

Your Views



CITY OF
Lincoln
COUNCIL

Tenant Satisfaction Survey 2025/26

About the Survey

This year, many of you took part in an important survey. Taking place across different stages between April 2025 and January 2026, a representative sample of tenants were invited to take part 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.

629

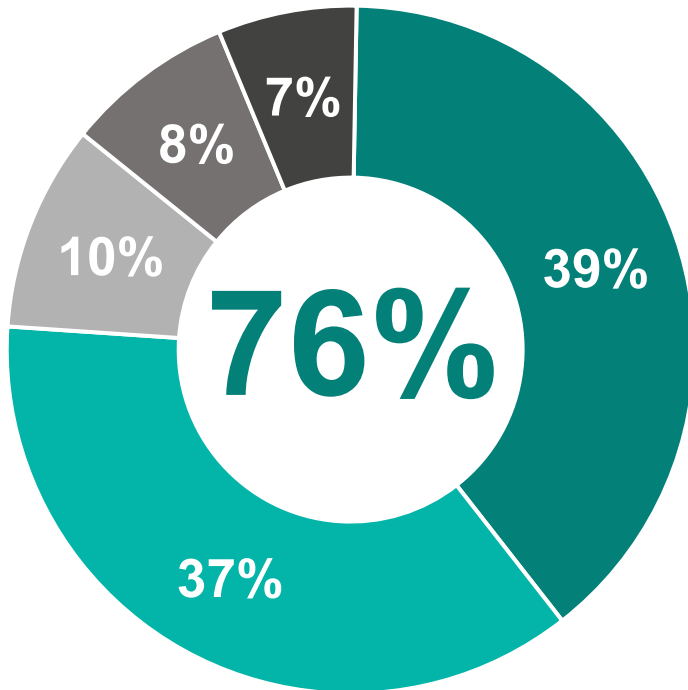
tenants took part
out of a total of
around 8,500
households

A big thank you to everyone who took part!

Overall Service



Three-quarters of tenants are satisfied with the overall service provided by City of Lincoln Council (**76%**).



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



The Home and Communal Areas



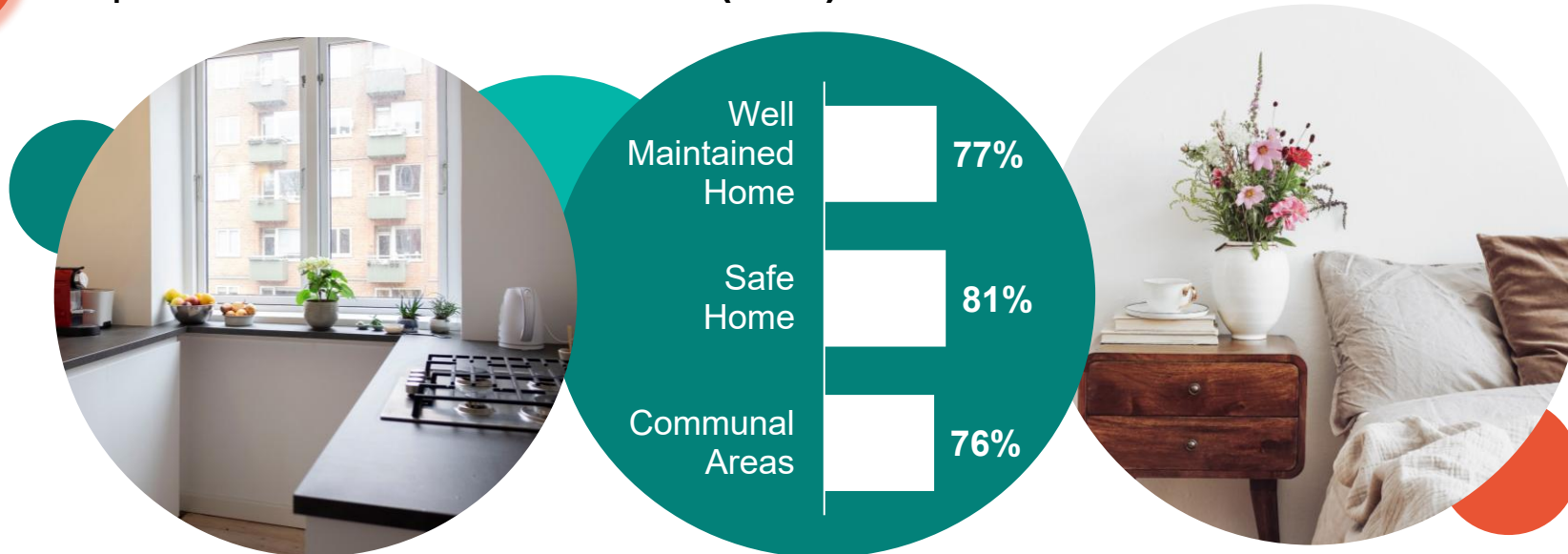
Almost eight out of ten tenants are satisfied that they are provided with a home that is well maintained (**77%**).



Slightly more tenants are satisfied that City of Lincoln Council provides them with a home that is safe (**81%**).



Three out of four tenants with communal areas are satisfied that these areas are kept clean and well maintained (**76%**).



Repairs Service



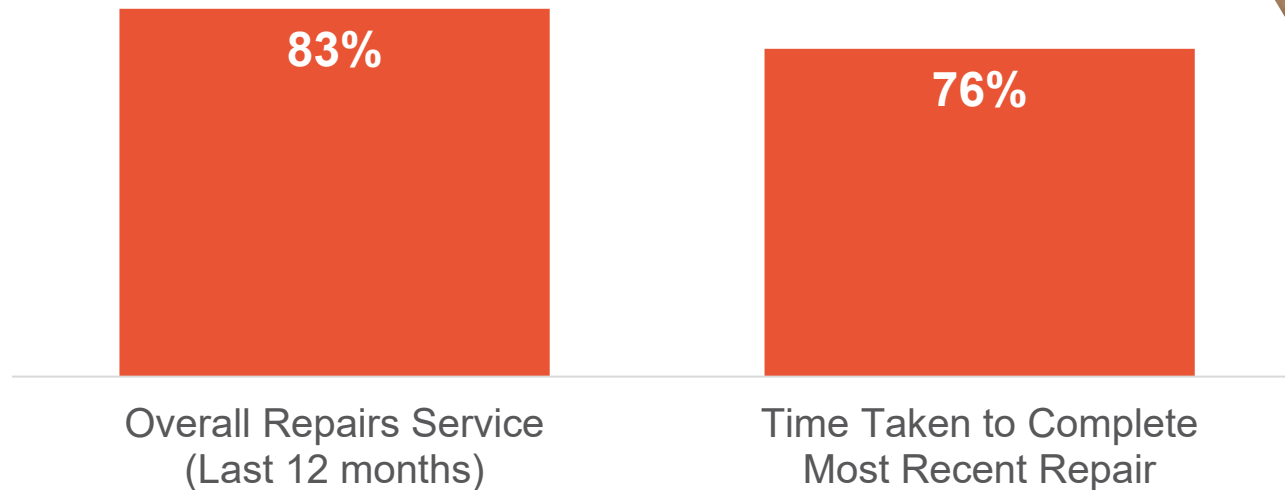
Two out of three tenants said they had a repair carried out to their home in the last 12 months (**66%**).



Around eight out of ten of these tenants are satisfied with the overall repairs service over the last 12 months (**83%**).



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it (**76%**).



The Neighbourhood



Around seven out of ten tenants are satisfied that City of Lincoln Council makes a positive contribution to their neighbourhood (**73%**).



Fewer tenants are satisfied with City of Lincoln Council's approach to handling anti-social behaviour (**61%**).



Communications and Tenant Engagement



Around six out of ten tenants are satisfied that City of Lincoln Council listens to their views and acts upon them **(63%)**.



Three out of four tenants are satisfied that they are kept informed about things that matter to them **(76%)**.



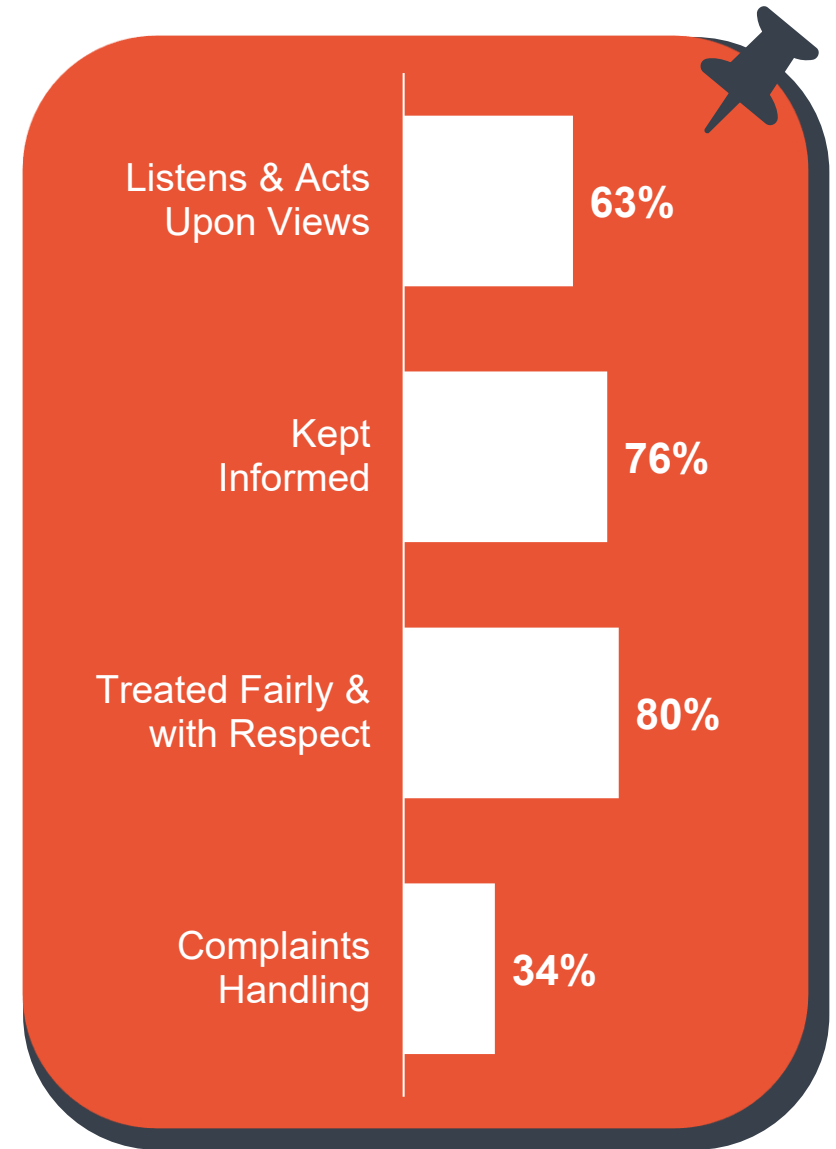
Eight out of ten tenants agree that they are treated fairly and with respect by City of Lincoln Council **(80%)**.



Around two out of ten tenants are interested in getting more involved to help improve the services **(22%)**.



One out of three tenants who made a complaint in the last 12 months are satisfied with complaints handling **(34%)**.

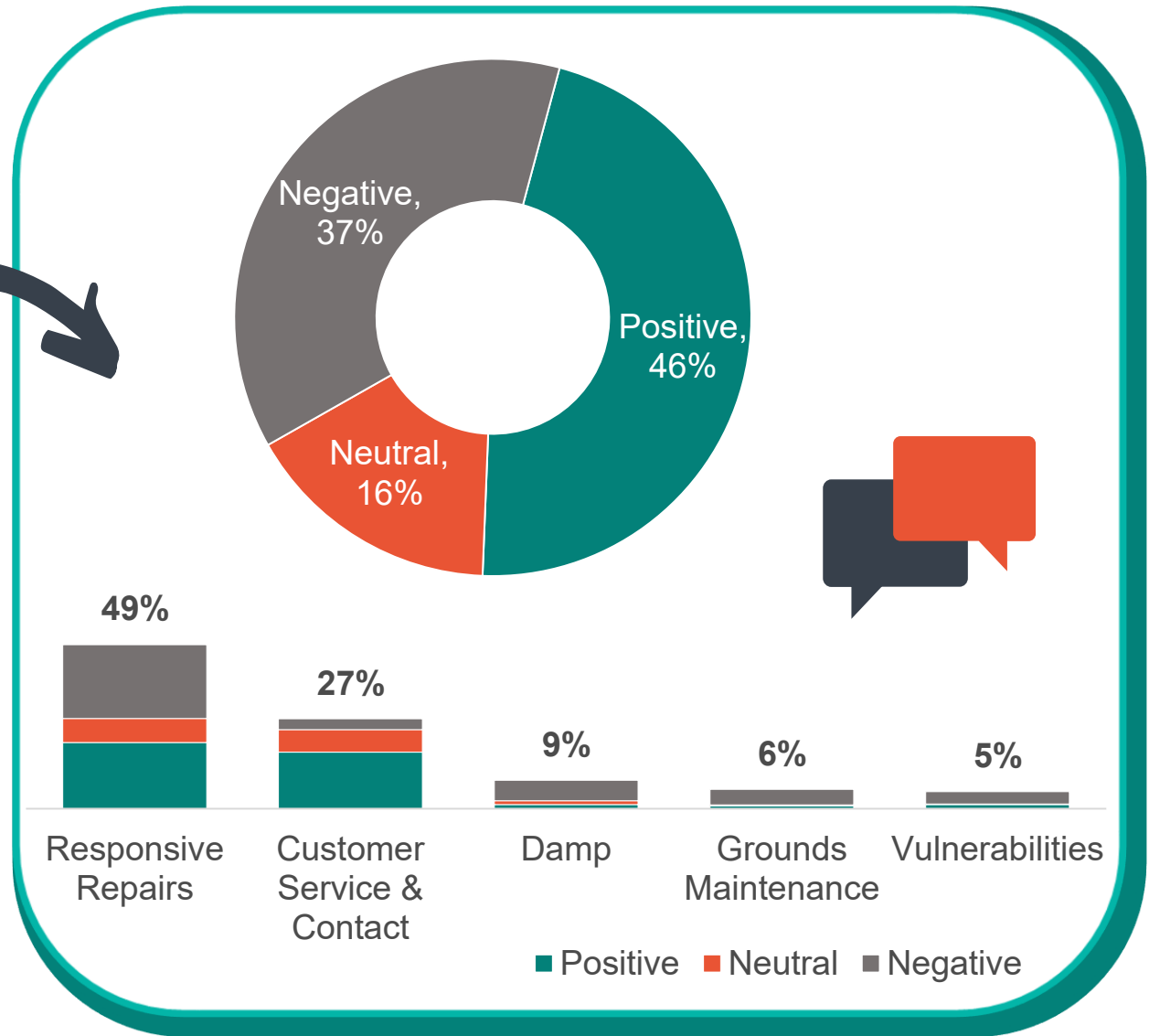


Tenants' Comments

Tenants were asked to describe their specific experiences that have shaped their view of the City of Lincoln's service, and 622 comments were received.

Almost half of these comments have positive feeling (**46%**), **16%** neutral, and **37%** negative.

The most commonly mentioned category by tenants is responsive repairs (**49%**), followed by customer service and contact (**27%**), damp (**9%**), grounds maintenance (**6%**), vulnerabilities (**5%**) and planned maintenance (**5%**).



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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
grounds maintenance



Involve tenants in
shaping service
improvements

