

# Your Views



THE ROYAL BOROUGH OF  
**KINGSTON**  
UPON THAMES

## Tenant Satisfaction Survey 2023/24

### About the Survey

Across three waves (May 2023, November 2023 and February/March 2024), many of you took part in an important survey. A sample of tenants were invited to take part in the survey through either a telephone interview or online questionnaire.



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 Kingston Council's Housing Services 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 Kingston Council's Housing Services' future strategic and operational planning.

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

**1,085**

tenants took part  
out of a total of  
4,206\* (981 by  
telephone & 104  
online)

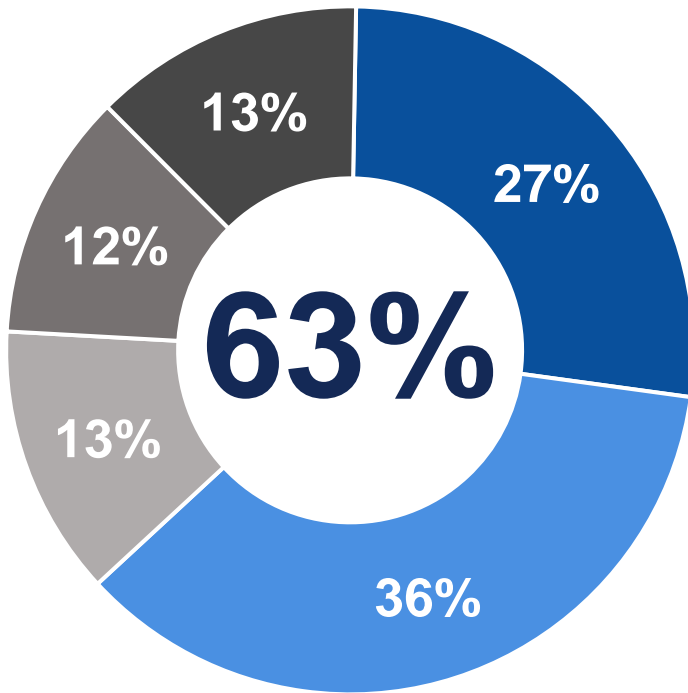
\*Stratified sampling was used, with quotas set on tenure type, age and area to ensure the results are representative of the whole tenant base. More surveys will also be carried out in the future.

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

# Overall Service



Around six out of ten tenants are satisfied with the overall service provided by Kingston Council's Housing Services (**63%**).



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



# The Home and Communal Areas



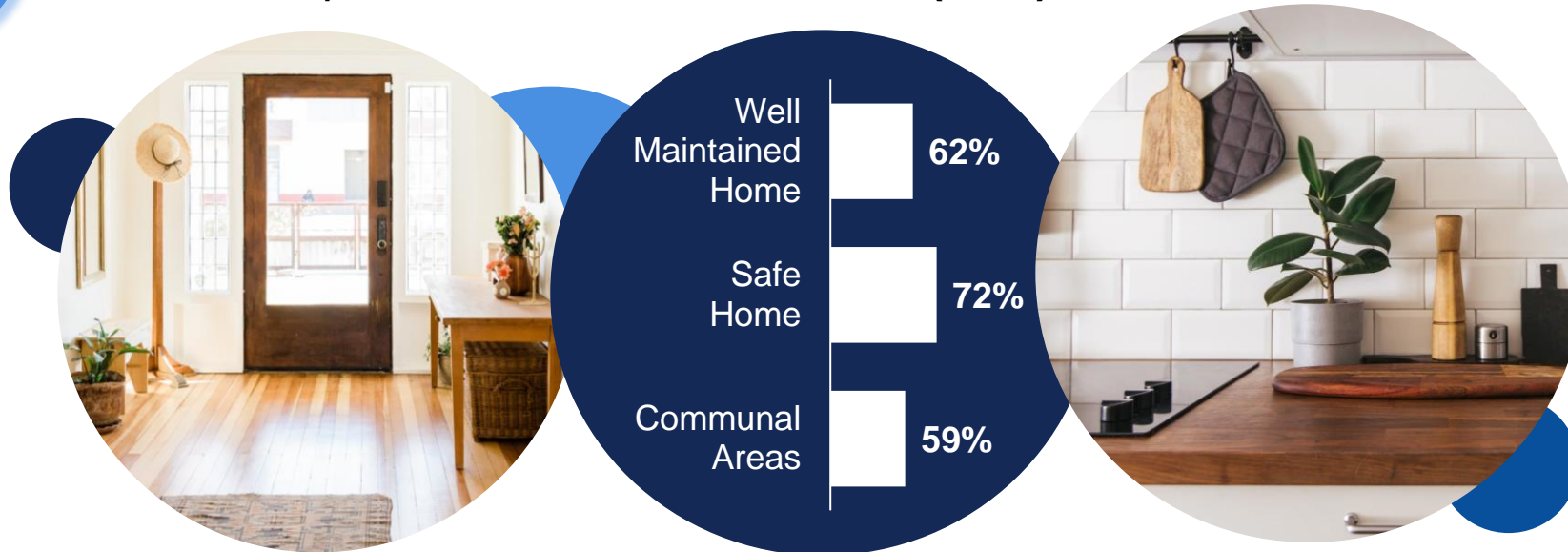
Around three out of five tenants are satisfied that they are provided with a home that is well maintained (**62%**).



Around seven out of ten tenants are satisfied that Kingston Council's Housing Services provides them with a home that is safe (**72%**).



Six out of ten tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**59%**).



# Repairs Service



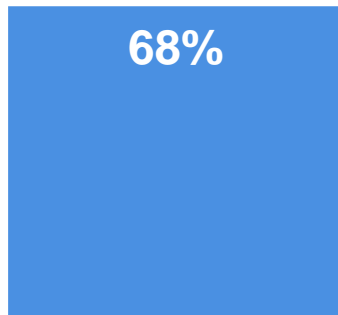
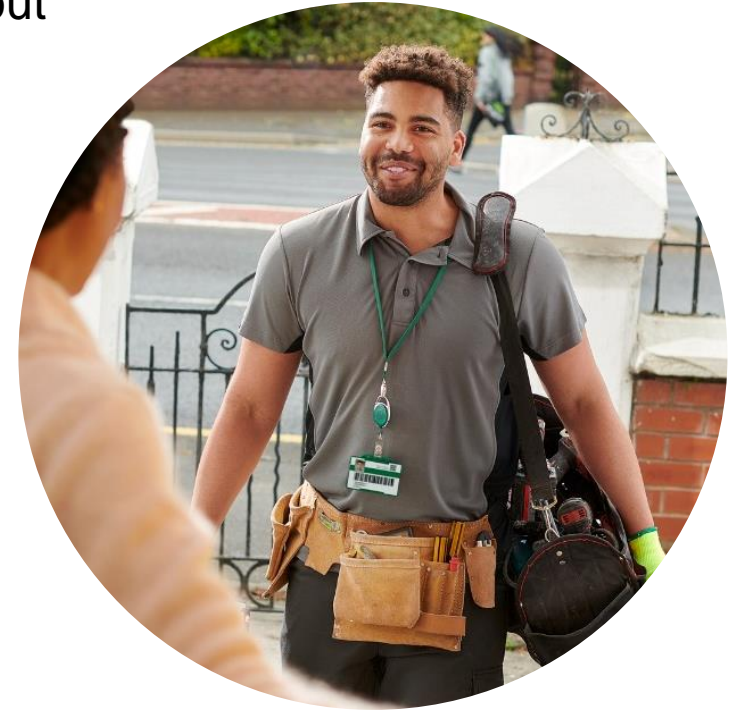
Two out of three tenants that had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(68%)**.



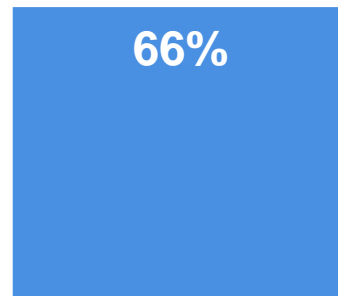
Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(66%)**.



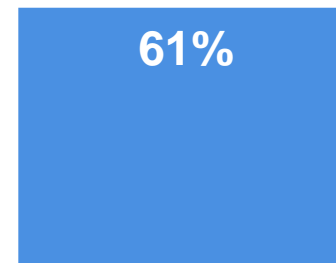
Six out of ten tenants are satisfied with the way Kingston Council's Housing Services deals with repairs and maintenance generally **(61%)**.



Overall Repairs Service  
(Last 12 months)



Time Taken to Complete  
Last Repair



Repairs &  
Maintenance

**65%**  
of tenants had a  
repair carried out  
in the last 12  
months



# The Neighbourhood



Around six out of ten tenants are satisfied that Kingston Council's Housing Services makes a positive contribution to their neighbourhood **(62%)**.



Slightly fewer tenants are satisfied with Kingston Council's Housing Services' approach to handling anti-social behaviour **(58%)**.



# Communications and Tenant Engagement



Half of tenants are satisfied that Kingston Council's Housing Services listens to their views and acts upon them **(50%)**.



Almost three-quarters of tenants are satisfied that they are kept informed about things that matter to them **(72%)**.



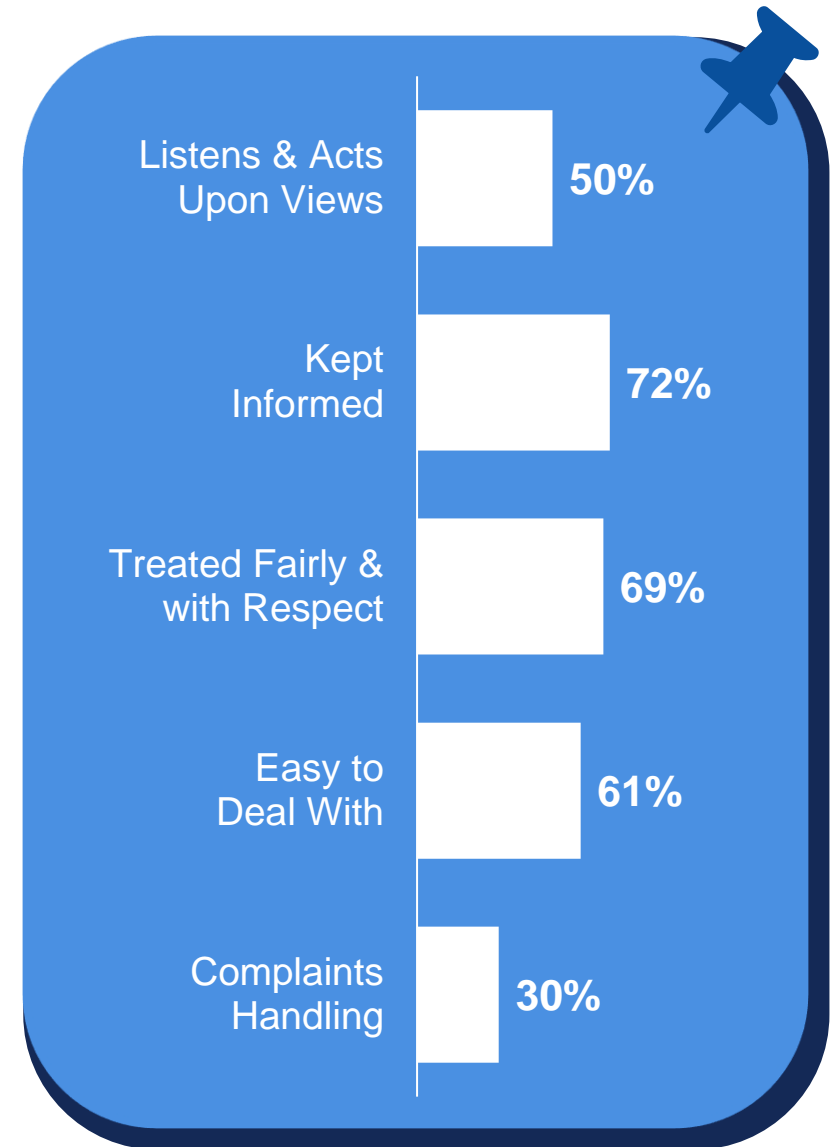
Seven out of ten tenants agree that they are treated fairly and with respect by Kingston Council **(69%)**.



Six out of ten tenants are satisfied that Kingston Council's Housing Services is easy to deal with **(61%)**.



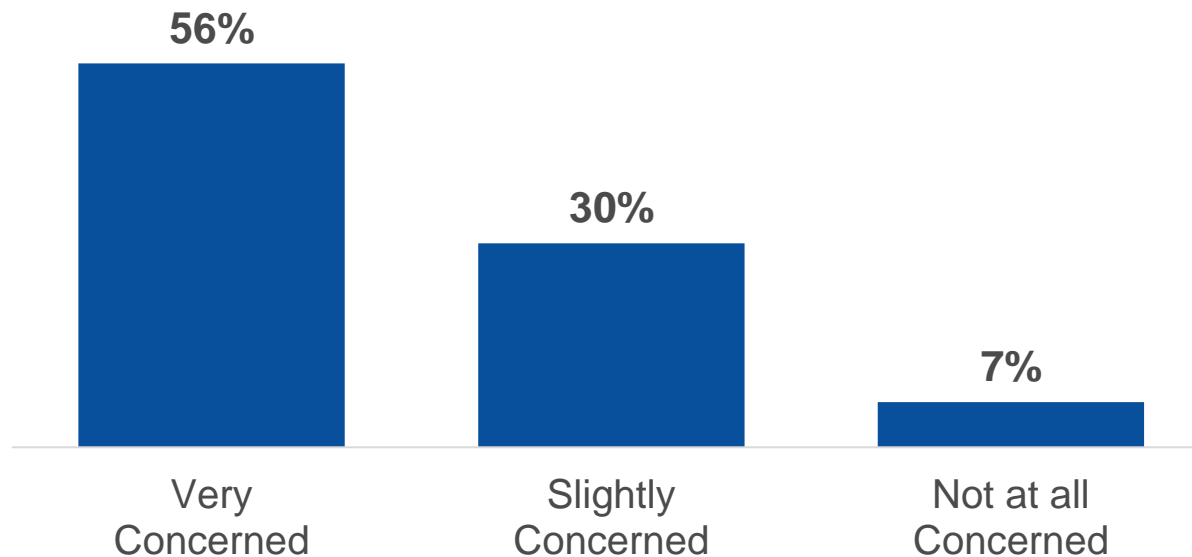
Three out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling **(30%)**.



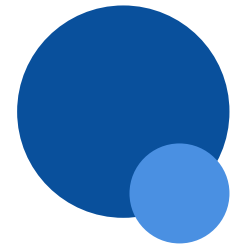
# Wellbeing



Over eight out of ten tenants are at least slightly concerned about the cost of living crisis (**86%**), with **30%** slightly concerned and **56%** very concerned. Just **7%** of tenants are not at all concerned.



Around one-third of tenants said they currently have damp or mould in their home (**36%**).



# Tenants' Comments

Finally, tenants were asked what one thing Kingston Council's Housing Services could improve, and 963 tenants gave comments.



Tenants most frequently referred to customer services and contact, including the care and support provided by staff, the answering of phones and returning of contact.

Tenants also commented on the repairs service, particularly the timescales to complete repairs and outstanding repairs that have not been dealt with.

Some tenants mentioned concerns around communications, such as how they are listened to and communications in general.

## Top comments





# Summary of Tenant Satisfaction Measures

|             |   |            |
|-------------|---|------------|
| <b>TP01</b> | Proportion of respondents who report that they are satisfied with the overall service from their landlord.  | <b>63%</b> |
| <b>TP02</b> | Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.                         | <b>68%</b> |
| <b>TP03</b> | Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair. | <b>66%</b> |
| <b>TP04</b> | Proportion of respondents who report that they are satisfied that their home is well maintained.  | <b>62%</b> |
| <b>TP05</b> | Proportion of respondents who report that they are satisfied that their home is safe.   | <b>72%</b> |
| <b>TP06</b> | Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.  | <b>50%</b> |
| <b>TP07</b> | Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.                                  | <b>72%</b> |
| <b>TP08</b> | Proportion of respondents who report that they agree their landlord treats them fairly and with respect.  | <b>69%</b> |
| <b>TP09</b> | Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.                  | <b>30%</b> |
| <b>TP10</b> | Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.                    | <b>59%</b> |
| <b>TP11</b> | Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.                                    | <b>62%</b> |
| <b>TP12</b> | Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.  | <b>58%</b> |

# Getting Involved

**We need you to get involved!**

**Getting involved isn't just about attending meetings – there are many ways to be part of your community.**

You can engage with us online, over the phone or by post - whether it's joining us on an estate walkabout, a one-off focus group or spending a few minutes doing a quick survey - there's a role for you!

It's also a great way of meeting new people and gaining valuable skills and experience. Our housing services matter most to the people who live in our council homes. Our council tenants and leaseholders know best to say if we are delivering a good service.

Our scrutiny panel is to support residents to be involved in reviewing our performance as your landlord and recommend change in the housing service.

*"Kingston council is accountable to council tenants for the delivery of a good landlord service. We want to listen and act on your feedback to improve the customer experience around repairs, the quality of communal areas and tenancy management. If you are interested in joining the scrutiny panel and making your voice heard please get involved."*

**Jane Ball, Head of Landlord Services**

*"For me, being part of a Scrutiny Team that endeavours to bring us all better Housing Services is not only time well spent but also an enjoyable experience and just so worthwhile."*

**Jackie Paddon, Scrutiny Member**

# Your Views



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Kingston 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.

If you have difficulty reading this document because of a disability or because English is not your first language, we can help you. Please call our helpline on 020 8547 5000 or ask someone to call on your behalf.



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  
customer service



Involve tenants in  
shaping service  
improvements



# TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

|    |   |   |
|----|---|---|
| A. | A summary of achieved sample size (number of responses)   | 1,085   |
| B. | Timing of survey  | 11/05/2023 to 04/03/2024  |
| C. | Collection method(s)  | Telephone and online surveys  |
| D. | Sample method   | Stratified sample using quotas  |
| E. | Summary of the assessment of representativeness of the sample against the relevant tenant population  | Quotas set by housing need, ward and age group to ensure representativeness               |
| F. | Details of any weighting applied to generate the reported perception measures   | No weighting applied  |
| G. | Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures                              | Acuity Research & Practice Ltd, collecting, generating and validating perception measures |
| H. | The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances | N/A   |
| I. | Reasons for any failure to meet the required sample size requirements   | Required sample size has been met   |
| J. | Type and amount of any incentives offered to tenants to encourage survey completion   | No incentives offered   |
| K. | Any other methodological issues likely to have a material impact on the tenant perception measures reported                                     | None  |