

- **Tenant Satisfaction Measures Survey**

- **May 2024 Summary for TSG**

23rd September 2024



Results at a glance

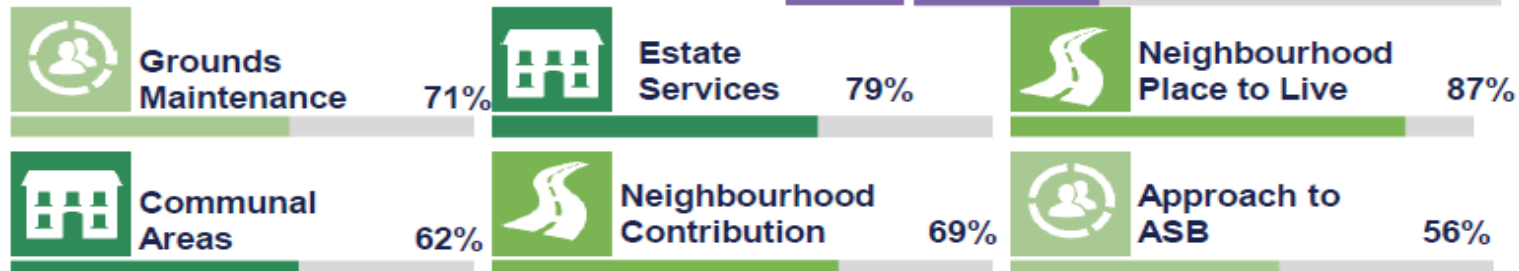


TSM Key Metrics

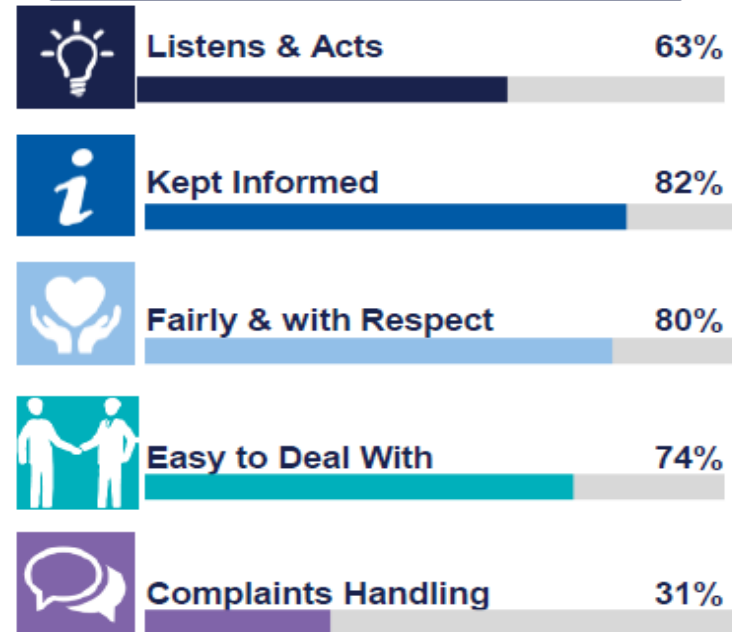
Keeping Properties in Good Repair



Responsible Neighbourhood Management



Respectful & Helpful Engagement



What is it?

- A regulatory requirement since April 2023 (annual data was reported June 2024).
- Completed every 6 months (May & November).
- The 2 survey results put together give us the annual figures to submit to the regulator.
- 23 questions, including the 12 TSM questions set by the regulator.
- There were 329 completed interviews, 268 GN, 57 SH, 2 ExC, 2 Temporary Accommodation. 250 from Taunton and 50 from Wellington.

Topline Results

Overall satisfaction is 74%.

Overall satisfaction has increased by 1% since November 2024. It has decreased 2% from May last year.

Only 2 areas scored less than 60%, in May 2023 there were 5 areas that scored less than 60%.

6 areas showed an increase in satisfaction, 8 areas showed a decrease since the last survey.

87% thought that their neighbourhood was a good place to live.

81% felt that their home is safe

Increased Satisfaction

- Overall satisfaction 1%
- Well Maintained Home 3%
- Listening to tenants 5%
- Treating Tenants fairly & with respect 1%
- Keeping tenants informed 1%
- Easy to deal with 2%
- Positive contribution to the neighbourhood 3%

Decreased Satisfaction

- Safe home 2%
- Repairs 2%
- Time taken to repair 1%
- Communal areas 7%
- ASB 12%
- Grounds Maintenance 8%
- Estate Services 3%
- Complaints Handling 2%

Areas of Improvement

Residents were asked if there was one thing Somerset Council could do to improve its services, with 288 residents providing feedback.

The category which received the most comments is for improvements in customer services. The main concern is telephone calls not being answered. Residents would like to see improvements in communication and information, with residents feeling they are not kept informed with issues such as outstanding repairs and complaints.

Acuity identify the following areas:

- D&M
- Customer Service & contact
- Repairs

These areas are already on our TSM tracker along with: ASB, Communal areas, Grounds Maintenance, Listening to our tenants, Complaints, parking, Neighbours gardens.

Interesting findings

- 13% of tenants expressed an interest in becoming more engaged with the council
- 77% of our tenants use the internet regularly and 23% do not access the internet (approx 1,380).
- Older age group tenants are consistently more satisfied than General Needs tenants

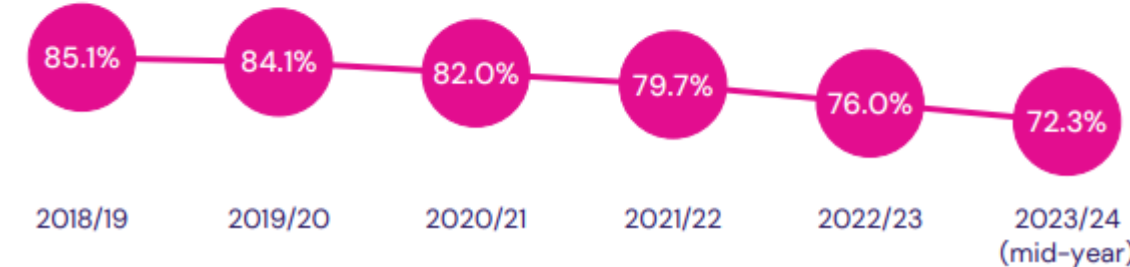
National Context

When compared to Acuity’s other council clients, Somerset council scores above median in all areas with 10 out of 12 areas falling in the top quartile which shows a good level of service compared to other councils.

Satisfaction decline over time

Overall service satisfaction has been tracking downward over the last five years. While the precise reasons for this are varied, the simple headline is that landlords are failing to meet tenants’ expectations, with negative perceptions building up from layers of unsatisfactory customer experiences.

Median satisfaction



What's next?

- The council needs to continue with their Action plans to address the areas of improvement.
- To carry on with the Grounds Maintenance Focus Group because Grounds maintenance increased 16% from 55% in May last year to 71% this year.
- Acuity tell us that the main drivers for Customer Satisfaction are tenant's homes being well maintained and being treated fairly and with respect and therefore, we must keep an emphasis on our repairs service and communication.

Thank you for listening

