

Your views



Tenant Satisfaction Survey 2023

About the Survey

In September and October 2023, many of you took part in an important survey.

The survey was carried out by telephone and online, by an independent market research company (Acuity Research and Practice). It focused on how happy you are with the way Southwark Council maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (or 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 tenants are most concerned about, informing Southwark Council's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.

2,304

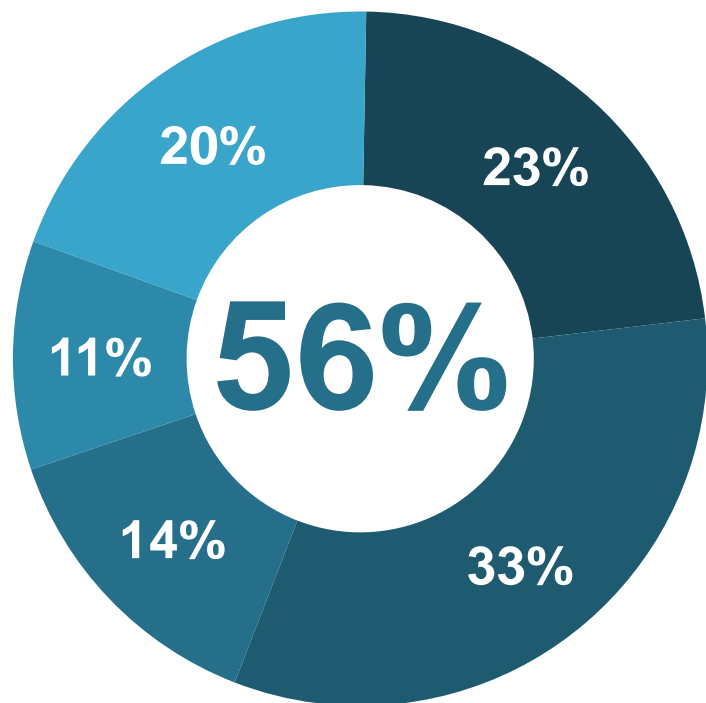
tenants took part
out of a total of
around 34,000*
(2,233 by telephone
& 71 online)

A big thank you to everyone who took part!

Overall service



Almost six out of ten tenants are satisfied with the overall service provided by Southwark Council (**56%**).



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



The home and communal areas



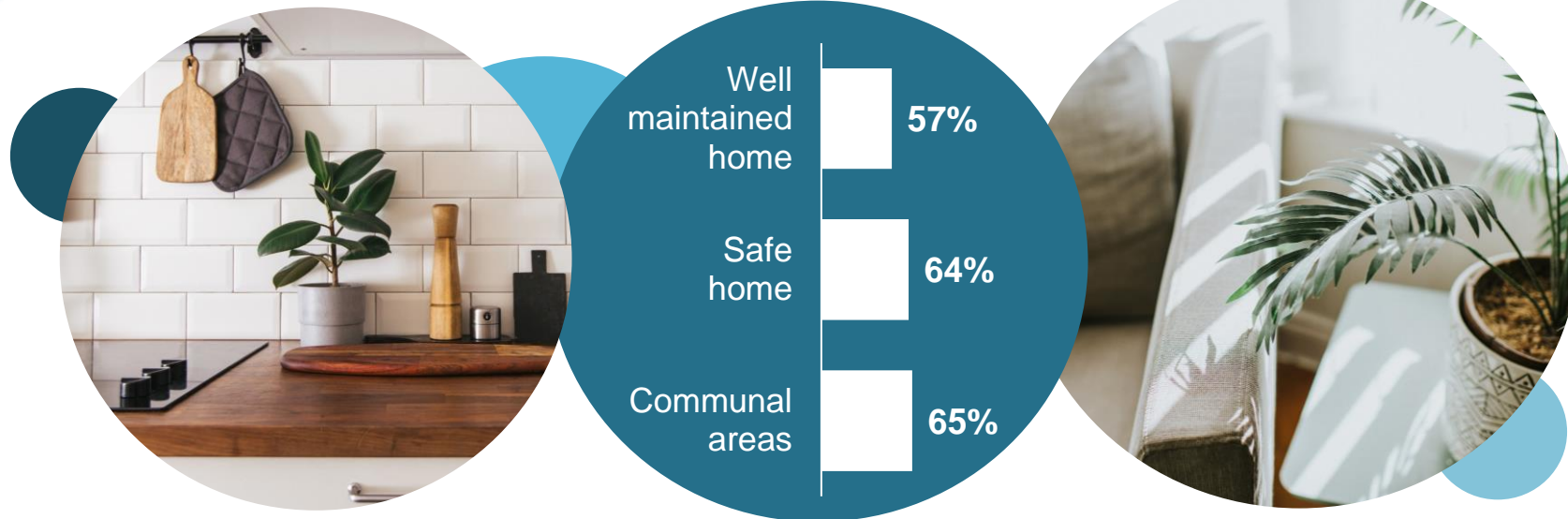
Just under three-fifths of tenants are satisfied that their homes are well maintained (**57%**).



Over six out of ten tenants are satisfied that Southwark Council provides a home that is safe (**64%**).



Around two-thirds of tenants with communal areas are satisfied that they are kept clean and well maintained (**65%**).



Repairs service



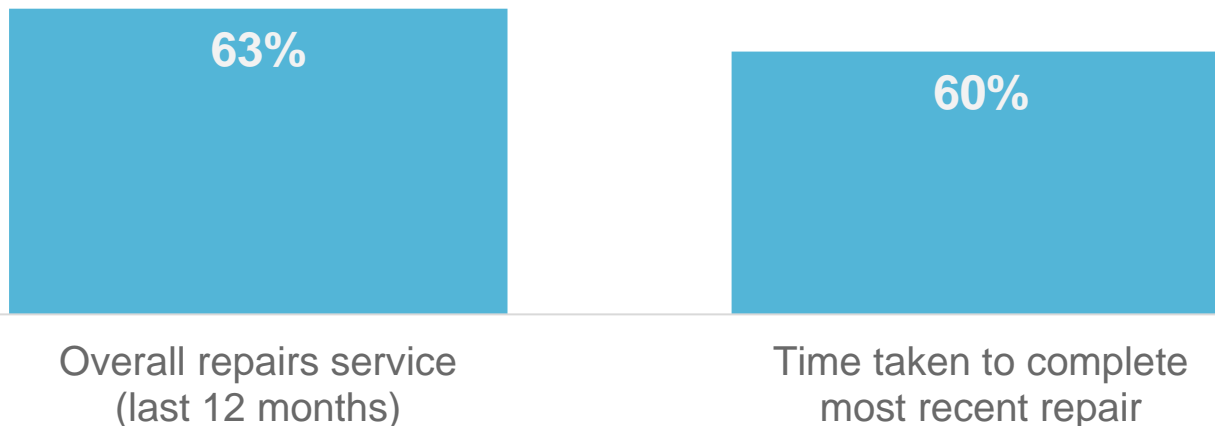
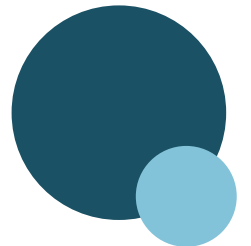
Around two-thirds of tenants said that they had a repair carried out to their homes in the last 12 months **(65%)**.



Over six out of ten of these tenants are satisfied with the overall repairs service during this period **(63%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(60%)**.



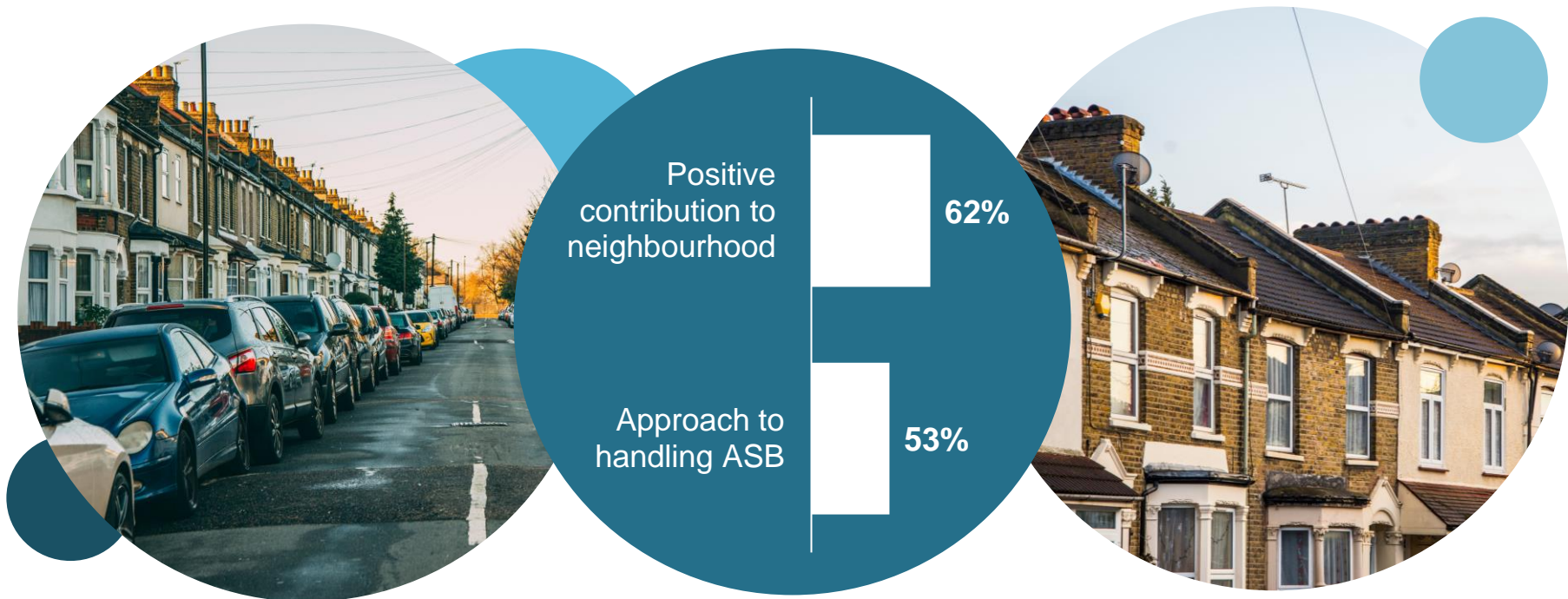
The neighbourhood



Around three-fifths of tenants are satisfied that Southwark Council makes a positive contribution to their neighbourhood **(62%)**.



Fewer tenants are satisfied with Southwark Council's approach to handling anti-social behaviour **(53%)**.



Communications and tenant engagement



Just under half of tenants are satisfied that their views are listened to and acted upon (**46%**).



Around six out of ten tenants are satisfied that they are kept informed about things that matter to them (**62%**).



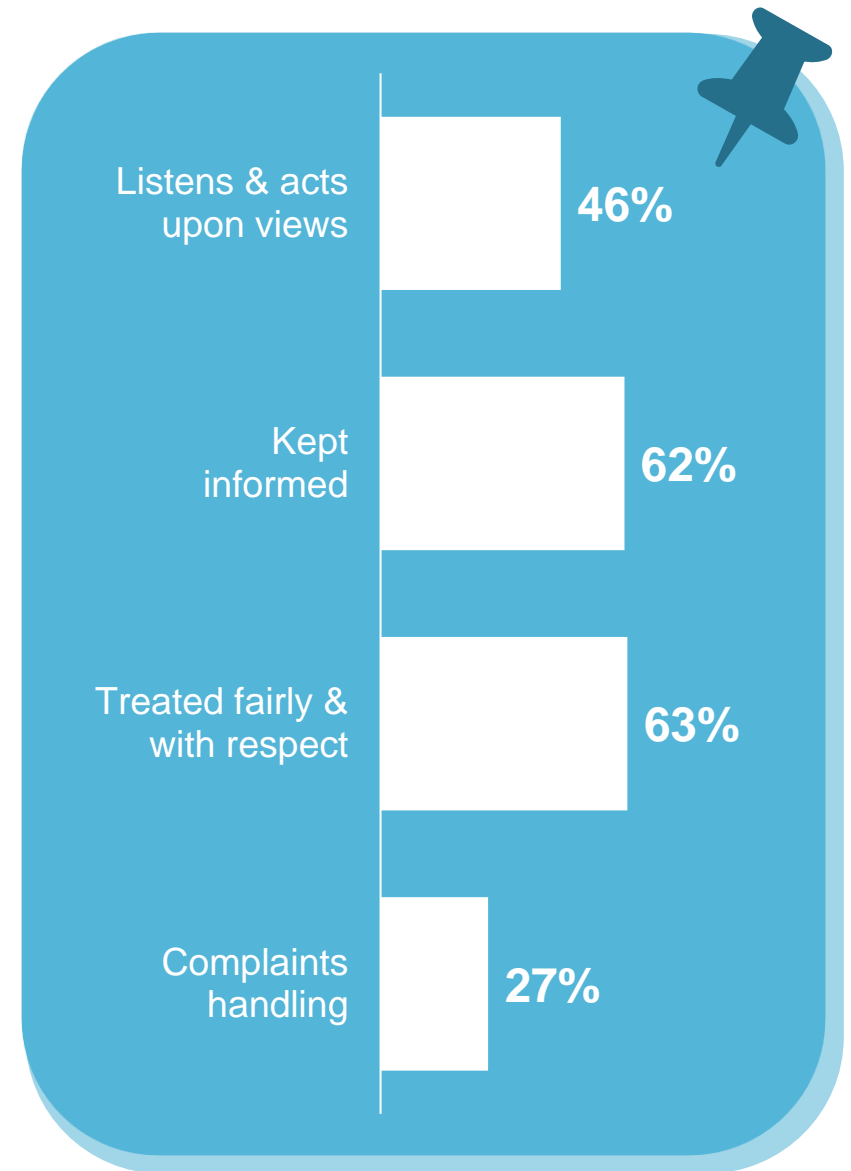
A similar number of tenants agree that Southwark Council treats them fairly and with respect (**63%**).



Two-fifths of tenants said they had made a complaint to Southwark Council in the last 12 months (**39%**).



Just under three out of ten of these tenants are satisfied with the approach to handling complaints (**27%**).



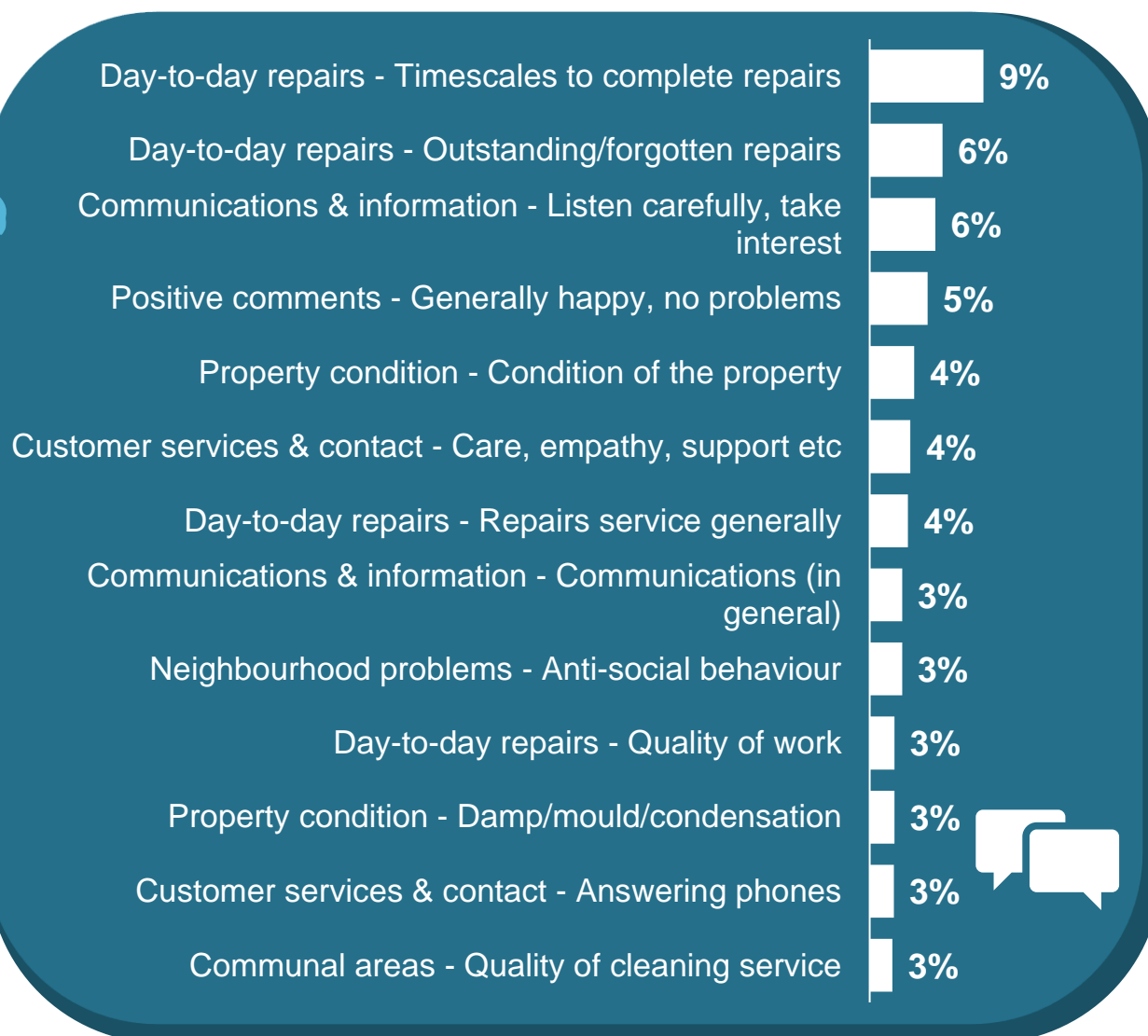
Tenants' comments

Tenants were asked if there was one thing Southwark Council could improve and 2,236 tenants gave comments.

Tenants most frequently commented on the repairs service, including the timescales to complete repairs and outstanding or forgotten repairs that have not been dealt with.

Tenants would also like improvements to customer services and contact and communications, including being listened to carefully and the care and support provided by staff. While others mentioned the condition of their property, neighbourhood problems and the cleaning of communal areas.

Top comments



Your views

Southwark 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 your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Southwark Council does to involve you in developing services. As well as publishing the results of the survey, Southwark Council plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



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



Involve tenants in
shaping service
improvements

