

2023-2024

# Tenant Satisfaction Survey Results

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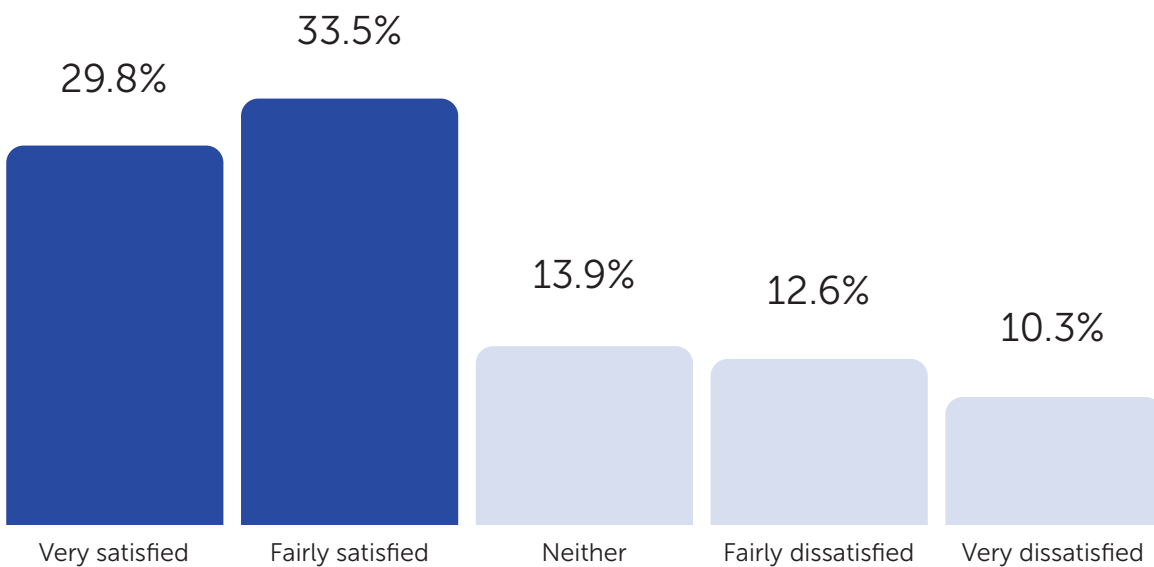
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# Overall satisfaction

6/10



Six out of ten tenants were satisfied with the service provided by Ashford Borough Council (**63.2%**)



Of those that were very satisfied, 32% said that they were happy with the speed/punctuality of handling queries, 20% said it was due to staff helpfulness, friendliness and professionalism, and 18% saying that they have never had a problem with our services.

For those that were dissatisfied with our overall service, 53% said that it was the speed and completion of repairs that were an issue, with 13% mentioning property maintenance and the quality of repairs and contractors.

Suggestions from tenants of what would help improve their overall satisfaction, focused on improving the speed and completion of repairs, maintenance of communal areas, and the ease of reporting repairs.

# The home and repairs



Seven out of ten tenants are satisfied with how safe their home is (**72%**)



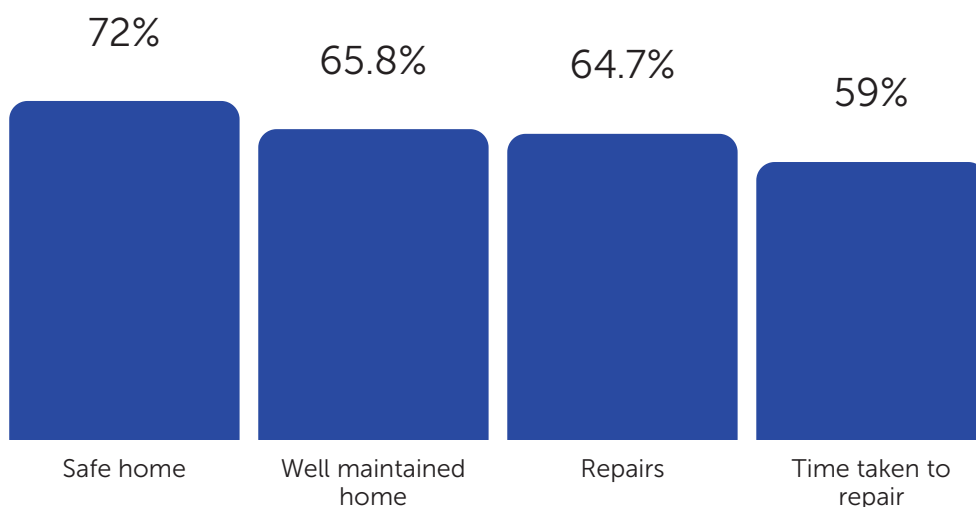
Two-thirds of tenants are satisfied that their homes are well maintained (**65.8%**)



**64.7%** are satisfied with the repairs service they received in the last 12 months



**59%** are satisfied with the time taken to complete their most recent repair



# Neighbourhood management



More than three-fifths of tenants are satisfied their communal areas are kept clean (**61.6%**)



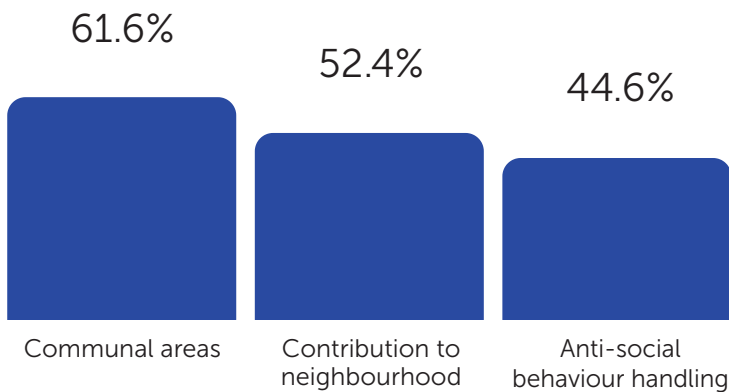
**52.4%** of tenants are satisfied with the positive contribution made by Ashford Borough Council to their neighbourhood



Less than half of tenants are satisfied with how the council deals with antisocial behaviour (**44.6%**)



**11%** of tenants stated that they had reported anti-social behaviour to Ashford Borough Council in the past 12 months



# Communication and Engagement



Half of tenants were satisfied that Ashford Borough Council listened and acted upon their views (**48.6%**)



6 out of 10 tenants are satisfied with how informed they were (**59.7%**)



Two-thirds of tenants are satisfied with the council treating them fairly and with respect (**67%**)



Less than a third of tenants were satisfied with the council's approach to handling complaints (**27%**)



**28.1%** of people stated that they had made a complaint to Ashford Borough Council in the past 12 months

**279** tenants want to engage in improving housing services



**(63.2%)**

satisfied with the service provided by Ashford Borough Council



**65%** are satisfied with the repairs service



**(67%)** feel respected



**59%** are satisfied with the time taken on repair



**(27%)** satisfied with our approach to handling complaints



**(66%)** satisfied that their homes are well maintained



**(62%)** satisfied their communal areas are kept clean



**(72%)** satisfied with how safe their home is



**(60%)** satisfied with how informed they were



**(49%)** satisfied that we listened and acted upon their views



**(45%)** satisfied with how we deal with antisocial behaviour



**52%** are satisfied with the positive contribution to their neighbourhood

\*key drivers of satisfaction for tenants

# Acknowledgements

We would like to say a heartfelt thank you to all tenants that took part in our annual tenant satisfaction survey. Your views and feedback help us improve our services.

## Contact

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