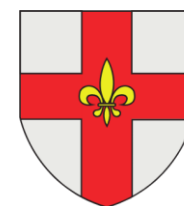


Your Views



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Tenant Satisfaction Survey 2023/24

About the Survey

This year, many of you took part in an important survey. Taking place in two waves in October to November 2023 and January to February 2024, a representative sample of tenants were invited to participate in the survey through telephone interviews.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way City of Lincoln Council maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing City of Lincoln Council's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



618

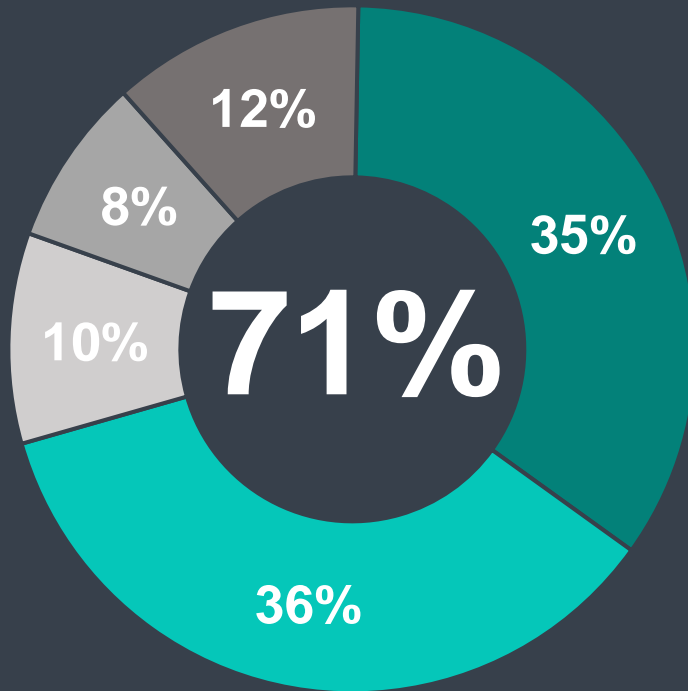
tenants took part
from a total of
around 7,800
households

A big thank you to everyone who took part!

Overall Service



Seven out of ten tenants are satisfied with the overall service provided by City of Lincoln Council (71%).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



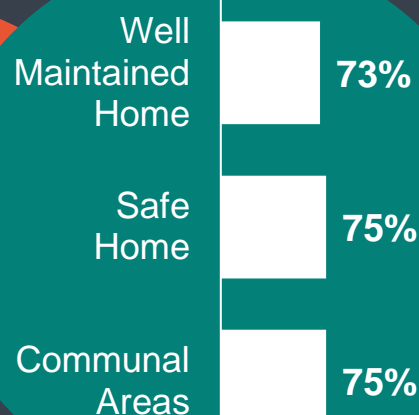
Just under three-quarters of tenants are satisfied that they are provided with a home that is well maintained (**73%**).



Three-quarters of tenants are satisfied that City of Lincoln Council provides them with a home that is safe (**75%**).



Three-quarters of tenants with communal areas are also satisfied that these communal areas are kept clean and well maintained (**75%**).



Repairs Service



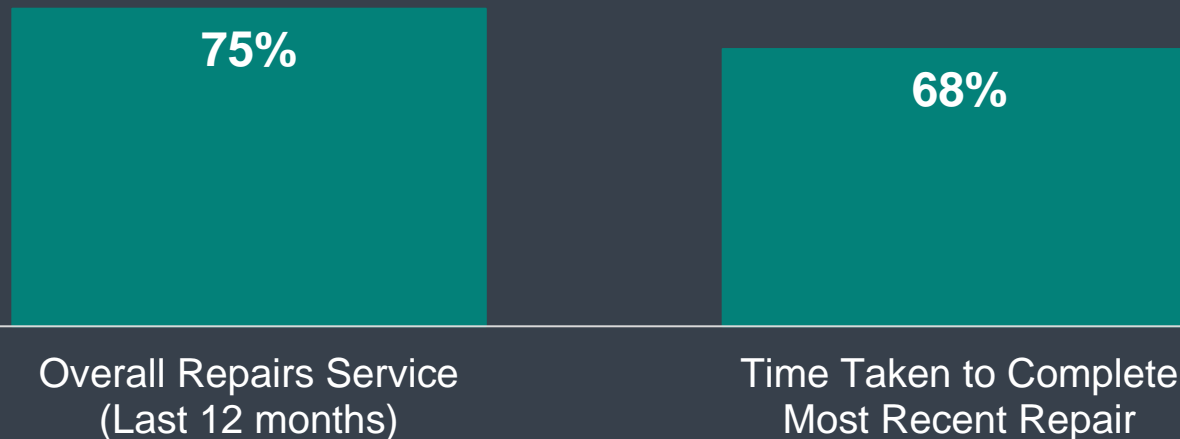
Six out of ten tenants said they had a repair carried out to their home in the last 12 months (**61%**).



Three-quarters of these tenants are satisfied with the overall repairs service from City of Lincoln Council over the last 12 months (**75%**).



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (**68%**).



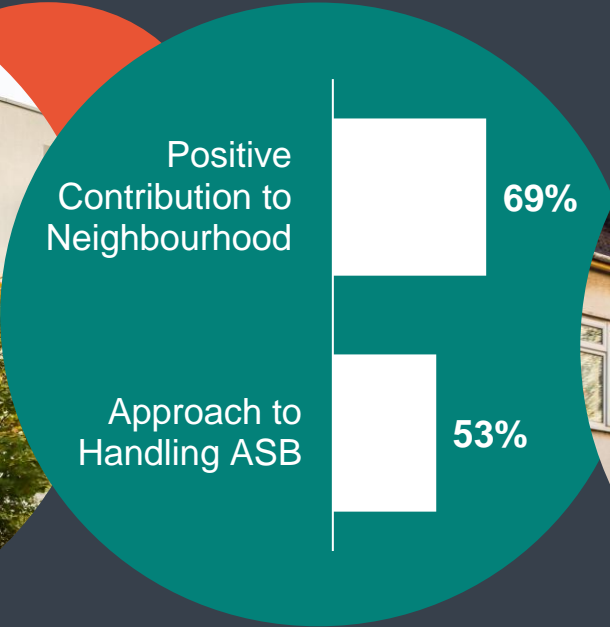
The Neighbourhood



Around seven out of ten tenants are satisfied that City of Lincoln Council makes a positive contribution to their neighbourhood **(69%)**.



Just over half of tenants are satisfied with the Council's approach to handling anti-social behaviour **(53%)**.



Communications and Tenant Engagement



Three-fifths of tenants are satisfied that City of Lincoln Council listens to their views and acts upon them **(60%)**.



More tenants are satisfied that they are kept informed about things that matter to them **(68%)**.



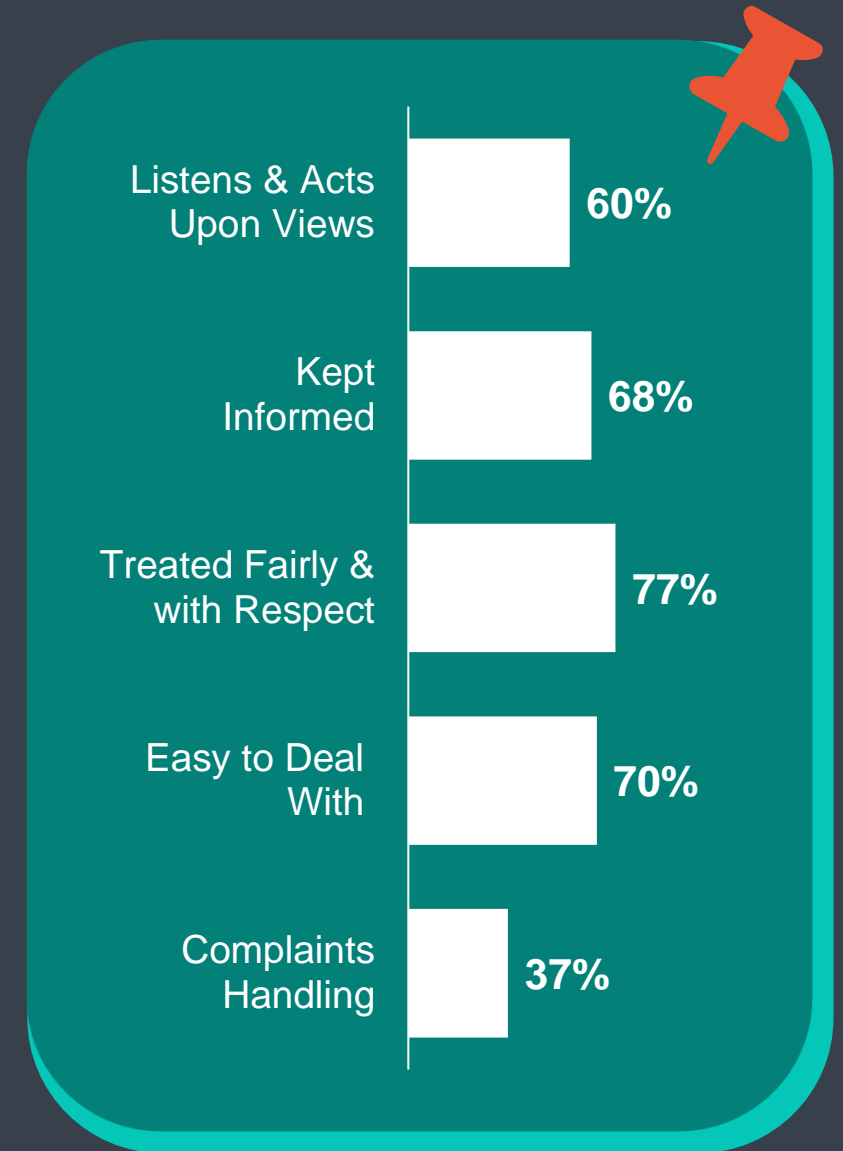
Just under four-fifths of tenants agree that they are treated fairly and with respect by City of Lincoln Council **(77%)**.



Seven out of ten tenants are satisfied that the Council is easy to deal with **(70%)**.



Over a third of tenants who made a complaint in the last 12 months are satisfied with the approach to complaints handling **(37%)**.



Recommending City of Lincoln Council



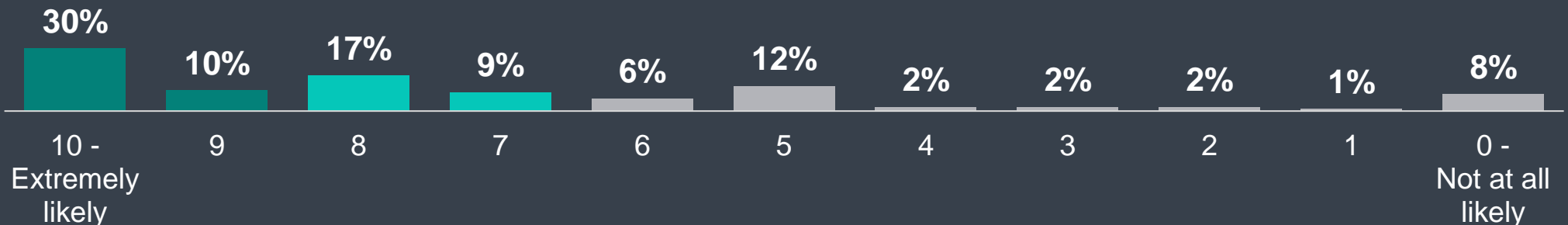
Tenants were also asked how likely they would be to recommend City of Lincoln Council to other people. This is a 0-10 point rating. Those who would recommend the Council score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Two-fifths of tenants are very loyal and happy to recommend City of Lincoln Council to other people (**41%**). However, **26%** of tenants are unsure and **33%** would not recommend them, feeling rather more negative about the Council.



The 'Net Promoter Score' for City Of Lincoln Council (the percentage of those who would recommend the Council minus the percentage of those who would not) is **8**.



Tenants' Comments

Finally, tenants were asked what improvements they would like to see in relation to City of Lincoln Council's overall performance, that they would be happy to share with the Council.

Around two-thirds of all respondents gave their comments (407), and the top comments can be seen in the chart opposite.

The repairs service is most often highlighted negatively, particularly the time taken to complete repairs and outstanding or forgotten repairs that have not been dealt with.

Tenants would also like to be listened to more carefully and improvements to communications in general. Others mentioned issues around anti-social behaviour and the care, empathy and support provided by staff.

Top comments



Your Views



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City of Lincoln Council appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work City of Lincoln Council does to involve you in developing services. As well as publishing the results of the survey, City of Lincoln Council plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., communications,
customer service and
repairs



Involve tenants in
shaping service
improvements





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