



NYC LANDLORD SERVICES ANNUAL TENANT SATISFACTION REPORT 2025/26

JUNE 2026

OFFICIAL

Introduction

This report presents the performance information of North Yorkshire Council's Landlord Services throughout 2025/26. The Council is required to report annually on its performance against Tenant Satisfaction Measures (TSMs), a series of key metrics broken down into two distinct categories:

- Management Information
- Customer Perception and Satisfaction

These items are then used to support assessment with codes of practice, compliance and regulatory standards, and enable comparison across the sector.

Management Information

TSMs were introduced in 2023/24, and the Council has since monitored performance trends across all measures.

Safety Compliance

Performance against statutory safety requirements remains strong. Overall performance for 2025/26 is positive, with 100% reported in relation to 4 of the 5 compliance elements. Only the number gas safety certificates completed in target time shows performance outside of 100%. As of the year end, 20 properties had failed to undergo a safety inspection, and these cases were being progressed through the 'access' procedures.

Measure	Outcomes 2023/24	Outcomes 2024/25	Outcomes 2025/26
Gas safety checks completed	99.70%	98.80%	99.70%
Fire safety checks completed	56.40%	91.91%	100%
Asbestos management surveys or re-inspections completed	Not reported	93.01%	100%
Water safety checks completed	100%	100%	100%
Lift safety checks completed	100%	100%	100%

Repairs Service

Performance in relation to repairs completed in target time is mixed, with the number of emergency repairs completed in timescale improving and non-emergency ones decreasing. This will remain an area of focus over the next year, with an aspiration to drive up the numbers completed in target time across both measures.

Decent Homes is an area in which the Council has previously struggled to report. This was due to a lack of assured data on the condition of our homes. In 2025 we

commenced a programme of stock condition surveys, aiming to survey 100% of our stock by September 2026. The information from the first batch of surveys has been used to calculate a figure of 60.67% failing to meet the Decent Homes Standard. This is likely to provide a worst case scenario position as the initial surveys focussed on homes in poor condition. This figure will be subject to change and improvement as works to rectify hazards and repairs are undertaken and homes improved to meet the Decent Homes Standard.

Measure	Outcomes 2023/24	Outcomes 2024/25	Outcomes 2025/26
Homes that do not meet the Decent Homes Standard	Unable to measure	Unable to measure	60.67%
Non-emergency repairs completed within target timescale	Unable to measure	68.80%	62.51%
Emergency repairs completed within target timescale	Unable to measure	75.80%	86.61%

Complaints Performance

Complaint handling remains a key area of focus for the service and continues to be a priority as we strengthen processes, governance, and operational oversight in what is a complex, cross-authority function. During 2025/26, the operational management of complaints sat outside of Landlord Services, and a review of performance identified a number of weaknesses in complaint processing and closure.

This led to a comprehensive review of previously closed complaints to ensure that all appropriate steps had been taken to fully resolve customer concerns in line with the expectations of the Housing Ombudsman Complaints Handling Code. As a result of this exercise, a number of complaints were reopened, impacting year-end performance figures across both Stage 1 and Stage 2.

While this has contributed to a downturn in reported performance for 2025/26, it reflects a deliberate and transparent approach to improving data accuracy and strengthening assurance. From April 2026, performance more accurately reflects the lived experience of tenants, supported by improved processes, clearer oversight, and a stronger focus on compliance and learning. This work provides a more robust foundation for driving service improvement and delivering a consistent, tenant-centred complaints service going forward. More information on complaint handling can be found in the Annual Complaint Handling and Service Improvement Report 2025/26.

Measure	Outcomes 2023/24	Outcomes 2024/25	Outcomes 2025/26
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Number of stage one complaints received per 1,000 properties	12.03	36.88	52.7
Number of stage two complaints received per 1,000 properties	0.59	3.7	4.2
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	68.30%	69%	48.70%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	0%	48.40%	8.60%

Anti-social Behaviour

Improved data capture and performance reporting via new systems has also led to a better way of classifying anti-social behaviour issues and this has seen a fall in the number of actual ASB cases handled by the authority; this will be beneficial in helping housing officers understand the behaviour of tenants across their patches and help inform other proactive measures they may consider in tackling issues before they become significant problems.

Measure	Outcomes 2023/24	Outcomes 2024/25	Outcomes 2025/26
Anti-social behaviour cases relative to the size of the landlord per 1,000 properties	65.4	42.5	14.5
Number of anti-social behaviour cases that involve hate incident reporting in a month per 1,000 properties	0.3	0	0.2

Customer Perception and Satisfaction

Overall satisfaction with landlord services has risen to 74.3%. This represents an improvement on previous years and indicates generally positive tenant experiences.

Performance in relation to other measures of satisfaction shows promising improvement when compared to the 2024/25 financial year and in many cases significant improvement to the 2023/24 year, detailed in the table below. Highlighted green are areas where satisfaction is over 5% higher than the previous year.

Only one area is showing a slight decrease in satisfaction: “satisfaction that their landlord keeps communal areas clean and well maintained.” Even in this case, the variance of 0.02 is unlikely to be a statistically significant difference from the previous year.

Satisfaction Indicator	Outcomes 2023/24	Outcomes 2024/25	Outcomes 2025/26
Proportion of respondents who report that they are satisfied with the overall service from their landlord.	70.4%	69.1%	74.3%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	72.7%	74.9%	76.5%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	64.5%	71.7%	74.4%
Proportion of respondents who report that they are satisfied that their home is well maintained.	67.8%	71.0%	74.1%
Proportion of respondents who report that they are satisfied that their home is safe.	73.5%	82.1%	82.7%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	54.6%	58.0%	63.6%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	60.4%	71.0%	76.9%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	68.6%	76.6%	81.5%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord’s approach to complaints handling.	28.9%	33.1%	35.0%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	61.1%	71.4%	71.2%
Proportion of respondents who report that they are satisfied that their landlord	55.1%	65.2%	69.3%

makes a positive contribution to the neighbourhood.

Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour.	49.8%	60.1%	60.2%
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Particular highlights include “the proportion of residents satisfied that NYC listens to their views and acts on them”, and “the proportion of residents that are satisfied that their landlord keeps them informed about things that matter to them”. These two indicators reflect the ongoing approach to improve communications with customers. It is acknowledged that more could be done in this area (for example concerning repair issues) however these increases in performance reflect the ongoing work advising customers of what is happening in the service and the increased activity related to compliance and safety within their homes.

Further analysis of the qualitative data from the perception survey are included in the NYC Landlord Services Annual Tenant Perception Measures Deep Dive 2025/26.

Conclusion

The 2025/26 TSM results demonstrate:

- Strong compliance with safety requirements
- Sustained improvement in tenant satisfaction
- Clear understanding of service weaknesses

While performance in several areas is improving, complaint handling and emergency repairs remain key challenges. Addressing these will be critical to ensuring compliance with regulatory standards and improving tenant outcomes.