



Nottingham
City Council

Housing
Services



Tenant Satisfaction Measures – 2024/25 Annual Summary

You'll know by now that we carry out four Tenant Satisfaction Measures surveys each year to get your views on how we're performing, learn from what you tell us and make improvements.

Like many other councils and social housing landlords, we use a specialist social housing company called Acuity to do these surveys on our behalf.

Over the course of the year they spoke with **2,200 of you** – a large enough sample so that we can be confident that the views of those surveyed are representative of all our residents.

If you were one of the 2,200 surveyed over the year, a huge thank you for taking the time to give us your views.

Reporting the results

All social landlords with more than 1,000 homes must report their results to the Regulator of Social Housing each year.

We'll be sending the 2024/25 results to the Regulator at the end of June along with the results of a series of management information measures, that shows how we're performing in a range of other areas.

We publish these results, and the management information measures, on our website at www.ncchousing.org.uk/tsm.

We also made a commitment to publish our half-yearly and annual TSM results in the summer and winter editions of our tenant newsletter, Nottingham Council Housing News, each year.

This is our promise to you to be honest about what you've said, show how seriously we take what you've said and, most importantly, to demonstrate changes we're making as a result of what you've said.



2024/25 results and year-on-year change

The table below shows the 2024/25 results against those from 2023/24, with the arrows indicating whether the results have **increased**, **decreased** or **stayed the same**.

TSM satisfaction-based measure		2024/25 annual result	2023/24 annual result	Trend
	Overall satisfaction with services provided	59%	61%	↓
	Satisfaction that your home is safe	75%	72%	↑
	Satisfaction that we treat you fairly and with respect	75%	71%	↑
	Satisfaction that we keep you informed about things that matter to you	72%	71%	↑
	Satisfaction with the way we deal with anti-social behaviour	64%	64%	↔
	Satisfaction that your home is well-maintained	64%	63%	↑
	Satisfaction that we make a positive contribution to your neighbourhood	61%	65%	↓
	Satisfaction with repairs that we've done in the last 12 months	64%	64%	↔
	Satisfaction that we keep communal areas clean and well-maintained	60%	61%	↓
	Satisfaction with the time taken to complete your most recent repair	56%	57%	↓
	Satisfaction that we listen to your views and act on what you say	53%	52%	↑
	Satisfaction with the way we handle complaints	34%	27%	↑

As the table shows, changes in satisfaction levels over the past year, compared to last year's results are mixed – **increasing in six areas**, **decreasing in four**, and **remaining the same in two**.

Overall satisfaction



59% of you are satisfied overall with the service we provide.

This is slightly down compared to last year, indicating that there is still much work to do to get satisfaction to the levels that you should expect.

Behind this figure, there are small signs of improvement, with a sustained improvement in overall satisfaction across the four surveys carried out over the year – from **56%** satisfaction in the first survey of the year to **62%** in the final survey of the year.

Our aim is, of course, to see this continued improvement trend for the 2025/26 surveys.

Continued improvements in complaints handling

Complaints handling satisfaction is a TSM measure that almost every housing organisation that publishes results has struggled with.

Although the way we handle complaint remains the lowest of our satisfaction measures at **34%**, it is the largest increase in satisfaction across all twelve of the Tenant Satisfaction Measures – up seven percentage points from the 2023/24 results. And when compared to all other Local Authorities, our performance this year places us close to the top 25% of Local Authorities in this area*.



We know, however, that there's still a long way to go to improve but we're hopeful that the work we've been doing over the last year will see a continued improvement over the next year.

As we've told you before, we hold weekly complaints clinics with senior managers looking at all the complaints we receive, to understand what's gone wrong and what we can do to stop them happening.

* Regulator of Social Housing Tenant Satisfaction Measures 2023/24 headline report, published November 2024

We've also introduced a complaint learning log for repairs to help us spot any trends in the types of complaints we receive so we can change the way we do things to stop them happening.

Repair-related complaints are at a record low and we aim to respond to any formal stage one complaints within five working days – which is half the time set out in our complaints process that's available to read on our website at www.ncchousing.org.uk/complaints.

And our approach if we do get things wrong, particularly in relation to repairs, is to acknowledge it, apologise for it and most importantly put it right as soon as we can.

Our goal is always to resolve any complaints you have at the first point of contact without the need to go down the formal complaints route. If you're not happy with something we've done – let us know so that we can try and sort it for you quickly.

Our specialist teams are always happy to help. For repairs issues, call us on **0115 915 2222**, for rents call **0115 915 4920**, and for tenancy issues it's **0115 746 9555**.

Where we're doing well...

It's positive that we have seen further increases in satisfaction in the areas of highest satisfaction from last year – with a three percentage point increase in feeling safe in your homes (72% in 23/24 to **75%** in 24/25), a four percentage point increase in satisfaction that we treat you fairly and with respect (71% in 23/24 to **75%** in 24/25) and **72%** of you satisfied that we keep you informed (up from 71% last year).

Where we still need to improve...

Repairs

Since we began our TSM surveys in 2023, improving our repairs service has been one of our top priorities.

Although overall satisfaction with the repairs that we've done in the last 12 months has remained the same as the 23/24 result at **64%** and there has been a small drop in your satisfaction with the time we took to carry out your last repair, there are signs that we might be starting to see the start of an upward trend in satisfaction.

Overall satisfaction with repairs for the last of the four surveys we ran for 24/25 was at **67%** – the highest level we've seen over the two years we've been carrying out the surveys. And we've also seen continued improvements with the time taken to complete a repair in the last three sets of surveys we carried out last year.



Our focus remains on making sure that we keep to our commitments in regards to appointments and wherever possible resolving your repair in a single visit, without the need to come back. One of the ways we're trying to achieve this is making sure that we have a workforce that can easily adapt to different work demands – with the ability to move colleagues from other areas to make sure we're keeping to our repair commitments.

And we continue to ask for your thoughts and ideas on ways that we can improve the service. We have a new Repairs Service Improvement Group that met for the first time last month who are helping us to shape our service based on your priorities.

Tenancy and Estate Management

We've seen a drop in satisfaction in two areas relating to our Tenancy and Estate Management service – with satisfaction that we keep communal areas clean and well-maintained at **60%** (down slightly from 61% last year) and satisfaction that we make a positive contribution to your neighbourhood at **61%** (down from 65% last year).

We're doing a number of things to improve in these areas. We now have 14 new members of staff whose role it is to inspect our neighbourhoods and to report any issues, so they can be addressed as quickly as possible.

We're working closely alongside Nottingham City Council's Clean and Green team to see how we can work together better to improve our neighbourhoods and, through our Decent Neighbourhoods programme, we're investing in our estates to make them more pleasant for residents – getting the views of local residents on the improvements they'd like to see.



And we're in the process of setting up a new tenant scrutiny group to review Grounds Maintenance across our estates to make sure the service is offering high-quality, value for money that meets your expectations.

2025/26 TSM surveys

Thank you to everybody who takes the time to take part in these surveys. You're helping us to understand where we need to improve.

We've just completed the first set of surveys for this year, with the next round scheduled as follows:

- Monday 18 August to Saturday 6 September
- Monday 17 November to Monday 15 December
- Monday 16 February to Saturday 7 March

Like the last two years, all surveys are done over the phone and we're continuing to use Acuity to do these on our behalf. The number to look out for if you're called is **0115 794 0061**.

The surveys take less than ten minutes and Acuity will be happy to rearrange a time to call you if it's not suitable when they do call. Your responses are strictly confidential – and you can even leave them anonymously if you wish. The half-year results for 2025/26 will be published in the winter edition of our tenant newsletter and online.

Find out more about performance on our website

Did you know that we have a whole section on our website about our performance? As well as all the information about Tenant Satisfaction Measures, we also publish performance monitoring information about rents, repairs, staffing, complaints and compliance (including gas / electric safety checks).

These are critical to us improving services and senior leaders, Councillors and our Housing Assurance Board have the chance to scrutinise and challenge us on these.

They're available to read at www.ncchousing.org.uk/performance and clicking on Monthly Performance Reporting.