



North Yorkshire Council

TSM Tracker Q1 2025/26 Report

Prepared by: Acuity Research & Practice



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Summary

North Yorkshire Council (NYC) owns and manages around 8,000 properties in North Yorkshire, located across Harrogate, Selby, and Richmond. Acuity has been commissioned to undertake independent satisfaction surveys of its tenants to collect data on their opinions of and attitudes towards their landlord and the services provided every quarter starting in Q3 2024/25, and this has now extended into 2025/26. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and were reported for the first time in June 2024 and are now required annually. This is the first quarterly survey for 25/26. Each quarterly survey aims to collect 150 completed responses (600 for the year) proportionally sampled by tenure, locality, ward and age. At the close of the survey, 150 completed surveys were received, plus a further six incomplete surveys, which are required to be included by the Regulator. All surveys were conducted by telephone using Acuity's in-house team of telephone interviewers.

This is the first time that the report has used sentiment analysis to better understand tenants' comments and why they have responded to the satisfaction questions the way they have. Information about how this works is shown overleaf and adds an extra layer of focused insight to the results to help NYC better understand what is driving satisfaction, what tenants are most concerned about, and consequently, what could be improved.

The survey is confidential, and the results are sent back to NYC anonymised unless tenants give their permission to be identified. 81% of tenants gave permission to share their responses with their details attached, and 93% of these tenants are happy for NYC to contact them to discuss any information they provided.

This survey aims to provide data on tenants' satisfaction, which will allow NYC to:

- Provide information on tenants' perceptions of current services
- Compare the results against the previous TSM-based surveys
- Inform decisions regarding future service development
- Report to the Regulator annually, as required.

For the overall results, Acuity and the Regulator of Social Housing require that landlords with over 2,500 but under 10,000 properties achieve a sampling error of at least $\pm 4\%$ at the 95% confidence level. For NYC, 150 completed responses were received this quarter. This response is high enough to conclude that the findings are accurate to within $\pm 7.9\%$ for the quarter and $\pm 3.8\%$ annually; therefore, meeting the required margin of error.

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. Base numbers are shown against the charts as n=...

Resident Sentiment Index (RSI)

Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes seven key open-ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

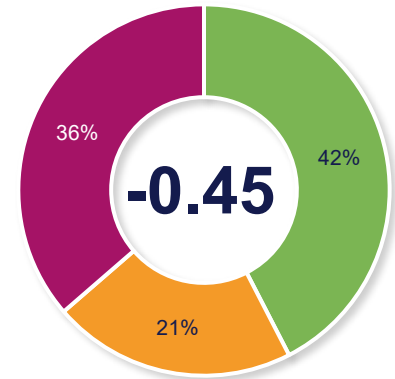
Some feedback will remain “Uncategorised” – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.

Overall RSI Score

The Organisational Level RSI offers a single, headline metric that captures the overall emotional tone of tenant feedback across all key service areas.

Based on all open-ended survey responses, it reflects how positively or negatively tenants feel about the organisation's performance across the key areas.

Please note, if your organisation does not ask all seven core RSI questions, you are unable to benchmark your Organisational RSI Score. Each category-level RSI question will be analysed in each section throughout the report.



■ Positive ■ Neutral ■ Negative

TSM Key Metrics

77% 

Overall Satisfaction

Satisfaction with the range of housing services provided by North Yorkshire Council has generally improved in Q1 compared with the previous survey in Q4 24/25, and now 77% are satisfied with the overall service, up 9 percentage points (p.p).

Three measures have satisfaction above 80%: the repairs service in the last 12 months, how tenants are treated fairly and with respect, and the highest satisfaction is for the home being safe at 87%.

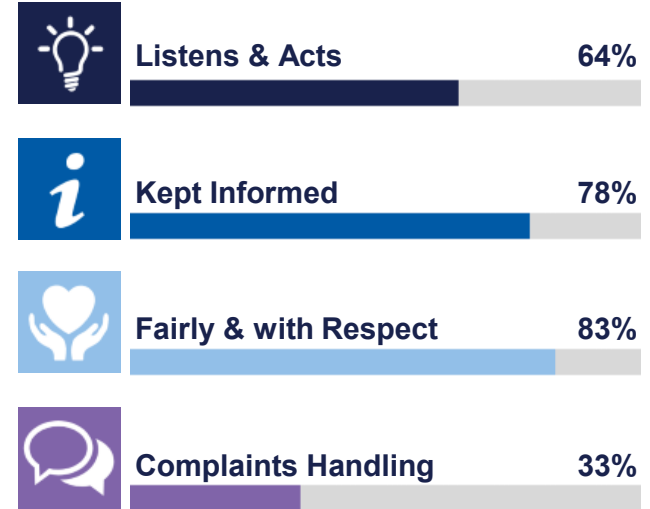
Just two measures fall below 60% satisfaction, the handling of anti-social behaviour (57%), and just 33% are satisfied with the handling of complaints, where more (63%) are dissatisfied.

The report focuses on the headline figures from the survey, compares the results against the previous surveys and provides an analysis of the comments made by the tenants about the service.

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Overall Satisfaction

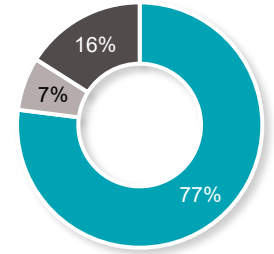
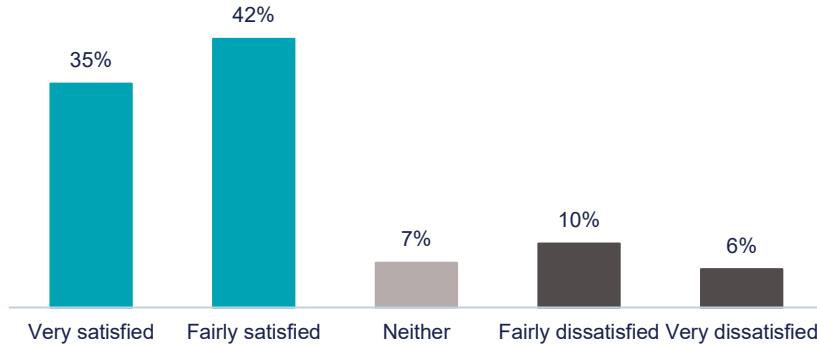
Tenants were asked, “*Taking everything into account, how satisfied or dissatisfied are you with the service provided by North Yorkshire Council?*” This is the key metric in any tenant perception survey.

Just over three-quarters of tenants are satisfied with the overall service provided, although fewer are very satisfied than fairly satisfied, 35% and 42% respectively.

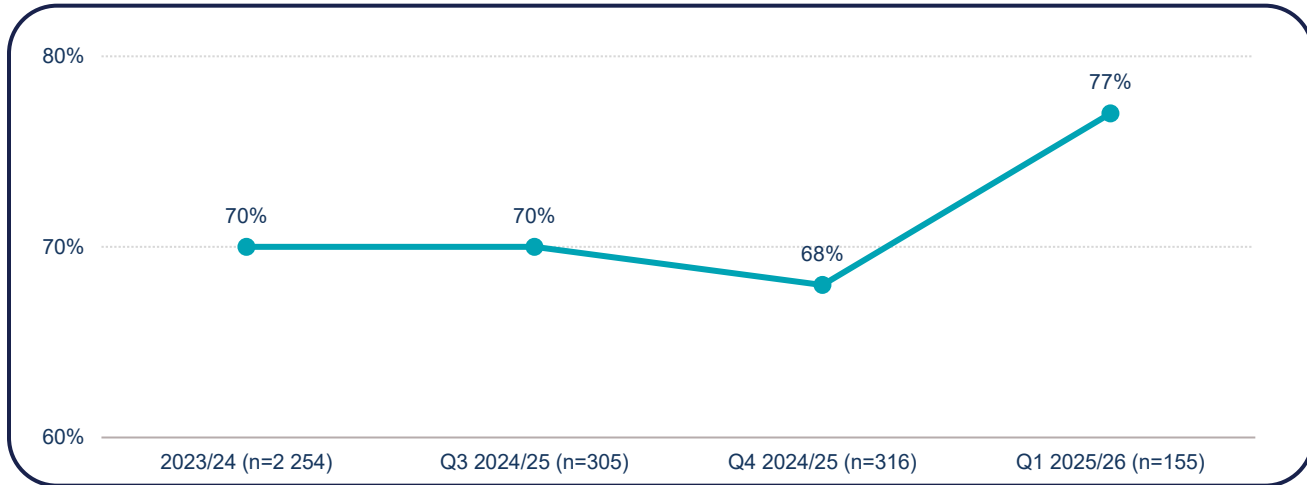
Just 16% of tenants are dissatisfied with the service, and a further 7% are neither satisfied nor dissatisfied.

The three previous surveys had satisfaction at a similar level, around the 70% mark, but satisfaction has improved by 9p.p in Q1; at the same time, dissatisfaction is down by 4p.p.

This is very encouraging, and the analysis of the comments about the overall service, shown overleaf, is generally positive about the Council.



■ Satisfied ■ Neither ■ Dissatisfied

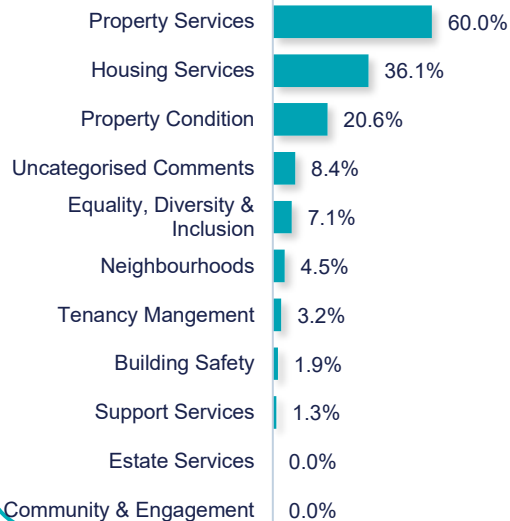


Overall Satisfaction

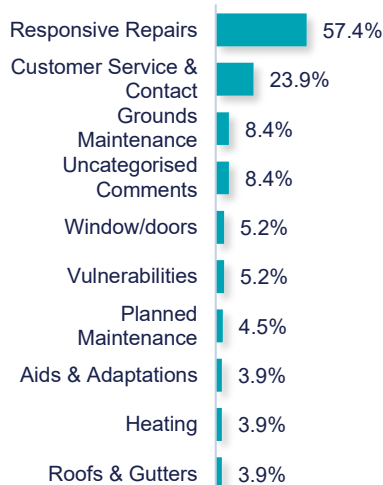
Base Size: 155



Categories

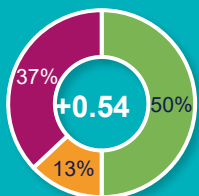


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Accessibility			-
Accountability			-
Appointments / Convenience	1	0.6%	+5.00
Communication / Transparency	16	10.3%	-0.13
Consistency			-
Effort	13	8.4%	+0.23
Empathy	2	1.3%	0.00
Fairness			-
Listening / Acting	4	2.6%	+2.00
Quality of Work / Service	18	11.6%	-0.89
Resolution	19	12.3%	-0.89
Safety	1	0.6%	-3.00
Satisfaction	11	7.1%	+2.55
Staff Conduct	7	4.5%	+3.57
Trust	1	0.6%	-5.00
Worker Conduct	3	1.9%	+4.33
Timeliness / Responsiveness	67	43.2%	-0.21
No Comments	2	1.3%	0.00
Subcategory, no attribute (yet)	27	17.4%	+2.00



The responses regarding the overall service reveal a mixed sentiment towards the services provided by North Yorkshire Council, particularly regarding maintenance and repairs. Many respondents express satisfaction with prompt responses to urgent issues, highlighting the efficiency of staff and the ease of communication. However, a number of participants report delays in repairs, with some waiting years for essential work to be completed. Issues such as damp, broken boilers, and inadequate adaptations for disabled residents are frequently mentioned, indicating a need for improved maintenance schedules and prioritisation of urgent repairs.

Several respondents note a decline in service quality since the transition from Selby District to North Yorkshire Council, particularly concerning major building works and ongoing maintenance. Complaints about communication lapses and a lack of follow-up on reported issues are common, leading to frustration among some tenants. Overall, while there are positive experiences, the feedback suggests a need for the Council to enhance its repair processes and address the concerns of vulnerable tenants more effectively.



Well Maintained, Safety & Communal Areas

Well Maintained, Safety & Communal Areas



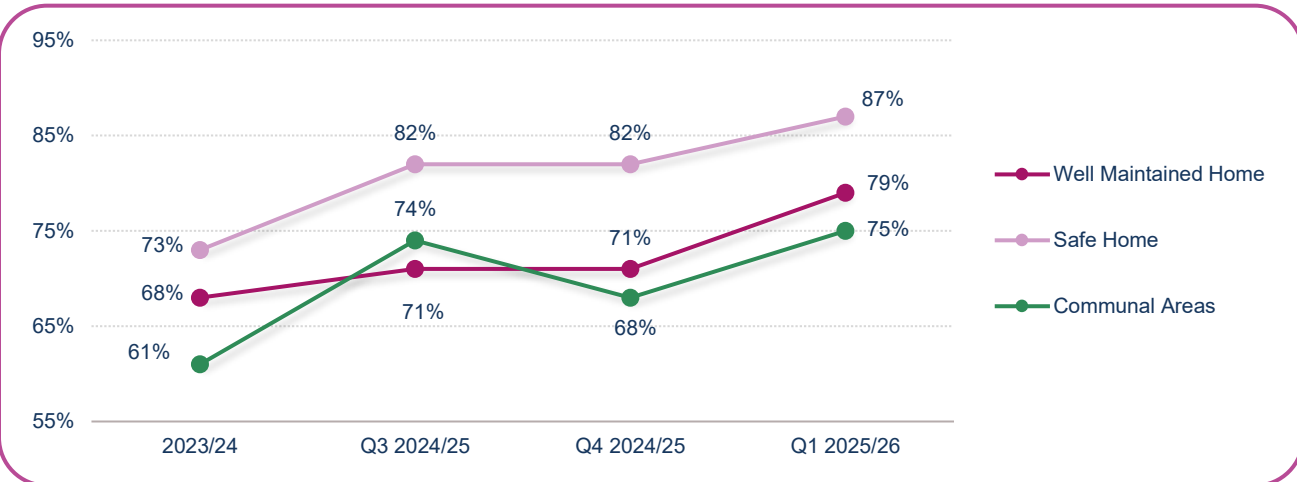
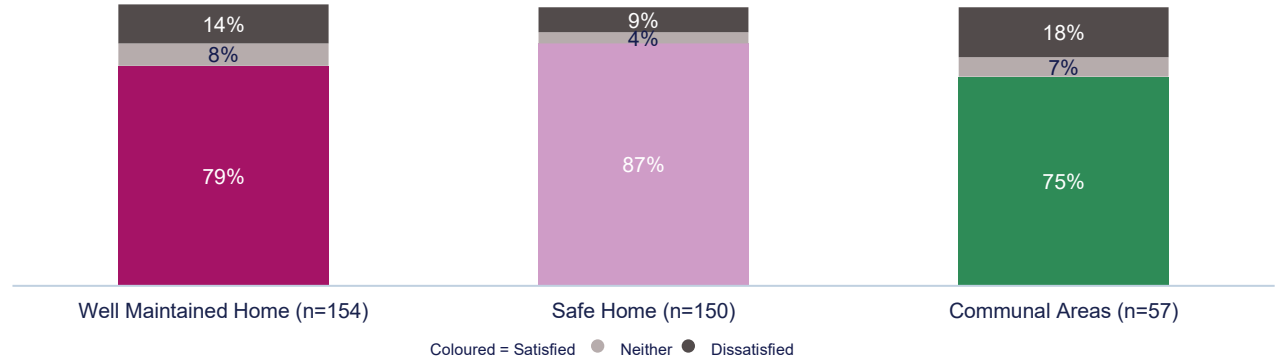
More tenants feel their home is well-maintained in Q1 than in Q4, up from 71% to 79%. Now, just 14% of tenants are dissatisfied.

Satisfaction with the safety of the home is also up in Q1, with an improvement of 5p.p to 87% after staying at 82% in each of the last two surveys. Just 9% are dissatisfied with their homes' safety.

Around four out of ten tenants (38%) said they live in a building with communal areas, which the Council is responsible for maintaining. Of these, three-quarters of tenants are satisfied that the Council keeps them clean, safe and well-maintained, although 18% are dissatisfied.

Satisfaction with the upkeep of the communal areas rose steeply in Q3 of last year, fell back a little in Q4, but is up 7p.p in Q1.

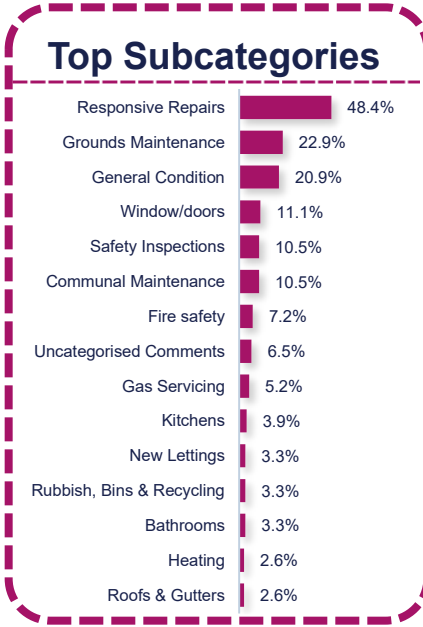
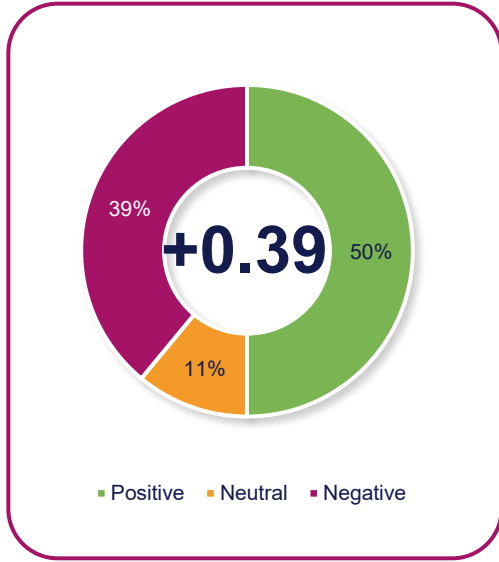
Satisfaction with all the measures in this section is at its highest point since these surveys began.



The Home



Base Size: 153



Attribute	Count	%	Sentiment Score	Sentiment Group
Accessibility			-	
Accountability	1	0.7%	-5.00	100%
Appointments / Convenience	4	2.6%	-2.50	25% Positive, 75% Negative
Communication / Transparency	12	7.8%	-2.00	33% Positive, 67% Negative
Consistency			-	
Effort	3	2.0%	-1.00	33% Positive, 67% Negative
Empathy			-	
Fairness			-	
Listening / Acting	2	1.3%	0.00	50% Positive, 50% Negative
Quality of Work / Service	39	25.5%	+0.18	51% Positive, 38% Negative
Resolution	6	3.9%	-0.83	33% Positive, 17% Neutral, 50% Negative
Safety	28	18.3%	-0.79	39% Positive, 61% Negative
Satisfaction	5	3.3%	+2.60	80% Positive, 20% Negative
Staff Conduct			-	
Trust	1	0.7%	-5.00	100%
Worker Conduct	1	0.7%	-5.00	100%
Timeliness / Responsiveness	41	26.8%	-0.56	44% Positive, 51% Negative
No Comments			-	
Subcategory, no attribute (yet)	25	16.3%	+0.56	52% Positive, 20% Neutral, 28% Negative

Tenants were asked to share their views on the safety and maintenance of their homes and the cleanliness and maintenance of communal areas. Many respondents express satisfaction with safety measures, including regular checks for gas and smoke alarms, and the overall security of their homes. However, concerns about maintenance are prevalent, with numerous comments highlighting issues such as delayed repairs, inadequate cleaning of communal areas, and neglected outdoor spaces.

Several tenants note that while safety checks are performed regularly, maintenance tasks often take a long time to be addressed, leading to dissatisfaction. Specific complaints include peeling carpets, poorly maintained gardens, and unresolved issues with plumbing and electrical systems. Some respondents mentioned feeling unsafe due to structural problems, such as a lack of fencing in areas where children play.

Additionally, there is a recurring theme of tenants taking it upon themselves to maintain communal areas, indicating a perceived lack of support from the Council. Overall, while safety is generally regarded as satisfactory, the maintenance of properties and communal spaces requires significant improvement to enhance tenant satisfaction and safety perceptions.



Keeping Properties in Good Repair



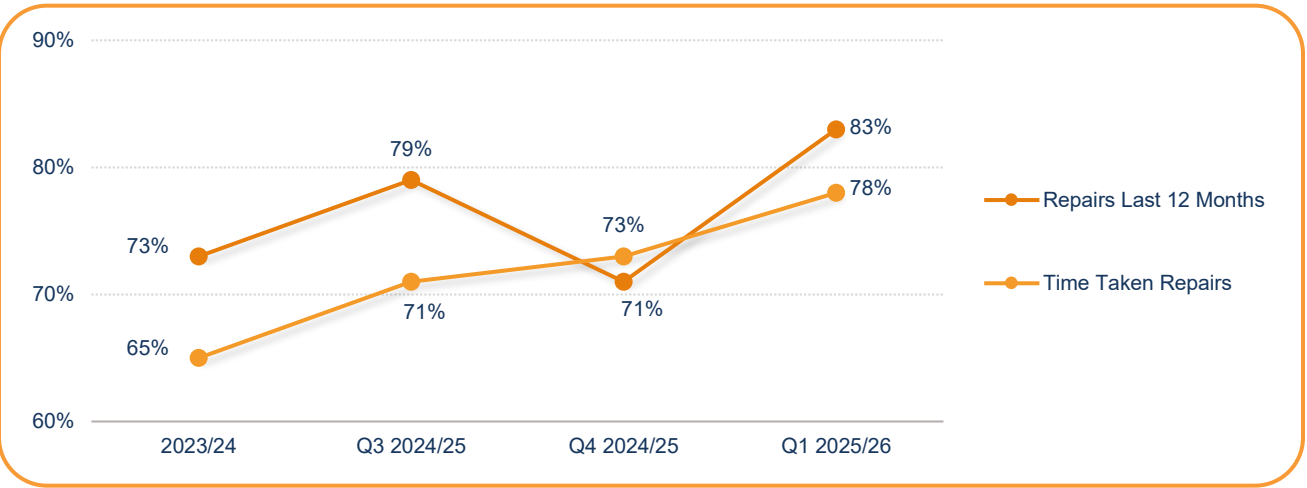
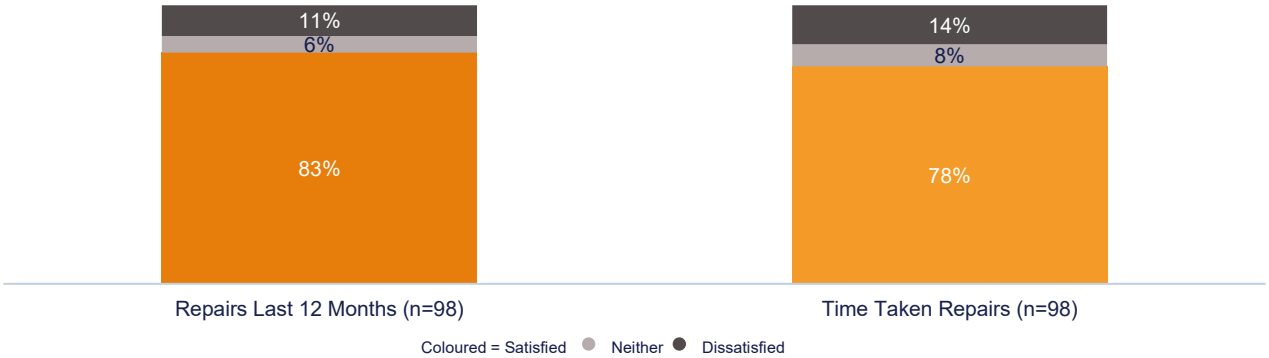
Keeping Properties in Good Repair

Around two-thirds of tenants (64%) said they had a repair completed on their home by the Council in the last 12 months, and of these, 83% are satisfied with the repairs service during this period. This has seen an increase in satisfaction of 12p.p since the last survey, and dissatisfaction is down from 19% to 11%.

Commonly, satisfaction with the time to complete repairs is lower than the service itself, and this is often a source of dissatisfaction with the service. This is true here with 78% satisfied, although this is also up this quarter, this time by 5p.p; just 14% are dissatisfied.

Both measures are now at their highest points in satisfaction since these TSM-based surveys began.

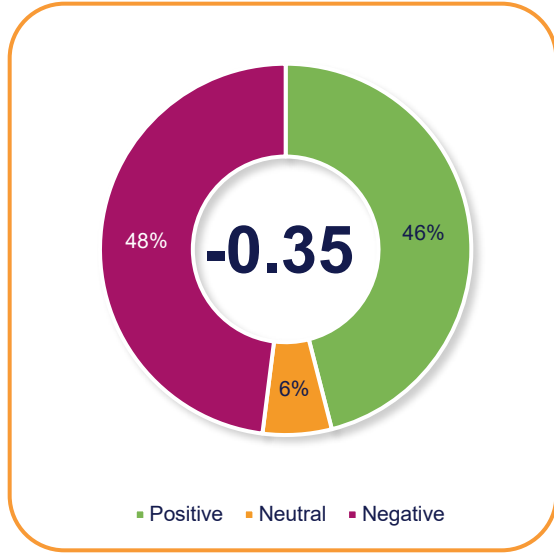
Overleaf shows an analysis of the tenants' comments, highlighting what works well and what could be improved.



Repairs & Maintenance



Base Size: 96



Attribute	Count	%	Sentiment Score	Sentiment Group
Accessibility			-	
Accountability			-	
Appointments / Convenience	4	4.2%	+2.00	75% Positive, 25% Negative
Communication / Transparency	8	8.3%	+1.25	63% Positive, 38% Negative
Consistency	1	1.0%	-5.00	100% Negative
Effort	3	3.1%	+1.67	67% Positive, 33% Negative
Empathy	1	1.0%	+5.00	100% Positive
Fairness			-	
Listening / Acting	1	1.0%	+5.00	100% Positive
Quality of Work / Service	15	15.6%	-0.47	40% Positive, 13% Neutral, 47% Negative
Resolution	9	9.4%	+0.33	56% Positive, 44% Negative
Safety			-	
Satisfaction	8	8.3%	+3.88	88% Positive, 13% Negative
Staff Conduct			-	
Trust			-	
Worker Conduct	3	3.1%	+1.00	67% Positive, 33% Negative
Timeliness / Responsiveness	51	53.1%	-0.16	47% Positive, 47% Negative
No Comments			-	
Subcategory, no attribute (yet)	27	28.1%	-0.74	44% Positive, 52% Negative

Focussing on their experience of the repairs service in the last 12 months, many respondents express satisfaction with the promptness and professionalism of the workers, highlighting quick responses to urgent repairs, such as plumbing issues and boiler breakdowns. Positive comments included instances where repairs are completed swiftly, often within a day or two, and the courteous nature of the staff.

However, concerns are raised about communication and the overall efficiency of the repair process. Several respondents report long wait times for repairs, with some issues taking years to resolve. Complaints about inadequate follow-up, lack of updates, and the need for repeated calls to get repairs addressed are common. Additionally, some respondents note dissatisfaction with the quality of work, mentioning that repairs are not completed properly or that they had to make good after the tradesmen left.

Overall, while there are commendable aspects of the service, particularly in emergencies, the feedback indicates a need for improved communication, consistency in service quality, and more efficient handling of non-urgent repairs.



Contribution to the Neighbourhood

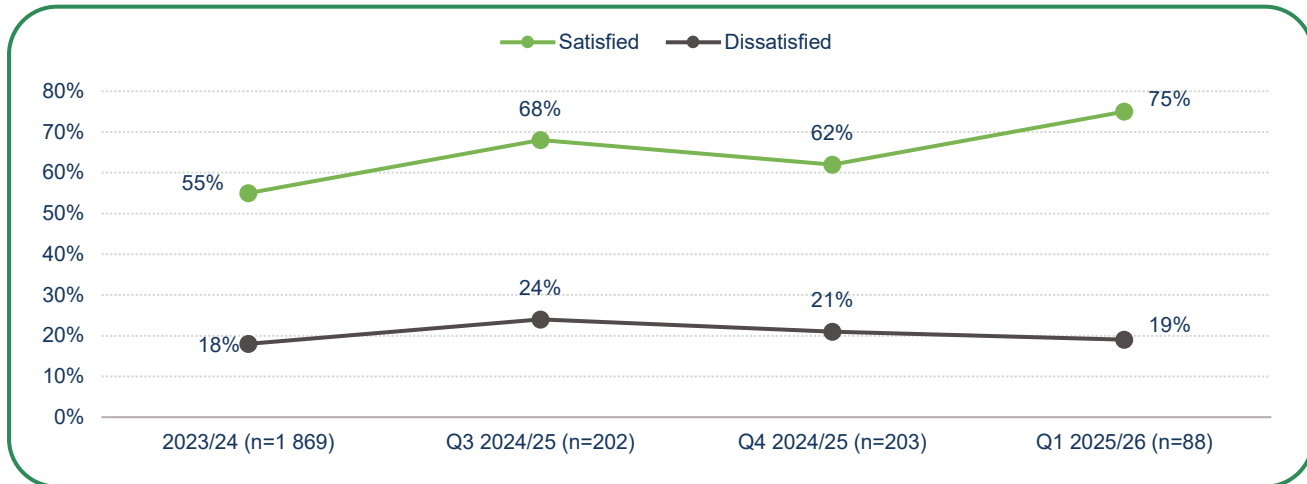
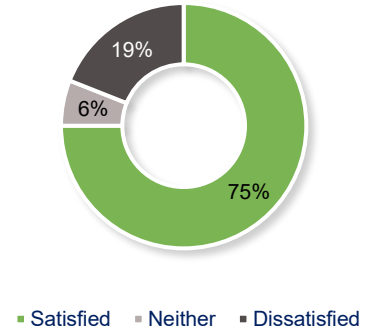
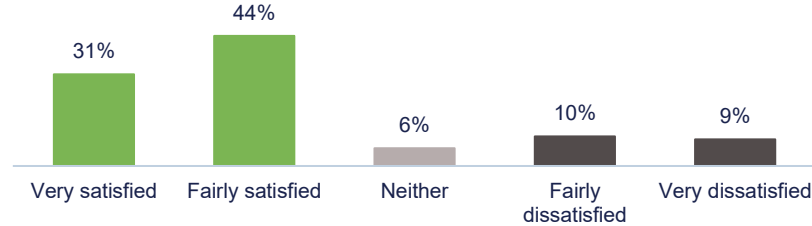


Contribution to the Neighbourhood

Satisfaction with the positive contribution made by the Council to the neighbourhood has also reached its highest point for the last year, up 13p.p from 62% to 75%.

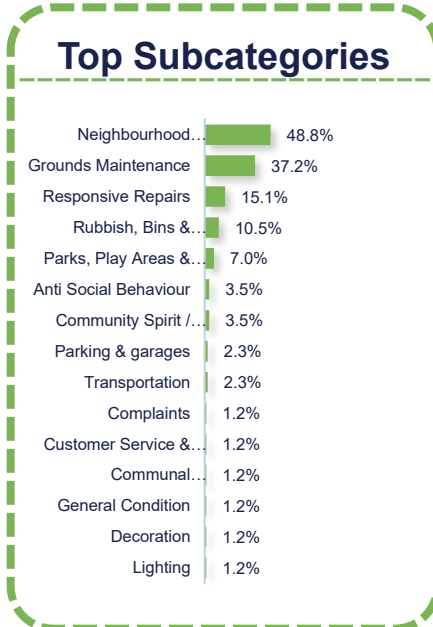
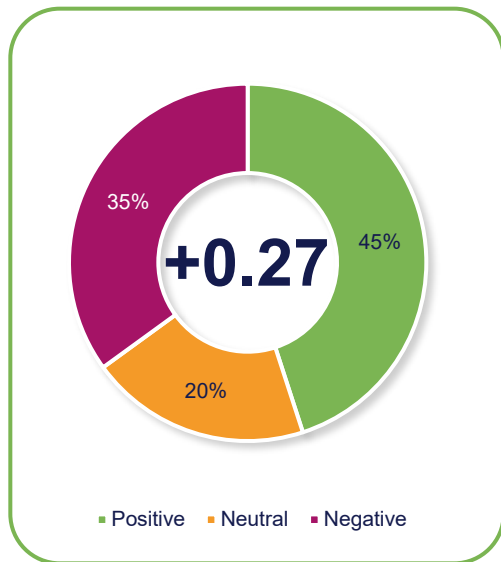
However, a fifth of tenants remain dissatisfied. This may be because the Council doesn't promote the good work done locally, or it could be linked to issues outside the direct control of the housing department, such as rubbish collection.

The assessment of tenants' comments overleaf helps to understand this response a little better and highlights areas in need of improvement.



Neighbourhood Contribution

Base Size: 86

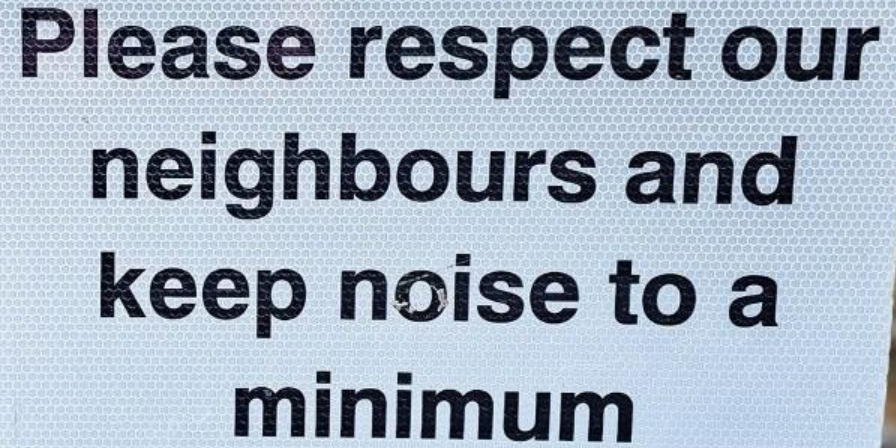


Attribute	Count	%	Sentiment Score	Sentiment Group
Accessibility			-	
Accountability			-	
Appointments / Convenience	1	0.9%	+5.00	100%
Communication / Transparency	3	2.8%	-2.33	33% Positive, 67% Negative
Consistency			-	
Effort	1	0.9%	-5.00	100% Negative
Empathy	1	0.9%	+5.00	100% Positive
Fairness			-	
Listening / Acting	1	0.9%	-5.00	100% Negative
Quality of Work / Service	30	32.4%	+1.20	63% Positive, 30% Negative
Resolution	1	0.9%	-5.00	100% Negative
Safety			-	
Satisfaction	15	15.7%	+2.20	60% Positive, 27% Neutral, 13% Negative
Staff Conduct			-	
Trust	1	0.9%	+3.00	100% Positive
Worker Conduct	1	0.9%	+5.00	100% Positive
Timeliness / Responsiveness	8	11.1%	-0.13	50% Positive, 13% Neutral, 38% Negative
No Comments	7	6.5%	-1.43	71% Neutral, 29% Negative
Subcategory, no attribute (yet)	25	25.0%	-0.16	36% Positive, 28% Neutral, 36% Negative

Many respondents appreciate the maintenance of green spaces, with frequent mentions of grass cutting and general tidiness. Positive comments highlight the friendly atmosphere and the effectiveness of the Council in addressing issues when reported. However, there are significant concerns about inadequate responses to safety hazards, such as uneven paths and overgrown areas, which pose trip risks.

Several respondents express dissatisfaction with the lack of proactive measures, particularly regarding drug-related issues and litter management. Complaints about delayed responses to potholes and the presence of graffiti indicate a need for improved maintenance. Some tenants feel neglected, noting that they rarely see Council representatives or receive updates on community improvements.

While some appreciate the occasional community initiatives, like skip days for rubbish disposal, others feel that the Council's efforts are minimal and primarily focused on grass cutting. Overall, the feedback suggests a desire for more comprehensive engagement and action from the Council to enhance community safety and cleanliness.

A white rectangular sign with a perforated pattern is attached to a chain-link fence. The sign is held in place by four small metal fasteners at the corners. The background is a blurred residential area with a wooden fence and houses.

**Please respect our
neighbours and
keep noise to a
minimum**

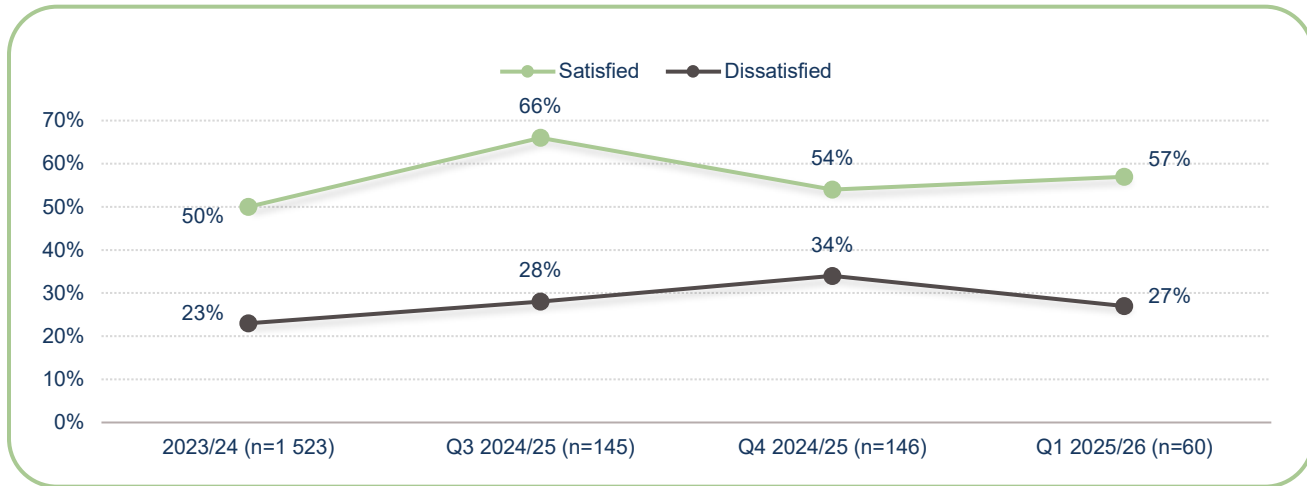
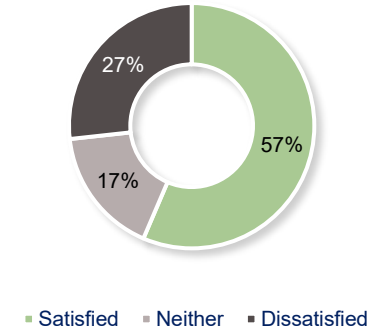
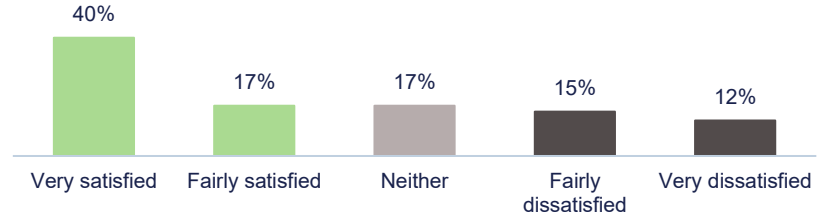
Approach to ASB

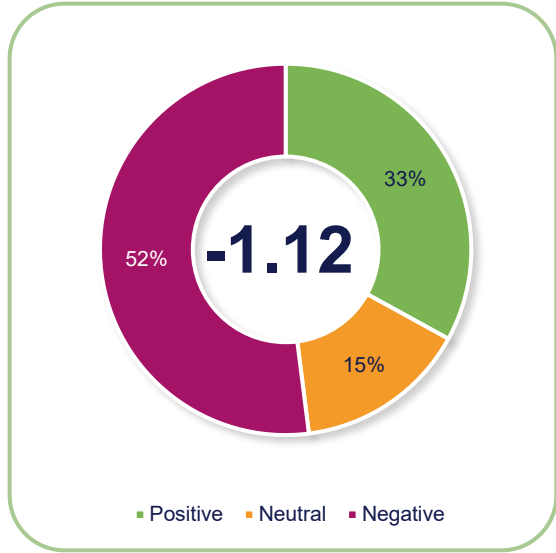


Approach to ASB

Fewer tenants are satisfied with the Council's approach to dealing with anti-social behaviour (57%). Although this has increased in Q1, up 3p.p, and dissatisfaction is down by 7p.p over the same period.

Just over a quarter are dissatisfied with the approach taken, with tenants citing issues with noise, drug activity and general ASB locally and the apparent inaction of the Council in dealing with this.





Attribute	Count	%	Sentiment Score	Sentiment Group
Accessibility			-	
Accountability	1	1.7%	-5.00	100% Negative
Appointments / Convenience			-	
Communication / Transparency	3	5.0%	+1.00	67% Positive, 33% Negative
Consistency			-	
Effort			-	
Empathy	1	1.7%	+3.00	100% Positive
Fairness			-	
Listening / Acting	13	21.7%	-1.31	31% Positive, 15% Neutral, 54% Negative
Quality of Work / Service	10	16.7%	-1.20	30% Positive, 20% Neutral, 50% Negative
Resolution	9	15.0%	-2.78	22% Positive, 78% Negative
Safety	1	1.7%	-5.00	100% Negative
Satisfaction	3	5.0%	+3.33	67% Positive, 33% Neutral
Staff Conduct			-	
Trust			-	
Worker Conduct			-	
Timeliness / Responsiveness	21	35.0%	-0.81	38% Positive, 10% Neutral, 52% Negative
No Comments	9	15.0%	-0.22	33% Positive, 33% Neutral, 33% Negative
Subcategory, no attribute (yet)	11	18.3%	-3.36	18% Positive, 82% Negative

When asked to provide thoughts on how the Council handles ASB some respondents report positive experiences, noting quick responses to complaints and effective resolutions, particularly in areas with vulnerable populations or where issues have been previously addressed. For instance, several individuals mention that their complaints about noise, drug-related activities, and disruptive neighbours were dealt with promptly.

Conversely, other respondents express frustration with the Council's inaction. Many highlight ongoing issues, such as persistent drug dealing, noise disturbances, and vandalism, which they feel have not been adequately addressed. Some tenants report feeling unsafe and note that complaints often lead to a cycle of passing responsibility between the Council and the Police, resulting in a lack of resolution.

Additionally, there are sentiments of helplessness among those who have witnessed ASB but feel that reporting it yields no results. Overall, while some areas experience effective intervention, there is a clear demand for improved responsiveness and accountability from the Council in managing ASB.



Respectful & Helpful Engagement



Respectful & Helpful Engagement

All these engagement measures show increased satisfaction in Q1, with all now at their highest points since these surveys began.

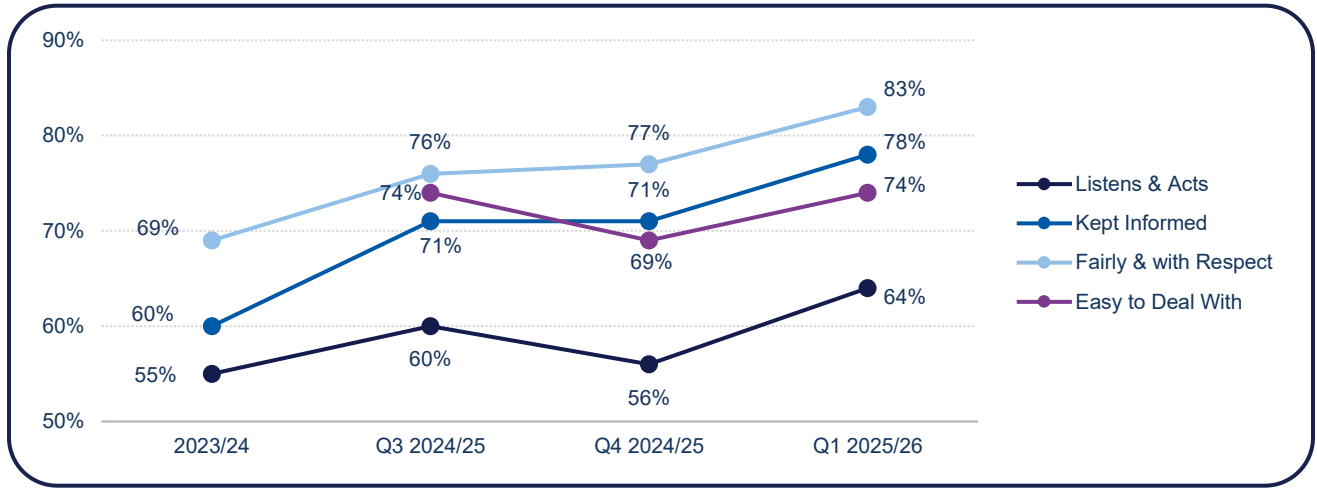
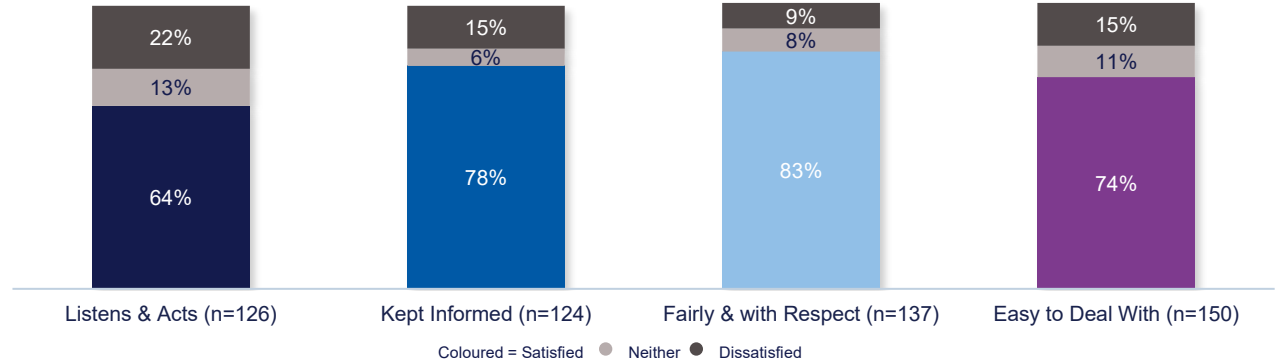
Three-quarters of tenants (74%) find dealing with the Council easy, up 5p.p, although 15% find it difficult.

A few more (78%) are satisfied that the Council keeps them informed about things that matter to them, up 7p.p, but again 15% are dissatisfied.

One of the highest ratings in the survey is for the way the Council treats its tenants fairly and with respect, now at 83% from 77% in Q4; just 9% disagree with the way they are treated.

Commonly, satisfaction with the way the landlord listens to tenants' views and acts upon them is lower than these other engagement measures, and this is true here, with 64% satisfied and 22% dissatisfied. However, this has also increased in satisfaction to its all-time high position of 64%.

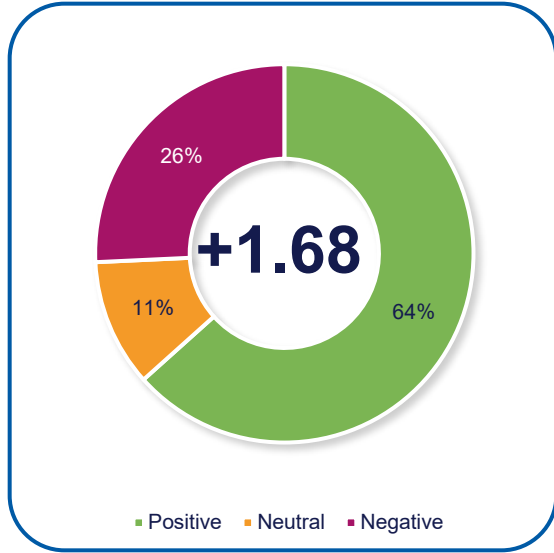
All these changes are encouraging and suggest the Council is engaging well with its tenants. This is supported by the largely positive comments made about customer service and engagement overleaf.



Customer Service & Communication



Base Size: 151



Attribute	Count	%	Sentiment Score	Sentiment Group
Accessibility			-	
Accountability			-	
Appointments / Convenience	3	2.0%	-0.67	33% Positive, 33% Neutral, 33% Negative
Communication / Transparency	32	21.2%	+1.91	66% Positive, 9% Neutral, 25% Negative
Consistency	2	1.3%	-1.00	50% Positive, 50% Negative
Effort	13	8.6%	-0.38	38% Positive, 15% Neutral, 46% Negative
Empathy	2	1.3%	0.00	50% Positive, 50% Negative
Fairness			-	
Listening / Acting	19	12.6%	+0.16	47% Positive, 11% Neutral, 42% Negative
Quality of Work / Service	9	6.0%	+4.78	100% Positive
Resolution	11	7.3%	+1.27	64% Positive, 9% Neutral, 27% Negative
Safety	1	0.7%	-5.00	100% Negative
Satisfaction	26	17.2%	+3.88	92% Positive, 8% Negative
Staff Conduct	44	29.1%	+3.18	82% Positive, 14% Negative
Trust	2	1.3%	0.00	50% Positive, 50% Negative
Worker Conduct	4	2.6%	+1.25	50% Positive, 25% Neutral, 25% Negative
Timeliness / Responsiveness	36	23.8%	+2.47	75% Positive, 22% Negative
No Comments	3	2.0%	-1.67	67% Neutral, 33% Negative
Subcategory, no attribute (yet)	21	13.9%	+0.05	43% Positive, 19% Neutral, 38% Negative

The increase in all satisfaction measures related to customer service is also reflected in the comments and over-riding sentiment, with many respondents expressing satisfaction with the politeness and professionalism of staff, highlighting effective communication and prompt responses to issues. Positive comments include the quick resolution of problems, helpfulness, and the provision of regular updates through newsletters. However, significant concerns arise regarding accessibility and responsiveness. Several respondents report difficulties in reaching the right department, long wait times on the phone, and issues with the automated system, which can be frustrating, especially for elderly customers.

Criticism is directed towards the inconsistency in service quality, with some respondents feeling ignored or dismissed, particularly in urgent situations. Complaints about unresolved maintenance issues and a lack of follow-up are prevalent, indicating a gap in service delivery. Additionally, some respondents express dissatisfaction with the handling of sensitive matters, such as personal circumstances and housing needs. Overall, while there are commendable aspects of the service, the feedback underscores the need for improvements in communication efficiency, responsiveness, and the handling of customer concerns to enhance overall satisfaction.



Effective Handling of Complaints



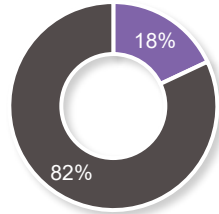
Effective Handling of Complaints

A fifth of tenants said they had made a complaint to NYC in the last 12 months (18%), although it is impossible to tell how many of these are genuine complaints or service requests yet to be fully actioned.

Nevertheless, just 33% of tenants are satisfied with the handling of these complaints, and almost twice as many (63%) are dissatisfied. There are 41% of tenants very dissatisfied with the process. Satisfaction has fallen by 3p.p and at the same time, dissatisfaction is up 6p.p.

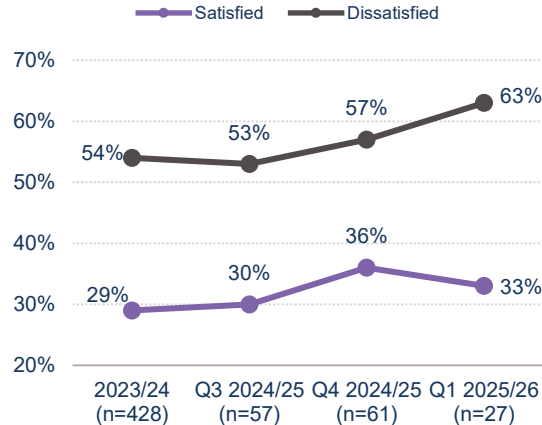
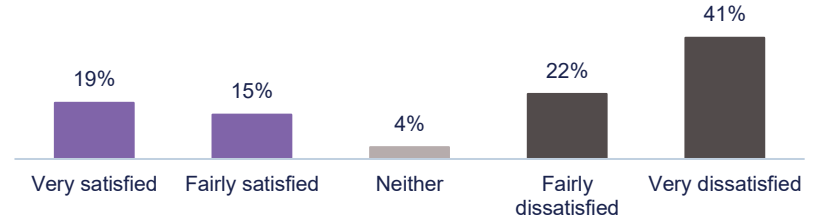
The Council also used this opportunity to find out about the type of complaint. Just over two-fifths of complaints are about the ASB (37%), with 30% concerning repairs and a further 7% about the condition of their property.

Complaint in last 12 months

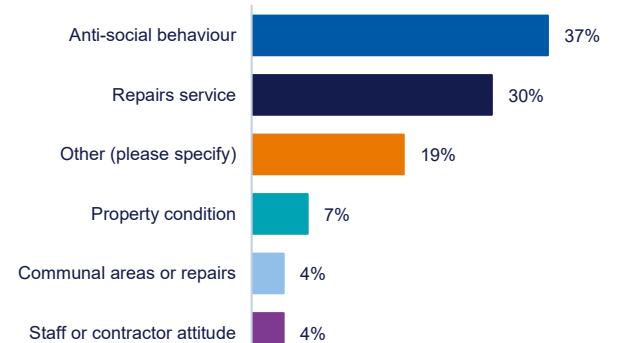


■ Yes ■ No

Satisfaction with Complaints Handling



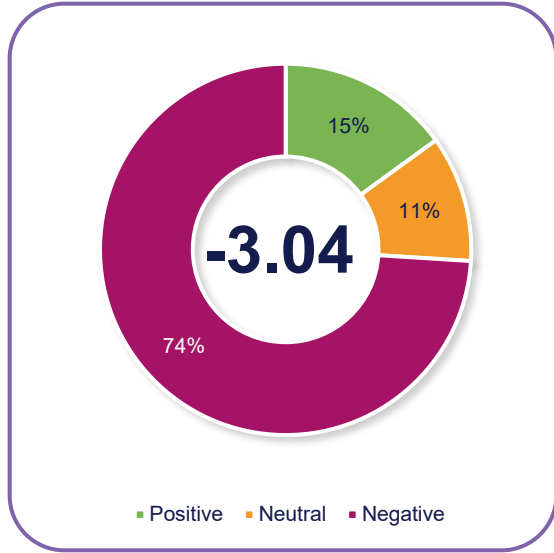
Complaint Type



Complaints



Base Size: 27



Attribute	Count	%	Sentiment Score	Sentiment Group
Accessibility			-	
Accountability			-	
Appointments / Convenience	1	3.7%	-5.00	100%
Communication / Transparency	11	40.7%	-4.27	9% Positive, 91% Negative
Consistency			-	
Effort	1	3.7%	-5.00	100%
Empathy	1	3.7%	-5.00	100%
Fairness			-	
Listening / Acting	5	18.5%	-5.00	100%
Quality of Work / Service	3	11.1%	+1.67	67% Positive, 33% Negative
Resolution	12	44.4%	-3.08	17% Positive, 8% Neutral, 75% Negative
Safety			-	
Satisfaction	2	7.4%	+2.50	50% Positive, 50% Neutral
Staff Conduct			-	
Trust			-	
Worker Conduct			-	
Timeliness / Responsiveness	9	33.3%	-1.33	33% Positive, 11% Neutral, 56% Negative
No Comments			-	
Subcategory, no attribute (yet)	1	3.7%	-5.00	100%

When asked about the complaints process, just 27 comments were received, and these reveal a divide in customer experiences regarding complaint handling. A portion of respondents express satisfaction, noting that complaints were addressed quickly and professionally, with some receiving prompt responses. However, a number report severe dissatisfaction, highlighting issues such as lack of communication, prolonged delays, and unresolved complaints.

Many respondents indicated that their complaints had been ignored or inadequately addressed, with some waiting over a year for a response. Specific grievances include unaddressed maintenance issues, such as faulty radiators and graffiti, and concerns about safety and environmental issues, like overgrown trees and drug-related activities in the community.

Several respondents mention feeling frustrated by the process, describing experiences of being passed around without resolution or being told to wait indefinitely. The sentiment of neglect is prevalent, with comments indicating a lack of interest from the service provider in resolving issues.



Wellbeing



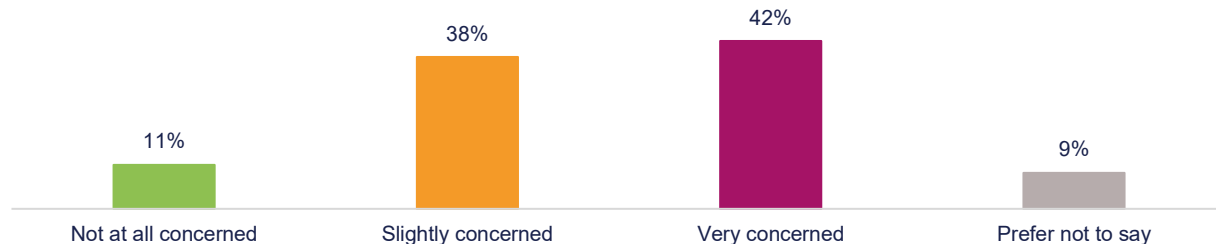
Cost of Living

Cost of Living Concern

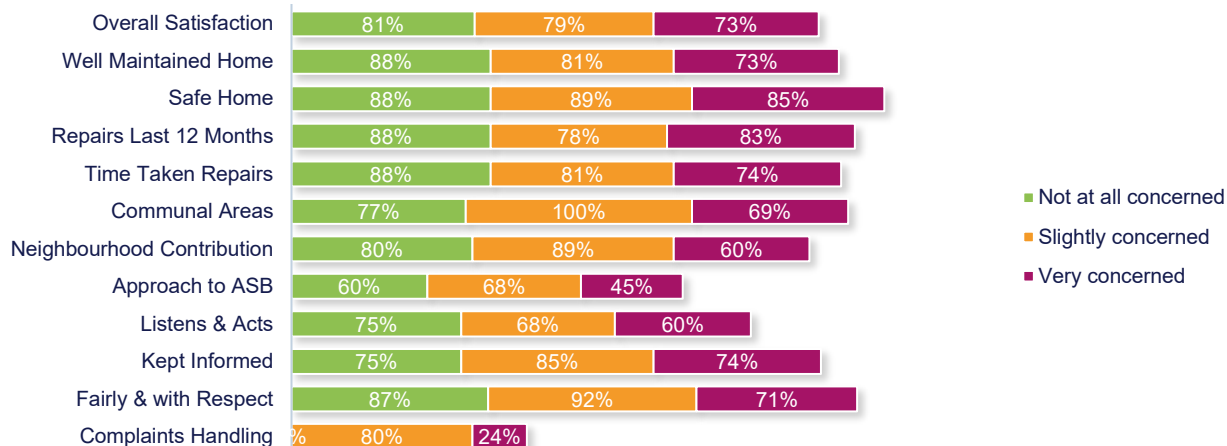
Tenants were asked: "How concerned are you about the cost-of-living crisis for you personally?"

The majority of tenants are at least slightly concerned (80%), with slightly more very concerned (42%) than slightly concerned (38%). Just 11% are not concerned at all, with 9% preferring not to say.

The table to the right shows the cost-of-living concerns by satisfaction. Evidence from similar surveys does suggest that those concerned are generally a little less satisfied with their homes and the services they receive. This suggests that any help the Council can offer its tenants, with things like budgeting and benefits, may not only improve their lives but also lead to higher levels of satisfaction.



Cost of Living Concern & Satisfaction





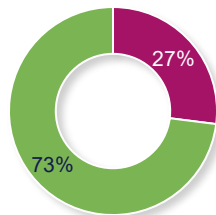
Damp and Mould

Just over a quarter of tenants said they have problems with damp & mould in the home (27%), although this is down a little since the previous survey.

However, 70% of these have reported the problem to the Council, although 30% haven't.

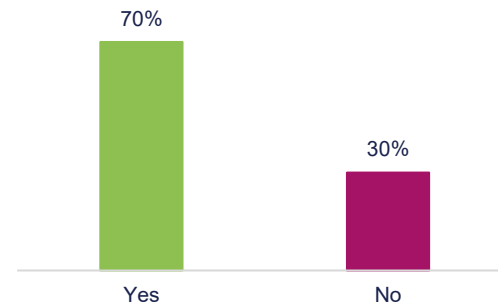
Acuity has sent through the names and addresses of those with problems to the Council to follow up.

Currently Suffer from Damp & Mould

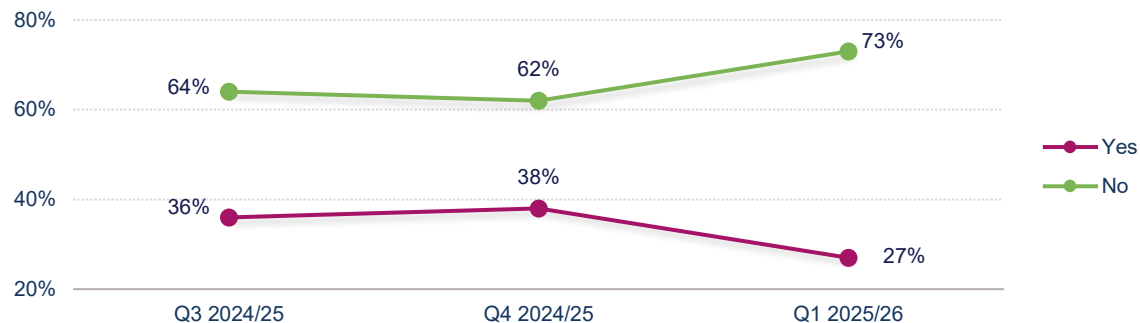


■ Yes ■ No

Reported Damp & Mould



Suffering from Damp & Mould over time





Trends

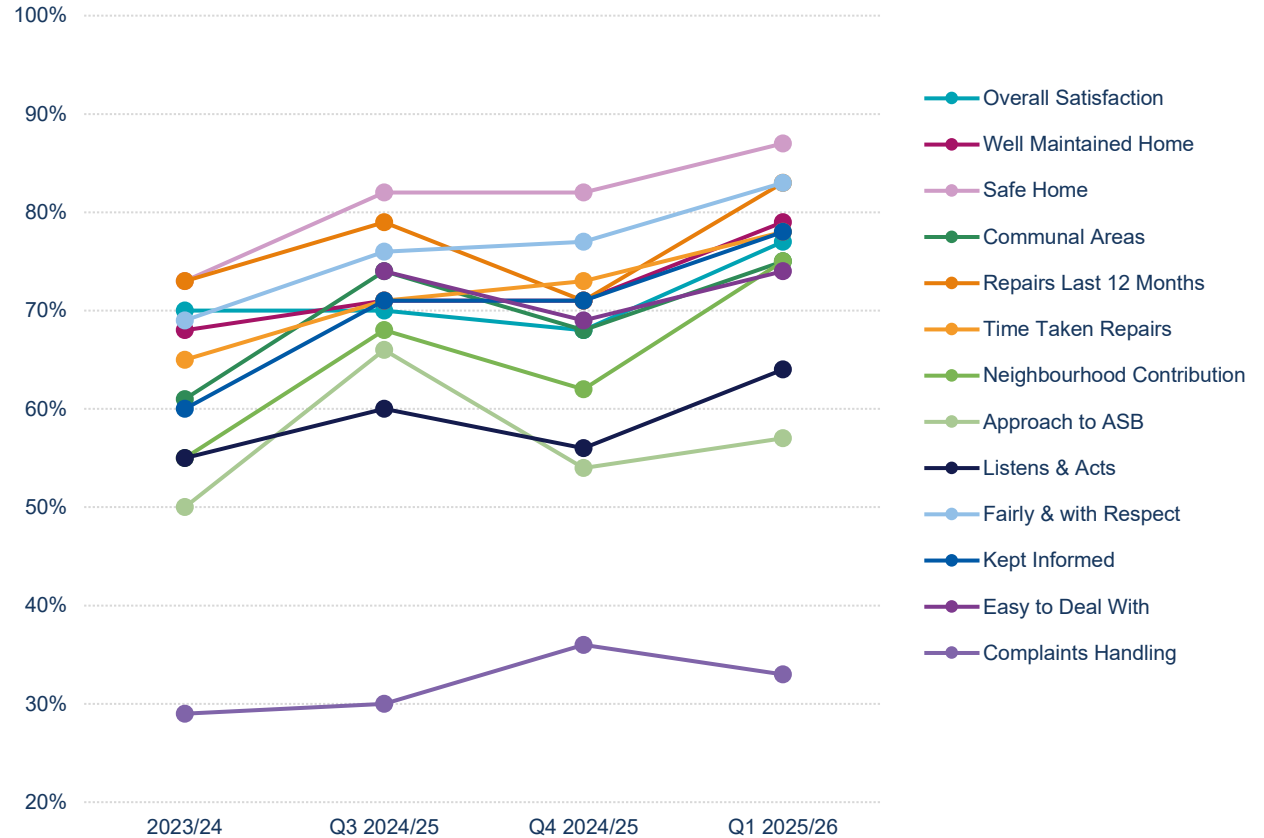


Trends Over Time

Satisfaction across all the different measures in the survey, bar one, is up in Q1, the only exception being the handling of complaints, which is down by 2p.p.

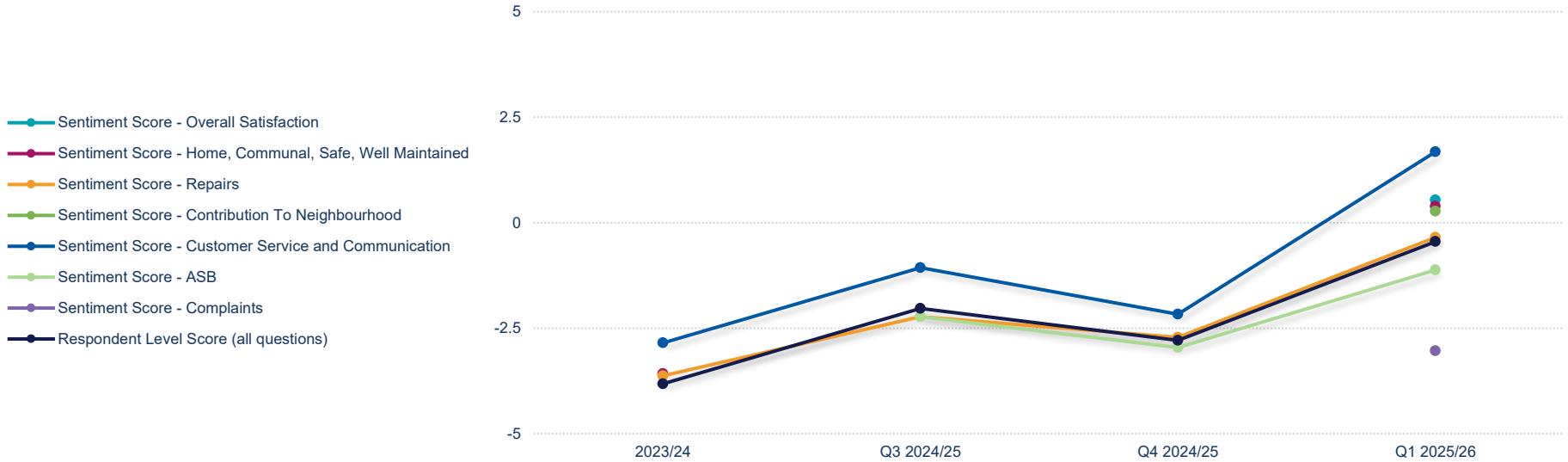
Overall satisfaction is up 9p.p with even higher changes for the repairs service in the last 12 months (up 12p.p) and the contribution to the neighbourhood (up 13p.p). Many of these measures are now at their highest points since these surveys began.

To be statistically significant, changes need to exceed the margins of error for the last two surveys, around 16p.p, so none of these changes reach this, but small changes could indicate a direction of travel.





Trends Over Time - Sentiment Scores



A sharp increase in scores and base size in April 25/26 is due to a change in the survey approach — instead of only asking follow-up questions to dissatisfied residents, we began asking all residents.

The sentiment trend over time is currently only populated by a few measures, and the rises in Q1 2025/26 are due to do with the change in the questions to include all customers, not just those dissatisfied.

However, as time progresses, NYC will start to see whether its tenants' opinion of the service received is improving or worsening. This will give the Council the chance to act on any changes, so improving the service that matters most to customers.



Summary

Sentiment Scores



Summary

Overall Satisfaction

Survey responses reveal mixed sentiments about North Yorkshire Council's housing services. While many appreciate prompt repairs and helpful staff, significant concerns arise regarding slow response times, unresolved maintenance issues, and inadequate support for vulnerable residents, particularly those with disabilities.

The Home

There is also a mix of satisfaction and dissatisfaction regarding safety and maintenance. While many feel secure and appreciate timely repairs, issues like poor communal area upkeep, delayed maintenance, and inadequate safety measures for vulnerable residents persist, highlighting areas for improvement.

Repairs

While many respondents praised promptness and professionalism, issues like poor communication, long wait times, and incomplete repairs were frequently mentioned. Some reported satisfactory resolutions, while others express frustration over unresolved problems.

Neighbourhood Contribution

When asked to share views on how the Council contributes to the neighborhood, many appreciate grass cutting and general maintenance, while others express dissatisfaction with issues like overgrown areas, safety hazards, and lack of community engagement. Concerns about drug-related activities and inadequate facilities for children are also noted.

ASB

While some respondents appreciate prompt action and effective communication, others express frustration over inaction, slow responses, and unresolved issues, particularly concerning drug-related activities and noisy neighbours.

Customer Service & Communication

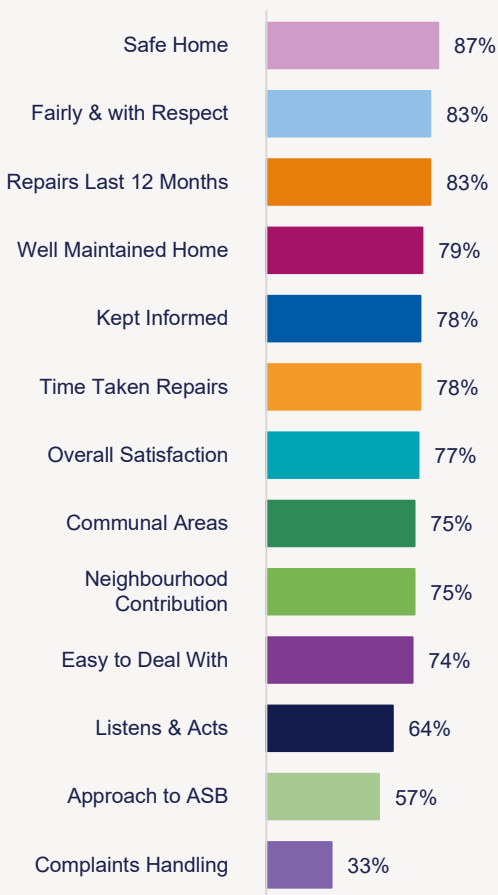
Highlights such as promptness and politeness from some staff were seen throughout the data when tenants discussed customer service; however, others reported difficulties in communication and unresolved issues. Many appreciate the newsletters, but frustrations arise from long wait times and inconsistent follow-up.

Complaints

Finally, there is a significant divide in complaint-handling experiences. While some respondents report quick and professional resolutions, many express frustration over a lack of communication, unresolved issues, and prolonged waiting times, indicating a need for improved responsiveness and follow-up processes.



Satisfaction with Measures



Summary & Recommendations

Summary

Acuity was commissioned by North Yorkshire Council to undertake independent satisfaction surveys of its tenants during 2024/25, and now into 2025/26, based on the Tenant Satisfaction Measures from the Regulator of Social Housing, using its in-house telephone calling team. At the close of the Q1 survey, 150 interviews were completed, and this report is based on these.

Satisfaction is high and has generally increased since Q4 24/25. There are 77% of tenants satisfied with the overall service, and this sits in the middle of the range of survey measures. The highest satisfaction is for the safety of the home (87%), with 83% satisfied with both the way they are treated fairly and with respect, and for the repairs service in the last 12 months. Just three measures have satisfaction below 70%, listening to tenants' views (64%), the handling of ASB (57%) and just 33% are satisfied with the handling of complaints, with almost twice as many dissatisfied.

All but one measure (complaints down 2p.p) has increased satisfaction in Q1. Overall satisfaction is up 9p.p with even higher increases for the repairs service (up 12p.p) and the contribution the Council makes to the neighbourhood (up 13p.p).

For the first time, sentiment analysis has been used against seven qualitative questions, covering the main areas of service. This gives a sentiment score based on the comments made and also highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is -0.45, with a mixture of positive and negative scores for the remaining services, including a high score of +1.68 for customer service but -3.04 for complaints. Analysing the sentiment scores and reading the comments will help NYC get a better understanding of what is driving satisfaction and what is not working quite as well.

Recommendation

Complaints – Most complaints are about ASB and repairs, but just 33% of those affected are satisfied with how these are handled, and 63% are dissatisfied. Tenants complain of delays, a lack of communication and complaints remaining unresolved. As a result, some feel ignored, passed around and neglected. The Council should look at the process again and focus on improving communication, responsiveness and customer service to improve satisfaction with this process.

Engagement – Whilst many are satisfied with being treated fairly and finding it easy to deal with the Council, fewer feel their views are listened to and acted upon. Although some praise the politeness and professionalism of staff, access to the right person is a problem, and some experience long waits on phone calls and difficulty with the automated phone system, particularly older tenants. There also appears to be an inconsistency in service. The Council should review its contact processes to make it as easy as possible to report issues and improve communication to keep tenants up to date with progress.





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

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