



NORTH  
YORKSHIRE  
COUNCIL

# North Yorkshire Council TSM Survey

2023/24 Report

February 2023

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**acuity**  
making sense of housing



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# Introduction

The aim of this survey was to provide data on tenants' satisfaction, which will allow NYC to:

- Provide information on tenants' perceptions of current services
- Act as a baseline to compare future surveys against
- Compare the results with other landlords (where appropriate)
- Report to the Regulator from April 2024 onwards.

The survey used a staged mixed-mode methodological approach. Firstly, those tenants with an email address were sent a link via email to complete the survey online. This was followed by a postal survey (one mailout) to a sample of non-respondents (50%; 3,615 tenants). Finally, a telephone booster survey was undertaken to capture the responses of up to 600 tenants who hadn't responded.

The fieldwork started at the end of October 2023 and eventually closed on 26 January 2024. The aim of the survey was to complete around 2,000 survey responses to exceed the required margin of error and to give as many tenants as possible the opportunity to respond to the survey.

At the close of the survey, 2,241 responses were achieved from the original tenant population of 8,329. Of these 1,046 were online, 600 by post and 595 by telephone interview. The responses were checked against the tenure, area and age of the tenants to ensure they fully represent the whole population, and it was found that there was very little variation, so no weighting has been applied to the results.

For the overall results, Acuity, Housemark and the Regulator of Social Housing recommend that landlords with under 10,000 properties achieve a sampling error of at least  $\pm 4\%$  at the 95% confidence level. For North Yorkshire Council, 2,241 responses were received, and this response is high enough to conclude that the findings are accurate to within  $\pm 1.8\%$ , so well within the required margin and giving good accuracy of results, and these can be said to represent the views of the tenants as a whole.

The survey is confidential, and the results are sent back to NYC anonymised unless tenants give their permission to be identified – 91% of tenants did give permission to share their name and 89% of these tenants are happy for NYC to contact them to discuss any issues they raised.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.

North Yorkshire Council (NYC) own and manage around 8,300 properties in North Yorkshire, located across Harrogate, Selby and Richmond.

Acuity has been commissioned to undertake a one-off independent satisfaction survey of its tenants to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and are due to be reported for the first time later this year.



70%

### Overall Satisfaction

Seven out of ten tenants are satisfied with the overall services provided by North Yorkshire Council (NYC).

This is among one of the highest satisfaction levels in the survey with just the provision of a safe home and the repairs service in the last 12 months above this at 73%.

However, some measures received satisfaction levels below 60%, these being the positive contribution made by NYC to the neighbourhood and how they listen to tenants' views and act upon them (both 55%), handling anti-social behaviour (50%) and just 29% are satisfied with the way complaints are handled.

As this is the first time the Council have used the new TSMs, the survey will act as a baseline to compare future surveys against.

## Key Metrics Summary 2024



68% Well maintained home



50% Anti-social behaviour



73% Safe home



55% Listens & Acts



73% Repairs - Last 12 months



60% Keeps you informed



65% Time taken - Last repair



69% Treats fairly & with respect



61% Communal areas clean & well maintained



55% Positive contribution to neighbourhood



29% Complaints handling

# National Context

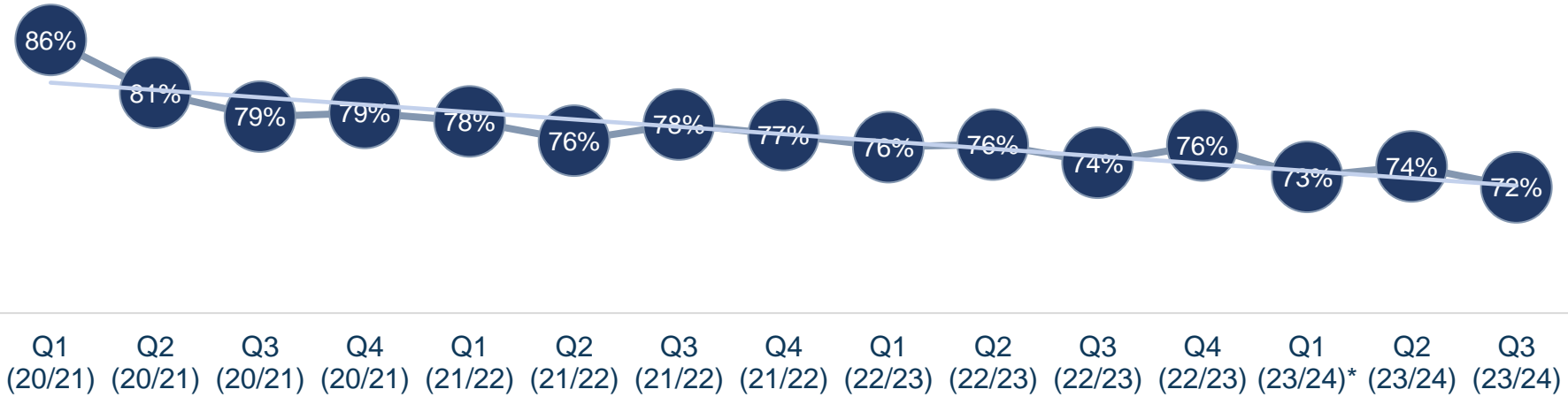
When considering the results, it is important that the national context and external factors should also be taken into account. For example:

- Cost of Living Crisis, rising poverty and reduced local authority funding
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

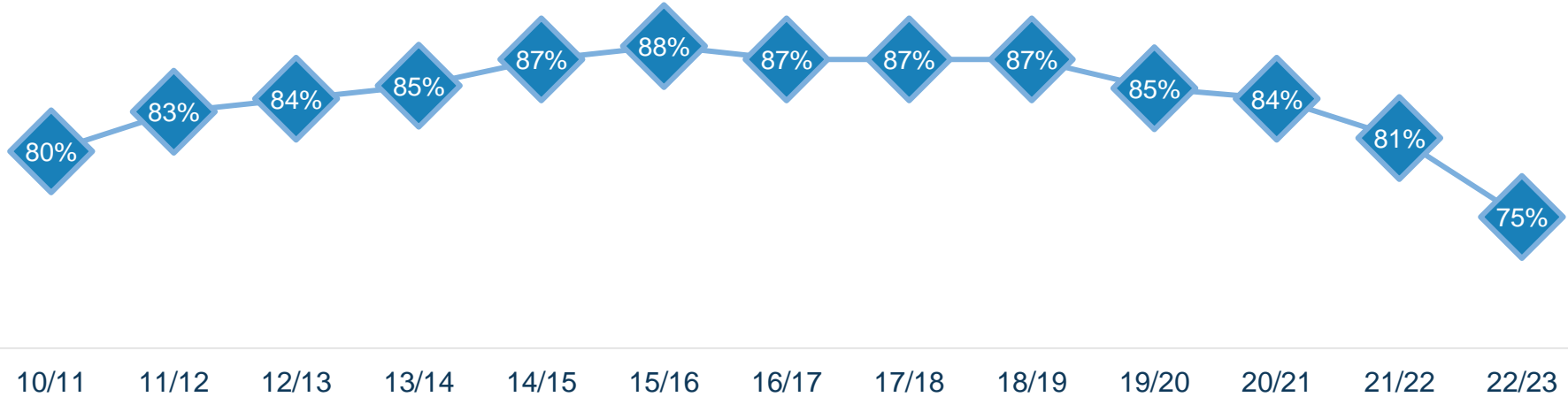
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members with a peak in 2015/16 and a slow decline since, this starting even before the disruption caused by the pandemic.

### Overall Services (Acuity Clients)



### Satisfaction with services provided (NHF/Housemark median - general needs)



\*LCRA only onwards

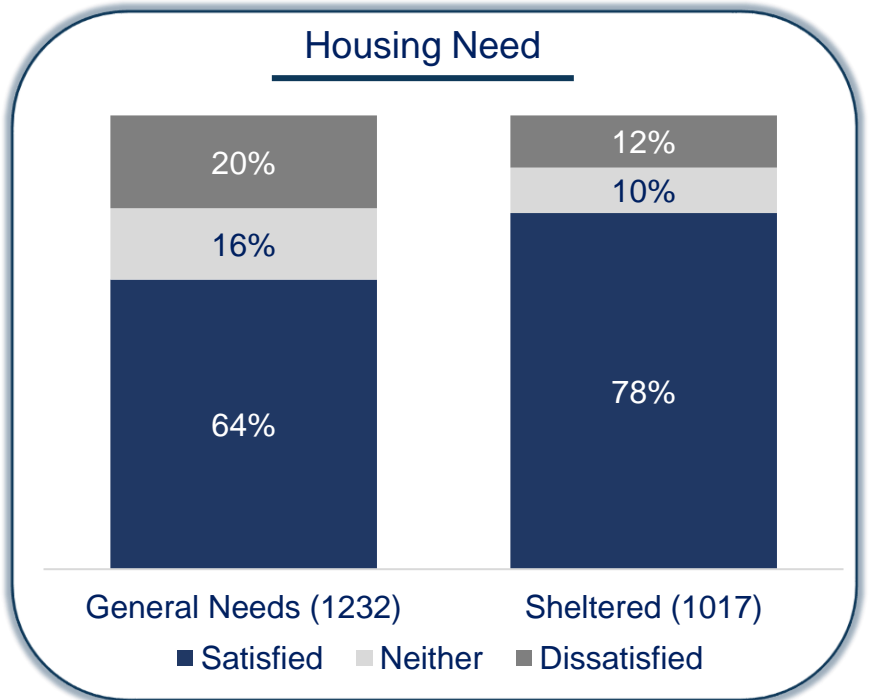
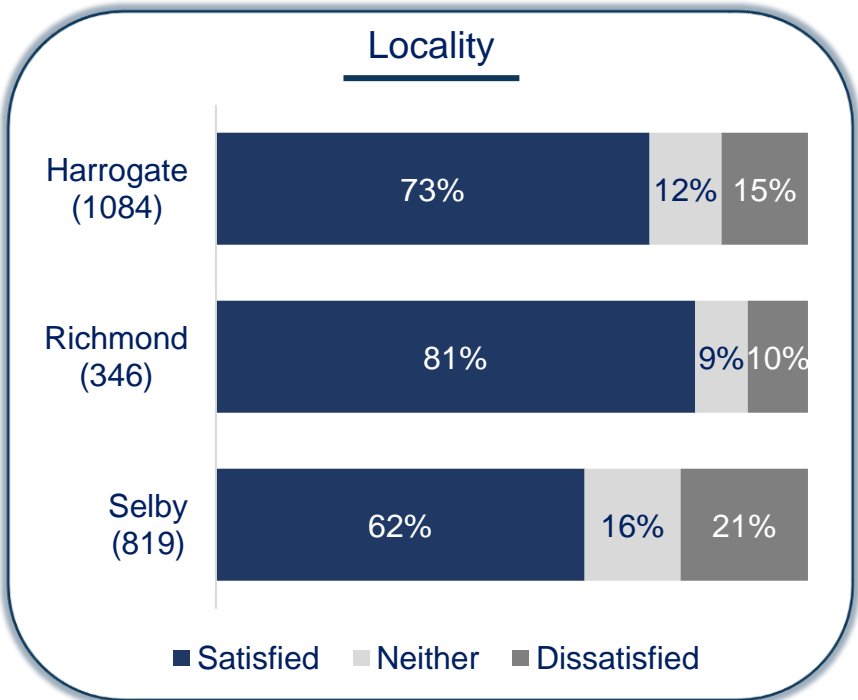
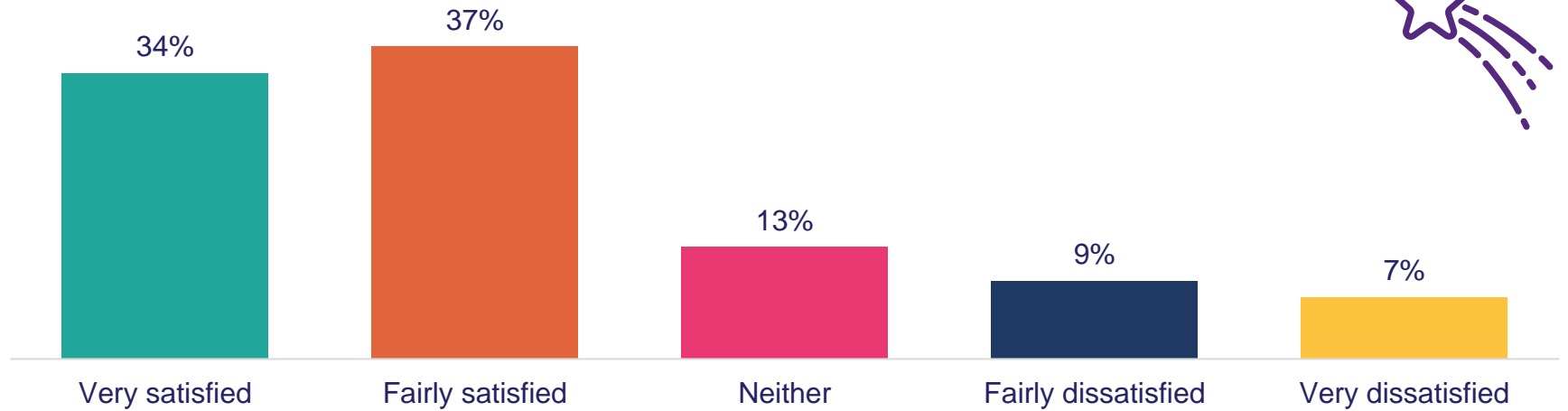


# Overall Satisfaction





# Overall Satisfaction



Firstly, tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by North Yorkshire Council?" This is the key metric in any tenant perception survey.

Seven out of ten tenants are satisfied (70%), although fewer are very satisfied (34%), than fairly satisfied (37%). There are 16% of tenants dissatisfied, with the remaining 13% neither satisfied nor dissatisfied.

NYC operates over three main areas and the chart shows the levels of satisfaction from the tenants in these areas, the figures in the brackets show the number of respondents per area. This shows that those in Richmond are the most satisfied overall (81%), more than either those in Harrogate (73%) and especially in Selby (62%). Correspondingly, those in Selby are the most dissatisfied (21%).

It is common that sheltered tenants are more satisfied than their general needs counterparts, and this is the case with NYC, 78% compared with 64%.

The 'understanding satisfaction' section of this report, further analyses the results by a range of different groups, including age, gender and response method.



## Keeping Properties in Good Repair





# Keeping Properties in Good Repair

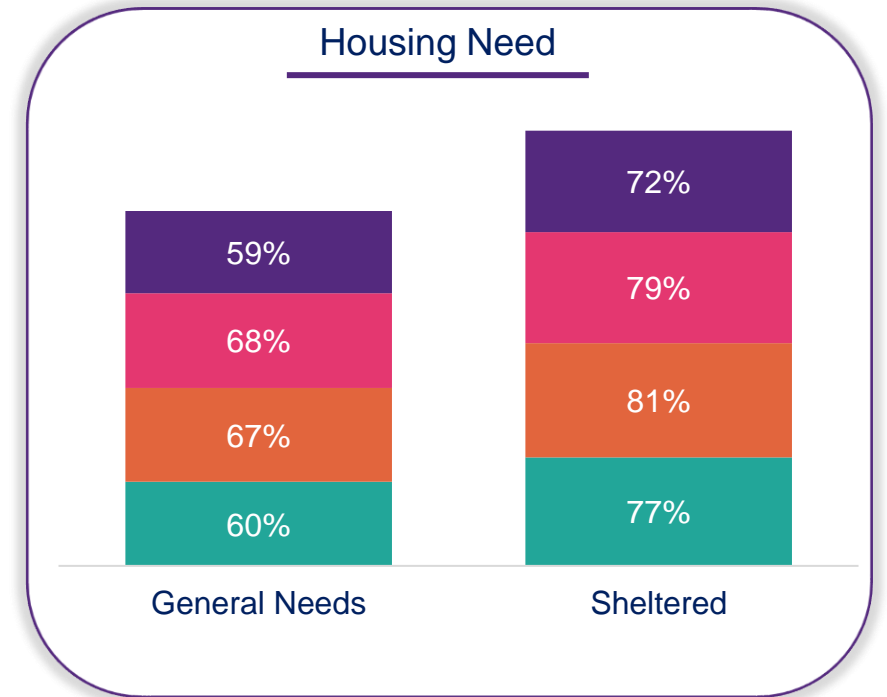
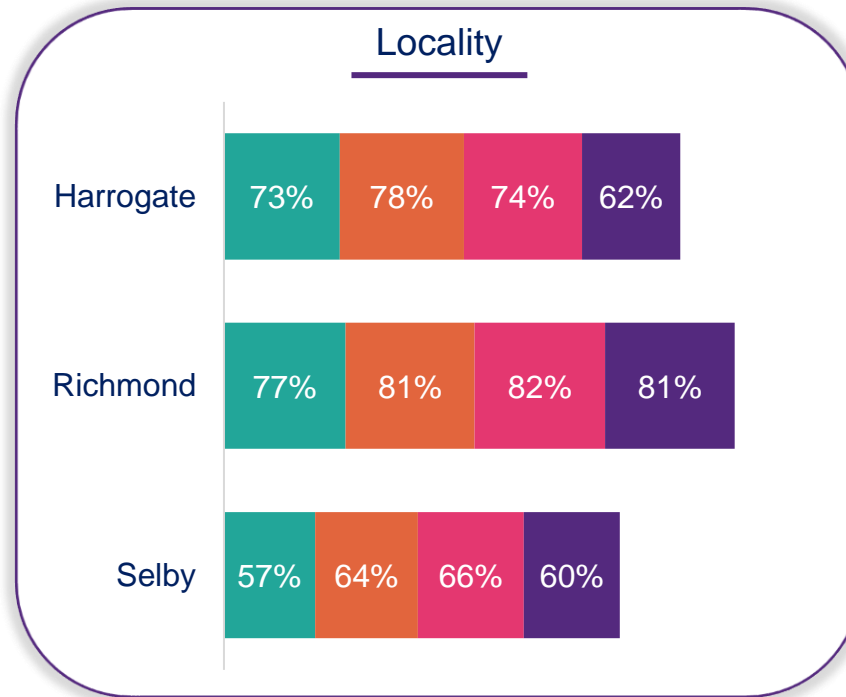
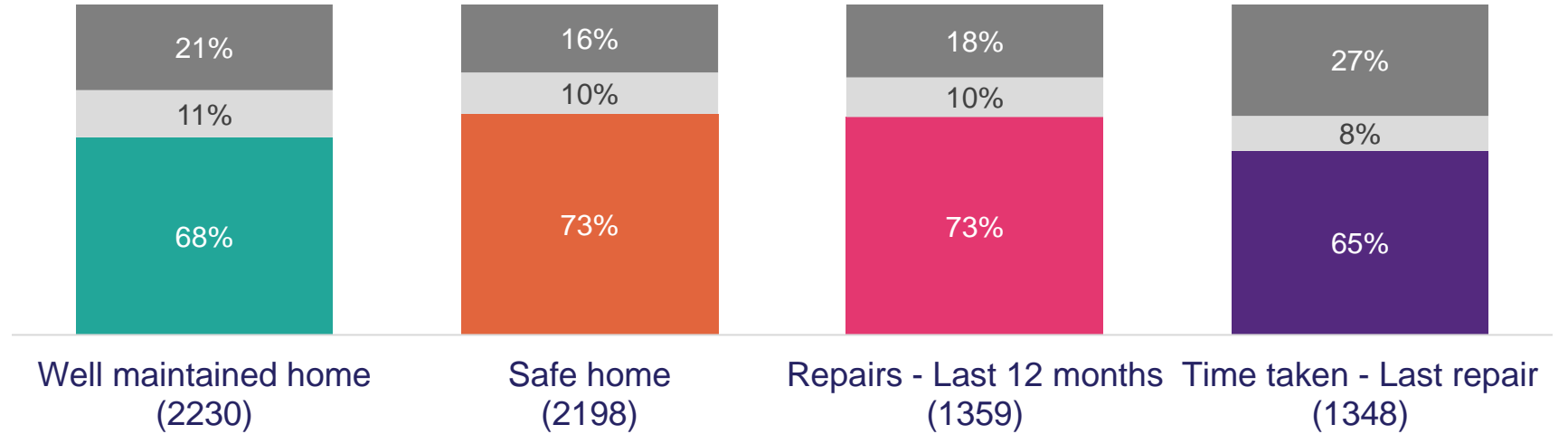
It is common in the TSM based surveys that tenants tend to be more satisfied with the safety of their home than its maintenance. This is the case here with 73% satisfied that NYC provides a home that is safe and 68% that it is well-maintained; 16% and 21% respectively are dissatisfied.

Again, it is those in Richmond who are a little more satisfied with their home than the other areas and sheltered tenants are also more satisfied than general needs tenants.

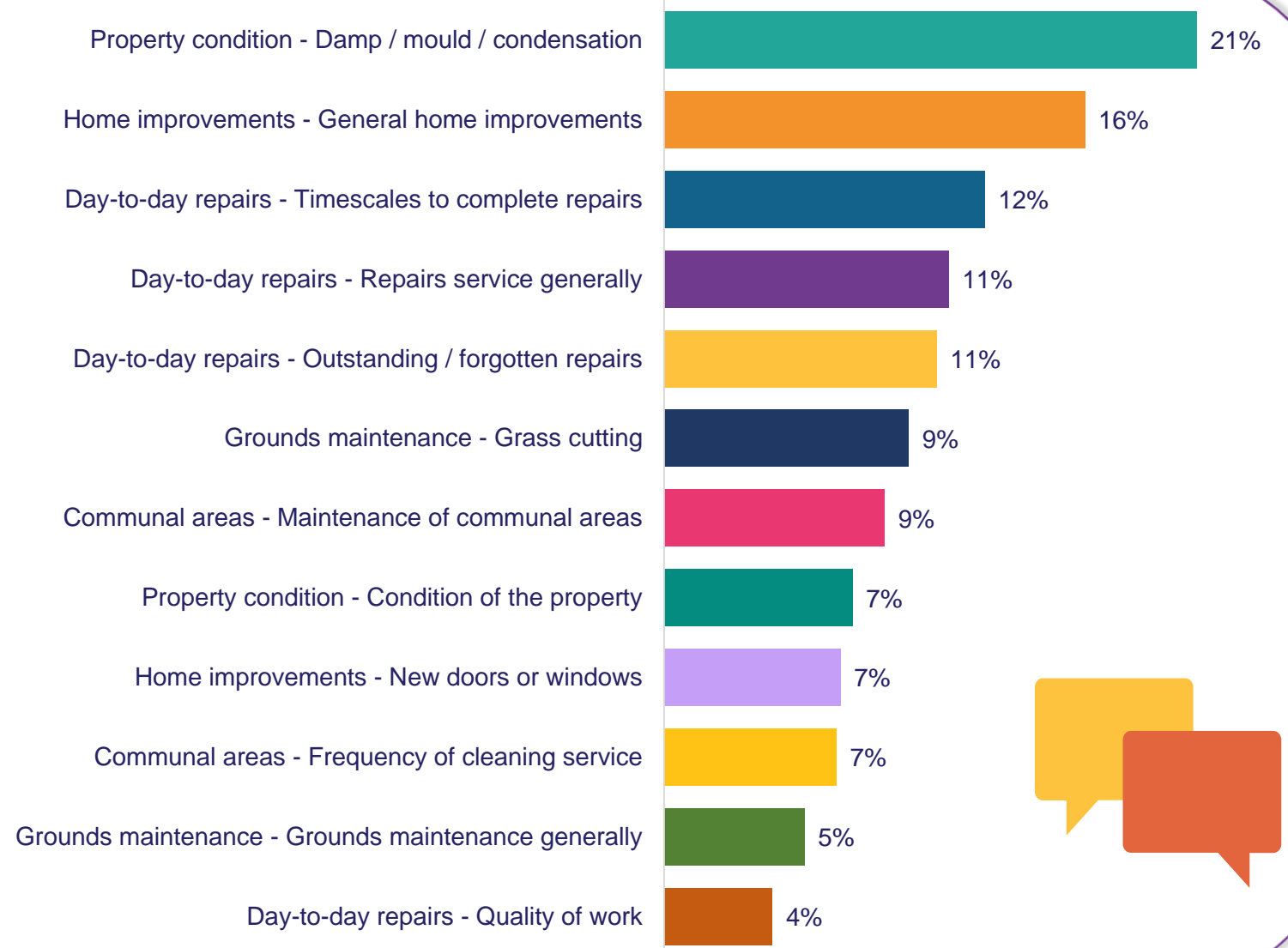
Just under two-thirds of tenants (64%) had a repair carried out by NYC in the last 12 months and of these 73% are satisfied with the service over that period, although 18% are dissatisfied.

Fewer tenants are satisfied with the time taken to complete the most recent repair (65%) and a quarter of tenants are dissatisfied with how long this takes. However, this is a common pattern with tenants of other landlords often less satisfied with the time taken than the overall repairs service.

Again, tenants in Richmond are the most satisfied with the repairs service, Selby tenants the least and there is also some difference between the sheltered and general needs tenants, a common theme throughout this report.



# Comments – Home or Communal Areas



Tenants not satisfied with their homes or communal areas were asked to explain why and what could be done to improve this; 644 tenants gave comments, under a third of those responding, suggesting most are happy with their home and communal areas.

The main issue highlighted is damp and mould in the property, this amounting to a fifth of all the comments made. Clearly this is an issue for some and will need addressing as a matter of urgency.

Some tenants would like improvements to their home, whilst others highlight the repairs service, in particular the time to complete repairs and dealing with those repairs that remain outstanding or appear to have been forgotten.

The maintenance of the communal areas, both internally and externally also attracts a number of comments, tenants wanting better cleaning and grass cutting.

Overleaf includes examples of these comments which help to provide insight into what tenants feel about their home and the communal areas and should help NYC target those areas that may be in need of review or improvement.



Number of respondents: 644

# Home or Communal Areas – Comments

## Property condition

*“My home’s damp. My front door leaks water and the carpets knackered as a result. Door was reported 3 months ago.”*

*“It is due to the severe damp in the home which I have reported numerous times as it is covered in mould. They have said they will come and treat it at the end of the month.”*

*“Damp, living room windowsill is coming away from the window, concrete coming down from window, draughty living room.”*

*“I had mould when I moved in, but they never came to treat it. I did it myself.”*

*“Still full of damp, windows seals gone, and cracks in all the new plaster. The council could do with fixing the issues reported several times, within a decent frame time.”*

*“All the roof is collapsing on the inside and there is no insulation.”*

*“We have Damp. A surveyor has been, but it was least year.”*

*“Damp The gaps around my windows.”*

## Home improvements

*“The flats I live in are very old. All windows are dropping, and draft comes through all windows. It’s hard to keep warm in winter, and kitchen and bathroom are both outdated, they have been in over 20 years.”*

*“[I was] allocated a flat and was very grateful, but the void team and housing officers really need to up the standards. The wet room was disgraceful and not functioning. Flat dirty and walls bashed and skirtings also... I have a new bathroom now after a lot of stress. There are still holes in the walls, etc.”*

*“The building is full of paint falling off walls. Lino is in a disgusting state: large parts are missing, and it is overall unkept - embarrassing and dirty but impossible for tenants to keep on top as it needs repairs.”*

*“Heating could be better, we wanted to open the fireplace up to put in a log burner but were told no.”*

*“The place is a state. I need a new bathroom and there is mould everywhere I am very dissatisfied.”*

## Day-to-day repairs

*“Still waiting for joiner to come out and repair cupboard under sink after one of the stop taps failed and caused the back board and side of cupboard to swell and warp.”*

*“Just got repairs that have been outstanding for ages, haven’t heard anything, no communication.”*

*“Do repairs when asked. Not done any repairs since reported – [it’s] gone past time given.”*

*“We had an issue with our front door, and I reported and reported it and it took over a year for someone to come and fix it and it still isn’t fixed adequately.”*

*“I have been waiting 10 years for a bathroom replacement, chasing up every few months to be told excuses. Asked to apply for new kitchen as only have one top cupboard and as per I hear nothing back!”*

*“Repairs are taking too long.”*

*“It seems to take a long time to get any issues fixed.”*

## Communal area maintenance

*“Outside entrance could be painted more often/ I have been here 6 years and no painting.”*

*“They are well maintained but not clean. They never get cleaned.”*

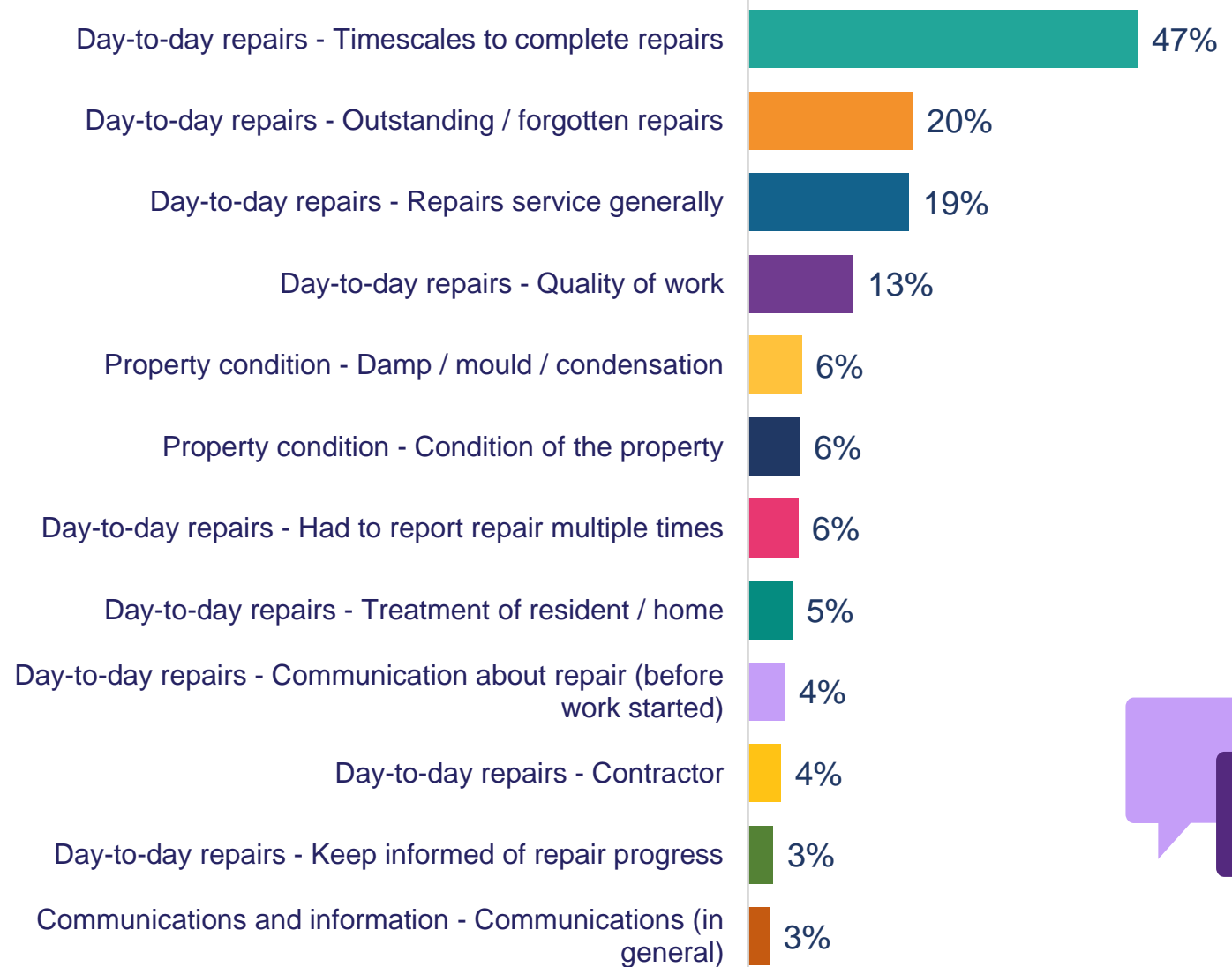
*“Whether or not there is rubbish blown in or been dropped on the grass, it’s either left and cut up when the grass has been cut or the residents have collected it regardless of if it’s anything to do with them or not.”*

*“Grass cutting service now poor. No pride taken by those providing this service, just get it done as quickly as possible with least effort.”*

*“The council does not keep the communal areas clean in our flats, it is down to the tenants. The Council would do well to inspect the communal areas regularly regarding maintenance.”*

*“They don’t clean up leaves from the trees that they refuse to prune. There are always excuses as to why they can’t make proper repairs.”*

# Comments – Dissatisfaction with Repairs



Tenants not satisfied with the repairs and maintenance service were asked to provide more information and what could be improved, and 438 tenants gave comments.

Tenants most frequently referred to outstanding or forgotten repairs and the timescales to complete repairs. These are also common areas of concern for other social landlords, which is partly due to landlords still trying to catch up after the pandemic, as well as being faced with issues around increased costs and shortages of labour and materials. In addition, expectations about times to complete work can be high and difficult to match. We now live in a society where items can be ordered and delivered the next day, but it is virtually impossible to operate a repairs service on this basis.

Therefore, it is vital that North Yorkshire Council keeps tenants clearly informed about repair schedules and how long they can expect to wait, with updates if this changes.

Tenants also commented upon the quality of repair work, and reporting issues, whilst others again mentioned problems with damp and mould in their homes.

Overleaf are examples of these to help better understand the issues that some tenants face.



Number of respondents: 438

# Dissatisfaction with Repairs – Comments

## Day-to-day repairs - Timescales to complete repairs

*“Waited for over 6 months for windows and doors to be replaced after they had all blown and still waiting for joiner to repair cupboard under sink after leak.”*

*“Time between reporting & actual repair is not acceptable. Kitchen tap leaking. Shall I send water bill to council?”*

*“The waiting time was too long for them to come out.”*

*“The time of executing repairs after a report is made which is not satisfactory. We still have issues which have not been attended to for some years.”*

*“Told 6 week as it’s not an emergency. Fixed it I think, 3 weeks later but left with soaking wet floors. Still can’t use the room.”*

*“Satisfied that our heating was repaired quickly but not with the long wait to replace our front door.”*

*“it’s the waiting times for repairs that we’re not happy with.”*

*“Communication and time it takes to carry out repairs.”*

## Day-to-day repairs - Outstanding / forgotten repairs

*“I have mould in the bathroom. It took 5 months for someone to come. Said they would post out a treatment for the walls. I am still waiting 3 months now. Nothing received.”*

*“We have quite a lot of outstanding repairs.”*

*“I have been waiting over a year for a fan which has been reported 2 possibly 3 times, extraction for the bathroom, which is causing damp.”*

*“Continuous fault with my boiler and some repairs still not rectified.”*

*“We reported our chimney pot about 2 years ago and were told it would be a year before it was done but still hasn’t been done.”*

*“I reported my windows in March 2023, a joiner came to measure up for replacement units. I am still waiting for this work to be done!”*

*“Sure, maintenance came to my flat, I was out, phoned up and they said they would send me a new appointment - that was 7 to 8 months ago.”*

## Property condition

*“If it’s mould/damp related, it should be a high priority as it’s a health hazard. I had to report it numerous times before it got dealt with.”*

*“It’s a difficult problem, I moved in during lockdown, so they didn’t examine it properly, [or] they would’ve noticed tiles missing. They couldn’t replace them, so they skinned it, I paid to get it done properly. It should’ve been done properly or replaced totally but they just left it in a right mess.”*

*“I have black mould in my bedroom [that] seems to be forgotten. As a disabled pensioner too, it’s imperative for my health.”*

*“Badly needs painting, gutters leaking. Mortar on eaves broken off.”*

*“Broken drain in bathroom. Still leaking bedroom next to bathroom is very damp & clothes are mouldy. Waiting for a follow up to this.”*

*“Front door needing to be adjusted as it wasn’t properly fitted and still having draughts & wind whistling through gaps.”*

## Day-to-day repairs – Other issues

*“Finishing the job properly and cleaning up after themselves.”*

*“They haven’t completed the jobs properly or haven’t even done them.”*

*“The communication about repairs is unacceptable. A repair request is confirmed via email ... then? Nothing until someone appears on one’s doorstep... more than once I’ve been out when someone’s called.... what a waste of time and resources. Just a text or email with time, etc., would be appreciated.”*

*“Extremely difficult to get through on the phone to report fault on central heating boiler. Three repair men came. Very pleasant but still have the problem with the cut-out button. I am 93 still have a problem with the boiler and can’t face the thought of ringing through to sort it out. Horrendous.”*

*“Actually carry out the correct repair and stop being so tight on the purse strings to ensure tenants get the correct repair.”*

*“Have more pride in the finish of the work.”*



# Responsible Neighbourhood Management



# Responsible Neighbourhood Management

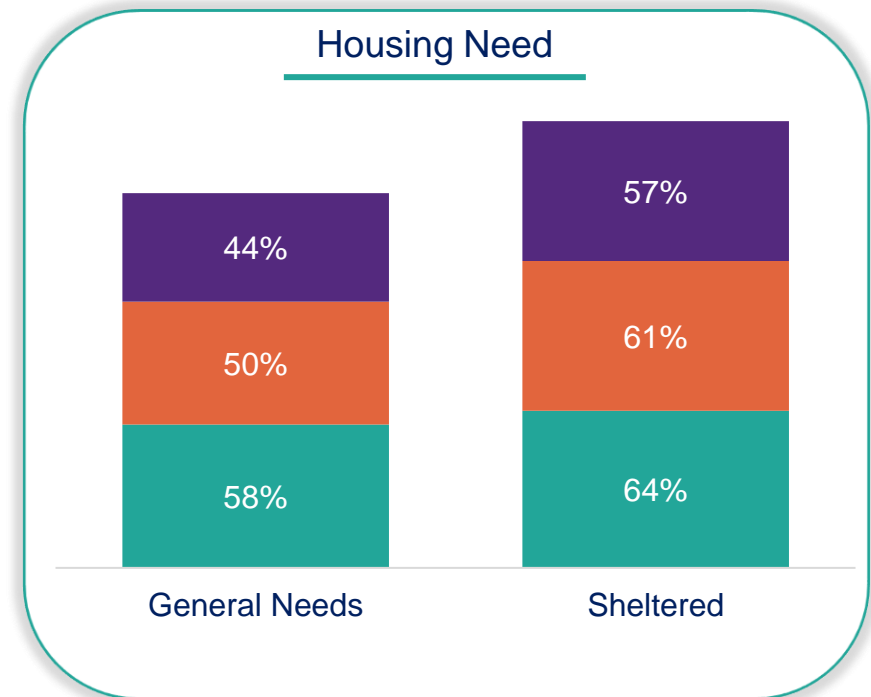
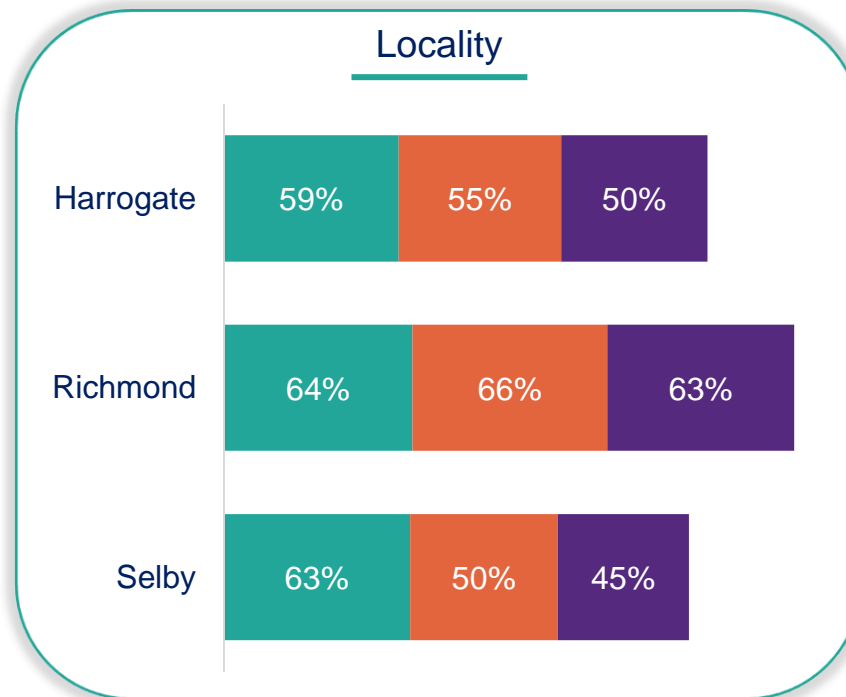
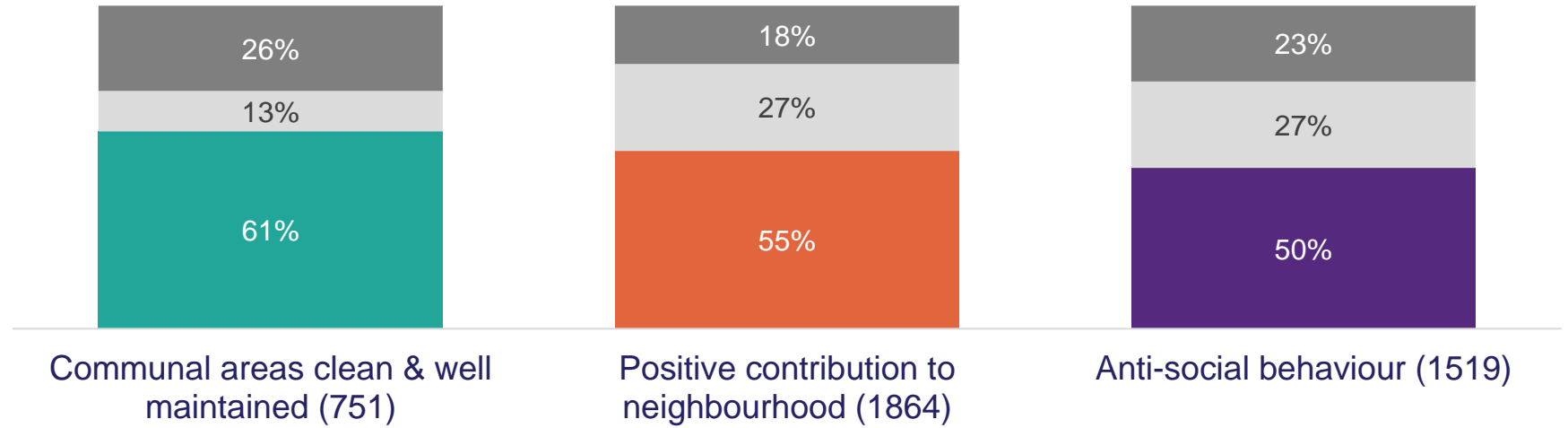
Over a third of tenants stated that they live in a building with communal areas that North Yorkshire Council is responsible for maintaining (37%). Of these tenants, 61% are satisfied with the cleaning and maintenance of their communal areas, although a quarter are dissatisfied.

Slightly fewer tenants are satisfied with the positive contribution NYC makes to their neighbourhood (55%). However, dissatisfaction is at 18%, with 27% neither satisfied nor dissatisfied. This may partly be due to a lack of visibility and awareness; maybe the Council could do more to communicate and promote the impact it has in the area.

Half the tenants are satisfied with the handling of anti-social behaviour (50%), there are 23% dissatisfied, although, again, a significant number of tenants gave a neutral response (27%).

There is little between the areas in terms of their satisfaction with the upkeep of the communal areas, Richmond tenants marginally the more satisfied. However, tenants here are more satisfied than the other areas with the contribution to the neighbourhood and how ASB is dealt with.

Sheltered tenants are consistently more satisfied than those in the general needs properties.





**Respectful & Helpful Engagement**





# Respectful & Helpful Engagement

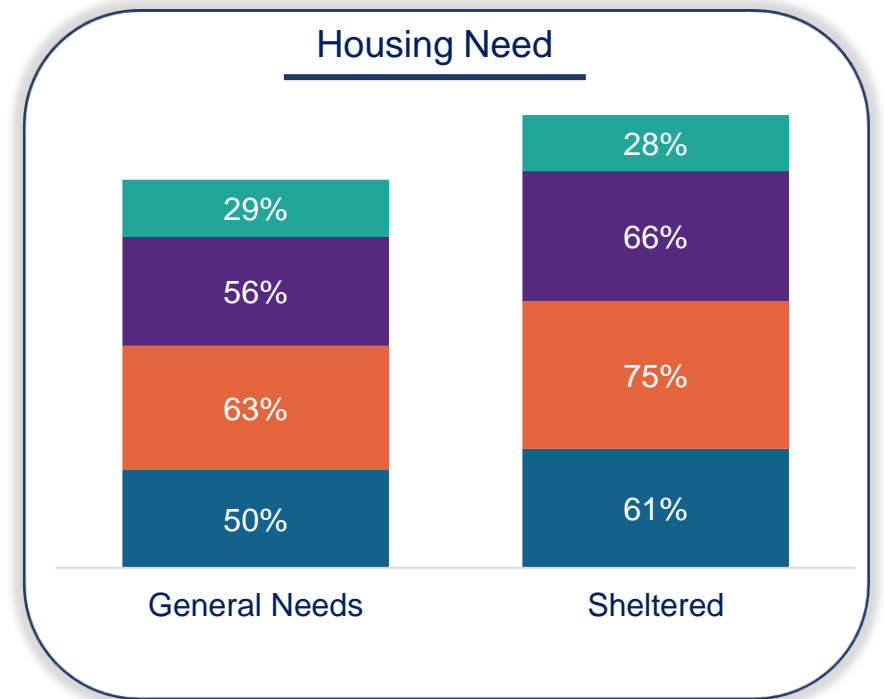
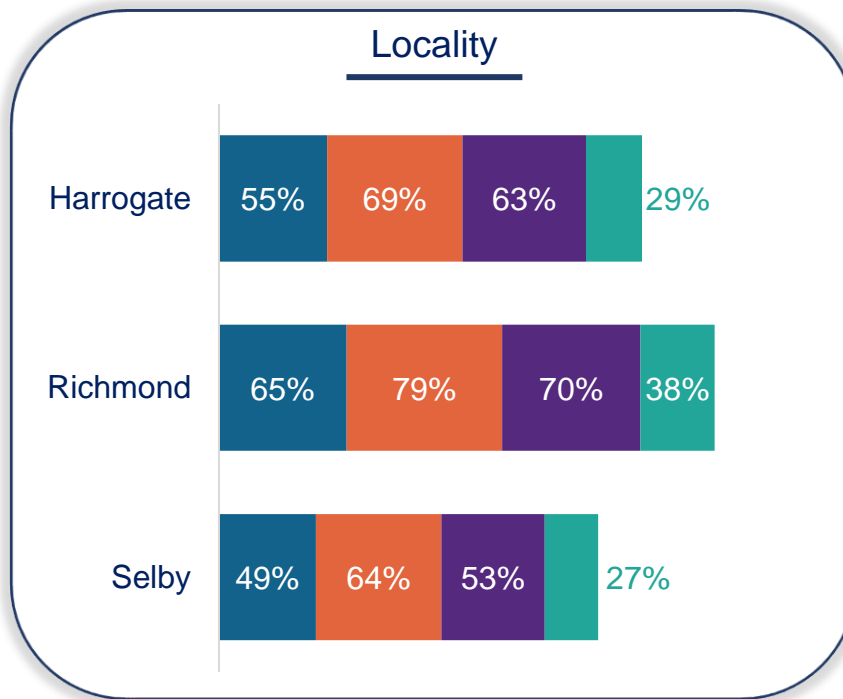
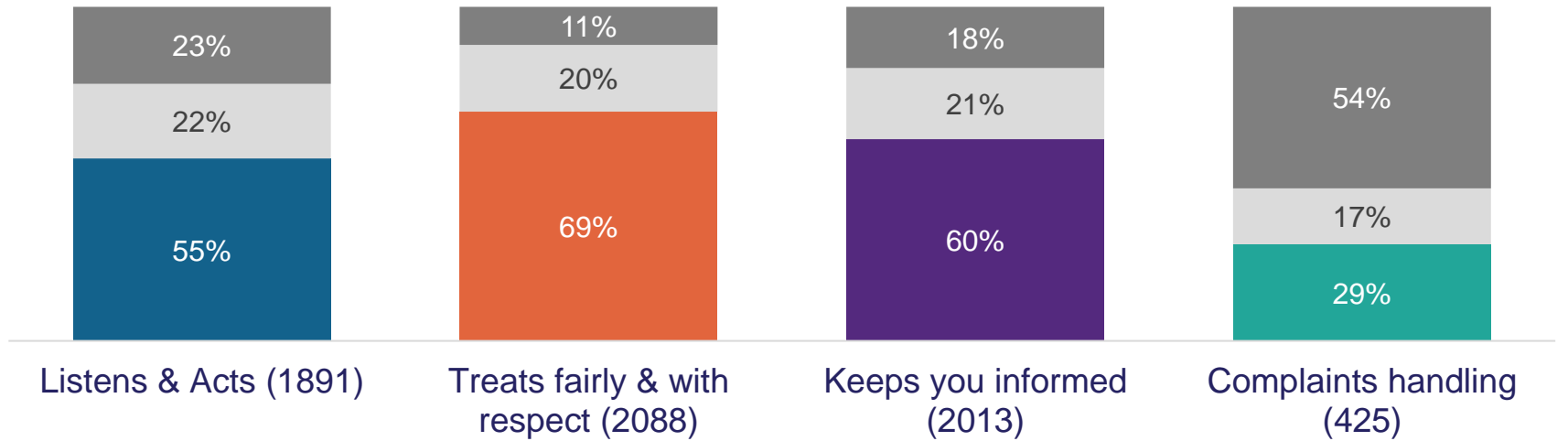
Six out of ten tenants are satisfied that NYC keeps them informed about things that matter to them, but fewer are satisfied than the Council listens to their views and acts upon them (55%), with almost a quarter dissatisfied.

Around a fifth of tenants are neither satisfied nor dissatisfied with each of these measures. It is likely that, with targeted service improvements, these groups would be receptive and likely to move into the satisfied category.

Positively, more tenants feel they are treated fairly and with respect (69%), with just 11% being dissatisfied in this area.

A fifth of tenants (21%) said they had made a complaint to NYC in the last 12 months, but it is not clear how many of these are genuine complaints following a failure of service, or service requests yet to be fully actioned. Nevertheless, just 29% of tenants are satisfied with the handling of their complaint with almost twice as many dissatisfied (54%). Dissatisfaction for this measure commonly outweighs satisfaction, and it is likely that this has to do with more than just how complaints are handled.

Again, Richmond sheltered tenants are the most satisfied.



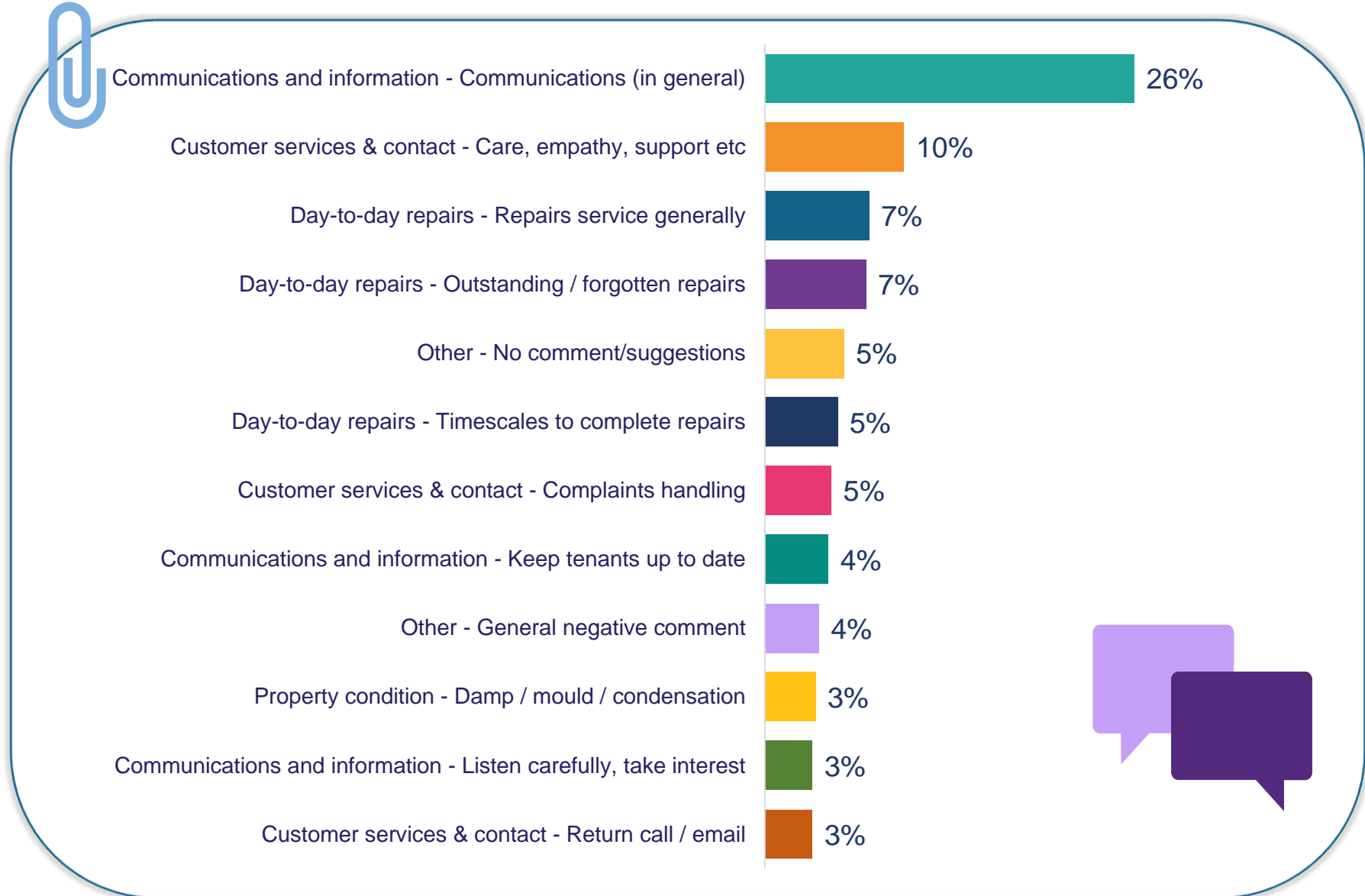
# Comments – Customer Service & Communications

Tenants who stated that they are not satisfied with customer service and communications were asked to provide more information and what North Yorkshire Council could improve; 458 tenants gave comments.

A quarter of comments are about communications and improvements in general, which is mostly around a lack of communication: *“We never hear from them at all”, “There is a lack of communication and organisation”*. One tenant mentioned that they felt *“neglected and very much forgotten about.”* Other tenants highlight having issues getting through on phones, while others raise issues with accessibility: *“Website [is] difficult. Little other communication avenues for many without access to internet or smartphones”*.

Also, some would like the staff to show them a little more care, empathy and support when they make contact.

Issues with repairs are also mentioned again together with call management, complaint handling and listening more carefully to tenants’ concerns and keeping tenants more up-to-date.



Number of respondents: 458

# Customer Service & Communications – Comments

## Communications & information

*“I’ve had no support or help since I moved even when I’ve asked for it.”*

*“I do not hear for them, not even a newsletter, nothing about what is going on.”*

*“Everyone here in this complex feels we are very neglected and very much forgotten about . It would be nice to be acknowledged and occasionally see a face from the Council.”*

*“It is incredibly hard to get in touch when you cannot go online. Always seem to have one department blaming another when there seems to be little inter-departmental communication.”*

*“...I have never met my housing officer; nobody was with me when I viewed the flat. Had a short chat with housing officer over the phone then informed her about various issues in the flat but was totally ignored.”*

*“Make it easier to report things. It took me a long time and it is very difficult to get through on the telephone and impossible online. Website is very difficult to navigate since things have been changed / merged.”*

## Customer service & contact

*“... to ring for anything, [it] takes a long time waiting on the phone then once you’re through you are asked what area you live in, you are put through to Harrogate. Why on earth we can’t just ring the old number is ridiculous. I have been on hold for 5 minutes to 40 minutes – why?!”*

*“My housing officer is rude, aggressive and condescending. She seems to enjoy belittling people for living in Council properties.”*

*“Respect the fact that good people get overlooked which creates distress and struggle in one’s life!”*

*“For people to not be so harsh when they speak to you, when you ask a few times about a job that needs seeing to, they seem to look down on you.”*

*“Have had many issues with the Council over this last year. Felt very lied to and treated unfairly. Felt like I was not valued or looked after very well at all.”*

*“They simply just don’t care.”*

## Day-to-day repairs

*“We have reported the same repair and have to report it again to get an answer to when it is going to get done.”*

*“They could attend when they say and return calls.”*

*“Sometimes they don’t tell me that a job is being done.”*

*“I had a gas safety check done recently and the young lad that came to do it was rude, weird and horrible. He was aggressive about my dogs (which were safely out of the way) and that if I didn’t let him in he would report me. Quite unnecessary behaviour. I called the Council about this experience and was told there was nothing they could do about it because it was another company doing the checks.”*

*“They did not tell me they were putting up scaffolding and they do not tell me when the repair to my roof will be done.”*

*“They need to stop lying to people and tell them when they are coming out for repairs.”*

*“Listen to repairs that need doing.”*

## Other matters

*“I can’t really say as I [don’t] get much communication from the Council, but on the whole the customer service I have received has been pleasant and respectful.”*

*“When contacting the Council about repairs or the repairmen sent, they were polite in dealing with me.”*

*“Rural areas seem to be low priority as far as maintenance is concerned.”*

*“I have been waiting for a back fence to be attending too for a long time it's losing pieces off and it's on a communal path where children go to school the council have been informed, I live in a pension bungalow.”*

*“My kitchen is falling apart, and my floor tiles have been down forever. I reported a kitchen cupboard had fallen in June, still not on, my tiles are not even the same colour.”*

*“Keeping council property homes updated. The people who look after their home appear to receive no help.”*



# Understanding Satisfaction



# Satisfaction & Dissatisfaction

The charts opposite show both the levels of satisfaction and dissatisfaction with the range of services provided.

Sometimes where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

For NYC, satisfaction is highest for the home being safe and the recent repairs service, whilst overall satisfaction is towards the top of the range of measures.

At the other end of the scale is listening to tenants' views, handling ASB and complaints, which are typically the lowest performing metrics.

Correspondingly, the most dissatisfaction is for the way complaints are handled.

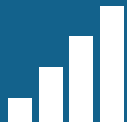
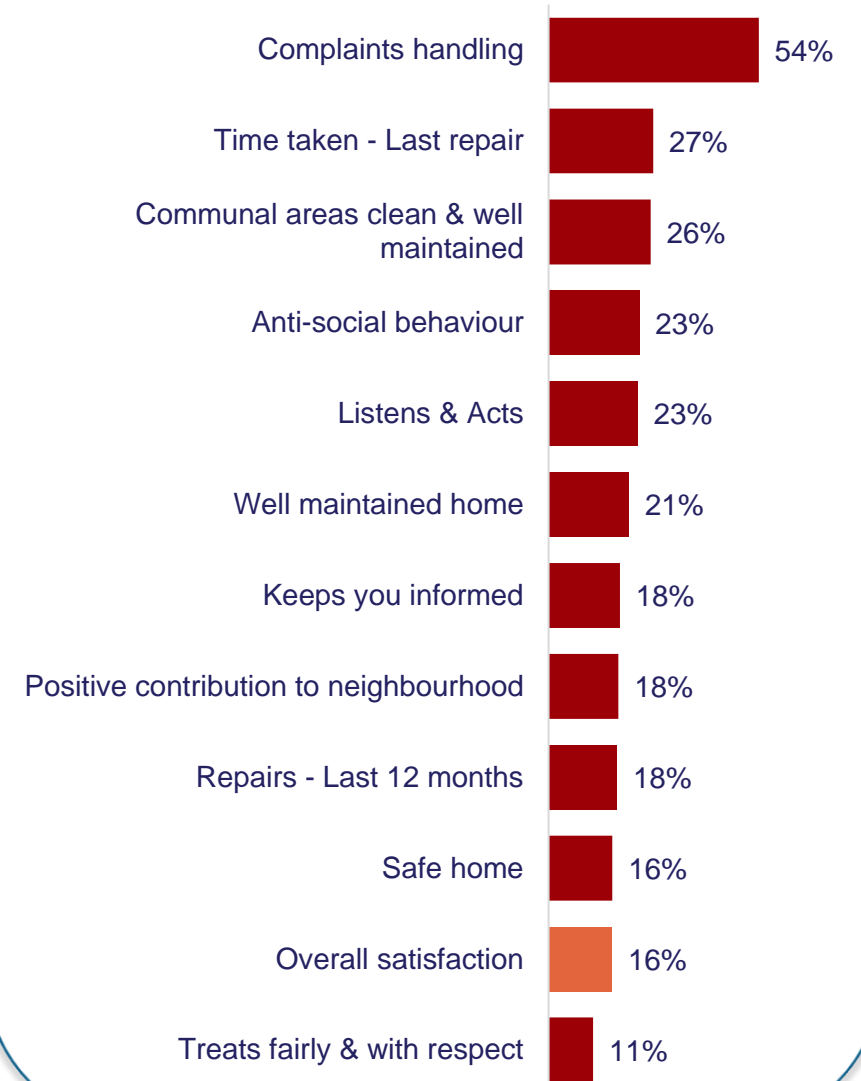
However, dissatisfaction is next highest for the time taken to complete repairs and the upkeep of the communal areas.

As is commonly found, the metrics that drew the highest number of tenants in the neutral category (neither satisfied nor dissatisfied) were ASB handling and the positive contribution NYC make to the neighbourhood, both 27%.

## Satisfaction with measures 2024



## Dissatisfaction with measures 2024





# Combined Comments

As shown above, the survey included three questions giving the tenants the opportunity to expand on their responses and explain why they might be dissatisfied with their homes and communal areas, the repairs service and customer service and communications. This chart combines these to show the most commented upon areas.

In line with many other landlords, the majority of comments refer to issues with the repairs service – in particular, the time it takes to complete repairs and dealing with outstanding and forgotten repairs.

The second most common area is around problems with the condition of their home, which centre largely on damp and mould issues. Others want better communications from NYC and improvements to their homes.

The upkeep of the communal areas could also be improved according to some, particularly the cleaning of communal areas and the grass cutting.

These comments are important in setting out areas which could be improved, but it shouldn't be forgotten that these questions are aimed at those not satisfied with the service and many didn't respond, perhaps suggesting that they are happy with the way things are.



Top Comment Areas	
Day-to-day repairs	48%
Property condition	19%
Home improvements	14%
Communications and information	13%
Customer services & contact	9%
Grounds maintenance	9%
Communal areas	6%
No comment / don't know	4%
Tenant services and management	4%
Neighbourhood problems	4%
Safety and security	2%

Hot Topics	
Day-to-day repairs - Timescales to complete repairs	20%
Day-to-day repairs - Repairs service generally	12%
Day-to-day repairs - Outstanding / forgotten repairs	12%
Property condition - Damp / mould / condensation	11%
Communications and information - Communications (in general)	9%
Home improvements - General home improvements	8%
Property condition - Condition of the property	6%
Day-to-day repairs - Quality of work	6%
Grounds maintenance - Grass cutting	4%
Home improvements - New doors or windows	4%
Communal areas - Maintenance of communal areas	4%
Day-to-day repairs - Had to report repair multiple times	3%
Customer services & contact - Care, empathy, support etc	3%

# Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord produces a unique pattern of influence and for NYC the most important driver for tenants' satisfaction with the overall services is that the Council provides a well-maintained home; This ties in with comments which often refer to property condition and repairs.

Also of importance, but slightly less influential, is the way the Council listens to tenants' views and acts upon them, treats tenants fairly and with respect, makes a positive contribution to the neighbourhood, the recent repairs service and the time to complete repairs.

The implication of this analysis is that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

## Key Driver Analysis – Overall Satisfaction



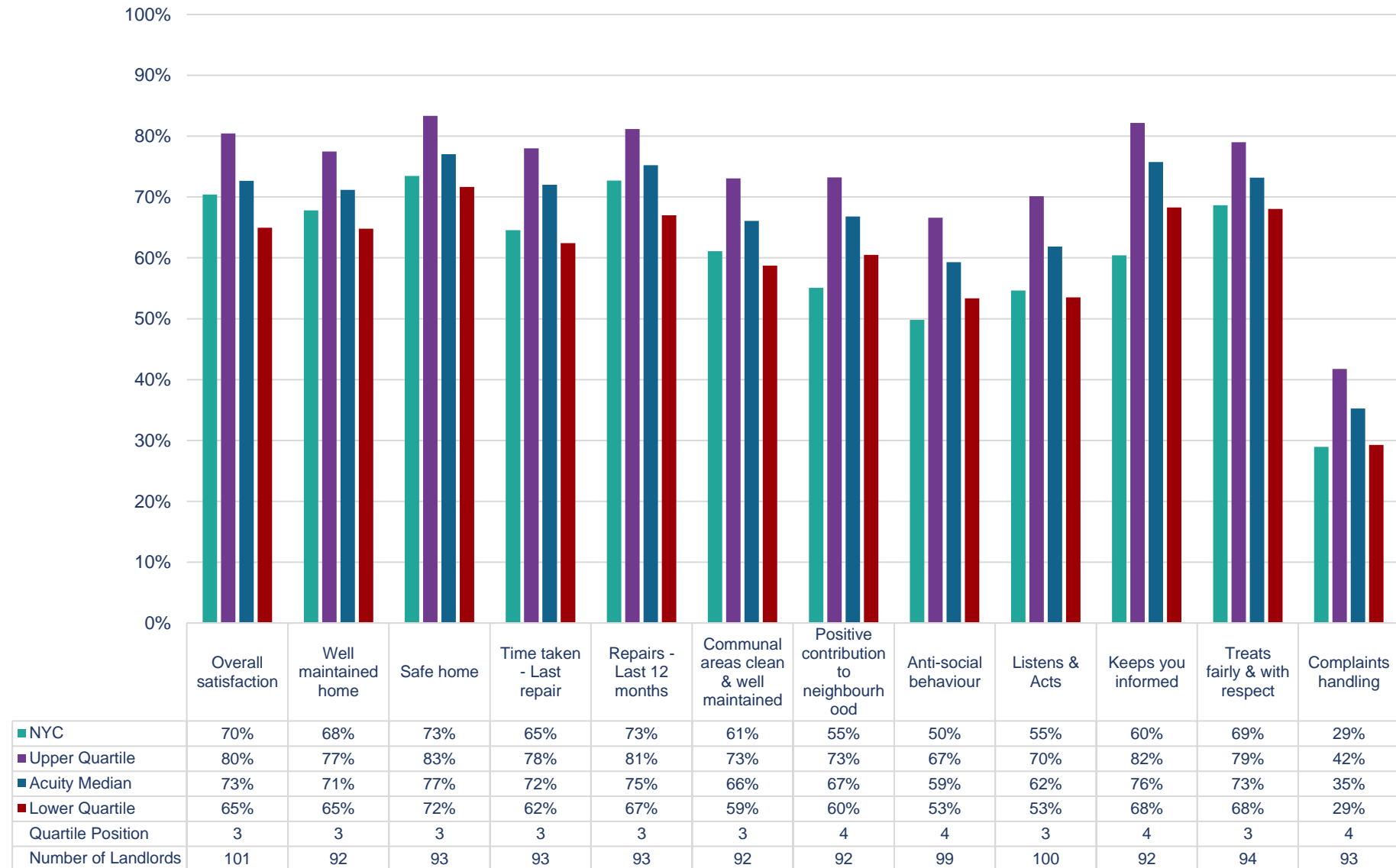
# Benchmarking – Acuity Clients (LCRA)

## Satisfaction Levels Acuity Median Q1 – Q3 23/24

It is possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions during the past year. The chart to the right shows quartile positions based on the results collected from Q1 to Q3 2023/24.

All of North Yorkshire Council's ratings are below the median, with eight in the third quartile, including overall satisfaction, and the remaining four measures in the lower quartile.

It should be noted, however, that this cohort of landlords varies in type, size and location so will not be directly similar to the characteristics of NYC. However, this does help to give some context to the results.





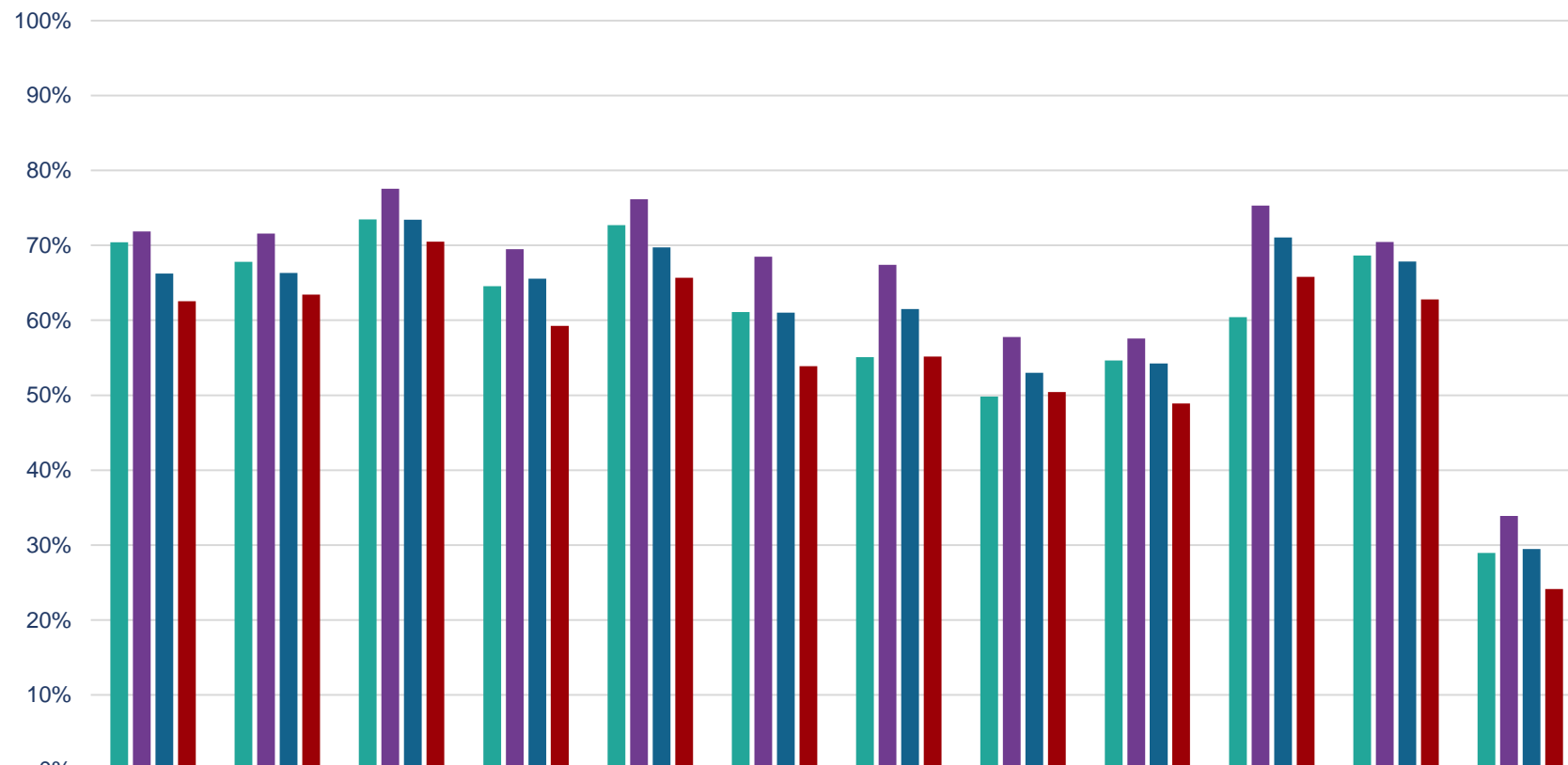
# Benchmarking – Acuity Clients (LCRA - Councils)

## Satisfaction Levels Acuity Median Q1 – Q3 23/24

When compared against other councils that have used the TSMs in the past year, the NYC results fare better, with seven of the measures above the medians for the group and in the second quartile; this includes overall satisfaction which is 4% above the median and just 2% below the upper quartile mark.

However, five measures are below the medians with two in the third quartile and three in the lower quartile, these being the contribution to the neighbourhood, how the Council keeps tenants informed and how it handles ASB.

This year, all landlords will be required to publish their TSM results, which will create a large bank of information to allow for more accurate benchmarking.



	Overall satisfaction	Well maintained home	Safe home	Time taken - Last repair	Repairs - Last 12 months	Communal areas clean & well maintained	Positive contribution to neighbourhood	Anti-social behaviour	Listens & Acts	Keeps you informed	Treats fairly & with respect	Complaints handling
■ NYC	70%	68%	73%	65%	73%	61%	55%	50%	55%	60%	69%	29%
■ Upper Quartile	72%	72%	78%	69%	76%	69%	67%	58%	58%	75%	70%	34%
■ Acuity Median	66%	66%	73%	66%	70%	61%	62%	53%	54%	71%	68%	29%
■ Lower Quartile	63%	63%	70%	59%	66%	54%	55%	50%	49%	66%	63%	24%
Quartile Position	2	2	2	3	2	2	4	4	2	4	2	3
Number of Landlords	26	26	26	26	26	26	26	26	26	26	26	26



# Housing Need

	General Needs	Sheltered
Overall satisfaction	64%	78%
Well maintained home	60%	77%
Safe home	67%	81%
Repairs - Last 12 months	68%	79%
Time taken - Last repair	59%	72%
Communal areas clean & well maintained	58%	64%
Positive contribution to neighbourhood	50%	61%
Anti-social behaviour	44%	57%
Listens & Acts	50%	61%
Keeps you informed	56%	66%
Treats fairly & with respect	63%	75%
Complaints handling	29%	28%

Base: General Needs = 1,328, Sheltered = 1,022

It is common in surveys of this type that older people, and those in sheltered accommodation, are more satisfied than their general needs counterparts. This is the case with North Yorkshire Council.

In fact, sheltered tenants are more satisfied on all but one of these measures, the only exception is the handling of complaints where the general needs tenants are marginally more satisfied. A slightly higher proportion of general needs tenants, however, reported that they had made a complaint in the last 12 months – 23% of general needs tenants and 17% of sheltered tenants.

The differences are quite large on some measures, 14% on the overall services, 17% with the maintenance of the home, 11% with the repairs service in the last 12 months and 13% with the time to complete repairs. The average difference is 11%.



# Age Group

	0 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+
Overall satisfaction	71%	62%	56%	63%	69%	77%	80%	83%
Well maintained home	60%	57%	49%	60%	69%	75%	78%	85%
Safe home	60%	65%	56%	68%	75%	78%	83%	92%
Repairs - Last 12 months	63%	69%	61%	66%	74%	73%	84%	92%
Time taken - Last repair	73%	58%	50%	56%	66%	69%	73%	82%
Communal areas clean & well maintained	69%	64%	46%	60%	62%	61%	68%	64%
Positive contribution to neighbourhood	49%	56%	41%	48%	56%	59%	61%	71%
Anti-social behaviour	51%	50%	36%	41%	49%	54%	57%	71%
Listens & Acts	54%	50%	40%	50%	57%	57%	64%	67%
Keeps you informed	50%	59%	47%	53%	62%	64%	66%	73%
Treats fairly & with respect	65%	69%	57%	62%	65%	73%	74%	85%
Complaints handling	9%	39%	23%	28%	30%	27%	32%	26%

Base: 0 - 24 = 42, 25 - 34 = 189, 35 - 44 = 279, 45 - 54 = 303, 55 - 64 = 381, 65 - 74 = 526, 75 - 84 = 354, 85+ = 140, NO DATA = 46

Satisfaction for NYC tenants also seems to increase with age, with the most satisfied group being those over the age of 85. 83% of this group are satisfied with the overall service, and they are most satisfied on ten of the survey measures.

The least satisfied are those aged 35 to 44, with just 56% satisfied with the overall service. This group are the least satisfied on eleven measures. However, after the age of 45, satisfaction starts to increase consistently across most measures.

It is not entirely clear why this pattern exists. It maybe that older tenants are more tolerant and less likely to complain, whereas younger tenants may have slightly higher expectations and are quicker to complain if standards fall.

However, whatever the reason, it does show that age is a major factor in determining satisfaction.



# Gender

	Female	Male
Overall satisfaction	71%	70%
Well maintained home	66%	70%
Safe home	73%	74%
Repairs - Last 12 months	71%	74%
Time taken - Last repair	62%	68%
Communal areas clean & well maintained	61%	62%
Positive contribution to neighbourhood	53%	58%
Anti-social behaviour	48%	52%
Listens & Acts	54%	56%
Keeps you informed	60%	61%
Treats fairly & with respect	67%	70%
Complaints handling	26%	31%

The results are shown here split by the gender of tenants. There were more female respondents than male respondents, but they are generally less satisfied. This is true on all measures, except from with the overall services where satisfaction is similar.

Whilst it is often shown that male tenants are a little more satisfied, the differences between the groups is very small, with an average difference of 3%, suggesting that gender alone is not a major determining factor.



Base: Female = 1,260, Male = 930, NO DATA = 70

# Length of Tenancy

	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall satisfaction	81%	71%	65%	67%	68%	73%
Well maintained home	77%	71%	63%	64%	63%	70%
Safe home	83%	74%	68%	69%	71%	77%
Repairs - Last 12 months	81%	75%	67%	67%	70%	76%
Time taken - Last repair	66%	68%	60%	64%	63%	65%
Communal areas clean & well maintained	75%	66%	61%	57%	49%	58%
Positive contribution to neighbourhood	70%	60%	50%	52%	50%	53%
Anti-social behaviour	63%	50%	42%	47%	48%	53%
Listens & Acts	68%	57%	52%	51%	47%	57%
Keeps you informed	69%	63%	57%	55%	57%	64%
Treats fairly & with respect	80%	71%	68%	63%	64%	70%
Complaints handling	41%	25%	30%	30%	30%	25%

Base: < 1 year = 239, 1 - 3 years = 502, 4 - 5 years = 266, 6 - 10 years = 415, 11 - 20 years = 442, Over 20 years = 396

It is also often found that newer tenants, particularly those with tenancies of less than a year, report higher satisfaction which then tends to tail off over time.

One theory for this is that tenants are initially pleased to be offered a property, perhaps having waited for some time, or having been in poor accommodation, but as time passes and they start to experience issues with their home and their enthusiasm starts to wane.

For NYC, 81% of new tenants to the Council are satisfied overall and this group are also the most satisfied on all but one of the survey measures.

In contrast, just 65% of those in the 4- to 5- year group are satisfied. This group are the least satisfied on four other measures.

It also tends to happen that satisfaction picks up again for those with the longest tenancies, who tend to be amongst the oldest tenants. This is also found for NYC, as satisfaction starts to pick up for those with tenancies of over 20 years., who have the second highest satisfaction level with overall services.



# Property Type

	Bedsit	Bungalow	Flat	House
Overall satisfaction	82%	75%	73%	63%
Well maintained home	77%	73%	73%	58%
Safe home	77%	78%	76%	67%
Repairs - Last 12 months	80%	78%	74%	66%
Time taken - Last repair	80%	71%	67%	57%
Communal areas clean & well maintained	79%	59%	60%	68%
Positive contribution to neighbourhood	84%	62%	57%	46%
Anti-social behaviour	74%	58%	49%	43%
Listens & Acts	58%	60%	56%	49%
Keeps you informed	89%	62%	63%	56%
Treats fairly & with respect	84%	73%	70%	64%
Complaints handling	75%	26%	29%	31%

Base: Bedsit = 22, Bungalow = 715, Flat = 745, House = 774, Maisonette = 3, Room = 1

The majority of NYC's tenants live in bungalows, flats and houses. There are far fewer in bedsits who here are the most satisfied on the majority of measures. However, we must bear in mind that there were just 22 respondents here.

Tenants in houses are the least satisfied generally, which may be surprising. Compared with tenants in flats and bungalows, tenants in houses are 15% less satisfied that their home is well maintained and 9-11% less satisfied that their home is safe.

However, differences in satisfaction are likely to be linked, in part, to the age of tenants. 38% of respondents in houses are below the age of 25, compared to 25% in flats and 3% in bungalows. Whereas just 7% in houses are over the age of 75, compared to 21% in flats and 38% in bungalows.



# Number of Bedrooms

	0	1	2	3	4
Overall satisfaction	92%	73%	72%	64%	68%
Well maintained home	88%	74%	69%	57%	58%
Safe home	92%	77%	74%	67%	58%
Repairs - Last 12 months	91%	76%	73%	68%	56%
Time taken - Last repair	100%	70%	64%	58%	63%
Communal areas clean & well maintained	88%	62%	57%	71%	33%
Positive contribution to neighbourhood	86%	60%	56%	46%	50%
Anti-social behaviour	80%	50%	53%	43%	33%
Listens & Acts	70%	59%	54%	49%	48%
Keeps you informed	91%	63%	60%	58%	55%
Treats fairly & with respect	91%	70%	69%	66%	62%
Complaints handling	50%	29%	26%	35%	25%

Base: 0 = 26, 1 = 713, 2 = 927, 3 = 562, 4 = 31, 5 = 1

This chart shows the results split by bedroom numbers and this largely mirrors results from 'property type'. Those in larger properties with more bedrooms are the least satisfied, whereas those with fewer bedrooms are the most satisfied.

Satisfaction between those in one and two bedroomed homes is largely similar.



# Locality

	Harrogate	Richmond	Selby
Overall satisfaction	73%	81%	62%
Well maintained home	73%	77%	57%
Safe home	78%	81%	64%
Repairs - Last 12 months	74%	82%	66%
Time taken - Last repair	62%	81%	60%
Communal areas clean & well maintained	59%	64%	63%
Positive contribution to neighbourhood	55%	66%	50%
Anti-social behaviour	50%	63%	45%
Listens & Acts	55%	65%	49%
Keeps you informed	63%	70%	53%
Treats fairly & with respect	69%	79%	64%
Complaints handling	29%	38%	27%

Base: Harrogate = 1,090, Richmond = 349, Selby = 821

North Yorkshire Council operates over three main areas, Harrogate, Richmond and Selby.

In terms of satisfaction, those living in Richmond are the most satisfied and Selby the least.

On the overall service there is quite a difference between the areas, from 81% satisfied in Richmond to just 62% in Selby. Across all metrics, the average difference between satisfaction in Richmond and Selby is 16%, with the greatest differences coming from satisfaction with the maintenance of the home (20%) and the time taken to complete repairs (21%). Satisfaction with communal areas being clean and well maintained, however, sees only a marginal 1% difference.

It is not clear from the results alone why these differences occur, whether it is linked to property type and condition, local facilities or service delivery. NYC will be aiming to provide a consistent service across all areas, so further investigation maybe needed to ascertain the reasons behind the differences and perhaps target improvements to bring satisfaction rates in Selby up to those found in other areas.





# Constituency

	Harrogate and Knaresborough	Richmond (Yorks)	Selby and Ainsty	Skipton and Ripon
Overall satisfaction	73%	81%	63%	73%
Well maintained home	74%	77%	59%	71%
Safe home	77%	81%	65%	80%
Repairs - Last 12 months	75%	82%	67%	74%
Time taken - Last repair	65%	81%	60%	57%
Communal areas clean & well maintained	62%	64%	63%	54%
Positive contribution to neighbourhood	54%	66%	50%	58%
Anti-social behaviour	49%	63%	45%	51%
Listens & Acts	56%	65%	50%	54%
Keeps you informed	63%	70%	53%	66%
Treats fairly & with respect	67%	79%	64%	74%
Complaints handling	27%	38%	27%	33%

The results are shown here split by constituency and largely reflects previous locality split, with those in the Richmond constituency the most satisfied and those in Selby and Ainsty the least satisfied.

The raw data extract shows results further broken down by ward and patch.



Base: Harrogate and Knaresborough = 651, Richmond (Yorks) = 349, Selby and Ainsty = 897, Skipton and Ripon = 363

# Area Type

	Urban city and town	Rural town and fringe	Rural village	Rural hamlet and isolated dwellings
Overall satisfaction	69%	69%	75%	75%
Well maintained home	69%	64%	71%	66%
Safe home	73%	71%	78%	74%
Repairs - Last 12 months	72%	72%	74%	76%
Time taken - Last repair	62%	68%	63%	71%
Communal areas clean & well maintained	62%	62%	55%	50%
Positive contribution to neighbourhood	54%	57%	56%	60%
Anti-social behaviour	47%	53%	54%	52%
Listens & Acts	54%	56%	55%	47%
Keeps you informed	60%	61%	61%	57%
Treats fairly & with respect	67%	69%	72%	72%
Complaints handling	29%	30%	25%	50%

Satisfaction can be further broken down by area type / composition. The chart to the right shows the four area types with over 50 respondents.

Satisfaction is higher in rural villages and hamlets than in urban areas with denser populations. However, the differences are not as marked as in other sub-group breakdowns and generally ranges between 4% and 9%.



Base: Urban city and town = 1,098, Rural town and fringe = 662, Rural village = 433, Rural hamlet and isolated dwellings = 67

# Response Method

	Telephone	Online	Postal
Overall satisfaction	76%	63%	78%
Well maintained home	74%	61%	73%
Safe home	79%	67%	80%
Repairs - Last 12 months	79%	65%	79%
Time taken - Last repair	71%	57%	70%
Communal areas clean & well maintained	70%	57%	60%
Positive contribution to neighbourhood	72%	48%	56%
Anti-social behaviour	68%	41%	54%
Listens & Acts	65%	47%	59%
Keeps you informed	73%	52%	64%
Treats fairly & with respect	79%	61%	72%
Complaints handling	34%	26%	29%

Base: Telephone = 595, Online = 1046, Postal = 600

Tenants were given the opportunity to respond to the survey in one of three ways: online, by post or by telephone interview. The majority of respondents responded online (47%), while 27% responded by post and a further 27% by telephone.

It is often found in these surveys that satisfaction tends to be lower for those responding online than through other methods, which appears to be the case here. Satisfaction levels for online respondents is, on average, 14% lower than those who responded either by post or telephone. Meanwhile, satisfaction for telephone and postal respondents tends to be more similar, with some exceptions.

It is thought that this difference is largely driven by age differences, with online respondents more likely to be those from a younger age profile.

Looking the age profile of the different response methods, 31% of those who respond online are below the age of 35, compared to 8% for postal respondents and 23% for telephone respondents. Meanwhile, just 12% of online respondents are over the age of 75, compared to 41% for postal respondents and 21% for telephone respondents.





# Summary of Results



## Satisfaction 2024



# Summary of Results

The survey for North Yorkshire Council has incorporated all of the Tenant Satisfaction Measures (TSMs) for the first time, which became mandatory for all registered providers of social housing to collect from April 2023. These questions have not been used before by the Council, so this survey will act as a baseline against which to compare future survey results.

Overall, the survey shows some good levels of satisfaction with the services provided by NYC. While all scores are below the Acuity median, they perform well against other councils, with seven measures above the median. Seven out of ten tenants are satisfied with the overall service provided by NYC (70%), while just 16% are dissatisfied. This ranks among the highest-performing metrics in this survey. Satisfaction is highest for the provision of a safe home and for the repairs service in the last 12 months (both 73%).

However, some measures received satisfaction ratings below 60%, these being the contribution NYC makes to the neighbourhood, how the Council listens to tenants' views and acts upon them, and how it handles ASB. The lowest performing metric, as is common for most landlords, is complaints handling where just 29% are satisfied.

Correspondingly, the highest levels of dissatisfaction are for the handling of complaints (54%); dissatisfaction with complaints handling is likely to incorporate more than just how tenants' complaints are handled – for example, tenants not getting the resolution they wanted or expected or not having yet received a final outcome. Of the remaining measures, a quarter of tenants are dissatisfied with the time taken to complete repairs and the upkeep of the communal areas.

The survey included three open-ended questions which gave tenants the opportunity to expand on their answers and reasons for dissatisfaction in three key service areas: the home and communal areas, the repairs service and customer service. Across all areas, the most common area for improvement was the day-to-day repairs service, with tenants highlighting outstanding repairs that have not been dealt with, the timescales to complete repairs, the quality of repair work and communications about the repair. In addition, some tenants have problems with damp and mould in their homes, with others wanting improvements to their homes, including new doors and windows. Apart from property-related issues, some tenants would like better communications and to be kept up to date with issues and to receive a little more care, empathy and support when making contact.

This report has also analysed the ratings by a number of different subgroups. This found that tenants in Richmond are more satisfied than tenants in Harrogate and particular Selby. The oldest tenants and those in sheltered accommodation tend to be the most satisfied, as do male tenants and newer tenants (those with tenancies of under a year). It was also found that tenants who responded online were less satisfied than those who responded through other methods, which is commonly found in these surveys and is likely linked to the age profile of those using the different response methods. Tenants in houses also tend to be less satisfied than tenants in bungalows and flats, which again might be partly down to age.

# Recommendations

North Yorkshire Council has around 8,300 properties across the main areas of Harrogate, Richmond and Selby. The Council has a significant proportion of sheltered accommodation but also has a range of flats and houses across the area.

The survey reveals many areas of good performance, but it has also highlighted some areas where improvements could be made.

The comments made by tenants give insight into what they are most concerned about and will help North Yorkshire Council target services that may need some improvement.

Shown opposite are some recommendations that North Yorkshire Council may wish to follow up on to help improve satisfaction in the future.



## Repairs and maintenance

The way repairs and maintenance is delivered is key for any tenant and whilst satisfaction with North Yorkshire Council's repairs service is generally good, some tenants have concerns about the time taken to complete repairs and that there are still some repairs outstanding or that appear to have been forgotten. Also of concern is the number of tenants complain of damp and mould in their homes which, of course, will need to be addressed as a matter of urgency.

These issues are linked and are a common trend among other social landlords. Problems with damp and mould tend to take priority and can delay work on other, less urgent matters, and this can also add to the time taken to respond to repair requests. In addition, landlords are facing cost increases and, in some areas, shortages of materials and labour. While solving this is difficult and resource-intensive, good communication with tenants is key to managing expectation and easing the impact of delays which can sometimes be unavoidable. This is not just about quality of communication but also frequency. Keeping tenants informed of progress and any delays may have a positive impact on satisfaction in this area, easing dissatisfaction when it arises.



## Communications and customer recovery

Just six out of ten feel that NYC are good at keeping them informed about things that matter to them, whilst fewer feel they listen to their views and act upon them. Some tenants have difficulty contacting the Council but when they do, they feel the staff could listen to them more carefully and show them a little more care, empathy and support. It is clear therefore that how NYC communicates with its tenants is an area for improvement. One crucial starting point may be to reach out to those tenants who gave permission to be contacted to discuss issues raised in the survey. This can be an opportunity for NYC to demonstrate that it listens to its tenants' views and acts upon them.

# Recommendations

North Yorkshire Council has around 8,300 properties across the main areas of Harrogate, Richmond and Selby. The Council has a significant proportion of sheltered accommodation but also has a range of flats and houses across the area.

The survey reveals many areas of good performance, but it has also highlighted some areas where improvements could be made.

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## Complaints handling

The handling of complaints is the lowest-performing metric in the survey, with more dissatisfied with their handling than are satisfied. While this is often seen across landlords, it is difficult to tell whether responses relate to genuine complaints or service requests that are yet to be fully actioned. Nonetheless, it is important that tenants feel confident any complaint they make will be taken seriously and dealt with effectively and in good time. Clear communications around how to make a complaint and the complaints process is vital to increasing awareness and accessibility.



## Area differences

NYC operates over three main areas and there is quite a difference in satisfaction across these. Tenants in Selby are consistently less satisfied than those in the other areas, particularly in Richmond. It is not clear why this is the case, whether this is linked to property type and condition, local issues or service delivery. It is recommended that further investigation is undertaken to establish the reasons for these differences as the aim will be to provide a consistent service across all areas. If there is found to be failings in some services, these could be targeted. Also, the Council should work with the tenants in Selby to better understand their issues and help improve the local service.



## Demonstrating a positive contribution

Satisfaction that NYC makes a positive contribution to the neighbourhood ranks among the lowest performing metrics in the survey. While dissatisfaction was not necessarily higher than in other metrics, there was an inflated number of respondents in the 'neither satisfied nor dissatisfied' category (27%), suggesting perhaps a lack of awareness or visibility of the positive impact NYC has on the neighbourhood. It may be key, therefore, for NYC to place focus on how it promotes its impact and reaches tenants. This may be part of a larger exercise linked to how NYC communicates with tenants, particularly as many tenants suggested they would like to see improvements here – *"We used to get communications all the time about what was going on but since North Yorkshire took over we get nothing at all"*.

# Recommendations



## Future surveys

The present survey was conducted as a one-off annual exercise between October 2023 and January 2024. However, for future surveys, NYC may want to consider running it as a quarterly tracker survey. This would allow NYC to track satisfaction throughout the year and keep track of emerging issues and trends, which can be tracked through Acuity's live dashboards. This would also aid in customer recovery and being able to respond more immediately to tenant issues as they arise, which can also be managed through Acuity's live dashboards.

North Yorkshire Council has around 8,300 properties across the main areas of Harrogate, Richmond and Selby. The Council has a significant proportion of sheltered accommodation but also has a range of flats and houses across the area.

The survey reveals many areas of good performance, but it has also highlighted some areas where improvements could be made.

The comments made by tenants give insight into what they are most concerned about and will help North Yorkshire Council target services that may need some improvement.

Shown opposite are some recommendations that North Yorkshire Council may wish to follow up on to help improve satisfaction in the future.





**NORTH  
YORKSHIRE  
COUNCIL**

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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