

# Your Views



## Tenant Satisfaction Survey 2023

### About the Survey

In October and November 2023, many of you took part in an important survey.

The survey was carried out by telephone and online, by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Uttlesford District Council (Uttlesford DC) maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

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

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



**503**  
tenants took  
part (497 by  
telephone) out  
of a total of  
2,678\*

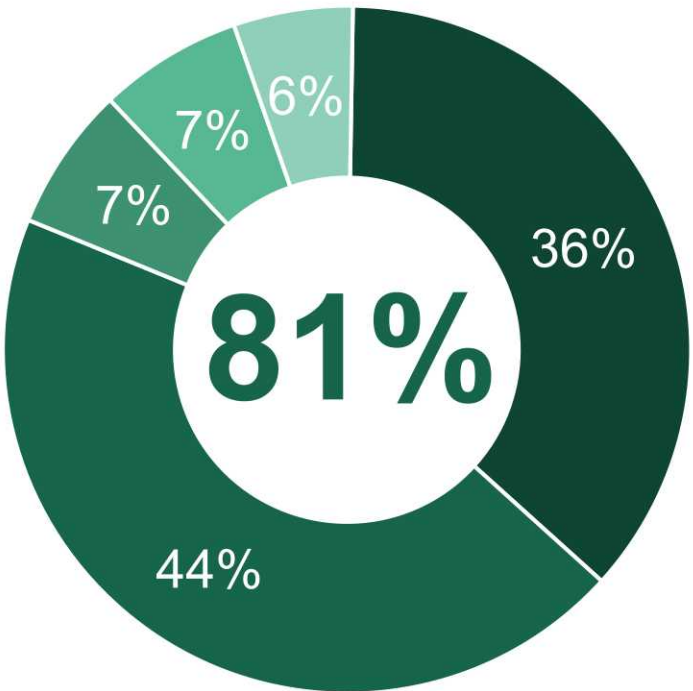
\*Sampling was used, with quotas set on tenure type, age and area to ensure the results are representative of the whole tenant base.

**A big thank you to everyone who took part!**

# Overall Service



Eight out of ten tenants are satisfied with the overall service provided by Uttlesford DC (81%).



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



# The Home and Communal Areas



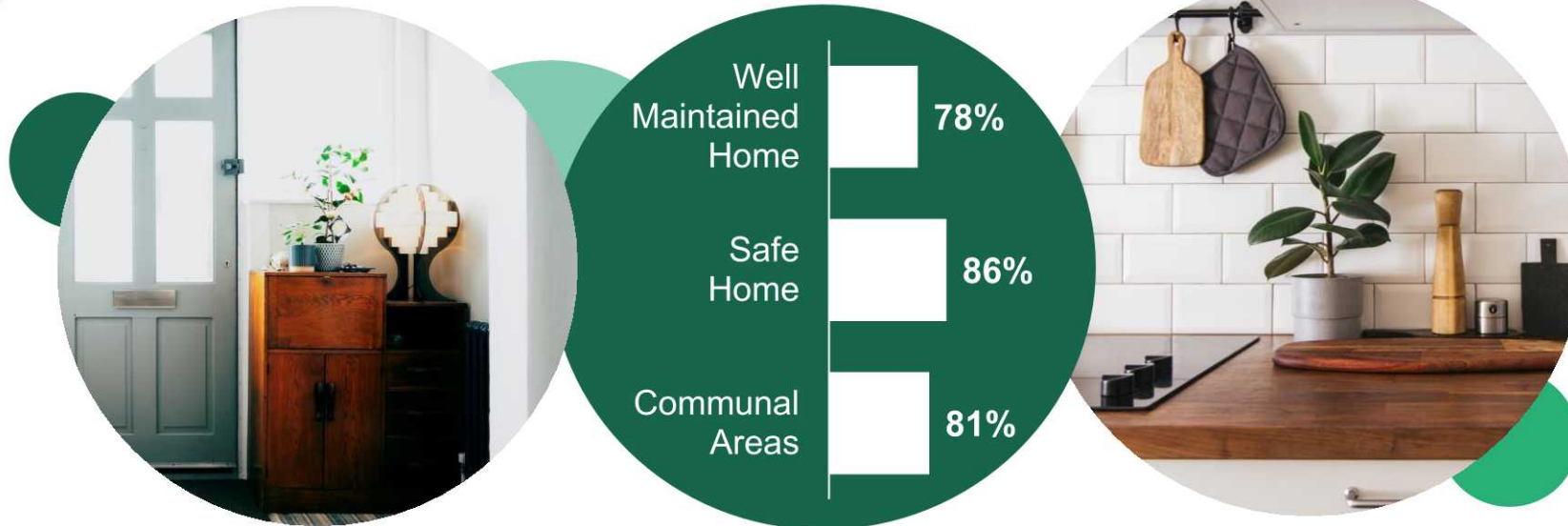
Around four-fifths of tenants are satisfied that they are provided with a home that is well maintained (**78%**).



Six out of seven tenants are satisfied that Uttlesford DC provides a home that is safe (**86%**).



Eight out of ten tenants with communal areas are satisfied that they are kept clean and well maintained (**81%**).



# Repairs Service



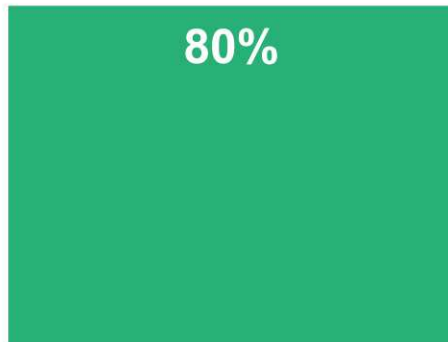
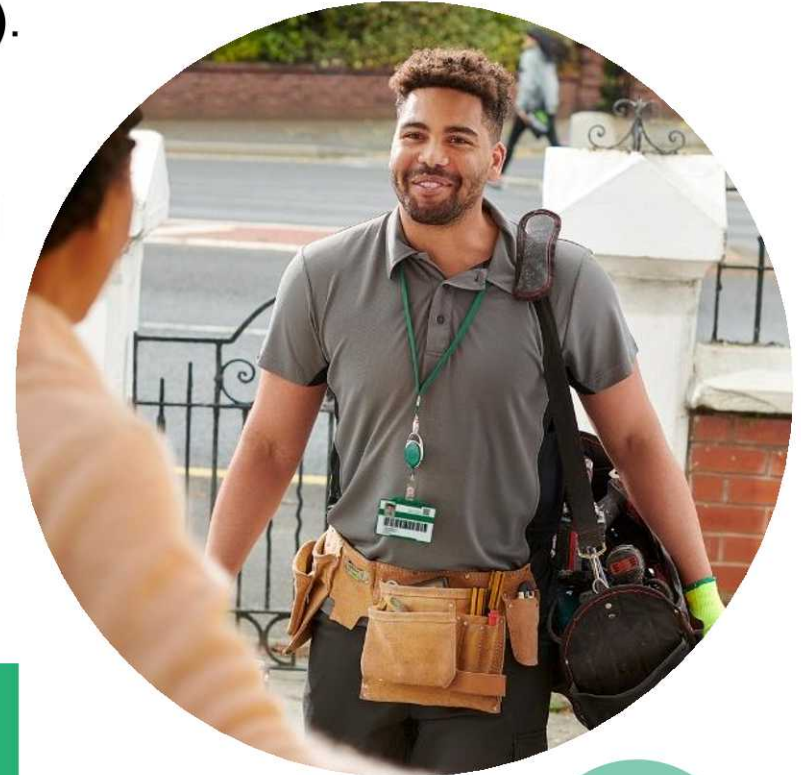
Two-thirds of tenants said that they had a repair carried out to their homes in the last 12 months (**66%**).



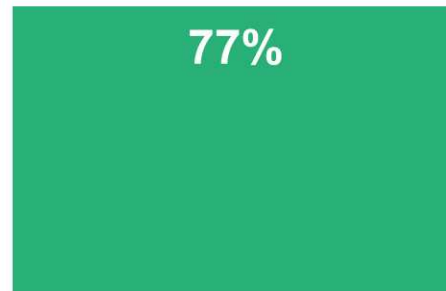
Eight out of ten of these tenants are satisfied with the overall repairs service from Uttlesford DC over the last 12 months (**80%**).



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (**77%**).



Overall Repairs Service  
(Last 12 months)



Time Taken to Complete  
Last Repair

# The Neighbourhood



Seven out of ten tenants are satisfied that Uttlesford DC makes a positive contribution to their neighbourhood (**71%**).



Tenants are similarly satisfied with Uttlesford DC's approach to handling anti-social behaviour (**70%**).



# Communications and Tenant Engagement



Two-thirds of tenants are satisfied that Uttlesford DC listens to their views and acts upon them (**66%**).



Around six out of seven tenants are satisfied that they are kept informed about things that matter to them (**85%**).



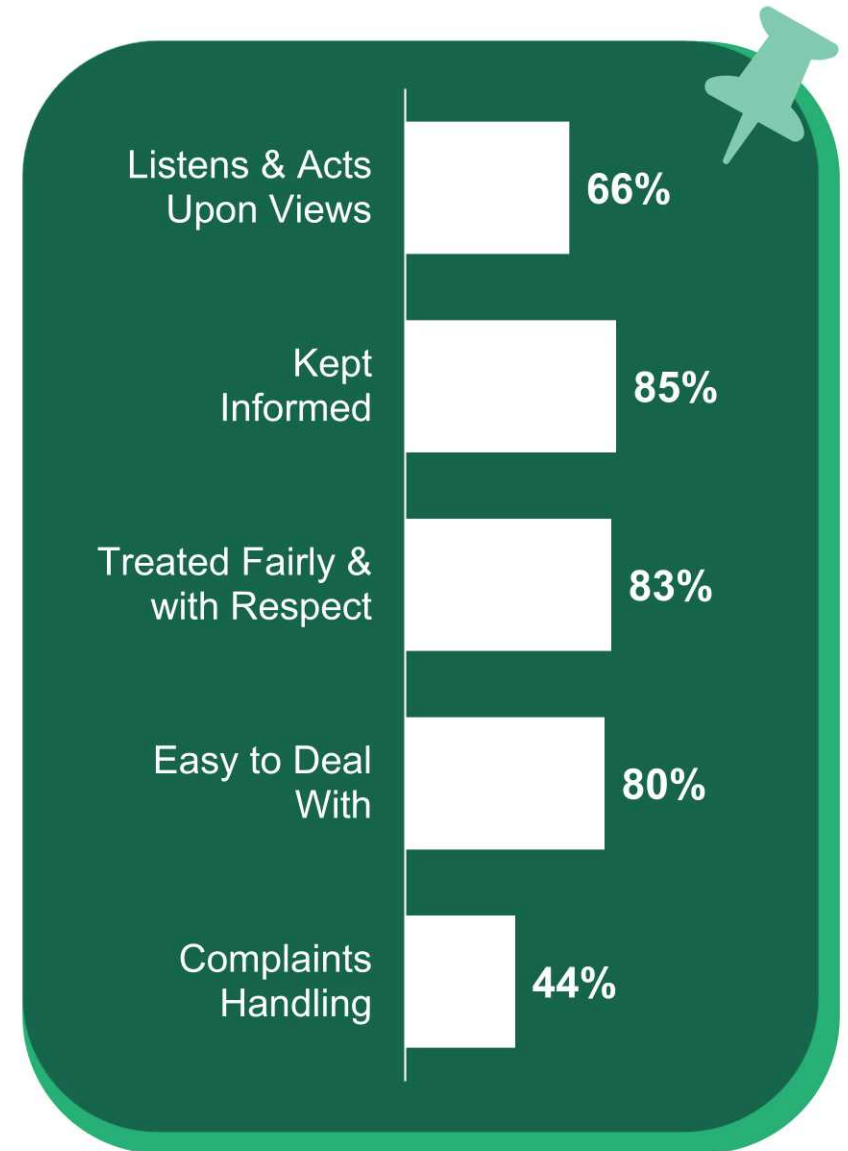
Over four-fifths of tenants agree that Uttlesford DC treats them fairly and with respect (**83%**).



Eight out ten tenants are satisfied that Uttlesford DC is easy to deal with (**80%**).



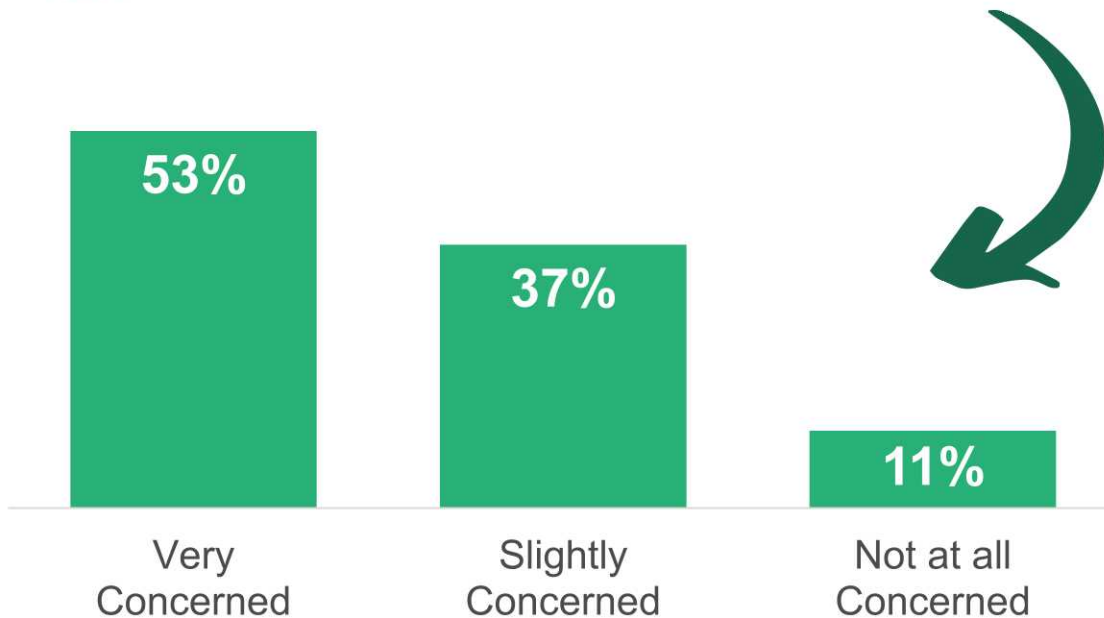
Over four out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling (**44%**).



# Wellbeing



Nine out of ten tenants are concerned about the cost of living crisis (**89%**); **53%** are very concerned and **37%** are slightly concerned. Just **11%** of tenants are not at all concerned.



Three out of ten tenants said they currently have damp or mould issues in their homes (**31%**). Of these tenants, **63%** have been contacted by the Council, Uttlesford Norse or one of their contractors.

# Tenants' Comments

Finally, tenants were asked what one thing Uttlesford DC could do to improve its services and 462 tenants gave comments.

Tenants most frequently commented upon the repairs service, including the timescales to complete repairs and outstanding or forgotten repairs that have not been dealt with.

Tenants also mentioned communications and information, such as how they are listened to, as well as home improvements they would like.

Other tenants are happy with the services currently provided and had no improvement suggestions, instead giving positive comments.

## Top comments





# Your Views



Uttlesford DC 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 Uttlesford DC does to involve you in developing services. As well as publishing the results of the survey, Uttlesford DC 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., repairs,  
communications and  
property condition



Involve tenants in  
shaping service  
improvements





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