

Your Views

Tenant Satisfaction Survey 2023/24

About the Survey

In January 2024, many of you took part in an important survey. A randomly selected sample of tenants were invited to participate in the survey at various stages, either by online survey or telephone interview.

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 Harrow Council maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings 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.



585

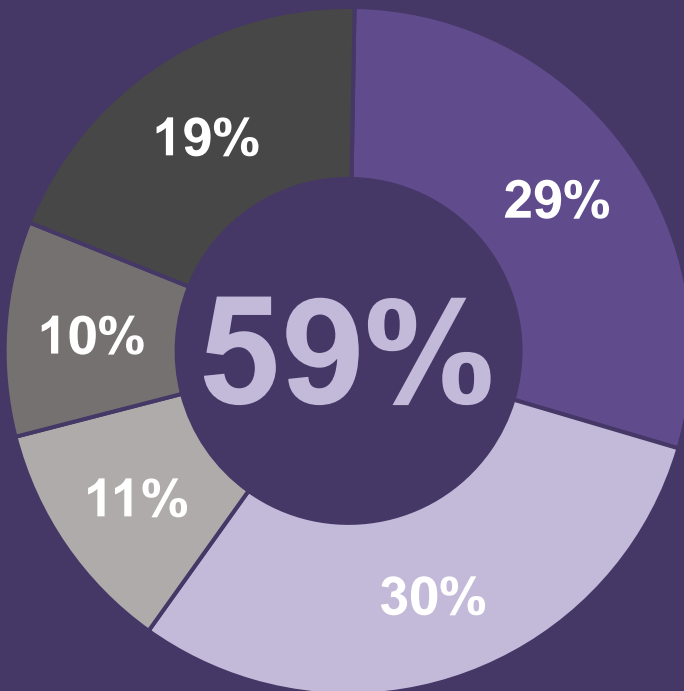
tenants took part
from a total of
4,980 households

A big thank you to everyone who took part!

Overall Service



Three out of five tenants are satisfied with the service provided by Harrow Council's housing service (**59%**).



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



The Home and Communal Areas



Three out of five tenants are satisfied that they are provided with a home that is well maintained (**59%**).



Tenants are more satisfied that Harrow Council provides them with a home that is safe (**67%**).



Three out of five tenants with communal areas are satisfied that communal areas are kept clean and well maintained (**60%**).



Repairs Service



Just under two-thirds of tenants said they had a repair carried out to their home in the last 12 months **(64%)**.



Of these tenants, just under two-thirds are satisfied with the overall repairs service from Harrow Council over the last 12 months **(63%)**.



A similar number of tenants are satisfied with the time taken to complete their most recent repair after they reported it **(62%)**.



63%

Overall Repairs Service
(Last 12 months)

62%

Time Taken to Complete
Most Recent Repair

59%

are satisfied with
the general repairs
and maintenance
service

The Neighbourhood



Just under three out of five tenants are satisfied that Harrow Council makes a positive contribution to their neighbourhood **(57%)**.



Tenants are slightly less satisfied with the Harrow Council's approach to handling anti-social behaviour **(53%)**.



Communications and Tenant Engagement



Just over half of tenants are satisfied that Harrow Council's housing service listens to their views and acts upon them (**52%**).



More tenants are satisfied that they are kept informed about things that matter to them (**64%**).



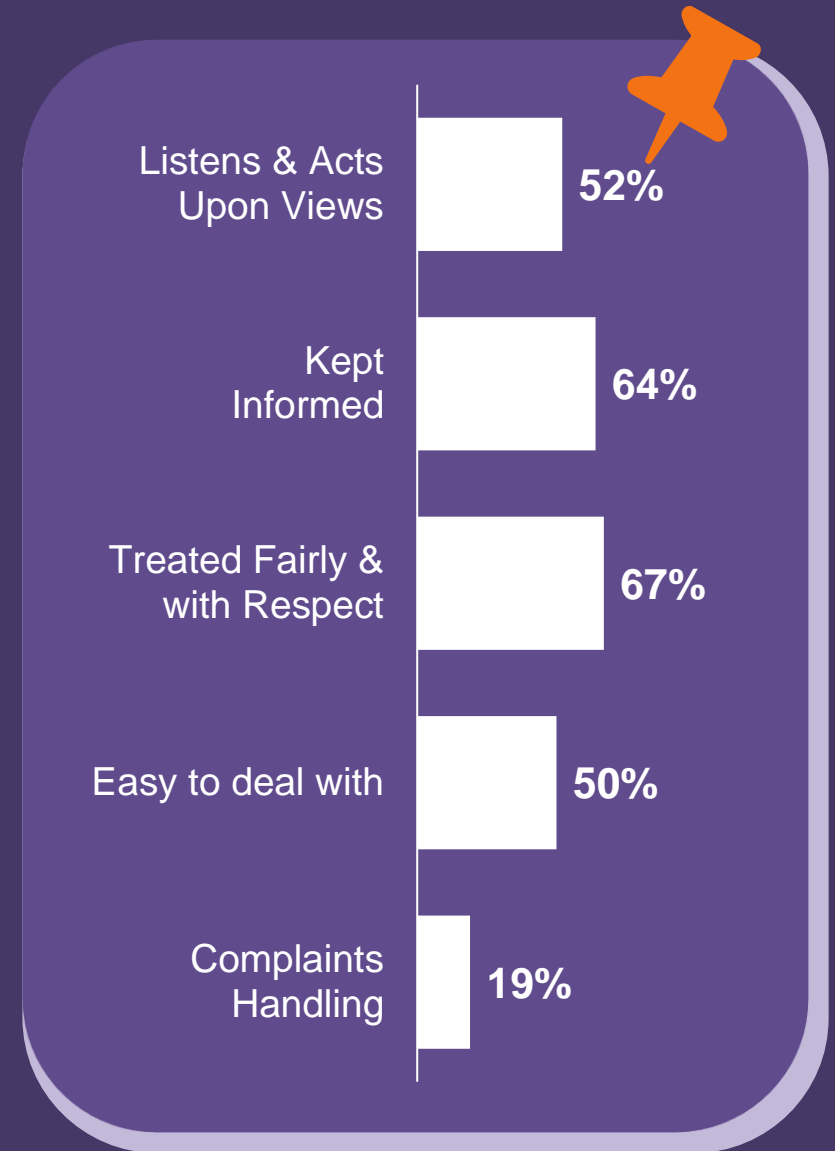
Nearly seven out of ten of tenants agree that they are treated fairly and with respect by Harrow Council (**67%**).



Half of tenants are satisfied that Harrow Council are easy to deal with (**50%**).



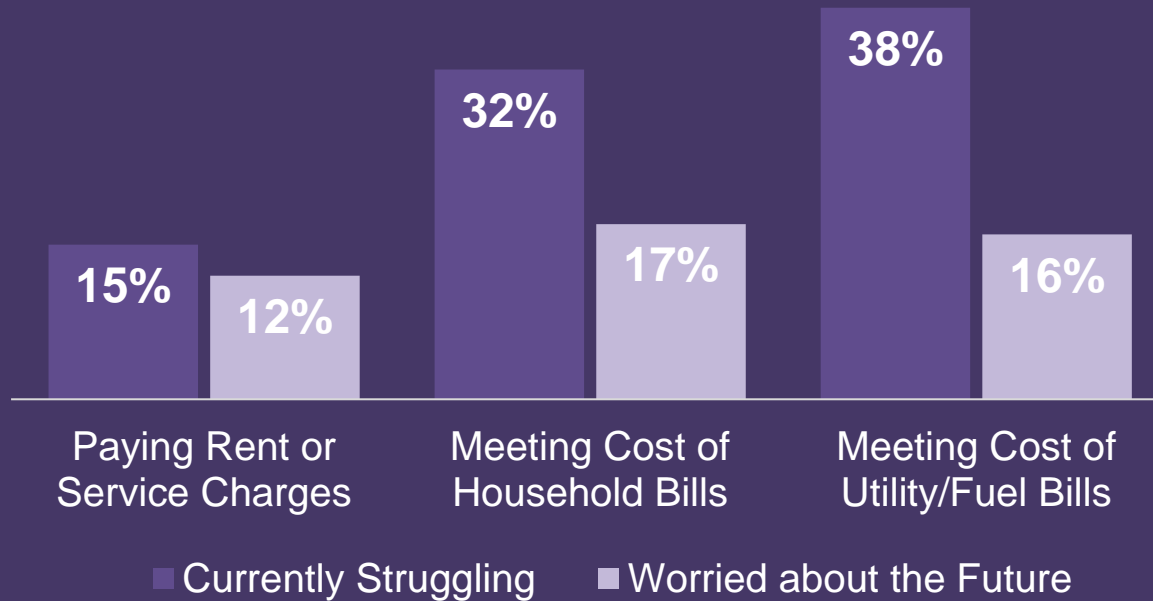
Just **19%** of tenants who made a complaint in the last 12 months are satisfied with the Council's approach to complaints handling.



Wellbeing



15% of tenants are currently struggling to pay their rent or service charges, with more struggling to meet the costs of utility/fuel bills (**38%**) and household bills (**32%**). Other tenants are worried about meeting these different payments in the future (between **12%** and **17%**).



Four out of ten tenants said they currently have damp or mould issues in their homes (**40%**). Of these tenants, **72%** have reported the problem to Harrow Council.

Tenants' Comments

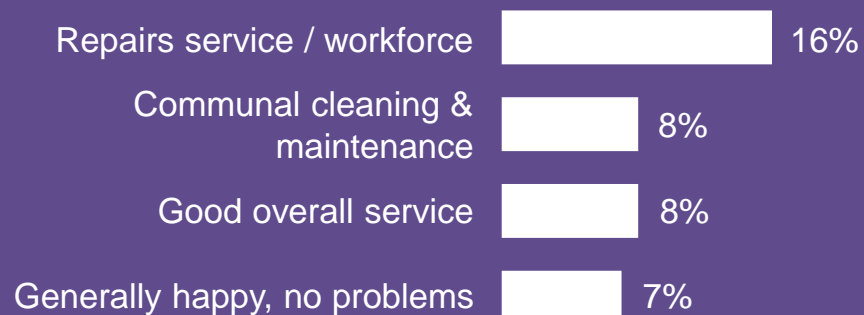
Tenants were asked, "What does Harrow Council do well?", and just under 500 respondents gave their comments (492). The top comments can be seen in the chart opposite.

Tenants most frequently mentioned the repairs service and workforce (16%). A number of tenants also mentioned the communal cleaning and maintenance service (8%) and the good overall service (8%).

Tenants were also asked what one thing Harrow Council could do to improve its services, and slightly more respondents gave comments (510).

Customer services and contact was most often mentioned as an area of improvement (28%), followed by day-to-day repairs (17%) and communications and information (17%).

What Harrow Council does well (*top comments*)



What one thing Harrow Council could improve (*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 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 Harrow Council 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 provided.



Thank you
once again to
everyone who
took part.



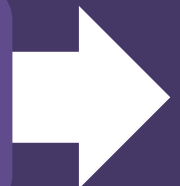
Publish findings to
tenants



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



Involve tenants in
shaping service
improvements





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