

Your Views



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Tenant Satisfaction Survey 2024/25

About the Survey

This year, many of you took part in an important survey. Taking place across different stages between June 2024 and January 2025, 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 will 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.

642

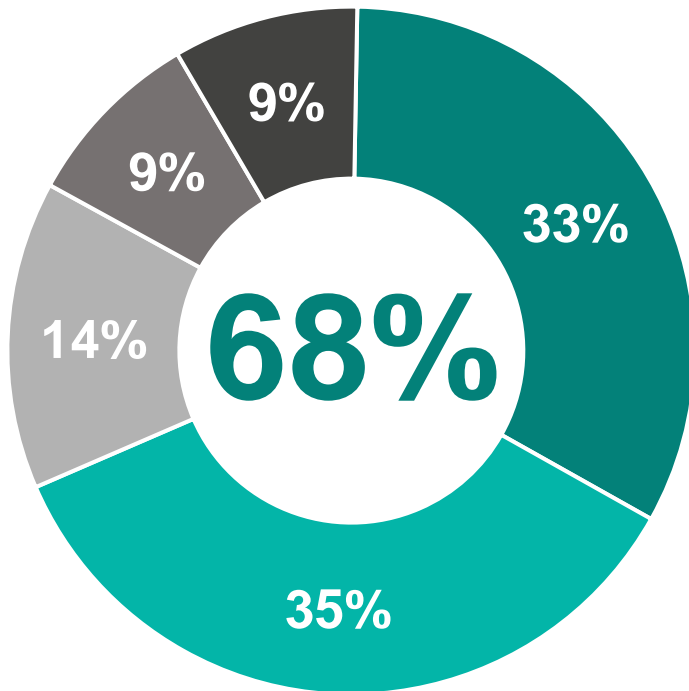
tenants took
part out of a
total of 8,358
households

A big thank you to everyone who took part!

Overall Service



Around seven out of ten tenants are satisfied with the overall service provided by City of Lincoln Council (**68%**).



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



The Home and Communal Areas



Seven out of ten tenants are satisfied they are provided with a home that is well maintained **(70%)**.



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



Around seven out of ten tenants with communal areas are also satisfied that these areas are kept clean and well maintained **(72%)**.



Repairs Service



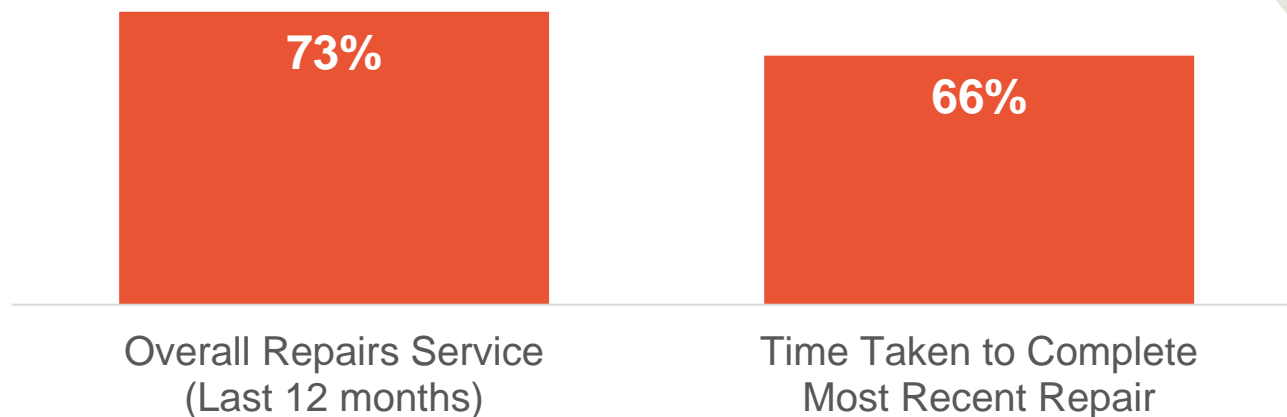
Around six out of ten tenants said they had a repair carried out to their home in the last 12 months **(62%)**.



Over seven out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(73%)**.



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



The Neighbourhood



Around two out of three tenants are satisfied that City of Lincoln Council makes a positive contribution to their neighbourhood **(65%)**.



Fewer tenants are satisfied with City of Lincoln Council's approach to handling anti-social behaviour **(55%)**.



Communications and Tenant Engagement



Over half of tenants are satisfied that City of Lincoln Council listens to their views and acts upon them **(56%)**.



Seven out of ten tenants are satisfied that they are kept informed about things that matter to them **(71%)**.



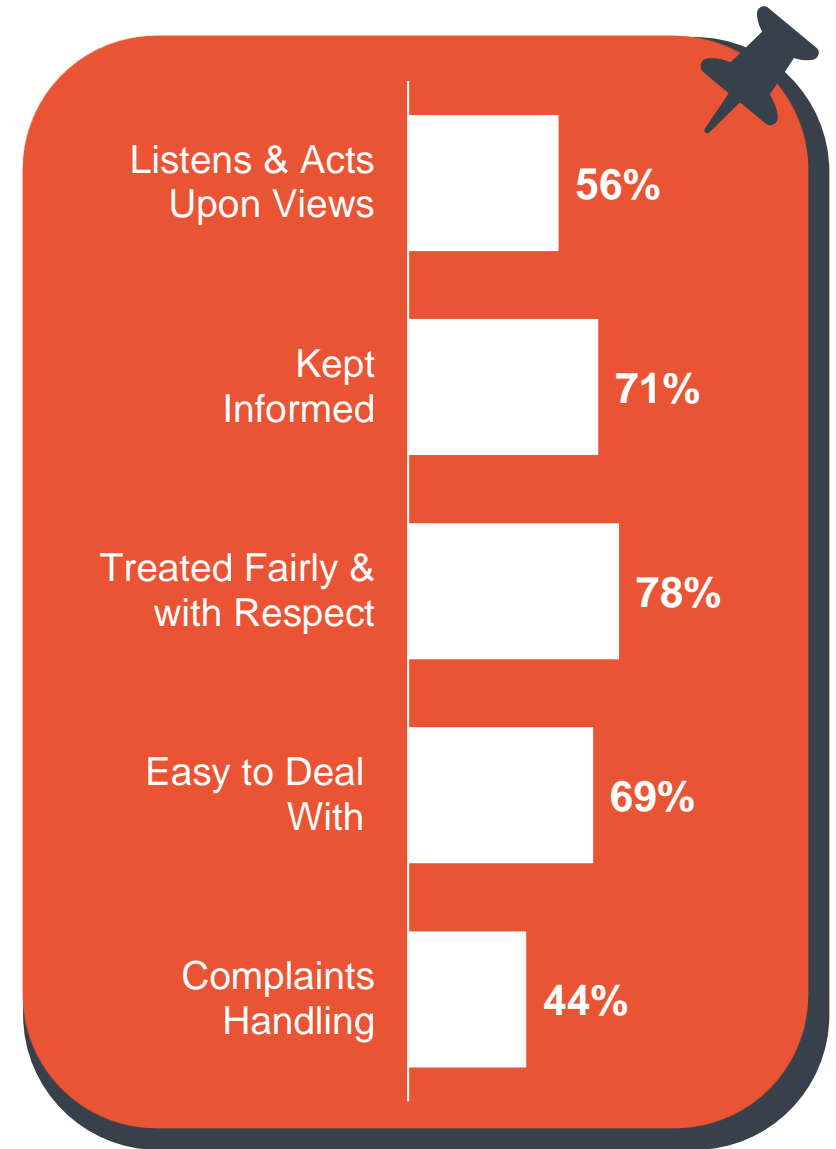
Around four out of five tenants agree that they are treated fairly and with respect by City of Lincoln Council **(78%)**.



Seven out of ten tenants are satisfied that City of Lincoln Council is easy to deal with **(69%)**.



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



Recommending City of Lincoln Council



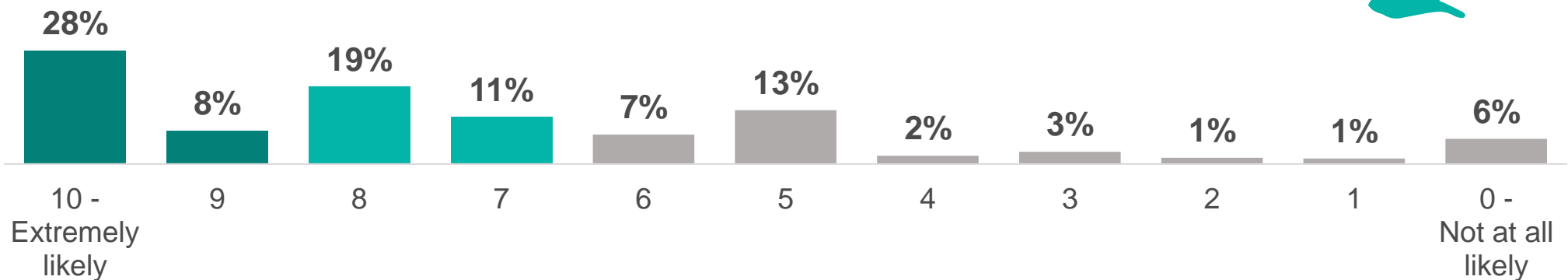
Tenants were also asked how likely they would be to recommend City of Lincoln Council to other people. This is a 0-10 point rating. Those who would recommend the Council score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Almost four out of ten tenants are happy to recommend City of Lincoln Council to other people (**36%**). However, **30%** of tenants are unsure, and **34%** would not recommend them, feeling rather more negative about the housing services.



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 **+1**.



Tenants' Comments

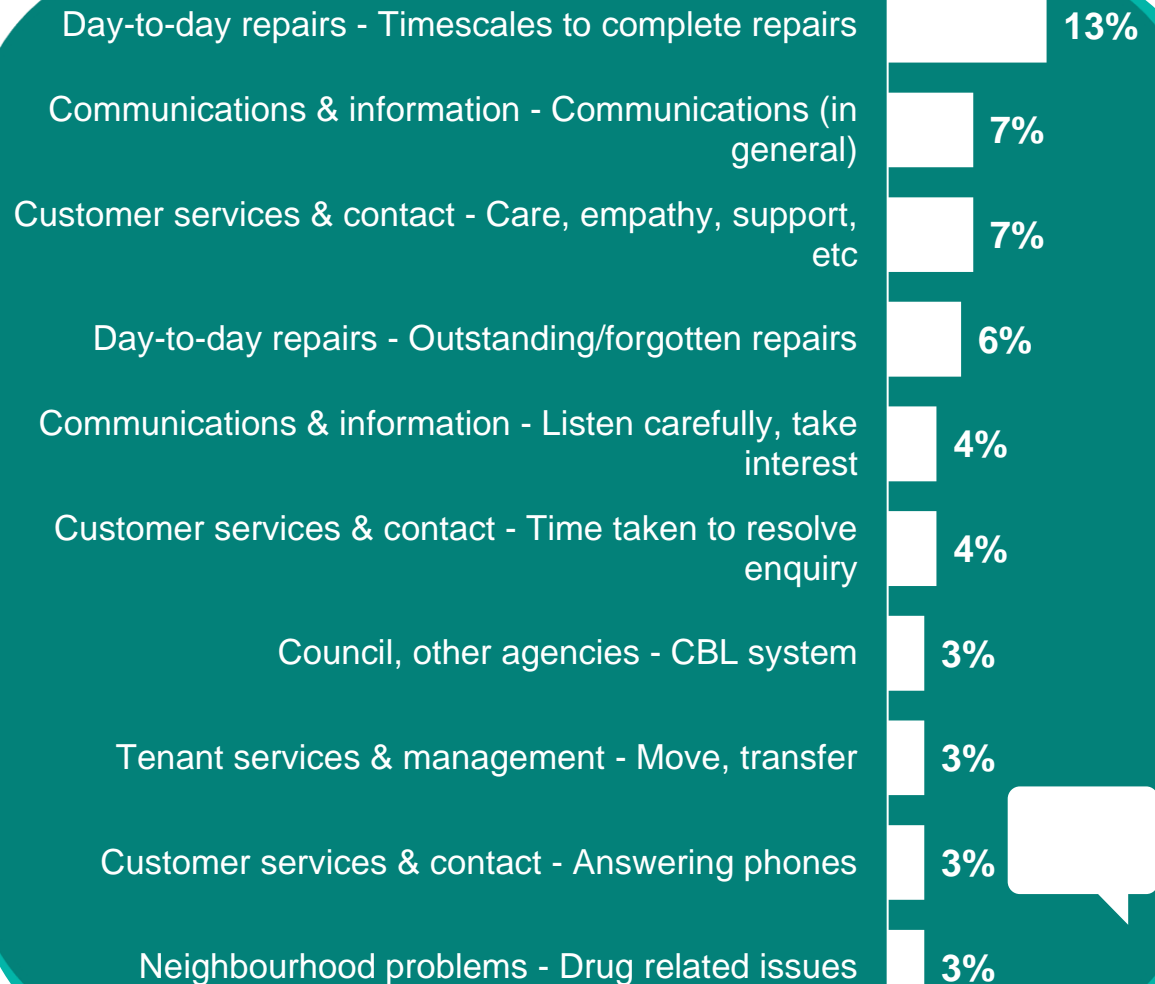
Finally, tenants were asked what improvements they would like to see in relation to City of Lincoln Council's overall performance, and 392 tenants gave comments.

Tenants most often negatively highlighted the repairs service, including the time taken to complete repairs and outstanding repairs that have not been dealt with.

Tenants would also like improvements to communications and customer services, such as how they are listened to and the care and support provided by staff.

Some tenants mentioned drug-related issues in their area or that they would like to move homes.

Top comments



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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 that 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,
such as repairs,
communications and
customer service



Involve tenants in
shaping service
improvements



Tenant Satisfaction Measures - Summary of Approach

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

Sample size	642
Timing of survey	07/06/2024 to 24/01/2025
Collection method(s)	Telephone surveys
Sample method	Random sample, with quotas set
Representativeness of the sample	Quotas set by tenure type, area and age group to ensure representativeness
Details of any weighting applied to the results	No weighting has been applied
Role of any external contractor(s) in collecting, generating, or validating the reported measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
Number of tenant households in the relevant population that have not been included due to exceptional circumstances	None
Reasons for any failure to meet the required sample size	Required sample size has been met
Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
Any other methodological issues likely to have an impact on the reported tenant perception measures	None