

REDDITCH BOROUGH COUNCIL

Tenant Satisfaction Measures Results

MARCH 2025

WE LOVE SURVEYS

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EXECUTIVE SUMMARY

Redditch Borough Council commissioned independent organisation, We Love Surveys Ltd to carry out their Tenant Satisfaction Measures survey between January and February 2025, in line with the regulations as specified by the regulator of Social Housing.

Following completion of the survey the following key points are noted:

Overall Satisfaction (TP01): This measure can be seen as the core measure of service satisfaction for Redditch Borough Council. This will capture a combination of all feelings about the organisation into one simple question. In 2025, Redditch Borough Council achieved a satisfaction score of 56.7%

Highest scoring areas of satisfaction: the top areas of satisfaction were:

TP02: 66.7% of tenants said that they were satisfied with the overall repairs service.

TP05: 61.7% of tenants said that they agreed that they were provided with a safe home.

Areas with high levels of dissatisfaction: the lowest areas of satisfaction were:

TP09: just 21.7% of tenants said that they were satisfied with the approach to complaints handling.

TP12: 40.6% of tenants said that they were satisfied with the approach to anti-social behaviour

In summary, there are a number of areas to be worked on and throughout this report we will detail results by question but also look at areas that have a higher positive impact on your overall satisfaction in order to focus your efforts in areas that will deliver the biggest benefit and feeling of good service to tenants.

1. Summary of TSM Survey Results

TSM Question		% Satisfied	Number of Responses	V/S 2024 Results
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Redditch Borough Council?	56.7%	654	9.4%
TP02	How satisfied or dissatisfied are you with the overall repairs service from Redditch Borough Council over the last 12 months?	66.7%	448	13.3%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	60.9%	448	10.8%
TP04	How satisfied or dissatisfied are you that Redditch Borough Council provides a home that is well maintained?	55.5%	654	9.7%
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Redditch Borough Council provides a home that is safe?	61.7%	650	13.7%
TP06	How satisfied or dissatisfied are you that Redditch Borough Council listens to your views and acts upon them?	44.4%	622	9.9%
TP07	How satisfied or dissatisfied are you that Redditch Borough Council keeps you informed about things that matter to you?	48.0%	617	3.6%
TP08	To what extent do you agree or disagree with the following: Redditch Borough Council treats me fairly and with respect?	58.1%	640	6.6%
TP09	How satisfied or dissatisfied are you with Redditch Borough Council's approach to complaints handling?	21.7%	189	0.1%
TP10	How satisfied or dissatisfied are you that Redditch Borough Council keeps these communal areas clean and well maintained?	42.4%	191	0.6%
TP11	How satisfied or dissatisfied are you that Redditch Borough Council makes a positive contribution to your neighbourhood?	44.7%	608	5.4%
TP12	How satisfied or dissatisfied are you with Redditch Borough Council's approach to handling anti-social behaviour?	40.6%	549	1.0%

Figure 1 – Summary of TSM Survey Results (n=654)

2. Overview of the Survey Approach

The survey approach is outlined below:

Feedback services provider	Independent Survey Company: We Love Surveys
Survey fieldwork date	20 January – 14 February 2025
Total surveyable population	5,541
Total sample size achieved (total number of responses)	654
Statistical confidence achieved	+/- 4%
Reasons for any failure to meet the required sample size	Not Applicable
Collection method	Web Based Collection. Tenants invited to take part via: <ul style="list-style-type: none">- SMS Invitation- Telephone Survey (for tenants who called during the survey period)- Website- Newsletters
Type and amount of any incentives offered	Not Applicable
Sampling method	Census (all tenants)
Number of tenant households within the relevant population that have not been included in the sample	Nil
Summary of representativeness of the sample against the relevant tenant population	The representativeness is not reviewed at a granular (i.e. age of tenants) profile as this data was not available.
Any weighting applied	Not Applicable
Questions asked	12 Regulatory TSM Questions 4 Free Text Comment Questions
Any other methodological issues likely to have a material impact on the tenant perception measures reported	Not Applicable

Figure 2 – Overview of approach

3. Results

Unless stated otherwise, all results presented in this report are weighted based on a total dataset of 654 responses. The number of responses per question may vary. Not applicable/Don't know responses are excluded as per TSM guidance.

3.1. TP01 - Overall Satisfaction

Overall satisfaction is one of the key measures of service performance, providing an overview of experience with all things considered.

Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by Redditch Borough Council?"

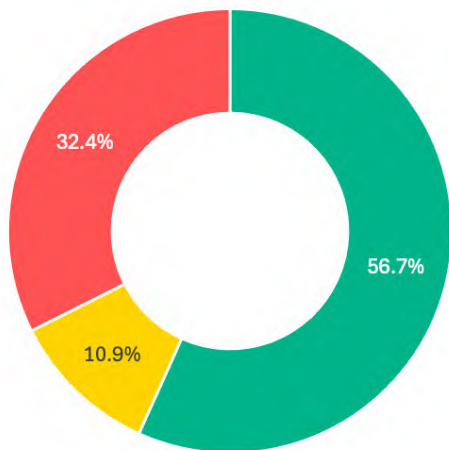


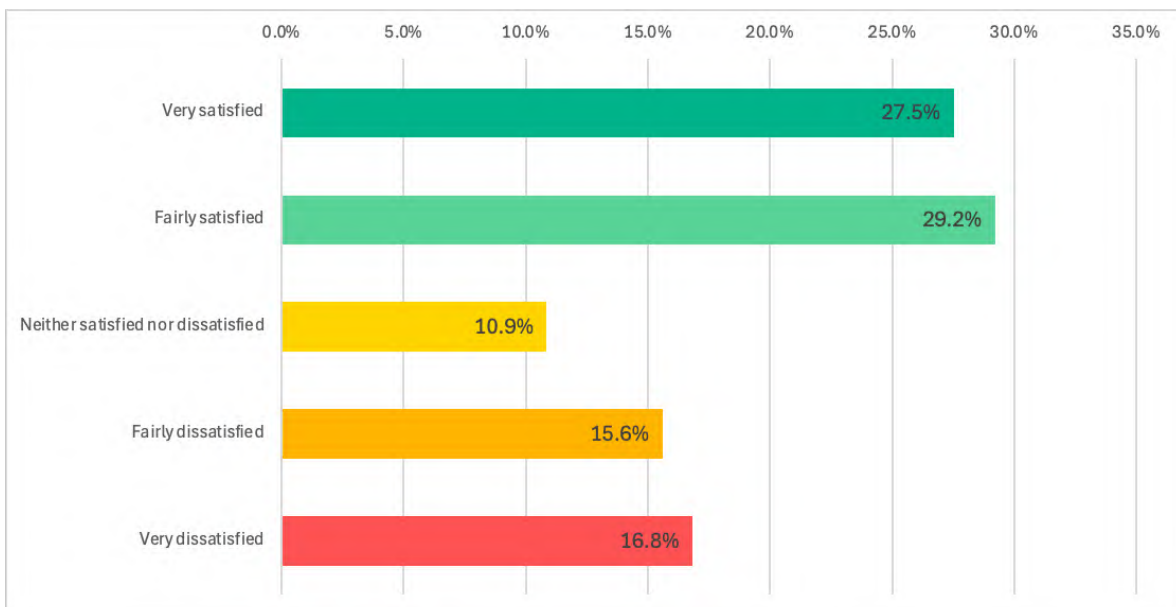
Figure 3 – Overall Satisfaction (n=654)

Figure 3 shows that 56.7% (371 respondents) were satisfied, compared to 32.4% (212 respondents) dissatisfied and a further 10.9% (71 respondents) who were neither satisfied nor dissatisfied.

Overall satisfaction increased by **9.4%** v/s 2024

Further detail for TP01 is shown in Figure 4 below.

Figure 4 – Overall Satisfaction (n=654)



3.2. TP02 – Satisfaction with repairs

For repairs, all respondents were first asked “Has Redditch Borough Council carried out a repair to your home in the last 12 months?”

Of the 654 tenants that answered the survey, 448 (69%) indicated that they had received a repair and 206 (31%) said they had not received a repair in the previous 12 months.

Tenants who answered yes were then asked “How satisfied or dissatisfied are you with the overall repairs service from Redditch Borough Council over the last 12 months?”

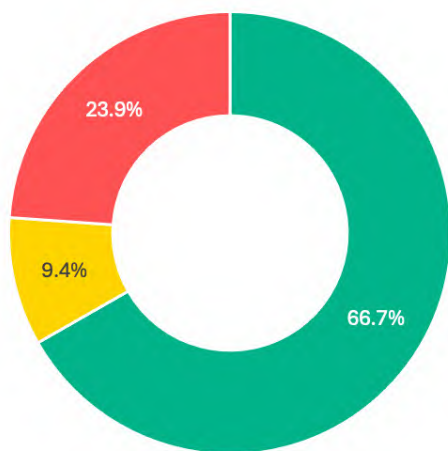


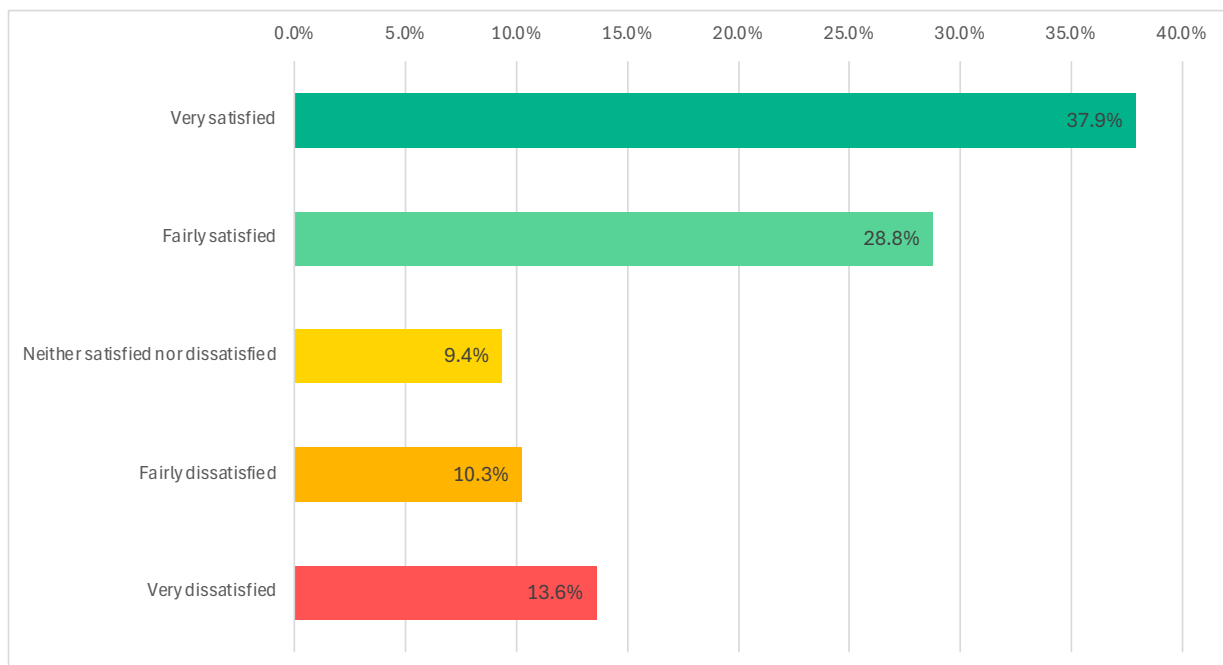
Figure 5 –Repairs Satisfaction (n=448)

Figure 5 shows that 66.7% (299 respondents) were satisfied, compared to 23.9% (107 respondents) dissatisfied and a further 9.4% (42 respondents) who were neither satisfied nor dissatisfied.

Satisfaction with repairs increased by **13.3%** v/s 2024

Further detail for TP02 is shown in Figure 6 below.

Figure 6 – Repairs Satisfaction (n=448)



3.3. TP03 – Satisfaction with time to complete repairs.

Of all the tenants that confirmed Redditch Borough Council had carried out a repair to their home in the past 12 months, they were then asked "How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?"

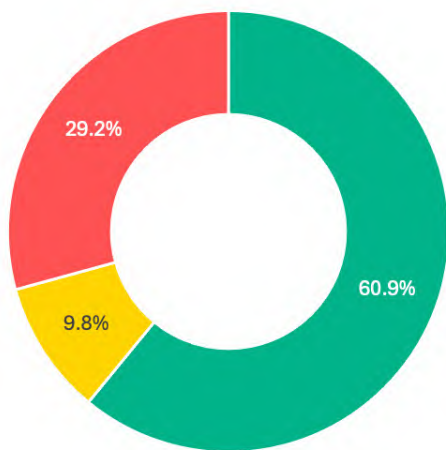


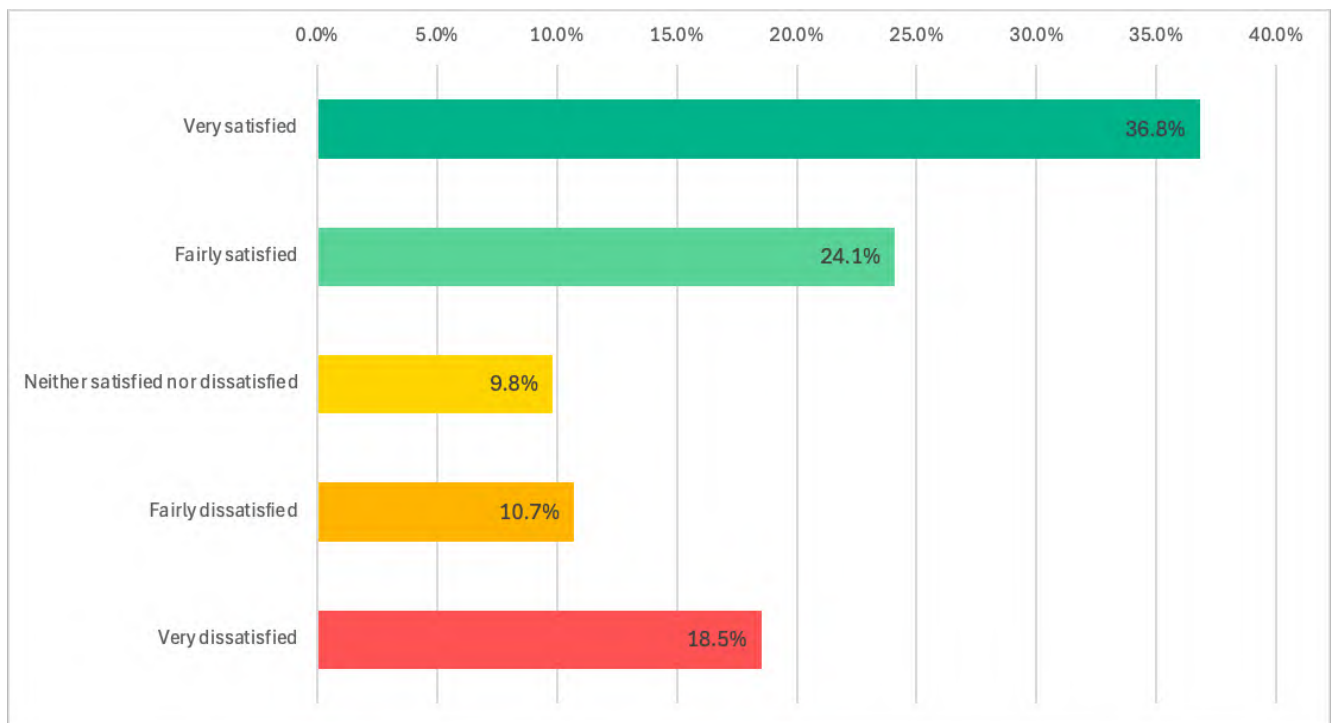
Figure 7 –Repairs Timing Satisfaction (n=448)

Figure 7 shows that 60.9% (273 respondents) were satisfied, compared to 29.2% (131 respondents) dissatisfied and a further 9.8% (44 respondents) who were neither satisfied nor dissatisfied.

Satisfaction with repair timing increased by **10.8%** v/s 2024

Further detail for TP03 is shown in Figure 8 below.

Figure 8 – Repairs Timing Satisfaction (n=448)



3.4. TP04 – Providing a well maintained home

All tenants were asked “How satisfied or dissatisfied are you that Redditch Borough Council provides a home that is well maintained?” The feeling of the home being looked after and in good repair will likely be a significant factor when tenants are thinking about the service from Redditch Borough Council overall.

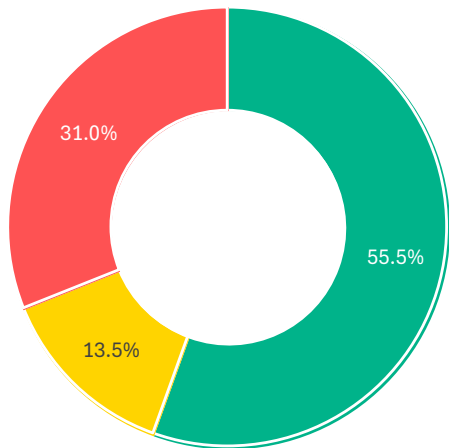


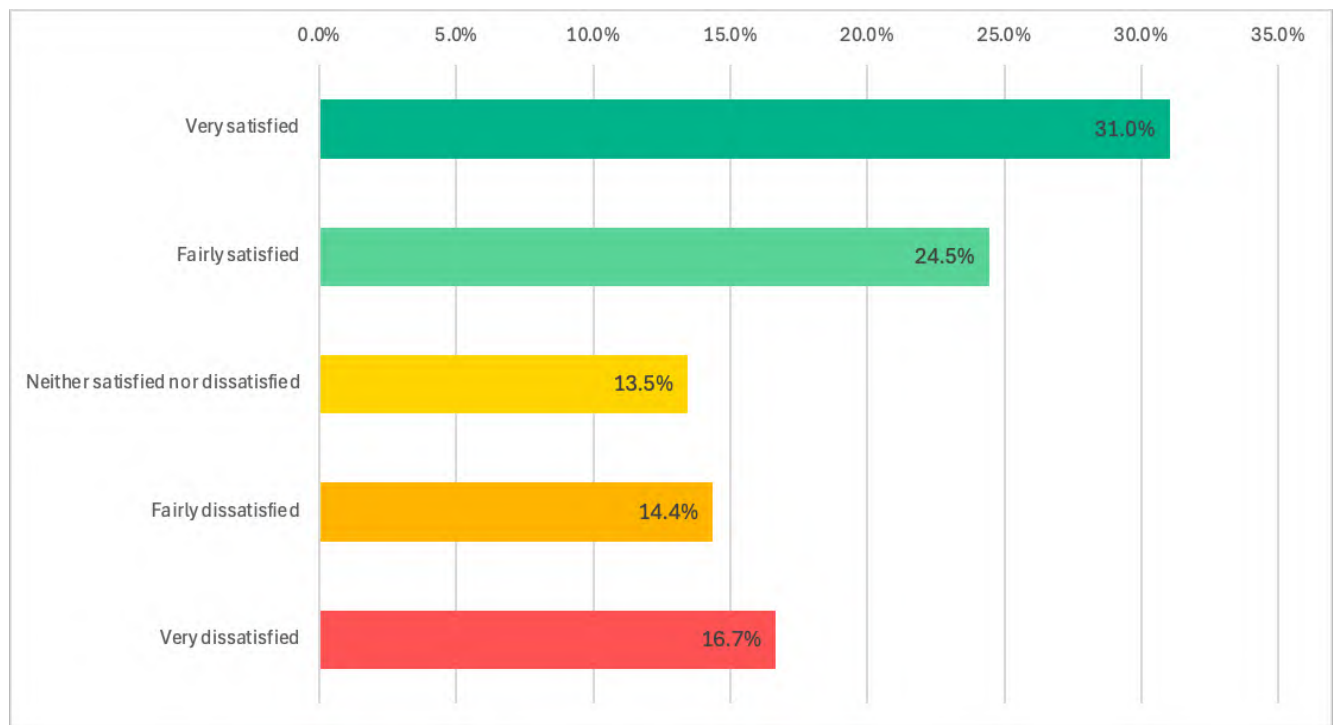
Figure 9 – Well maintained home (n=654)

Figure 9 shows that 55.5% (363 respondents) were satisfied, compared to 31% (203 respondents) dissatisfied and a further 13.5% (88 respondents) who were neither satisfied nor dissatisfied.

Satisfaction increased by **9.7%** v/s 2024

Further detail for TP04 is shown in Figure 10 below.

Figure 10 – Well maintained home (n=654)



3.5. TP05 – Providing a home that is safe.

All tenants were asked "Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Redditch Borough Council provides a home that is safe?"

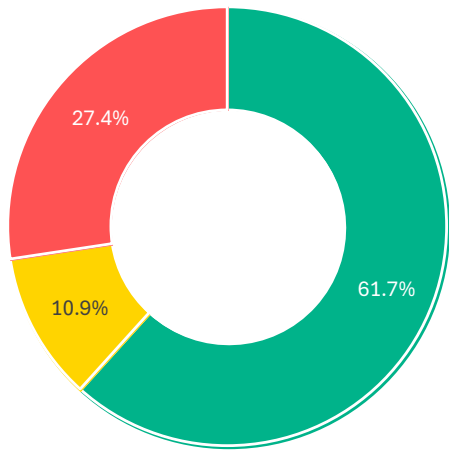


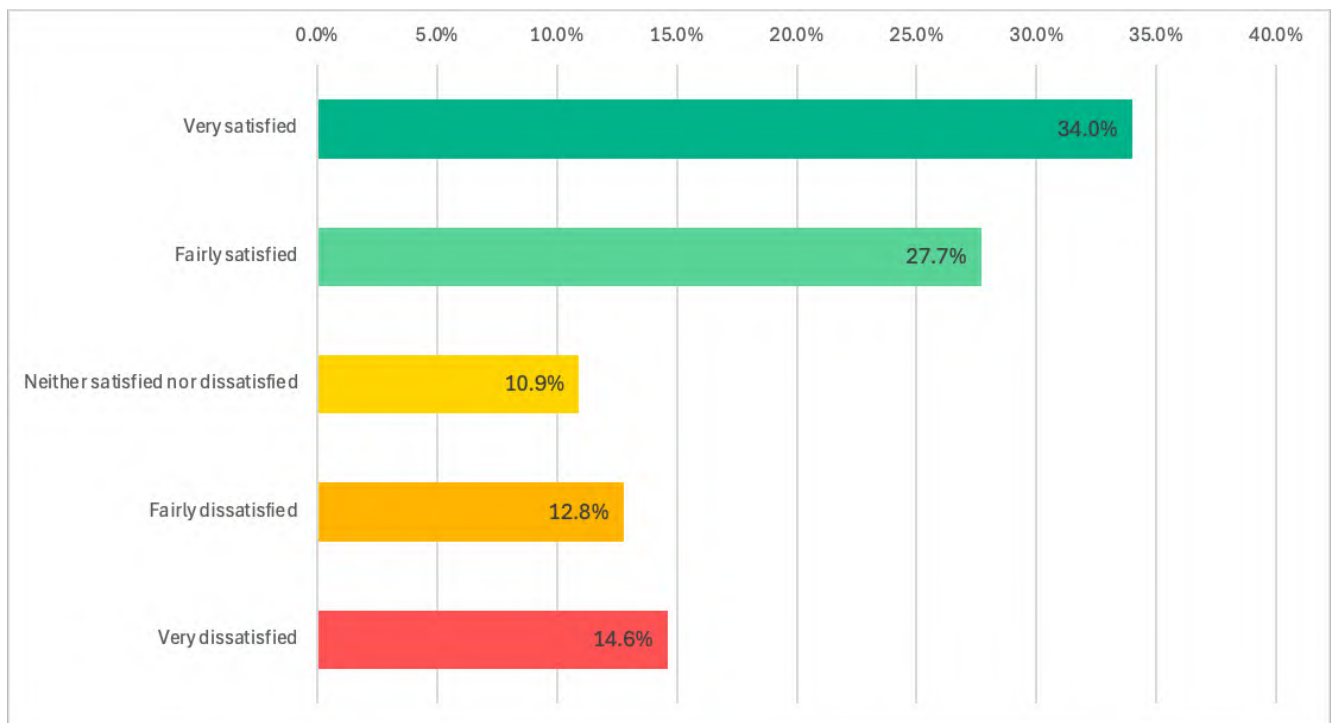
Figure 11 – Safe home (n=650)

Figure 11 shows that 61.7% (401 respondents) were satisfied, compared to 27.4% (178 respondents) dissatisfied and a further 10.9% (71 respondents) who were neither satisfied nor dissatisfied.

Satisfaction increased by **13.7%** v/s 2024

Further detail for TP05 is shown in Figure 12 below.

Figure 12 – Safe home (n=650)



3.6. TP06 – Listening to and acting upon tenant views.

All tenants were asked “How satisfied or dissatisfied are you that Redditch Borough Council listens to your views and acts upon them?”

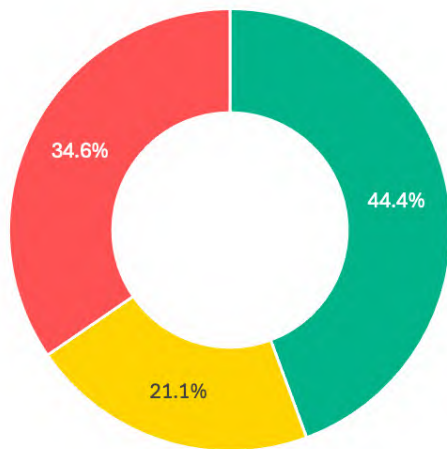


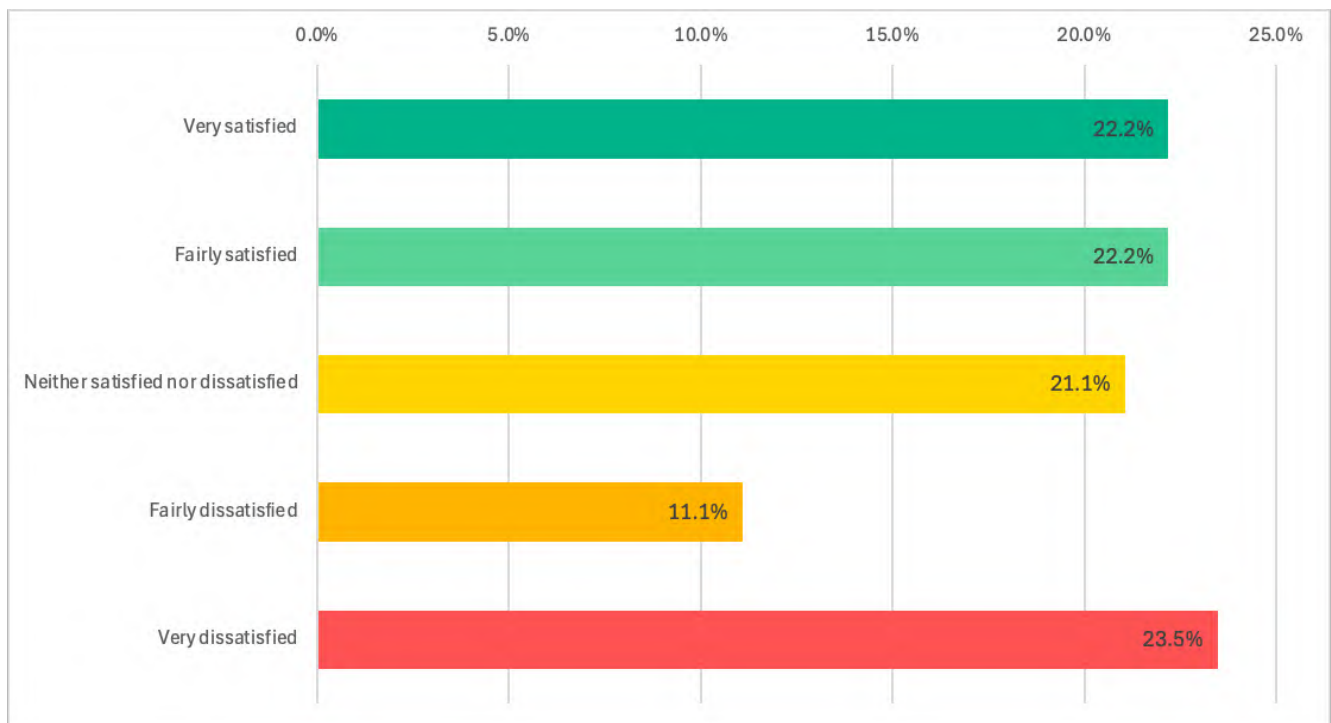
Figure 13 – listens and acts on tenant feedback (n=622)

Figure 13 shows that 44.4% (276 respondents) were satisfied, compared to 34.6% (215 respondents) dissatisfied and a further 21.1% (131 respondents) who were neither satisfied nor dissatisfied.

Satisfaction increased by **9.9%** v/s 2024

Further detail for TP06 is shown in Figure 14 below.

Figure 14 - listens and acts on tenant feedback (n=622)



3.7. TP07 – Keeping tenants informed

All tenants were asked “How satisfied or dissatisfied are you that Redditch Borough Council keeps you informed about things that matter to you?”

This question sees a high number of neither satisfied nor dissatisfied respondents, suggesting that tenants are ambivalent to communication from you, this could be an area to explore.

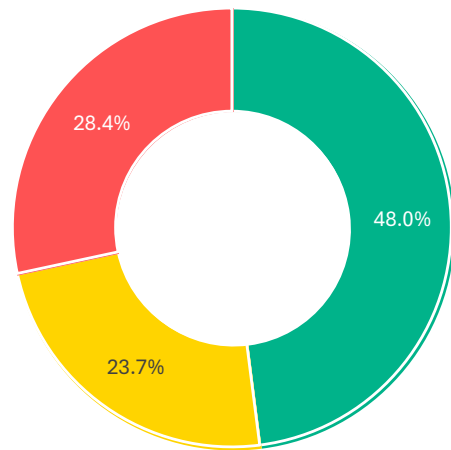


Figure 15 – keeping me informed (n=617)

Figure 15 shows that 48% (296 respondents) were satisfied, compared to 28.4% (175 respondents) dissatisfied and a further 23.7% (146 respondents) who were neither satisfied nor dissatisfied.

Satisfaction increased by 3.6% v/s 2024

Further detail for TP07 is shown in Figure 16 below.

Figure 16 - keeping me informed (n=617)



3.8. TP08 – Treating tenants with respect.

All tenants were asked “To what extent do you agree or disagree with the following: Redditch Borough Council treats me fairly and with respect?”

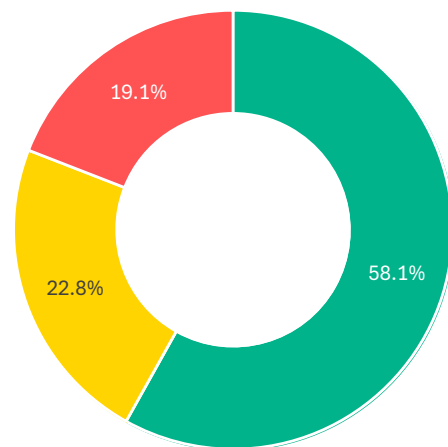


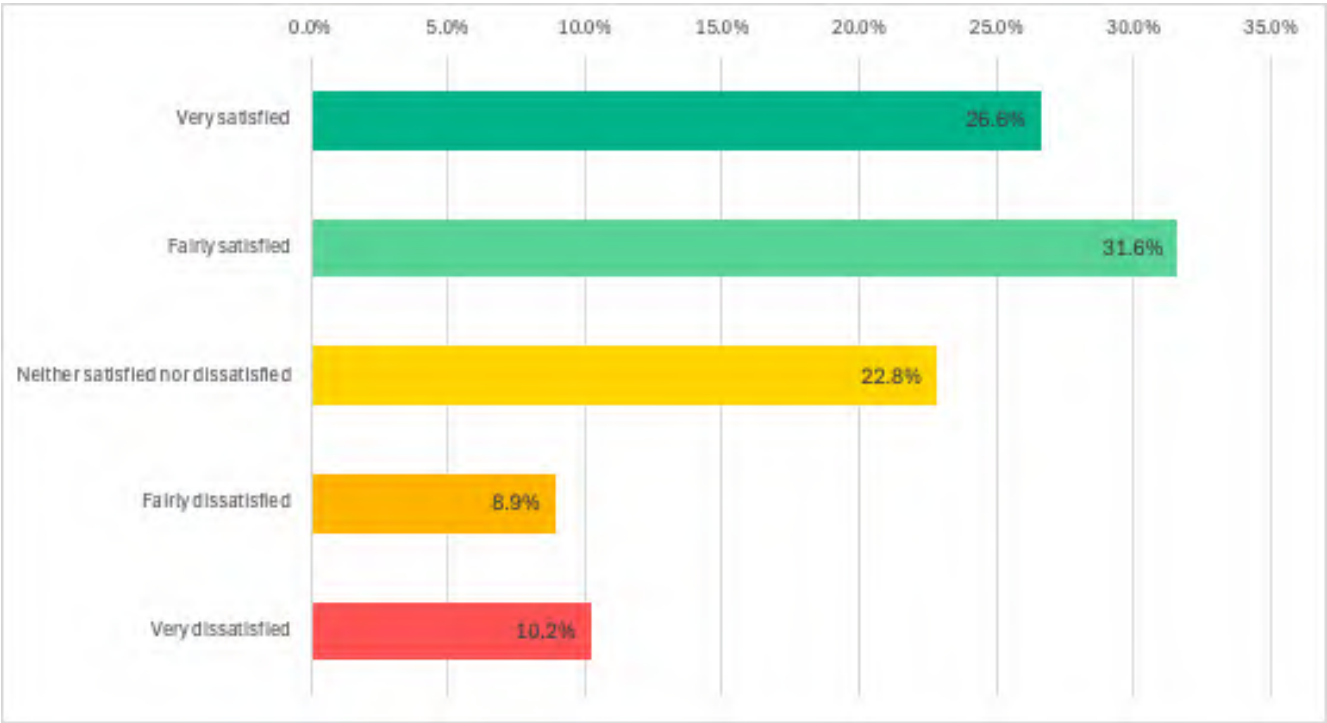
Figure 17 – being treated with respect (n=640)

Figure 17 shows that 58.1% (372 respondents) agreed compared to 19.1% (122 respondents) who disagreed and a further 22.8% (146 respondents) who neither agreed nor disagreed.

Satisfaction increased by 6.6% v/s 2024

Further detail for TP08 is shown in Figure 18 below.

Figure 18 - being treated with respect (n=640)



3.9. TP09 – Complaints handling.

All tenants were asked, "Have you made a complaint to Redditch Borough Council in the last 12 months?" A total of 28.9% (189 respondents) stated 'Yes' compared to 71.1% (465 respondents) who stated 'No'.

All tenants were asked "How satisfied or dissatisfied are you with Redditch Borough Council's approach to complaints handling?"

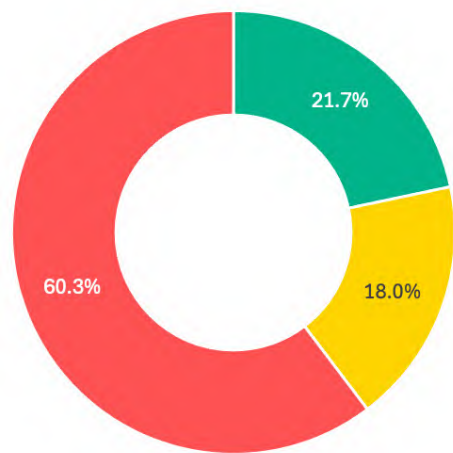


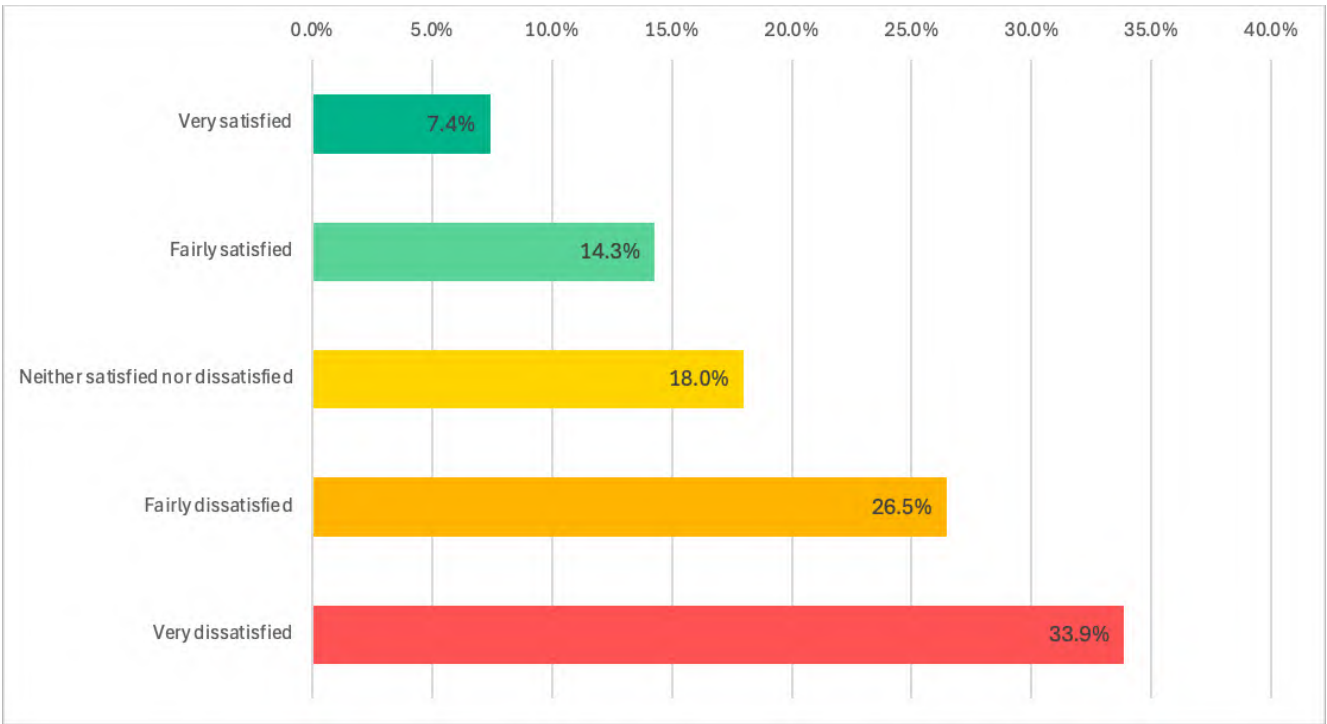
Figure 19 – complaints handling (n=189)

Figure 19 shows that 21.7% (41 respondents) agreed compared to 60.3% (114 respondents) who disagreed and a further 18% (34 respondents) who neither agreed nor disagreed.

Satisfaction increased by 0.1% v/s 2024

Further detail for TP09 is shown in Figure 20 below.

Figure 20 - complaints handling (n=189)



3.10. TP10 – Communal areas

All tenants were asked, “Do you live in a building with communal areas, either inside or outside, that Redditch Borough Council is responsible for maintaining?” A total of 29.2% (191 respondents) stated ‘Yes’, 65.1% (426 respondents) stated ‘No’ and 5.6% (37 respondents) stated ‘Don’t Know’

All tenants who answered ‘Yes’ were then asked, “How satisfied or dissatisfied are you that Redditch Borough Council keeps these communal areas clean and well maintained?”

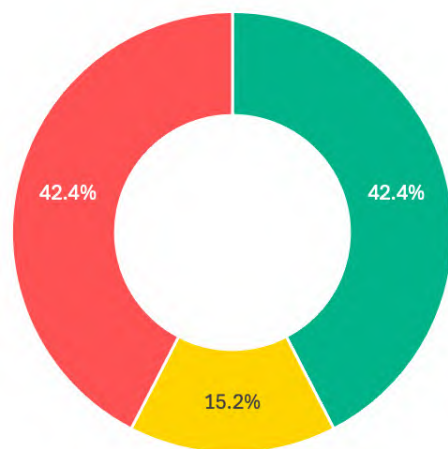


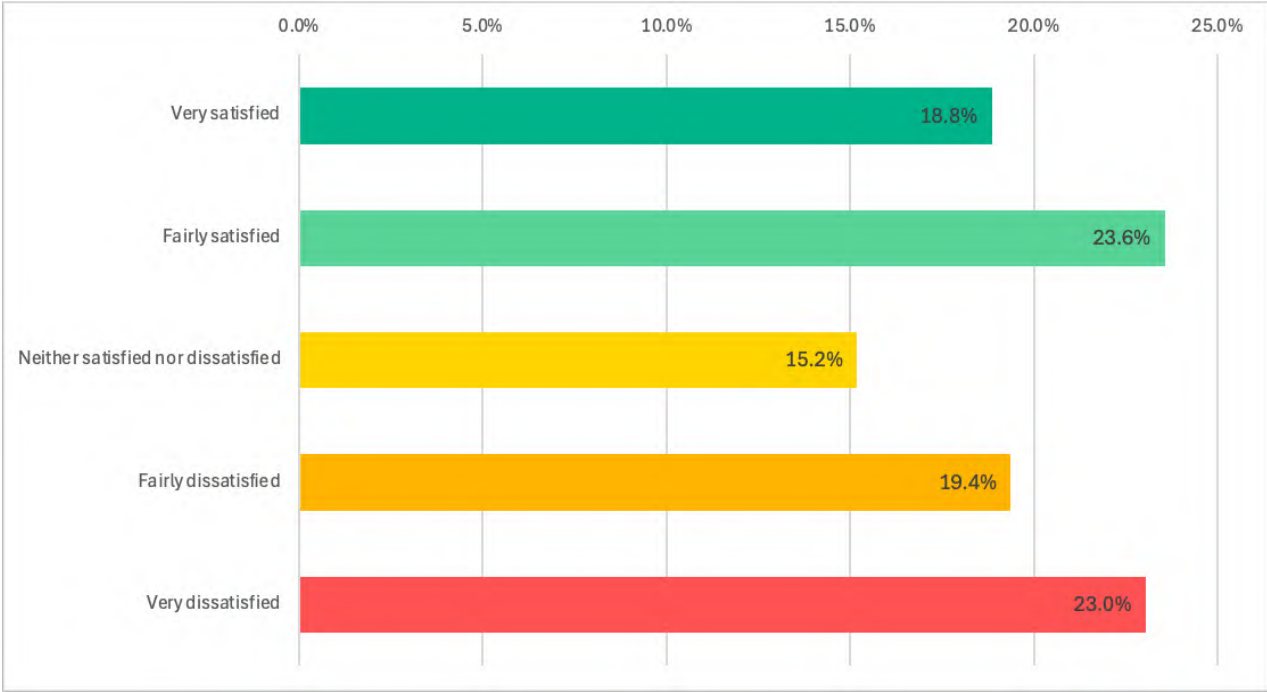
Figure 21 – communal areas (n=191)

Figure 21 shows that 42.4% (81 respondents) agreed compared to 42.4% (81 respondents) who disagreed and a further 15.2% (29 respondents) who neither agreed nor disagreed.

Satisfaction increased by 0.6% v/s 2024

Further detail for TP10 is shown in Figure 22 below.

Figure 22 - communal areas (n=191)



3.11. TP11 – Contribution to neighbourhood

All tenants were asked, “How satisfied or dissatisfied are you that Redditch Borough Council makes a positive contribution to your neighbourhood?”

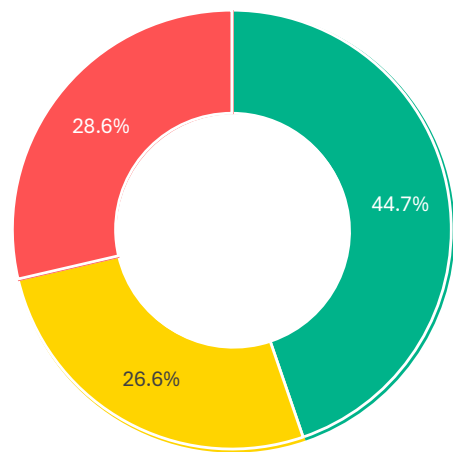


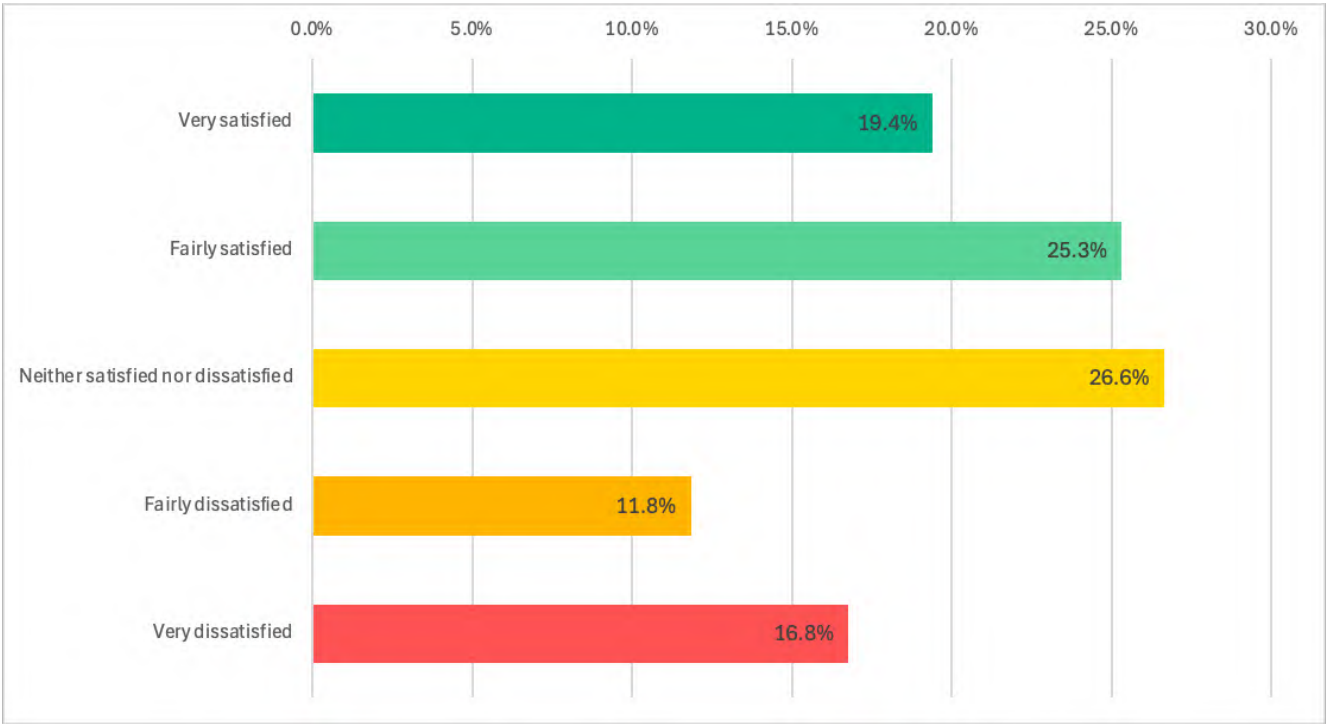
Figure 23 – neighbourhood contribution (n=608)

Figure 23 shows that 44.7% (272 respondents) agreed compared to 28.6% (174 respondents) who disagreed and a further 26.6% (162 respondents) who neither agreed nor disagreed.

Satisfaction increased by 5.4% v/s 2024

Further detail for TP11 is shown in Figure 24 below.

Figure 24 - neighbourhood contribution (n=608)



3.12. TP12 – Anti-social behaviour

All tenants were asked, “How satisfied or dissatisfied are you with Redditch Borough Council's approach to handling anti-social behaviour?”

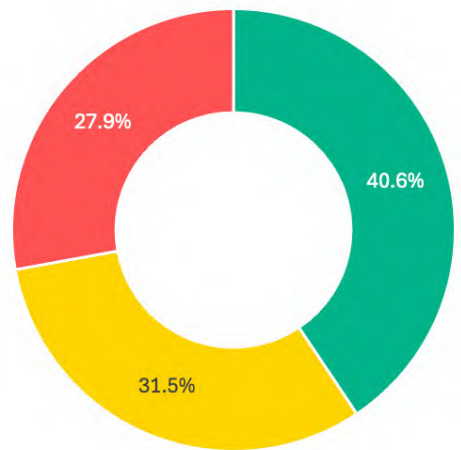


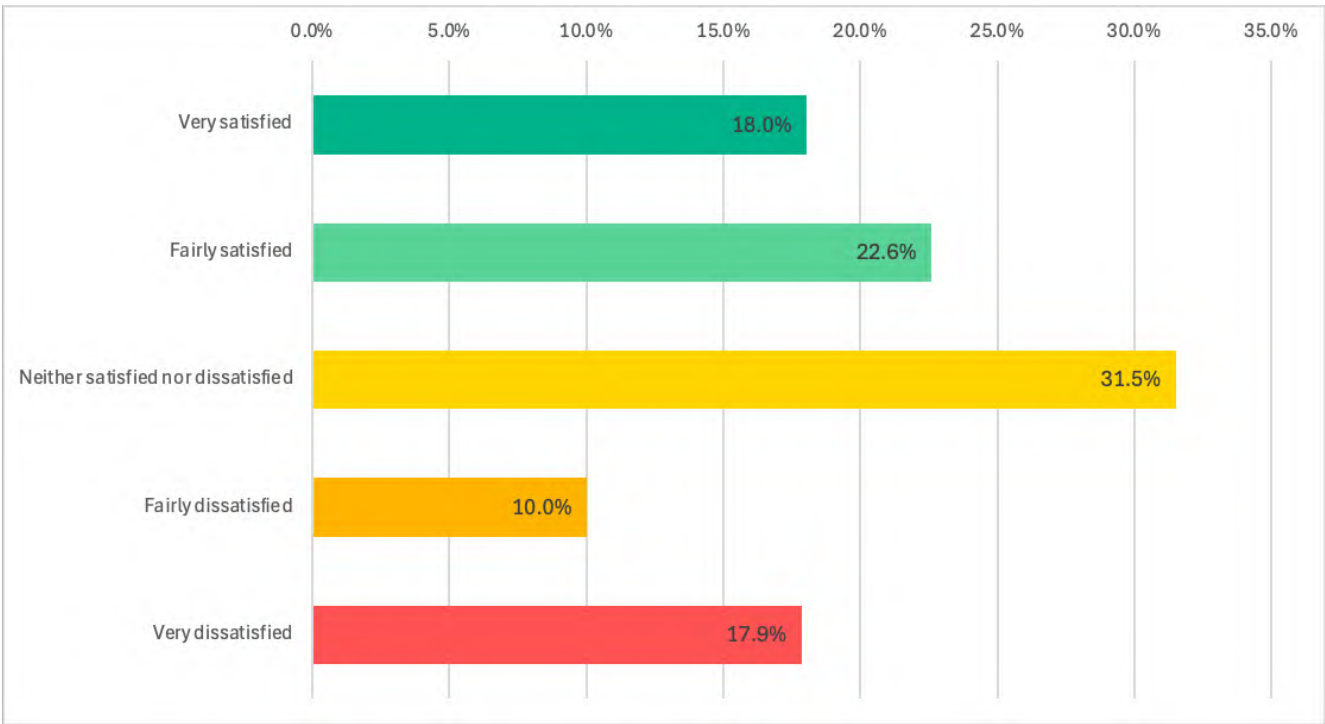
Figure 25 – anti-social behaviour (n=549)

Figure 25 shows that 40.6% (223 respondents) agreed compared to 27.9% (153 respondents) who disagreed and a further 31.5% (173 respondents) who neither agreed nor disagreed.

Satisfaction increased by **1%** v/s 2024

Further detail for TP12 is shown in Figure 26 below.

Figure 26 - anti-social behaviour (n=549)



4. Comments Summary

As part of the survey all respondents were given the opportunity to add comments after 4 questions to help Redditch Borough Council get a better understanding of the reasons for feedback results.

In the following pages we have presented a comment summary for each question with a breakdown of key themes. This data is analysed using AI.

4.1 Comments about overall satisfaction

After question TP01 "Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by Redditch Borough Council?" tenants were asked a follow up question; "Please tell us more about your experience of being a tenant of Redditch Borough Council"

Of the 654 respondents, 463 (70.8%) left a comment.

Comments Summary:

The survey comments highlight mixed experiences, with the most common concerns revolving around **repairs and maintenance delays, council services responsiveness, and frustration with communication issues.**

Many residents expressed dissatisfaction with long wait times for repairs and difficulties in reaching the right council departments, though some acknowledged helpful staff and positive neighborhood experiences.

While frustrations were evident, the overall sentiment remained **neutral to slightly positive**, suggesting a balance between complaints and constructive feedback.

Improving response times, communication, and service quality could significantly enhance resident satisfaction.

Key Themes

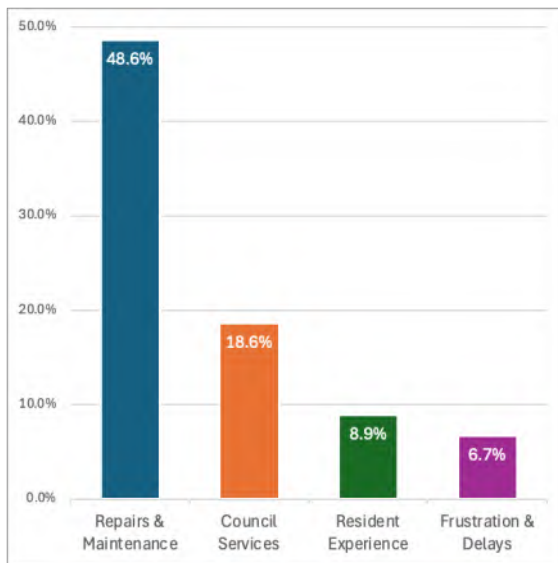


Figure 27 – Key Themes for TP01

Alongside the main themes, there were also key sub themes in each. These are detailed below:

1. Repairs & Maintenance

- Long wait times for repairs (e.g., leaks, broken fences, heating issues).
- Poor quality of work, requiring repeated repairs.
- Lack of communication about when repairs will be done.

2. Council Services

- Lack of response from the council regarding complaints.
- Difficulty in getting through to the right department.
- Some praise for helpful staff, but mostly complaints about inefficiency.

3. Resident Experiences

- Older residents feeling unsafe or unsupported.
- Positive and negative experiences with neighbors.
- Some residents happy with their living situation, others struggling

4. Frustration and Delays

- Delayed responses and lack of updates on issues.
- Feeling ignored or dismissed when raising concerns.
- General dissatisfaction with service levels.

4.2 Comments about repairs

After question TP03 “How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?” tenants were asked a follow up question; “Please tell us more about your experience of our repairs service”
Of the 448 respondents that had received a repair, 285 (63.6%) left a comment.

Comments Summary:

The survey comments reflect significant dissatisfaction with **repair and maintenance** services, with a notable portion of negative sentiment. Customers frequently report long wait times for repairs, delays in addressing issues, and repeated problems due to slow responses. Many comments highlight **poor workmanship** and incomplete jobs, necessitating follow-up repairs.

Additionally, there is frustration over **unclear timelines** and **lack of communication** regarding job completion, leading to further inconvenience. Service delivery issues, including contractors arriving late and a lack of updates, have disrupted customers' schedules, contributing to the overall dissatisfaction in those who have left comments.

Key Themes

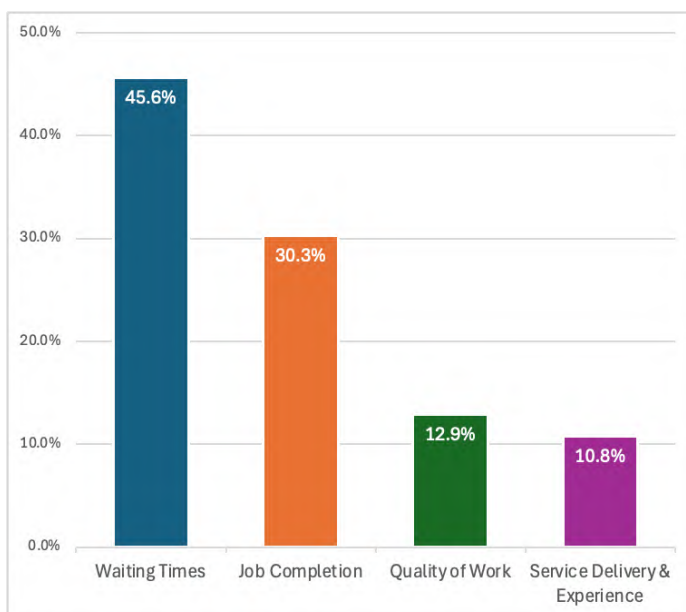


Figure 28 – Key Themes for TP03

Alongside the main themes, there were also key sub themes in each. These are detailed below:

1. Waiting Times

- Long wait times for repairs
- Delays in getting issues resolved causing repeat issues of increasing severity

2. Job Completion

- Inconsistent resolution to repairs often being left incomplete
- Jobs taking longer than expected
- Lack of communication on timelines for the work and completion

3. Quality of Work

- Overall work quality
- Repairs need to be redone because of poor work initially
- Original issue not solved fully by the repair

4. Service Delivery & Experience

- Contractor arriving late or not turning up when expected
- Poor communication on status of repair causing frustration
- Delays in service affecting customer schedule (having to change availability etc)

4.3 Comments about safety of home

After question TP05 “Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Redditch Borough Council provides a home that is safe?” tenants that answered ‘Neither agree nor disagree, disagree or strongly disagree’ were asked a follow up question; “Please tell us more about why the condition of your home does not make you feel safe”

Of the 249 respondents that answered neutrally or negatively, 249 answered either ‘Neither agree nor disagree, disagree or strongly disagree’ 221 (88.7%) left a comment.

Comments Summary:

A significant portion of the feedback focuses on **maintenance issues**, with tenants expressing concerns about broken or outdated fixtures, such as doors, boilers, and lights, as well as issues like mold and cold drafts. Some tenants highlighted **safety and security** concerns, particularly around intercoms and the overall condition of the property. Others noted

frustrations with poor **communication** and delays in addressing issues. A smaller number of comments touched on **living conditions**, with tenants expressing health-related concerns.

Despite the frustration, there were positive remarks about the overall environment, with some long-term residents expressing general satisfaction, though there remains a clear desire for improvements in maintenance and communication.

Key Themes

Alongside the main themes, there were also key sub-themes and significant key words. These are detailed below:

Figure 29 – Key Themes for TP05.

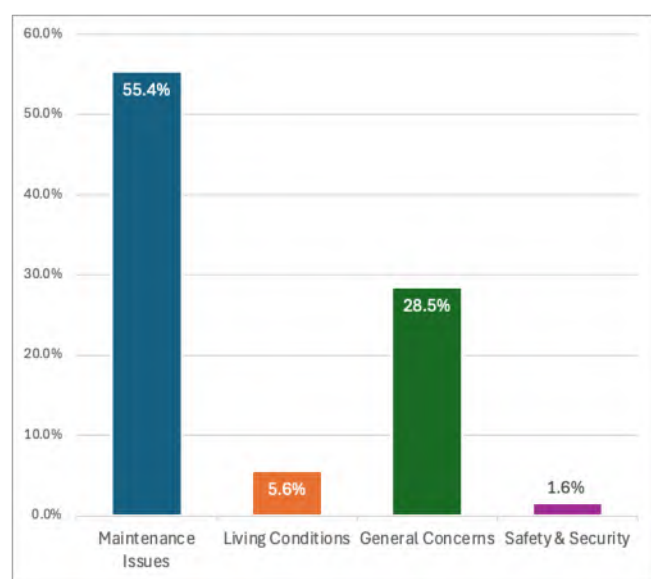
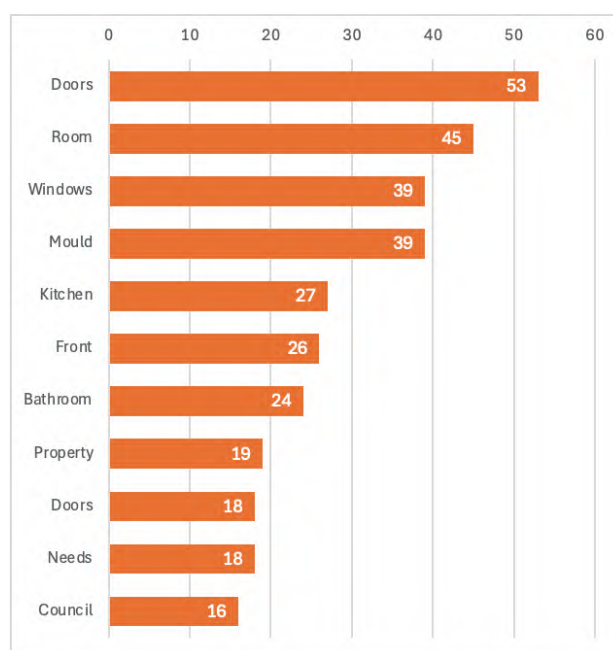


Figure 30 – Key Words for TP05



1. Maintenance Issues

- Condition and upkeep of property
- Issues with mould, leaks, floorboards, windows and doors
- General kitchen & bathroom concerns

2. Living Conditions

- Health impact of things like mould creating allergies
- Poor condition leading to reduced comfort in the home

3. General Concerns

- Noise experienced due to property location
- Issues with communication or lack of response from landlord

4. Safety & Security

- Malfunctioning security tools like intercoms
- Issues with privacy solutions (fences) not being repaired quick enough

4.4 Comments about complaints handling

After question TP09 "How satisfied or dissatisfied are you with Redditch Borough Council's approach to complaints handling?" tenants who had made a complaint in the past 12 months were asked a follow up question; "Please tell us more about your experience of our complaints service"

Of the 189 respondents that had made a complaint, 139 (73.5%) left a comment.

Comments Summary:

The comments reflect significant dissatisfaction with complaints handling. Many respondents express frustration with the council's **responsiveness**, citing delays and poor communication, with repeated complaints about unresolved **repairs and maintenance issues**. There are consistent concerns about not being heard or ignored, especially when it comes to handling **customer service** issues and requests for repairs.

While some respondents mention positive experiences, the majority highlight issues with slow responses, unfulfilled promises, and lack of action, leading to a sense of being neglected or mistreated.

Overall, the comments paint a picture of ongoing **frustration** and unmet expectations across various aspects of service.

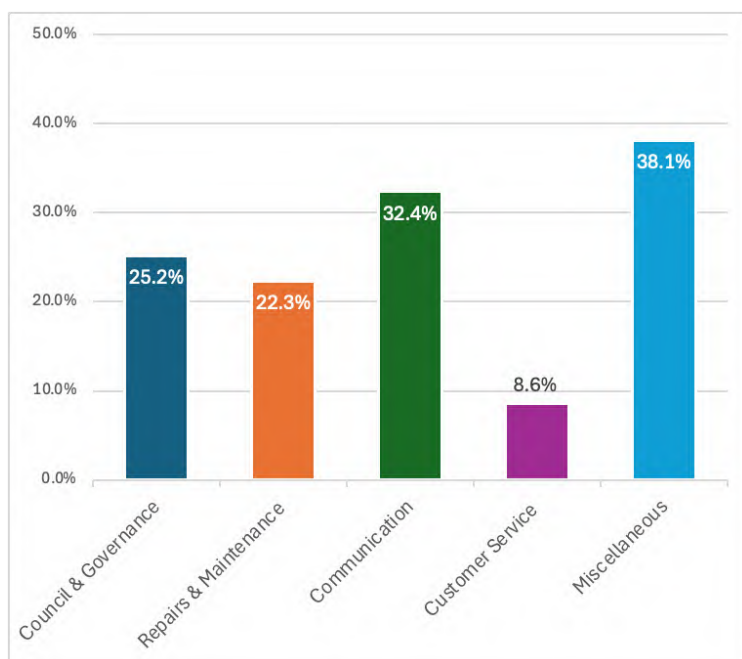


Figure 31 – Key Themes for TP09

Alongside the main themes, there were also key sub themes in each. These are detailed below:

1. Council & Governance

- Dissatisfaction with lack of action from council on issues affecting tenants
- Frustration on repairs and delays

2. Repairs & Maintenance

- High number of issues with outstanding repairs
- Causing frustration and loss of trust

3. Communication

- Poor communication particularly on logged issues
- Things can drag on for months without resolution or update

4. Customer Service

- Frustration with level of service comes back again to communication and response delays

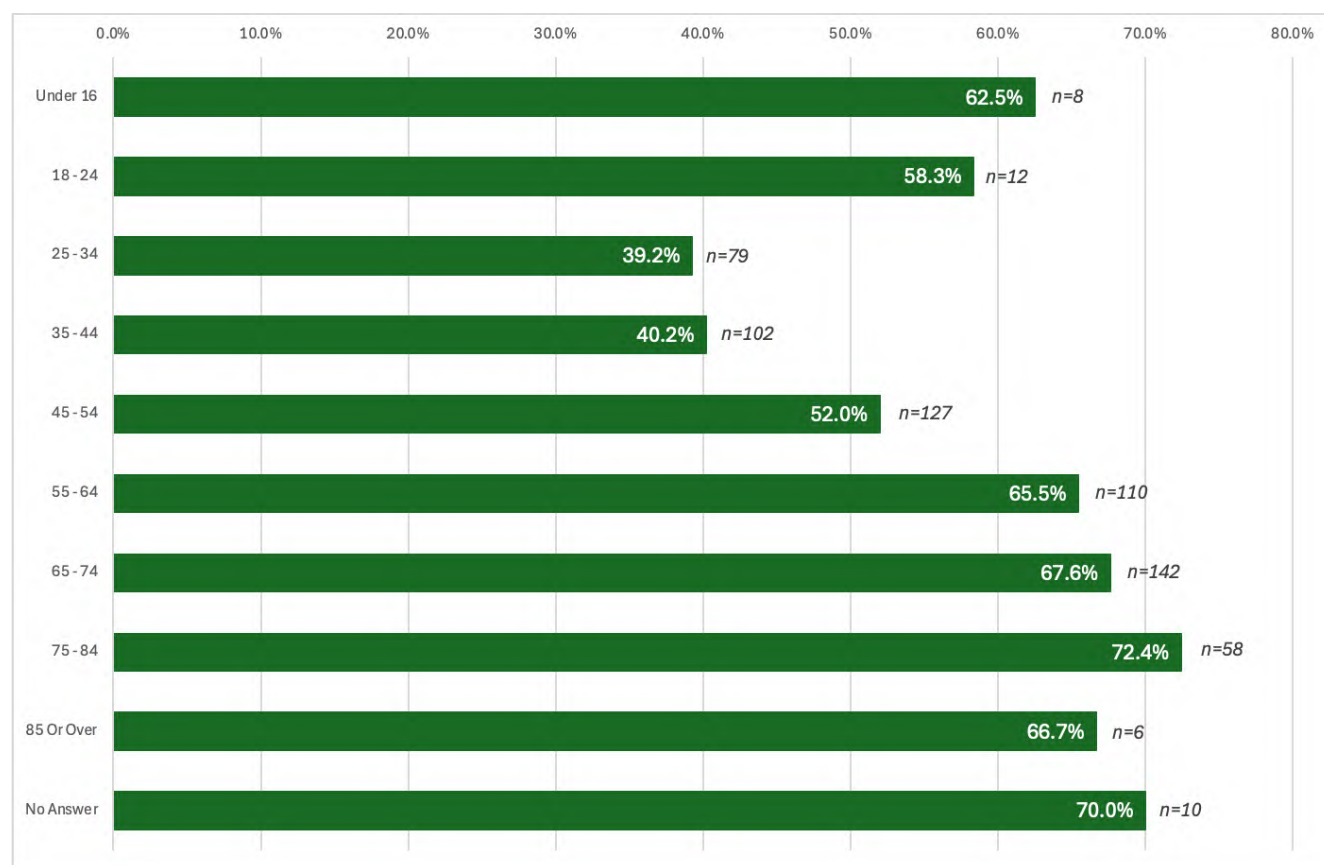
5. Satisfaction by Characteristics

As part of the survey all respondents were asked to answer some questions about themselves. These answers are self-selected by the respondent. Scores are not weighted.

5.1. Satisfaction by age of respondent

Satisfaction is highest in age groups 65+ and is lowest in the age groups 25 - 44

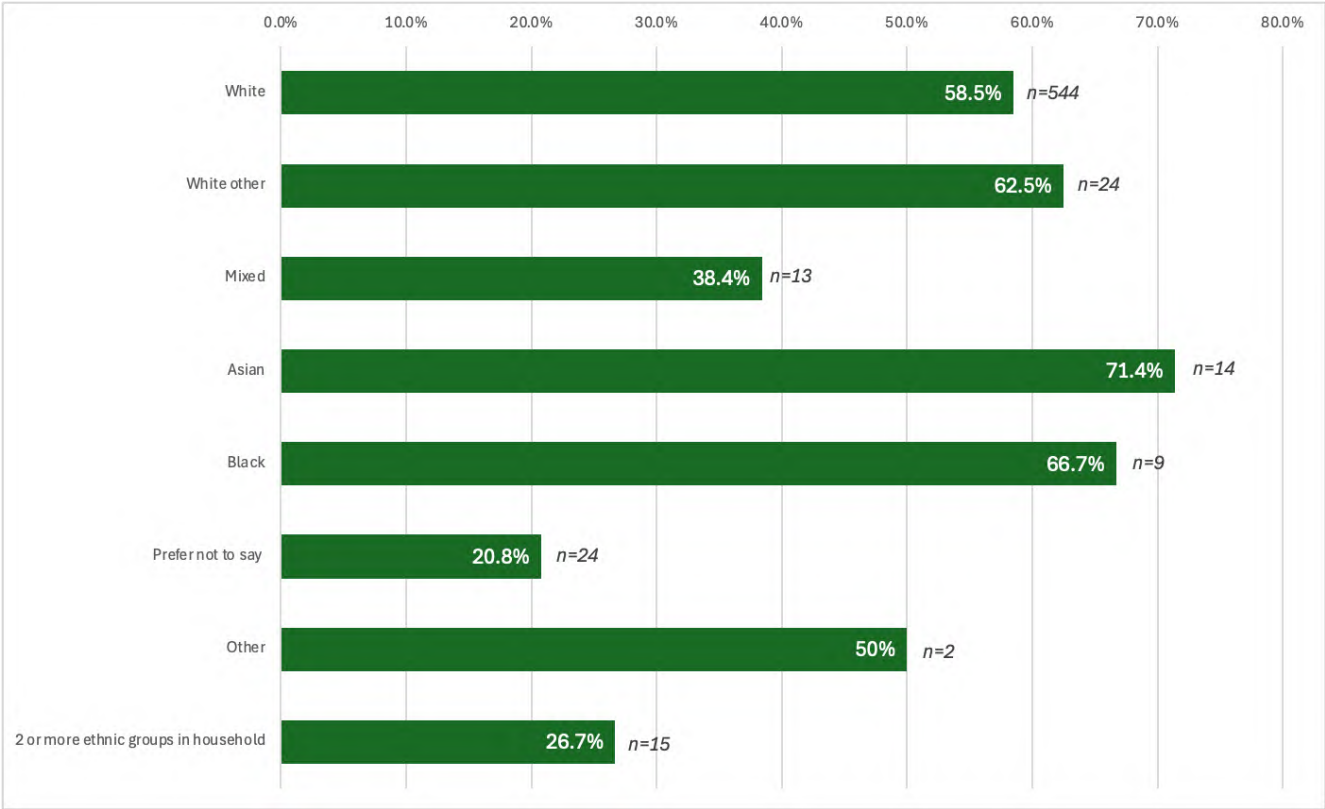
Figure 32 – satisfaction by age



5.2. Satisfaction by ethnic group/s of tenant household

Satisfaction is highest in the Black and Asian ethnic groups although the proportion of respondents is low. Tenants who chose prefer not to say had the lowest satisfaction overall.

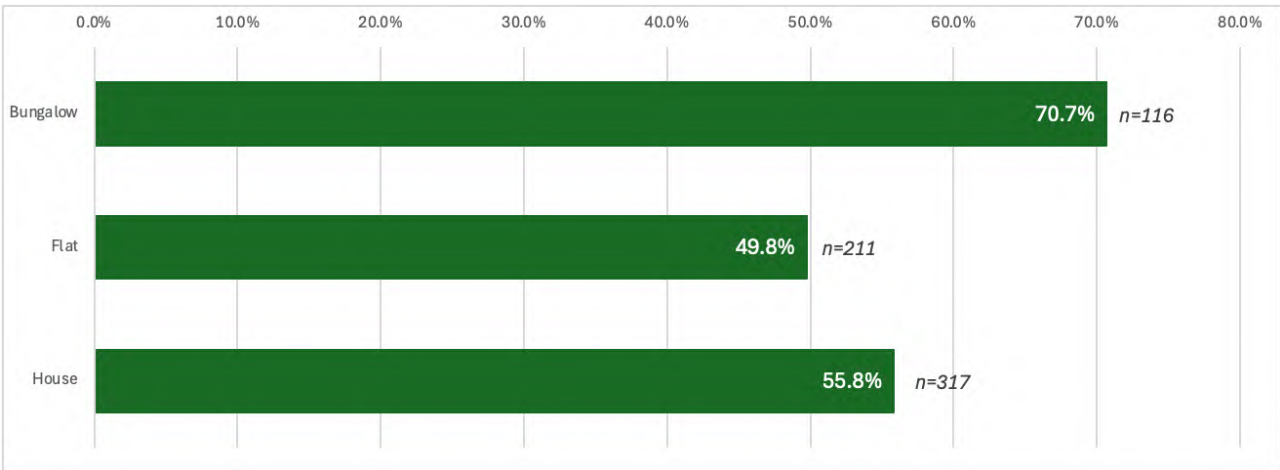
Figure 33 – satisfaction by ethnic group



5.3. Satisfaction by property type

Satisfaction is highest for tenants in bungalows and lowest in those tenants that have a flat. Please note that one tenant left no answer to this question.

Figure 34 – satisfaction by property type



5.4. Satisfaction by survey invitation method

Satisfaction was a little higher for those who completes using the website link but makes up a small proportion of responses at 8%. Completion statistics for each survey invite method were:

SMS 522 Responses - 79.8%
Telephone 78 Responses – 11.9%
Website 54 Responses – 8.3%

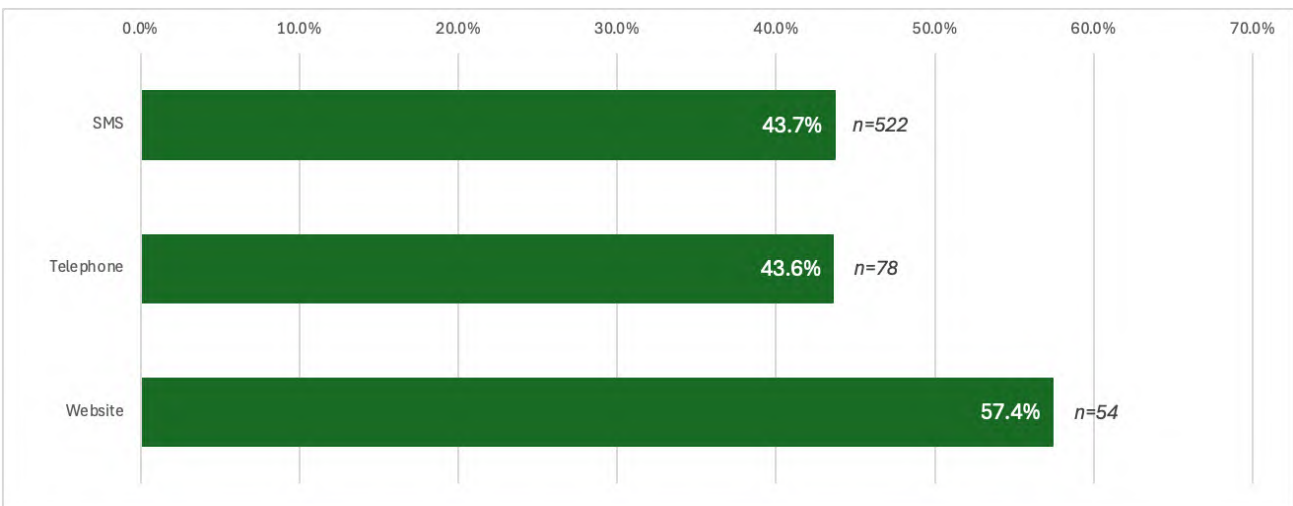


Figure 35 – satisfaction by invite method

6. Key Drivers

Customer insight like the TSM survey can provide vital insight into tenants' perspectives and their experiences with your organisation. But when looking at your results we have also investigated whether there are any elements of service that influence overall satisfaction. We achieve this by carrying out key driver analysis on your results.

To get a better understanding of what influences overall satisfaction we run a correlation analysis (known as a Pearson's r) of the relationship between overall satisfaction and each of the other questions in the survey.

Correlation will determine a value between +1 and -1, whereby the closer to +1 or -1 the value is, the larger the actual relationship or effect is (positively or negatively).

When looking at the key driver results (see figure 35 below), we can see very strong positive correlation between TP01 and TP04 (well-maintained home) and TP05 (safe home) and strong correlations also for repairs (TP02/TP03). These results suggest that investing in these areas would deliver the highest potential for overall satisfaction improvement for tenants.

Interestingly, your lowest scoring question; TP09 – Complaints Handling was shown to have a moderately significant negative relation on the overall satisfaction, a change from 2024 results, suggesting that complaints are having more impact on overall satisfaction of tenants.

All other questions are showing small correlations, nothing that we would investigate in any further detail as it is unlikely to deliver any value.

Figure 36 – Key Driver Analysis



7. Conclusion

This report has presented TSM results from 654 Redditch Borough Council tenants between 20 January and 14 February 2025.

Areas to focus on are as follows:

- **Overall satisfaction (TP01):** This measure is often used as the main measure of service performance. In 2025, Redditch Borough Council achieved a score of 56.7%. This is an improvement of 9.4% compared to 2024. When reviewing the rest of the results and the comments we can see that a high area of frustration and dissatisfaction is in maintenance, repairs and complaints.
- **High scoring areas of satisfaction:** The top scoring areas of satisfaction were:
 - I. **TP02:** 66.7% of tenants said that they were satisfied with the overall repairs service, an improvement of 13.3%
 - II. **TP05:** 61.7% of tenants said that they agreed that they were provided with a safe home, this is an improvement of 13.7%
- **Low scoring areas of satisfaction / high dissatisfaction:** One area reflecting particularly low satisfaction was complaints handling. Based on those who stated they had made a complaint in the last 12 months, this scored just 21.7% satisfaction. This remains the same as 2024 so no discernible improvement made during the previous year. Dissatisfaction for this measure was 60.3%, a small improvement on 2024 and 33.9% stated they were 'very dissatisfied', a 4.5% improvement compared to 2024. So, although the score remained the same, there was some movement out of the dissatisfied category which is positive.
- **Best improved question YOY:** Compared to 2024, TP05 'providing a home that is safe' saw an improvement of 13.7%
- **Identifying what drives overall satisfaction:** Based on the results, the top service areas driving satisfaction in Redditch Borough Council are providing a well-maintained home (TP04), providing a safe home (TP05), and repairs service (TP02 & TP03).
Driving dissatisfaction more significantly in 2025 results is complaints handling (TP09)

Based on all the findings in this report, it can be concluded that there has been improvement compared to 2024 but improvement can still be achieved. Focussing upon the key drivers will help increase satisfaction for most tenants over time, whilst consideration should also be given to areas of low satisfaction (specifically complaints).

8. Next Steps and recommendations

While the results in this report go some way to delivering core insight on how your tenants feel about Redditch Borough Council as a landlord, they should just be the start of the process to delivering improved service to tenants.

Following this second execution of your TSM survey we have included below some ideas and suggestions of how the process could be improved in future and what action might be taken following the results.

- **Survey Frequency:** consider sending the survey to a sample of residents each quarter, this would provide a trend through the year and give enhanced insight and seasonal trends.
- **Tenant Contact Details:** One of the core challenges with this iteration was access to quality contact details for tenants. This should be a focus in the coming months to ensure you can access as many tenants as possible directly via SMS/Email
- **Tenant Demographic Data:** Without access to tenant profiles, it was challenging to assess whether the results we collected were representative.
- **Tenant Participation:** consider working with tenant groups to better understand the reality of being a tenant of Redditch Borough Council. These groups could advocate for survey completion and encourage participation in future.
- **Service Review – Complaints Handling:** as your lowest performing question, there is an opportunity to review the process for complaints handling, possibly utilising the tenant participation groups, to plan improvements to this process for tenants.
- **Service Review – Repairs Process:** While your repair questions scored high in relation to others, the comments showed a distinct feeling of frustration and concern with the process for managing repairs and communicating with Tenants about their repair.

The higher score should not divert you from the fact that these questions hold the highest correlation to satisfaction and as such are the most important area to improve to continue to improve overall experience.