

Your Views



Tenant Satisfaction Survey 2023

About the Survey

In March and April 2023, many of you took part in an important survey.

The survey was carried out by post and online. It focused on how happy you are with the way Harrow Council's Housing Service maintains your homes and delivers key services. The survey was anonymous and carried out by an independent market research company – Acuity Research and Practice.

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

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

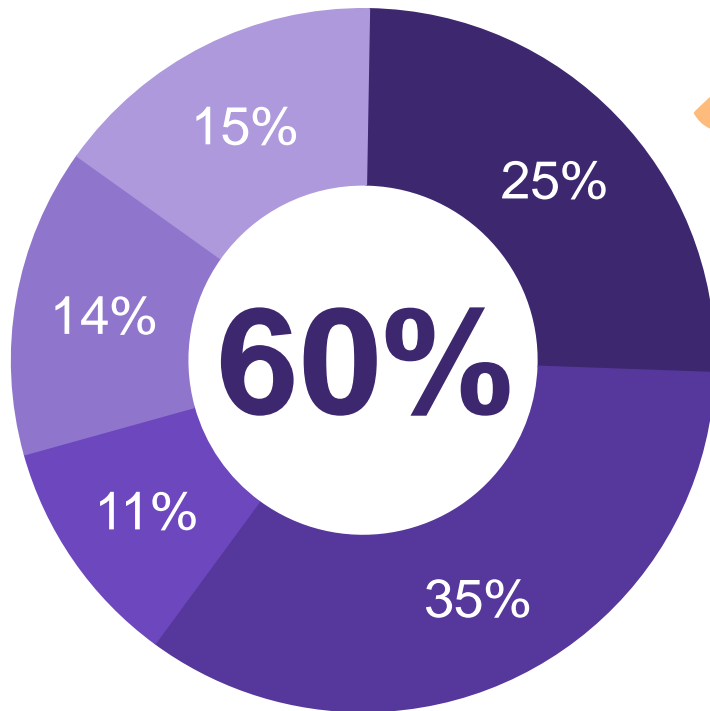
967
tenants took
part out of a
total of around
4,500

A big thank you to everyone who took part!

Overall Services



Six out of ten tenants are satisfied with the overall services provided by Harrow Council's Housing Service **(60%)**.



- Very satisfied: 25%
- Fairly satisfied: 35%
- Neither: 11%
- Fairly dissatisfied: 14%
- Very dissatisfied: 15%



The Home and Communal Areas



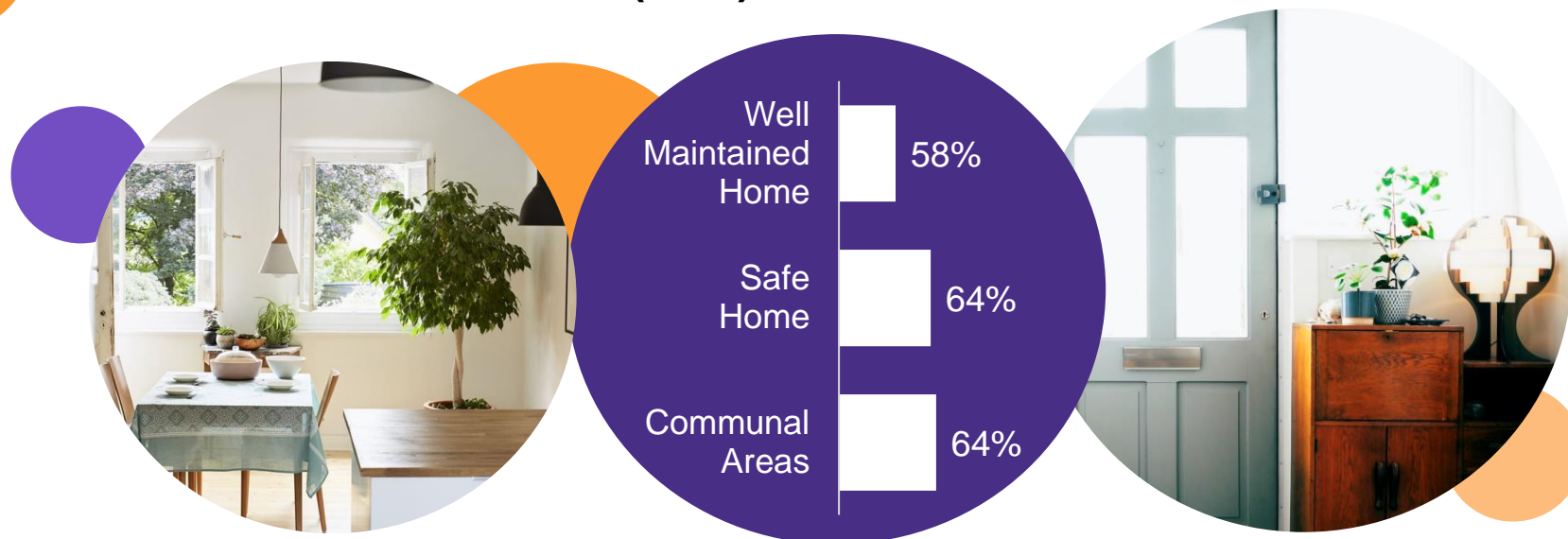
Around six out of ten tenants are satisfied that their homes are well maintained (**58%**).



Over three-fifths of tenants are satisfied that Harrow Council provides a home that is safe (**64%**).



The same number of tenants are satisfied that their communal areas are kept clean and well maintained (**64%**).



Repairs and Maintenance



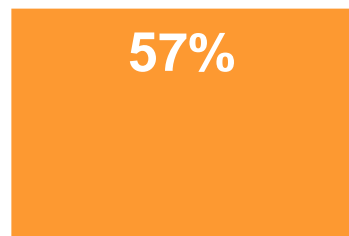
Almost six out of ten tenants are satisfied with the way Harrow Council deals with repairs and maintenance generally **(57%)**.



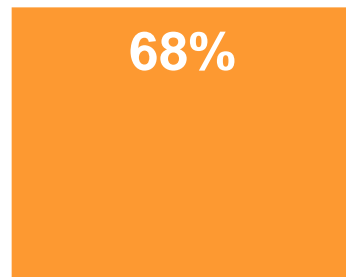
More tenants are satisfied with the overall repairs service over the last 12 months **(68%)**.



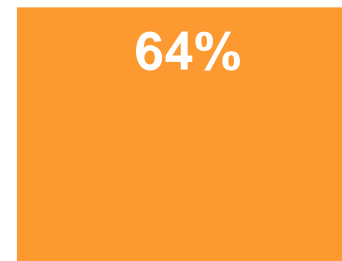
Over three-fifths of tenants are satisfied with the time taken to complete their most recent repair after they reported it **(64%)**.



Repairs & Maintenance



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Last Repair

69%

of tenants had
a repair carried
out in the last
12 months

The Neighbourhood



Over half of tenants are satisfied that Harrow Council makes a positive contribution to their neighbourhood **(52%)**.



Around five out of ten tenants are satisfied with Harrow Council's approach to handling anti-social behaviour **(48%)**.



Communications and Tenant Engagement



Around four out of ten tenants are satisfied with how their views are listened to and acted upon **(42%)**.



Over half of tenants are satisfied that they are kept informed about things that matter to them **(53%)**.



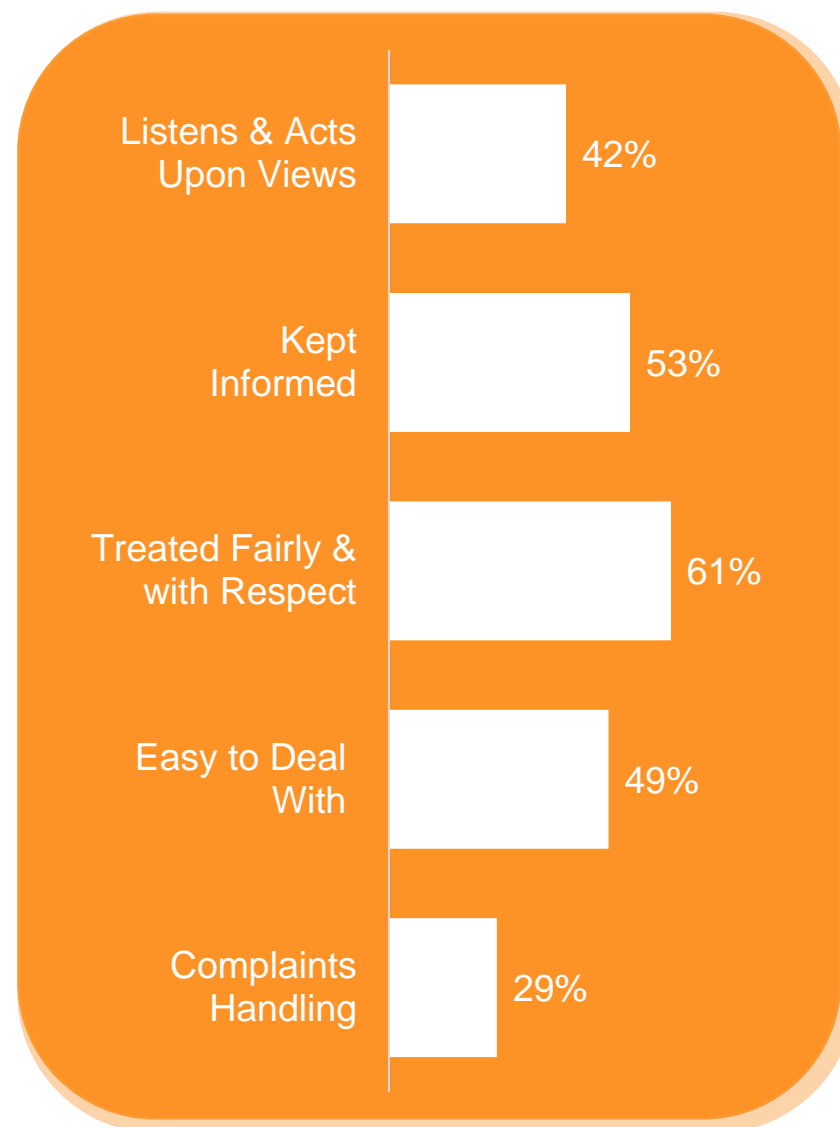
Three-fifths of tenants agree that Harrow Council treats them fairly and with respect **(61%)**.



Half of tenants are satisfied that Harrow Council is easy to deal with **(49%)**.



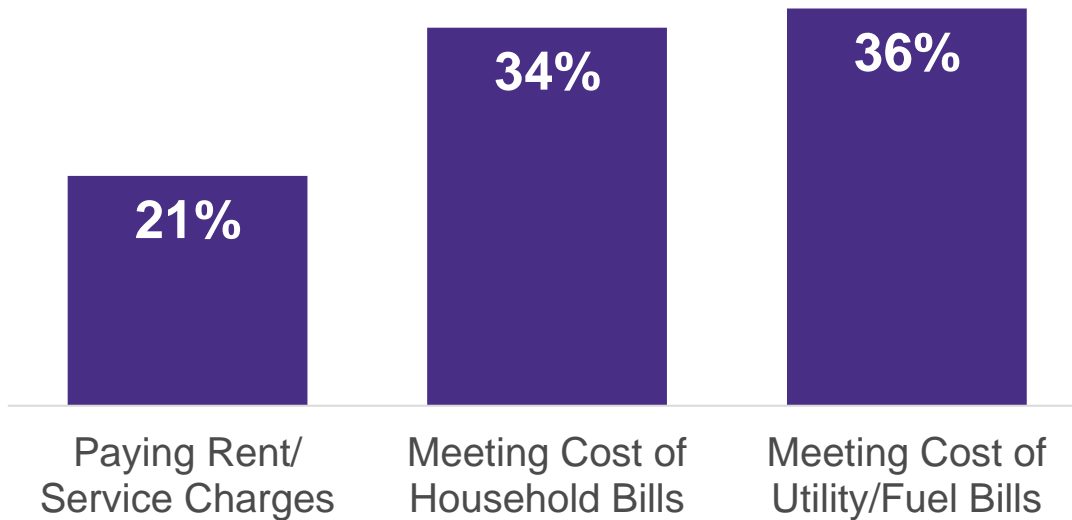
Three out of ten tenants are satisfied with how complaints are handled **(29%)**.



Wellbeing



A fifth of tenants are currently struggling to pay their rent or service charges (**21%**), with more struggling to meet the cost of household bills (**34%**) and utility/fuel bills (**36%**).



39%
of tenants
currently have
damp or mould
issues in their
homes



Seven out of ten tenants are very concerned about the cost of living (**71%**), with a further **20%** slightly concerned.

Recommending Harrow Council Housing Service



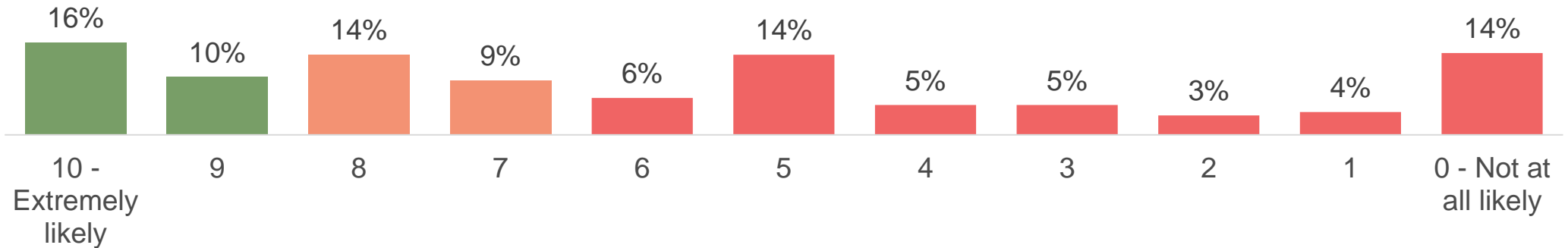
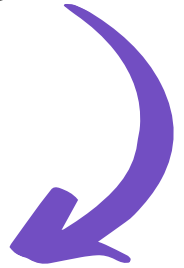
Tenants were also asked how likely they would be to recommend Harrow Council's Housing Service to other people. This is a 0-10 point rating. Those who would recommend the organisation score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



A quarter of tenants are very loyal and happy to recommend Harrow Council to other people (**26%**). However, **23%** of residents are unsure and **51%** would not recommend them, feeling rather more negative about the Housing Service.



The 'Net Promoter Score' for Harrow Council (the percentage of those who would recommend Harrow Council's Housing Service minus the percentage of those who would not) is **-26**.



Improving Services

Tenants were asked what one thing Harrow Council could improve.

Some 724 tenants gave comments. Although 3% of the comments are positive and a further 9% gave no suggestions, suggesting they are also happy with the current services.

Of the more negative comments, tenants most frequently referred to customer service, including the answering of phones and the support and empathy from staff.

Tenants also commented upon the repairs service, particularly the timescales to complete repairs, as well as communications in general. While some tenants mentioned the upkeep of their communal areas.

Top comments



Your Views

Harrow 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, invite you to participate in other feedback events or ask for more information.

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

