

# Your Views

## Tenant Satisfaction Survey 2024/25

### About the Survey

In December 2024 and March 2025, many of you took part in an important survey. A representative sample of tenants were invited to participate in the survey through telephone interviews.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Ashfield District Council maintains your home and delivers key services. 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 tenants are most concerned about, informing Ashfield District Council's future strategic and operational planning.

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



**929**

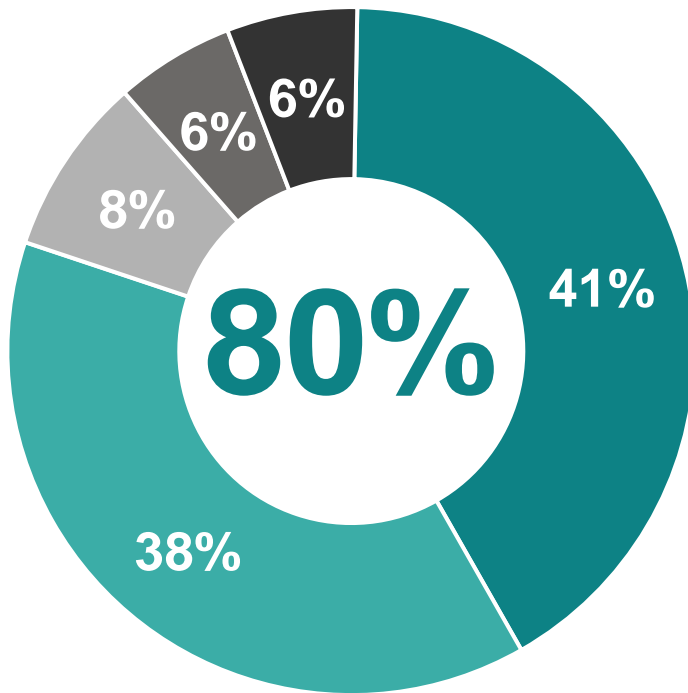
tenants took  
part out of a  
total of 6,522  
households

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

# Overall Service



Eight out of ten tenants are satisfied with the overall service provided by Ashfield District Council's Housing Services (**80%**).



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



# The Home and Communal Areas



Around three out of four tenants are satisfied they are provided with a home that is well maintained **(77%)**.



Slightly more tenants are satisfied that Ashfield District Council provides them with a home that is safe **(81%)**.



Seven out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained **(71%)**.



# Repairs Service



Over seven out of ten tenants said they had a repair carried out to their home in the last 12 months **(73%)**.



Around eight out of ten of these tenants are satisfied with the overall repairs service over the last 12 months **(78%)**.



Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it **(77%)**.

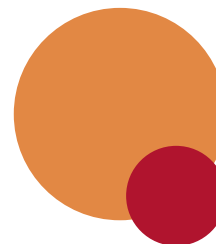


78%

77%

Overall Repairs Service  
(Last 12 months)

Time Taken to Complete Most  
Recent Repair





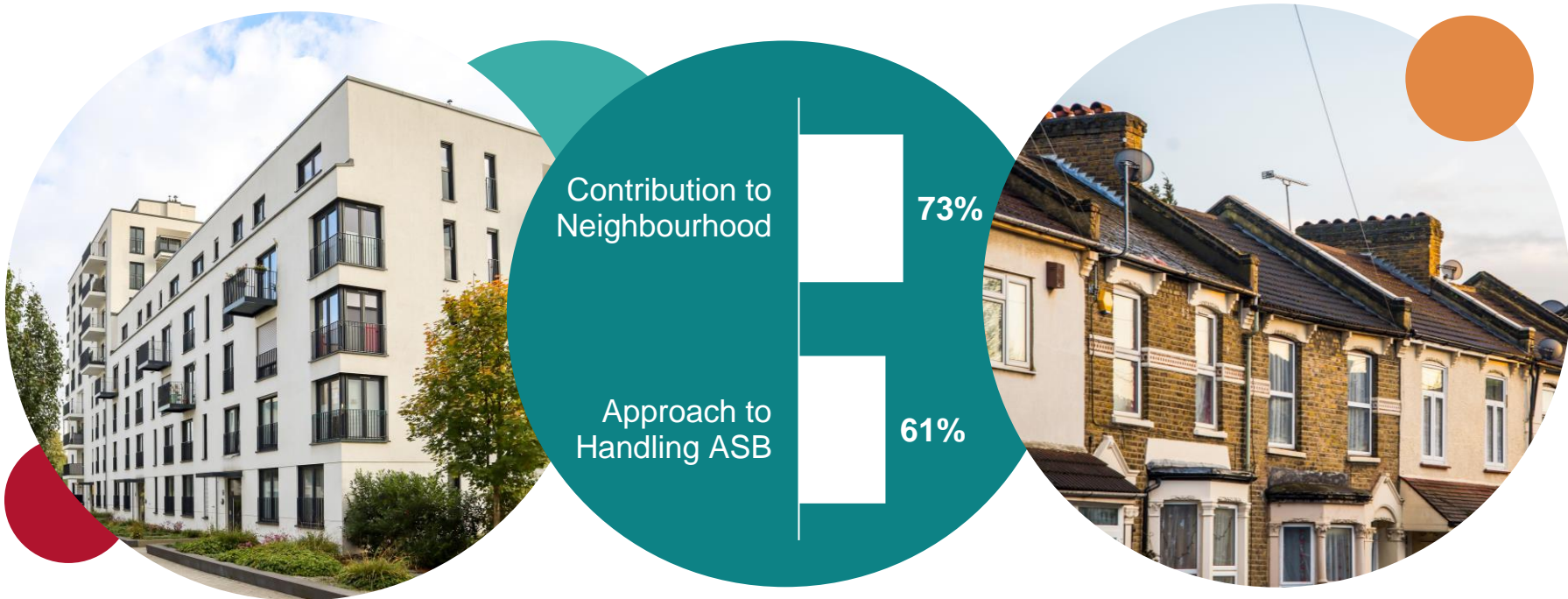
# The Neighbourhood



Around seven out of ten tenants are satisfied that Ashfield District Council makes a positive contribution to their neighbourhood **(73%)**.



Six out of ten tenants are satisfied with Ashfield District Council's approach to handling anti-social behaviour **(61%)**.



# Communications and Tenant Engagement



Seven out of ten tenants are satisfied that Ashfield District Council listens to their views and acts upon them **(71%)**.



Eight out of ten tenants are satisfied that they are kept informed about things that matter to them **(79%)**.



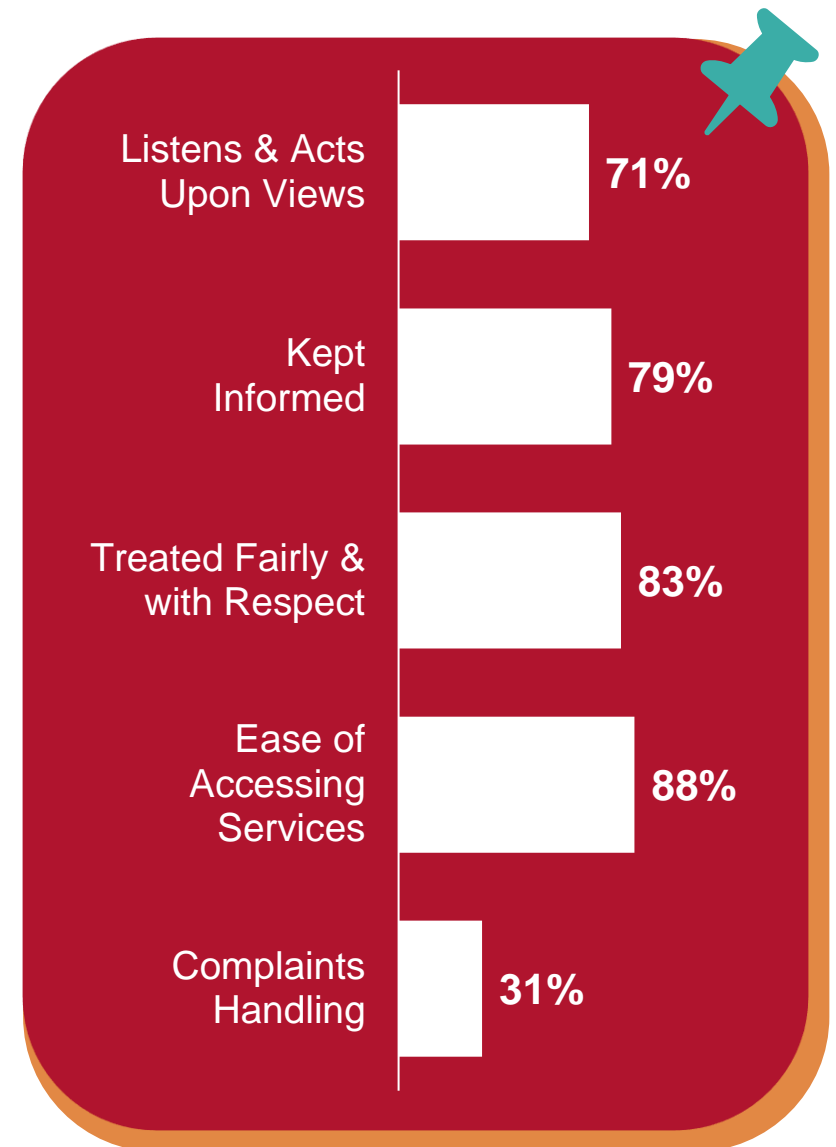
Around four out of five tenants agree that they are treated fairly and with respect by Ashfield District Council **(83%)**.



Around nine out of ten tenants find it easy to access the services provided by Ashfield District Council **(88%)**.



Three out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling **(31%)**.



# Tenants' Comments

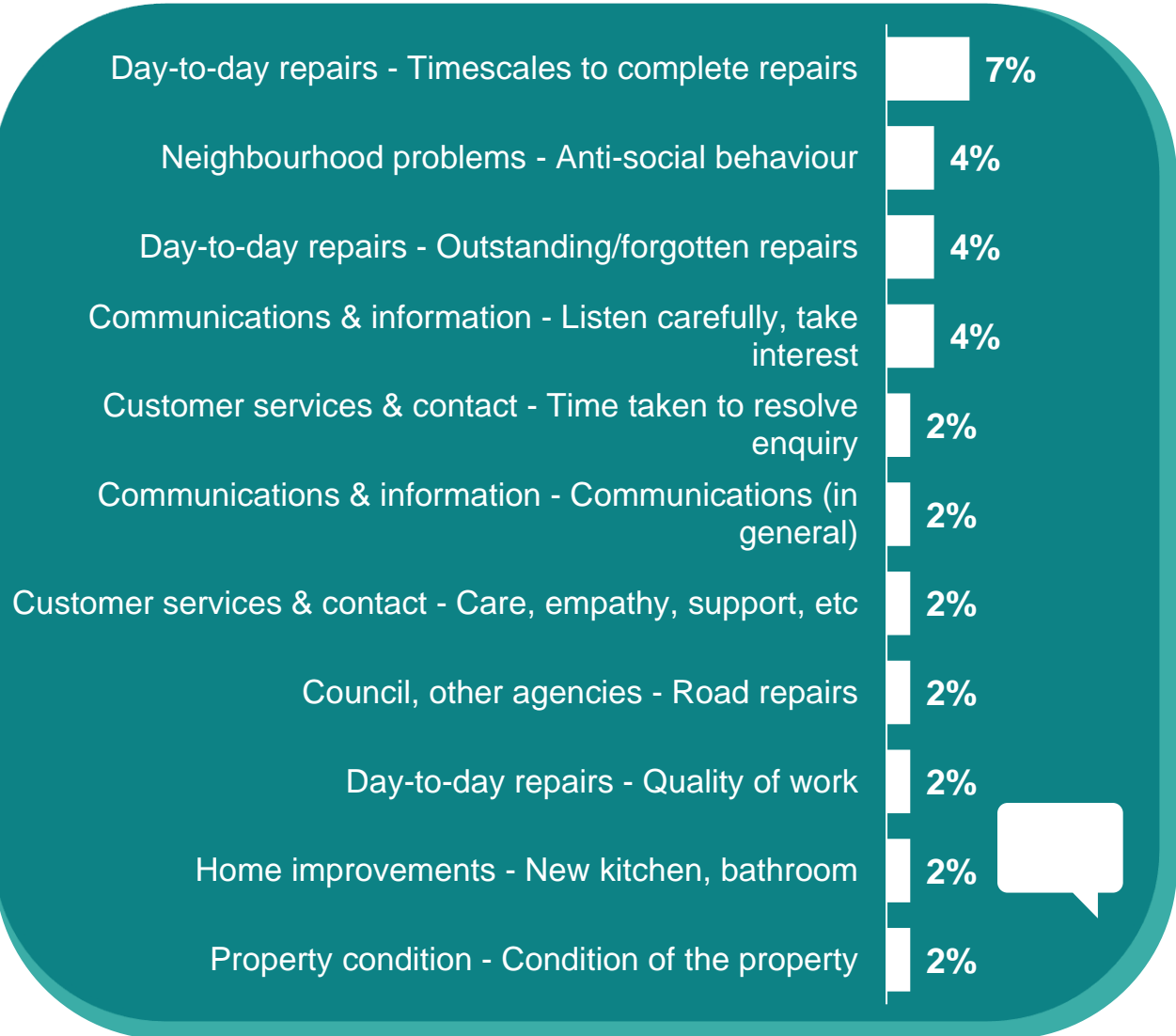
Finally, tenants were asked what one thing Ashfield District Council Housing Services could improve, and 844 tenants gave comments.

Tenants most frequently commented on the repairs service, including the time taken to complete repairs, outstanding repairs that have not been dealt with and the quality of work.

Tenants also mentioned communications and customer service, such as how they are listened to, the time taken to resolve enquiries and the care and support provided by staff.

Some tenants also referred to anti-social behaviour, as well as road repairs.

## Top comments



# Your Views

Ashfield 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 may 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 Ashfield District Council does to involve you in developing services. As well as publishing the results of the survey, Ashfield District Council plans to put the findings to good use by working with tenants to further improve the services provided.







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## **Ashfield District Council**



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