

# Your Views



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL

## Resident Satisfaction Survey 2024

### About the Survey

In October and November 2024, many of you took part in an important survey.

The survey was carried out by telephone and online questionnaires, by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way South Kesteven District Council maintains your homes and delivers key services, as well as how you are coping financially. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing

The findings will provide a view of the main drivers behind satisfaction levels and the issues residents are most concerned about, informing the Council's future strategic and operational planning.

This report contains key survey results regarding residents' opinions about their homes and the services they receive.



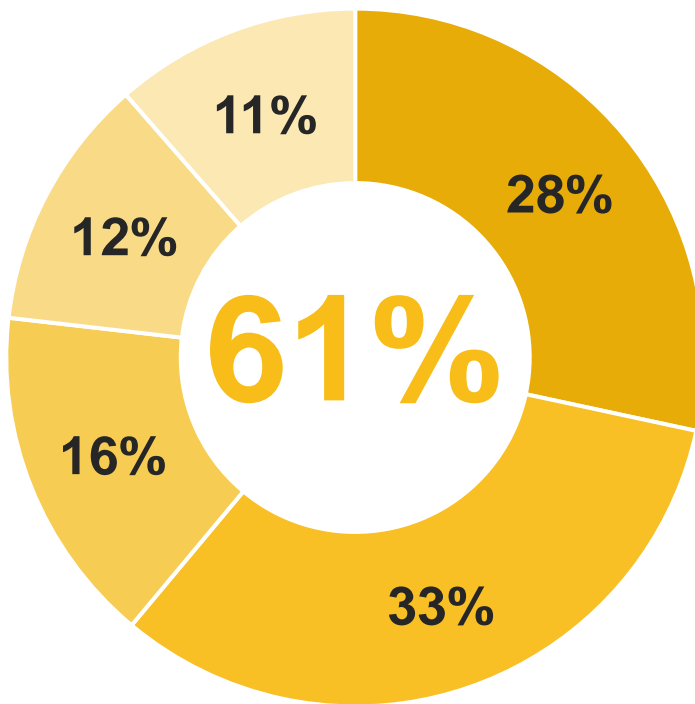
\*A representative sample of residents were contacted to ensure the results represent the whole resident base.

## **A big thank you to everyone who took part!**

# Overall Service



Six out of ten residents are satisfied with the overall service provided by South Kesteven District Council (**61%**).



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



# The Home and Communal Areas



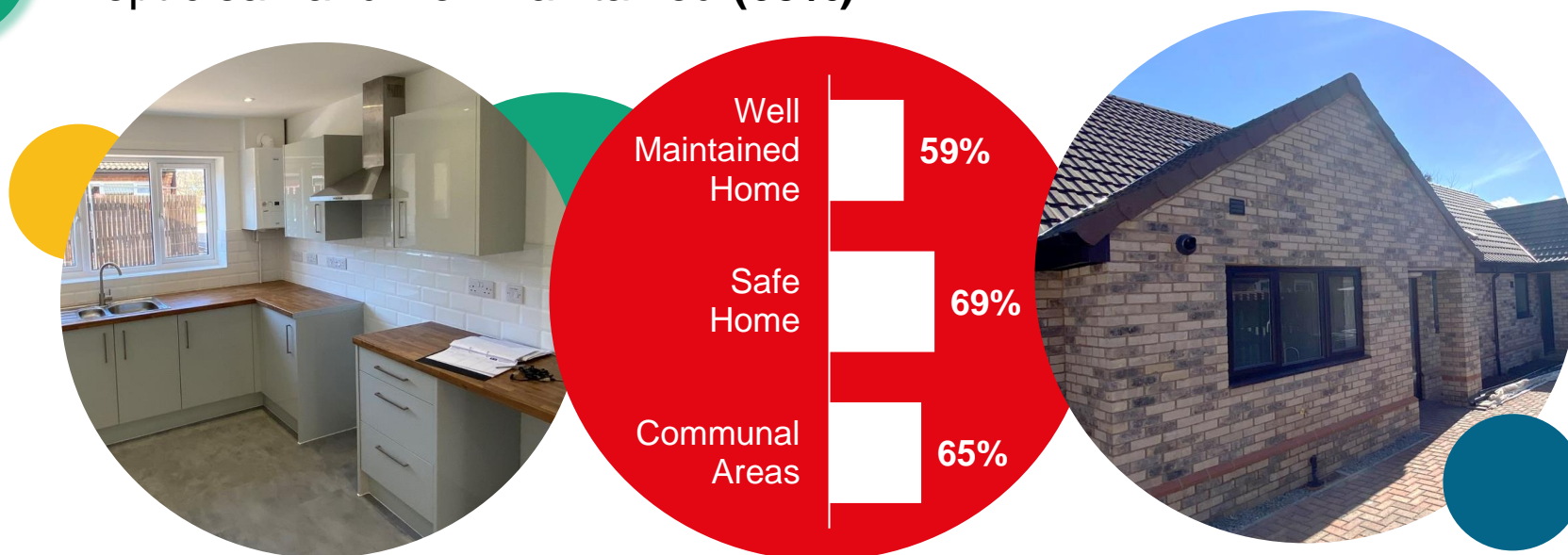
Six out of ten residents are satisfied that their homes are well maintained **(59%)**.



Seven out of ten residents are satisfied that South Kesteven District Council provides them with a home that is safe **(69%)**.



Around two out of three residents are satisfied that their communal areas are kept clean and well maintained **(65%)**.



# Repairs and Maintenance



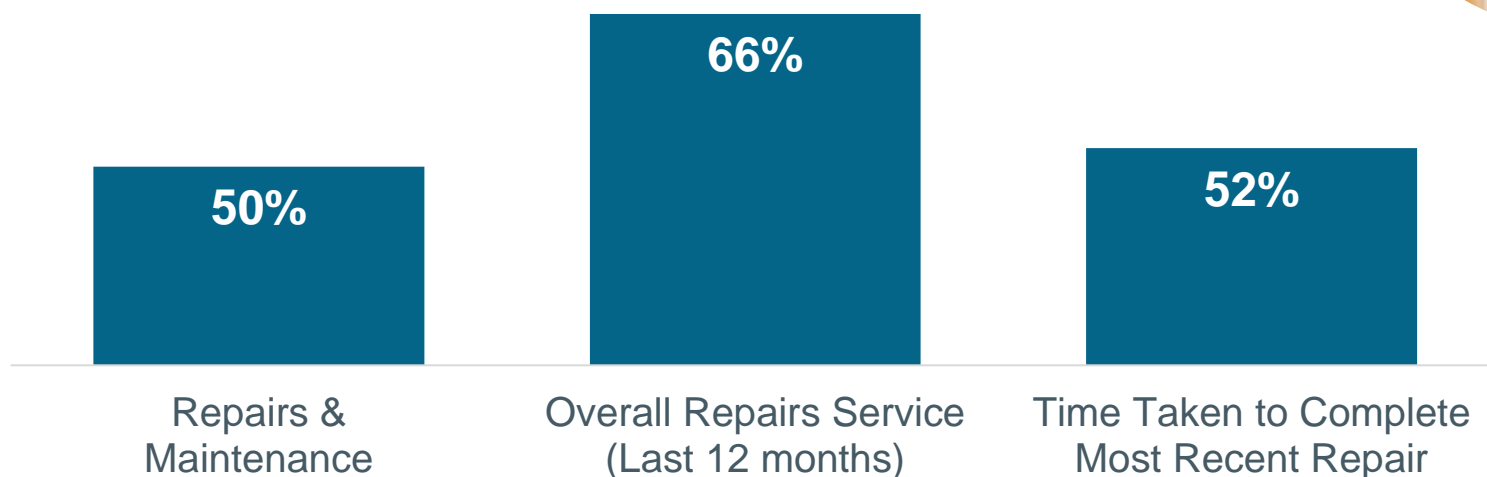
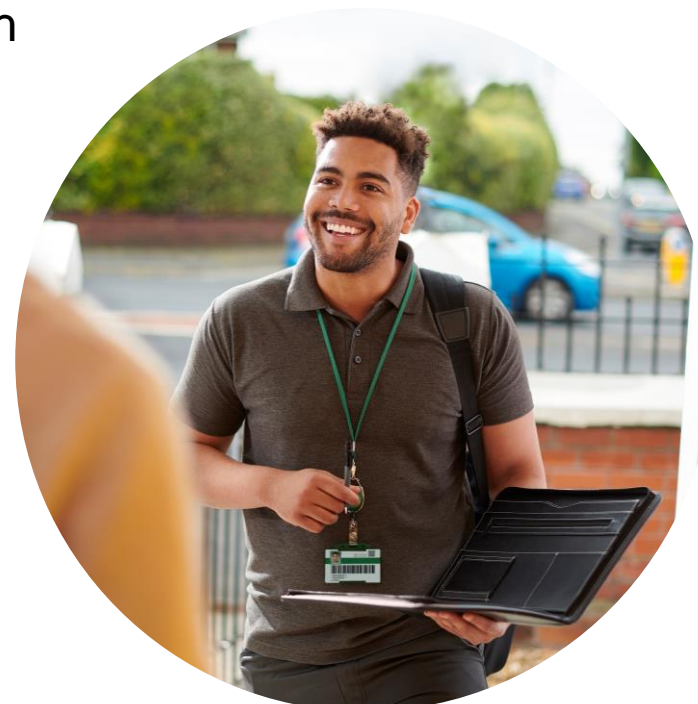
Half of residents are satisfied with the way South Kesteven District Council deals with repairs and maintenance generally **(50%)**.



More residents are satisfied with the overall repairs service over the last 12 months **(66%)**.



Around five out of ten residents are satisfied with the time taken to complete their most recent repair after they reported it **(52%)**.



**62%**  
of residents had  
a repair carried  
out in the last 12  
months



# The Neighbourhood



Six out of ten residents are satisfied that South Kesteven District Council makes a positive contribution to their neighbourhood **(59%)**.



A similar number of residents are satisfied with South Kesteven District Council's approach to handling anti-social behaviour **(58%)**.



# Communications and Resident Engagement



Half of residents are satisfied with how South Kesteven District Council listens to their views and acts upon them **(49%)**.



Six out of ten residents are satisfied that they are kept informed about things that matter to them **(59%)**.



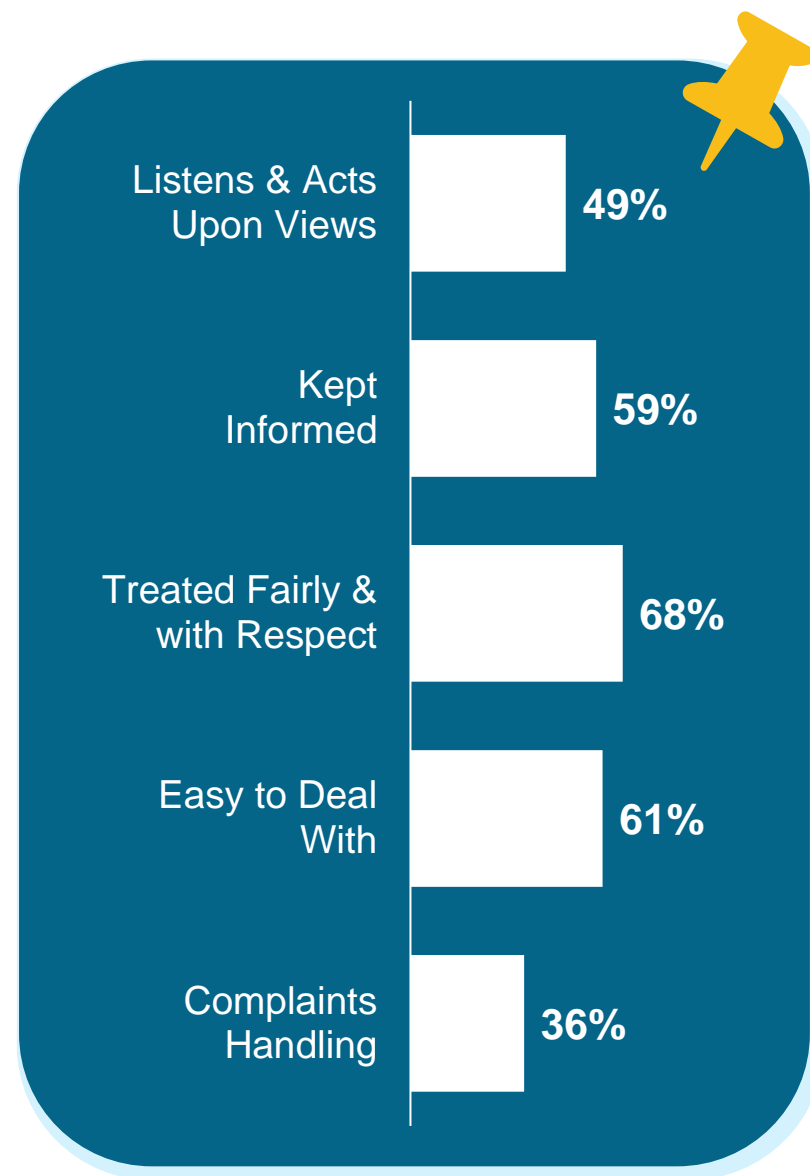
Around two-thirds of residents agree South Kesteven District Council treats them fairly and with respect **(68%)**.



Six out of ten residents are satisfied that South Kesteven District Council is easy to deal with **(61%)**.



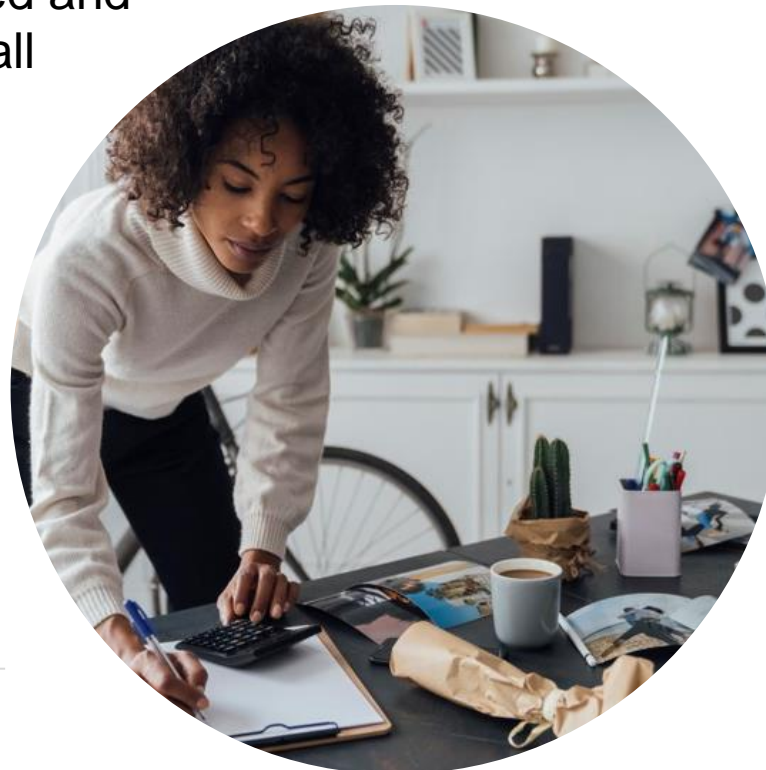
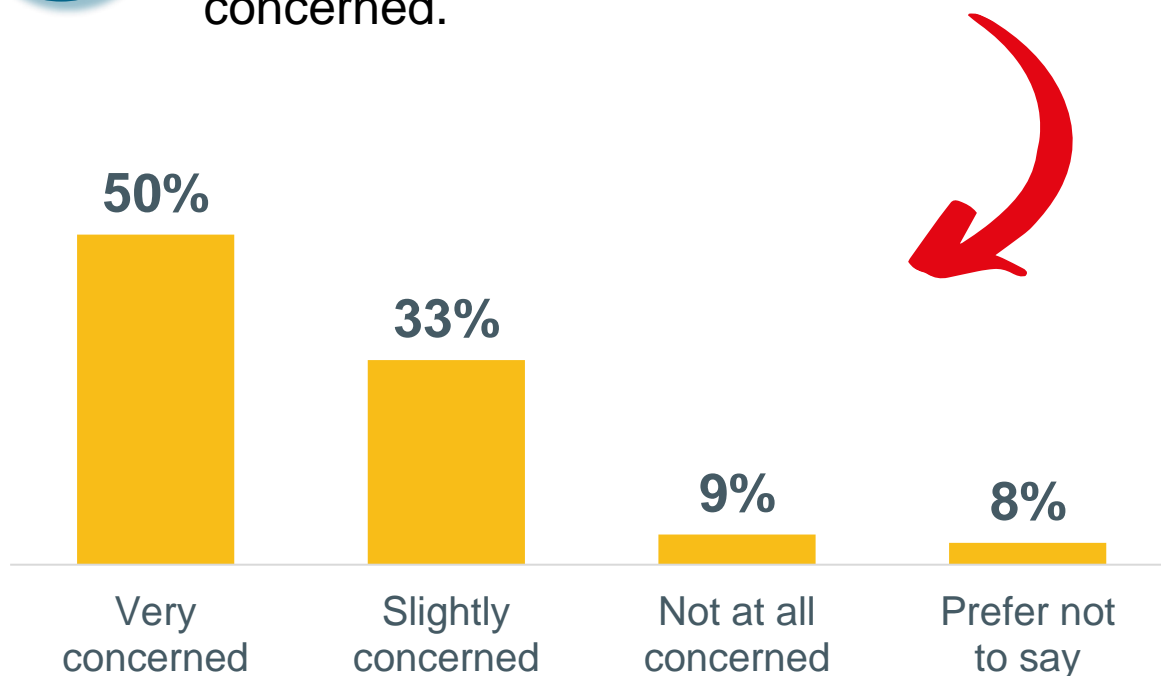
Around one-third of residents who made a complaint in the last 12 months are satisfied with complaints handling **(36%)**.



# Wellbeing



Around eight of ten residents are concerned about the cost of living (**83%**), with **50%** very concerned and **33%** slightly concerned. Just **9%** are not at all concerned.



Over four out of ten residents currently have damp or mould issues in their homes (**44%**). Of these residents, **75%** have reported the problem to South Kesteven District Council.

# Recommending South Kesteven District Council



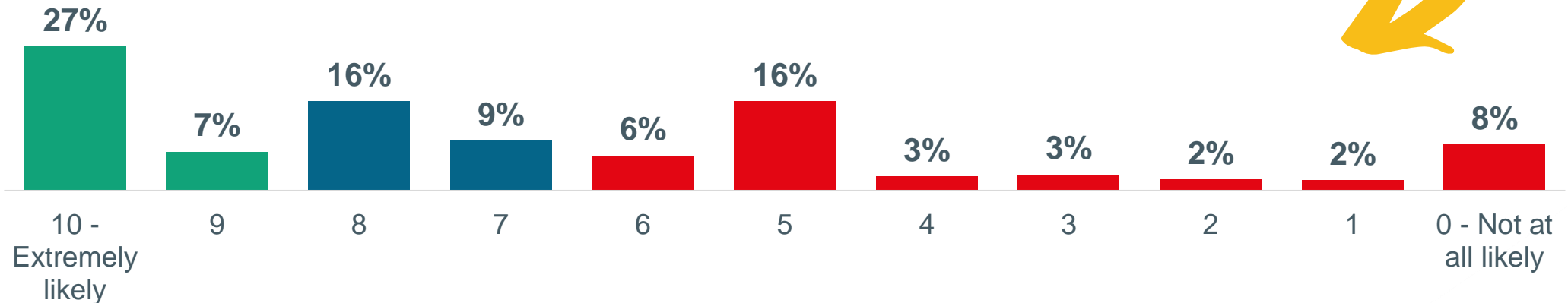
Residents were also asked how likely they would be to recommend South Kesteven Council's Housing Service to other people. This is a 0-10 point rating. Those who would recommend the service to others score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them score 6 or below.



One third of residents are very loyal and happy to recommend South Kesteven District Council to other people (**34%**). However, **26%** of residents are unsure and **41%** would not recommend the Council, feeling rather more negative about the Housing Service.



The 'Net Promoter Score' for South Kesteven District Council (the percentage of those who would recommend the Housing Service minus the percentage of those who would not) is **-7**.





# Residents' Comments

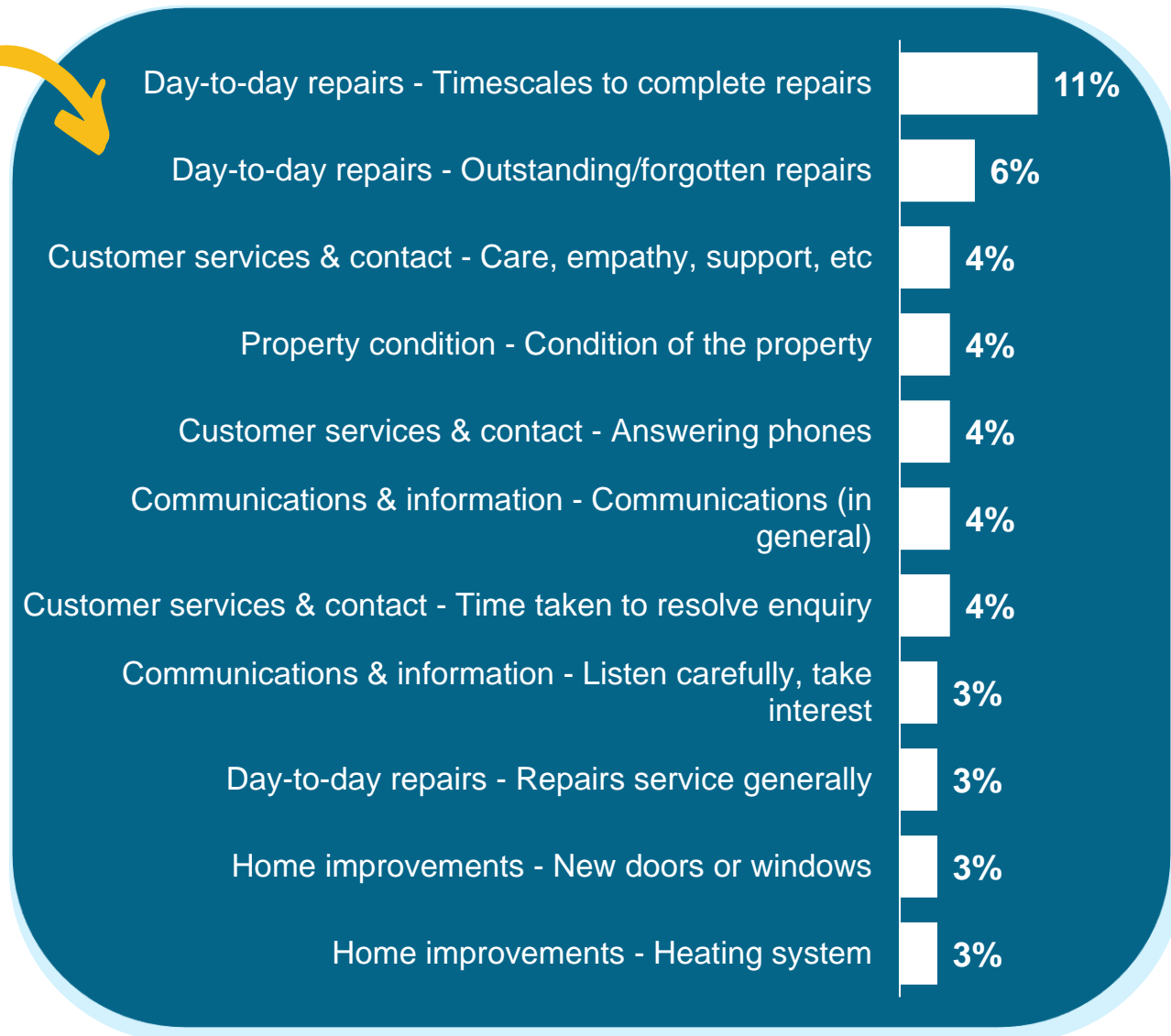
Residents were asked what one thing South Kesteven District Council Housing Service could improve, and 500 residents gave comments.

Residents most frequently referred to the repairs service, in particular, the time taken to complete repairs and outstanding repairs that have not been dealt with.

Other residents mentioned communications and customer service, including the care and support provided by staff, the answering of phones and time taken to resolve enquiries.

Some residents mentioned home improvements they would like and the condition of their property.

## Top comments



# Your Views



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South Kesteven District 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 might contact you to discuss an issue you have raised or ask for more information.

Carrying out this survey is just part of the work South Kesteven District Council does to involve you in developing services. As well as publishing the results of the survey, South Kesteven District Council plans to put the findings to good use by working with residents to further improve the services they provide. Residents can help South Kesteven District Council with this by getting in touch via [HousingFB@southkesteven.gov.uk](mailto:HousingFB@southkesteven.gov.uk)



Thank you  
once again to  
everyone who  
took part.



Publish findings to  
residents



Use findings to plan  
and improve services,  
e.g., repairs, property  
condition and  
customer service



Involve residents in  
shaping service  
improvements



# TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

Sample size	581
Timing of survey	31/10/2024 to 29/11/2024
Collection method(s)	Telephone and online surveys
Sample method	Random sample, with quotas set
Representativeness of the sample	Quotas were set on tenure type, area and age group to ensure the results are representative of the whole tenant base
Details of any weighting applied to the results	No weighting has been applied
Role of any external contractor(s) in collecting, generating, or validating the reported measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
Number of tenant households in the relevant population that have not been included due to exceptional circumstances	None
Reasons for any failure to meet the required sample size	Required sample size has been met
Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
Any other methodological issues likely to have an impact on the reported tenant perception measures	None