

# Babergh & Mid Suffolk District Councils

## 2023/24 TSM Tracker Q4 & Annual Report

Prepared by: Acuity Research & Practice



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Following the success of the surveys completed during 2022/23, Acuity was been commissioned to continue to undertake quarterly, independent satisfaction surveys of the tenants of Babergh & Mid Suffolk District Councils during 2023/24 to collect data on their opinions of, and attitudes towards, their landlord and the services provided. The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which have become mandatory to collect from April 2023 and are due to be reported for the first time later in 2024.

The survey uses a mixed method of data collection. Whilst the majority of tenants will be called and invited to take part in a telephone interview, they are also given the opportunity to complete the survey online. For Q4, 89% of responses were completed with a telephone interview, and 11% completed online.

The survey is designed to collect the views of approximately 300 tenants per quarter, with half from Babergh District Council and the other half from Mid Suffolk District Council. This report presents an analysis of the results based on the 300 completed surveys for Q4 2023/24 but also includes an addition 15 incomplete surveys, which are required to be included by the Regulator.

The survey is confidential, and the results are sent back to Babergh & Mid Suffolk DCs anonymised unless tenants give their permission to be identified. 83% of tenants did give permission to share their responses with their details attached, with 95% happy for Babergh and Mid Suffolk DCs to contact them to discuss any comments or issues they raised.

The aim of this survey is to provide data on tenants' satisfaction, which will allow Babergh & Mid Suffolk DCs to:

- Provide information on tenants' perceptions of current services.
- Compare the results with previous surveys.
- Inform decisions regarding future service development.
- Report to the Regulator of Social Housing (RSH) from April 2024 onwards.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 10,000 properties achieve a sampling error of at least  $\pm 4\%$  at the 95% confidence level. For Babergh & Mid Suffolk DCs, 300 completed responses were received this quarter and this is high enough to conclude that the findings are accurate to within  $\pm 5.4\%$  for the quarter and  $\pm 2.5\%$  annually, so well within the required margin of error.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The number of responses to each question is shown on the charts as n=...

# 62%

## Service Provision

In Q4, 62% of tenants are satisfied with the overall services provided by Babergh & Mid-Suffolk Councils, this being the same as the previous survey.

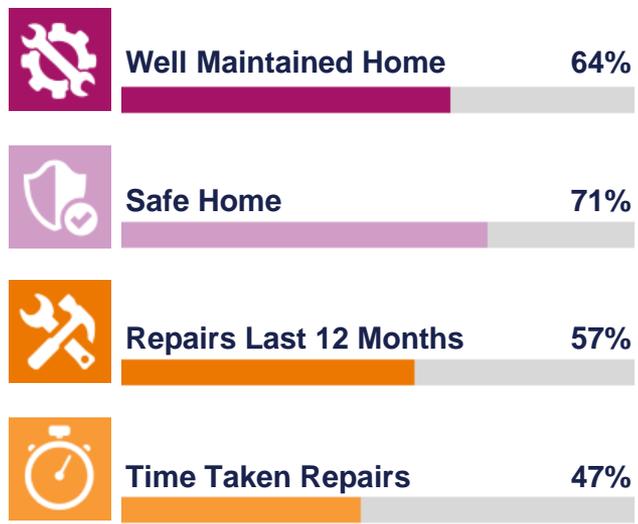
Generally, as will be shown below, most measures show some increases in satisfaction, whilst some others have decreased.

The highest levels of satisfaction in Q4 are for the provision of a safe home and treating tenants fairly and with respect (both 71%) and keeping tenants informed about things that matter to them (70%).

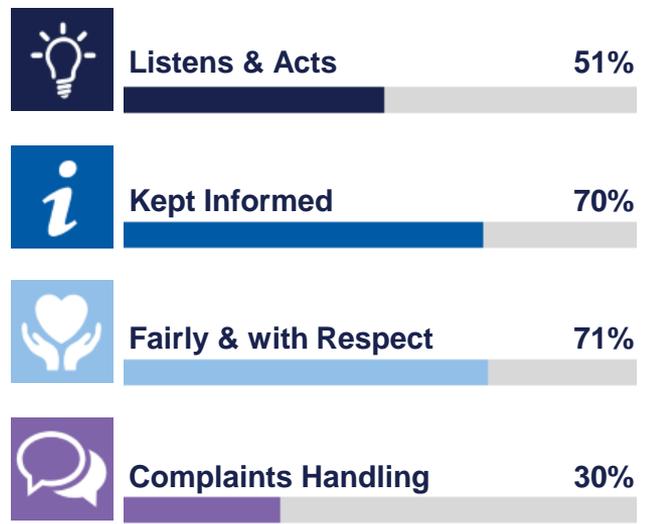
The remaining measures have satisfaction levels between 51% and 64% with the exception of the time to complete repairs (47%) and the handling of complaints (30%).

## TSM Key Metrics

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



### Responsible Neighbourhood Management





**Overall Satisfaction**



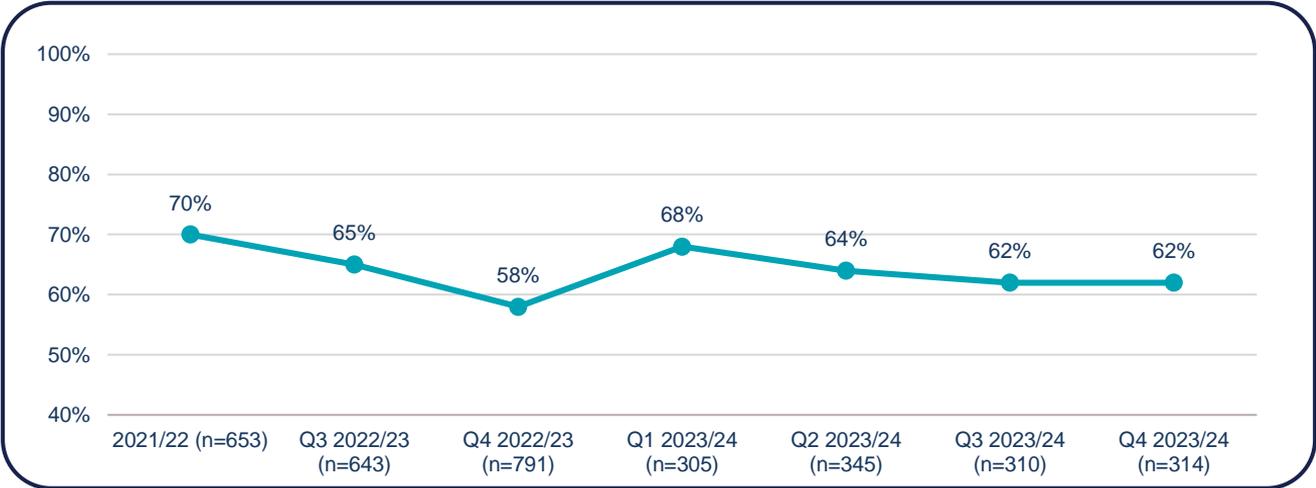
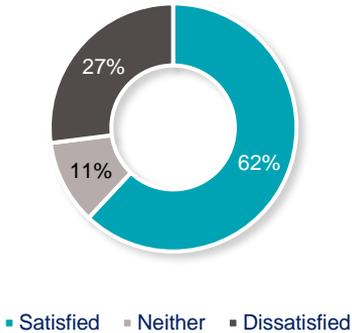
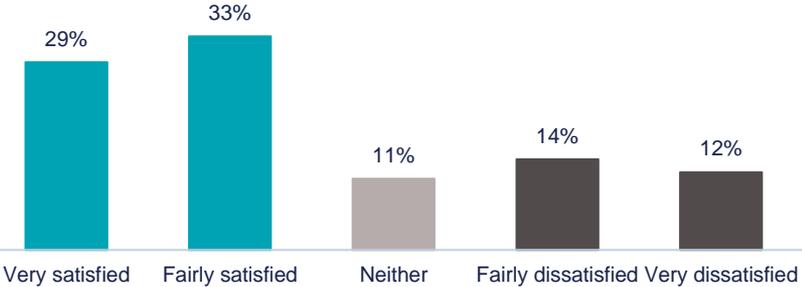
# Overall Satisfaction

Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Babergh & Mid Suffolk DC?" This is the key metric in any tenant perception survey.

Over six in ten tenants are satisfied (62%), although fewer are very satisfied (29%) than fairly satisfied (33%); ideally this should be the other way around. A quarter of tenants (27%) are dissatisfied with the overall service provided, and a further 11% being neither satisfied nor dissatisfied.

Satisfaction has remained the same in Q4 as in Q3 but has slowly fallen throughout the year from 68% satisfied in Q1.

The main body of the report focuses on high-level scores, towards the end of the report a section explores the differences by age, area and tenure.





**Keeping Properties in Good Repair**

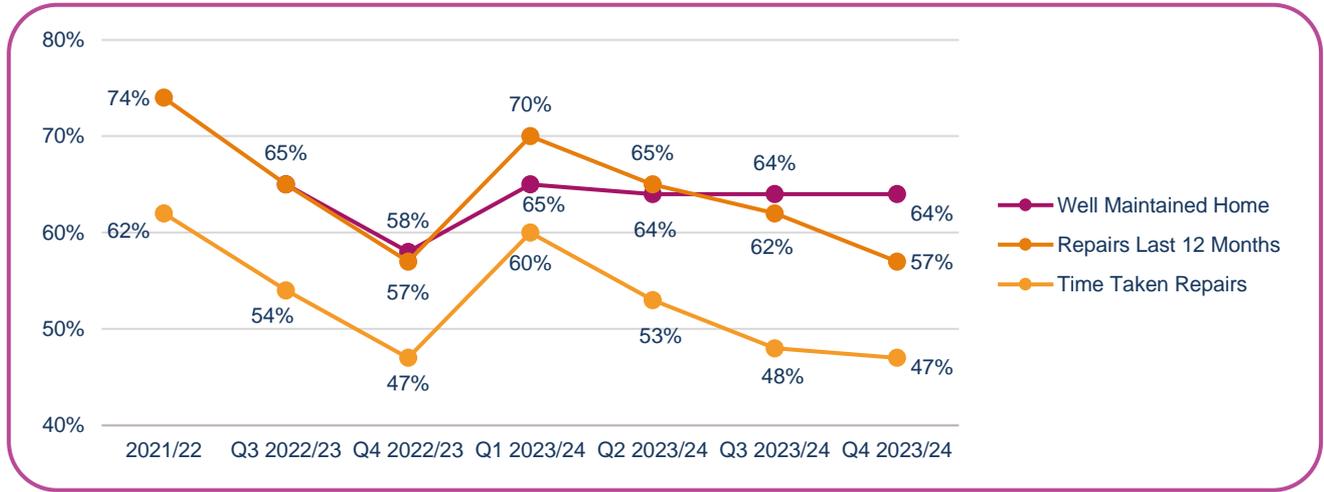
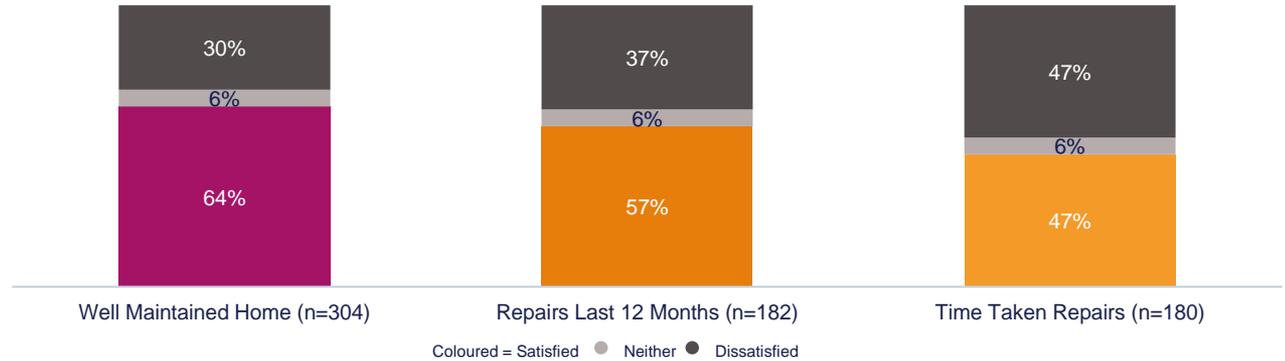


# Keeping Properties in Good Repair

Around two-thirds of tenants are satisfied that their home is well-maintained, this being the same as in the previous survey, although 30% remain dissatisfied.

Six out of ten tenants stated that they had a repair carried out in the last 12 months (59%), and 57% of these are satisfied with the repairs service during this period, although fewer (47%) are satisfied with the time taken to complete their last repair; the same number being dissatisfied.

Satisfaction with these repairs measures is down from Q3, by 4 percentage points (p.p) for the repairs service in the last 12 months and by 2p.p for the time to complete repairs; this now back to equal the lowest level of satisfaction seen at the same time last year.





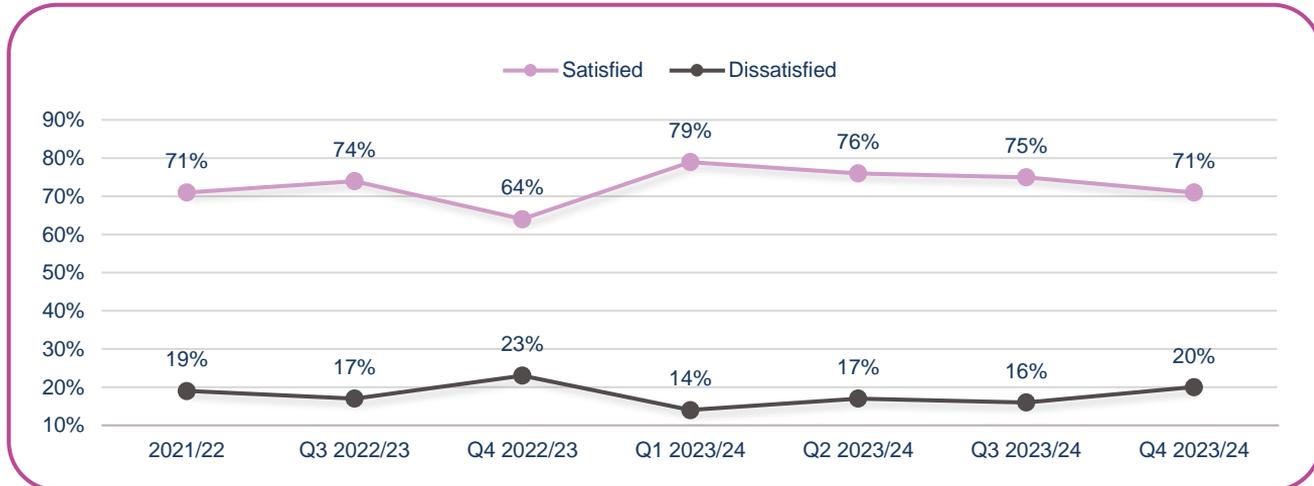
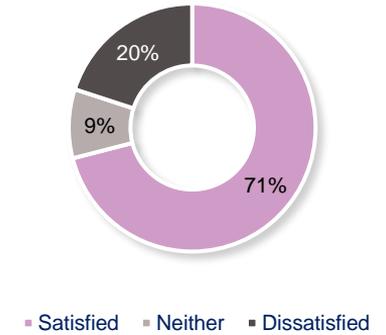
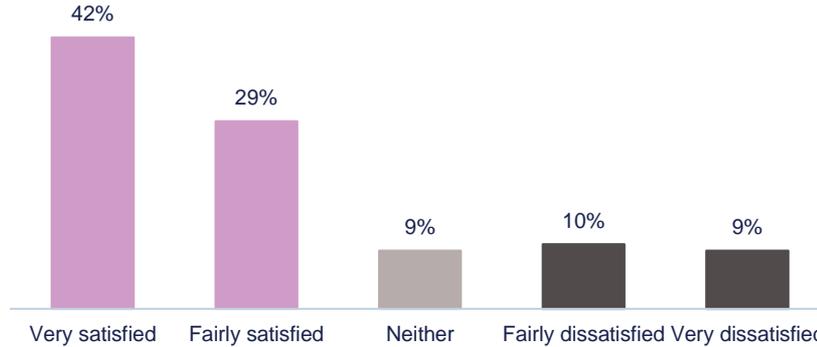
**Maintaining Building Safety**



# Maintaining Building Safety

It is common that more tenants are satisfied with the safety of their home than with its maintenance, and this is the case for Babergh & Mid-Suffolk Councils. There are 71% satisfied with the safety of the home, 42% very satisfied and 29% fairly satisfied, and this compares with 64% of those satisfied with their home's maintenance.

However, a fifth of tenants are dissatisfied with the safety of their home and satisfaction has fallen by 4p.p since the previous survey. At the same time, dissatisfaction is up by the same amount.





**Responsible Neighbourhood Management**

# Responsible Neighbourhood Management

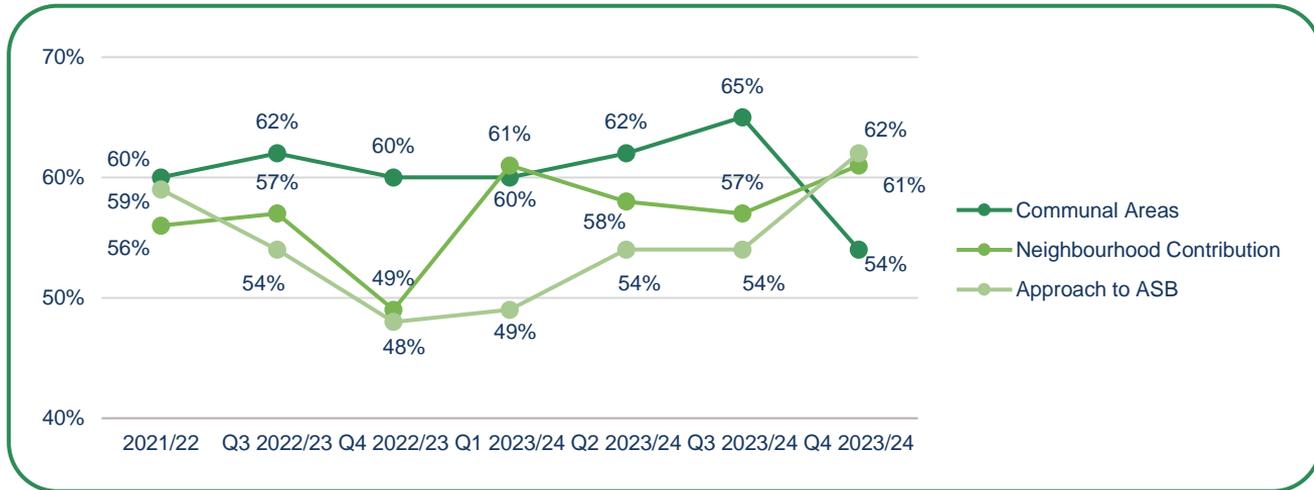
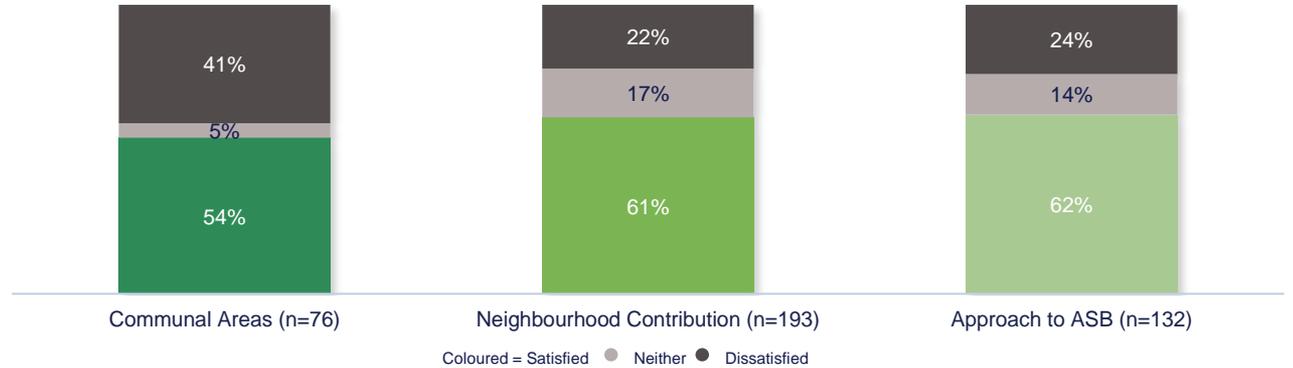


A quarter of tenants (25%) stated that they live in a building with an internal and/or external communal area maintained by Babergh & Mid Suffolk.

Of these, 54% of tenants are satisfied that Babergh & Mid Suffolk DCs keep their communal areas clean and well maintained, this having fallen by a significant 11p.p since Q3, after a slow but steady rise in satisfaction throughout the year. Two-fifths of tenants are dissatisfied with the upkeep of these communal areas.

Six out of ten tenants (61%) are satisfied that Babergh & Mid Suffolk DCs make a positive contribution to their neighbourhoods, an increase of 4p.p on Q3's performance.

Over six out of ten tenants (62%) are satisfied with their landlord's approach to handling anti-social behaviour, up 8p.p since Q3.





**Respectful & Helpful Engagement**

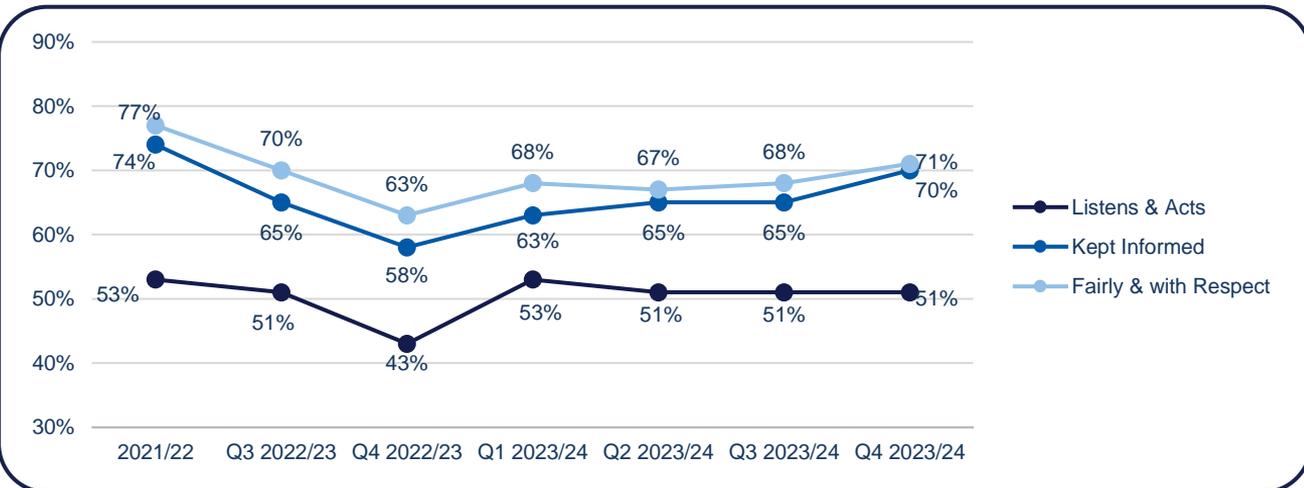
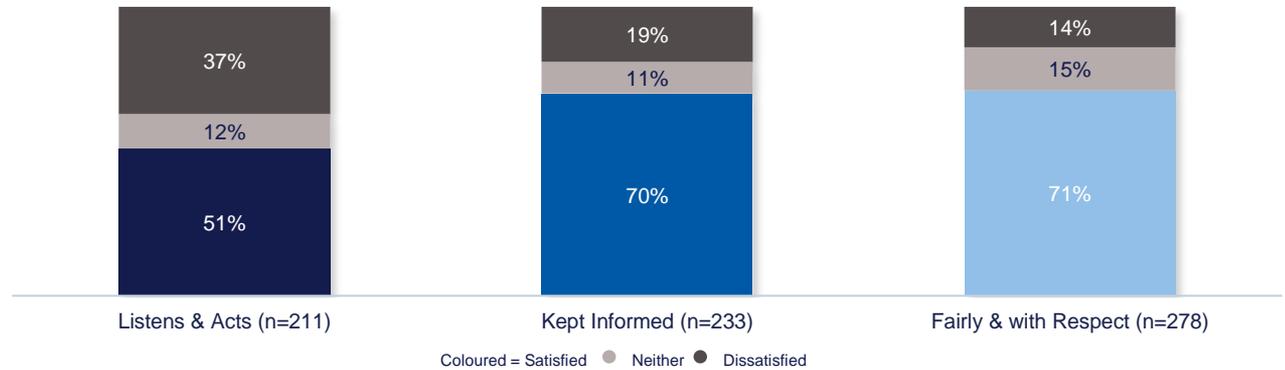
# Respectful & Helpful Engagement



Half of tenants (51%) are satisfied that Babergh & Mid Suffolk DCs listen to their views and act upon them, achieving the same score as Q2 and Q3.

Seven out of ten tenants (71%) are satisfied that they are treated fairly and with respect – up 3p.p, with a similar number (70%) being satisfied they are kept informed about things that matter to them.

Dissatisfaction with these engagement measures varies from 14% for the way the tenants are treated fairly and with respect to 37% for the way the Councils listen to their tenants' views and act upon them.





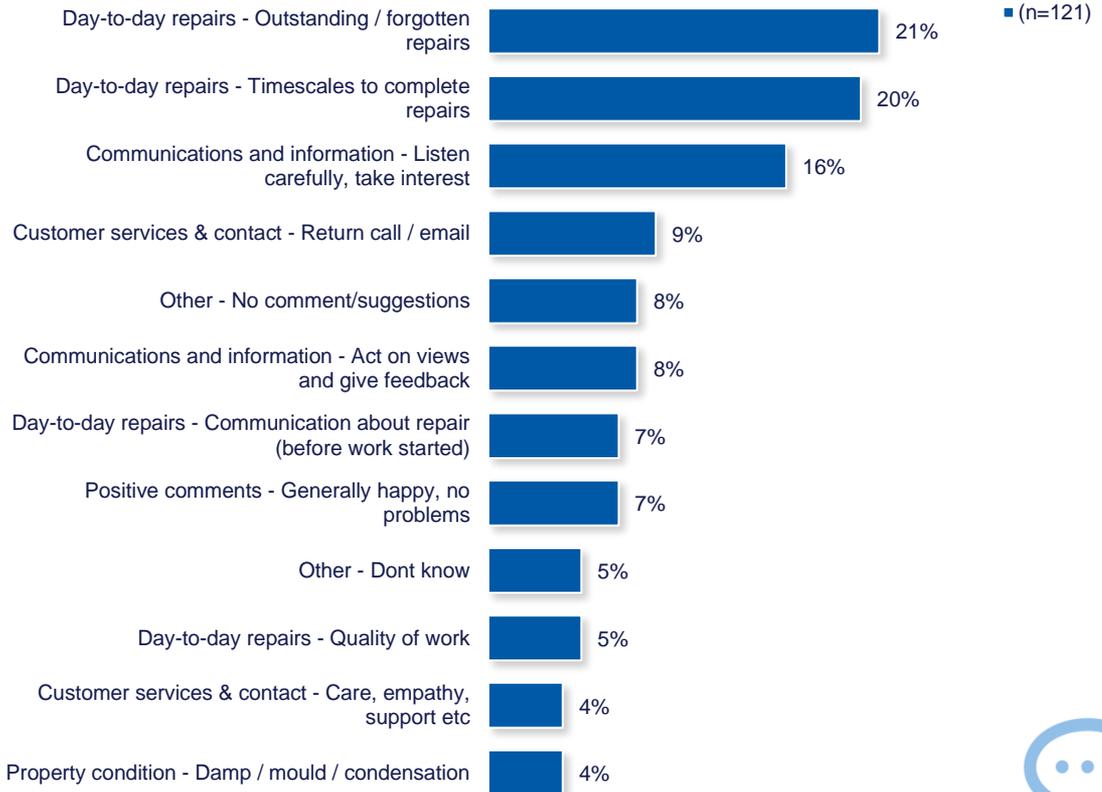
# Comments - Listens & Acts

Tenants not satisfied with the way Babergh & Mid Suffolk DCs listen to their views and act upon them were asked to explain why, with 121 tenants providing comments, a similar number to those commenting in Q3.

Again, tenants' main concerns are around dealing with outstanding or forgotten repairs (21%) and the time taken to complete repairs (20%), for example, *"When I ring them and explain anything, I just have to wait, I have waited 5 years for a new bathroom as I am disabled and I am still waiting."*

Some of the comments relate to contact issues such as returning calls and showing more care, empathy and support, although some tenants took the time to make positive comments about the current service.

These comments help to provide more insight into what tenants are most concerned about and will help the Councils target those areas in need of improvement, but they show that for many, the service performs well.





## Effective Handling of Complaints

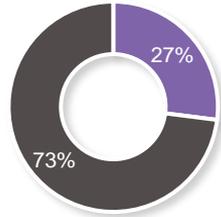


# Effective Handling of Complaints

A quarter of tenants said they had made a complaint to the Councils in the last 12 months, although it is not clear how many of these are genuine complaints following a failure of service or are service requests yet to be fully actioned. This has been a problem since the introduction of these questions as part of the TSMs and some landlords are now starting to include additional questions in their surveys to find out more about these complaints, what is causing them and what is not working as it should.

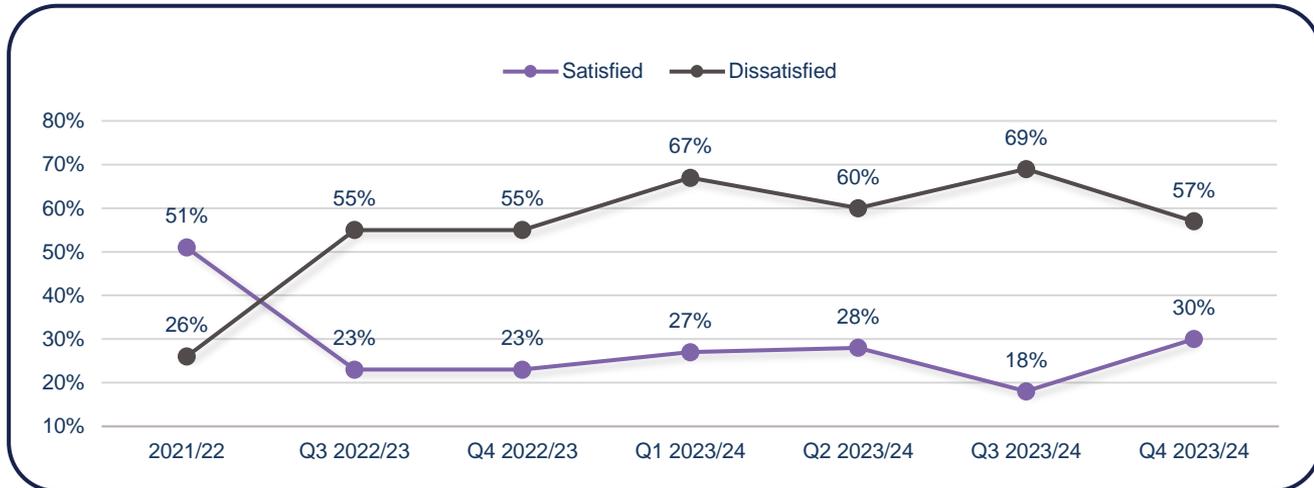
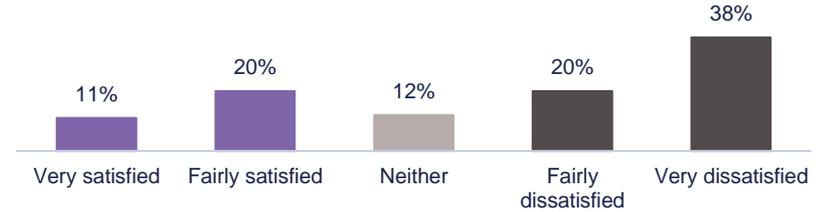
Nevertheless, just 30% of tenants are satisfied with the way these complaints are handled, with nearly twice as many dissatisfied (57%). However, satisfaction has improved by 13p.p since the previous survey and dissatisfaction has fallen by 12p.p.

### Complaint in last 12 months



■ Yes ■ No

### Satisfaction with Complaints Handling





**Net Promoter**



# Net Promoter

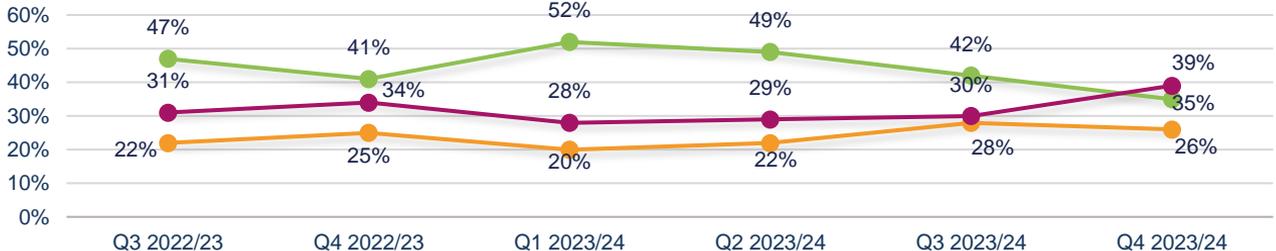
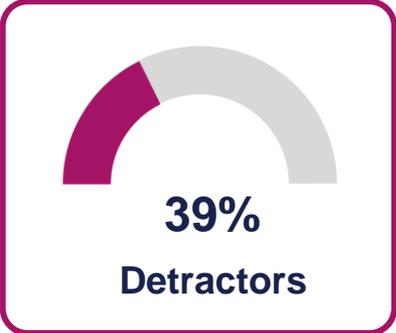
Tenants were asked, "How likely would you be to recommend Babergh & Mid Suffolk DC to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?"

Around a third of tenants (35%) are promoters of Babergh & Mid Suffolk Councils, very loyal and happy to promote their landlord to other people, with 29% giving the highest score of 10 out of 10. A quarter of tenants (26%) are currently passive and could be persuaded either way, whilst 39% are detractors and likely to have negative views about their landlord; 10% gave a score of 0 out of 10.

A key group to focus on are those scoring 8 (17%), as these tenants are on the verge of being promoters and could move into this category with improving services.

The Net Promoter Score (promoters minus detractors) is -4, a decrease of 15 points since the last survey (+11).

**-4**  
**NPS↓ 15**





**Internet & Online Services**



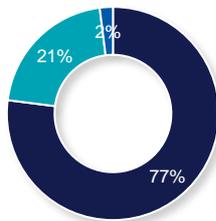
# Internet & Online Services

Just over three-quarter of tenants surveyed (77%) say they have access to the Internet either at home or elsewhere, with a fifth (21%) having no access.

Of the tenants with access, the vast majority use the Internet every day (88%), with 7% using it weekly (6%), and 2% less than weekly. Only 3% of tenants say they have not used the Internet in the last three months.

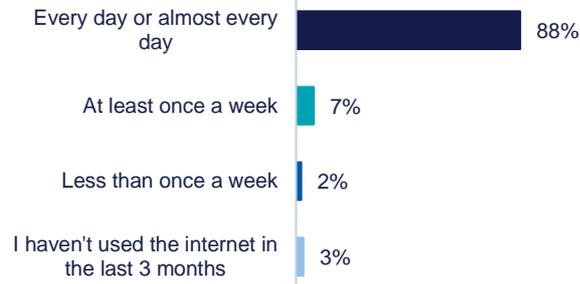
With regard to satisfaction with the online services provided by Babergh & Mid Suffolk DCs, three-quarters of tenants (74%) are satisfied, with 15% dissatisfied. Satisfaction with the online services is up by 7p.p since the previous survey.

## Use the internet and online services

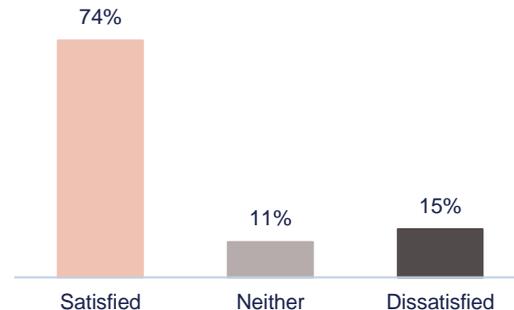
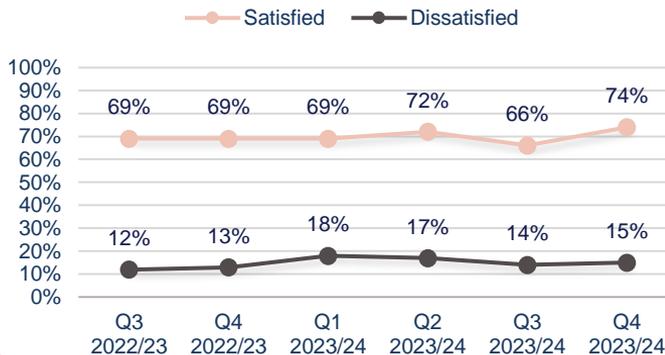


■ Yes ■ No ■ Don't know

## Internet Usage ast 3 Months



## Online Services Satisfaction





## Damp & Mould



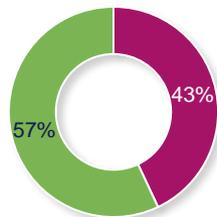
# Damp and Mould

Over two-fifths of tenants say they have problems of damp and mould in their homes, of which 68% have reported it, although 32% haven't.

This will be a worry for the Councils as it represents a high proportion of the stock with potential problems, which will need investigation and addressing.

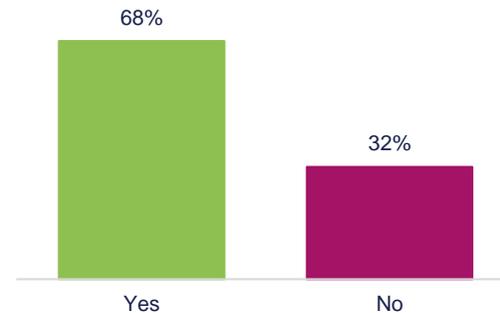
Problems with damp can not only be serious for the health of the tenants but can lead to a deterioration of the properties. Also, damp works will need to take priority which can affect less urgent works, leading to some delays, which are already a source of concern to some.

## Currently Suffer from Damp & Mould

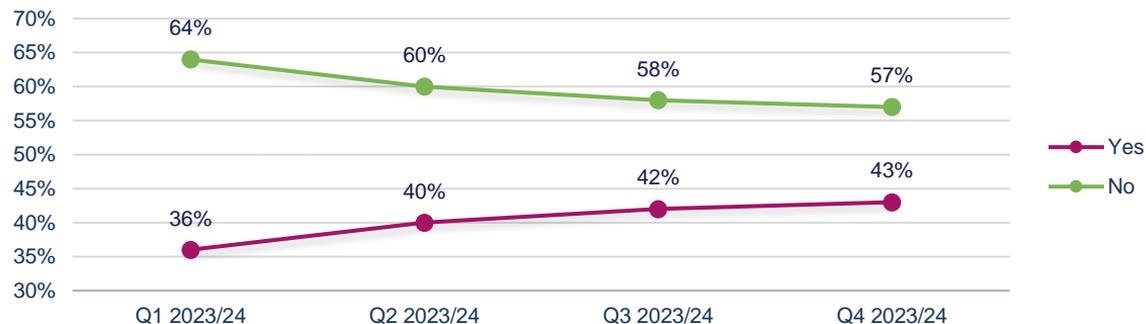


■ Yes ■ No

## Reported Damp & Mould



## Suffering from Damp & Mould Over Time





**Trends**



## Trend Over Time

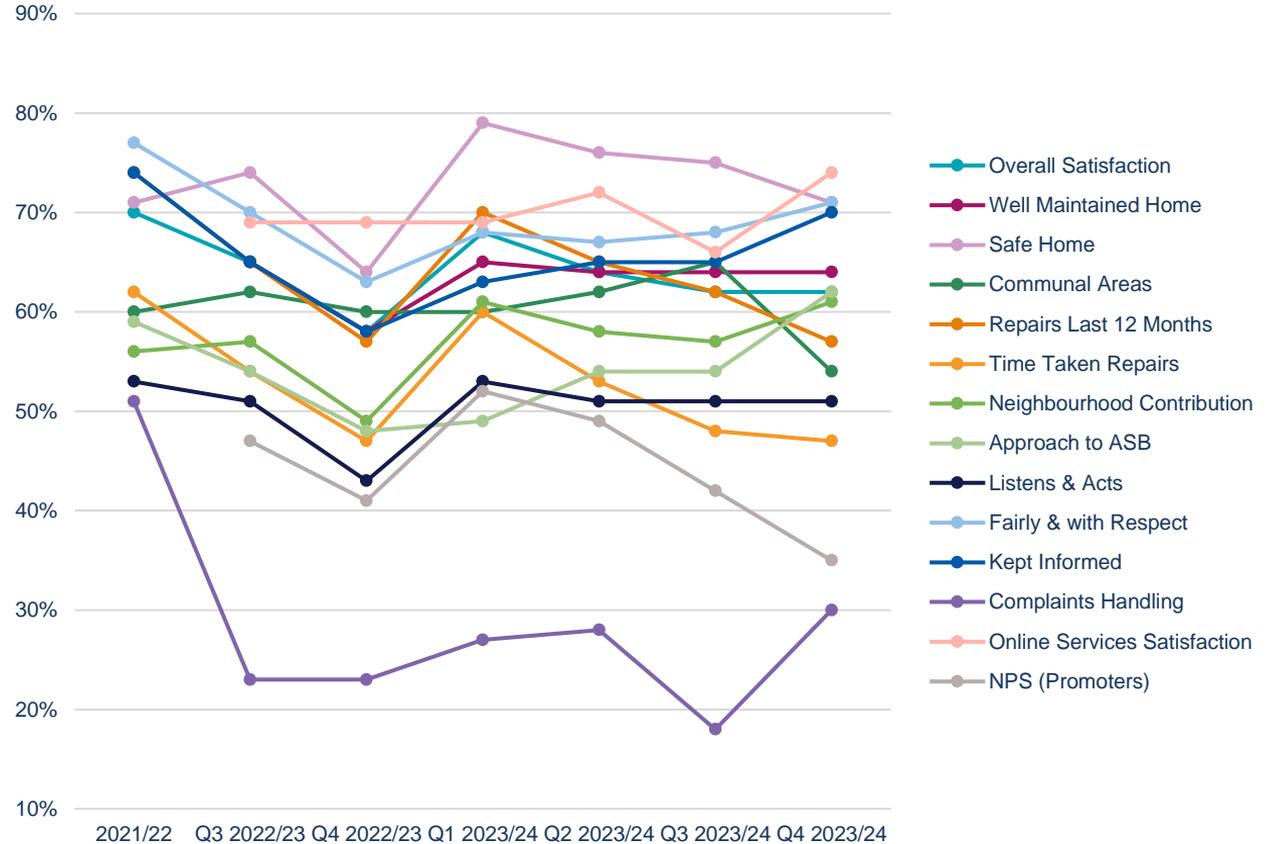
The chart opposite shows the fluctuating nature of the levels of satisfaction.

In Q4, there have been changes with some increasing in satisfaction, some decreasing and some staying the same.

It should be remembered, however, that to be statistically significant, a change would need to exceed the combined margins of error of the last two surveys, this being 10.8 percentage points, so some do exceed this figure, although most don't.

Overall satisfaction has remained at the same level in Q4 as in Q3, as has satisfaction with the maintenance of the home and how the Councils listen to tenants' views and act upon them. However, satisfaction with the handling of complaints is up by 13p.p, with increases of 8p.p for the handling of ASB, 7p.p with the online services and 5p.p for the way tenants are kept informed about things that matter to them.

Moving in the other direction is satisfaction with the upkeep of the communal areas (down 11p.p), the safety of the home and the repairs service in the last 12 months (both down 4p.p) and the Net Promoter Score is down by 15 points.

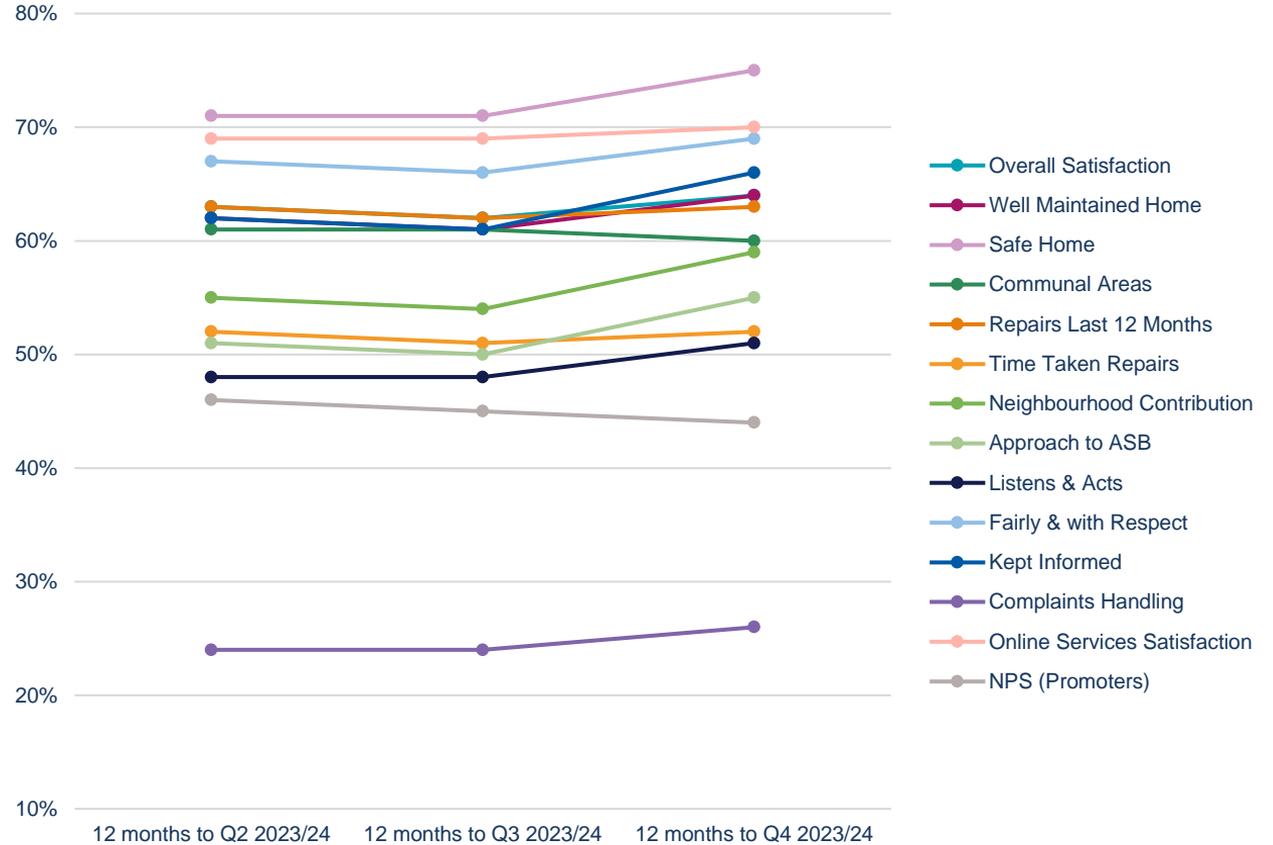




# Rolling Averages

It's only in the last couple of surveys that it has been possible to plot the 12 month rolling averages. These help to show the underlying satisfaction levels and are not so subject to the fluctuations that occur from quarter to quarter. However, these are as much affected by those results dropping off as are adding on.

This chart shows that the averages have largely increased at the end of the year, but the changes are small.



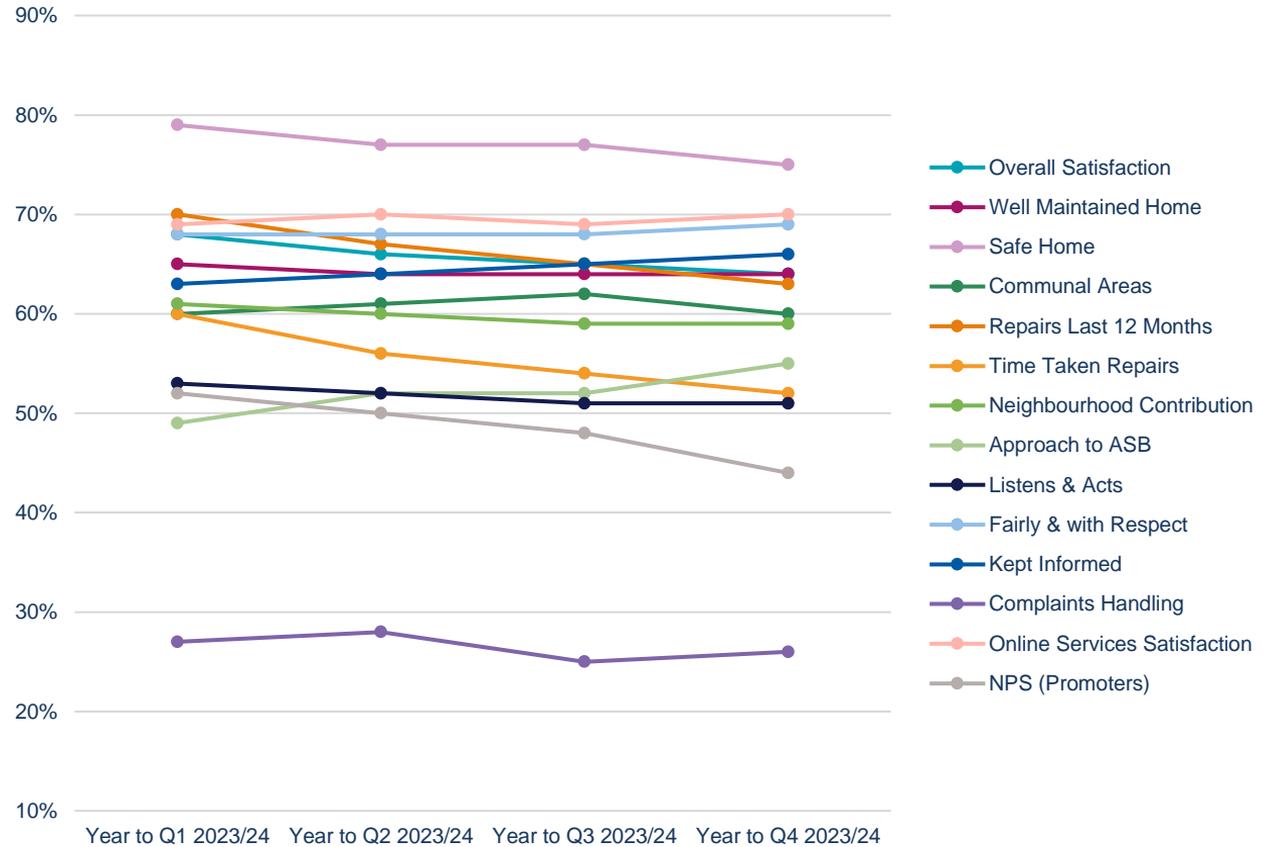


# YTD Averages

As the surveys continue throughout the year, the year-to-date averages have been calculated to give a more accurate view, as these figures are not subject to the large fluctuations that can happen on a quarterly basis.

Generally, the chart shows that satisfaction has remained fairly constant, with the majority of any increases / decreases being negligible and within the survey tolerance.

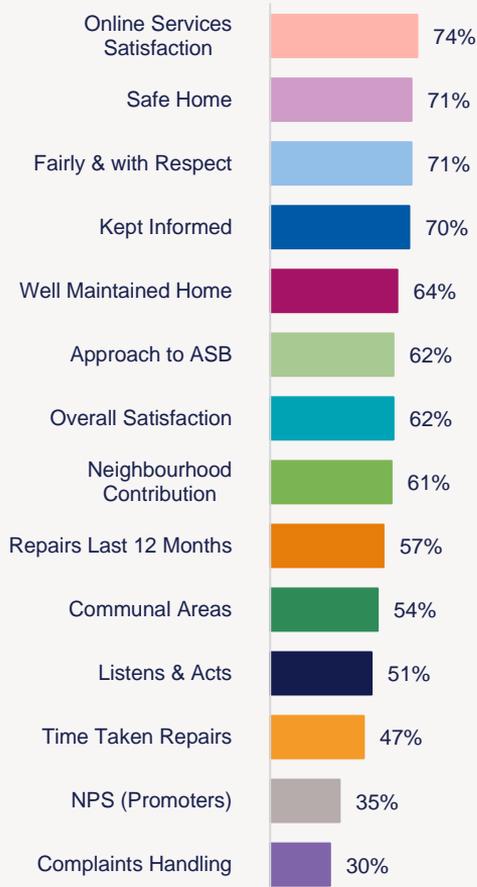
The largest changes are for the safety of the home and the number of promoters.





# Q4 2023/24 Summary

## Satisfaction with Measures



## Q4 2023/24 Summary



Satisfaction has changed a little between Q3 and Q4 with some measures increasing, some decreasing and some staying the same, including the overall satisfaction.

This figure stands at 62% and this sits in the middle of the range of measures, with the highest levels of satisfaction for the online services, having a safe home, treating tenants fairly and with respect and keeping them informed. However, at the other end of the scale is the way the Councils listen to tenants' views and act upon them, the time to complete repairs and handle complaints.

Surveys of this type often show that satisfaction does fluctuate throughout the year and for Babergh and Mid-Suffolk, there is no exception. Overall satisfaction, listening to views and having a well-maintained home have the same satisfaction levels in Q4 as they did in Q3, whilst satisfaction with the handling of complaints is up 13p.p, dealing with ASB is up 8p.p and the online services is up 7p.p. However, satisfaction with the upkeep of the communal areas is down by 11p.p and the Net Prompter Score is down 15 points.

When asked about the way the Councils listen to views and act upon them, many of the comments referred to issues with the repairs service, in particular, dealing with outstanding repairs and the time taken to complete repairs. However, unlike many of these surveys, this doesn't include further probing questions or asks for comments on where services should improve; it is, therefore, difficult to pinpoint where the problems may exist and what can be done to alleviate these. The Councils may want to consider including additional questions, particular for complaints, to find out what are the main causes of these and how best to deal with them.

It is of concern that over two-fifths of the tenants report problems with damp and mould in their homes, although only two-thirds of these have reported the problems to the Councils. It is not clear how serious these instances are, but this represents a high proportion of the stock with these problems, and these will need to be investigated and possibly treated, which can cause delays for other works as well as posing a risk to the tenants.



# Annual Summary



## Annual Satisfaction & Dissatisfaction

At the end of the financial year, it is possible to look at the annual results to help understand what is driving satisfaction at Babergh & Mid-Suffolk Councils. The charts summarise both the satisfaction and dissatisfaction from the combined results throughout the whole of 2023/24.

Sometimes where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

For the Councils it generally follows that measures with high satisfaction also have low dissatisfaction, and vice versa.

The most dissatisfaction is for the handling of complaints (63%), although this is the only measure that has more dissatisfied tenants than satisfied. However, 43% are dissatisfied with the time taken to complete repairs and 37% are dissatisfied with the way the Councils listen to their views and act upon them.

### Satisfaction with Measures 2023/24



### Dissatisfaction with Measures 2023/24





# Year-on-Year Change

As two larger surveys were completed in 2022/23 as well as the four quarterly surveys in 2023/24, it is possible to combine the results for each year and then compare these.

As shown, satisfaction has generally increased since 22/23, in fact, satisfaction is higher on all the measures in the survey in 23/24, with the exception of the upkeep of the communal areas, which is down just 1p.p.

Overall satisfaction is up by 3p.p, with the highest changes for the safety of the home (up 7p.p), the positive contribution made to the neighbourhood by the Councils (up 6p.p) and keeping tenants informed (up 5p.p).

To be statistically significant across the years a change in excess of 5.2 percentage points is needed, some two of these do exceed this figure.

	2022/23	2023/24
Overall Satisfaction	61%	64% (+3)
Well Maintained Home	61%	64% (+3)
Safe Home	69%	75% (+7)
Communal Areas	61%	60% (-1)
Repairs Last 12 Months	61%	63% (+3)
Time Taken Repairs	50%	52% (+2)
Neighbourhood Contribution	53%	59% (+6)
Approach to ASB	51%	55% (+4)
Listens & Acts	47%	51% (+4)
Fairly & with Respect	66%	69% (+2)
Kept Informed	61%	66% (+5)
Complaints Handling	23%	26% (+3)
Online Services Satisfaction	69%	70% (+2)
NPS (Promoters)	44%	44% (+1)



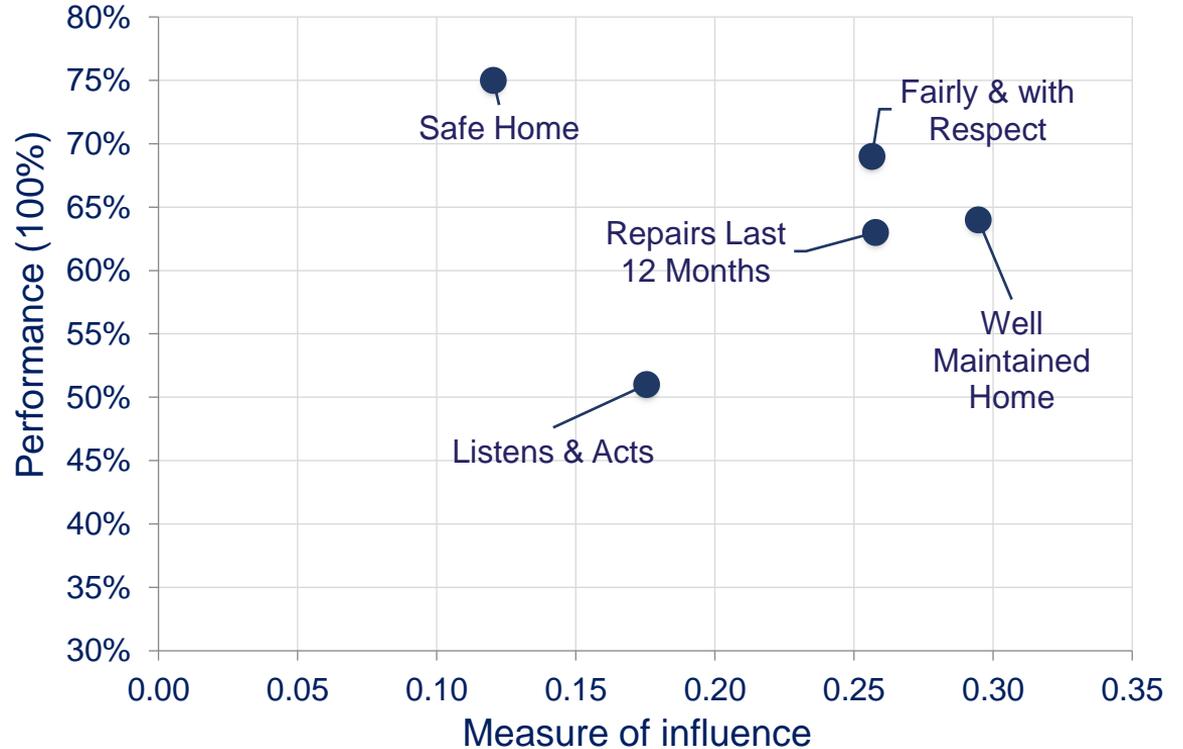
# Key Driver Analysis

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 2023/24, the most important driver for tenants' satisfaction with the overall services is that the Councils provide a well-maintained home, followed by the repairs service in the last 12 months and treating tenants fairly and with respect. Listening to views and the provision of a safe home 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 services provided.

## Annual Key Driver Analysis – Overall Satisfaction



# Benchmarking – Acuity Clients (LCRA)

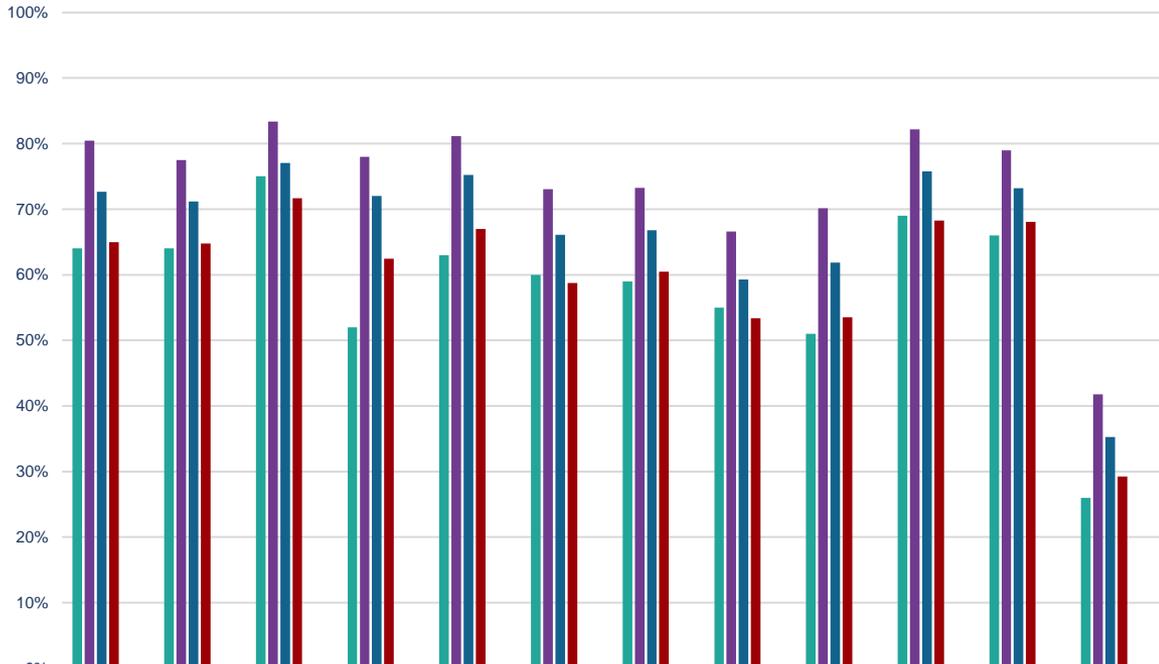


It is possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected during 2023/24.

The results from Babergh & Mid-Suffolk don't compare particularly well against this group of landlords, all measures being below the group medians, eight in the lower quartile, including the overall satisfaction.

The cohort of landlords in this benchmarking group varies in type, size and location, so doesn't directly match the characteristics of the Council, but it does help to provide context to the results.

Later this year, as landlords start to publish their TSM results a large bank of information will start to build up allowing more accurate and robust benchmarking.



	Overall Sat	Well Maintained	Safe	Time Taken	Repairs Sat	Communal Sat	Neighbourhood	ASB	Listens	Fairly	Informed	Complaints Sat
Babergh & Mid-Suffolk	64%	64%	75%	52%	63%	60%	59%	55%	51%	69%	66%	26%
Upper Quartile	80%	77%	83%	78%	81%	73%	73%	67%	70%	82%	79%	42%
Acuity Median	73%	71%	77%	72%	75%	66%	67%	59%	62%	76%	73%	35%
Lower Quartile	65%	65%	72%	62%	67%	59%	60%	53%	53%	68%	68%	29%
Quartile position	4	4	3	4	4	3	4	3	4	3	4	4
Number of Landlords	101	92	93	93	93	92	92	99	100	92	94	93

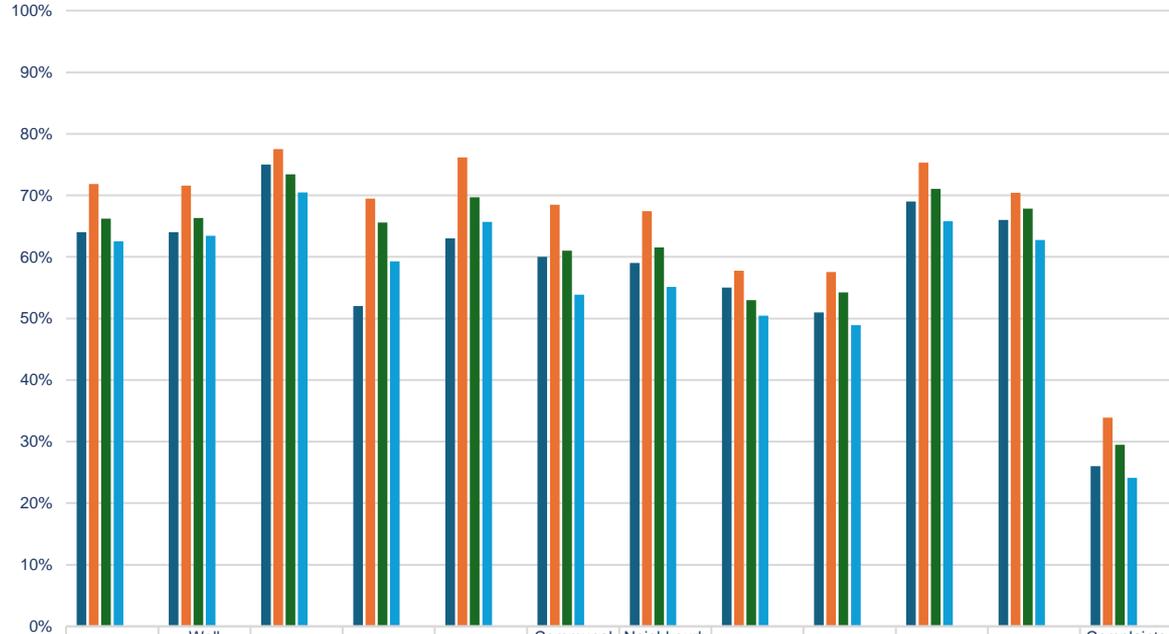
# Benchmarking – Acuity Council Clients (LCRA)



Given that Babergh & Mid Suffolks are councils, it is, perhaps, more relevant to compare the results against other councils who have worked with Acuity and used the TSMs in the past year.

Against this group, Babergh & Mid-Suffolk compare better, with two measures above the median and in the second quartile, eight in the third quartile and just two in the lower quartile. The overall satisfaction now falls into the third quartile.

This group also varies in size and location but has more in common with Babergh & Mid-Suffolk than the larger group.



■ Babergh & Mid-Suffolk	64%	64%	75%	52%	63%	60%	59%	55%	51%	69%	66%	26%
■ Upper Quartile	72%	72%	78%	69%	76%	69%	67%	58%	58%	75%	70%	34%
■ Acuity Median	66%	66%	73%	66%	70%	61%	62%	53%	54%	71%	68%	29%
■ Lower Quartile	63%	63%	70%	59%	66%	54%	55%	50%	49%	66%	63%	24%
Quartile position	3	3	2	4	4	3	3	2	3	3	3	3
Number of Landlords	26	26	26	26	26	26	26	26	26	26	26	26



# National Context

When considering the results, it is important to consider the national context and external factors.

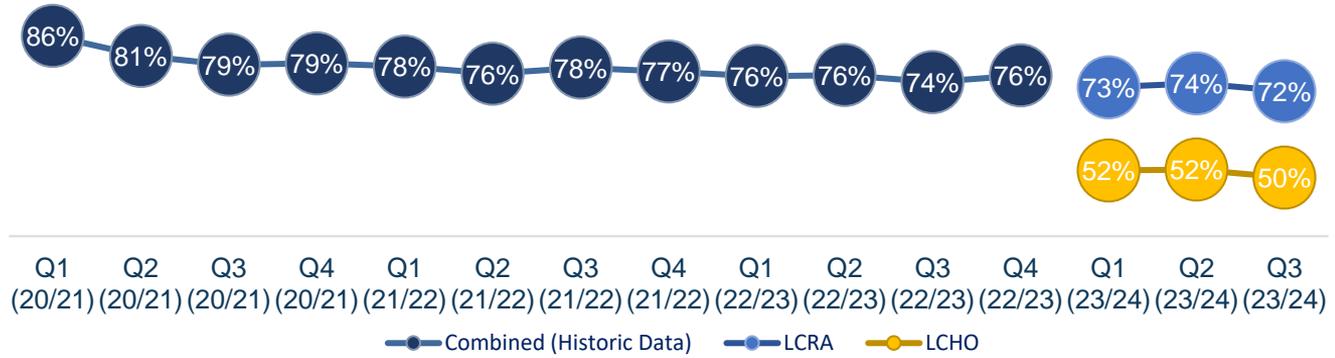
For example:

- Cost of Living Crisis, increase in poverty and pressure on local authority funding
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic have altered the way some social landlords operate.

The top graph demonstrates how overall satisfaction has changed over time (tracker only). The trendline is downward. The lower chart shows the results from Housemark members with a peak in 2015/16 but a slow decline since; this started before the effects of the pandemic started to hit.

## Overall Services (Acuity Clients)



## Satisfaction with services provided (NHF/Housemark median - general needs)





# Recommendations

Following the success of the TSM-based surveys undertaken for Babergh and Mid Suffolk Councils last year, Acuity has been commissioned to continue with the quarterly surveys during 2023/24.

This report includes the results from the final survey of the year and is reported as Q43 23/24.

The results show that there are areas that can be improved, and the recommendations opposite may help the Councils to target these.

## Repairs service

Satisfaction with the repairs and maintenance service is moderate only with 57% satisfied with the repairs service in the last 12 months and 47% with the time to complete repairs, both these have decreased a little in satisfaction in Q4 compared with Q3; in addition, as many are dissatisfied with the time to complete repairs as satisfied. However, the survey currently doesn't include any probing questions about the repairs service, so it is hard to tell what the real issues are, although when asked about listening to tenants' views, the tenants say many of the issues are linked to dealing with outstanding repairs and the time to complete work. These issues are a common trend among other social landlords with the service facing increased costs as well as high expectations among tenants.

Of concern is that 43% of tenants say they have damp and mould in their homes, and whilst it is unclear how serious these problems are, they will need investigating and addressing. Problems with damp and mould tend to take priority and can delay work on other, less urgent matters, and this can also add to the time taken to respond to repair requests. While solving this is difficult, takes time and is resource-intensive, good communication with tenants is key to managing expectations and easing the impact of delays which can sometimes be unavoidable. This is not just about quality of communication but also frequency. Keeping tenants informed of progress and any delays may have a positive impact on satisfaction in this area, easing dissatisfaction when it arises.

## Handling of complaints

The handling of complaints is the lowest-performing metric in the survey, with more dissatisfied (57%) with their handling than are satisfied (30%), although satisfaction has increased by 13p.p between Q3 and Q4, so appears to be moving in the right direction. In addition, Councils doesn't compare particularly well with other council landlords, being in the third quartile. It is also very difficult to tell whether the complaints made are genuine or are service requests yet to be fully actioned, a problem faced by many since the introduction of these questions to the TSMs. Nonetheless, it is important that tenants feel confident any complaint they make will be taken seriously and dealt with effectively and in good time. Clear communications around how to make a complaint and the complaints process is vital to increasing awareness and accessibility.

Babergh & Mid-Suffolk Councils may also consider including additional questions in their surveys for 2024/25, which aim to understand more about how and what complaints are being made and how tenants perceive the complaints process in general (for instance, their expectations) to provide more context to satisfaction in this area. It may also be worthwhile cross-matching those who report they have made in the last twelve months against internal records. For those who have given permission for the Councils to contact them to discuss any issues raised, this may be an opportunity to resolve any outstanding issues.



# Recommendations

This page continues with recommendations that the Councils may wish to consider to help improve their services.

## **Customer service & customer recovery**

One of the key drivers for overall satisfaction is listening to views and acting upon them. In addition, when asked, some tenants say that they are not listened to and not shown the level of care, empathy and support expected of their landlord. Whilst this won't be the experience for all, it is important to provide a consistent service and it is clear that some feel this isn't the case. Whilst resolving these types of issues with high call volumes is difficult, an examination of the comments will help the Councils pinpoint areas which could be better so improvements can be put in place.

Moreover, over a third of tenants are dissatisfied with the way the Councils listen to their views and acts upon them. As mentioned, engaging with those tenants who are happy to be contacted to discuss any issues raised will be a good starting point to demonstrate that the Councils are listening and acting. Working through the alerts raised during the fieldwork, which are visible on the dashboard, will also help with customer recovery.

## **Future surveys**

The surveys help to show the level of satisfaction with the level of service they receive from Babergh & Mid-Suffolk Councils. However, there is little qualitative content to understand better what is driving satisfaction, what the main issues that face tenants and how best to improve services. Therefore, it is suggested that the Councils include more probing type questions to find out more about their experiences and their suggestions to improve services. As mentioned above, these could include questions about complaints but also could include the home and communal areas, repairs and customer service.



# Local Authority



Babergh & Mid-Suffolk Councils work together to provide housing services across their district and the surveys are designed to collect the same number of responses from each council. It is, therefore, possible to compare the results from the tenants of each.

This shows that the same level of satisfaction with the overall services is found at each council (64%) and similar numbers would recommend the Councils to other people. Generally, the differences on the other measures between the councils is small, although 21% more in Mid-Suffolk are satisfied with the upkeep of the communal areas.

This does suggest that apart from the communal maintenance, the services are delivered in a very similar fashion and are consistent across the whole area.

	All Residents	BDC	MSDC
Overall Satisfaction	64%	64%	64%
Well Maintained Home	64%	63%	65%
Safe Home	75%	74%	77%
Repairs Last 12 Months	63%	66%	61%
Time Taken Repairs	52%	56%	49%
Communal Areas	60%	51%	72%
Neighbourhood Contribution	59%	59%	59%
Approach to ASB	55%	51%	59%
Listens & Acts	51%	51%	51%
Kept Informed	66%	66%	65%
Fairly & with Respect	69%	68%	69%
Complaints Handling	26%	26%	26%
Online Services Satisfaction	70%	72%	69%
NPS (Promoters)	44%	44%	45%

# Age Group



It is often found in surveys of this kind that satisfaction generally increases with age.

For Babergh & Mid-Suffolk this tends to be the case, with tenants aged 75 to 84 and over 85 the most satisfied, and those aged 35 to 44 generally the least.

With regard to satisfaction with the overall services provided, 82% of tenants aged 75 to 84 are satisfied, compared with 44% of those aged 35 to 44.

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 Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	64%	72%	51%	44%	54%	70%	65%	68%	82%	79%
Well Maintained Home	64%	67%	49%	39%	52%	64%	72%	69%	86%	87%
Safe Home	75%	83%	57%	50%	60%	82%	78%	87%	92%	96%
Repairs Last 12 Months	63%	100% *	51%	45%	55%	66%	57%	72%	82%	78%
Time Taken Repairs	52%	75% *	35%	31%	43%	56%	47%	59%	71%	76%
Communal Areas	60%	33% *	56%	37%	55%	55%	62%	69%	68%	74%
Neighbourhood Contribution	59%	80%	49%	34%	50%	55%	63%	65%	80%	82%
Approach to ASB	55%	67%	51%	36%	42%	57%	58%	58%	71%	81%
Listens & Acts	51%	63%	41%	32%	39%	53%	53%	55%	73%	70%
Kept Informed	66%	79%	61%	43%	56%	70%	65%	70%	81%	85%
Fairly & with Respect	69%	82%	67%	50%	58%	66%	71%	70%	86%	89%
Complaints Handling	26%	25% *	28%	14%	21%	32%	31%	25%	40%	29%
Online Services Satisfaction	70%	80%	74%	58%	72%	68%	65%	75%	80%	78% *
NPS (Promoters)	44%	61%	30%	28%	36%	44%	46%	48%	63%	66%



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

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