

REDDITCH BOROUGH COUNCIL

Tenant Satisfaction Measures Results

MARCH 2026

WE LOVE SURVEYS

Written by: Helen Dargie



we  surveys

Contents

Executive Summary	3
1. Summary of TSM Survey Results.....	4
2. Overview of the TSM Survey Approach.....	5
3. Results.....	6 - 17
3.1. TP01 – Overall satisfaction	
3.2. TP02 – Satisfaction with repairs	
3.3. TP03 – Time to complete repairs	
3.4. TP04 – Well maintained home	
3.5. TP05 – Safety of the home	
3.6. TP06 – Listening and acting on tenant views	
3.7. TP07 – Keeping tenants informed.	
3.8. TP08 – Treat tenants fairly and with respect	
3.9. TP09 – Complaints handling	
3.10. TP10 – Clean and well-maintained communal areas	
3.11. TP11 – Positive contribution to neighbourhood	
3.12. TP12 – Approach to anti-social behaviour	
4. Comments Summary.....	18 -24
5. Further Analysis.....	25 -27
6. Key Drivers.....	28-29
7. Conclusion.....	30
8. Next Steps & Recommendations.....	31

EXECUTIVE SUMMARY

Redditch Borough Council commissioned independent organisation, We Love Surveys Ltd to carry out their Tenant Satisfaction Measures survey between January and February 2026, 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 64.6%

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

TP02: 71.7% of tenants said that they were satisfied with the overall repairs service.

TP05: 70.4% 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 28.2% of tenants said that they were satisfied with the approach to complaints handling.

TP10: 53.7% of tenants said that they were satisfied with the maintenance of communal areas

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 (excluding NA & Don't know responses)	V/S 2025 Results
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Redditch Borough Council?	64.6%	889	7.8%
TP02	How satisfied or dissatisfied are you with the overall repairs service from Redditch Borough Council over the last 12 months?	71.7%	612	5.0%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	65.4%	610	4.5%
TP04	How satisfied or dissatisfied are you that Redditch Borough Council provides a home that is well maintained?	65.1%	857	9.6%
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?	70.4%	854	8.7%
TP06	How satisfied or dissatisfied are you that Redditch Borough Council listens to your views and acts upon them?	56.2%	811	11.9%
TP07	How satisfied or dissatisfied are you that Redditch Borough Council keeps you informed about things that matter to you?	60.7%	805	12.8%
TP08	To what extent do you agree or disagree with the following: Redditch Borough Council treats me fairly and with respect?	67.8%	829	9.7%
TP09	How satisfied or dissatisfied are you with Redditch Borough Council's approach to complaints handling?	28.2%	213	6.5%
TP10	How satisfied or dissatisfied are you that Redditch Borough Council keeps these communal areas clean and well maintained?	53.7%	270	11.3%
TP11	How satisfied or dissatisfied are you that Redditch Borough Council makes a positive contribution to your neighbourhood?	58.1%	749	13.3%
TP12	How satisfied or dissatisfied are you with Redditch Borough Council's approach to handling anti-social behaviour?	55.7%	645	15.0%

Figure 1 – Summary of TSM Survey Results (n=889)

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 – 21 February 2026
Total surveyable population	5,500
Total sample size achieved (total number of responses)	889
Statistical confidence achieved	+/- 3%
Reasons for any failure to meet the required sample size	Not Applicable
Collection method	Web Based Collection. Tenants invited to take part via: - SMS Invitation - Telephone (for tenants who called during the survey period) - Website - Hard copy (paper) survey on request
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 was 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 889 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?"

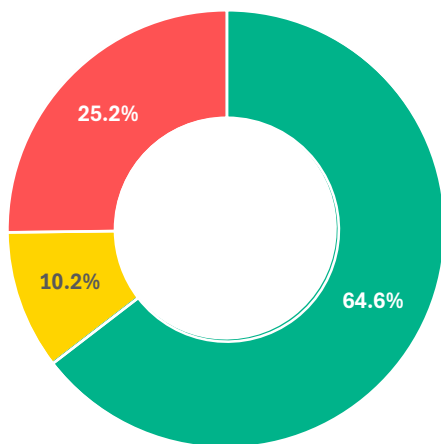


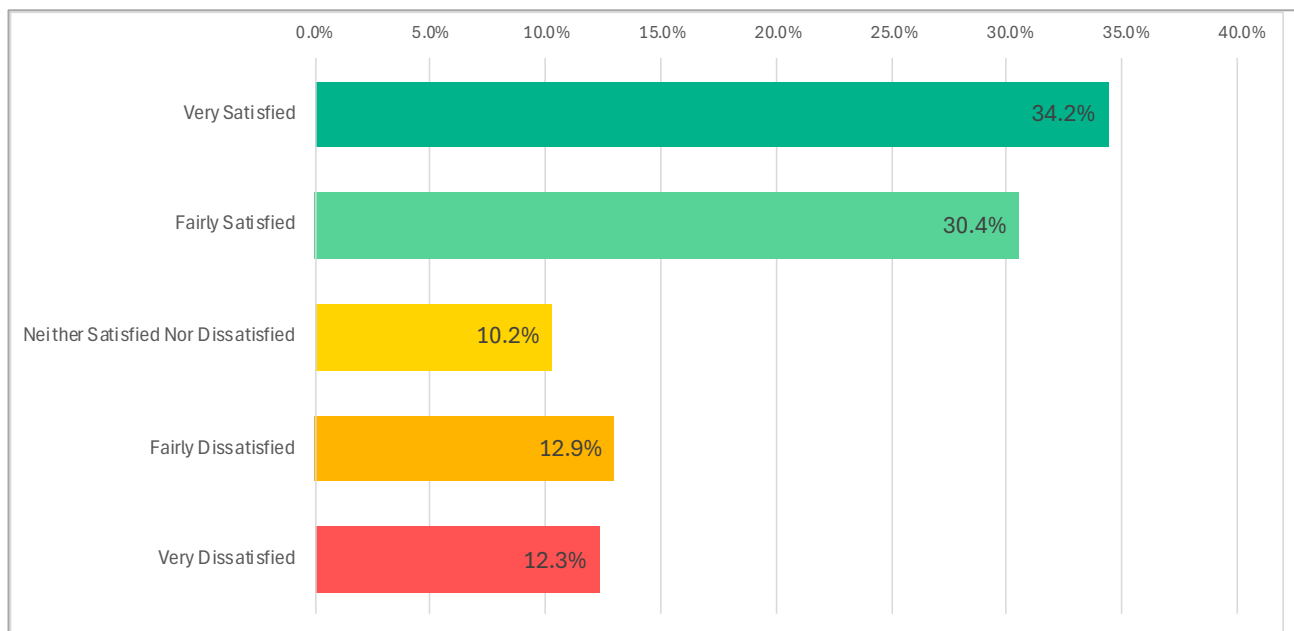
Figure 3 – Overall Satisfaction (n=889)

Figure 3 shows that 64.6 % (574 respondents) were satisfied, compared to 25.2% (224 respondents) dissatisfied and a further 10.2% (91 respondents) who were neither satisfied nor dissatisfied.

Overall satisfaction increased by **7.8%** v/s 2025

Further detail for TP01 is shown in Figure 4 below.

Figure 4 – Overall Satisfaction (n=889)



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 879 tenants that answered the question, 623 (71%) indicated that they had received a repair and 256 (29%) 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?”

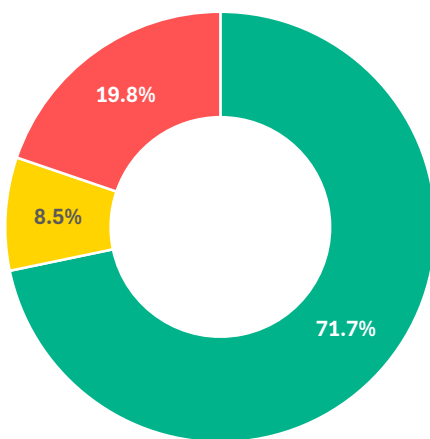


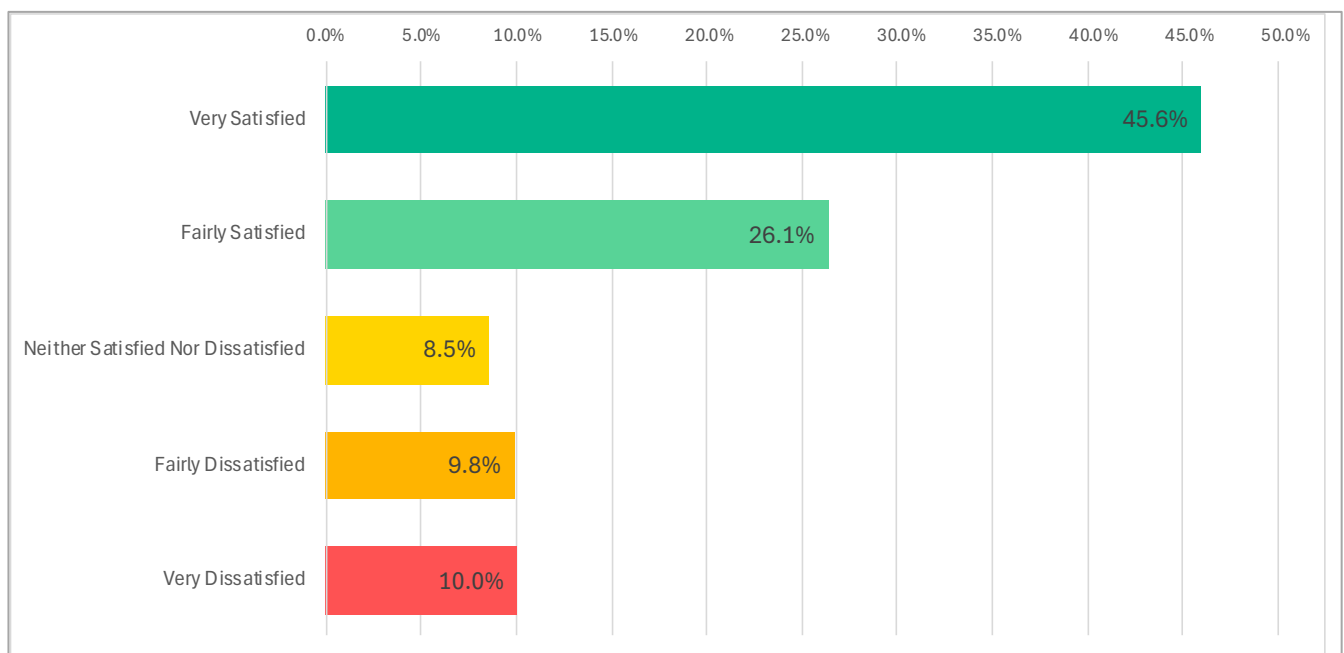
Figure 5 –Repairs Satisfaction (n=612)

Figure 5 shows that 71.7% (439 respondents) were satisfied, compared to 19.8% (121 respondents) dissatisfied and a further 8.5% (52 respondents) who were neither satisfied nor dissatisfied.

Satisfaction with repairs increased by 5% v/s 2025

Further detail for TP02 is shown in Figure 6 below.

Figure 6 – Repairs Satisfaction (n=612)



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?"

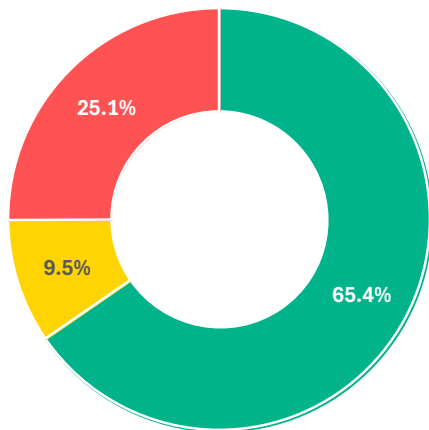


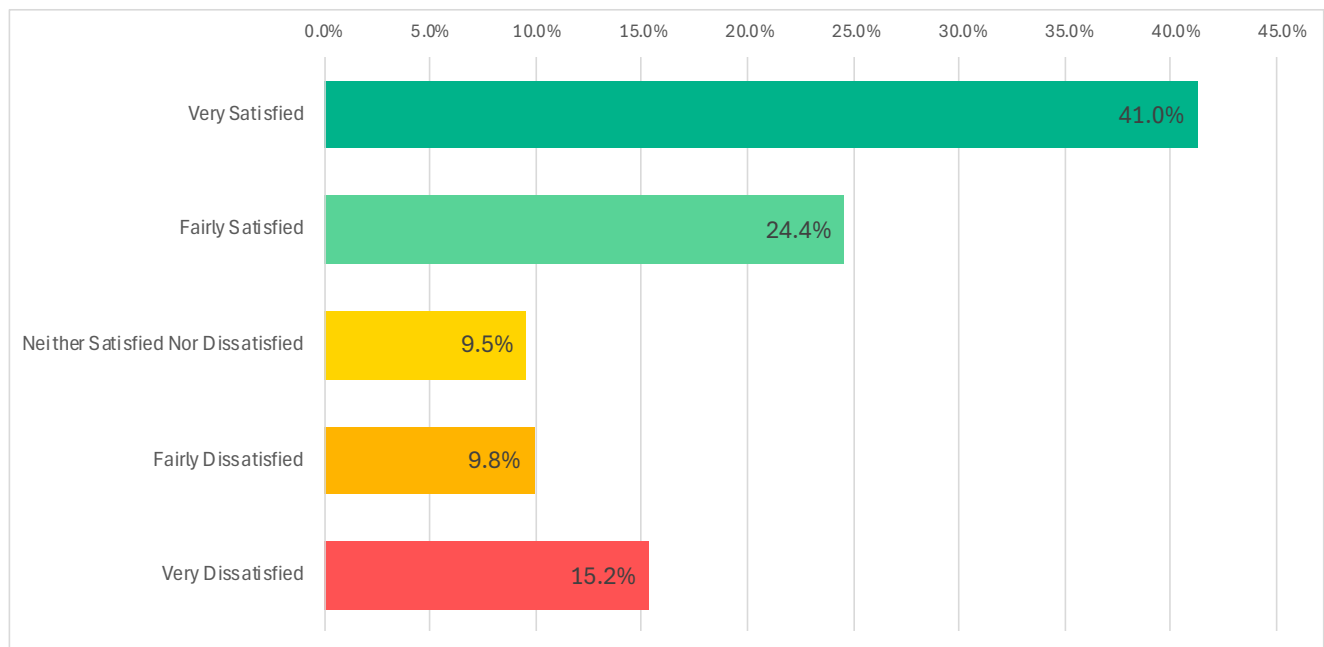
Figure 7 –Repairs Timing Satisfaction (n=610)

Figure 7 shows that 65.4% (399 respondents) were satisfied, compared to 25.1 (153 respondents) dissatisfied and a further 9.5% (58 respondents) who were neither satisfied nor dissatisfied.

Satisfaction with repair timing increased by 4.5% v/s 2025

Further detail for TP03 is shown in Figure 8 below.

Figure 8 – Repairs Timing Satisfaction (n=610)



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.

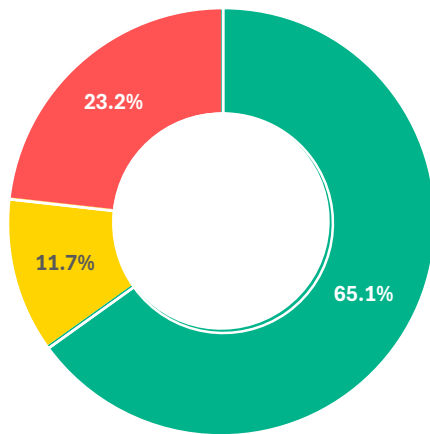


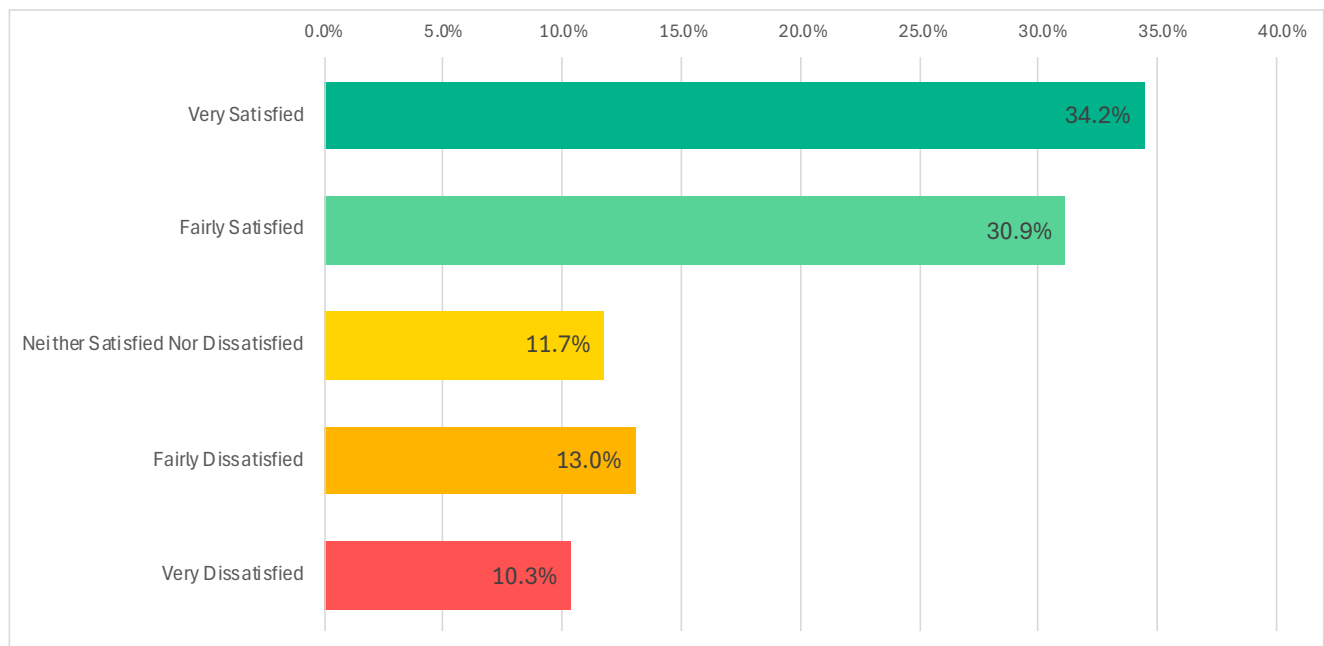
Figure 9 – Well maintained home (n=857)

Figure 9 shows that 65.1% (558 respondents) were satisfied, compared to 23.2% (199 respondents) dissatisfied and a further 11.7% (100 respondents) who were neither satisfied nor dissatisfied.

Satisfaction with home maintenance increased by **9.6%** v/s 2025

Further detail for TP04 is shown in Figure 10 below.

Figure 10 – Well maintained home (n=857)



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?"

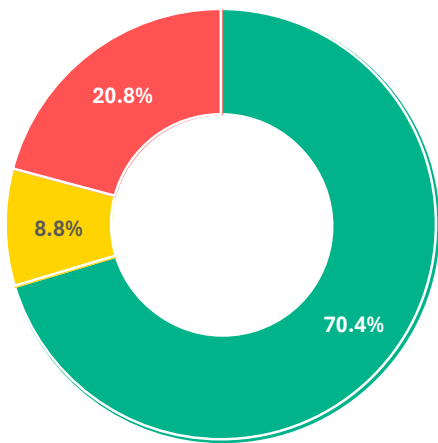


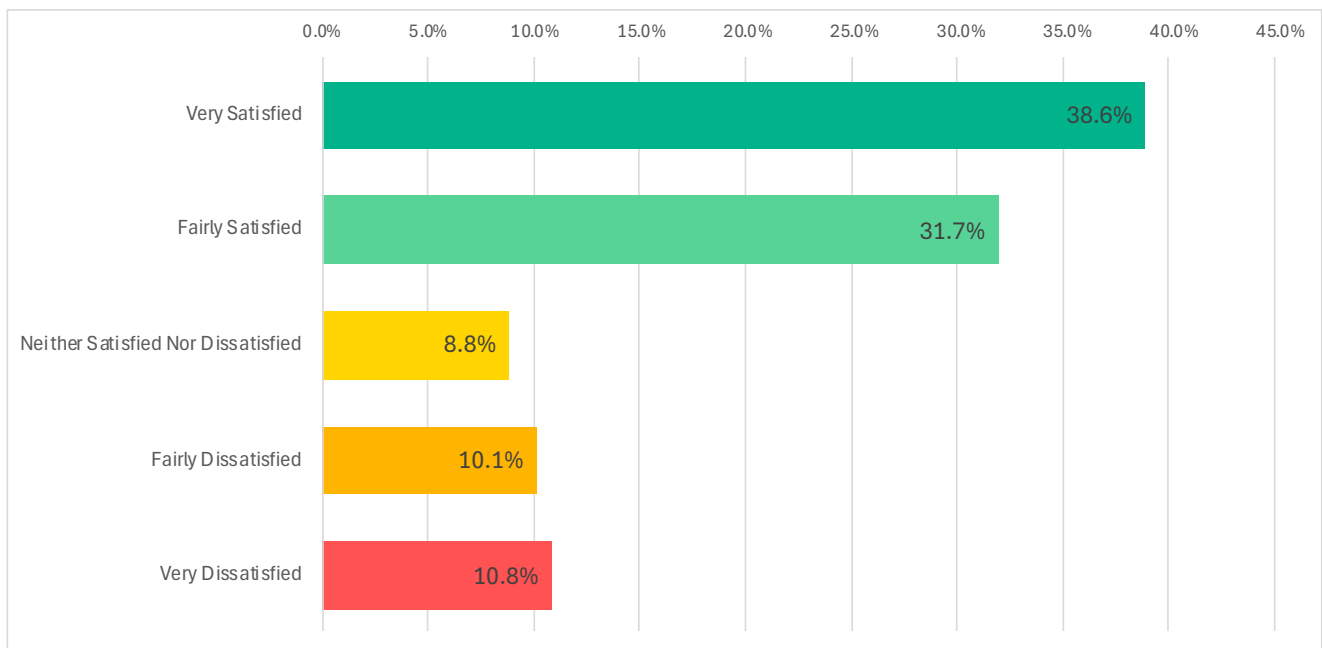
Figure 11 – Safe home (n=854)

Figure 11 shows that 70.4% (601 respondents) were satisfied, compared to 20.8% (178 respondents) dissatisfied and a further 8.8% (75 respondents) who were neither satisfied nor dissatisfied.

Satisfaction with safety of the home increased by 8.7% v/s 2025

Further detail for TP05 is shown in Figure 12 below.

Figure 12 – Safe home (n=854)



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?”

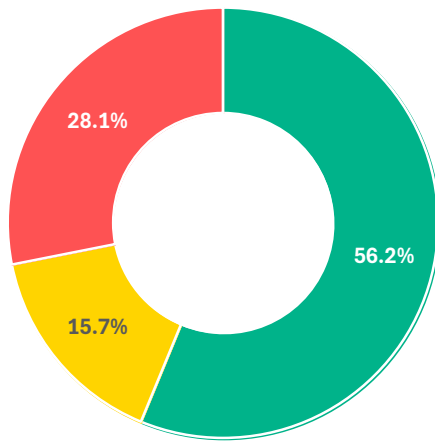


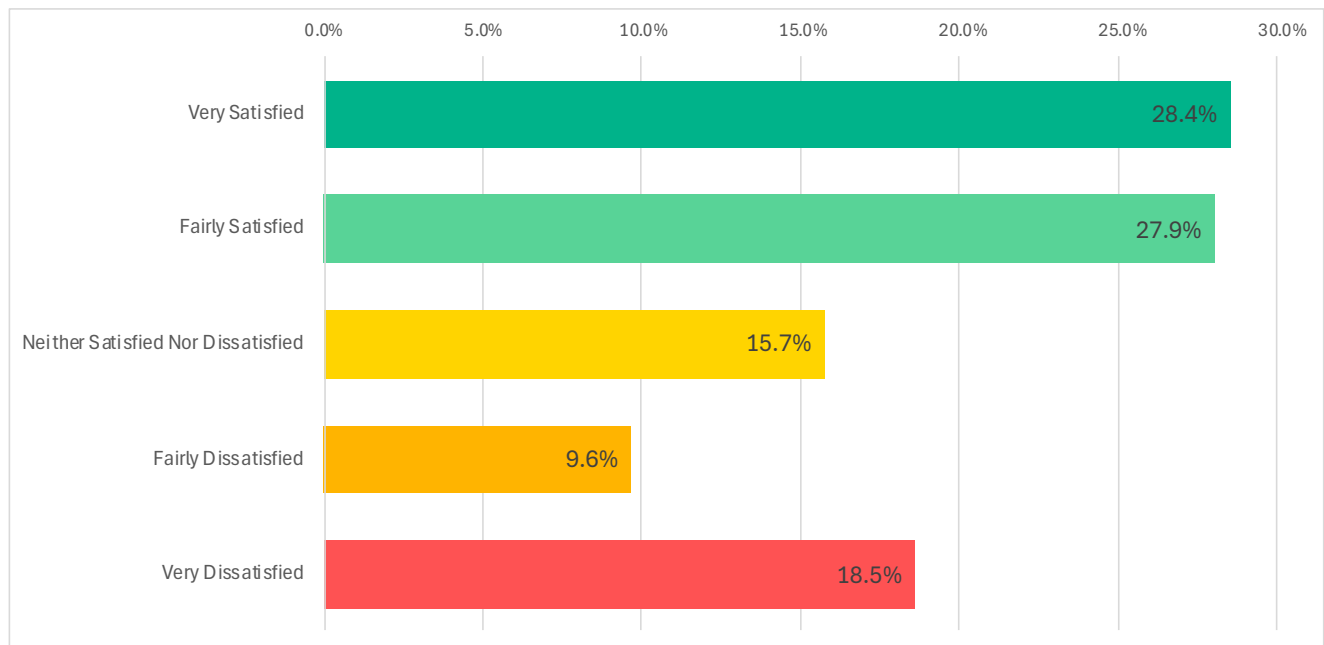
Figure 13 – listens and acts on tenant feedback (n=811)

Figure 13 shows that 56.2% (456 respondents) were satisfied, compared to 28.1% (228 respondents) dissatisfied and a further 15.7% (127 respondents) who were neither satisfied nor dissatisfied.

Satisfaction increased by **11.9%** v/s 2025

Further detail for TP06 is shown in Figure 14 below.

Figure 14 - listens and acts on tenant feedback (n=811)



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?”

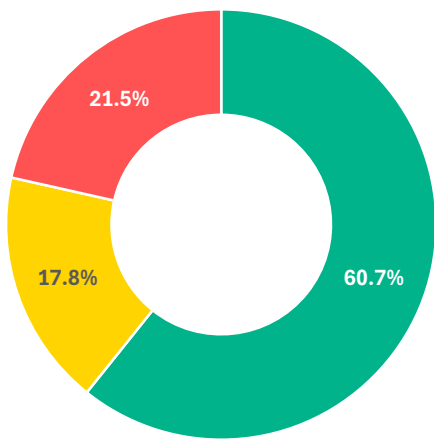


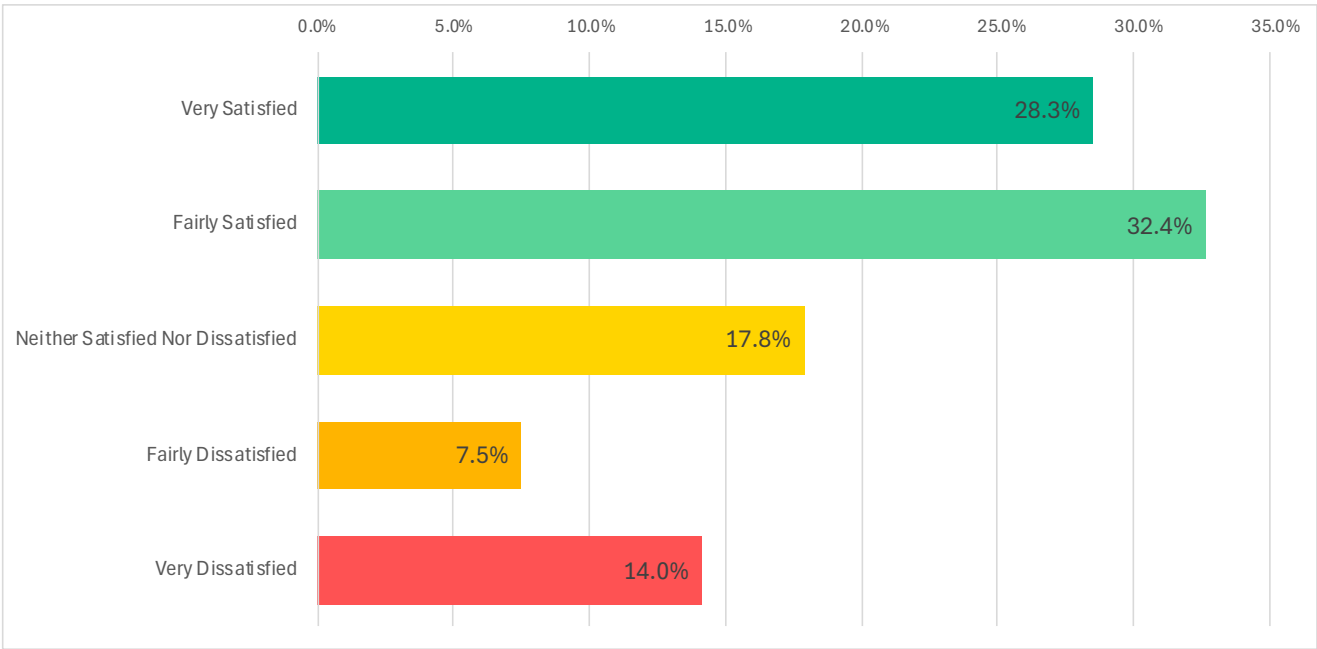
Figure 15 – keeping me informed (n=805)

Figure 15 shows that 60.7% (489 respondents) were satisfied, compared to 21.5% (173 respondents) dissatisfied and a further 17.8% (143 respondents) who were neither satisfied nor dissatisfied.

Satisfaction increased by 12.8% v/s 2025

Further detail for TP07 is shown in Figure 16 below.

Figure 16 - keeping me informed (n=805)



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?”

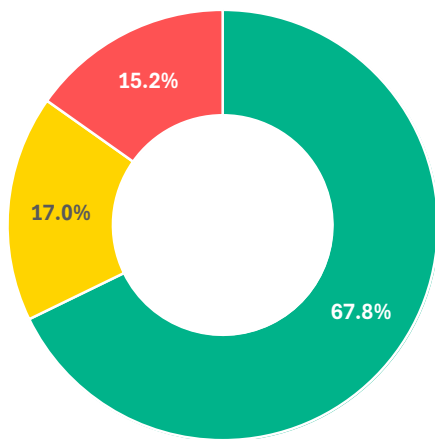


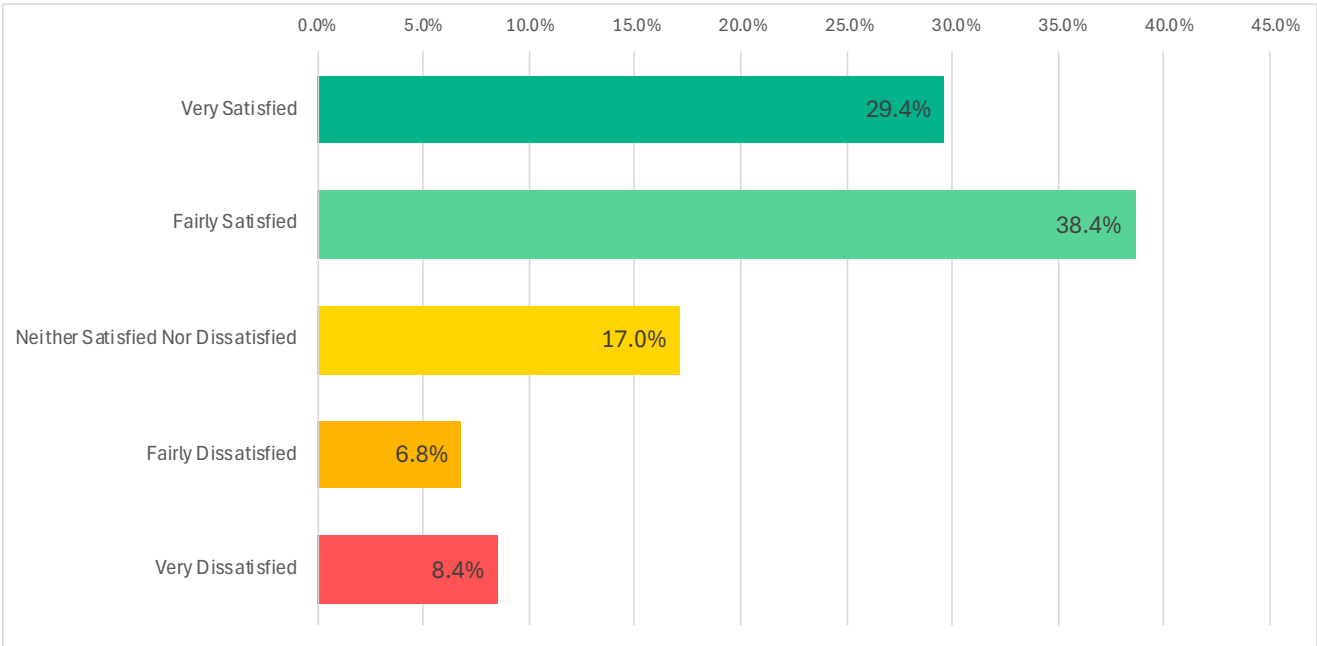
Figure 17 – being treated with respect (n=829)

Figure 17 shows that 67.8% (562 respondents) agreed compared to 15.2% (126 respondents) who disagreed and a further 17% (141 respondents) who neither agreed nor disagreed.

Satisfaction increased by 9.7% v/s 2025

Further detail for TP08 is shown in Figure 18 below.

Figure 18 - being treated with respect (n=829)



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 25.7% (216 respondents) stated 'Yes' compared to 74.3% (624 respondents) who stated 'No'.

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

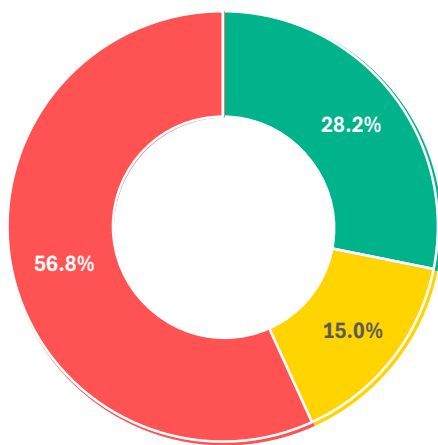


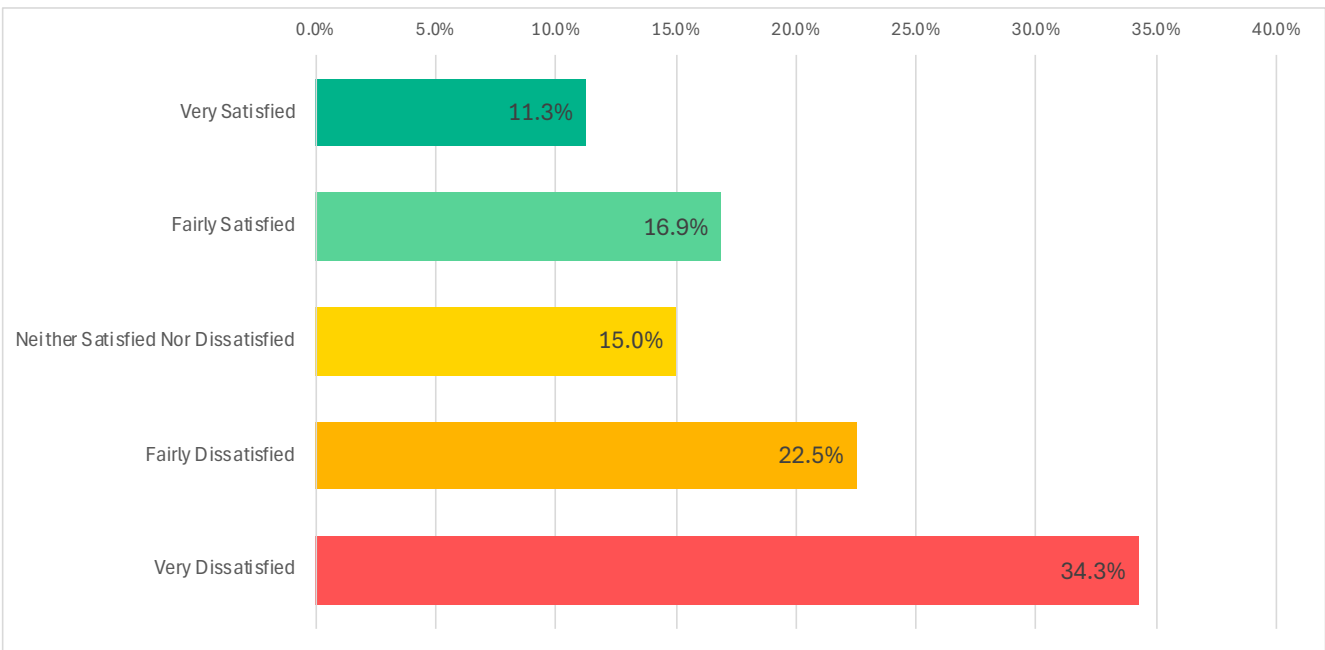
Figure 19 – complaints handling (n=213)

Figure 19 shows that 28.2% (60 respondents) agreed compared to 56.8% (121 respondents) who disagreed and a further 15% (32 respondents) who neither agreed nor disagreed.

Satisfaction increased by 6.5% v/s 2025

Further detail for TP09 is shown in Figure 20 below.

Figure 20 - complaints handling (n=213)



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 34.2% (272 respondents) stated ‘Yes’ and 65.8% (524 respondents) stated ‘No’.

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?”

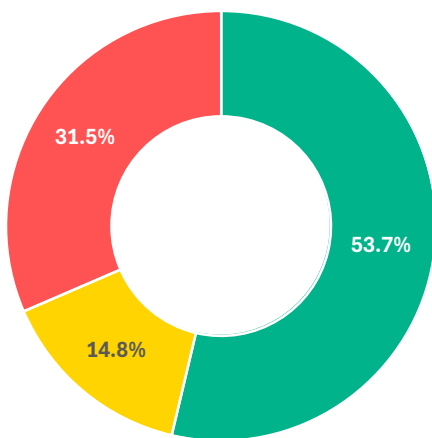


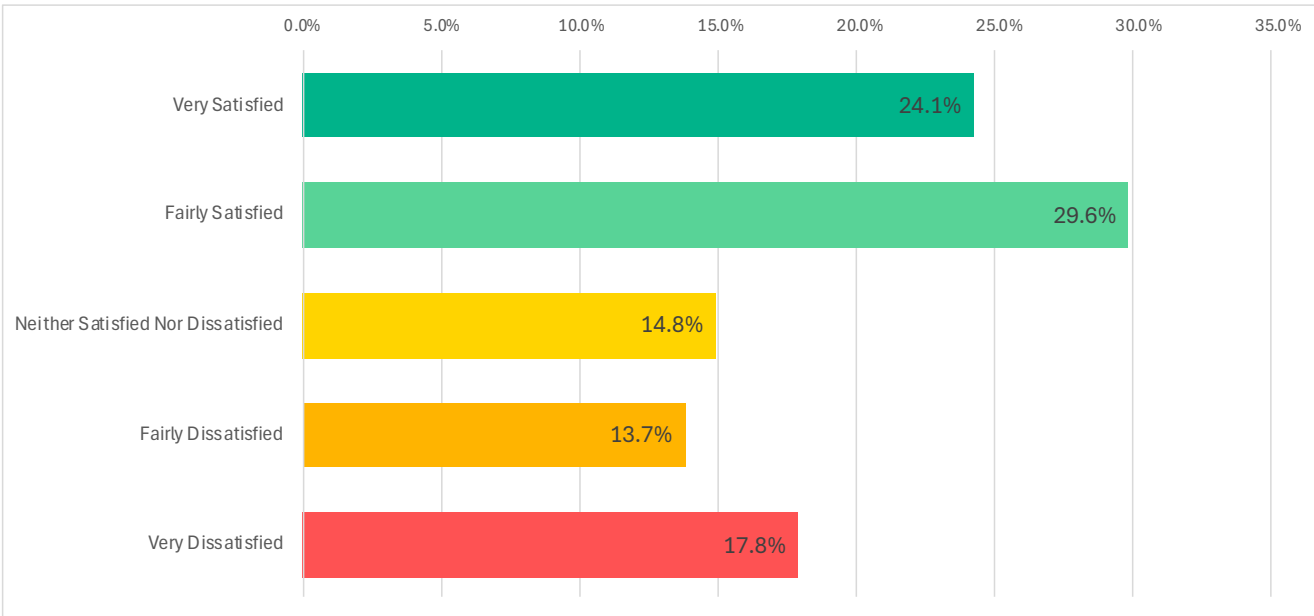
Figure 21 – communal areas (n=270)

Figure 21 shows that 53.7% (145 respondents) agreed compared to 31.5% (85 respondents) who disagreed and a further 14.8% (40 respondents) who neither agreed nor disagreed.

Satisfaction increased by 11.3% v/s 2025

Further detail for TP10 is shown in Figure 22 below.

Figure 22 - communal areas (n=270)



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?”

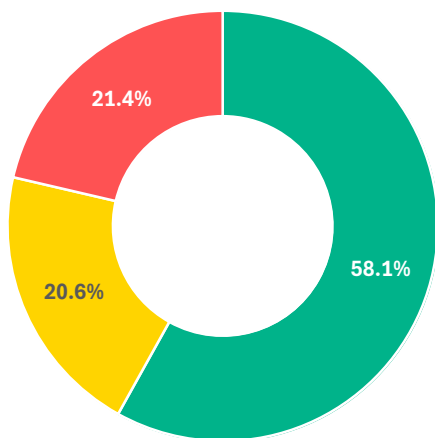


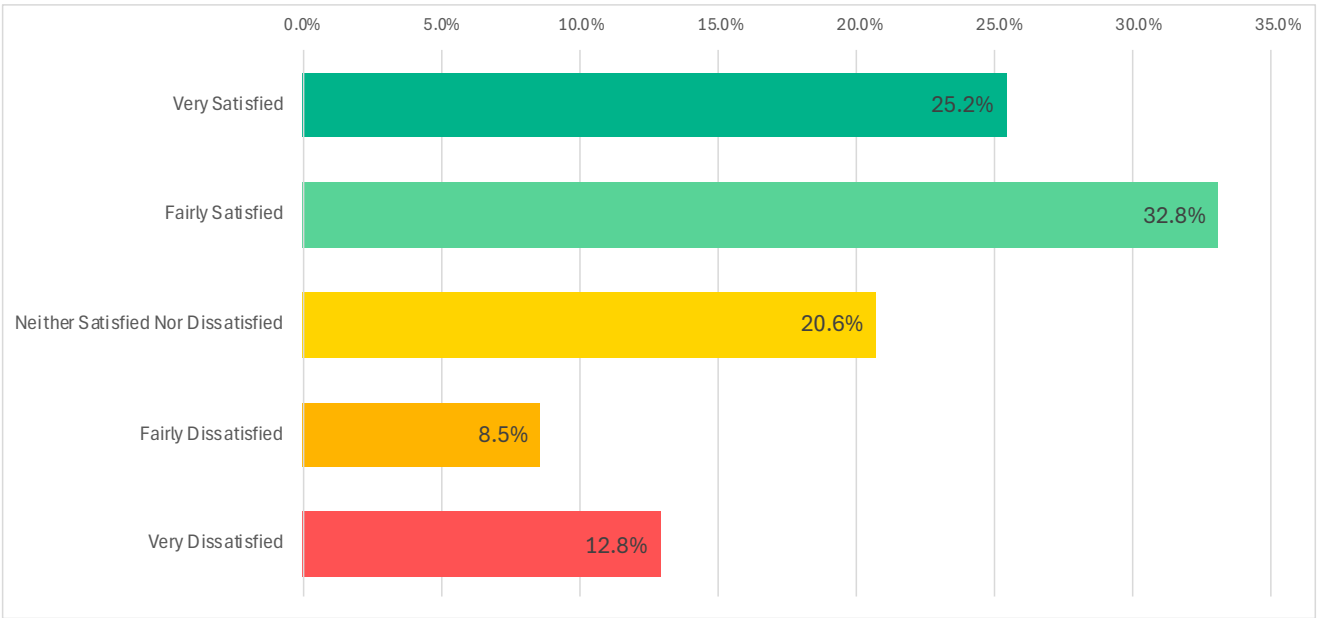
Figure 23 – neighbourhood contribution (n=749)

Figure 23 shows that 58.1% (435 respondents) agreed compared to 21.4% (160 respondents) who disagreed and a further 20.6% (154 respondents) who neither agreed nor disagreed.

Satisfaction increased by 13.3% v/s 2025

Further detail for TP11 is shown in Figure 24 below.

Figure 24 - neighbourhood contribution (n=749)



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?"

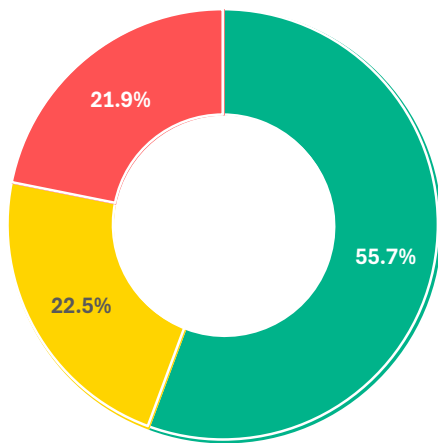


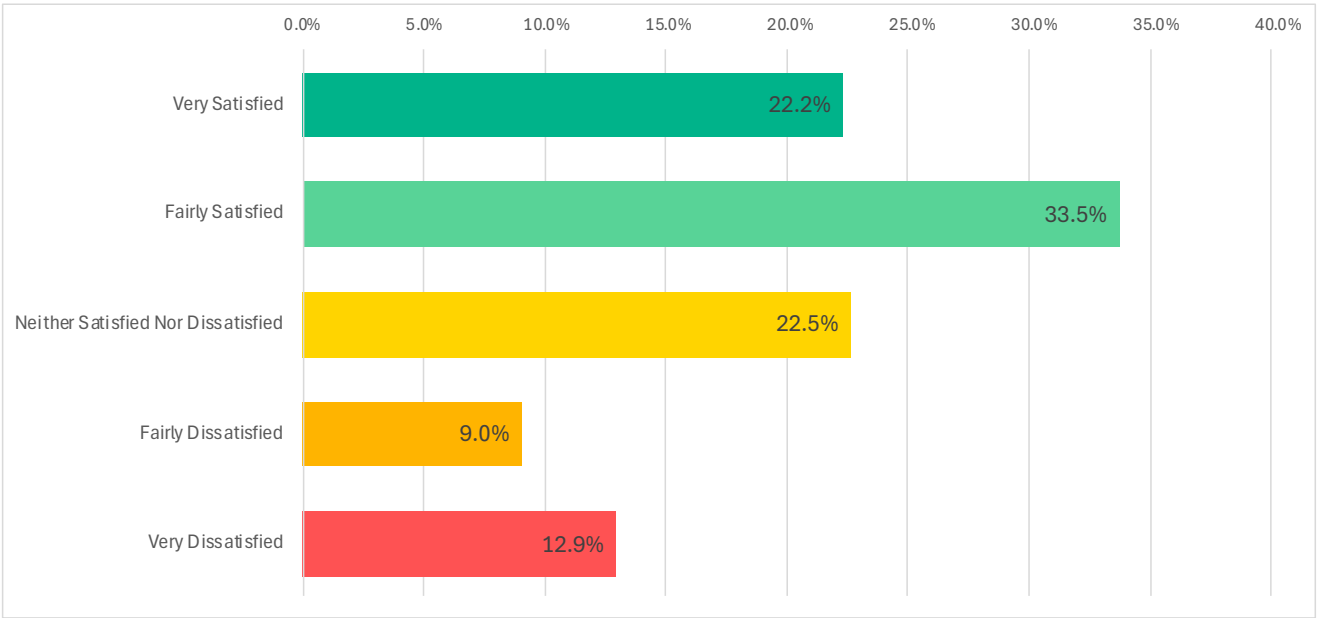
Figure 25 – anti-social behaviour (n=645)

Figure 25 shows that 55.7% (359 respondents) agreed compared to 21.9% (141 respondents) who disagreed and a further 22.5% (145 respondents) who neither agreed nor disagreed.

Satisfaction increased by 15% v/s 2025

Further detail for TP12 is shown in Figure 26 below.

Figure 26 - anti-social behaviour (n=645)



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 889 respondents, 445 (50%) left a comment.

Comments Summary:

Tenant feedback shows strong continuity year-on-year, with repairs, delays, and poor communication still driving dissatisfaction despite consistently positive interactions with staff.

The survey comments highlight mixed experiences, with a clear divide between positive interactions with staff and dissatisfaction with service delivery. Many tenants described staff as friendly, approachable and helpful, this was outweighed by frustrations **repairs and maintenance delays** and **slow response times**.

Many residents highlight the need to personally **chase issues repeatedly** with some tenants feeling that their concerns are not taken seriously. Positive experiences are captured and appear to be most prevalent when issues are resolved quickly.

73% of all feedback is now driven by repairs-related issues, with other themes such as delays and frustration increasingly embedded within this core problem rather than appearing as separate concerns.

Key Themes

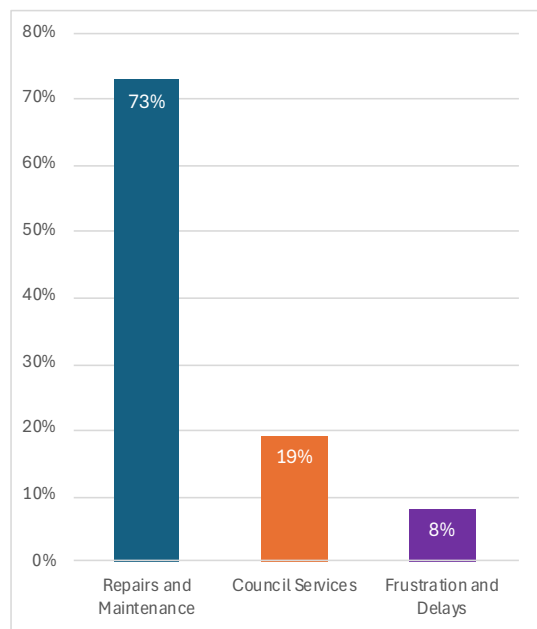


Figure 27 – Key Themes for TP01

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.

Compared to 2025 – more concentrated and dominant in all comments

2. Council Services

- Praise for helpful, friendly staff
- Issues with systems and having to chase for resolutions

Compared to 2025 the service experience seems to be 'good people, poor system'

3. Frustration and Delays

- Delayed responses and lack of updates on issues.
- Feeling ignored or dismissed when raising concerns.
- Repeated mention of needing to follow up

Compared to 2025 this issue has merged into the repairs experience and remains highly visible

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 610 respondents that had received a repair, 310 (51%) left a comment.

Comments Summary:

Feedback on the repairs service is predominantly negative, driven by **delays, poor communication, and issues with outsourced contractors.**

Many tenants report long waiting times, repeated follow-ups, and repairs that are either incomplete or temporary. The use of contractors is a particular frustration, with tenants citing a lack of updates and accountability.

There are some positive experiences where work is completed efficiently and professionally but these are overshadowed by a broader perception that the repairs process is slow, disjointed, and difficult to navigate, leading to low confidence in the service overall.

Key Themes

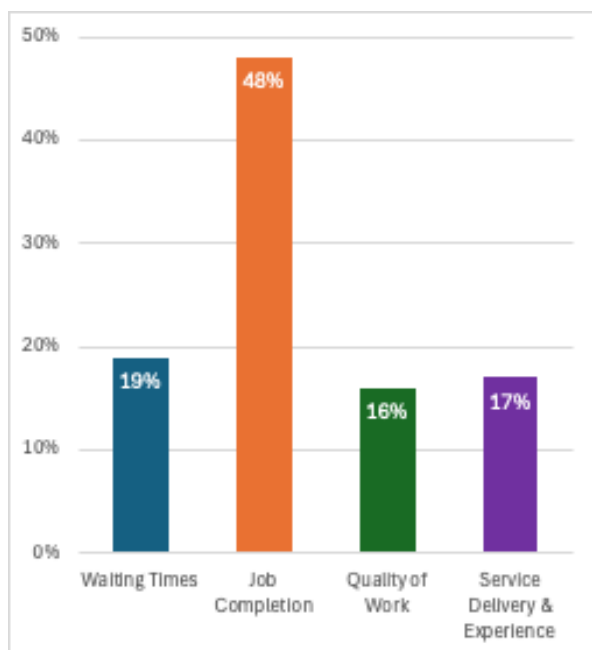


Figure 28 – Key Themes for TP03

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

1. Job Completion

- Inconsistent resolution to repairs often being left incomplete
- Lack of follow through and ownership
- Heavy reliance on contractors causing incomplete jobs

Compared to 2025 this issue is much more prominent and is not the #1 issue for tenants. This suggests worsening performance in end-to-end delivery

2. Waiting Times

- Long wait times for repairs, some tenants mentioning months or years of waiting
- Requirement for the tenant to keep chasing
- Issues worsening because of slow response times

3. Quality of Work

- Repairs need to be redone because of poor work initially
- Temporary fixes becoming more common rather than a permanent solution

4. Service Delivery & Experience

- Poor communication on status of repair causing frustration
- Missed appointments due to unclear scheduling & communication
- Frustration with contractor model and lack of ownership

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, 195 (78%) left a comment.

Comments Summary:

Comments relating to safety reveal serious and often urgent concerns about the condition of tenants' homes. Respondents describe issues such as **damp and mould**, broken or outdated fixtures, and structural problems that directly impact their sense of safety and wellbeing.

These concerns are often compounded by **delays in repairs**, leaving tenants feeling vulnerable and unsupported. In some cases, external environmental factors such as **anti-social behaviour** also contribute to feelings of insecurity.

Overall, the feedback suggests that unresolved maintenance issues are not just inconveniences but are significantly affecting tenants' health, comfort, and peace of mind.

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.

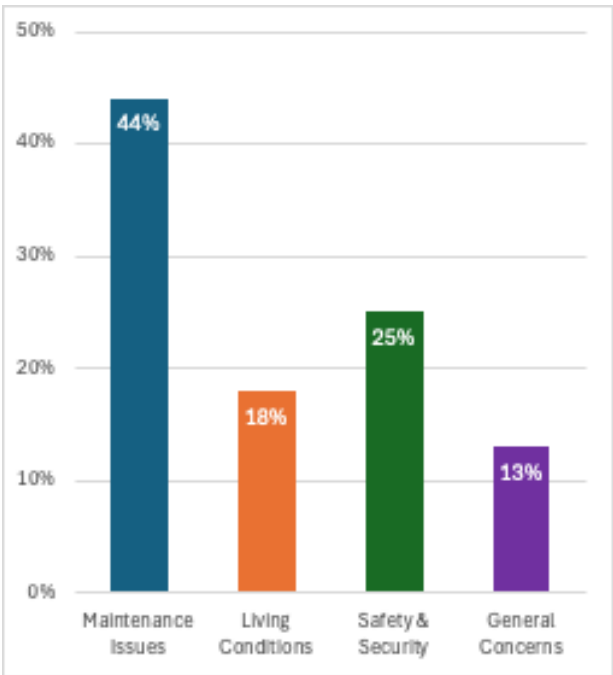
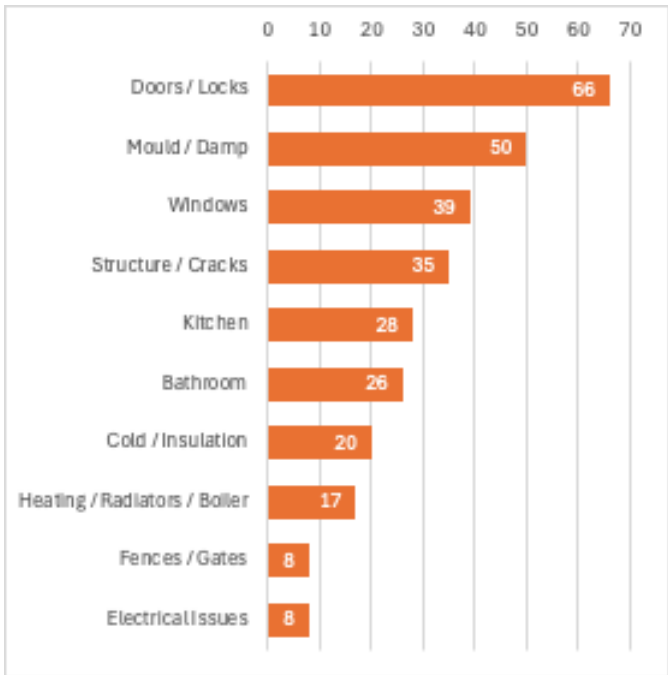


Figure 30 – Key Words for TP05



1. Maintenance Issues

- Poor overall condition of property (particularly windows and heating)
- Ongoing repair issues not being addressed, compounding problems
- Aging homes requiring upgrades

Compared to 2025 this theme is still the most prominent but now includes more comments about serious structural and condition concerns

2. Living Conditions

- Damp and mould impacting quality of life in the home
- Health concerns particularly for children due to issues like damp and mould
- Cold, uncomfortable homes

Compared to 2025 this theme is very similar in split but now more strongly linked to health impacts

3. General Concerns

- Issues with communication or lack of response from landlord
- Perception of lack of fairness in service delivery

4. Safety & Security

- Broken doors, locks and windows
- Feeling unsafe in and around the home
- Rise in anti-social behaviour and unsafe surroundings

Compared to 2025 this theme has become significantly more prominent with a shift from minor security issues to personal safety concerns.

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 213 respondents that had made a complaint, 129 (61%) left a comment.

Comments Summary:

Comments around complaints handling are showing significant dissatisfaction, with most tenants expressing frustration at a lack of resolution, poor communication, and **feeling dismissed**.

Many comments indicate that complaints are not properly logged or followed up, requiring tenants to **repeatedly chase or escalate** issues. There is a strong perception that the process lacks transparency and accountability, with some tenants feeling they are being “**fobbed off**” rather than genuinely supported.

This has led to a **breakdown in trust**, with the complaints service seen as ineffective and, in some cases, discouraging tenants from raising issues altogether.

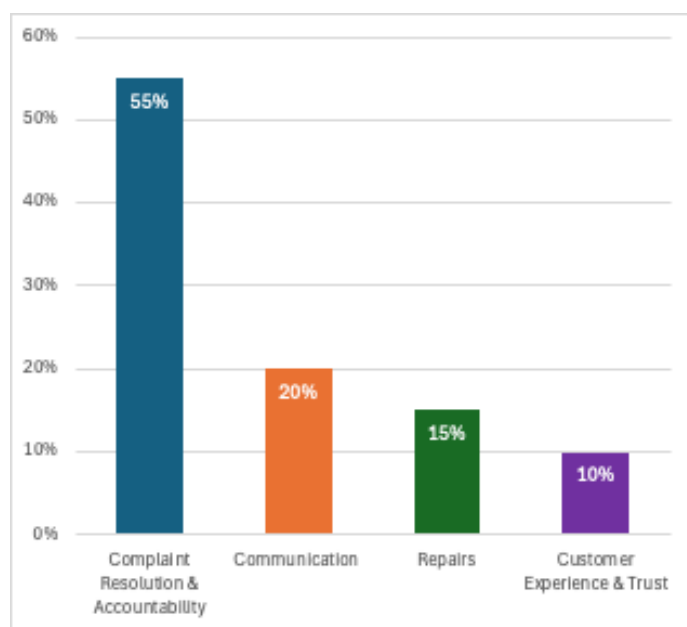


Figure 31 – Key Themes for TP09

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

1. Complaint Resolution & Accountability

- Complaints not resolved or taking excessive time
- No clear ownership or follow through of complaints
- Tenants feeling action is not taken

2. Communication & Case Management

- Complaints not logged correctly or lost
- Lack of updates or progress visibility
- Tenants having to repeatedly chase for update and action

3. Repairs & Maintenance

- High number of issues with outstanding repairs
- Long standing maintenance issues worsening because of delays
- Frustration with repeated failures

4. Customer Experience & Trust

- Feeling dismissed and 'fobbed off'
- Lack of empathy or recognition of seriousness of issues
- Erosion of trust in the council and its commitment to tenants

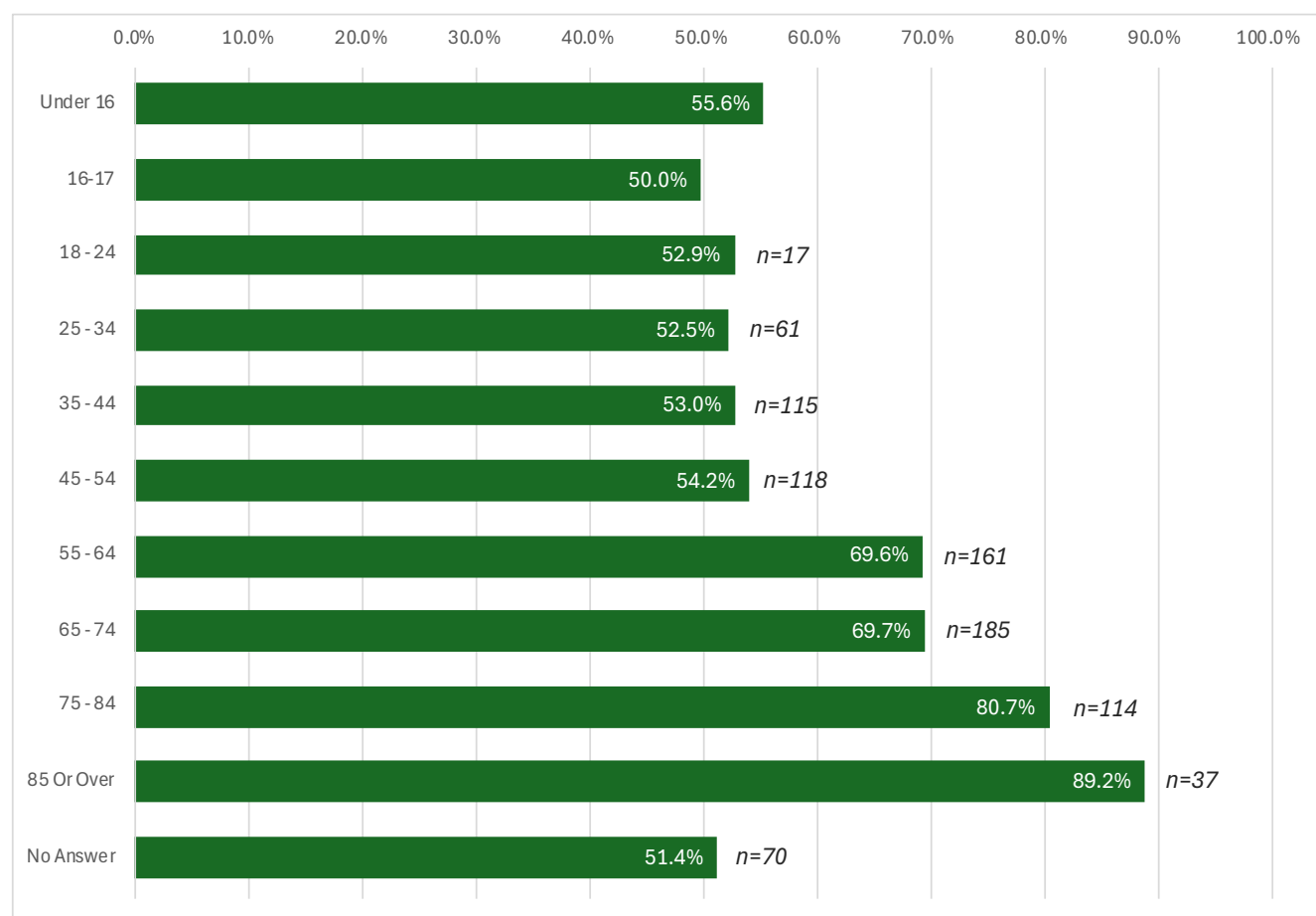
5. Satisfaction by Characteristics

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 55+ and is evenly split in the younger age groups

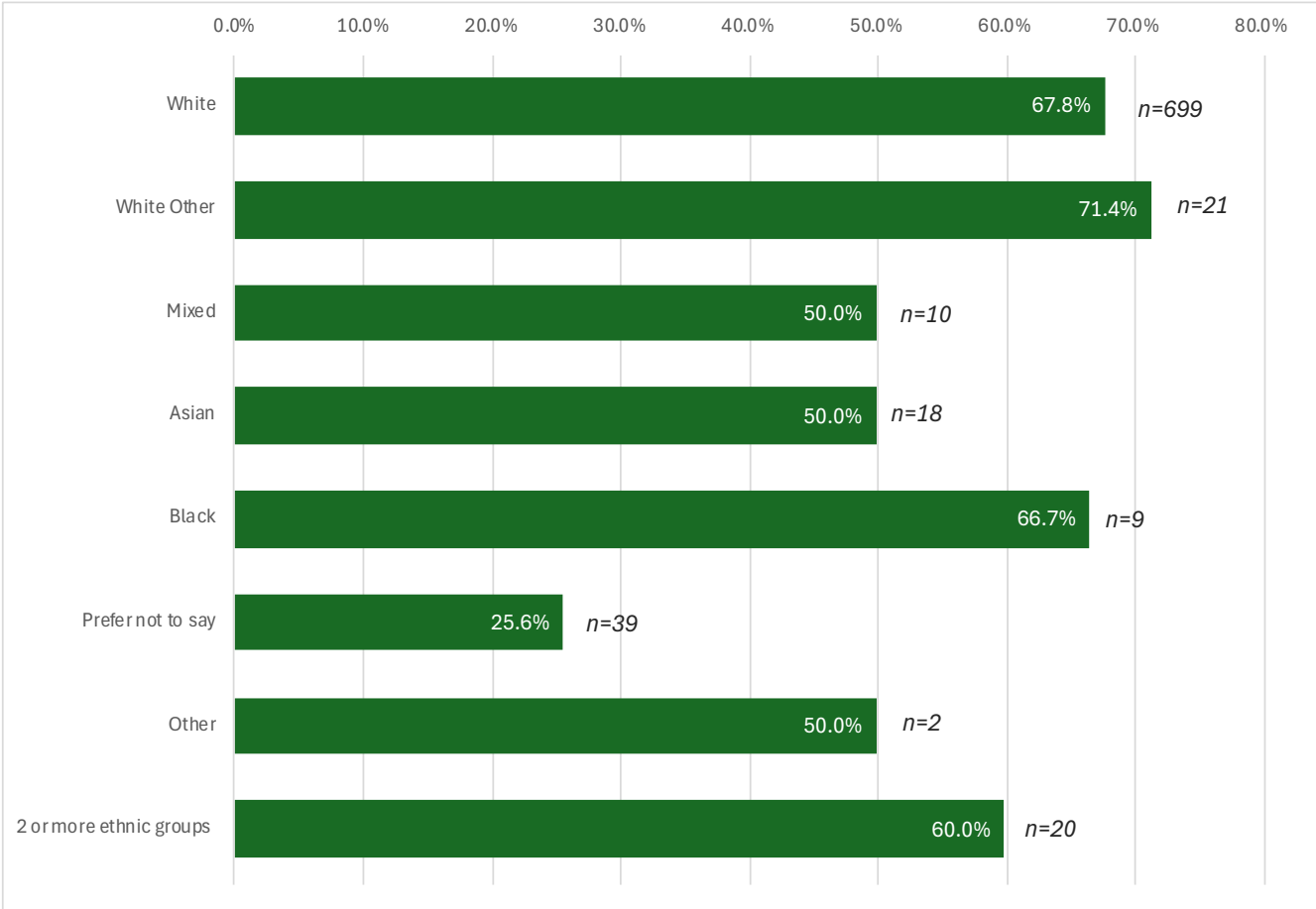
Figure 32 – satisfaction by age



5.2. Satisfaction by ethnic group/s of tenant household

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

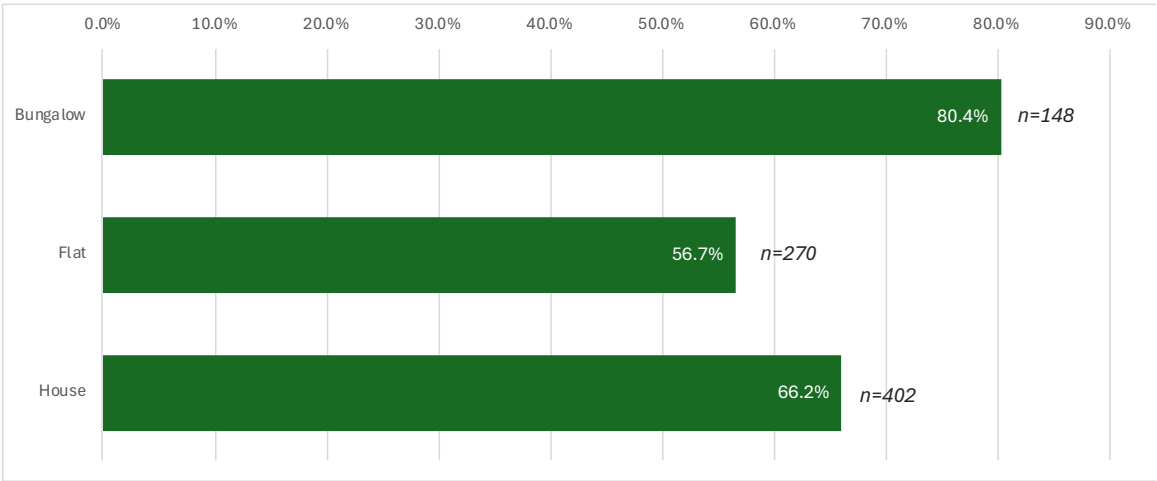
Figure 33 – satisfaction by ethnic group



5.3. Satisfaction by property type

Satisfaction is highest for tenants in bungalows and lowest in those tenants that have a flat.

Figure 34 – satisfaction by property type



5.4. Satisfaction by survey invitation method

Satisfaction was a little higher for those who answered via phone but these makes up a small proportion of responses at 8%. Completion statistics for each survey invite method were:

SMS	586 Responses – 65.9%
Telephone	67 Responses – 7.5%
Website	228 Responses – 25.6%
Paper	8 Responses – 1%

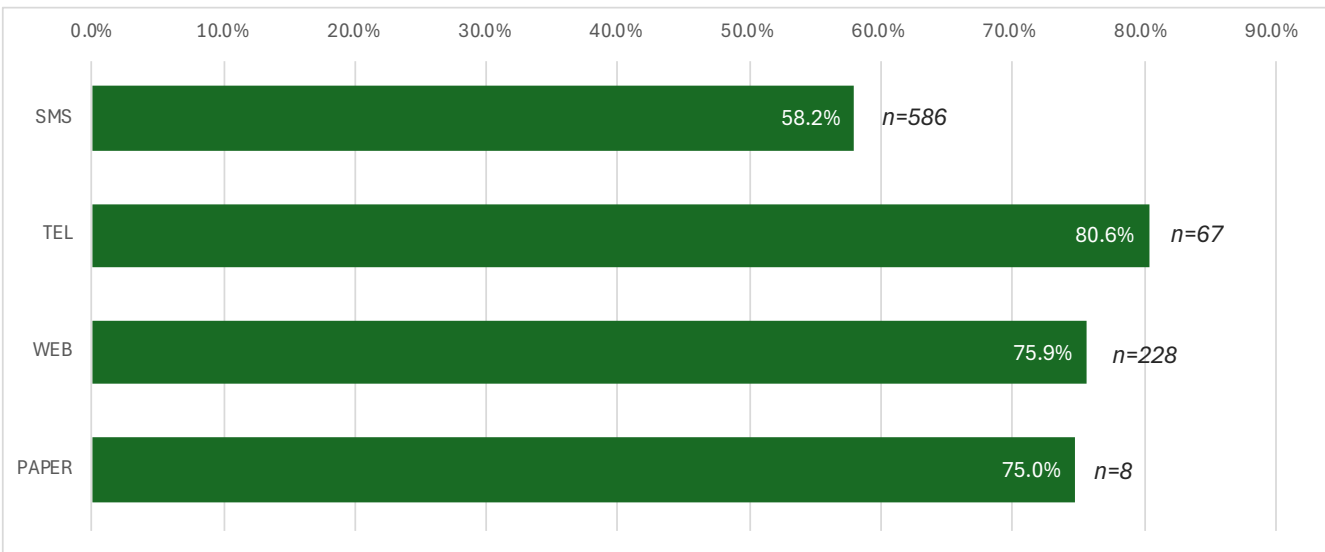


Figure 35 – satisfaction by invite method

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).

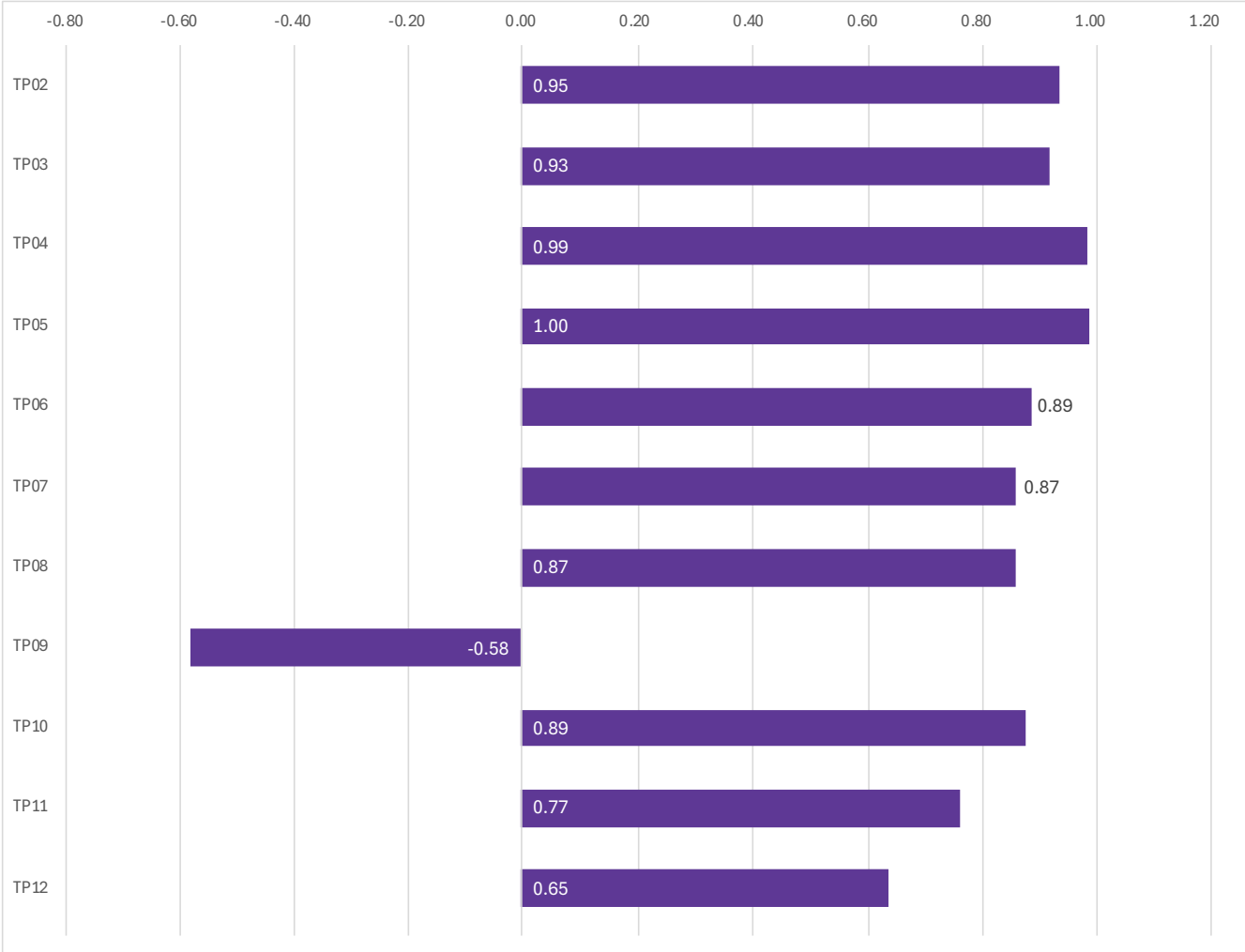
When looking at the key driver results (see figure 35 below), the strongest positive correlations are the same as 2025. We can see very strong positive correlation between TP01 and TP04 (well-maintained home) and TP05 (safe home) and strong correlations also for repairs (TP02/TP03). These results suggest that investing in these areas would deliver the highest potential for overall satisfaction improvement for tenants.

In line with 2025, your lowest scoring question; TP09 – Complaints Handling is still shown to have a moderately significant negative impact on the overall satisfaction, suggesting that complaints are having more impact on overall satisfaction of tenants. When looking at the evolution of comments about service and issues with repairs and communication, this is an expected relationship.

In 2026, we have seen a shift in relationship for TP11 (contribution to neighbourhood) and TP12 (anti-social behaviour) from having very little impact to both having a moderate positive impact on the 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 889 Redditch Borough Council tenants between 20 January and 21 February 2026.

Areas to focus on are as follows:

- **Overall satisfaction (TP01):** This measure is often used as the main measure of service performance. In 2026, Redditch Borough Council achieved a score of 64.6%. This is an improvement of 7.8% compared to 2025. When reviewing the rest of the results and the comments we can see that a high area of frustration and dissatisfaction is maintenance, repairs and complaints.
- **High scoring areas of satisfaction:** The top scoring areas of satisfaction were:
 - I. **TP02:** 71.7% of tenants that has a repair in the last 12 months said that they were satisfied with the overall repairs service, an improvement of 5%
 - II. **TP05:** 70.4% of tenants said that they agreed that they were provided with a safe home, this is an improvement of 8.7%
- **Low scoring areas of satisfaction / high dissatisfaction:** One area reflecting particularly low satisfaction in 2026 is still complaints handling. Based on those who stated they had made a complaint in the last 12 months, this scored just 28.2% satisfaction. There has been a small improvement made compared to 2025 of 6.5%. Dissatisfaction for this measure was 56.8%, a small improvement on 2025 and 34.3% stated they were 'very dissatisfied', a small decline compared to 2025.
- **Best improved question YOY:** Compared to 2025, TP12 'approach to anti-social behaviour' saw an improvement of 15%
- **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 2026 results is complaints handling (TP09)

Based on all the findings in this report, it can be concluded that there has been improvement compared to 2025 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 third 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 Demographic Data:** Without access to tenant profiles, it was challenging to assess whether the results we collected were representative.
- **Service Review – Complaints Handling:** as your lowest performing question for the third year, 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 continue to show a distinct feeling of frustration and concern with the process for managing repairs and communicating with Tenants about their repair.
- **Service Review – Safety Concerns:** While safety was a high scoring question this should not deflect from those that raised genuine concerns about safety. Investigate ways to prioritise urgent requests as part of the repairs process.

The improved scores in 2026 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.