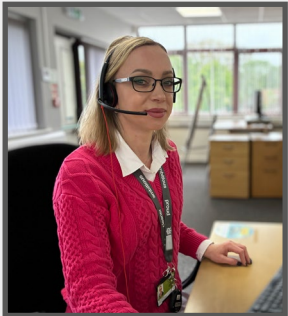


Tenant Satisfaction Measures 2025/26 Annual Summary



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 to our services.



Like many other councils and social housing landlords we use a specialist social housing company called Acuity to do these 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.

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 2025/26 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 also publish these on our website at www.ncchousing.org.uk/tsm. And we make a commitment to publish our half-yearly and annual TSM results in our Nottingham City Council Housing newsletter.



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2025/26 results and year-on-year change

This table shows the 2025/26 results against those from 2024/25, with the arrows showing whether the results have increased, decreased or stayed the same. Overall, this year's results paint a positive picture of improvement with satisfaction levels increasing in nine areas, decreasing in two and remaining the same in one.

TSM satisfaction-based measure	2025 / 26 annual result	2024 / 25 annual result	Trend
 Overall satisfaction with services provided	64%	59%	↑
 Satisfaction that your home is safe	75%	75%	↔
 Satisfaction that we treat you fairly and with respect	76%	75%	↑
 Satisfaction that we keep you informed about things that matter to you	75%	72%	↑
 Satisfaction with the way we deal with anti-social behaviour	62%	64%	↓
 Satisfaction that your home is well-maintained	68%	64%	↑
 Satisfaction that we make a positive contribution to your neighbourhood	63%	61%	↑
 Satisfaction with repairs that we've done in the last 12 months	69%	64%	↑
 Satisfaction that we keep communal areas clean and well-maintained	63%	60%	↑
 Satisfaction with the time taken to complete your most recent repair	63%	56%	↑
 Satisfaction that we listen to your views and act on what you say	54%	53%	↑
 Satisfaction with the way we handle complaints	32%	34%	↓

 **Overall satisfaction – 64%**
 Overall Satisfaction has increased by five percentage points compared to last year's overall result. Although we still want this to be even higher, this is a positive improvement over the last 12 months.

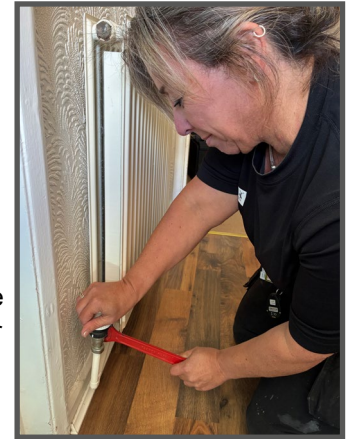
Survey by survey improvement...

And for the four surveys we've completed over the last year that make up this average, we've seen a steady rise in overall satisfaction from **61%** for Quarter 1, **63%** for Quarter 2, **65%** for Quarter 3 and **68%** for Quarter 4 – the highest level of satisfaction that we've ever recorded since measuring tenant satisfaction in this way! Our aim remains to see this upward trend continue for the 2026/27 surveys...

Repairs continuing to improve

We know that improving our repairs service is one of your top priorities, and it's ours too. Over the last year we've continued to work hard to make sure we're providing you with the repairs service you deserve, and you should expect.

It's pleasing to see that satisfaction levels with repairs that we've done in the last 12 months, and the time taken to complete your most recent repair have increased by five and seven percentage points respectively from last year.



And, like with overall satisfaction, we've seen an increase in satisfaction on both of these measures over the four surveys we've ran over the last year. Satisfaction with the time taken to complete a repair up from 57% to **69%** and satisfaction with repairs completed in the last 12 months up from 66% to **73%**.

There's still work to do to continue this upward trend in satisfaction and we'll continue to make improvements based on your feedback to make this happen.

Where we're continuing to do well

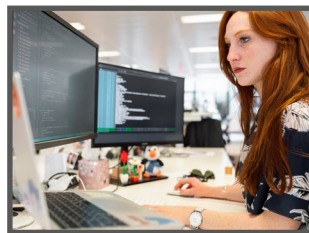
The three areas where your satisfaction is the highest remains the same this year as it did last. **75%** are satisfied that your home is safe, **76%** are satisfied that we treat you fairly and with respect (up one percentage point from last year) and **75%** of you are satisfied that we keep you informed about the things that matter to you (up three percentage points from last year).

Where we still need to improve

We've seen a drop in satisfaction in two areas this year, with satisfaction with the way we deal with anti-social behaviour down by two percentage points (from 64% to **62%** satisfaction) and satisfaction with the way we handle complaints also down by two percentage points (from 34% to **32%**).

We work closely with partner organisations like the police and Community Protection to prevent and tackle issues of anti-social behaviour so that you can feel safe in your homes and neighbourhood. There's a range of interventions that we use to both support victims and take action against perpetrators.

Complaints handling satisfaction remains a measure that almost every housing organisation that publishes results struggles with and remains the lowest of our satisfaction measures. We continue to work hard on our complaints processes to improve – holding 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.



We also hold a complaints' 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. Our approach if we do get things wrongs, is always to acknowledge it, apologise for it and most importantly put it right as soon as we can. Where you're not satisfied with something we've done, we'll continue to work hard to deal with your dissatisfaction when you first get in touch and as quickly as possible.

If we're unable to do that, and you choose to make a formal complaint, we'll support and help you through the process. Find out more at www.ncchousing.org.uk/complaints. And, driven by our Housing Assurance Board, a Tenant Scrutiny Group will soon be starting a review of our complaints service – representing an important step in making sure we have a fair, effective and transparent service.

Thank you

A huge thank you to everybody who continues to take the time to give us your views. Your comments, thoughts, ideas and suggestions are helping to make real improvements to the services we provide.

The learning never stops and we'll be doing more surveys over the course of this year to help us to be a better landlord and to continue to improve services for all our residents.

More performance information on our website

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.