



Tenant Satisfaction Measures – 2023/24 Annual Summary



Nottingham
City Council

Housing
Services

As you may know, we've carried out surveys four times over the last year, to get your views on how we're performing.

This is so we can learn from what you tell us about your experiences with us. We've used specialist social housing company, Acuity, to do these surveys on our behalf.

If you were one of the people who took the time to tell us how you feel – **thank you**.

Over the course of the year we spoke with more than **2,200** of you – enough to be confident that the views you gave us represent those of all our residents.

It's been a challenging year, with local government nationally under major financial pressures. Nottingham City Council has had, and continues to face, budget challenges.

Spending is being carefully monitored. And the Government appointed Commissioners to the council earlier this year, to help secure medium and long term financial sustainability.

Reporting the results

All social landlords (councils and housing associations) must report what residents tell them in these surveys to the Regulator of Social Housing.

The Regulator oversees the performance of all social landlords, and the survey results give them valuable information about our performance.

They also tell us how we compare to other landlords. The Regulator will use this information to decide which landlords to inspect first in new inspections that will start this year.

We'll be sending our results to the Regulator at the **end of June**.

We also promised to share the results with you, to be honest about what you've said, and to show you how seriously we take what you're telling us and what we're doing to improve.

We published the results of the first two surveys in last November's issue of our tenant newsletter. These are the combined results for the whole year.



Overall satisfaction



61% of you are satisfied overall with the service we provide. This is not the level of satisfaction we want. Although there are some areas where we are seeing higher satisfaction levels, there are still many areas where we need and want to improve.

The other results show that:



72% of you feel safe in your home.



71% of you are satisfied that we keep you informed.



71% of you are satisfied that we treat you fairly and with respect.



65% of you feel that we make a positive contribution to your neighbourhood.



64% of you are satisfied with the way we deal with anti-social behaviour.



64% of you are satisfied with repairs you've had done in the last 12 months.



63% of you feel that you have a well-maintained home.



61% of you say that communal areas in your block are kept clean and well-maintained.



57% of you are satisfied with the time we took to carry out your last repair.



52% of you feel that we listen to you and act upon what you say.



27% of you are satisfied with the way we handle complaints.

What we're doing to improve

We're determined to get better across all these areas – and we know that we have work to do across the board.

There are, however, some specific areas where levels of satisfaction are particularly low – these are in relation to complaints, repairs and listening to you and acting on what you say.

Complaints

Only **27%** of you are satisfied with the way we handle complaints.

We want you to feel confident that if you do need to make a complaint that it's taken seriously, dealt with well and in good time.

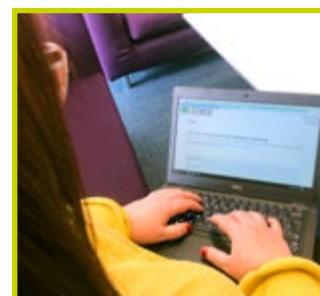
When we don't get things right, we want to be able to put them right as soon as we hear about them, no matter how you let us know – so you don't need to go down the formal complaints route.

However, if you decide that you do want to make a formal complaint, we'll support you through the process – including your right to take your complaint to the Housing Ombudsman if you don't feel your complaint has been resolved.

Our complaints procedure is on our website at www.ncchousing.org.uk/complaints.

Because you've told us that we're not dealing with complaints the way you'd like us to, we're introducing some new follow-up questions about complaints in the new round of satisfaction surveys that we're running again this next year.

This will give us more information, so where we're not getting things right, we can improve.



Repairs

We know that we have work to do to improve how we carry out repairs, maintenance and improvements in your home. You've told us about your frustrations on how long it takes to complete repairs, how you have to chase up outstanding repairs, and how we communicate with you about appointments.

One of the things we're doing to help us with this is updating our existing service standards for repairs so you can clearly see what you should expect from us as your landlord in terms of repairs and maintenance – as well as helping you to understand what you're responsible for as a tenant. These will be available to view on our website soon.



We've taken on more trades staff, including roofers and multi-skilled people who can fix more than one issue in one visit and we're also working with two contractor partners, Lovell and United Living, to do some of the repairs work on our behalf. There's still more to do, but we're starting to see improvements.



To help us better understand the condition of our homes, spending has recently been approved to carry out condition surveys on all our homes. This will start in July and what we learn will allow us to target where we spend money on improvements.

We know that a lot of you are concerned about damp and mould, and we are too. When we were carrying out the telephone surveys, if damp and mould was mentioned as a specific issue, we looked into it straight away.



We now have a team that's dedicated to managing issues with damp and mould. Humidity is one of the key causes, so we're piloting new technology to understand this more and to look at possible solutions.

And we're always learning from the complaints you make – we're holding weekly meetings with senior managers to understand what's going wrong, how each complaint is being dealt with, and most importantly what we can do to stop it happening again.

Listening to and acting on what you say

We want to make sure that we're shaping services around your priorities, so listening to what you tell us and acting on it is important.



Only **52%** of you are satisfied that we're doing that successfully at the moment, and it's something we need to improve on to become the landlord that you want us to be.

We want to make sure you have a range of opportunities to have a genuine and meaningful say in what we do, how we do it and whether it's helping us to improve.

Our new Housing Assurance Board will play a key role in this by using your lived expertise as a tenant or leaseholder to scrutinise and challenge us. We want you to work with us to make things better.



We've launched our new menu of involvement that shows the many and varied ways that you can get involved with us and make a positive difference.

Email involved@nottinghamcity.gov.uk to find out more.

And by making sure we have your most up-to-date information, we'll be in a better position to understand what you need. Help us by letting us know of any changes in your circumstances or contact details.

Thank you!

Thank you to everybody who's taken part in these surveys over the last year. What you've told us has helped us understand where we need to improve and get better.

But the learning that we get from these surveys, doesn't stop. We're doing more surveys this year.

We've just completed the first set of surveys, with the next rounds scheduled as follows:

- 19 August to 7 September
- 18 November to 14 December
- 17 February to 8 March

All surveys are done over the phone, and we're using Acuity to do them on our behalf. The number to look out for is **0115 794 0061**.

The survey takes less than ten minutes, and everything you tell us helps us to be a better landlord. Your responses are strictly confidential, and you can leave them anonymously if you wish.

And like with the surveys we've done over the last year, we'll let you know what you've told us and how we're using this information to provide you with an improved housing service.

Find out more at www.ncchousing.org.uk/tsm.

