

# Tenant Satisfaction Measures

## Tenant Satisfaction Measure Perception Survey to Housing Customers – 2023/24

Tenant Satisfaction Measure surveys were introduced by the Regulator of Social Housing in 2023. There is a suite of 22 different surveys, one of which, a perception survey, was sent to SBC Housing tenants in October 2023.

Social housing landlords must collect and provide information that allows their customers to effectively scrutinise the landlord's performance managing homes and neighbourhoods. We are required to collect this information annually and report our results to customers and the Regulator of Social Housing.

As a landlord with over 10,000 homes we required survey responses from 965 tenancies to meet our individual target. The responses needed to be representative of our customers as a whole to avoid biased results. As this would be our first Tenant Satisfaction Measure survey we decided to survey all customers where possible, using a 'census' format. We were unable to send surveys to 63 customers.

We initially carried out the survey in-house, with external support for printing hard copies and posting. We used our print services supplier for this piece of work.

We received 1,658 responses from customers across the borough, living in the following types of accommodation; general purpose, sheltered, bungalows, flats, high-rise flats and caravans. We met the required number of survey responses needed to validate the survey sample rules.

The guidance states that the new survey process should start from April 2023; we are required to submit our results to the Regulator of Social Housing and publish our results to customers by the end of June 2024. Our survey ran from 25 September 2023 to 19 December 2023.

We sent out just over 3,100 paper surveys to customers of sheltered housing, and general-purpose properties for whom we had no email addresses. We also included a link and a QR code for those customers that might want to respond digitally. We emailed just under 7,000 survey links to customers where we had an email address.

To ensure the anonymity of the respondents we allocated a reference number to each customer and asked them to include this in their survey. Only a handful of staff had access to this information. We included details of where to find the [Privacy Notice](#) for this survey in our hard copy information and on the survey

We offered a prize draw for taking time to complete the survey; the winners were chosen using an electronic random number generator. There were five prizes in total – the initial survey offered the following gift vouchers – one x £100, one x £75 and two x £50. We sent the survey out a second time and offered one x £50. The total value of prizes was £325. All winners were notified and have received their vouchers.

Proportionately we received more responses from sheltered housing customers, this had the potential to bias the results. We therefore emailed a targeted second survey to 2,069 customers who had not responded to the original request. We selected customers living in general purpose housing in Park North, Penhill, Pinehurst and Walcot as response numbers from these areas had been lower than the other areas. We also selected customers under the age of 55, as again we had fewer responses from this age range.

Although some of these customers responded we still had an over-representative response rate from our sheltered housing residents. We took advice, and commissioned [Housemark](#) to telephone some of our customers in general purpose housing, who had not responded to the previous survey requests, targeting them to achieve 300 responses. The 300 responses were amalgamated with our original replies. The final results were that 1,958 customers responded however there was still an over-representative response rate of 20% from sheltered housing.

If you want to find out more about the survey methodology [please use this link](#).

## **Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Swindon Borough Council Housing Services?**

- Very satisfied: 27.4%
- Fairly satisfied: 34.0%
- Neither satisfied or dissatisfied: 16.0%
- Fairly dissatisfied: 12.2%
- Very dissatisfied: 10.4%

## **Q2. Has Swindon Borough Council Housing Services carried out a repair to your home in the last 12 months?**

- Yes: 69.4%
- No: 30.6%

**Q3. How satisfied or dissatisfied are you with the overall repairs service from Swindon Borough Council Housing Services over the last 12 months?**

- Very satisfied: 42.2%
- Fairly satisfied: 25.6%
- Neither satisfied or dissatisfied: 11.6%
- Fairly dissatisfied: 10.8%
- Very dissatisfied: 9.7%

**Q4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

- Very satisfied: 37.0%
- Fairly satisfied: 25.4%
- Neither satisfied or dissatisfied: 11.5%
- Fairly dissatisfied: 11.2%
- Very dissatisfied: 15.0%

**Q5. How satisfied or dissatisfied are you that Swindon Borough Council Housing Services provides a home that is well maintained?**

- Very satisfied: 28.5%
- Fairly satisfied: 29.1%
- Neither satisfied or dissatisfied: 16.7%
- Fairly dissatisfied: 13.3%
- Very dissatisfied: 12.4%

**Q6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Swindon Borough Council Housing Services provides a home that is safe?**

- Very satisfied: 35.7%
- Fairly satisfied: 28.9%
- Neither satisfied or dissatisfied: 13.1%
- Fairly dissatisfied: 10.9%
- Very dissatisfied: 11.3%

**Q7. How satisfied or dissatisfied are you that Swindon Borough Council Housing Services listens to your views and acts upon them?**

- Very satisfied: 19.4%
- Fairly satisfied: 25.2%
- Neither satisfied or dissatisfied: 23.7%
- Fairly dissatisfied: 15.9%
- Very dissatisfied: 15.7%

**Q8. How satisfied or dissatisfied are you that Swindon Borough Council Housing Services keeps you informed about things that matter to you?**

- Very satisfied: 24.3%
- Fairly satisfied: 28.7%
- Neither satisfied or dissatisfied: 24.1%
- Fairly dissatisfied: 11.7%
- Very dissatisfied: 11.2%

**Q9. To what extent do you agree or disagree with the following “Swindon Borough Council Housing Services treats me fairly and with respect”?**

- Very satisfied: 37.0%
- Fairly satisfied: 30.1%
- Neither satisfied or dissatisfied: 19.3%
- Fairly dissatisfied: 6.5%
- Very dissatisfied: 7.1%

**Q10. Have you made a complaint to Swindon Borough Council Housing Services in the last 12 months?**

- Yes: 25.0%
- No: 75.0%

**Q11. How satisfied or dissatisfied are you with Swindon Borough Council Housing Services approach to complaints handling?**

- Very satisfied: 9.1%
- Fairly satisfied: 14.6%
- Neither satisfied or dissatisfied: 18.4%
- Fairly dissatisfied: 22.4%
- Very dissatisfied: 35.5%

**Q12. Do you live in a building with communal areas, either inside or outside, that Swindon Borough Council Housing Services is responsible for maintaining?**

- Yes: 52.6%
- No: 42.9%
- Don't know: 4.5%

**Q13. How satisfied or dissatisfied are you that Swindon Borough Council Housing Services keeps these communal areas clean and well maintained?**

- Very satisfied: 34.9%
- Fairly satisfied: 24.9%
- Neither satisfied or dissatisfied: 11.7%
- Fairly dissatisfied: 12.3%
- Very dissatisfied: 16.3%

**Q14. How satisfied or dissatisfied are you that Swindon Borough Council Housing Services makes a positive contribution to your neighbourhood?**

- Very satisfied: 17.9%
- Fairly satisfied: 28.4%
- Neither satisfied or dissatisfied: 31.3%
- Fairly dissatisfied: 13.0%
- Very dissatisfied: 9.3%

## Q15. How satisfied or dissatisfied are you with Swindon Borough Council Housing Services approach to handling anti-social behaviour?

- Very satisfied: 18.5%
- Fairly satisfied: 23.2%
- Neither satisfied or dissatisfied: 34.1%
- Fairly dissatisfied: 10.7%
- Very dissatisfied: 13.5%

## Summary of representativeness

The tables below are a comparison of the survey respondent sample compared to the total tenant population.

These tables compare the tenants who completed the survey, either fully or partially, with Swindon Borough Council's total tenant population by:

- Dwelling type
- Tenant age
- Location

Tenant perception measures	Total tenant population (% of total)	Total survey responses (% of total)
<b>Housing Type</b>		
General Purpose	86%	66%
Sheltered/ Elderly Person Housing	13%	34%
<b>Age of respondent</b>		
16 - 24	2.5%	2.6%
25 - 34	13.0%	11.8%
35 - 44	18.2%	16.1%
45 - 54	16.7%	15.3%
55 - 64	19.4%	16.0%
65 - 74	15.3%	17.5%
75 - 84	9.9%	13.3%
85+	4.2%	6.0%
Other	0.8%	1.3%

Location of dwelling	Total tenant population (% of total)	Total survey responses (% of total)
Badbury	0.1%	0.1%
Bishopstone	0.2%	0.1%
Blunsdon	0.6%	0.2%

Castle Eaton	0.1%	0.1%
Central	5.0%	6.9%
Chiseldon	1.4%	1.3%
Coleview	0.4%	1.1%
Covingham	0.1%	0.0%
David Murray John Tower	0.4%	0.3%
Eldene	2.3%	4.7%
Freshbrook	3.3%	2.2%
Gorsehill	1.6%	2.4%
Grange Park	0.0%	0.0%
Hannington	0.1%	0.1%
Highworth	4.0%	3.0%
Haydon Wick	0.9%	1.9%
Inglesham	0.0%	0.1%
Liden	1.0%	0.4%
Lower Penhill	2.2%	1.8%
Liddington	0.2%	0.1%
Moredon	6.8%	7.6%
Old Town	0.1%	0.0%
Park North	9.9%	8.7%
Park South	8.1%	7.9%
Penhill	13.7%	13.7%
Pinehurst	11.2%	11.0%
Rodbourne	0.7%	0.5%
Stanton Fitzwarren	0.1%	0.1%
Shaw	1.1%	1.7%
South Marston	0.3%	0.4%
Stratton St. Margaret	6.8%	7.1%
Toothill	4.7%	2.7%
Walcot	9.6%	8.6%
Wanborough	0.3%	0.5%
Wroughton	2.7%	3.0%

## Performance Information

**The 10 performance measures below have been collected across the last year:**

### Gas Safety Checks

Proportion of homes for which all required gas safety checks have been carried out:  
99.7%

## **Fire safety checks**

Proportion of homes for which all required fire risk assessments have been carried out:

100%

## **Asbestos safety checks**

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out:

100%

## **Water safety checks**

Proportion of homes for which all required legionella risk assessments have been carried out:

100%

## **Lift safety checks**

Proportion of homes for which all required communal passenger lift safety checks have been carried out:

100%

## **Complaints relative to the size of the landlord**

Number of stage one complaints received per 1,000 homes: 51.1

Number of stage two complaints received per 1,000 homes: 5.7

## **Complaints responded to within Complaint Handling Code timescales**

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales: 82.1%

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales: 79.7%

## **Anti-social behaviour cases relative to the size of the landlord**

Number of anti-social behaviour cases opened per 1,000 homes: 28.4

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes: 1.9



## **Homes that do not meet the Decent Homes Standard**

Proportion of homes that do not meet the Decent Homes Standard: 12%

## **Repairs completed within target timescale**

Proportion of Non-emergency responsive repairs completed within the landlord's target timescale:  
65.2%

Proportion of Emergency responsive repairs completed within the landlord's target timescale:  
79.8%

To find out more about the performance measures use this link: [Tenant Satisfaction Measures - Summary of RSH requirements \(accessible\) - GOV.UK \(www.gov.uk\)](#)