



# 63.2%

## Overall Satisfaction

The survey found that 63.2% of tenants are satisfied with Ashford Borough Council housing services. Tenants were particularly satisfied with a home that is safe, being treated fairly and with respect and a well-maintained home.

A few measures recorded satisfaction levels below 50% - satisfaction with complaints handling, handling of anti-social behaviour, and listening and acting upon tenant views. This shows that there is room for improvement across these three measures.

The survey for 2023/4 was carried out over six weeks from 21st August. Our research partner TLF, carried out the survey work on our behalf. All tenants were given the opportunity to respond either via post, telephone or online via an email link.

We received 1,041 responses, representing 20% of all our properties. Weighting was not required to represent the population as weighting by age group and tenure type made <1% difference to the overall satisfaction score. No incentives were offered to complete the survey.

# Tenant Satisfaction 2023/24



**64.7%** Repairs



**67%**

Treated fairly & with respect



**59%** Time taken to repair



**27%**

Complaints handling



**65.8%** Well maintained home



**61.6%**

Clean communal areas



**72%** Safe home



**60%**

Keeps tenants informed



**48.6%** Listens and acts on tenant views



**44.6%**

Anti-social behaviour handling



**52%** Positive neighbourhood contribution