution to neighbourhood	<b>68</b>	67	61	65	74
Approach to handling ASB	<b>54</b>	42	55	55	57

#### Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

\*see appendix for more detail



# Appendix A. Summary of approach

## Overview

The survey was conducted by ARP Research between 11 November - 08 December 2025.

## Responses

Telephone interviews were conducted with 540 LCRA (low cost rental accommodation) tenant households selected via a quota sample. This represents 11% of the total tenant population, and the final results had an error margin of +/- 4.0%.

## Sampling and fieldwork

A telephone methodology was chosen to ensure that the survey was as representative as possible before weighting. It will also help to minimise survey fatigue over the long-term when compared to self-completion methods.

Telephone interviews were conducted using a quota sample with randomised number selection to ensure that the final dataset was representative of the population as whole. The quota categories were stock type, area, property type, property size, length of tenure and age group. The achieved sample was of sufficient quality that no further weighting was required. There was no survey incentive.

## Population

The population for the TSM survey was all 4,807 LCRA households on 04 November 2025. None were removed from the sample frame.

Those individuals with a hearing disability were identified in the sample database, and sufficient interviews were conducted with a representative number (6 respondents).

## Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small. Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

## Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

## Representativeness

The telephone interviews were completed to a quota sample. The characteristics by which representativeness was determined for the LCRA survey were:

### Stock

	Population	Achieved
General needs	85.2	85.2
Independent Living	14.8	14.8

### Area

	Population	Achieved
Housing 1	5.4	4.8
Housing 2	11.6	11.1
Housing 3	14.2	15.0
Housing 4	14.3	14.6
Housing 5	14.0	14.4
Housing 6	13.0	13.0
Housing 7	12.4	12.6
Housing 8	15.0	14.4

### Property type

	Population	Achieved
Bungalow	25.5	30.6
Flat	30.1	31.5
House	44.1	38.0
Maisonette	0.2	0.0

### Property size

	Population	Achieved
Bedsit	2.2	2.4
One bed	31.5	31.9
Two bed	33.0	35.0
Three bed	31.6	29.4
Four+ bed	1.6	1.3

### Length of tenure

	Population	Achieved
Under 1 year	8.0	9.1
1 - 2 years	13.6	15.7
3 - 5 years	16.7	15.0
6 - 10 years	21.4	20.2
11 - 20 years	25.1	27.0
21 years and over	15.2	13.0

### Age group

	Population	Achieved
18 - 24 years	1.6	1.9
25 - 34 years	8.5	8.0
35 - 44 years	15.5	15.0
45 - 54 years	16.1	15.0
55 - 64 years	20.9	20.4
65 - 74 years	18.5	20.7
75 - 84 years	14.3	15.2
85+ years	4.3	3.7
No record	0.3	0.2

### Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

### Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

### Benchmarking

The questions are benchmarked against Regulator of Social Housing’s published national 2024/25 year end TSM figures for local authorities. For each question the benchmark group is separated into 4 quartiles based on rank order, with a central median average. In the report the data is presented as a median average score for the benchmark group on each relevant chart. In addition to the median value, the chart also indicates into which quartile the Council’s score falls relative to the benchmark group.



## Appendix B. Example questionnaire

**prevision**  
research  
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

••• TEST •••

Navigate :

NEW TELEPHONE NUMBER	CASE NOTES	CALL NOTES	RED FLAG	FAQ
----------------------	------------	------------	----------	-----

Hello, I am... and I am calling on behalf of Stroud District Council Housing Services. They really want to know what you think of your home and the services they provide and have asked us to carry out a survey on their behalf. The results of this survey will also be used to calculate the annual Tenant Satisfaction Measures that Stroud District Council will publish for both tenants and the government housing regulator.

I am ringing today to ask whether you would be willing to spare around 7 minutes to take part?

I am calling from Prevision Research, and we are working together with ARP Research to run this survey on behalf of the Stroud District Council Housing Services.

I can assure you that this is a genuine market research survey which is conducted in accordance with the Market Research Society Code Of Conduct. No one will try to sell you anything during the interview or as a result of taking part and you will not at any stage be asked to provide any confidential information.

Are you willing to take part in this research?

**IF NECESSARY:**

If you have any concerns about the validity of this research you can contact Cali Gadd (Tenant Engagement Officer ) at Stroud District Council on 01453 766321 / cali.gadd@stroud.gov.uk or Christine Welsh (Projects Officer) on 07774453357 / christine.welsh@stroud.gov.uk or the Market Research Society on Freephone 0800 975 9596

If you have any concerns about the information we hold on you or want to check your rights under the GDPR, our privacy policy is available on our website: [www.previsionresearch.co.uk/privacy](http://www.previsionresearch.co.uk/privacy)

<input checked="" type="radio"/> 01 Willing to continue
<input type="radio"/> 02 Refused
<input type="radio"/> P9 Refused - Add to do not call list
<input type="radio"/> 03 Not available - Schedule callback
<input type="radio"/> 04 Not available - No callback
<input type="radio"/> 05 Non qualifier
<input type="radio"/> 06 Duplicate record
<input type="radio"/> 07 Number unobtainable
<input type="radio"/> 08 Engaged
<input type="radio"/> 09 Answer phone
<input type="radio"/> 10 No reply
<input type="radio"/> 11 Wrong number

Next

# Appendix B. Example questionnaire

prevision research  
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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: RECL

The calls we make are sometimes recorded for quality and training purposes.

**IF REQUIRED:-** Any recordings we hold are either erased immediately after we listen to them or 90 days from project completion. Are you ok with this?

1  Yes  
2  No - click on more and then click on record, wait for it to change from blue to grey and then continue

prevision research  
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP02B

How satisfied or dissatisfied are you with the overall repairs service from Stroud District Council Housing Services over the last 12 months?

1  Very satisfied  
2  Fairly satisfied  
3  Neither satisfied nor dissatisfied  
4  Fairly dissatisfied  
5  Very dissatisfied

prevision research  
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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP01

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stroud District Council Housing Services?

1  Very satisfied  
2  Fairly satisfied  
3  Neither satisfied nor dissatisfied  
4  Fairly dissatisfied  
5  Very dissatisfied

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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP02C

Please can you tell me why you have given this answer?

1  Please type in...

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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP01A

Please can you tell me why you have given this answer?

1  Please type in...

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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP03

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

1  Very satisfied  
2  Fairly satisfied  
3  Neither satisfied nor dissatisfied  
4  Fairly dissatisfied  
5  Very dissatisfied

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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP02A

Has Stroud District Council Housing Services carried out a repair to your home in the last 12 months?

1  Yes  
2  No

prevision research  
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP04

How satisfied or dissatisfied are you that Stroud District Council Housing Services provides a home that is well maintained?

1  Very satisfied  
2  Fairly satisfied  
3  Neither satisfied nor dissatisfied  
4  Fairly dissatisfied  
5  Very dissatisfied

# Appendix B. Example questionnaire

prevision research  
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP05

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stroud District Council Housing Services provides a home that is safe?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied
- 6  Not applicable/ don't know

prevision research  
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP08

To what extent do you agree or disagree with the following Stroud District Council Housing Services treats me fairly and with respect?

- 1  Strongly agree
- 2  Agree
- 3  Neither agree nor disagree
- 4  Disagree
- 5  Strongly disagree
- 6  Not applicable/ don't know

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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP06

How satisfied or dissatisfied are you that Stroud District Council Housing Services listens to your views and acts upon them?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied
- 6  Not applicable/ don't know

prevision research  
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP09A

Have you made a complaint to Stroud District Council Housing Services in the last 12 months?

- 1  Yes
- 2  No

prevision research  
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP06A

Please can you tell me why you have given this answer?

1  Please type in...

prevision research  
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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP09B

How satisfied or dissatisfied are you with Stroud District Council Housing Services's approach to complaints handling?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied

prevision research  
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP07

How satisfied or dissatisfied are you that Stroud District Council Housing Services keeps you informed about things that matter to you?

- 1  Very satisfied
- 2  Fairly satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Fairly dissatisfied
- 5  Very dissatisfied
- 6  Not applicable/ don't know

prevision research  
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP10A

Do you live in a building with communal areas, either inside or outside, that Stroud District Council Housing Services is responsible for maintaining?

- 1  Yes
- 2  No
- 3  Don't know

# Appendix B. Example questionnaire

prevision research  
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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP10B

How satisfied or dissatisfied are you that Stroud District Council Housing Services keeps these communal areas clean and well maintained?

1 Very satisfied  
 2 Fairly satisfied  
 3 Neither satisfied nor dissatisfied  
 4 Fairly dissatisfied  
 5 Very dissatisfied

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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TENANT

INTERVIEWER: PLEASE CODE IF YOU SPOKE TO TENANT 1 OR TENANT 2.

1 Tenant 1  
 2 Tenant 2/3

prevision research  
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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP11

How satisfied or dissatisfied are you that Stroud District Council Housing Services makes a positive contribution to your neighbourhood?

1 Very satisfied  
 2 Fairly satisfied  
 3 Neither satisfied nor dissatisfied  
 4 Fairly dissatisfied  
 5 Very dissatisfied  
 6 Not applicable/ don't know

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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: NAME2

Can I please confirm that your name is ?

1 Yes, name is correct  
 2 No, name is incorrect - Please type in

prevision research  
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: TP12

How satisfied or dissatisfied are you with Stroud District Council Housing Services's approach to handling anti-social behaviour?

1 Very satisfied  
 2 Fairly satisfied  
 3 Neither satisfied nor dissatisfied  
 4 Fairly dissatisfied  
 5 Very dissatisfied  
 6 Not applicable/ don't know

prevision research  
THE DATA COLLECTION EXPERTS

SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: INT99

*This survey is to ask for confidential general feedback, and you'll not receive a direct response from the Council to anything you've said today. To report an issue such as a repair please contact the Council directly.*

*To make a complaint about an issue with the Council's housing service you can do so on the [stroud.gov.uk](http://stroud.gov.uk) website, by email to [customer.services@stroud.gov.uk](mailto:customer.services@stroud.gov.uk) or by phone on 01453 766 321.*

This completes our interview, thank you for your time.

CO  Successes

prevision research  
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SID: 0000000000 | NAME: | TELEPHONE:

Progress

\*\*\* TEST \*\*\*

Navigate: CLOSE1

READ OUT

Would you be willing to be re-contacted in relation to this survey?

1 Yes  
 2 No



## Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

## Appendix C. Data summary

Representative quota sample  
Count % raw % valid % top

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stroud District Council Housing Services?

Base: 540

	Count	% raw	% valid	% top
1: Very satisfied	198	36.7	36.7	<b>66.3</b>
2: Fairly satisfied	160	29.6	29.6	
3: Neither satisfied nor dissatisfied	93	17.2	17.2	
4: Fairly dissatisfied	45	8.3	8.3	
5: Very dissatisfied	44	8.1	8.1	
N/R	0	0.0		

Q3 Has Stroud District Council Housing Services carried out a repair to your home in the last 12 months?

Base: 540

	Count	% raw	% valid	% top
6: Yes	328	60.7	60.7	
7: No	212	39.3	39.3	
N/R	0	0.0		

Q4 How satisfied or dissatisfied are you with the overall repairs service from Stroud District Council Housing Services over the last 12 months?

Base: 328

	Count	% raw	% valid	% top
8: Very satisfied	151	28.0	46.0	<b>69.5</b>
9: Fairly satisfied	77	14.3	23.5	
10: Neither satisfied nor dissatisfied	37	6.9	11.3	
11: Fairly dissatisfied	37	6.9	11.3	
12: Very dissatisfied	26	4.8	7.9	
N/R	212	39.3		

Q6 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Base: 328

	Count	% raw	% valid	% top
13: Very satisfied	148	27.4	45.1	<b>65.2</b>
14: Fairly satisfied	66	12.2	20.1	
15: Neither satisfied nor dissatisfied	42	7.8	12.8	
16: Fairly dissatisfied	23	4.3	7.0	
17: Very dissatisfied	49	9.1	14.9	
N/R	212	39.3		

Q7 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stroud District Council Housing Services provides a home that is safe?

Base: 540

	Count	% raw	% valid	% top
18: Very satisfied	295	54.6	54.8	<b>77.9</b>
19: Fairly satisfied	124	23.0	23.0	
20: Neither satisfied nor dissatisfied	64	11.9	11.9	
21: Fairly dissatisfied	28	5.2	5.2	
22: Very dissatisfied	27	5.0	5.0	
23: Not applicable/ don't know	2	0.4		
N/R	0	0.0		

Q8 How satisfied or dissatisfied are you that Stroud District Council Housing Services provide a home that is well maintained?

Base: 540

	Count	% raw	% valid	% top
24: Very satisfied	226	41.9	41.9	<b>72.0</b>

## Appendix C. Data summary

	Representative quota sample			
	Count	% raw	% valid	% top
25: Fairly satisfied	162	30.0	30.1	
26: Neither satisfied nor dissatisfied	69	12.8	12.8	
27: Fairly dissatisfied	35	6.5	6.5	
28: Very dissatisfied	47	8.7	8.7	
N/R	1	0.2		
<b>Q9 How satisfied or dissatisfied are you that Stroud District Council Housing Services listen to your views and acts upon them?</b>				
	Base: 540			
29: Very satisfied	175	32.4	34.2	<b>60.1</b>
30: Fairly satisfied	132	24.4	25.8	
31: Neither satisfied nor dissatisfied	76	14.1	14.9	
32: Fairly dissatisfied	59	10.9	11.5	
33: Very dissatisfied	69	12.8	13.5	
34: Not applicable/ don't know	29	5.4		
N/R	0	0.0		
<b>Q11 How satisfied or dissatisfied are you that Stroud District Council Housing Services keep you informed about things that matter to you?</b>				
	Base: 540			
35: Very satisfied	247	45.7	46.7	<b>74.9</b>
36: Fairly satisfied	149	27.6	28.2	
37: Neither satisfied nor dissatisfied	57	10.6	10.8	
38: Fairly dissatisfied	31	5.7	5.9	
39: Very dissatisfied	45	8.3	8.5	
40: Not applicable/ don't know	11	2.0		
N/R	0	0.0		
<b>Q12 To what extent do you agree or disagree with the following 'Stroud District Council Housing Services treats me fairly and with respect'?</b>				
	Base: 540			
41: Strongly agree	272	50.4	51.2	<b>81.4</b>
42: Agree	160	29.6	30.1	
43: Neither agree nor disagree	59	10.9	11.1	
44: Disagree	15	2.8	2.8	
45: Strongly disagree	25	4.6	4.7	
46: Not applicable/ don't know	9	1.7		
N/R	0	0.0		
<b>Q13 Have you made a complaint to Stroud District Council Housing Services in the last 12 months?</b>				
	Base: 540			
47: Yes	87	16.1	16.1	
48: No	453	83.9	83.9	
N/R	0	0.0		
<b>Q14 How satisfied or dissatisfied are you with Stroud District Council Housing Services' approach to complaints handling?</b>				
	Base: 87			
49: Very satisfied	12	2.2	13.8	<b>31.0</b>
50: Fairly satisfied	15	2.8	17.2	
51: Neither satisfied nor dissatisfied	16	3.0	18.4	
52: Fairly dissatisfied	15	2.8	17.2	

## Appendix C. Data summary

		Representative quota sample			
		Count	% raw	% valid	% top
53:	Very dissatisfied	29	5.4	33.3	
	N/R	453	83.9		
Q15 Do you live in a building with communal areas, either inside or outside, that Stroud District Council Housing Services is responsible for maintaining?		Base: 540			
54:	Yes	161	29.8	29.8	
55:	No	377	69.8	69.8	
56:	Don't know	2	0.4	0.4	
	N/R	0	0.0		
Q16 How satisfied or dissatisfied are you that Stroud District Council Housing Services keep these communal areas clean and well maintained?		Base: 161			
57:	Very satisfied	68	12.6	42.2	<b>62.1</b>
58:	Fairly satisfied	32	5.9	19.9	
59:	Neither satisfied nor dissatisfied	26	4.8	16.1	
60:	Fairly dissatisfied	13	2.4	8.1	
61:	Very dissatisfied	22	4.1	13.7	
	N/R	379	70.2		
Q17 How satisfied or dissatisfied are you that Stroud District Council Housing Services makes a positive contribution to your neighbourhood?		Base: 540			
62:	Very satisfied	165	30.6	35.3	<b>67.7</b>
63:	Fairly satisfied	152	28.1	32.5	
64:	Neither satisfied nor dissatisfied	72	13.3	15.4	
65:	Fairly dissatisfied	39	7.2	8.3	
66:	Very dissatisfied	40	7.4	8.5	
67:	Not applicable/ don't know	72	13.3		
	N/R	0	0.0		
Q18 How satisfied or dissatisfied are you with Stroud District Council Housing Services' approach to handling anti-social behaviour?		Base: 540			
68:	Very satisfied	59	10.9	27.7	<b>53.5</b>
69:	Fairly satisfied	55	10.2	25.8	
70:	Neither satisfied nor dissatisfied	35	6.5	16.4	
71:	Fairly dissatisfied	24	4.4	11.3	
72:	Very dissatisfied	40	7.4	18.8	
73:	Not applicable/ don't know	327	60.6		
	N/R	0	0.0		
D101 Stock		Base: 540			
74:	General Needs	460	85.2	85.2	
75:	Independent Living	80	14.8	14.8	
	N/R	0	0.0		
D102 Housing patch		Base: 540			

## Appendix C. Data summary

	Representative quota sample		
	Count	% raw	% valid % top
76: Housing 1	26	4.8	4.8
77: Housing 2	60	11.1	11.1
78: Housing 3	81	15.0	15.0
79: Housing 4	79	14.6	14.6
80: Housing 5	78	14.4	14.4
81: Housing 6	70	13.0	13.0
82: Housing 7	68	12.6	12.6
83: Housing 8	78	14.4	14.4
N/R	0	0.0	
<b>D103 Property type</b>	<b>Base: 540</b>		
84: Bungalow	165	30.6	30.6
85: Flat	170	31.5	31.5
86: House	205	38.0	38.0
87: Maisonette	0	0.0	0.0
N/R	0	0.0	
<b>D104 Property size</b>	<b>Base: 540</b>		
88: Bedsit	13	2.4	2.4
89: 1 bed	172	31.9	31.9
90: 2 bed	189	35.0	35.0
91: 3 bed	159	29.4	29.4
92: 4+ bed	7	1.3	1.3
N/R	0	0.0	
<b>D105 Length of tenure</b>	<b>Base: 540</b>		
93: Under 1 year	49	9.1	9.1
94: 1 - 2 years	85	15.7	15.7
95: 3 - 5 years	81	15.0	15.0
96: 6 - 10 years	109	20.2	20.2
97: 11 - 20 years	146	27.0	27.0
98: 21 years and over	70	13.0	13.0
N/R	0	0.0	
<b>D106 Age group</b>	<b>Base: 540</b>		
99: 16 - 24 years	10	1.9	1.9
100: 25 - 34 years	43	8.0	8.0
101: 35 - 44 years	81	15.0	15.0
102: 45 - 54 years	81	15.0	15.0
103: 55 - 64 years	110	20.4	20.4
104: 65 - 74 years	112	20.7	20.8
105: 75 - 84 years	82	15.2	15.2
106: 85 years and over	20	3.7	3.7
N/R	1	0.2	
<b>D107 Age group [summary]</b>	<b>Base: 540</b>		
107: 18-34	53	9.8	9.8
108: 35-49	114	21.1	21.2
109: 50-64	158	29.3	29.3

## Appendix C. Data summary

	Representative quota sample		
	Count	% raw	% valid % top
110: 65+	214	39.6	39.7
N/R	1	0.2	
D108 Have communal area			Base: 540
111: Yes	108	20.0	20.0
112: No	432	80.0	80.0
N/R	0	0.0	
D109 Made a formal complaint in last 12 months			Base: 540
113: Yes	31	5.7	5.7
114: No	509	94.3	94.3
N/R	0	0.0	
D110 Reported ASB in last 12 months			Base: 540
115: Yes	13	2.4	2.4
116: No	527	97.6	97.6
N/R	0	0.0	
D111 Hearing or speech disability in household			Base: 540
117: Yes	6	1.1	1.1
118: No	534	98.9	98.9
N/R	0	0.0	



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