



Lancaster City Council

LCRA TSM 2025/26 Report

Prepared by: Acuity Research & Practice



Introduction

In 2023, Lancaster City Council commissioned Acuity to undertake three annual independent satisfaction surveys with its tenants to help collect and report Tenant Satisfaction Measures (TSMs) and meet the Regulator of Social Housing (RSH) requirements. The following report outlines results from the third annual survey (2025/26).

The survey used a sample and mixed methodology approach, beginning on 22 August with a telephone survey. Following this, tenants who had not responded were sent an email including a link to complete the survey online. The sample was selected randomly from 3,422 LCRA units, with quotas applied to housing need, area and age group, to ensure the response is representative of the overall tenant population. The Council also has a number of leaseholders, who were excluded from the survey. At the close of the survey, on 2 October, 599 completed responses had been received, plus a further 40 incomplete responses, which are also included. Of these responses, 562 were by telephone interview and 77 online.

The aim of the survey is to provide data on tenants' satisfaction, which will allow Lancaster City Council to:

- Provide information on tenants' perceptions of current service provision.
- Compare the results with the previous survey results.
- Compare the results with other landlords (where appropriate).
- Inform decisions regarding future service development.
- Report to the Regulator annually.

This is the first time the report has used sentiment analysis to better understand tenants' comments and why they responded to the satisfaction questions the way they did. Information about how this works is shown at the end of the report and adds an extra layer of focused insight to the results to help Lancaster City Council better understand what is driving satisfaction, what tenants are most concerned about, and what could be improved.

The survey is confidential, and the results are sent back to the Council anonymised unless tenants gave their permission to be identified; 71% of respondents (424) gave permission for their details to be shared alongside their survey responses, with 93% of these tenants happy for the Council to contact them about any information they provided.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with between 2,500 and 9,999 LCRA properties achieve a sampling error of at least $\pm 4\%$ at the 95% confidence level. For Lancaster City Council, 637 responses were received to the overall satisfaction question, which is high enough to conclude that the findings are accurate to within $\pm 3.5\%$, well within the required margin of error.

Note: The majority of figures in the report are presented as percentages. These percentages are rounded to the nearest whole number, which may result in some totals not adding up to 100%. Rounding can also cause discrepancies of $\pm 1\%$ between the described percentages in the supporting text and those in the charts when two percentages are combined. The number of responses is indicated next to each measure as n=...

Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

NPS

Trends

Further Insight

Summary

Demographics

76%



Overall Satisfaction

Satisfaction with the 12 TSMs is summarised to the right. Three-quarters of tenants are satisfied with the overall service provided by Lancaster City Council (76%), which is stable compared with the previous survey.

Three of the measures have satisfaction levels above 80%, including the overall repairs service over the last 12 months (83%), the provision of a safe home (82%) and tenants being treated fairly and with respect (82%).

On the other hand, two measures fall below 60%: the Council's approach to handling anti-social behaviour (59%) and complaints (36%). However, these metrics are typically the lowest-performing for landlords, and the ratings still compare well against other councils (see Benchmarking pages 34 and 35).

This report will focus on the headline figures from the survey, as well as satisfaction by tenure type and area. The demographics section further breaks down the results by different subgroups, such as age and property type, to give a better understanding of what is driving satisfaction.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



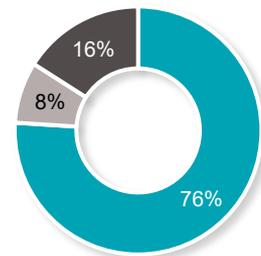
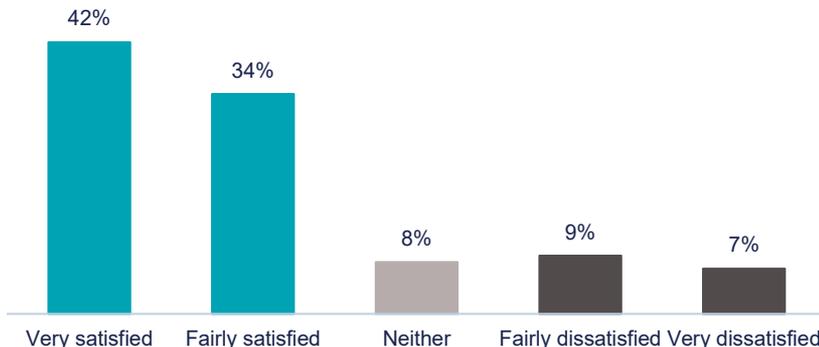
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lancaster City Council?" This is the key metric in any tenant perception survey.

Three-quarters of tenants are satisfied with the overall service provided by Lancaster City Council (76%), with more tenants very satisfied (42%) than fairly satisfied (34%). Just 16% of tenants are dissatisfied with the overall service provided, and a further 8% are neither satisfied nor dissatisfied.

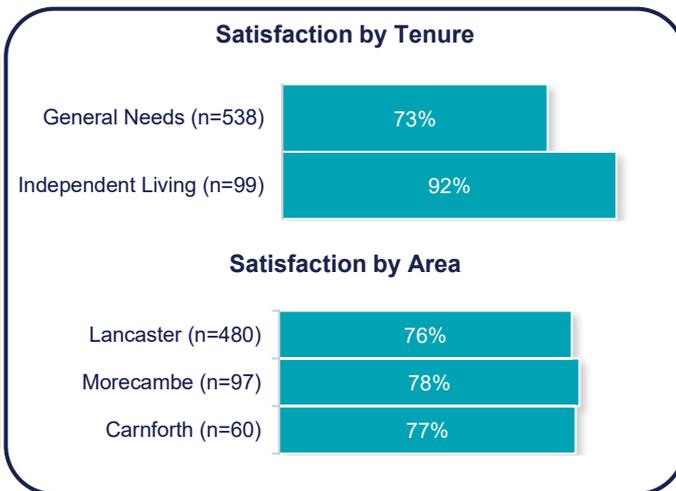
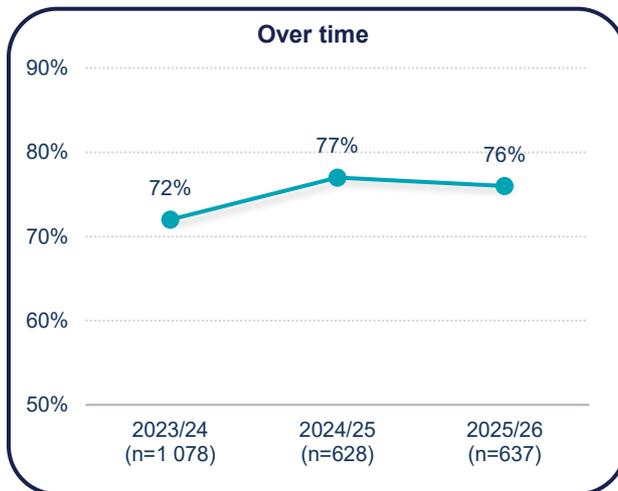
Compared with the previous survey, carried out in the Summer of 2024, overall satisfaction has remained stable, decreasing by just 1 percentage point (p.p). This is not a negative result, given that satisfaction was already at a good level, and has generally not been improving across the sector (see National Context, page 36). It should also be noted that last year, no surveys were completed online, compared with 77 in 2025/26. It is commonly found in surveys of this kind that online satisfaction is lower, and this is the case for Lancaster City Council. Overall satisfaction is 78% for those who completed the survey by telephone, compared with 65% for online responses (see more on page 49).

One reason for this can be that older tenants, who tend to be more satisfied, are less likely to respond online. This also plays a part in why Independent Living tenants are considerably more satisfied than General Needs tenants (92% and 73% respectively).

Overall Satisfaction



■ Satisfied ■ Neither ■ Dissatisfied



Overall Satisfaction

Please describe your specific experiences that have shaped your view of Lancaster City Council's service.

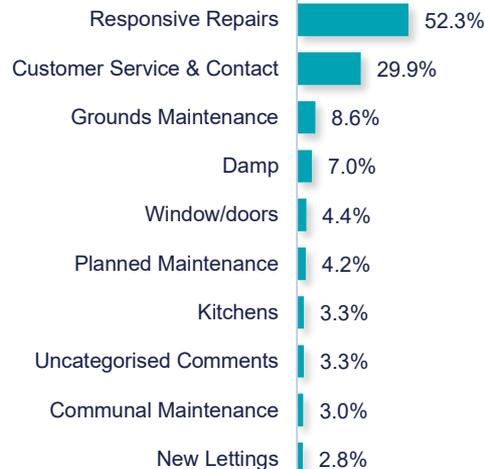
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Categories

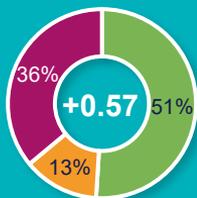


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	244	47.3%	+0.20
Subcategory, no attribute (yet)	103	20.0%	+0.99
Resolution	91	17.6%	-1.31
Quality of Work / Service	82	15.9%	+0.54
Satisfaction	61	11.8%	+3.34
Communication / Transparency	39	7.6%	+0.56
Staff Conduct	22	4.3%	+2.73
No Comments	20	3.9%	-0.70
Effort	17	3.3%	-1.41
Listening / Acting	16	3.1%	-1.25
Appointments / Convenience	10	1.9%	-1.30
Worker Conduct	10	1.9%	+3.80
Empathy	7	1.4%	+2.29
Consistency	5	1.0%	+1.00
Trust	5	1.0%	-3.00
Accountability	4	0.8%	-5.00
Accessibility	2	0.4%	+4.00
Fairness	2	0.4%	+4.00
Safety	2	0.4%	-5.00



Many tenants express dissatisfaction with the slow response times and unresolved repair issues, particularly concerning damp, mould, and general maintenance. Complaints highlight a perceived disparity in service, with some tenants feeling overlooked compared to others who receive prompt attention. While some tenants appreciate the quick resolution of urgent issues, others report waiting months for repairs, leading to frustration and a sense of neglect. Positive feedback often centres on the helpfulness and friendliness of staff, with many noting that when issues are reported, they are generally addressed promptly.

However, there are concerns regarding communication, follow-up on reported issues, and the overall quality of repairs. Additionally, issues with communal areas, such as rubbish collection and garden maintenance, are mentioned, indicating a need for improved upkeep in shared spaces. Overall, while some tenants are satisfied, many express a desire for more consistent and timely service.

Overall Satisfaction - Example Comments



Positive Comments

"They come out if required and deal effectively with any enquiries or potential complaints."

"I have lived here for about forty years, and I have never had any problems. I am very satisfied with everything."

"Any issues I have are swiftly dealt with."

"They sorted the mould in the house. Happy."

"When we ring them to get repairs done, they always come."

"The level of service is usually really good."

"When you ask them to do something, they always sort it out; they listen to your complaints as well."

Repairs Service

"Waiting time for certain repairs is far too long; waited ten years for damp to be sorted."

"They are not quick at doing repairs and sorting things out that need sorting."

"I have been constantly asking for repairs and have been refused constantly."

"The repairs are shocking, and I'm still waiting for numerous repairs. I get broken promises from contractors and surveyors, and I was left a month without a cooker or kitchen."

"They take too long to get back to me if I report repairs."

"When they do the work, it is done to poor quality."

Customer Service

"When I phone them, no one phones me back."

"When we phone up, they just pass messages on; they do not do anything, and it goes on and on, and we never hear anything back."

"The people on the phone are lovely, but they don't communicate with the repair team. The communication between departments is ludicrously awful."

"I know the city council is overstretched in terms of workload and underfunded. I still do believe that individual staff could listen more."

"Very difficult to contact anybody."

Other Issues

"There are not enough bin collections; they leave them once every two or three weeks. There is a large number of people in the flats, and the courtyard is littered."

"The garden is very messy. There are rats outside. Mess in the street."

"We are all fairly unhappy with the fly tipping going on here... We reported this to the council, and it was three weeks before they all got moved."

"In the past, when I have had issues with other tenants, ASB, contacted the housing association, and nothing was done."

"The grass cutting is terrible, and we keep complaining, but nothing changes."

Number of respondents: 572



Well Maintained, Safety & Communal Areas



Eight out of ten tenants are satisfied that they are provided with a well maintained home (79%), with 12% dissatisfied.

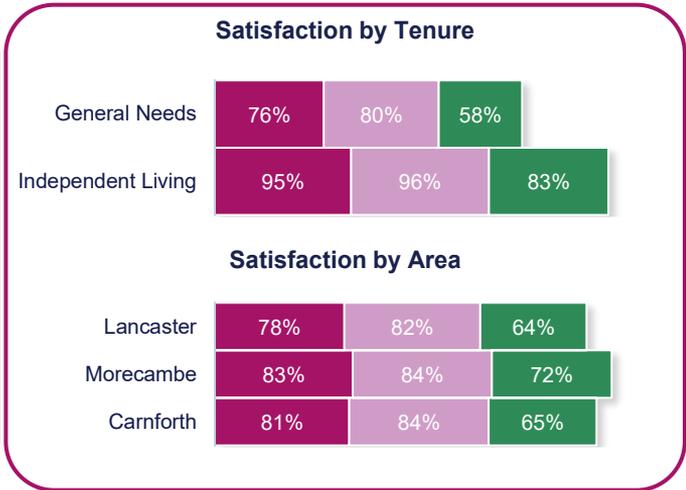
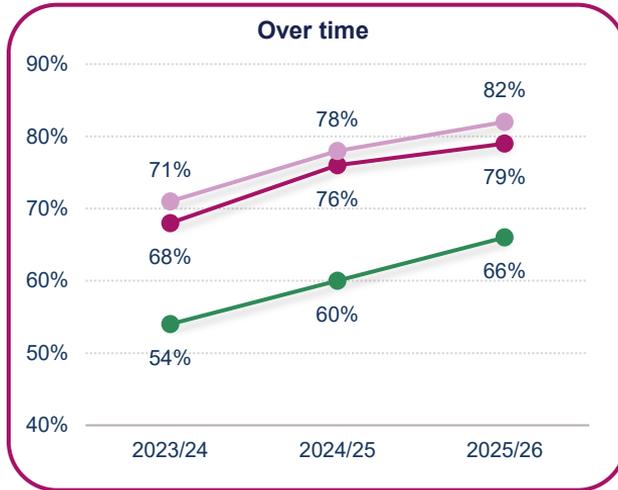
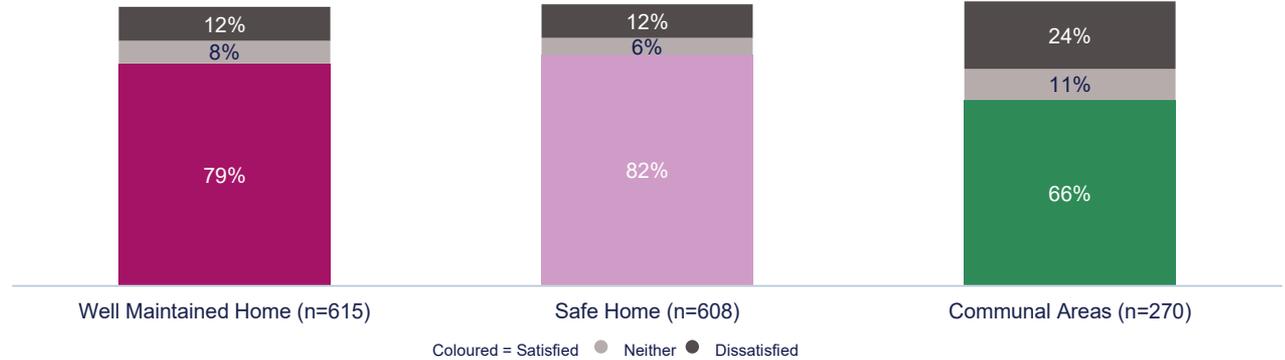
Slightly more tenants are satisfied that they are provided with a safe home (82%), which is common in surveys of this kind. The safety of the home can be influenced by a range of factors, including building security, repair issues and safety checks, in addition to neighbourhood problems such as anti-social behaviour. When asked to share their views on the safety of their home, tenants did highlight gas and electric checks, secure locks and alarms as reasons why they feel safe (see following page).

Around half of tenants stated they live in a building with communal areas that the Council is responsible for maintaining (46%). Of these tenants, 66% are satisfied that these areas are kept clean and well maintained, with 24% dissatisfied. The comments from tenants show that grounds maintenance, including overgrown grass and gardens, as well as littering and flytipping, are key reasons for dissatisfaction.

Satisfaction has increased for all of these metrics, including 4p.p for both the safety and maintenance of the home and 5p.p for the upkeep of communal areas.

Independent Living tenants are more satisfied than General Needs tenants with each of these measures. Additionally, across the three areas, tenants in Lancaster are the least satisfied; however, the differences are relatively small.

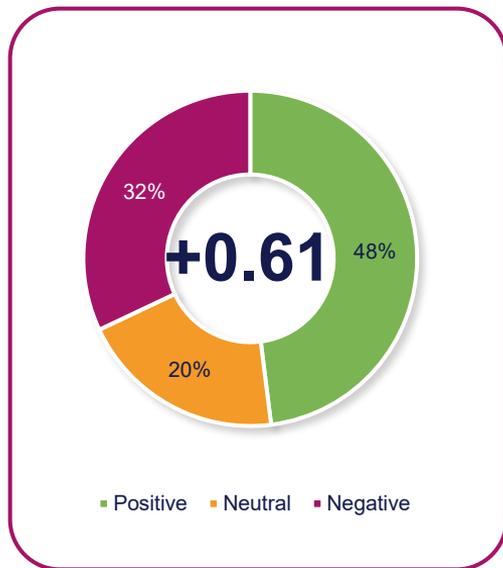
Well Maintained, Safety & Communal Areas



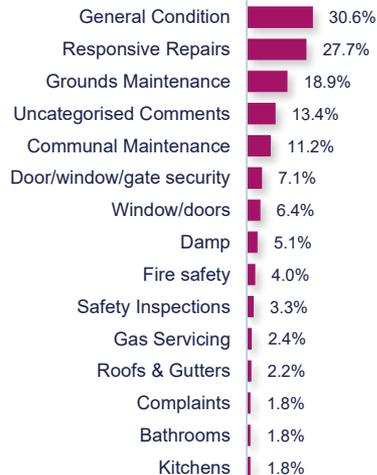
The Home

Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.

Base Size: 546



Top Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	119	21.8%	+0.08
Timeliness / Responsiveness	103	18.9%	-1.19
Safety	61	11.2%	-0.10
Subcategory, no attribute (yet)	61	11.2%	-0.43
Resolution	32	5.9%	-2.28
Effort	15	2.7%	-3.47
Communication / Transparency	13	2.4%	-1.85
Satisfaction	10	1.8%	+1.60
No Comments	7	1.3%	-1.43
Listening / Acting	6	1.1%	-0.33
Staff Conduct	3	0.5%	-1.67
Accountability	2	0.4%	-5.00
Appointments / Convenience	2	0.4%	-5.00
Trust	2	0.4%	-5.00
Worker Conduct	2	0.4%	+4.00
Accessibility	1	0.2%	+3.00
Consistency	1	0.2%	0.00
Empathy	1	0.2%	+5.00
Fairness			-

Many tenants express satisfaction with safety measures, such as regular gas and electrical checks, secure locks, and the presence of alarms. However, concerns about maintenance are prevalent, with several complaints about the infrequent cleaning of communal areas, overgrown gardens, and delayed repairs. Tenants report issues like damp, mould, and unsafe conditions due to poorly maintained pathways and communal spaces.

Several tenants highlighted the lack of timely responses from the council regarding maintenance requests, with some waiting years for repairs. The condition of communal areas is often described as unsatisfactory, with litter, overgrown grass, and neglected gardens contributing to a sense of neglect. Additionally, there are concerns about anti-social behaviour in some areas, affecting tenants' feelings of safety.

Overall, while many tenants feel secure in their homes, the maintenance of communal areas and timely repairs are significant areas for improvement, impacting overall satisfaction with the living environment.

The Home - Example Comments



Positive Comments

"I feel very safe here."

"We get yearly gas, fire alarms and CO2 meters. They have always been great; I have had no problems with it."

"It is all good, when we phone up for repairs, they come out and sort it out for us."

"We have got people coming in on a regular basis, keeping everything tidy in the communal areas."

"It's well maintained. I have good locks and smoke alarms, and carbon monoxide detectors."

"They are quick to do repairs. There is a communal lounge with free internet, and they hold a breakfast club and run trips from there."

Repairs Service

"Not satisfied with the maintenance, I keep reporting repairs but not doing them."

"Maintenance for us is specifically tied to repairs services, and due to this being poor, we are not completely satisfied."

"My house has numerous repairs needed, even when they come to fix it, they always end up not being unresolved. My house has an extensive list of repairs, but they are very slow."

"Waiting for repairs, which take too long."

"It took two years to fix the damp and mouldy walls, as they kept coming back for years without sorting it properly."

Grounds Maintenance

"Gardening in communal areas and playing fields never appears to be completed and tidied properly."

"Sometimes the grass is left for a while between cuttings, and the cut grass is not taken away."

"There is too much rubbish on the street."

"Outside, in the garden areas, they don't cut the hedges back far enough, and the brambles overgrow onto the footpath. They don't do any weeding."

"There has been fly-tipping in the communal green space. Kids have set fires to the rubbish before."

"I have to do the garden myself, cut the grass, etc."

Other Issues

"We all pay towards cleaning on top of rent. They only come every three months or so."

"The locks on the doors and windows just need to be replaced."

"It's a bit difficult, we have a lot of young people on scooters racing at night and people arguing in the morning coming home from a night out."

"The safety here was breached as the front door was always breaking, so there were kids running in and out."

"Anyone can get into my house through the back of the garden."

"The people who clean the communal areas and hallways don't do a good job; I could do better."

Number of respondents: 546



Keeping Properties in Good Repair



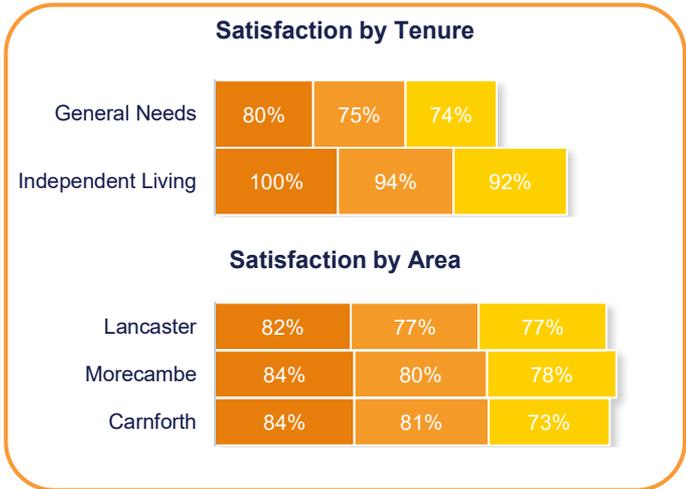
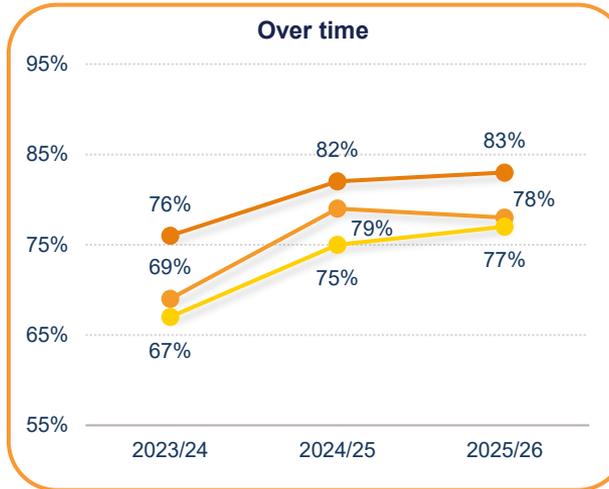
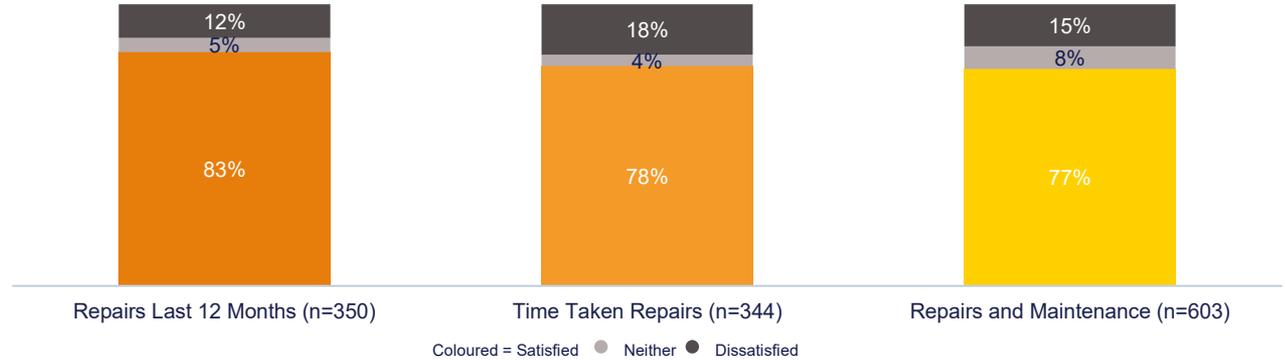
Around six out of ten tenants surveyed stated they had a repair carried out by Lancaster City Council to their home in the last 12 months (58%). Over eight out of ten of these tenants are satisfied with the overall repairs service over the last 12 months (83%), with slightly fewer satisfied with the time taken to complete their most recent repair (78%). It is commonly found that tenants are not as satisfied with the time taken, especially as they can have high expectations around timescales. Therefore, it is important to keep tenants informed regarding how long they can expect to wait.

Satisfaction has remained stable for both the overall repairs service (increased by 1p.p) and the time taken (decreased by 1p.p).

All tenants, regardless of whether they had a repair in the last 12 months, were asked how satisfied they are with the way Lancaster City Council deals with repairs and maintenance generally. Around three-quarters of tenants are satisfied (77%). Satisfaction with this metric has increased marginally by 2p.p.

It is encouraging that satisfaction with the repairs service is this high, given that repairs are generally one of the most common reasons for landlord-tenant interaction and a key factor in determining tenants' overall satisfaction. However, the minor change in satisfaction with the time taken may be one contributing factor as to why overall satisfaction has not increased this year.

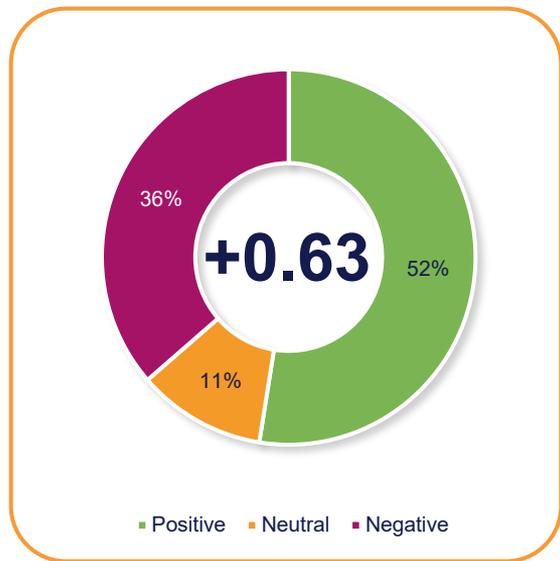
Keeping Properties in Good Repair



Repairs & Maintenance

Tell us more about your experience with the repairs service over the last 12 months.

Base Size: 334



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	179	53.6%	+0.45
Quality of Work / Service	71	21.3%	+1.83
Resolution	53	15.9%	-1.08
Subcategory, no attribute (yet)	52	15.6%	-0.10
Satisfaction	35	10.5%	+3.86
Communication / Transparency	22	6.6%	-0.27
Worker Conduct	17	5.1%	+3.24
Effort	11	3.3%	-2.27
No Comments	10	3.0%	-1.00
Appointments / Convenience	9	2.7%	+0.67
Empathy	2	0.6%	+5.00
Accountability	1	0.3%	+3.00
Listening / Acting	1	0.3%	-5.00
Staff Conduct	1	0.3%	+5.00
Trust	1	0.3%	-5.00
Accessibility			-
Consistency			-
Fairness			-
Safety			-

When asked to comment on their experience with the repairs service, many tenants expressed satisfaction with the promptness and efficiency of small repairs, noting that issues like leaking taps and blocked sinks were often resolved quickly, sometimes within 24 hours. Positive comments highlighted the professionalism and politeness of the workers, with several mentioning that repairs were completed to a high standard.

However, concerns were raised about the handling of larger repairs and ongoing issues. Many tenants reported long wait times, with some waiting years for essential repairs, such as garden work, damp issues, and kitchen refurbishments. Frustration was evident in comments about poor communication, with several individuals stating they had to repeatedly chase for updates on their reported issues. Additionally, there were complaints about the quality of work, with some repairs requiring multiple visits to resolve the same problem.

Overall, while there are commendable aspects of the service, particularly for minor repairs, the feedback indicates a pressing need for improvement in the management of larger, more complex repair requests and better communication with tenants.

Repairs & Maintenance - Example Comments



Positive Comments

"It has been perfect, no problems."

"The workman was efficient and knowledgeable about the job."

"Generally, the service and repairs have been done in good time."

"Repairs that have been completed have been done well, and I am pleased with them."

"Chimney came down in a gale, they came out the same day, and it was repaired within a week."

"They put in a wet room and did a good job of it. I am happy with that."

"They came out quickly to do the drains."

"The workers were nice."

Timescales

"Damp issues still not sorted after seven months."

"The contractors were fine, but it took seven years for them to do it after repeated calls."

"The repair itself was fine, but it took two years for some reason. I had to chase them, and it was a damp issue."

"When you report a job, it should not take them five years to get a job done."

"Takes them a long time to come out to do the repairs."

"None of the repairs are completed without chasing the report or without resistance from the repair team. The last repair took nine months of multiple reports to be completed."

Quality of Work

"They came out and fixed my radiator, but didn't put on the correct switch, so they're coming back again. I had to rebook."

"All these contractors they don't check that the jobs are done properly, so people are left with a problem cos they think it's been done and it hasn't been done correctly; nobody checks the job has been done!"

"They left a gap between the tiles; it is just Baldwins that I am dissatisfied with, not the Council."

"They had to do the same job twice, and this was a repair to the toilet."

"I had plastering done. Two plasterers came in and boarded the wall and made a mess of that."

Other Issues

"They don't give you a specific time to come to do the repair."

"They repeatedly sent people to take measurements even though it had already been done, and they continued this unnecessarily instead of completing the task."

"They didn't tell me, they just came and did it. They didn't give me any warning."

"They cancelled my appointment for the repair, even though it was a safety issue for my children. He came a few days later and was a bit rude about it."

"It was a lack of communication somewhere, as I had to keep chasing up where we were at with things."

Number of respondents: 334



Contribution to the Neighbourhood



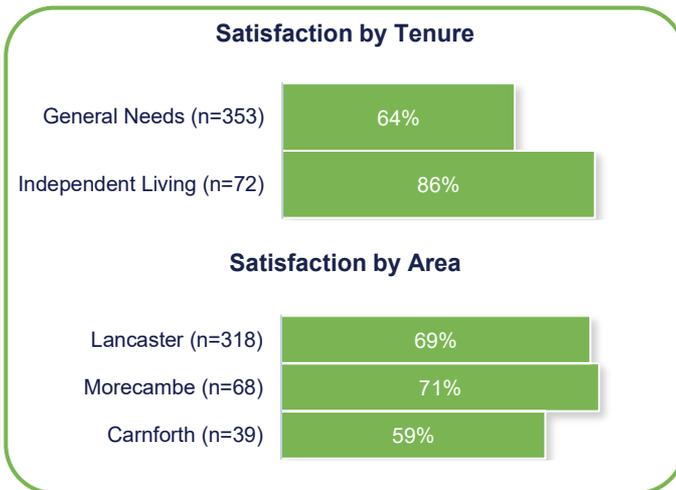
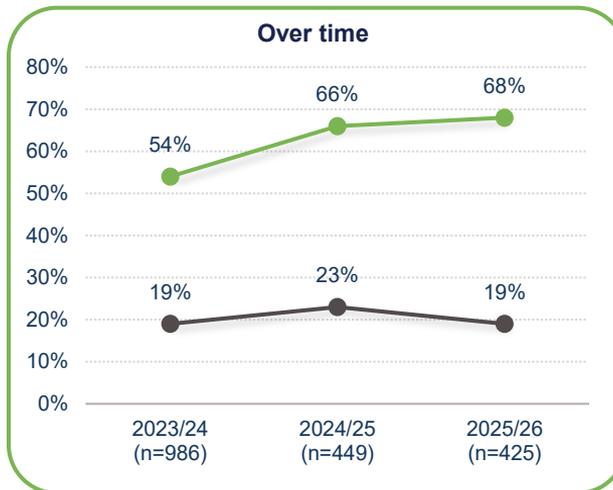
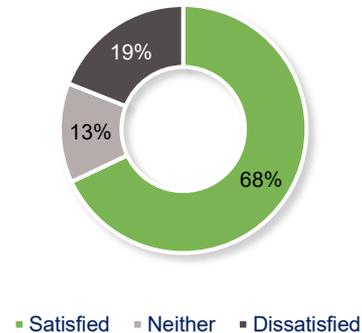
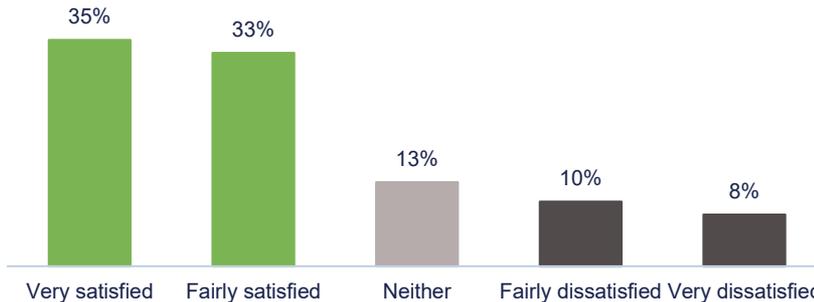
Contribution to the Neighbourhood

Around seven out of ten tenants are satisfied that Lancaster City Council makes a positive contribution to their neighbourhood (68%). Satisfaction has increased marginally by 2p.p, compared with the previous survey.

However, 19% of tenants are dissatisfied, with 13% neither satisfied nor dissatisfied. This may be because tenants are unaware of the contribution the Council makes to their neighbourhood, and more needs to be done to promote and publicise this.

At the same time, as their landlord is a Council, tenants' views may be affected by their feelings on wider council services outside of typical landlord responsibilities. What tenants perceive to be their neighbourhood can also be subjective, for example, what distance this covers.

Independent Living tenants are considerably more satisfied than General Needs tenants with the contribution made to their neighbourhood (86% and 64% respectively). There is also some variation across the different areas, with tenants in Morecambe the most satisfied (71%) and those in Carnforth the least satisfied (59%).





**Please respect our
neighbours and
keep noise to a
minimum**

Approach to ASB



Six out of ten tenants are satisfied with Lancaster City Council's approach to handling anti-social behaviour (59%). Three out of ten tenants are dissatisfied (30%), including 20% who are very dissatisfied. The remaining 11% are neither satisfied nor dissatisfied, perhaps as they have not experienced any anti-social behaviour.

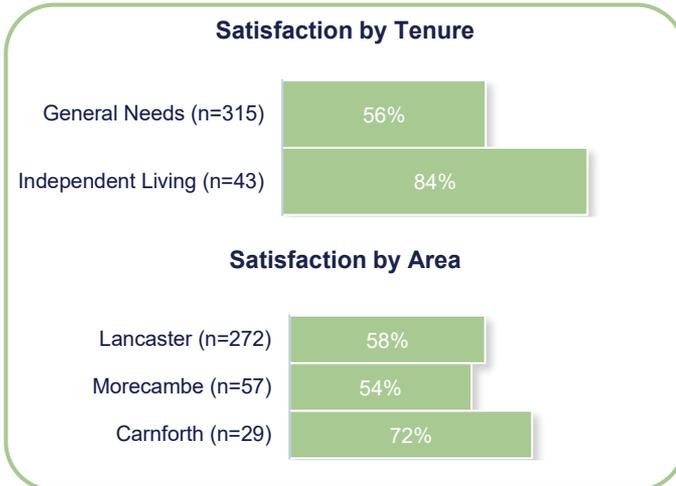
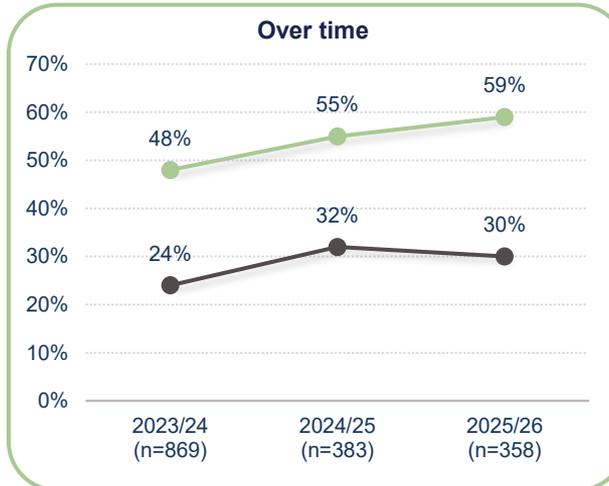
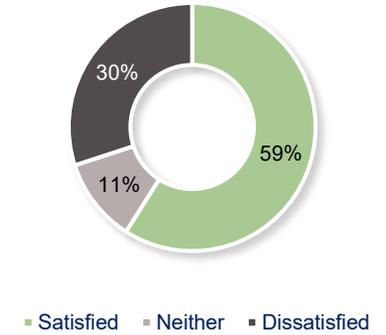
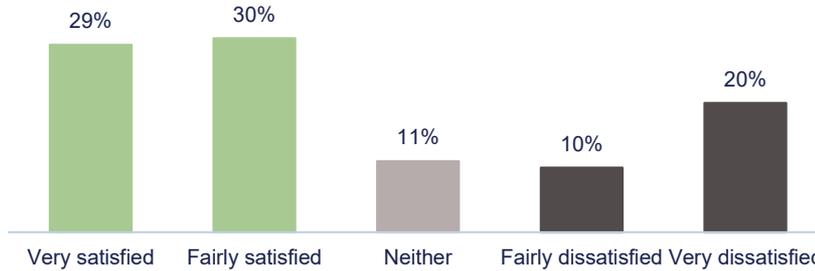
While this metric has the second-lowest level of satisfaction in the survey, it is often one of the lower-performing TSMs for Registered Providers (see Benchmarking pages 34 and 35). Satisfaction can be influenced by tenants' knowledge and experience of how anti-social behaviour is handled, as well as wider problems in their neighbourhood.

Compared with the previous survey, satisfaction has increased by 4p.p, and is now 11p.p higher than in 2023/24.

Once again, Independent Living tenants are considerably more satisfied than General Needs tenants (84% and 56% respectively).

Satisfaction in Lancaster and Morecambe is fairly similar; however, Carnforth tenants are more satisfied (72%), suggesting it may be worth exploring if there are any differences in service delivery across these areas.

Approach to ASB





Respectful & Helpful Engagement



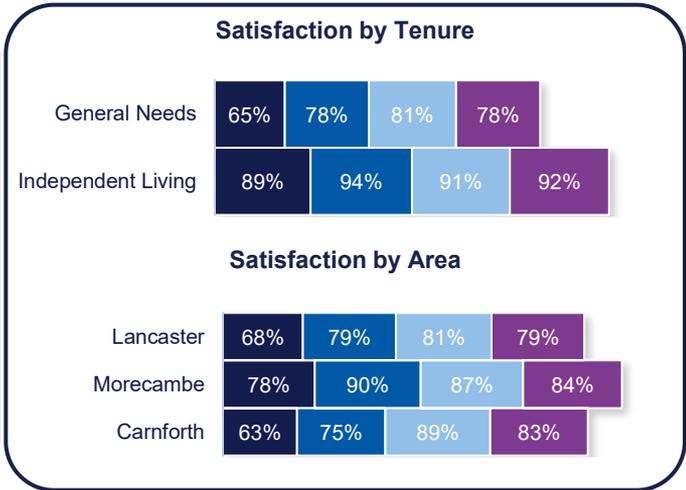
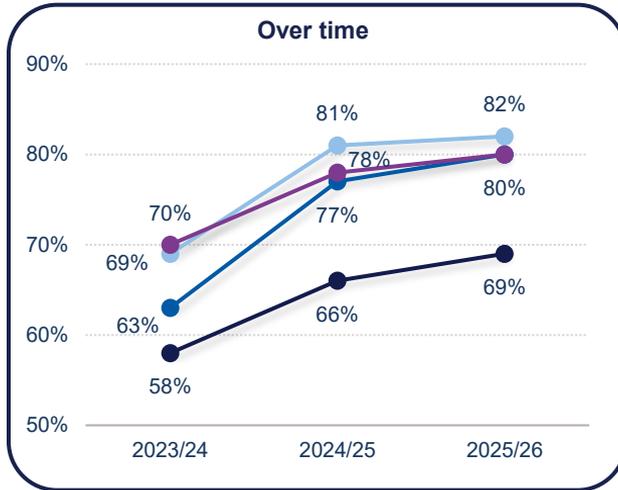
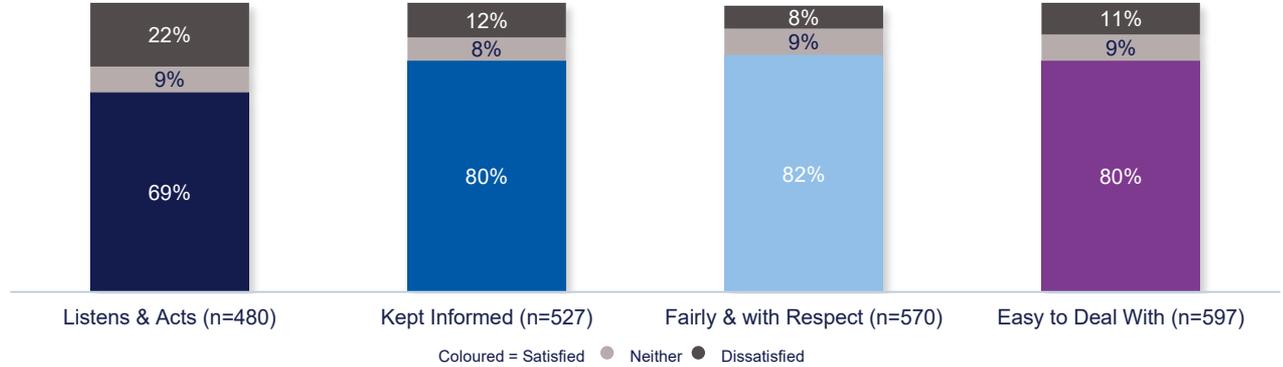
Respectful & Helpful Engagement

Around eight out of ten tenants agree that they are treated fairly and with respect by Lancaster City Council (82%), which is stable compared with the previous survey.

Tenants are similarly satisfied that they are kept informed about things that matter to them and that the Council is easy to deal with. Satisfaction with both of these metrics has increased slightly (3p.p and 2p.p respectively).

Fewer tenants are satisfied that their views are listened to and acted upon (69%), with 22% dissatisfied. Satisfaction with this measure can be impacted by a range of interactions tenants have with their landlords, including how repair requests, anti-social behaviour cases, and complaints are handled, as well as more formal feedback channels, such as tenant panels and surveys. For example, this report has shown that some dissatisfaction is being caused by outstanding repairs that have not been dealt with, and tenants may, therefore, feel they are not being listened to when they report repairs. This is also supported by the comments analysed on the following pages.

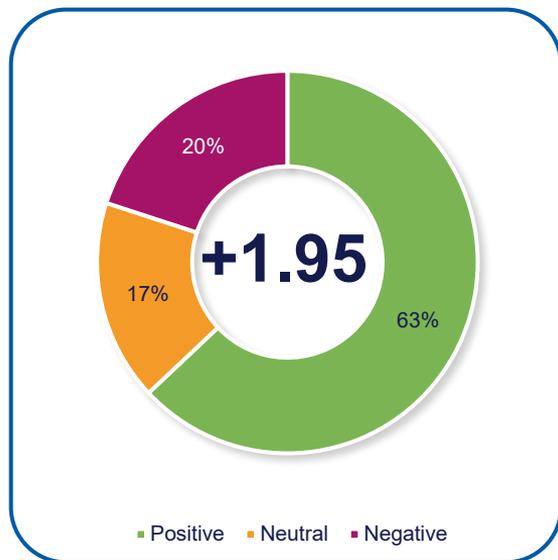
Once again, Independent Living tenants are more satisfied than General Needs tenants with each of these measures, especially regarding how their views are listened to.



Customer Service & Communication

Describe your experience with the customer service and communications you receive.

Base Size: 535



Attribute	Count	%	Sentiment Score
Satisfaction	132	24.9%	+3.53
Staff Conduct	127	23.9%	+3.69
Communication / Transparency	126	23.7%	+0.84
Subcategory, no attribute (yet)	81	15.3%	+0.64
Timeliness / Responsiveness	76	14.3%	+1.33
Quality of Work / Service	40	7.5%	+1.70
Listening / Acting	33	6.2%	+1.24
Resolution	22	4.1%	+0.05
No Comments	17	3.2%	-0.88
Effort	16	3.0%	-0.31
Empathy	11	2.1%	+0.73
Appointments / Convenience	7	1.3%	-0.71
Consistency	6	1.1%	0.00
Worker Conduct	6	1.1%	+1.17
Accountability	5	0.9%	-2.00
Trust	5	0.9%	-0.40
Fairness	2	0.4%	+2.50
Safety	2	0.4%	-5.00
Accessibility			-

When asked to comment on their experience with the customer service and communications, many tenants express satisfaction with the politeness and helpfulness of the call centre staff, noting that they are generally friendly and responsive. Positive comments highlight quick responses and effective communication, with some praising the regular updates through newsletters and text messages.

However, concerns arise regarding the follow-up on repairs and the overall effectiveness of the service. Several tenants report that while initial contact is pleasant, issues often remain unresolved, leading to frustration. Complaints about a lack of empathy from staff, particularly in sensitive situations, and inconsistent service quality depending on the representative are highlighted. Some tenants feel ignored or inadequately supported, especially regarding urgent repairs and ongoing issues.

Overall, while there is positive feedback around aspects of customer service, the need for improved follow-through and consistency in addressing tenant concerns is evident. This feedback highlights areas for potential improvement in service delivery and communication strategies.

Customer Service - Example Comments



Positive - Staff

"Everyone I have spoken to has been polite and communicated clearly. Everyone has been easy to talk to."

"I am happy with the customer service, the staff listen to my concerns, and arrange repairs."

"The people on the phone for customer service are lovely, and I cannot fault them. They do their best to help you every time."

"The staff I have spoken to have been helpful and friendly."

"They're always very polite, good customer service."

"Very good, they always listen to you when you ring, are polite, and get things done when you ask them to."

Positive - Communication

"I receive regular communications to keep me updated."

"We get letters to update us. When you phone for repairs, they're nice to speak to and aren't rude."

"Very happy with the way they communicate, and they help me when I need them to."

"They send emails or texts for the magazine online. It's all fine."

"Very satisfied, they send out newsletters every month. If there are any repairs, they get in touch beforehand."

"The communication is good, but nothing gets done."

"I receive updates through the app."

Negative - Repairs

"I ring the council on a weekly basis and can't get any further, I'm really getting fed up with it all [the lack of completion of repairs]."

"Like I have said, I have reported the tile to the housing department and the alarm, and they haven't done it."

"There's no direct number to get through to repairs - six or seven options make it frustrating and a bit of a faff. Repairs should have a separate number, and the reporting system isn't good."

"Each time I do get through, I'm given a different answer about the repairs. I've had to keep chasing them myself, yet I still don't have a clear resolution."

Negative - Other

"No empathy from the call handler after explaining my repair and disability problems."

"I am a bit concerned about the newsletter. It's usually 3-4 times a year, but it didn't have much information in the booklet. It is usually about 15 pages, and now it's not so big, it's about four pages if you're lucky. I looked forward to reading it."

"I have not received any communication."

"Customer service is inconsistent."

"Until last year, the service was great. However, recently it has declined - I've found it difficult to get through to them on the phone."

Number of respondents: 535



Effective Handling of Complaints



When asked if they had made a complaint to Lancaster City Council in the last 12 months, 21% of tenants said they had. However, it is hard to tell how many of these are genuine complaints or service requests which have yet to be fully actioned. At the same time, a high proportion of complaints alone is not necessarily a negative – it can indicate an easily accessible and transparent complaints process.

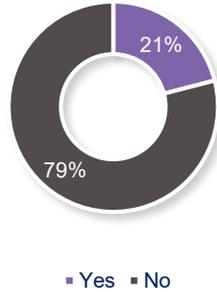
Of the tenants who said they made a complaint, around one-third are satisfied with the Council's approach to complaints handling (36%), with more dissatisfied (52%). Satisfaction has remained stable compared with the previous survey.

Complaints handling is usually the lowest-performing TSM for Registered Providers, so this result is not unexpected; however, it does suggest that some improvements can be made to the process.

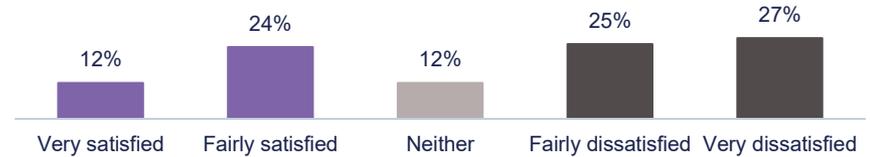
Dissatisfaction with complaints can be caused by the outcome, i.e. if tenants got the resolution they wanted, as well as how it was handled, including timeliness, how they were kept updated and the attitude of the staff they dealt with. The previous comments do suggest that tenants are generally happy with the customer service from staff, so this does not appear to be a key area of concern.

Effective Handling of Complaints

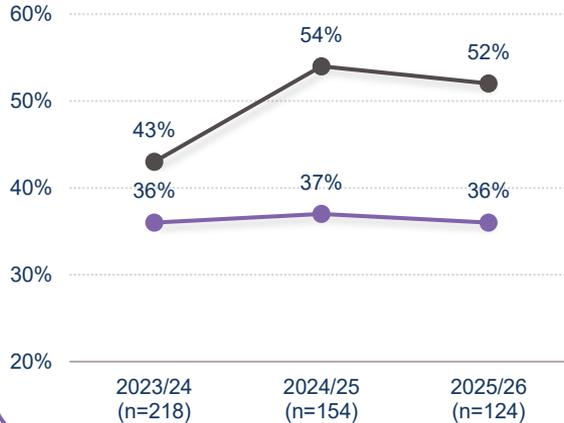
Complaint in last 12 months



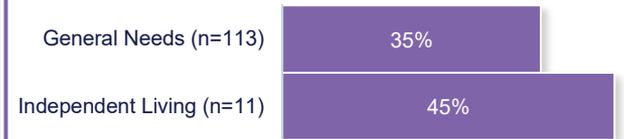
Satisfaction with Complaints Handling



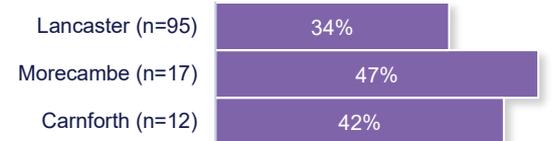
Over time



Satisfaction by Tenure



Satisfaction by Area





Net Promoter



Tenants were asked, "How likely would you be to recommend Lancaster City Council's Housing Service to other people on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?"

Around half of tenants are promoters, very loyal and happy to promote the Council to other people (48%), with 39% of tenants giving a score of ten out of ten.

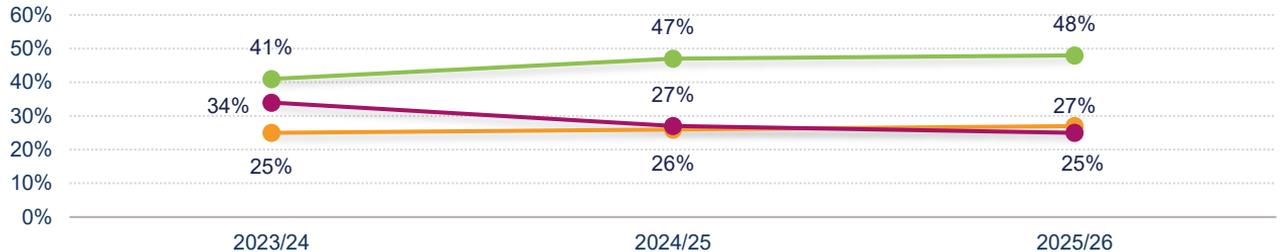
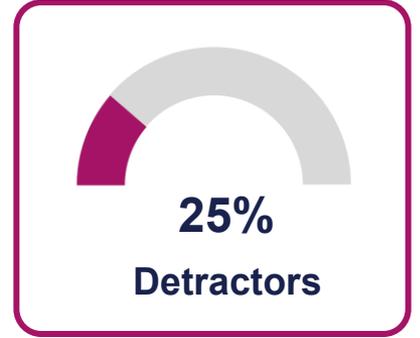
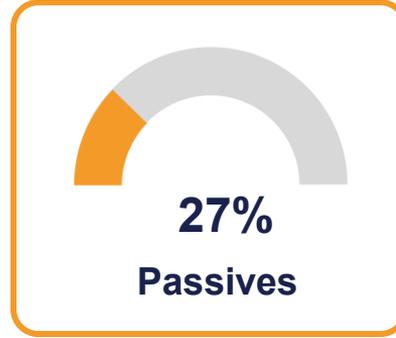
Around one-quarter of tenants are currently passive and could be persuaded either way (27%), with the remaining 25% detractors, and likely to have negative views about the Council's Housing Service.

Some 5% of tenants gave a score of 0, with these tenants mainly commenting on repairs not being done, in some cases despite years of waiting. They also highlight issues with communal areas and anti-social behaviour.

The Net Promoter Score (promoters minus detractors) is +23, which is similar to the Acuity median for 2024/25 (+24). This is an increase of 2 points compared with the previous survey.

+23
NPS ↑ 2

Net Promoter





Trends



Year-on-Year Change

As has been shown throughout this report, satisfaction has generally increased slightly for almost all measures, compared with the previous survey carried out in 2024.

The biggest increase has been for the communal areas being kept clean and well maintained (5p.p), followed by the home being well maintained, the provision of a safe home and the approach to handling anti-social behaviour (4p.p).

Overall satisfaction, the time taken to complete the most recent repair and the handling of complaints are the only measures to have not increased. However, as previously mentioned, this is minimal, and the integration of online surveys is likely to have had a slight negative effect on the results.

Between 2023/24 and 2024/25, there were several larger increases in satisfaction, and therefore, it is positive that Lancaster City Council has been able to maintain these levels and show that these improved results are not temporary but part of a longer-term trend.

	2024/25	2025/26
Overall Satisfaction	77%	76% (-1)
Well Maintained Home	76%	79% (+4)
Safe Home	78%	82% (+4)
Communal Areas	60%	66% (+5)
Repairs Last 12 Months	82%	83% (+1)
Time Taken Repairs	79%	78% (-1)
Overall Repairs	75%	77% (+2)
Neighbourhood Contribution	66%	68% (+2)
Approach to ASB	55%	59% (+4)
Listens & Acts	66%	69% (+3)
Fairly & with Respect	81%	82% (+1)
Kept Informed	77%	80% (+3)
Easy to Deal With	78%	80% (+2)
Complaints Handling	37%	36% (-1)
NPS (Promoters)	47%	48% (+1)



Top 30 Comments

The table to the right presents the top 30 comment areas from tenants across all four sentiment questions.

As might be expected, the most commonly mentioned area is the timescales to complete repairs, with 330 mentions of this. This shows how this aspect of service is of the utmost importance to tenants. The sentiment score is -0.02, highlighting how tenants have had positive and negative experiences of this, which have shaped their perception of the service provided by the Council.

Other aspects of the repairs service also feature, including the quality of work, whether issues have been resolved, and communications around repairs.

The general condition of the home is frequently mentioned, as well as specific concerns, including windows/doors, damp and kitchens.

As previously noted, while many tenants mention customer service and contact in their comments, this is mostly in a positive light, with an overall sentiment score of +3.72 for this area, and +3.57 for staff conduct.

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	56.25%	333	-0.02
Property Condition - General Condition	29.39%	174	2.49
Housing Services - Customer Service & Contact - Satisfaction	26.18%	155	3.72
Property Services - Responsive Repairs - Quality of Work / Service	26.01%	154	1.28
Property Services - Responsive Repairs - Resolution	24.16%	143	-1.39
Housing Services - Customer Service & Contact - Staff Conduct	23.65%	140	3.57
Property Services - Responsive Repairs - Other	21.28%	126	0.35
Housing Services - Customer Service & Contact - Communication / Transparency	19.26%	114	1.19
Uncategorized Comments	15.37%	91	0.69
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	15.20%	90	1.93
Housing Services - Customer Service & Contact - Other	12.50%	74	1.13
Property Condition - Window/doors	11.66%	69	-1.71
Property Services - Responsive Repairs - Communication / Transparency	11.32%	67	-0.64
Property Condition - Damp	10.98%	65	-3.52
Housing Services - Grounds Maintenance - Quality of Work / Service	10.30%	61	-1.56
Housing Services - Communal Maintenance - Quality of Work / Service	9.97%	59	0.08
Property Services - Responsive Repairs - Satisfaction	9.80%	58	2.70
Housing Services - Grounds Maintenance - Timeliness / Responsiveness	8.95%	53	-3.16
Housing Services - Customer Service & Contact - Quality of Work / Service	8.45%	50	2.85
Housing Services - Grounds Maintenance - Other	8.11%	48	-1.73
Building Safety - Door/window/gate security	6.93%	41	0.83
Property Condition - Kitchens	6.59%	39	-1.20
Property Condition - Bathrooms	6.25%	37	-1.53
Property Services - Responsive Repairs - Safety	6.08%	36	0.00
Building Safety - Fire safety	5.91%	35	-1.21
Housing Services - Communal Maintenance - Timeliness / Responsiveness	5.57%	33	-0.09
Property Services - Responsive Repairs - Worker Conduct	5.41%	32	2.97
Housing Services - Customer Service & Contact - No Comments	5.24%	31	-1.74
Property Services - Planned Maintenance - Timeliness / Responsiveness	4.90%	29	-2.45
Housing Services - Customer Service & Contact - Listening / Acting	4.90%	29	1.38



Further Insight



Satisfaction & Dissatisfaction

The charts opposite demonstrate the range of satisfaction and dissatisfaction with the measures in the survey.

Although satisfaction may appear low, there is sometimes a large proportion of tenants who have no opinion either way, selecting the neither satisfied nor dissatisfied option, rather than being actively dissatisfied with the service.

However, for Lancaster City Council, it generally follows that measures with high satisfaction also have low dissatisfaction, and vice versa.

The lowest proportion of neither satisfied nor dissatisfied responses is for the time taken to complete repairs (4%), with the most for the positive contribution made to the neighbourhood (13%). This once again shows how tenants generally have strong opinions about the repairs service, but are not so sure about the neighbourhood contribution the Council makes.

Overall satisfaction sits around the middle of the measures, perhaps suggesting that more could be done regarding how tenants perceive the Council's Housing Service as a whole.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





Key Driver Analysis

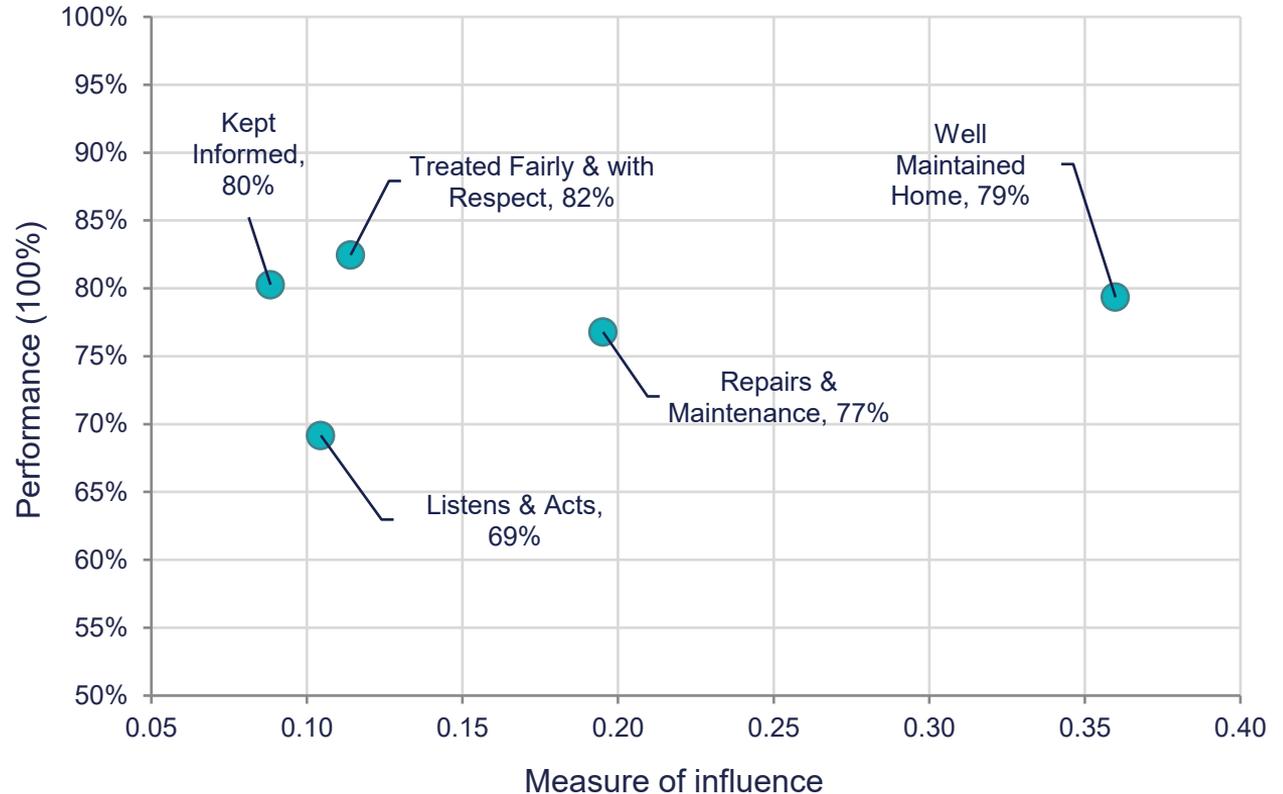
Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord has its own unique pattern of influence, and when considering the results for 2025/26, the most important driver for tenants' satisfaction with the overall service provided is that the Council provides a well maintained home, followed by the repairs and maintenance service. This further illustrates the importance of the repairs service to tenants.

Tenants being treated fairly and with respect, how their views are listened to and acted upon, and keeping tenants informed, are also important, but not as influential.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall service provided by Lancaster City Council.

Key Driver Analysis – Overall Satisfaction





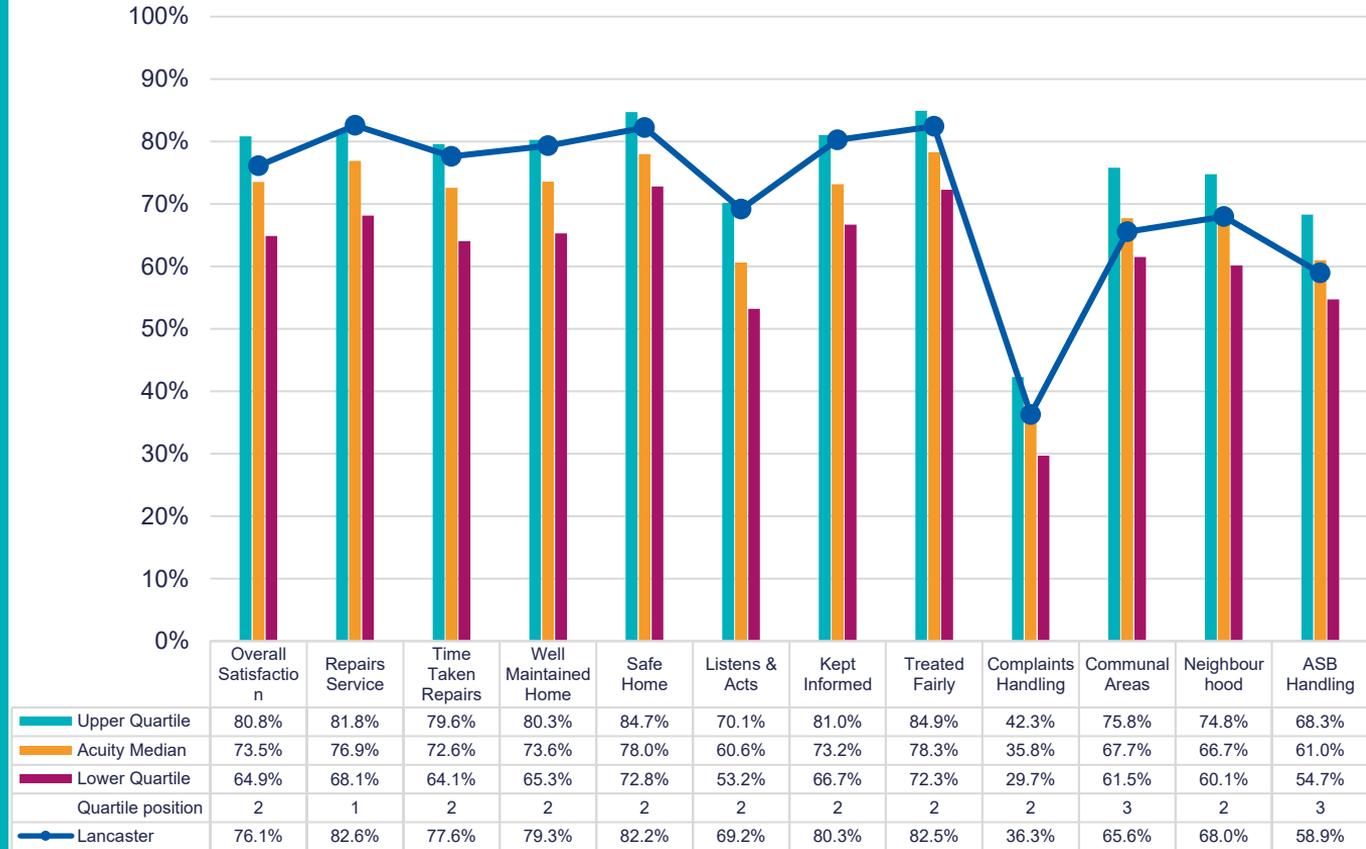
Benchmarking – Acuity Clients (LCRA)

It is possible to compare performance on the core questions against Acuity clients who have used the TSM questions. The chart shows the quartile positions based on the results collected during 2024/25.

The results for Lancaster City Council compare well with all but two measures above the group median, including the overall repairs service in the last 12 months, which is in the top quartile.

The only exceptions are for the cleaning and maintenance of the communal areas and the approach to handling anti-social behaviour. Both of these metrics are, however, just 2.1% below the respective medians.

Despite having the lowest level of satisfaction, complaints handling is still above the median, with generally lower scores seen for this measure across the sector.





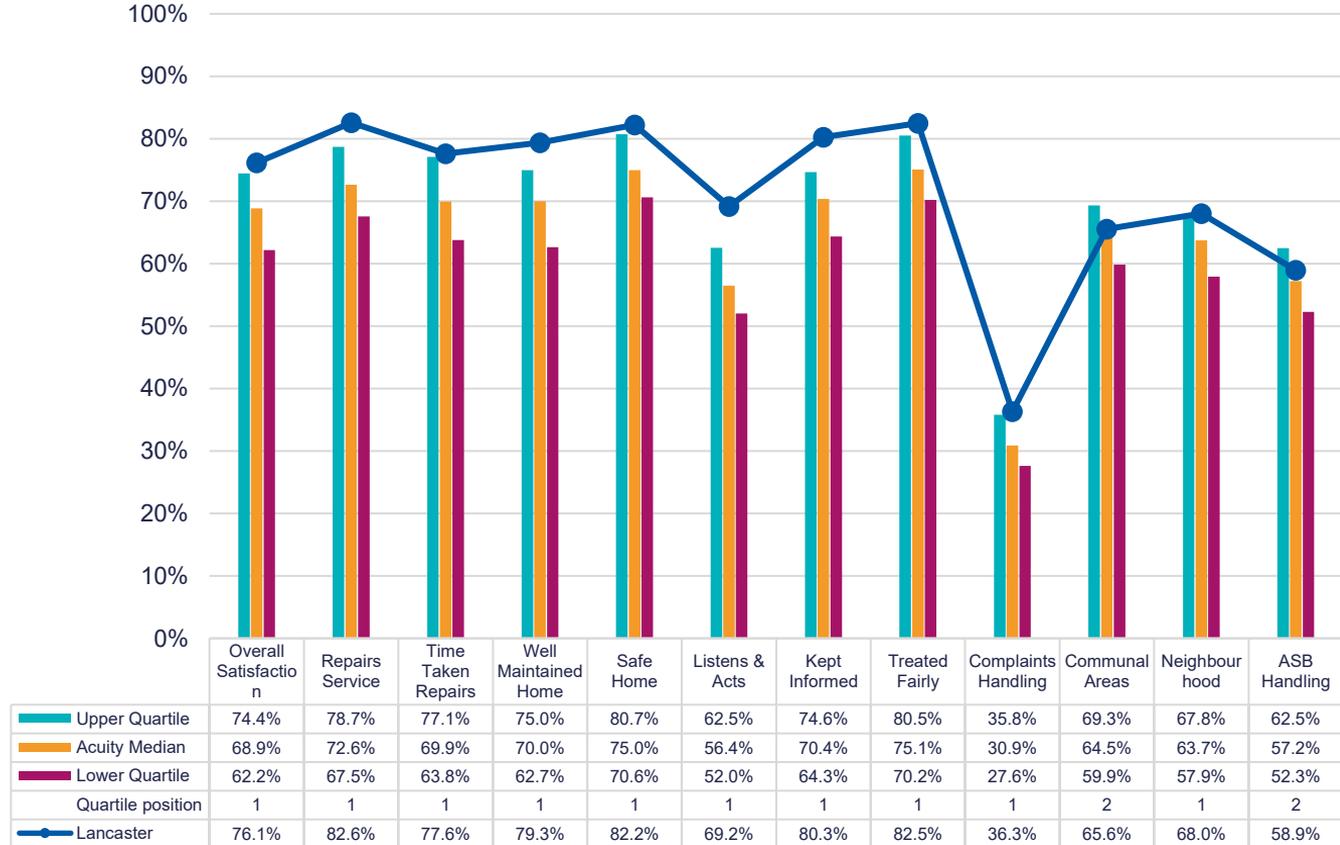
Benchmarking – Acuity Clients - Councils (LCRA)

Given that Lancaster City Council is a Council landlord, it is perhaps more appropriate to compare the results just against other councils. Therefore, the chart opposite demonstrates the ratings for Lancaster City Council against around 40 other councils that worked with Acuity during 2024/25.

The results compare even better against this group, with all measures above the median and all but two measures in the top quartile. This includes overall satisfaction, which is 7.3% above the median.

Once again, it is the cleaning and maintenance of communal areas and handling of anti-social behaviour that do not compare quite as well, although in this case, they are still in the second quartile.

This comparison demonstrates the great job Lancaster City Council is doing, and that there have been improvements from last year (where three measures were below the median). However, it should be noted that this group includes landlords of different sizes, who carried out their surveys using a variety of methodologies, etc.





National Context

When considering the survey results, the national context and external factors impacting both landlords and their tenants must be taken into account.

For example:

- Cost of Living Crisis, an increase in poverty and pressure on funding
- Government & Political Changes
- Uncertainty about the Future
- Wider Economic factors.

Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

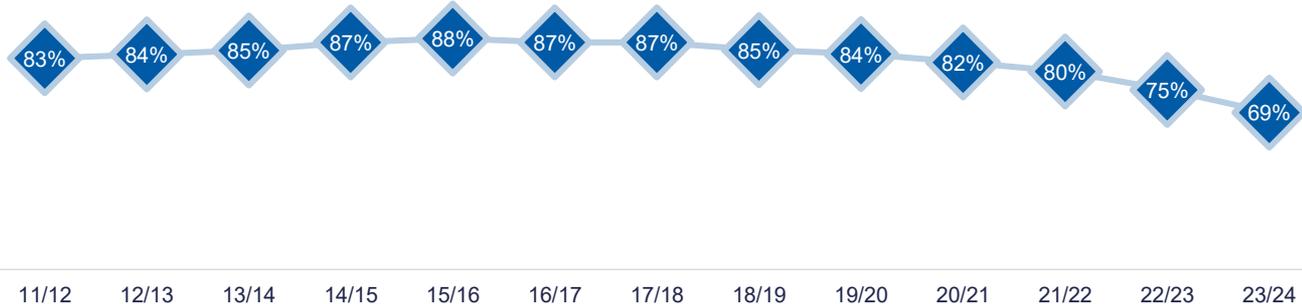
The top graph demonstrates how overall satisfaction has changed over time (tracker only). The trendline is downward. The lower chart shows the results from national members with a peak in 2015/16, followed by a slow decline since. This started well before the effects of the pandemic, so it is not the sole or primary driver behind this decline.

As has been shown throughout this report, satisfaction has generally stayed stable or increased slightly since the previous survey. Lancaster City Council is, therefore, doing well to maintain its levels of satisfaction.

Overall Services (Acuity Clients)



Satisfaction with Services Provided (NHF/Housemark Median - General Needs)





Summary

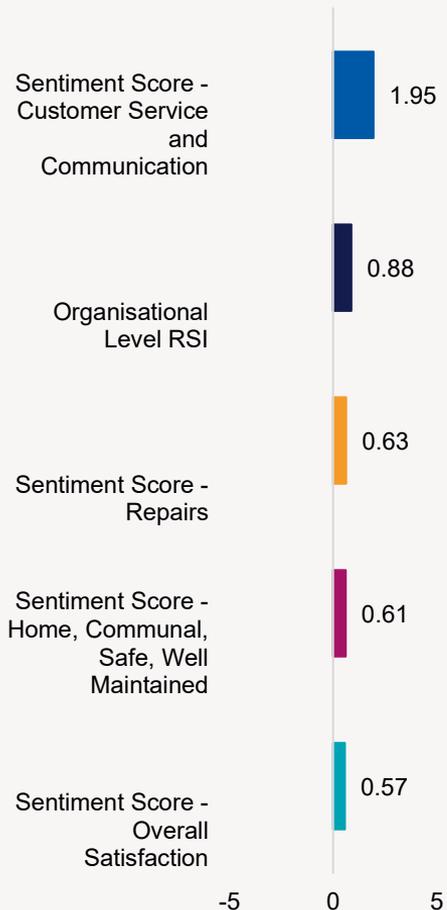
Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of resident feedback across all key service areas. It is based exclusively on responses to the 7 core RSI open-ended questions. It reflects how positively or negatively residents feel about the organisation's performance across these key areas. Please note, if your organisation does not ask all 7 core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

Sentiment Scores



Summary



Overall Satisfaction

The comments reveal a varied sentiment towards the overall housing services, with many tenants expressing dissatisfaction regarding repair delays, poor communication, and maintenance issues, particularly concerning damp and mould. While some tenants praised the promptness of repairs and the helpfulness of staff, others highlighted feelings of neglect, especially in comparison to tenants in better-off areas. Concerns about overgrown communal spaces, inadequate support for vulnerable tenants, and inconsistent service quality were also prevalent, indicating a need for improved responsiveness and resource allocation.

The Home

The comments about the home and communal areas show that many tenants are satisfied with safety checks and the condition of their homes, highlighting effective communication and prompt repairs. However, concerns arise about the maintenance of communal areas, with complaints about infrequent cleaning, overgrown gardens, and litter. Issues such as delayed repairs, inadequate responses to maintenance requests, and safety hazards from poorly maintained pathways and communal spaces are present, indicating a need for improved service consistency.

Repairs

The comments left by tenants detail experiences with repair services, highlighting promptness and efficiency for minor issues, while larger repairs often face significant delays and communication breakdowns. Many tenants expressed frustration over unresolved long-standing issues, with some waiting years for completion. Positive feedback noted the professionalism and politeness of workers, but dissatisfaction arose from inadequate follow-up and inconsistent service quality. Overall, while some repairs are handled swiftly, systemic issues in communication and prioritisation remain prevalent.

Customer Service & Communication

Many tenants comment that they appreciate the politeness and helpfulness of staff, noting quick responses and effective communication. However, concerns arise regarding follow-up on repairs, with numerous complaints about unfulfilled promises and a lack of updates. Some tenants feel disrespected or ignored, particularly in complex situations. Overall, while there are positive experiences, the inconsistency in service quality and communication remains an area for improvement.

Satisfaction with Measures



Summary

Acuity is working with Lancaster City Council to undertake a series of satisfaction surveys of its tenants, starting in 2023 and running through to 2026. This is the third year of this contract, and this report focuses on the findings from the survey of the Council's tenants, undertaken between August and October 2025. A total of 637 responses were received to the overall satisfaction question, giving a margin of error of $\pm 3.5\%$, so within the required margin of $\pm 4.0\%$.

Satisfaction is high, with three-quarters of tenants satisfied with the overall service provided (76%) and even higher satisfaction for several measures. Over eight out of ten tenants are satisfied with the overall repairs service over the last 12 months (83%), tenants being treated fairly and with respect (82%) and the provision of a safe home (82%). However, two measures received satisfaction levels below 60%, these being the approach taken to handle anti-social behaviour (59%) and the handling of complaints (36%). Correspondingly, complaints handling has the highest level of dissatisfaction (52%). Dissatisfaction with this service is likely to incorporate more than just how tenants' complaints are handled – for example, tenants not getting the resolution they want or expect, or still awaiting the outcome. It should also be noted that this is often the worst-performing measure for Registered Providers, as seen on the benchmarking information pages.

When comparing the results with the survey undertaken in Summer 2024, satisfaction has increased slightly for most measures. These changes are generally small and within the combined margin of error, the biggest being for the cleaning and maintenance of the communal areas (up 5p.p). However, after some larger increases last year, it is positive that Lancaster City Council has been able to maintain and continue to improve levels of satisfaction. Overall satisfaction, the time taken to complete the last repair and the handling of complaints are the only measures to have not increased, remaining stable (decreasing by just 1p.p). This is also in the context of online surveys being utilised this year.

Lancaster City Council compares well against other Landlords who worked with Acuity during 2024/25, being above the median for all metrics aside from the cleaning and maintenance of communal areas and the approach to handling anti-social behaviour. Against other Council landlords, Lancaster City Council compares even better, with ten measures in the top quartile.

For the first time, sentiment analysis has been used against four qualitative questions, covering the main areas of service. This gives a sentiment score based on the comments made and also highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is +0.88 for Lancaster City Council, and all individual areas have positive scores. However, tenants did express some concerns regarding repairs, including the timescales to complete repairs and the quality of work. Analysing the sentiment scores and reading the comments will help Lancaster City Council get a better understanding of what is driving satisfaction and what is not working quite as well.

This report has also shown that satisfaction is higher for Independent Living tenants, but fairly similar across the three areas. The demographics section at the end of this report further demonstrates that older tenants are more satisfied, as are newer tenants and those who responded to the survey by telephone.





The survey reveals many areas of good performance, with many increasing in satisfaction since last year, but it has also highlighted some areas where improvements could be made.

The comments made by tenants give insight into what they are most concerned about and will help Lancaster City Council target services that may need some improvement.

Shown opposite are some recommendations that Lancaster City Council may wish to follow up on to help improve satisfaction in the future.

Recommendations

Repairs & Maintenance

Although some of the highest levels of satisfaction are found for the repairs service, and satisfaction has improved in some areas since the previous survey, it is one of the main focuses of negative comments when tenants were asked to expand on their answers. In particular, tenants mentioned the timescales to complete work, with long delays and having to chase for updates. These concerns could be linked to issues around resources and delays caused by more urgent problems. Tenant expectations around timescales can also sometimes be hard to match. Good communication is important so tenants are fully aware of when a repair will be done and kept informed of any progress or delays. Tenants also mentioned the quality of repair work, which suggests spot-checking may be necessary to ensure standards are met. If this is already in place, a review of the process here is advised. The home being well maintained is the key driver for overall satisfaction, so it is important that improvements are made wherever possible. Some tenants are also experiencing problems with damp and mould, which need to be resolved as a matter of urgency, particularly in the context of Awaab's Law.

Neighbourhood Management

Of all the satisfaction measures in the survey, two of those that tenants are the least satisfied with are the cleaning and maintenance of communal areas (66%) and the approach to handling ASB (59%), with these two measures being the only ones falling below the Acuity median. Tenants mention issues around grounds maintenance, such as overgrown gardens and grass, as well as the communal areas cleaning service. Regular cleaning and maintenance are important to help ensure there are no safety concerns and that tenants are happy with their shared spaces. A review of these services is, therefore, recommended. Again, keeping tenants informed about when to expect cleaning and maintenance can help manage their expectations. The results also suggest some tenants are unsure about the contribution Lancaster City Council makes to the local area as their landlord, and more could be done to promote and publicise this. One possible avenue is setting up regular community meetings with tenants to discuss any neighbourhood concerns they have, such as ASB, as well as keeping tenants informed about what is happening in the neighbourhood, and collaborating with other organisations to help resolve issues. A more proactive approach to solving problems, such as littering, will also help tenants feel like their voices are being heard.

Complaints Handling

Since the introduction of the TSMs, the handling of complaints has been consistently the lowest-rated service, and it is also the lowest-rated in this survey. One-fifth of tenants said they had made a complaint, but the question of 'what is a complaint?' to tenants continues, so it is not clear how many of these are genuine complaints or service requests. Dissatisfaction is high at 52%, and although the survey did not include any follow-up questions, this is often linked to the quality and frequency of communications. Where landlords do well with complaints, it is usually because they are clear on how and when tenants should complain, what they can expect in terms of service and have regular updates on progress. Some landlords have included further questions to find out more about the process and where things do not work as well as they should; this is something Lancaster City Council may wish to consider for the future.

Resident Sentiment Index (RSI)

Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes 7 key open ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

Some feedback will remain “Uncategorised” – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.



Demographics



Tenure

As has been shown throughout this report, Independent Living tenants tend to be more satisfied than their General Needs counterparts. In fact, they are more satisfied with all of the measures in the survey and more likely to recommend Lancaster City Council to other people.

As will be shown on the following page, one reason for this can be the age of the tenants; however, the different levels of services offered can also have an impact.

Several of the biggest differences are around neighbourhood management, including the cleaning and maintenance of communal areas (25% more Independent Living tenants satisfied), and the approach to handling anti-social behaviour (28% more Independent Living tenants satisfied).

	All Tenants	General Needs	Independent Living
Overall Satisfaction	76%	73%	92%
Well Maintained Home	79%	76%	95%
Safe Home	82%	80%	96%
Repairs Last 12 Months	83%	80%	100%
Time Taken Repairs	78%	75%	94%
Overall Repairs	77%	74%	92%
Communal Areas	66%	58%	83%
Neighbourhood Contribution	68%	64%	86%
Approach to ASB	59%	56%	84%
Listens & Acts	69%	65%	89%
Kept Informed	80%	78%	94%
Fairly & with Respect	82%	81%	91%
Easy to Deal With	80%	78%	92%
Complaints Handling	36%	35%	45%
NPS (Promoters)	48%	45%	63%



Area

Lancaster City Council operates over three main areas, Lancaster, Carnforth and Morecambe. The majority of the responses are from Lancaster (480), with far fewer from Morecambe (98) and Carnforth (61).

Overall satisfaction is very similar across the three areas, ranging from 76% in Lancaster to 78% in Morecambe.

Many of the differences are relatively small, suggesting consistent service delivery. For example, satisfaction with the overall repairs service is within 82% to 84% for all three areas.

The contribution made to the neighbourhood and the approach to handling anti-social behaviour do vary slightly more; 54% of tenants in Morecambe are satisfied with the handling of ASB, compared with 72% in Carnforth.

	All Tenants	Lancaster	Morecambe	Carnforth
Overall Satisfaction	76%	76%	78%	77%
Well Maintained Home	79%	78%	83%	81%
Safe Home	82%	82%	84%	84%
Repairs Last 12 Months	83%	82%	84%	84%
Time Taken Repairs	78%	77%	80%	81%
Overall Repairs	77%	77%	78%	73%
Communal Areas	66%	64%	72%	65%
Neighbourhood Contribution	68%	69%	71%	59%
Approach to ASB	59%	58%	54%	72%
Listens & Acts	69%	68%	78%	63%
Kept Informed	80%	79%	90%	75%
Fairly & with Respect	82%	81%	87%	89%
Easy to Deal With	80%	79%	84%	83%
Complaints Handling	36%	34%	47%	42%
NPS (Promoters)	48%	48%	51%	41%



Age Group

It is common in surveys of this type that satisfaction generally increases with age, and this appears to be the case for Lancaster City Council.

Tenants aged 65 to 74 and 85 and over are the most satisfied with the overall service provided by the Council (89%), with those aged 35 to 44 the least satisfied (59%). All tenants aged over 85 are also satisfied with several measures, including that they are provided with a safe home.

Tenants aged 25 to 34 are the least satisfied with several measures, including just 25% satisfied with the cleaning and maintenance of communal areas. This group is also the least likely to recommend the Council's Housing Service to other people (29%).

The general trend is consistent with many other surveys and means that the age profile of different landlords will be a major factor in determining satisfaction levels.

It is not entirely clear why this is, but it could be that older people are generally less likely to complain and, perhaps, put up with lower standards of service, whereas younger tenants can have higher expectations of what they feel services should look like.

	All Tenants	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +	Unknown
Overall Satisfaction	76%	100% *	69%	59%	64%	69%	80%	89%	88%	89%	80%
Well Maintained Home	79%	86% *	64%	59%	71%	75%	89%	94%	94%	94%	77%
Safe Home	82%	83% *	61%	64%	77%	81%	86%	97%	95%	100%	83%
Repairs Last 12 Months	83%	100% *	70%	68%	74%	83%	87%	89%	100%	100% *	89%
Time Taken Repairs	78%	75% *	68%	67%	65%	72%	93%	85%	94%	100% *	76%
Overall Repairs	77%	100% *	61%	64%	67%	71%	79%	85%	90%	100%	82%
Communal Areas	66%	67% *	25%	63%	52%	62%	63%	73%	76%	100% *	88%
Neighbourhood Contribution	68%	67% *	52%	58%	57%	57%	79%	77%	78%	100% *	74%
Approach to ASB	59%	25% *	45%	45%	58%	50%	66%	68%	74%	100% *	64%
Listens & Acts	69%	67% *	61%	50%	66%	64%	76%	74%	82%	100%	70%
Kept Informed	80%	100% *	69%	71%	71%	78%	88%	81%	92%	100%	84%
Fairly & with Respect	82%	100% *	83%	71%	77%	65%	87%	87%	94%	79%	91%
Easy to Deal With	80%	86% *	76%	65%	70%	71%	86%	85%	93%	100%	88%
Complaints Handling	36%	80% *	27%	27%	56%	25%	30%	31%	50%	100% *	22% *
NPS (Promoters)	48%	43% *	29%	39%	42%	40%	54%	55%	64%	77%	50%

*Base below 10



Length of Tenancy

When looking at the length of tenancy of tenants, satisfaction does tend to be high for newer tenants, as seen here, where the under one year and less than 1-3-year groups are highly satisfied with most measures.

Tenants with tenancy lengths of 11 to 20 years are also highly satisfied, including 90% with the overall repairs service over the last 12 months. These tenants may have a higher sense of loyalty and commitment to the Council and feel settled in their homes, having been there for a long time. They are also more likely to be older tenants.

Tenants of four to five years are generally the least satisfied, including with the overall service provided (64%) and that their homes are well maintained (66%). At this point in their tenancy, tenants may start to experience more problems with their home, such as with its maintenance, and may, for instance, have been waiting for repairs for some time.

	All Tenants	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	76%	83%	82%	64%	72%	74%	79%
Well Maintained Home	79%	82%	83%	66%	76%	80%	85%
Safe Home	82%	91%	85%	75%	75%	81%	88%
Repairs Last 12 Months	83%	92%	91%	82%	71%	82%	90%
Time Taken Repairs	78%	100%	83%	78%	65%	75%	88%
Overall Repairs	77%	90%	85%	63%	71%	74%	82%
Communal Areas	66%	60%	74%	52%	60%	61%	82%
Neighbourhood Contribution	68%	77%	76%	63%	62%	61%	75%
Approach to ASB	59%	77%	64%	52%	55%	56%	63%
Listens & Acts	69%	88%	78%	59%	59%	63%	77%
Kept Informed	80%	92%	85%	80%	74%	75%	86%
Fairly & with Respect	82%	93%	84%	76%	79%	79%	89%
Easy to Deal With	80%	80%	86%	74%	72%	80%	86%
Complaints Handling	36%	80% *	38%	36%	29%	37%	33%
NPS (Promoters)	48%	55%	53%	43%	44%	48%	49%

*Base below 10



Property Type

Lancaster City Council has three main property types: flats, houses and bungalows, as well as some bedsits and maisonettes.

It is, perhaps, no surprise that those in the bungalows are the most satisfied with the overall service; these are not only desirable types of property but are more likely to be occupied by older tenants, who, as has been previously shown, tend to be the most satisfied. However, the few tenants of bedsits are also highly satisfied, including all being satisfied that they are provided with a safe home.

There is little difference between the other two main property types, with 75% of tenants in flats satisfied overall and 71% in houses, whilst 49% and 42% respectively would recommend Lancaster City Council to other people.

	All Tenants	BSIT	BUNG	FLAT	HOUS	MAIS
Overall Satisfaction	76%	78%	88%	75%	71%	63% *
Well Maintained Home	79%	94%	91%	78%	73%	50% *
Safe Home	82%	100%	95%	73%	80%	75% *
Repairs Last 12 Months	83%	86% *	95%	82%	76%	86% *
Time Taken Repairs	78%	88% *	86%	81%	70%	86% *
Overall Repairs	77%	88%	86%	77%	70%	88% *
Communal Areas	66%	94%	70%	59%	69%	60% *
Neighbourhood Contribution	68%	100%	78%	67%	59%	80% *
Approach to ASB	59%	89% *	73%	53%	54%	60% *
Listens & Acts	69%	86%	78%	66%	65%	50% *
Kept Informed	80%	88%	86%	80%	76%	71% *
Fairly & with Respect	82%	82%	88%	81%	80%	88% *
Easy to Deal With	80%	88%	85%	80%	77%	88% *
Complaints Handling	36%	67% *	36%	41%	29%	50% *
NPS (Promoters)	48%	40%	60%	49%	42%	38% *

*Base below 10



Method

The survey this year used a mixed-mode methodology, employing both telephone and online surveys to improve the final response rate. The majority of tenants completed the survey by telephone (562), with 77 online responses.

The table to the right demonstrates how tenants who completed the survey online are consistently less satisfied. For example, 65% of these tenants are satisfied overall, compared with 78% who took part in a telephone interview.

When considering the changes in satisfaction since the previous survey, it is, therefore, important to note that last year the survey was carried out completely by telephone.

Nonetheless, there are benefits to having an online element, such as tenants completing the survey who would otherwise not have done so. Tenants may also find it easier to give more honest responses than when talking to a person on the phone.

	All Tenants	CAWI	CATI
Overall Satisfaction	76%	65%	78%
Well Maintained Home	79%	72%	80%
Safe Home	82%	77%	83%
Repairs Last 12 Months	83%	78%	83%
Time Taken Repairs	78%	67%	79%
Overall Repairs	77%	63%	78%
Communal Areas	66%	61%	66%
Neighbourhood Contribution	68%	52%	70%
Approach to ASB	59%	43%	62%
Listens & Acts	69%	52%	71%
Kept Informed	80%	59%	83%
Fairly & with Respect	82%	70%	84%
Easy to Deal With	80%	66%	82%
Complaints Handling	36%	12%	40%
NPS (Promoters)	48%	39%	49%



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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