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Oxford City Council

2022 Tenant Satisfaction Survey
Survey report

December 2022

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Tenant Survey 2022

Prepared for: Oxford City Council
by: Acuity Research & Practice
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Executive Summary

Oxford City Council (Oxford CC) commissioned Acuity to carry out a tenant satisfaction survey and 925 tenants completed a telephone interview. This report shows the results from the tenants of Oxford CC, and these are generally positive, with satisfaction increasing in the majority of areas. The survey recorded many good ratings including the value for money of the rent **(97%)**, the customer service **(86%)**, repairs service received **(85%)** and that tenants are provided with a safe and well-maintained home **(85%)** - all of which are reflected in the finding that **75%** of tenants are satisfied with the overall services provided by Oxford CC.

Key Findings

Three-quarters of tenants **(75%)** are satisfied with the overall housing and repairs services provided by Oxford City Council, although 13% are dissatisfied.

79% of Oxford CC tenants are satisfied with the overall quality of their home, **85%** that is it safe and well-maintained and **80%** that the communal areas are clean and well-maintained.

Nearly nine out of ten tenants are satisfied with the value for money represented by their rent **(87%)**, however, satisfaction with the service charge is a little lower than for the rent, **70%** are satisfied. Further to this, over two-thirds of tenants are satisfied with the energy efficiency and level of insulation in their homes **(68%).**

84% of tenants are satisfied with their neighbourhood as a place to live and **84%** of tenants are also satisfied with the overall appearance of their surrounding area/neighbourhood.

Around four-fifths of tenants are satisfied with the repairs and maintenance service **(79%)** with more of tenants being satisfied with the repairs service they have received in the last 12 months **(85%)**. Satisfaction with the time taken to complete the most recent repair after reporting it is less than with the service in the last 12 months **(79%)**.

Some **86%** of tenants are satisfied with the customer service they receive from Oxford CC. **83%** of tenants are satisfied that they are kept informed about things that might affect them, however, fewer are satisfied that the Council treats them fairly and with respect **(82%)** or how they listen to tenants' views and act upon them **(65%)**.

Over two-thirds of tenants **(68%)** are satisfied with how the Council handles anti-social behaviour and two-thirds of tenants **(66%)** are satisfied with the way their complaint was handled.

Conclusion

Satisfaction with the services delivered by Oxford City Council is good and is maintaining good levels despite a general fall in satisfaction across the sector. This report highlights the main areas of operation and will help Oxford CC target areas for improvement.

Further analysis

Throughout the survey, some good levels of satisfaction are found, and the findings are an endorsement of the commitment of Oxford CC and its staff.

Key Driver Analysis

Key driver analysis reveals the strong influence of the repairs service, followed by complaints handling, treating tenants fairly and with respect in addition to the value for money of the service charge. If improvements can be made with these, it is likely that overall satisfaction will also increase.

Comparison with Other Landlords

Oxford CC compares well with other landlords. Satisfaction on most of the key measures that match with the current survey are above the median on the majority of measures, between **2%** and **8%**, scoring in the second quartile. However, satisfaction is below the median on just two measures, satisfaction with overall services (**6%** below) and listening to views and acting upon them (**5%** below).

Over Time

It has been possible to compare the results from the 2022 survey with those of previous surveys in 2014, 2015 and 2022 where the questions match. This shows that despite a **1%** decrease in satisfaction with overall services since the previous survey, satisfaction in other areas has risen, between **1%** and **15%**.

Subgroups

The results have also been looked at by ward, the age of tenants, tenancy length and property types.

On overall satisfaction, the most satisfied are those in Northfield Brook **(93%)** and Carfax & Jericho **(90%)** with just **46%** satisfied in the Kidlington ward. On the repairs service, it is those in Cowley and Quarry & Risinghurst who are the most satisfied.

It is not clear why the differences occur whether it is linked to the demographics of the wards or how the service is delivered but it would be worth looking more closely at these results to see if any conclusions could be reached. A fuller description of the ward results is shown in Appendix 1 to this report.

In many surveys, including this one, satisfaction is shown to increase with age. For Oxford CC on overall satisfaction, **93%** of the 85 and over group are satisfied with the services received and this compares with **67%** of the 25 to 34 age group and just **64%** of the 55 to 59s.

Those with the longest tenancies tend to be more satisfied than others, although new tenants are also very satisfied. Tenants in maisonettes are the least satisfied with 10 of the 18 measures, including overall satisfaction. Tenants in all other property types are similarly satisfied as one another.

Recommendations

The survey found very few areas where it could be said that there was any problem. However, the Council may wish to look at the following areas more closely:

Repairs – The repairs service is the key driver for satisfaction with **79%** of tenants being satisfied generally, **85%** satisfied with the repairs service they have received in the last 12 months and **79%** satisfied with the time taken to complete their most recent repair. The open comments give an insight into the main areas of concern, primarily improvements to the timescales to complete works, in addition to dealing with outstanding and forgotten repairs and the quality of the work completed. It is likely that this is caused by the knock-on effect of the recent pandemic, however, it could provide the Council with some open avenues to increase satisfaction.

Complaints – Complaints handling was found to be a key driver of overall satisfaction and is often a notoriously difficult area to perform well in. The Council may find it worthwhile to perform further, more in-depth, analysis around this area to determine where improvements can be made.

Communications & Contact – When asked what could be improved, communications were consistently mentioned with tenants wanting this improved generally and for Oxford CC to listen to them more carefully. Whilst listening to views and acting upon them **(65%)** and keeping tenants informed **(83%)** are not key drivers of overall satisfaction, treating residents fairly and with respect **(82%)** is and it is important that Oxford CC retains these relatively high scores to drive overall satisfaction and resident engagement. Further investigation into the factors behind tenant satisfaction with listening to views and acting upon them would likely be useful in improving satisfaction and customer service and engagement.

Contents

1. Introduction

Acuity was commissioned by Oxford City Council (Oxford CC) to survey its tenants to collect data on their opinions and attitudes towards their landlord and the services provided. The survey was designed using Housemark's STAR questions for tenant satisfaction surveys, including the draft TSM surveys which are set to be introduced by the regulator in 2023, as well as many specific to Oxford CC.

Aim of the survey

The aim of this survey is to provide data on tenant satisfaction, which will allow Oxford CC to:

- Provide an up-to-date picture of tenants' satisfaction with their homes and with the services provided by Oxford CC

- Analyse satisfaction by tenant diversity and specific subgroups, tenure, ward, age range and ethnicity

- Compare the performance against previous years (where questions match)

- Compare performance against other social landlords

- Inform decisions regarding future service development.

About STAR

In July 2011, Housemark launched STAR – a set of questions designed to measure tenant satisfaction in the housing sector. This was reviewed in 2019/20 and new questions were added to the core list of questions.

The STAR approach ensures social housing providers remain equipped with the means of comparing key satisfaction results with other landlords and also provides a framework for trend analysis.

Undertaking STAR surveys is just one of many different methods of involvement that landlords are able to use to engage with their tenants as part of a wider coordinated customer

engagement strategy.

Sampling frame and fieldwork

The intention was to call around 925 tenants where contact details were known but also give the tenants an opportunity to complete an online survey. The telephone calls took place between the 27th of October 2022 and the 23rd of November 2022.

Questionnaire design

The questionnaire consisted of 30 questions including 2 permission questions. The questions were a combination of STAR and TSM question sets in addition to Oxford CC specific questions.

Accuracy & weighting

For the overall results, Acuity and Housemark recommend that surveys of under 10,000 population achieve a sampling error of at least ±4% at the 95% confidence level. This means that, for example, if 75% of tenants answered 'Yes' to a particular question, there are 95 chances out of 100 that the correct figure for all tenants – including those who did not respond – would be between 71% and 79%.

For Oxford CC, when the data is analysed for all tenants, 928 responses were achieved. This response is high enough to conclude that any figures quoted at this level are accurate to within ±3.0%, this is well inside the recommended margin for error and will give good accurate results (see Figure 1.1).

The raw data has been checked to take into account any differences between the responding tenants.

Presenting the findings

This report focuses on the key findings of the survey and the results are analysed by:

- Ward
- Tenant diversity
- Comparison with previous years

Notes to figures

Throughout this report, the figures show the results as percentages and base numbers are also shown where appropriate.

Rounding

The vast majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the data files to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause the percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. In some parts of the report, percentages may be expressed to one decimal place.

Excluding 'don't know' and 'no opinion'

In general, in line with the convention for satisfaction surveys, only valid responses to questions have been included and all non-valid responses (for example, where a response to a question has not been stated) have been excluded. Responses such as 'no opinion', 'can't remember' or 'don't know' (where these are possible responses to questions) are also excluded from the base in this report. Where these results are excluded, this is noted in the written comments and charts.

Quality standard

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

Acknowledgements

Figure 1.1 Survey sampling, weighted response and reliability

| Tenure	Number of tenants	Completed surveys	Response rate	Sampling error (%)
Total	7,576	928	12.3%	+3.0%

2. Overall satisfaction with services

This chapter examines the overall rating for Oxford CC services and is often seen as the headline figure in the survey. Chapter 12 explores the differences in the relationship between the overall rating and individual ratings in an attempt to understand what is driving overall satisfaction at Oxford CC.

2.1   Landlord services

Tenants were asked, **'Taking everything into account, how satisfied or dissatisfied are you with the services provided by Oxford City Council (and repairs) service?'**

75% of tenants are satisfied with the services provided by Oxford CC. Two-fifths of tenants said they are very satisfied with the services provided (38%), whilst 37% are fairly satisfied. There are 13% who are dissatisfied with the service provided, 7% very dissatisfied and 6% fairly dissatisfied and a further 12% are neither satisfied nor dissatisfied.

Figure 2.1: Satisfaction with services provided by Oxford CC
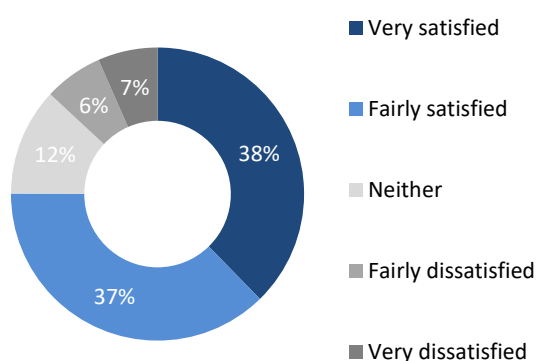
Trend analysis
Oxford City Council has carried out a number of satisfaction surveys with its tenants going back to 2006 but has asked that a trend is shown from the years 2014 and 2015 up to the current results. This will be included throughout the report where the questions match with the current survey.

The chart below shows that satisfaction has been declining from a high of 84% in 2014 and it fell a little further by 1% between 2021 and 2022.

Figure 2.2: Satisfaction with services provided over time
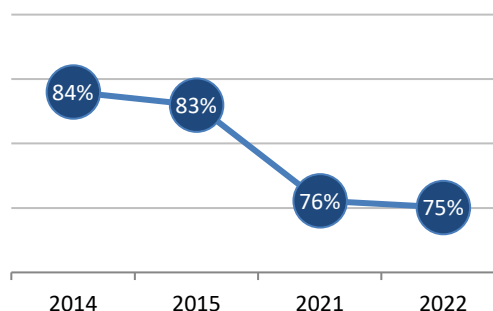
Further analysis
Oxford CC asked that the results are analysed by further subgroups in addition to the tenure split. These include the wards where it operates, and by different demographic factors, age, ethnicity and tenancy length.

The ward results are shown in Appendix 1 of this report, and the demographic results are summarised in section 11.

Comments on overall services
Tenants were asked if they could explain their answer for their satisfaction with the overall services provided. 1,394 comments were received in total and 38% of these are positive in nature and show that tenants are generally satisfied with the overall service that they receive with 118 commenting on positive aspects of the repairs workforce.

Of the more negative comments, 26% are aimed at day-to-day repairs, 9% customer services and contact and 5% property condition.

Figure 2.3: Reasons for overall satisfaction

Day-to-day repairs	26%
Timescales to complete repairs	133
Outstanding / forgotten repairs	84
Quality of work	28
Appointments	25
Had to report repair multiple times	18
Right first time	12

Repairs covered in service level	10	Value for money (rent/service charge)	4
Communication about repair (before work started)	10	Financial difficulties	3
Repairs service generally	10	Overcrowding	3
Treatment of resident / home	8	Gardening service	3
Replace not repair	6	Paying for services do not receive (service charge)	2
Keep informed of repair progress	5	Purchase property	2
Contractor	3	Rent harmonisation	1
Ease of reporting repair	3	**Home improvements**	**3%**
Job details given to contractor	2	New kitchen, bathroom	11
Quality checking	2	Quality of refurbishment	10
Contractor communications	1	Heating system	5
Customer services & contact	**9%**	New doors or windows	5
Answering phones	18	Property adaptations	5
Return call / email	17	General home improvements	4
Care, empathy, support etc	16	**Neighbourhood problems**	**2%**
Resolving problems	13	Car parking, signage and garage areas	8
Time taken to resolve enquiry	13	Anti-social behaviour	8
Keep promises	8	Drug related issues	5
Be more proactive	7	Neighbours - noise, alcohol	5
Call/contact handling - passed around	7	Dogs - noise or fouling	3
Understanding Residents Circumstances	6	Pest/vermin issues	2
Complaints handling	5	Litter, graffiti and vandalism	1
Staff knowledge / turnover	3	Neighbours gardens	1
Complaint not resolved	3	**Grounds maintenance**	**2%**
Take ownership	3	Fences and gates	15
Internal communications	3	Tree maintenance	6
Accessibility / Language barriers	3	Bushes & hedges - maintenance / weeding	2
Automated system	2	Grounds maintenance generally	2
Contact information	1	Grass cutting	1
Opening hours	1	Drainage/flooding issues	1
Digital self-service	1	Frequency of service	1
Property condition	**5%**	Overgrown/neglected gardens	1
Damp / mould / condensation	24	Rubbish	1
Condition of the property	18	Paths and driveways	1
Insulation	5	**Communications and information**	**2%**
Safety checks	4	Communications (in general)	17
External property maintenance	3	Listen carefully, take interest	4
Roof repairs	2	Acknowledgement of Complaint	4
Pest/vermin control	2	Information on service standards	2
Build quality/defects on new build	2	Transparent in decision-making	1
Condition of property at letting	2	More visits	1
Subsidence	1	Website and online services	1
Tenant services and management	**3%**	**Council, other agencies**	**1%**
Help for older residents/health issues	13	Council refuse collection	12
Rent issues, arrears, HB	7	Traffic - speed or noise	4
Decorating /handyman service	5	Road repairs	3

CBL system	1	Generally happy, no problems	127
Communal areas	1%	Repairs service/workforce	118
Rubbish storage areas	5	Attitude of staff	21
Maintenance of communal areas	4	Good communications and contactable	16
Quality of cleaning service	2	Specially adapted or suits needs	8
Caretaker customer service	2	Spent money on property	6
Frequency of cleaning service	1	Like my home (type, size, condition)	6
Rubbish	1	Happy living here	4
Window cleaning	1	Settled, lived here a long time	4
Storage areas - mobility scooter, bikes	1	Communal cleaning & maintenance	4
Lifts	1	Good value for money	3
Organisational policies	1%	New property, new fittings, good quality	1
Energy efficient, environmentally friendly	6	Good website	1
Spending on services	3	Listen and act on views	1
Service generally / declined	2	Keep tenants informed	1
Senior management	2	**Total**	**1,394**
Organisational Change	1		
Staff availability, weekend, emergency cover	1		
Reward good tenants	1		
Too financially focused	1		
Safety and security	1%		
People on site not residents	3		
Lighting (car park, communal)	2		
Damage to property or communal areas	2		
Door or window security	2		
Door security in communal areas	1		
Communal / fire doors kept closed	1		
Property broken into	1		
Asbestos	1		
Gate security, locks	1		
Fire alarm information or testing	1		
Local area services	0.3%		
Local offices, staff	4		
Moving	0.2%		
Need larger property	1		
Health issues require a move	1		
Need a smaller property	1		
Resident Involvement	0.1%		
Lack of/no activities	1		
Other	4%		
Neutral comment	22		
No comment/suggestions	17		
General negative comment	7		
Don't know	5		
Positive comments	38%		
Good overall service	214		

3. Understanding Overall Satisfaction

The overall rating for Oxford CC's services is examined in Section 2 in this report; this rating is often seen as the headline figure in the survey. This section now explores the differences in the relationship between the overall rating and individual ratings in an attempt to understand what is driving overall satisfaction at Oxford CC.

3.1   Key Services

Three-quarters of tenants (75%) are satisfied with the overall services provided by Oxford City Council.

Figure 3.1: Satisfaction with key services for all tenant
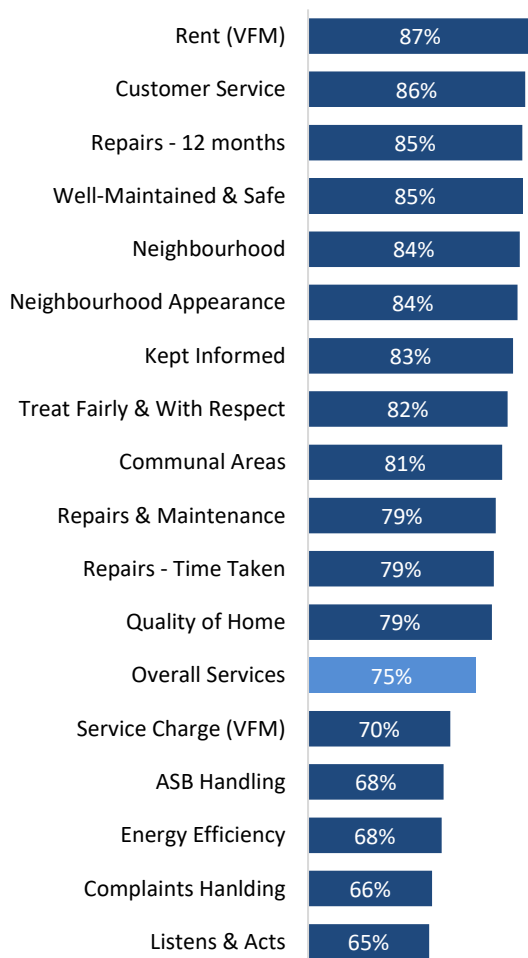
There are, however, considerably higher levels of satisfaction with a number of services including the value for money that the rent represents (87%), the customer service (86%), the repair service (85%) and the home being well-maintained and safe (85%).

Some measures show that satisfaction is lower particularly that tenant's views are listened to and acted upon (65%) and with complaints handling (66%).

3.2   Dissatisfaction levels

The chart below shows the main areas of dissatisfied with the most for complaints handling (27%) and how ASB is handled (24%).

Figure 3.2: Dissatisfaction with key services for all tenants
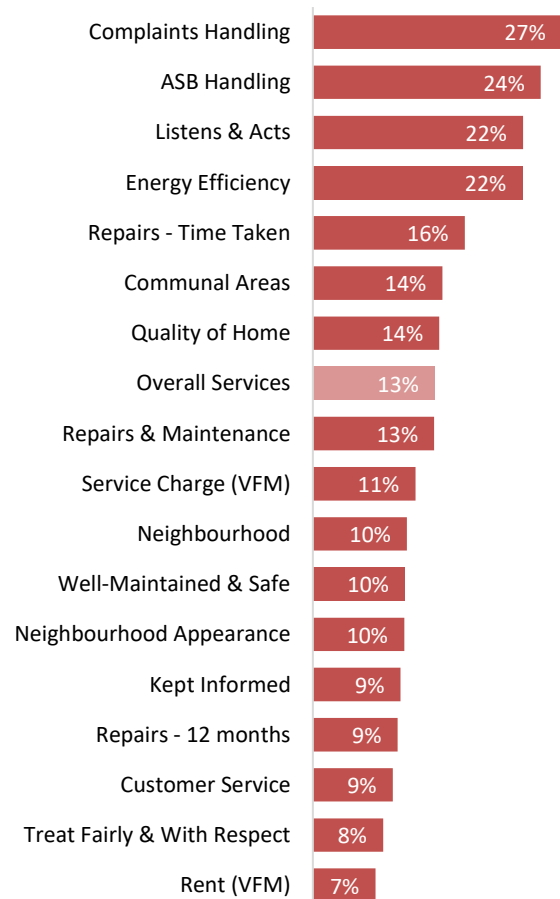
3.3   Trend Analysis

It has been possible to compare the results from the 2022 survey with those of previous surveys

in 2014, 2015 and 2022 where the questions match. This shows that despite a 1% decrease in satisfaction with overall services, satisfaction in other areas has risen, between 1% and 15%.

3.4   Ward Analysis

Oxford CC operates across 26 wards in the city and different numbers of tenants responded from each area. Whilst care needs to be taken in considering results from the wards with few responses the analysis still shows where satisfaction is concentrated.

On overall satisfaction, the most satisfied are those in Northfield Brook (93%) and Carfax & Jericho (90%) with just 46% satisfied in the Kidlington ward. On the repairs service, it is those in Cowley and Quarry & Risinghurst who are the most satisfied.

It is not clear why the differences occur whether it is linked to the demographics of the wards or how the service is delivered but it would be worth looking more closely at these results to see if any conclusions could be reached. The ward results are shown in more detail in Appendix 1 of this report.

3.5   Demographic Analysis

The results have also been looked at by age, length of tenancy and property type.

In many surveys, including this one, satisfaction is shown to increase with age. For Oxford CC on overall satisfaction, 93% of the 85 and over group are satisfied with the services received and this compares with 67% of the 25 to 34 age group and just 64% of the 55 to 59s.

Those with the longest tenancies tend to be more satisfied than others, although new tenants are also very satisfied. Tenants in maisonette are the least satisfied on 10 of the 18 measures, including overall satisfaction. Tenants in all other property types are often as equally satisfied as one another.

3.6   Key Driver Analysis

Key driver analysis is used to examine the

relationship between the different variables (the questions asked in the survey) and to determine which elements of the service are the key drivers for tenants' overall satisfaction. Multiple regression is used to analyse the relationship between several key satisfaction questions and determine which ones have the most influence.

Key driver analysis is useful to identify service areas in which increases in satisfaction could potentially lead to an increase in the overall satisfaction rating. Tenants who did not have an opinion are excluded from this analysis.

Overall Satisfaction

As Figure 3.3 shows, the most important driver for tenants is the repairs and maintenance service followed by complaints handling, treating tenants fairly and with respect in addition to the value for money of the service charge.

The implication of this type of analysis is that if services with the highest influence can be improved it is more likely to lead to an improvement in overall satisfaction.

Figure 3.3: Key driver analysis – overall satisfaction and key services
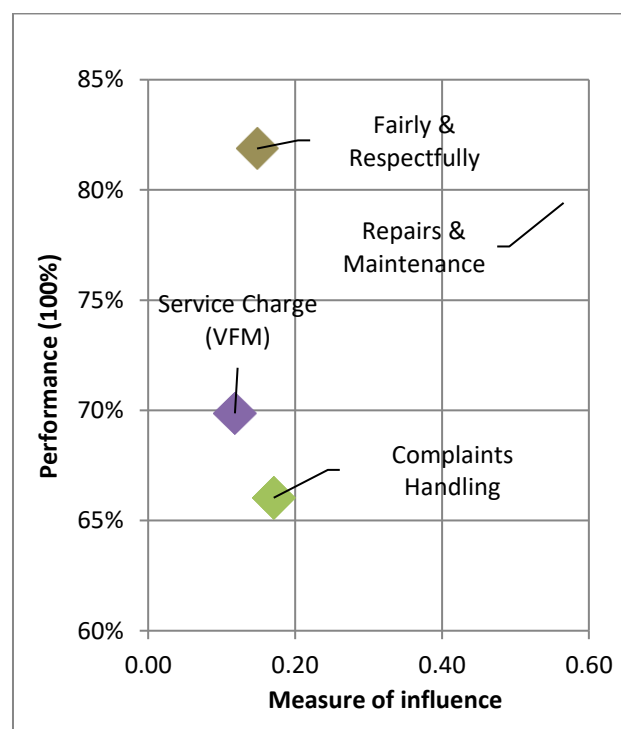
4. Comparison with Other Landlords

Landlords who subscribe to Housemark are able to upload and benchmark their STAR results. The results from the Oxford CC survey have been compared against Housemark's data tables (Housemark 2021/22 data - July 2022). The results from Housemark are for landlords all across the country and are for 2021/22, which are the latest figures currently available.

Satisfaction on all but two of the key measures that match with the current survey are above the median, between 2% and 8%, falling into the second quartile. However satisfaction is below the median with the overall services (6% below) and listening to views and acting upon them (5% below); both these, therefore, in the third quartile.

Figure 4.1: Housemark key STAR comparison for GN residents (2021/22 – Sep 2022)

	Overall Services	Quality of Home	Last Repair	Repairs & Maintenance	Neighbour-hood	Rent (VFM)	Service Charge (VFM)	Listens & Acts
■ Oxford	75%	79%	85%	79%	84%	87%	70%	65%
■ Upper Quartile	86%	83%	87%	80%	86%	88%	76%	70%
■ Median	81%	79%	77%	73%	82%	84%	66%	66%
■ Lower Quartile	74%	73%	73%	66%	78%	80%	60%	58%
Quartile position	3	2	2	2	2	2	2	3
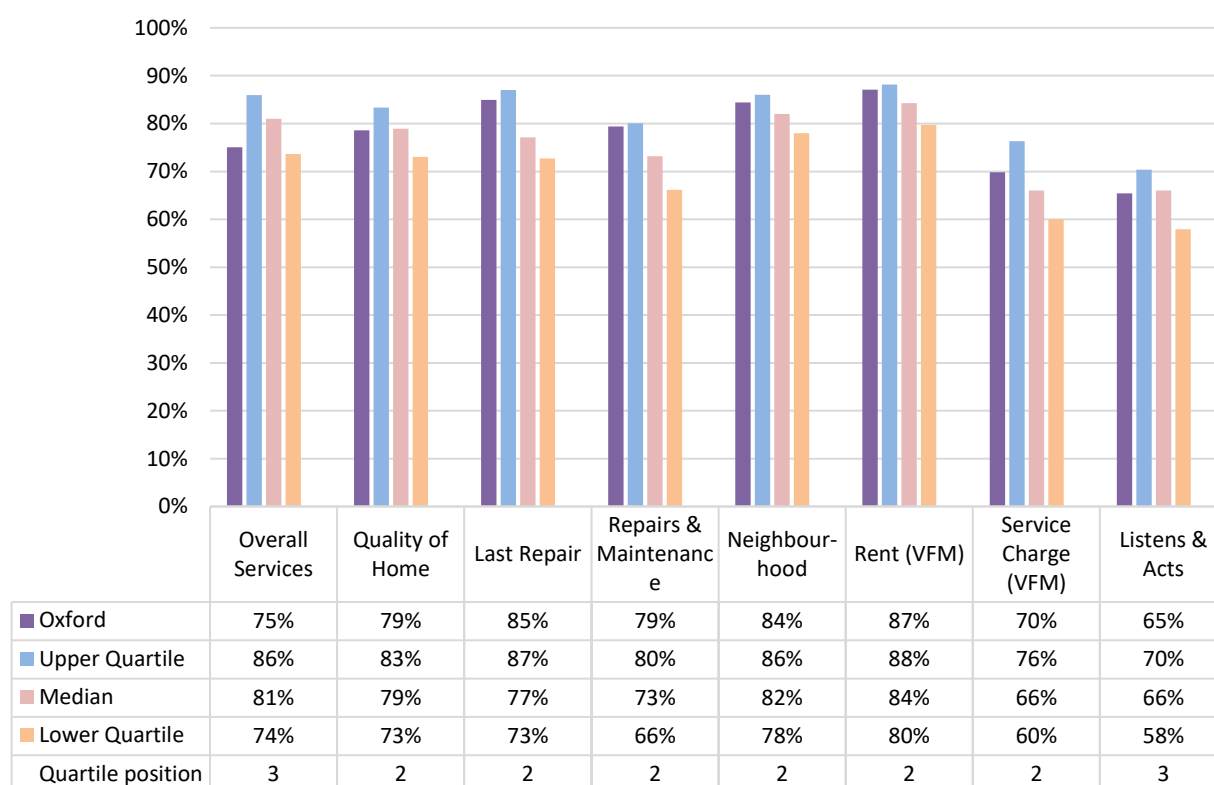
National Context

Satisfaction from Oxford CC tenants has generally increased a little in the 2022 survey compared with results from the 2021 survey, this seems to buck the trend in the social housing sector which has experienced a general decrease in satisfaction in recent years.

The chart below is from Housemark and includes results from around 250 landlords across the country, while over the last few years, we at Acuity have been monitoring satisfaction levels from around 30 of our clients that undertake quarterly tracker surveys. This analysis does, to some extent, back up these findings. When looking at the average of the scores from these landlords, the median result in Q1 19/20 for overall service was 82%, this stayed more or less the same during 2019/20, before peaking at 86% in Q1 20/21. However, since then, satisfaction has steadily decreased to 76% in Q2 21/22, it rose to 78% in Q3 but fell back a little again in Q4 21/22 to 77% and in Q1 22/23 it is down further to 76% and has remained at that level in Q2 22/23.

Figure 4.2: National comparisons

Historical satisfaction with services provided (NHF/Housemark median - general needs residents)

07/08	08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22
78%	78%	80%	80%	83%	84%	85%	87%	88%	87%	87%	87%	85%	84%	81%
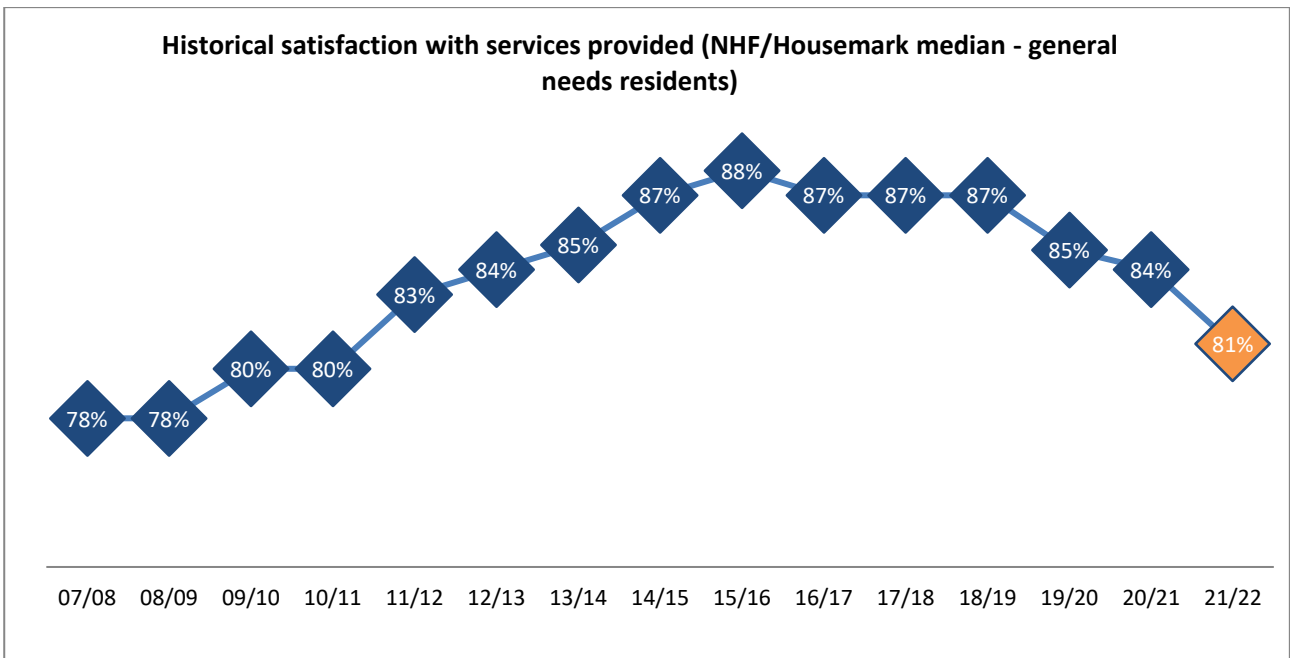
As satisfaction is based on perception rather than specific values, it can be affected by external factors and how positive people feel about their lives, clearly, many have been under considerable pressure over the past couple of years; the ongoing pandemic, rising cost of living and feeling of uncertainty in the future may result in lower satisfaction. In addition, most landlords have had to cut back on services, particularly repairs, staff have been working from home and, arguably, not so visible and contactable so, again this can have an impact. The current survey will act as a baseline based on the TSM questions and it will be interesting if Oxford CC can continue to increase its satisfaction levels in the coming years, despite the context residents find themselves in.

Figure 4.3: Acuity monitoring of overall services (note: the chart below shows only Acuity clients, a subset of housing providers in the UK and is therefore not completely representative of all providers)

Overall Services (Acuity Clients - Median)
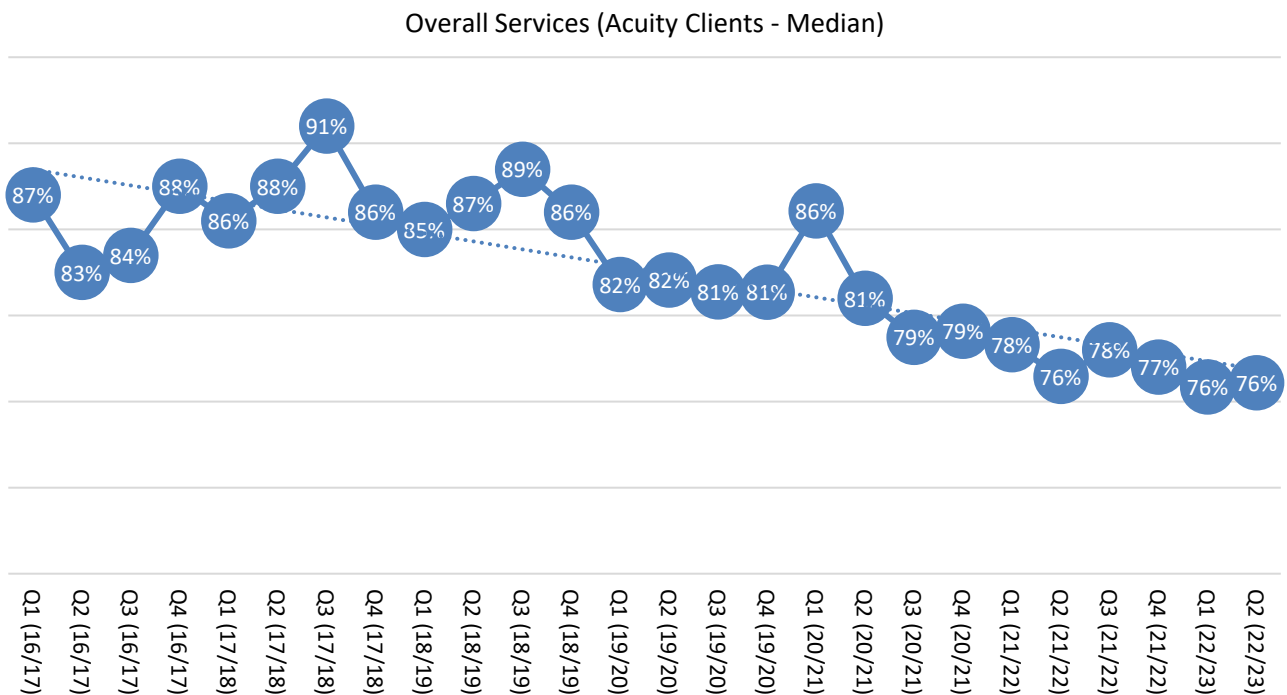
5. Quality, Condition and Safety of the Home & Communal Areas

This chapter looks at the results from the survey based on the views of all Oxford CC's tenants about satisfaction with their home, if it is well-maintained and safe and if associated communal areas are kept clean and well-maintained.

5.1   Quality of the Home

Four-fifths of tenants (79%) are satisfied with the overall quality of their home, 42% are very satisfied and 37% are fairly satisfied. There are 14% dissatisfied with their home, and a further 8% are neither satisfied nor dissatisfied.

Figure 5.1: Satisfaction with the quality of the home

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
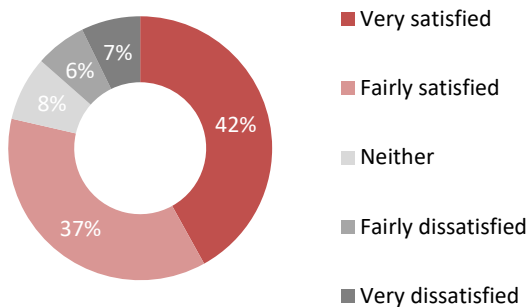
Trend Analysis

Satisfaction with the quality of the home has risen 12% since 2021 and this follows a similar decrease of 12% in 2021. The rating has now returned to that of 2015.

Figure 5.2: Satisfaction with the quality of the home over time
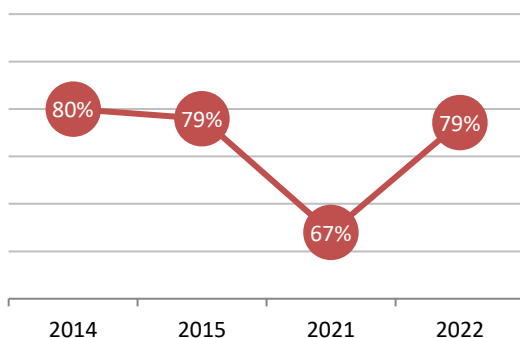
Reasons for Dissatisfaction

Those tenants who are dissatisfied with the quality of their home were asked to explain why.

A total of 1,351 comments were received, and these have been coded into themes to better understand the main areas of concern. A third of the comments are about the condition of their property with 60 tenants mentioning damp issues, 75 about the general condition and 20 about insulation.

Day-to-day repairs feature in 14% of comments, 73 tenants wanting outstanding repairs dealt with and 43 having issues with the timescales to complete repairs. 12% of the comments relate to property improvements with tenants wanting new windows and doors, kitchens or bathrooms and better heating. There are also a number of comments covering other issues such as safety and security, customer contact and grounds maintenance.

Below shows the main subject areas and the full text is available in the accompanying data tables.

Figure 5.3: Reasons for dissatisfaction with quality of the home

Property condition	14%
Condition of the property	75
Damp / mould / condensation	60
Insulation	20
Condition of property at letting	10
Build quality/defects on new build	7
Sound proofing	6
External property maintenance	6
Flooring	4
Roof repairs	3
Pest/vermin control	1
Safety checks	1
Electrical checks needed	1
Internal decoration	1
Day-to-day repairs	14%
Outstanding / forgotten repairs	73
Timescales to complete repairs	43
Repairs covered in service level	19
Quality of work	17
Right first time	5
Appointments	5

Repairs service generally	5		Complaint not resolved	1
Communication about repair (before work started)	4		Answering phones	1
Ease of reporting repair	3		Complaints handling	1
Had to report repair multiple times	3		**Neighbourhood problems**	**1%**
Keep informed of repair progress	2		Neighbours - noise, alcohol	5
Replace not repair	2		Pest/vermin issues	4
Contractor	1		Dogs - noise or fouling	3
Treatment of resident / home	1		Drug related issues	2
Home improvements	**12%**		Anti-social behaviour	2
New doors or windows	44		Car parking, signage and garage areas	1
New kitchen, bathroom	33		Community spirit	1
Heating system	31		**Grounds maintenance**	**1%**
General home improvements	25		Tree maintenance	4
Property adaptations	13		Fences and gates	3
Quality of refurbishment	10		Paths and driveways	3
Safety and security	**2%**		Drainage/flooding issues	3
Door or window security	7		Grounds maintenance generally	1
Door security in communal areas	6		**Moving**	**1%**
Subsidence (garden or property)	4		Need larger property	8
Trip hazard - mats, carpet, floors	2		Health issues require a move	2
Do not feel safe	2		Want different property type - house, bungalow	1
Security measures (general)	1		Move nearer family, friends	1
Fire breaks in property	1		**Communal areas**	**1%**
Lighting (car park, communal)	1		Lifts	3
Property theft (parcels)	1		Decoration of communal areas	1
CCTV/cameras needed	1		Rubbish storage areas	1
Tenant services and management	**2%**		Maintenance of communal areas	1
Move, transfer	8		Quality of cleaning service	1
Help for older residents/health issues	6		Storage areas - mobility scooter, bikes	1
Overcrowding	3		**Council, other agencies**	**0.4%**
Financial difficulties	2		Traffic - speed or noise	2
Purchase property	2		Council refuse collection	1
Decorating /handyman service	2		Road repairs	1
Gardening service	1		CBL system	1
Organisational policies	**2%**		**Communications and information**	**0.3%**
Energy efficient, environmentally friendly	22		Act on views and give feedback	1
Service generally / declined	1		Consult or inform before acting	1
Mix of tenants or tenures	1		Information on service standards	1
Customer services & contact	**2%**		Acknowledgement of Complaint	1
Keep promises	7		**Scheme/Estate Negative**	**0.1%**
Return call / email	4		Garden	1
Care, empathy, support etc	3		**Manager Negative**	**0.1%**
Resolving problems	2		Overall manager service	1
Time taken to resolve enquiry	2		**Other**	**3%**
Understanding Residents Circumstances	1		Neutral comment	19
			No comment/suggestions	11

Already commented in earlier question	7
General negative comment	6
Don't know	2
Positive comments	45%
Like my home (type, size, condition)	250
Generally happy, no problems	104
Settled, lived here a long time	55
Repairs service/workforce	50
Neighbourhood/good location	37
Spent money on property	21
Good overall service	19
Happy living here	18
Neighbours / community support	14
Specially adapted or suits needs	12
New property, new fittings, good quality	11
Communal cleaning & maintenance	6
Feel safe and secure	5
Good value for money	4
Good communications and contactable	3
Garden	2
Near family, friends, schools, work	1
Attitude of staff	1
Total	**1,351**

5.2 Well-Maintained & Safe Home

More tenants (85%) are satisfied that their home is well-maintained and safe for them to live in than with its quality. There are 56% very satisfied and 29% fairly satisfied. Some 10% of tenants are dissatisfied with the condition of their home and 5% are neither satisfied nor dissatisfied.

Figure 5.4: Satisfaction with safety and maintenance of the home

Very satisfied
Fairly satisfied
Neither
Fairly dissatisfied
Very dissatisfied
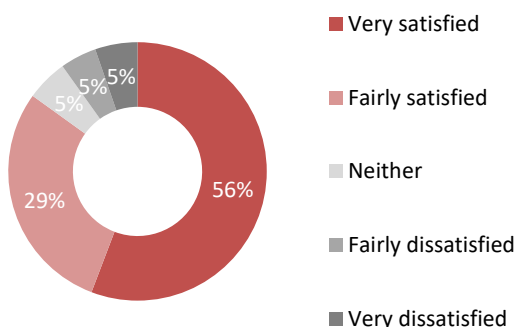
Trend Analysis
This question was not included in the previous surveys in this format, so no trend analysis is currently available.

5.3 Communal Areas are Clean & Well-Maintained

Four-fifths of tenants (81%) are satisfied that the Council keeps the communal areas around their homes clean and well-maintained, 14% are dissatisfied and a further 5% are neither satisfied nor dissatisfied.

Figure 5.5: Satisfaction that the communal areas are kept clean and well-maintained

Very satisfied
Fairly satisfied
Neither
Fairly dissatisfied
Very dissatisfied
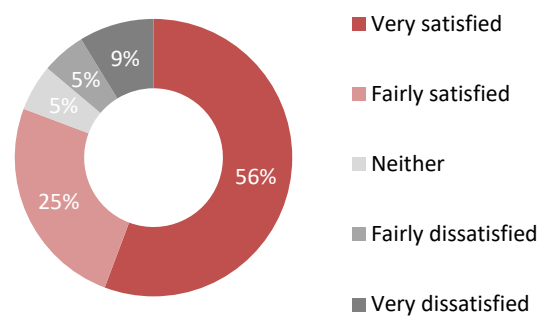
Trend Analysis
Whilst not an exact question match, satisfaction that the communal areas are clean and safe was asked in the 2021 survey. Satisfaction has risen 15% since 2021 survey.

Figure 5.6: Satisfaction with communal areas
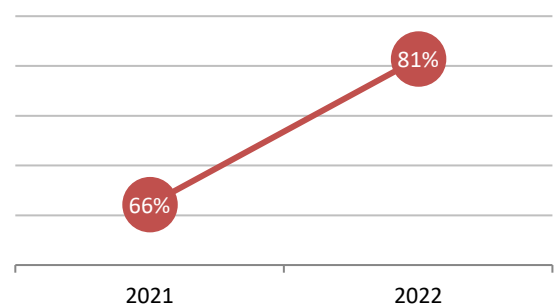
Reasons for Dissatisfaction
Those tenants who don't feel that their home or communal areas are clean, safe or well-maintained were asked to say why and how things could be improved. 318 comments were received and 17% concern property condition, with 20 comments surrounding general property condition and 15 regarding damp, mould and condensation.

Issues with communal areas account for 16% with 12 tenants complaining about the quality of the cleaning service and 11 surrounding rubbish storage areas.

Figure 5.7: Reasons for dissatisfaction with the home or communal areas not being safe, clean and well-maintained

Property condition	17%
Condition of the property	20
Damp / mould / condensation	15
External property maintenance	7
Insulation	4
Roof repairs	3
Safety checks	2
Pest/vermin control	1
Condition of property at letting	1
Regular inspections	1
Communal areas	**16%**
Quality of cleaning service	12
Rubbish storage areas	11
Frequency of cleaning service	10
Maintenance of communal areas	7
Rubbish	4
Storage areas - mobility scooter, bikes	2
Window cleaning	2
Caretaker customer service	1
People urinating in communal areas	1
Need more/new washing machines / dryers	1
Safety and security	**13%**
Door security in communal areas	8
Door or window security	6
People on site not residents	5
Lighting (car park, communal)	5
Do not feel safe	5
Security measures (general)	3
CCTV/cameras needed	2
Fire breaks in property	2
Intercom system	1
Communal / fire doors kept closed	1
Trip hazard - uneven paths and roads	1
Asbestos	1
Gate security, locks	1
Day-to-day repairs	**13%**
Outstanding / forgotten repairs	14
Timescales to complete repairs	8

Repairs covered in service level	5
Right first time	3
Quality of work	2
Repairs service generally	2
Treatment of resident / home	1
Appointments	1
Ease of reporting repair	1
Communication about repair (before work started)	1
Contractor	1
Had to report repair multiple times	1
Grounds maintenance	**12%**
Overgrown/neglected gardens	8
Fences and gates	7
Grass cutting	6
Removal of garden waste	4
Grounds maintenance generally	2
Consultation on planting / maintenance	2
Drainage/flooding issues	2
Rubbish	2
Paths and driveways	2
Bushes & hedges - maintenance / weeding	2
Frequency of service	1
Tree maintenance	1
Neighbourhood problems	**7%**
Drug related issues	8
Anti-social behaviour	5
Neighbours - noise, alcohol	3
Pest/vermin issues	3
Level of crime	1
Noise from children, ball games	1
Litter, graffiti and vandalism	1
Home improvements	**7%**
New doors or windows	10
General home improvements	6
New kitchen, bathroom	3
Heating system	2
New roof	1
Customer services & contact	**4%**
Care, empathy, support etc	3
Be more proactive	3
Take ownership	1
Answering phones	1
Return call / email	1
Staff knowledge / turnover	1
Keep promises	1
Time taken to resolve enquiry	1

Tenant services and management	**2%**
Help for older residents/health issues	2
Paying for services do not receive (service charge)	1
Overcrowding	1
Domestic abuse services	1
Gardening service	1
Communications and information	**2%**
Listen carefully, take interest	1
More visits	1
Act on views and give feedback	1
Website and online services	1
Keep tenants up to date	1
Information on service standards	1
Organisational policies	**2%**
Energy efficient, environmentally friendly	6
Council, other agencies	**1%**
Council refuse collection	2
Fly-tipping	1
Moving	**1%**
Need larger property	2
Other	**3%**
Neutral comment	3
No comment/suggestions	3
Already commented in earlier question	2
General negative comment	1
Other	1
Positive comments	**1%**
Communal cleaning & maintenance	3
Generally happy, no problems	1
Total	**318**

6. Value for Money

More than ever before, landlords are required to deliver a comprehensive approach to achieving value for money in meeting their objectives, taking into account the interests of and commitments to stakeholders.

6.1   Value for Money - Rent

Seven out of eight tenants are satisfied with the value for money represented by their rent (87%), just over half are very satisfied (54%) and 34% are fairly satisfied. Few tenants are dissatisfied (7%), whilst 6% are neither satisfied nor dissatisfied.

Figure 6.1: Satisfaction with value for money of the rent

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
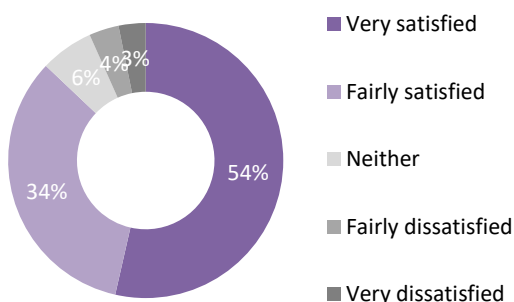
6.2   Value for Money – Service Charge

Satisfaction with the service charge is a little lower than for the rent, 70% are satisfied with 37% very satisfied and 33% fairly satisfied. There are 11% dissatisfied with the value of their service charge and 19% neither satisfied nor dissatisfied.

Figure 6.2: Satisfaction with value for money of the service charge by tenure

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
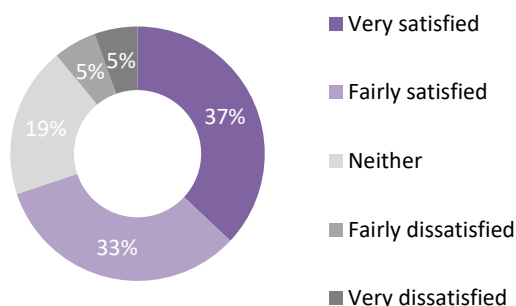
Trend Analysis

Satisfaction with the value for money of both the rent and the service charge shows an increase since the previous survey in 2015.

Satisfaction with the value for money of the rent is up by 6% since 2022 following a similar rise from 2021 and satisfaction with the service charge is up by 2%.

Figure 6.3: Satisfaction with the value for money over time
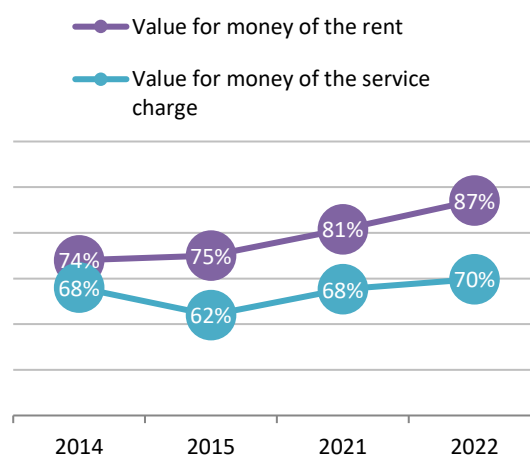
6.3   Energy Efficiency

Over two-thirds of tenants are satisfied with the energy efficiency and level of insulation in their homes (68%), over a third are very satisfied (37%) and 31% are fairly satisfied. Almost a quarter of tenants are dissatisfied (22%), whilst 10% are neither satisfied nor dissatisfied.

Figure 6.4: Satisfaction with energy efficiency and insulation of home

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
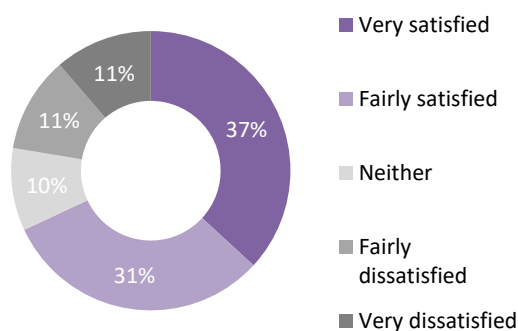
Additional Energy Saving Options

Tenants who were not satisfied with their home's energy efficiency or insulation were asked if they would you consider additional options (solar panels, interior, exterior or loft insulation) if they were available. Some 89% of these residents state that they would consider additional options, whilst 11% would not.

7. Neighbourhood

Oxford City Council provides a number of services to make the neighbourhoods clean and attractive. The survey asked if tenants find their neighbourhood a good place to live as well as about the appearance of the area.

7.1 Neighbourhood as a Place to Live

84% of tenants are satisfied with their neighbourhood as a place to live, over half are very satisfied (55%) and 30% are fairly satisfied. One in ten tenants are dissatisfied (10%), whilst 6% are neither satisfied nor dissatisfied.

Figure 7.1: Satisfaction with the neighbourhood

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
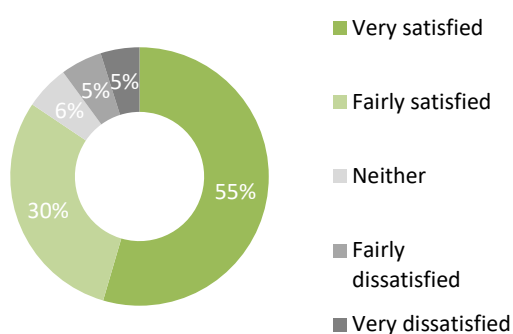
Trend Analysis

Satisfaction with the neighbourhood as a place to live has increased by 9% since 2021.

Figure 7.2: Satisfaction with the neighbourhood over time
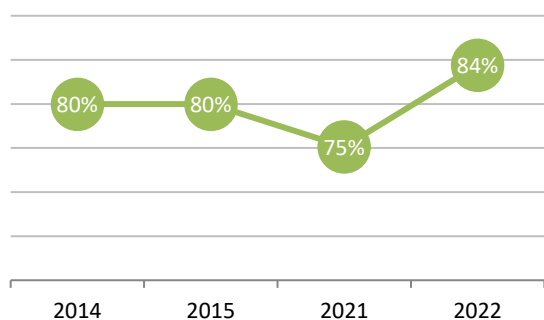
7.2 Appearance of the Neighbourhood

Over four-fifths of tenants (84%) are satisfied with the overall appearance of their surrounding area/neighbourhood, 10% are dissatisfied and 6% are neutral.

Figure 7.3: Satisfaction with appearance of the neighbourhood

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
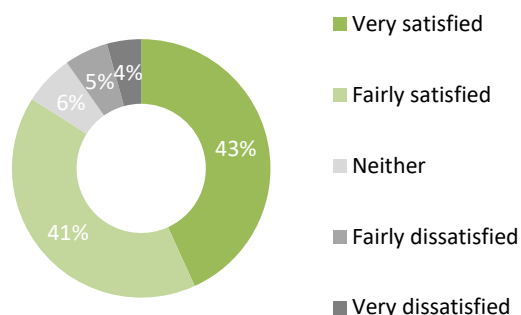
Trend Analysis

Satisfaction with the appearance of the neighbourhood has increased 9% since 2021.

Figure 7.4: Satisfaction with appearance of the neighbourhood over time
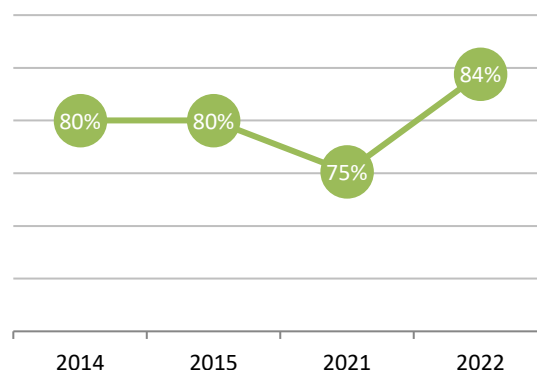
Reasons for Dissatisfaction

Those tenants who are not satisfied with their neighbourhood as a place to live or its appearance were asked to explain why and what could be improved. 394 comments were received and 45%, as would be expected, concern neighbourhood problems, with 27 comments surrounding drug-related issues, 24 problems with neighbours (such as noise and alcohol) and 23 regarding anti-social behaviour.

Issues with grounds maintenance account for 20% of comments and safety and security accounts for 8%.

Figure 7.5: Reasons for dissatisfaction with repairs and maintenance

Neighbourhood problems	45%
Drug related issues	27

Neighbours - noise, alcohol	24		Local facilities (shops etc.)	5
Anti-social behaviour	23		Play areas for children	2
Car parking, signage and garage areas	20		Local transport	2
Level of crime	20		Property condition	4%
Neighbours gardens	18		External property maintenance	10
People / youths hanging around on streets	13		Condition of the property	4
Area reputation going downhill	12		Pest/vermin control	1
Litter, graffiti and vandalism	7		Communal areas	3%
Community spirit	5		Rubbish storage areas	6
Pest/vermin issues	4		Rubbish	2
Dogs - noise or fouling	4		People urinating in communal areas	1
Noise from children, ball games	1		Storage areas - mobility scooter, bikes	1
Grounds maintenance	20%		Frequency of cleaning service	1
Rubbish	22		Organisational policies	2%
Grounds maintenance generally	14		Mix of tenants or tenures	4
Grass cutting	12		Spending on services	1
Tree maintenance	9		Too financially focused	1
Bushes & hedges - maintenance / weeding	8		Communications and information	1%
Overgrown/neglected gardens	5		More visits	2
Removal of garden waste	3		Act on views and give feedback	1
Fences and gates	2		Acknowledgement of Complaint	1
Paths and driveways	2		More events, meetings	1
Drainage/flooding issues	1		Customer services & contact	1%
Frequency of service	1		Complaint not resolved	2
Garden furniture	1		Care, empathy, support etc	1
Safety and security	8%		Be more proactive	1
CCTV/cameras needed	7		Tenant services and management	1%
People on site not residents	4		Move, transfer	1
Property theft (parcels)	3		Enforcement of tenancy agreement	1
Property broken into	3		Moving	0.3%
Do not feel safe	3		Move away from neighbours, noisy	1
Security measures (general)	2		Day-to-day repairs	0.3%
Lighting (car park, communal)	2		Quality of work	1
Damage to property or communal areas	2		Home improvements	0.3%
Physically attacked	2		New doors or windows	1
Trip hazard - uneven paths and roads	1		Other	3%
Gate security, locks	1		General negative comment	4
Door security in communal areas	1		Neutral comment	3
Council, other agencies	7%		No comment/suggestions	2
Fly-tipping	8		Don't know	1
Traffic - speed or noise	7		Positive comments	1%
Lighting, street lighting	6		Neighbourhood/good location	4
Road repairs	5		Neighbours / community support	1
Council refuse collection	2		**Total**	**394**
Local area services	4%			
Youth facilities/centres	7			

8. Repairs & Maintenance

Tenant surveys almost universally find that satisfaction with the repairs and maintenance service is the most important factor in determining overall satisfaction with the landlord. This chapter looks at satisfaction with this key service at Oxford City Council.

8.1 Satisfaction with Repairs Overall

Around four-fifths of tenants are satisfied with the repairs and maintenance service (79%), there are 47% very satisfied and 32% fairly satisfied. Some 13% of tenants are dissatisfied with the service and 8% are undecided.

Figure 8.1: Satisfaction with the repairs and maintenance service

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
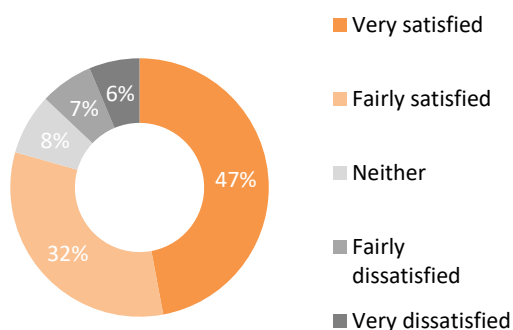
Trend Analysis

Satisfaction with the repairs service has risen 3% since 2021 following a 1% fall from 2015.

Figure 8.2: Satisfaction with repairs and maintenance service over time
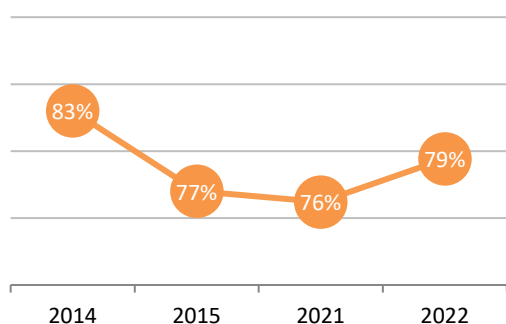
8.2 Repairs in Last 12 Months

The new TSM questions focus on the repairs service in the last 12 months and residents were asked if they had a repair carried out to their home during that period. 60% of tenants said they had.

Over four-fifths of tenants are satisfied with the repairs service they have received in the last 12 months (85%), there are 60% very satisfied and 25% fairly satisfied. Some 9% of tenants are dissatisfied with the service and 6% are undecided.

Figure 8.3: Satisfaction with repairs in the last 12 months

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
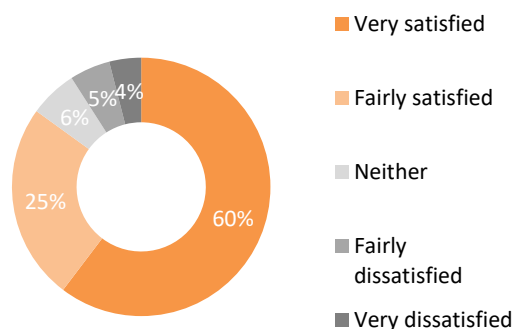
8.3 Time Taken to Complete Most Recent Repair

The second new question regarding the repairs service asks residents **'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'**

Satisfaction with the time taken to complete the most recent repair after reporting it is less than with the service in the last 12 months, 79% are satisfied with the time taken and 16% are dissatisfied, and 9% of these very dissatisfied. In addition, 5% are neither satisfied nor dissatisfied.

Figure 8.4: Satisfaction with repairs in the last 12 months

Legend:
- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied

Pie chart values: 54%, 25%, 5%, 7%, 9%
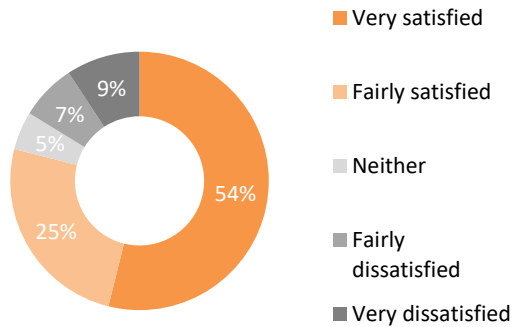
Reasons for Dissatisfaction

Those tenants not satisfied with any aspect of the repairs and maintenance service provided were asked why and what could be improved. 410 comments were received and 73% concern day-to-day repairs, including timescales to complete repairs, completing outstanding and forgotten repairs and the quality of completed work.

Issues with customer service account for 6% of comments, 4% property condition and 4% home improvements.

Figure 8.5: Reasons for dissatisfaction with repairs and maintenance

Day-to-day repairs	73%
Timescales to complete repairs	110
Outstanding / forgotten repairs	34
Quality of work	33
Appointments	25
Right first time	22
Had to report repair multiple times	22
Contractor	8
Internal communications (repairs)	8
Communication about repair (before work started)	7
Quality checking	6
Repairs covered in service level	6
Ease of reporting repair	5
Job details given to contractor	5
Treatment of resident / home	4
Replace not repair	2
Repairs service generally	2
Keep informed of repair progress	1

Customer services & contact	6%
Care, empathy, support etc	5
Understanding Residents Circumstances	5
Return call / email	4
Keep promises	4
Time taken to resolve enquiry	2
Complaints handling	2
Answering phones	1
Call/contact handling - passed around	1
Property condition	**4%**
Damp / mould / condensation	11
Condition of the property	4
External property maintenance	1
Regular inspections	1
Condition of property at letting	1
Home improvements	**4%**
General home improvements	5
New doors or windows	5
New kitchen, bathroom	3
Property adaptations	1
Quality of refurbishment	1
Communications and information	**2%**
Communications (in general)	4
Listen carefully, take interest	2
Act on views and give feedback	1
Acknowledgement of Complaint	1
Grounds maintenance	**1%**
Fences and gates	3
Tree maintenance	2
Safety and security	**1%**
Health & safety (general)	3
Security measures (general)	1
Tenant services and management	**1%**
Help for older residents/health issues	1
Decorating /handyman service	1
Paying for services do not receive (service charge)	1
Organisational policies	**1%**
Service generally / declined	1
Mix of tenants or tenures	1
Energy efficient, environmentally friendly	1
Other	**5%**
Don't know	7
Neutral comment	6
Already commented in earlier question	5
No comment/suggestions	3
General negative comment	1

Positive comments	2%
Generally happy, no problems	3
Repairs service/workforce	3
Attitude of staff	2
Total	**410**

9. Customer Service

Providing excellent customer service is vital in maintaining a good relationship with tenants so Oxford CC asked its tenants if they find them easy to deal with and if they are satisfied with the customer service provided.

9.1 Customer Service

86% of tenants are satisfied with the customer service they receive from Oxford CC and just 9% are dissatisfied.

Figure 7.1: Satisfaction with customer service

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
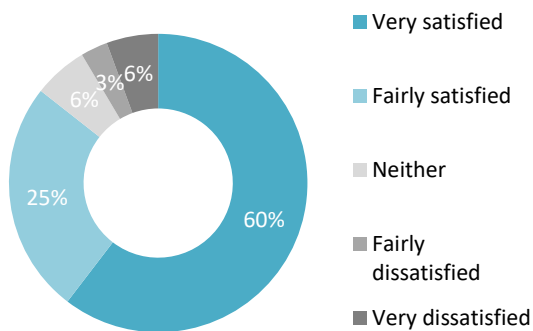
Trend Analysis

Satisfaction with customer service has risen by 1% since 2021.

Figure 9.2: Satisfaction with customer service over time
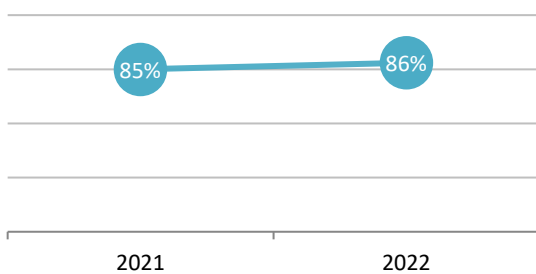
Reasons for dissatisfaction

Those not satisfied with the customer service were asked to explain why and what could be improved.

Staff not answering phone calls is the main reason given and 17 tenants want improvements in staff care, empathy and support. However, repairs feature in 13% of the 176 comments

made, with improvements to appointments and timescales to complete works made.

Figure 9.3: Reasons for dissatisfaction with customer service

Customer services & contact	56%
Answering phones	17
Care, empathy, support	16
Return call / email	13
Be more proactive	8
Call/contact handling - passed around	7
Time taken to resolve enquiry	7
Staff knowledge / turnover	6
Internal communications	5
Resolving problems	5
Understanding Residents Circumstances	4
Keep promises	3
Take ownership	2
Multiple contact methods	2
Keep informed of progress	1
Opening hours	1
Automated system	1
Complaints handling	1
Day-to-day repairs	13%
Appointments	6
Timescales to complete repairs	5
Ease of reporting repair	2
Communication about repair (before work started)	2
Job details given to contractor	1
Contractor	1
Contractor communications	1
Quality of work	1
Outstanding / forgotten repairs	1
Right first time	1
Repairs covered in service level	1
Tenant services and management	7%
Rent issues, arrears, HB	5
Overcrowding	2
Gardening service	1
Help for older residents/health issues	1
Decorating /handyman service	1
Paying for services do not receive (service charge)	1
Move, transfer	1
Purchase property	1
Communications and information	6%

Communications (in general)	4
Information on service standards	3
Listen carefully, take interest	2
More visits	1
Property condition	3%
Damp / mould / condensation	3
Safety checks	1
External property maintenance	1
Organisational policies	3%
Energy efficient, environmentally friendly	2
Spending on services	1
Organisational Change	1
Service generally / declined	1
Home improvements	2%
Heating system	2
Property adaptations	1
New kitchen, bathroom	1
Moving	1%
Need larger property	1
Need a smaller property	1
Neighbourhood problems	1%
Anti-social behaviour	1
Local area services	1%
Local offices, staff	1
Safety and security	1%
Damage to property or communal areas	1
Other	1%
Neutral comment	1
Positive comments	7%
Attitude of staff	9
Repairs service/workforce	1
Keep tenants informed	1
Generally happy, no problems	1
Total	**176**

10. Communications & Engagement

Social landlords have put a lot of time and resources into ensuring that they have effective and clear communication channels in place, and that information given out to tenants is clear and easy to understand. This chapter examines the views of Oxford CC's tenants in this often, key area and notes any differences among tenants.

83% of tenants are satisfied that they are kept informed about things that might affect them, with just 9% dissatisfied and 4% neither satisfied nor dissatisfied. However, fewer are satisfied that the Council treats them fairly and with respect (82%) or with how they listen to tenants' views and act upon them (65%), there are 8% and 22% respectively dissatisfied with these aspects of communication.

Figure 10.1: Satisfaction with communications by tenure
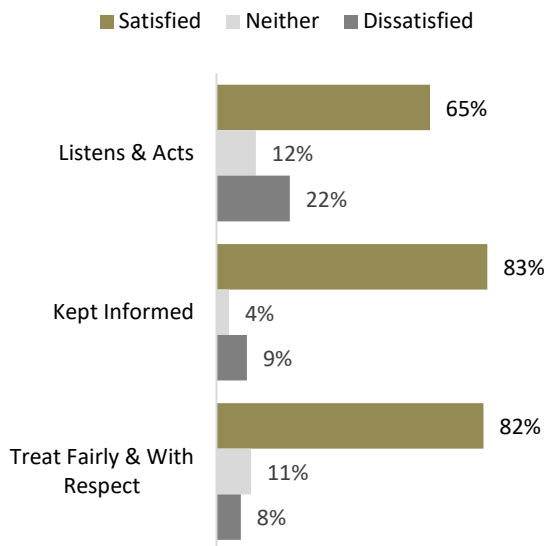
Trend Analysis

Satisfaction with being kept informed has been similar over the past few years, being 77% in 2014, falling to 74% in 2015 but increasing 2% to its current level. This has increased again by 7% in the present survey.

However, satisfaction that the Council listens to tenants' views and acts upon them shows a slow decline from 63% in 2014 to 60% in 2015 and 55% in 2021. However, this trend now seems to have come to an end with a 10% rise in 2022.

Figure 10.2: Satisfaction with communications over time
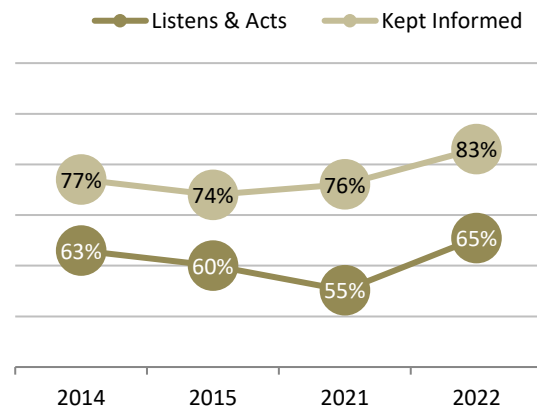
11. Anti-social behaviour

Anti-social behaviour can be a serious problem for some, so the Council asked tenants if they are satisfied with how this is dealt with.

Over two-thirds of tenants (68%) are satisfied with how the Council handles anti-social behaviour, with 41% very satisfied and 28% fairly satisfied. However, a quarter of tenants are dissatisfied (24%) and 7% remain undecided.

Figure 11.1: Satisfaction with anti-social behaviour handling
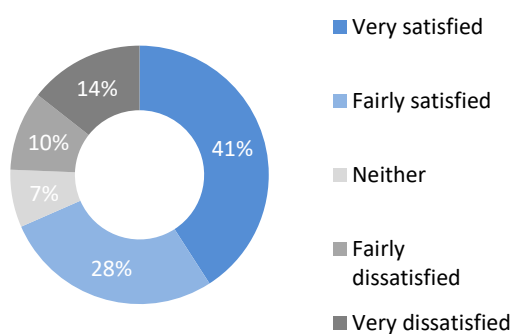
12. Complaints Handling

Oxford CC encourage their tenants to complain if they are unhappy about something they have or haven't done so it can be put right.

Two-thirds of tenants (66%) are satisfied with the way their complaint was handled, however, 27% are dissatisfied and a further 7% are neither satisfied nor dissatisfied.

Figure 12.1: Satisfaction with complaints handling

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
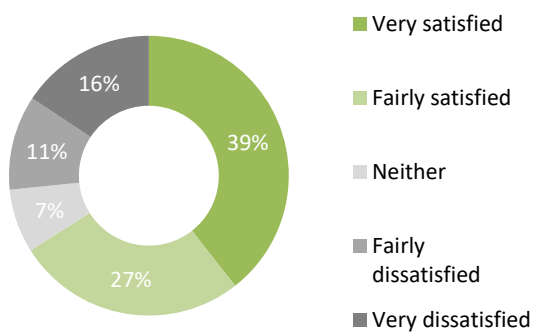
Trend Analysis

Satisfaction with complaints handling has risen by 17% since 2021.

Figure 12.2: Satisfaction with complaints handling over time
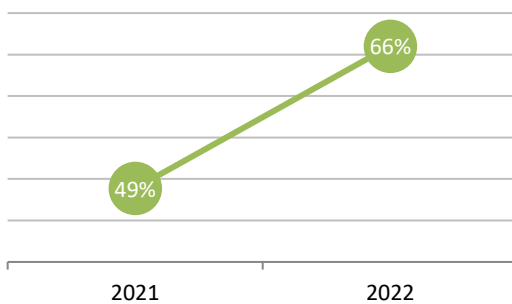
13. Demographics

The results from the survey have been split by age of tenant, length of tenancy and property type to see if these affect how tenants have responded.

13.1 Age

It is important to have a good understanding of the demographic makeup of the tenant population as this can influence satisfaction levels with the services received.

The age of the tenant has been shown within other surveys to consistently affect satisfaction with this tending to increase with age and this appears to be the case with Oxford City Council.

On overall satisfaction, 93% of the 85 and over group are satisfied with the services received and this compares with 67% of the 25 to 34 age group and just 64% of the 55 to 59s.

It is a similar picture with the quality of their home, with the oldest age group (85+) being the most satisfied followed by those in the 75 to 84 age group. The least satisfied in this case are the 25 to 34s. This pattern is consistent throughout the key satisfaction measures.

13.2 Tenancy length

The length of tenancy seems to have less of an influence on satisfaction, although the longer serving tenants are a little more satisfied than those of shorter periods, however, this is most likely liked to the age issue where the longer standing tenants are more likely to be older.

The exception to this is for new tenants who are often more satisfied than those on the middle years, this could be because they are delighted to get an offer of accommodation but may become more critical as they stay longer and experience the range of services.

On overall satisfaction, 81% of those with tenancies of 20 years or older are satisfied with 77% of new tenants, the least being those of 1 to 3 years (71%).

13.3 Property Type

Tenants in maisonettes are the least satisfied on 10 of the 18 measures, including overall satisfaction. Tenants in all other property types are similarly satisfied as one another.

14. Conclusion

The results from the 2022 survey are generally positive. There are good levels of satisfaction with a number of aspects of service including the value for money of the rent (97%), the customer service (86%), repairs service received (85%) and that tenants are provided with a safe and well-maintained home (85%) - all of which are reflected in the finding that 75% of tenants are satisfied with the overall services provided by Oxford CC.

Key Driver Analysis

Key driver analysis reveals the strong influence of the repairs service, followed by complaints handling, treating tenants fairly and with respect in addition to the value for money of the service charge. If improvements can be made with these, it is likely that overall satisfaction will also increase.

Comparison with Other Landlords

Oxford CC compares well with other landlords. Satisfaction on the key measures that match with the current survey are above the median on all but two of the measures, between 2% and 8%, scoring in the second quartile. Satisfaction is below the median on just satisfaction with overall services (6% below) and listening to views and acting upon them (5% below).

Over Time

It has been possible to compare the results from the 2022 survey with those of previous years in 2014, 2015 and 2022 where the questions match. This shows that despite a 1% decrease in satisfaction with overall services, satisfaction in other areas has risen, between 1% and 15%. This goes against the general context which shows that satisfaction across the sector has been decreasing over the last few years. It will be interesting to see if the Oxford results are a one-off or it starts to show a reversal in this trend as organisations get back to some sort of normality.

Subgroups

The results have also been looked at by ward level, the age of tenants, tenancy length and property types.

On overall satisfaction, the most satisfied are those in Northfield Brook (93%) and Carfax & Jericho (90%) with just 46% satisfied in the Kidlington ward. On the repairs service, it is those in Cowley and Quarry & Risinghurst who are the most satisfied.

It is not clear why the differences occur whether it is linked to the demographics of the wards or how the service is delivered but it would be worth looking more closely at these results to see if any conclusions could be reached.

In many surveys, including this one, satisfaction is shown to increase with age. For Oxford CC on overall satisfaction 93% of the 85 and over group are satisfied with the services received and this compares with 67% of the 25 to 34 age group and just 64% of the 55 to 59s.

Those with the longest tenancies tend to be more satisfied than others, although new tenants are also very satisfied. Tenants in maisonettes are the least satisfied with 10 of the 18 measures, including overall satisfaction. Tenants in all other property types are similarly satisfied as one another.

Recommendations

The survey found very few areas where it could be said that there was any problem. However, the Council may wish to look at the following areas more closely:

Repairs – The repairs service is the key driver for satisfaction with 79% of tenants being satisfied generally, 85% satisfied with the repairs service they have received in the last 12 months and 79% satisfied with the time taken to complete their most recent repair. The open comments give an insight to the main areas of concern, primarily improvements to the timescales to complete works, in addition to dealing with outstanding and forgotten repairs and the quality of the work completed. It is likely that this is caused by the knock-on effect of the recent pandemic, however, could provide the Council with some open avenues to increase satisfaction.

Complaints – Complaints handling was found to be a key driver of overall satisfaction and is often a notoriously difficult area to perform well in. The Council may find it worthwhile to perform a further, more in-depth analysis around this area to determine where improvements can be made.

Communications & Contact – When asked what could be improved, communications were consistently mentioned with tenants wanting this improved generally and for Oxford CC to listen to them more carefully. Whilst listening to views and acting upon them (65%) and keeping tenants informed (83%) are not key drivers of overall satisfaction, treating residents fairly and with respect (82%) is and it is important that Oxford CC retains these relatively high scores to driver overall satisfaction and resident engagement. Further investigation into the factors behind tenant satisfaction with listening to views and acting upon them would likely be useful in improving satisfaction and customer service and engagement.

Appendix 1 – Ward analysis

Oxford City Council has properties spread across 26 wards in the City. The number of responses from each ward varies considerably and only wards receiving 10 or more responses have been included in charts and commentary.

Overall services

The highest satisfaction with the overall services provided by Oxford CC is found in Northfield Brook (93%), followed by those in Carfax & Jericho (90%). Least satisfied are those in Kidlington (46%) and Marston (55%).

Ward	%
Abingdon (12)	75%
Barton & Sandhills (88)	74%
Blackbird Leys (115)	77%
Carfax & Jericho (21)	90%
Churchill (94)	74%
Cowley (40)	78%
Cutteslowe & Sunnymead (36)	86%
Donnington (46)	72%
Headington (15)	73%
Headington Hill & Northway (33)	67%
Hinksey Park (47)	87%
Kidlington (13)	46%
Littlemore (64)	70%
Lye Valley (28)	75%
Marston (29)	55%
Northfield Brook (40)	93%
Osney & St Thomas (19)	79%
Quarry & Risinghurst (32)	75%
Rosehill & Iffley (72)	69%
St Clements (32)	69%
Temple Cowley (10)	70%
Wolvercote (29)	83%

Home & communal areas

Quality of home

Residents in Temple Cowley (100%) and Carfax & Jericho (95%) are the most satisfied with the quality of their home but only 75% are satisfied in both Cowley and Quarry & Risinghurst.

Ward	%
Abingdon (12)	75%
Barton & Sandhills (88)	84%
Blackbird Leys (114)	82%
Carfax & Jericho (22)	95%
Churchill (93)	86%
Cowley (40)	75%
Cutteslowe & Sunnymead (36)	92%
Donnington (46)	89%
Headington (15)	93%
Headington Hill & Northway (33)	88%
Hinksey Park (47)	87%
Kidlington (13)	77%
Littlemore (64)	86%
Lye Valley (28)	79%
Marston (29)	90%
Northfield Brook (40)	85%
Osney & St Thomas (19)	95%
Quarry & Risinghurst (32)	75%
Rosehill & Iffley (71)	86%
St Clements (32)	78%
Temple Cowley (9)	100%
Wolvercote (29)	90%

Well maintained and safe home

By far the most satisfied with the condition of their home are the residents of Temple Cowley (100%), this compares with just 75% in a number of wards including Abingdon, Cowley and Quarry & Risinghurst.

Ward	%		Ward	%
Abingdon (12)	75%		Barton & Sandhills (23)	91%
Barton & Sandhills (88)	84%		Blackbird Leys (41)	80%
Blackbird Leys (114)	82%		Churchill (41)	83%
Carfax & Jericho (22)	95%		Cowley (16)	81%
Churchill (93)	86%		Cutteslowe & Sunnymead (11)	91%
Cowley (40)	75%		Donnington (19)	74%
Cutteslowe & Sunnymead (36)	92%		Headington Hill & Northway (16)	100%
Donnington (46)	89%		Hinksey Park (24)	71%
Headington (15)	93%		Littlemore (28)	82%
Headington Hill & Northway (33)	88%		Northfield Brook (15)	87%
Hinksey Park (47)	87%		Osney & St Thomas (14)	64%
Kidlington (13)	77%		Quarry & Risinghurst (14)	71%
Littlemore (64)	86%		Rosehill & Iffley (13)	62%
Lye Valley (28)	79%		St Clements (13)	85%
Marston (29)	90%			
Northfield Brook (40)	85%			
Osney & St Thomas (19)	95%			
Quarry & Risinghurst (32)	75%			
Rosehill & Iffley (71)	86%			
St Clements (32)	78%			
Temple Cowley (9)	100%			
Wolvercote (29)	90%			

Communal areas

The tenants in Headington Hill & Northway are the most satisfied with how the Council keeps the communal areas clean and well-maintained (100%), especially compared with those in Rosehill & Iffley (62%).

Value for money

Value for money of the rent

There is some variation across the wards in terms of their satisfaction with the value of the rent, most satisfied being those living in Quarry & Risinghurst and Cutteslowe & Sunnymead (both 97%).

The least satisfied tenants are those living in Kidlington (77%).

Ward	Satisfaction
Abingdon (12)	83%
Barton & Sandhills (85)	91%
Blackbird Leys (116)	84%
Carfax & Jericho (22)	95%
Churchill (92)	86%
Cowley (39)	82%
Cutteslowe & Sunnymead (35)	97%
Donnington (46)	89%
Headington (14)	79%
Headington Hill & Northway (31)	84%
Hinksey Park (47)	96%
Kidlington (13)	77%
Littlemore (62)	79%
Lye Valley (28)	86%
Marston (29)	83%
Northfield Brook (40)	93%
Osney & St Thomas (19)	84%
Quarry & Risinghurst (31)	97%
Rosehill & Iffley (71)	86%
St Clements (32)	88%
Temple Cowley (10)	90%
Wolvercote (28)	89%

Value for money of the service charge

The most satisfied with their service charge are in Headington Hill & Northway (88%) and in Hinksey Park (83%). However, just 57% are satisfied in Littlemore.

Ward	Satisfaction
Abingdon (10)	70%
Barton & Sandhills (39)	67%
Blackbird Leys (61)	66%
Carfax & Jericho (16)	81%
Churchill (53)	72%
Cowley (29)	62%
Cutteslowe & Sunnymead (19)	74%
Donnington (26)	77%
Headington Hill & Northway (16)	88%
Hinksey Park (29)	83%
Littlemore (35)	57%
Lye Valley (19)	68%
Northfield Brook (20)	80%
Osney & St Thomas (17)	65%
Quarry & Risinghurst (20)	75%
Rosehill & Iffley (36)	72%
St Clements (17)	71%
Wolvercote (18)	67%

Energy efficiency

There is some variation across the wards in terms of their satisfaction with the insulation and energy efficiency of their homes, most satisfied being those living in Carfax & Jericho (86%). The least satisfied tenants are those living in Abingdon (50%).

Neighbourhood	Satisfaction (purple)	Place to Live (green)
Abingdon (12)	50%	83%
Barton & Sandhills (87)	61%	85%
Blackbird Leys (116 / 115)	68%	81%
Carfax & Jericho (22)	86%	95%
Churchill (93 / 94)	71%	82%
Cowley (40)	65%	73%
Cutteslowe & Sunnymead (36)	83%	97%
Donnington (46)	74%	80%
Headington (14 / 15)	64%	100%
Headington Hill & Northway (32 / 33)	53%	94%
Hinksey Park (45 / 46)	64%	85%
Kidlington (13)	54%	85%
Littlemore (64)	73%	81%
Lye Valley (28)	64%	71%
Marston (29)	62%	86%
Northfield Brook (40)	75%	93%
Osney & St Thomas (18 / 19)	67%	68%
Quarry & Risinghurst (32)	81%	94%
Rosehill & Iffley (72 / 71)	67%	85%
St Clements (32)	66%	78%
Temple Cowley (10)	70%	90%
Wolvercote (28 / 29)	61%	90%

Neighbourhood

Neighbourhood as a place to live

The neighbourhood is the most popular in Headington (100%) and Cutteslowe & Sunnymead (97%). This compares with just 68% satisfied in Osney & St Thomas.
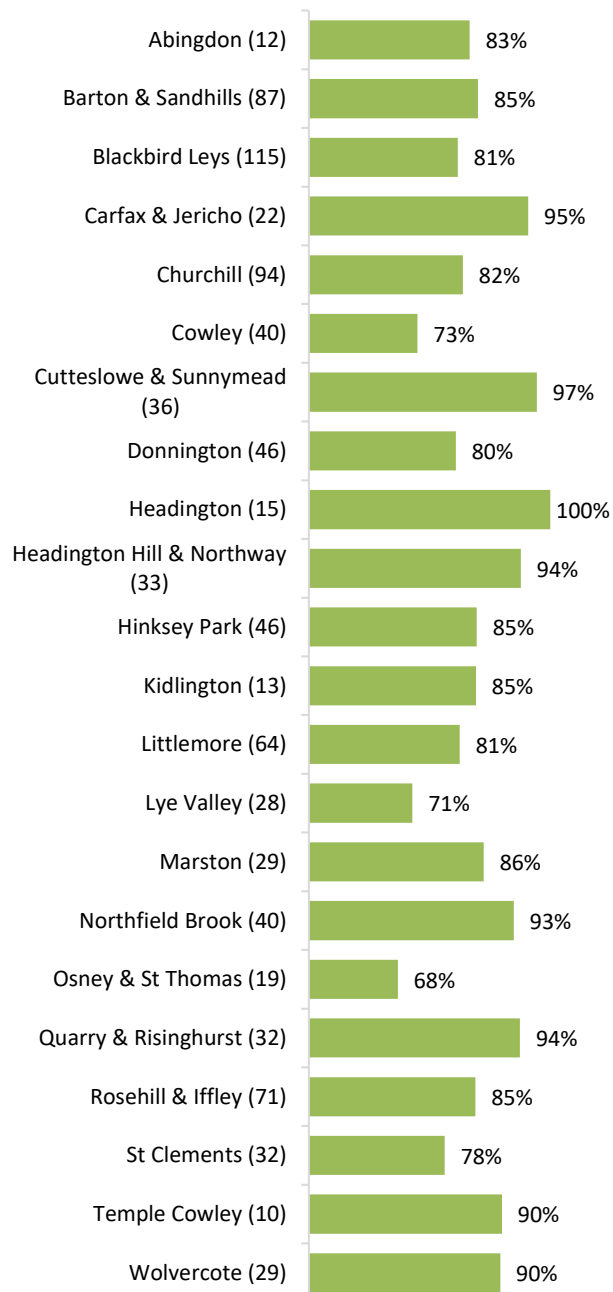
Appearance of the neighbourhood

Those in Carfax & Jericho (100%) and Headington Hill & Northway (97%) are the most satisfied with the appearance of their area; compared with 77% in in Barton & Sandhills.

Area	%
Abingdon (12)	92%
Barton & Sandhills (84)	77%
Blackbird Leys (113)	81%
Carfax & Jericho (22)	100%
Churchill (90)	81%
Cowley (39)	79%
Cutteslowe & Sunnymead (36)	92%
Donnington (46)	85%
Headington (15)	93%
Headington Hill & Northway (33)	97%
Hinksey Park (46)	87%
Kidlington (13)	85%
Littlemore (64)	81%
Lye Valley (28)	82%
Marston (29)	83%
Northfield Brook (40)	85%
Osney & St Thomas (18)	83%
Quarry & Risinghurst (31)	90%
Rosehill & Iffley (71)	80%
St Clements (32)	81%
Temple Cowley (10)	90%
Wolvercote (29)	90%

Repairs & maintenance

Repairs & maintenance overall

The most satisfaction with the repairs service can be found in Carfax & Jericho (95%), whilst just 69% are satisfied in Kidlington.

Area	%
Abingdon (11)	82%
Barton & Sandhills (88)	77%
Blackbird Leys (115)	80%
Carfax & Jericho (22)	95%
Churchill (94)	72%
Cowley (40)	83%
Cutteslowe & Sunnymead (36)	89%
Donnington (45)	78%
Headington (14)	79%
Headington Hill & Northway (33)	73%
Hinksey Park (47)	87%
Kidlington (13)	69%
Littlemore (64)	78%
Lye Valley (28)	75%
Marston (28)	71%
Northfield Brook (38)	89%
Osney & St Thomas (19)	79%
Quarry & Risinghurst (31)	84%
Rosehill & Iffley (70)	74%
St Clements (32)	72%
Temple Cowley (10)	90%
Wolvercote (29)	90%

Repairs in last 12 months and time to complete repair

The most satisfaction with the repairs service received in the last 12 months is found in Cowley and Quarry & Risinghurst (both 100%) and the most satisfied with the time taken to

complete their most recent repair are tenants in Quarry & Risinghurst (94%).

Least satisfied with the repairs service received are those in Littlemore (75%) and for the time taken it is those in Marston (60%).
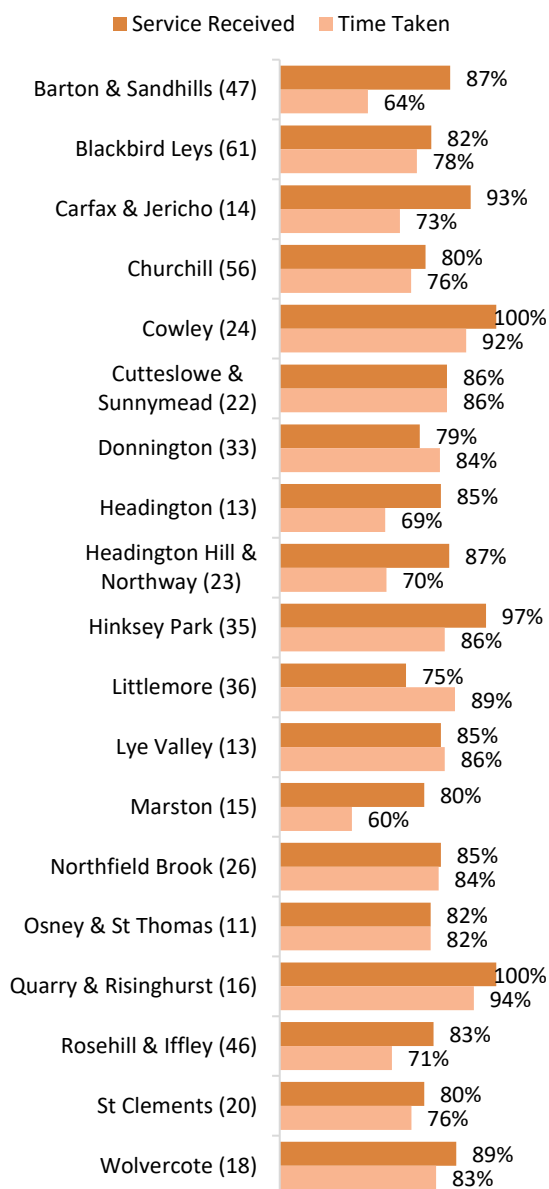
Customer service

Tenants the most satisfied with the customer service they received are those in Northfield Brook (93%) and Hinksey Park (92%). There are just 67% satisfied in Kidlington.

■ Service Received ■ Time Taken

District	Service Received	Time Taken
Barton & Sandhills (47)	87%	64%
Blackbird Leys (61)	82%	78%
Carfax & Jericho (14)	93%	73%
Churchill (56)	80%	76%
Cowley (24)	100%	92%
Cutteslowe & Sunnymead (22)	86%	86%
Donnington (33)	79%	84%
Headington (13)	85%	69%
Headington Hill & Northway (23)	87%	70%
Hinksey Park (35)	97%	86%
Littlemore (36)	75%	89%
Lye Valley (13)	85%	86%
Marston (15)	80%	60%
Northfield Brook (26)	85%	84%
Osney & St Thomas (11)	82%	82%
Quarry & Risinghurst (16)	100%	94%
Rosehill & Iffley (46)	83%	71%
St Clements (20)	80%	76%
Wolvercote (18)	89%	83%

District	Customer service
Barton & Sandhills (69)	88%
Blackbird Leys (82)	91%
Carfax & Jericho (21)	90%
Churchill (77)	78%
Cowley (37)	84%
Cutteslowe & Sunnymead (31)	87%
Donnington (34)	82%
Headington (14)	86%
Headington Hill & Northway (30)	77%
Hinksey Park (37)	92%
Kidlington (12)	67%
Littlemore (55)	84%
Lye Valley (26)	77%
Marston (21)	90%
Northfield Brook (30)	93%
Osney & St Thomas (15)	87%
Quarry & Risinghurst (25)	84%
Rosehill & Iffley (60)	88%
St Clements (26)	88%
Wolvercote (24)	83%

Communication & engagement

The most satisfied with being kept informed are those in Carfax & Jericho (95%) and those in Osney & St Thomas are the most satisfied that the Council treats them fairly and with respect (94%). Most satisfied with how the Council listens to their views and acts upon them are those living in Abingdon (86%).

- ■ Listens & Acts
- ■ Kept Informed
- ■ Treat Fairly & With Respect

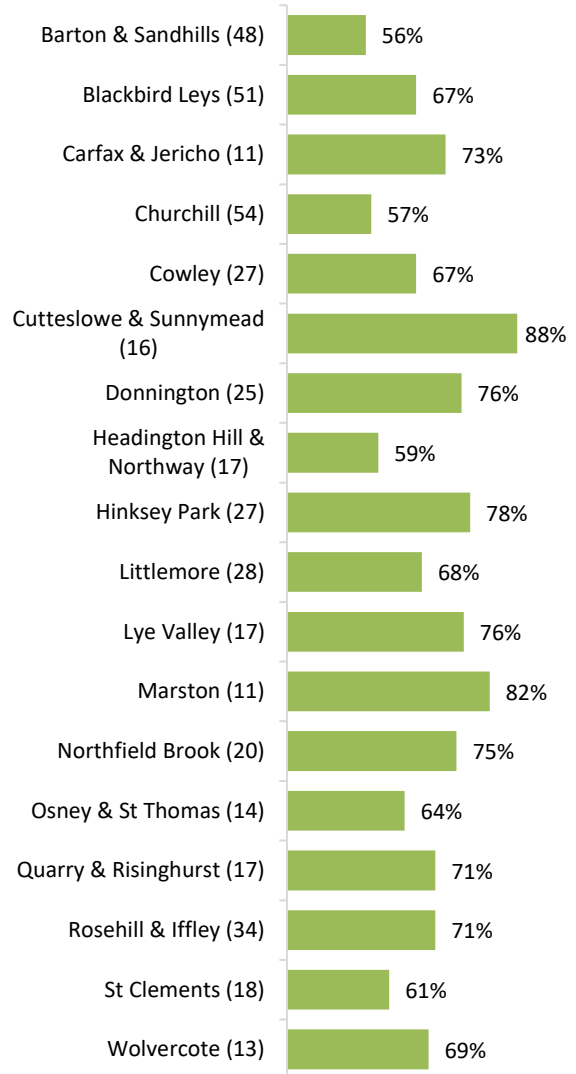| Area	Listens & Acts	Kept Informed	Treat Fairly & With Respect
Abingdon (12)	86%	91%	75%
Barton & Sandhills (87)	65%	83%	87%
Blackbird Leys (110)	68%	84%	83%
Carfax & Jericho (22)	72%	95%	86%
Churchill (92)	60%	82%	76%
Cowley (39)	57%	81%	79%
Cutteslowe & Sunnymead (36)	83%	88%	92%
Donnington (46)	63%	80%	76%
Headington (15)	75%	80%	87%
Headington Hill & Northway (32)	57%	80%	75%
Hinksey Park (46)	70%	87%	89%
Kidlington (13)	60%	54%	69%
Littlemore (63)	62%	80%	78%
Lye Valley (28)	55%	88%	64%
Marston (28)	45%	71%	82%
Northfield Brook (38)	83%	90%	87%
Osney & St Thomas (18)	71%	84%	94%
Quarry & Risinghurst (29)	69%	90%	86%
Rosehill & Iffley (70)	61%	82%	84%
St Clements (32)	65%	77%	78%
Temple Cowley (10)	67%	90%	80%
Wolvercote (28)	71%	88%	86%

Anti-social behaviour

88% of tenants in Cutteslowe & Sunnymead are satisfied with how the council handles anti-social behaviour and those in Churchill (57%) and Headington Hill & Northway (59%) are the least satisfied.

Area	Satisfied
Barton & Sandhills (48)	56%
Blackbird Leys (51)	67%
Carfax & Jericho (11)	73%
Churchill (54)	57%
Cowley (27)	67%
Cutteslowe & Sunnymead (16)	88%
Donnington (25)	76%
Headington Hill & Northway (17)	59%
Hinksey Park (27)	78%
Littlemore (28)	68%
Lye Valley (17)	76%
Marston (11)	82%
Northfield Brook (20)	75%
Osney & St Thomas (14)	64%
Quarry & Risinghurst (17)	71%
Rosehill & Iffley (34)	71%
St Clements (18)	61%
Wolvercote (13)	69%

Complaint handling

The most satisfied with the Council's approach to complaints handling are tenants living in Cutteslowe & Sunnymead (88%) and the least satisfied are those living in Marston (50%).

Area	Percentage
Barton & Sandhills (45)	64%
Blackbird Leys (43)	70%
Carfax & Jericho (11)	73%
Churchill (44)	57%
Cowley (19)	58%
Cutteslowe & Sunnymead (16)	88%
Donnington (20)	70%
Headington Hill & Northway (15)	60%
Hinksey Park (22)	73%
Littlemore (25)	56%
Lye Valley (14)	86%
Marston (12)	50%
Northfield Brook (20)	85%
Quarry & Risinghurst (18)	61%
Rosehill & Iffley (35)	63%
St Clements (15)	67%
Wolvercote (12)	58%
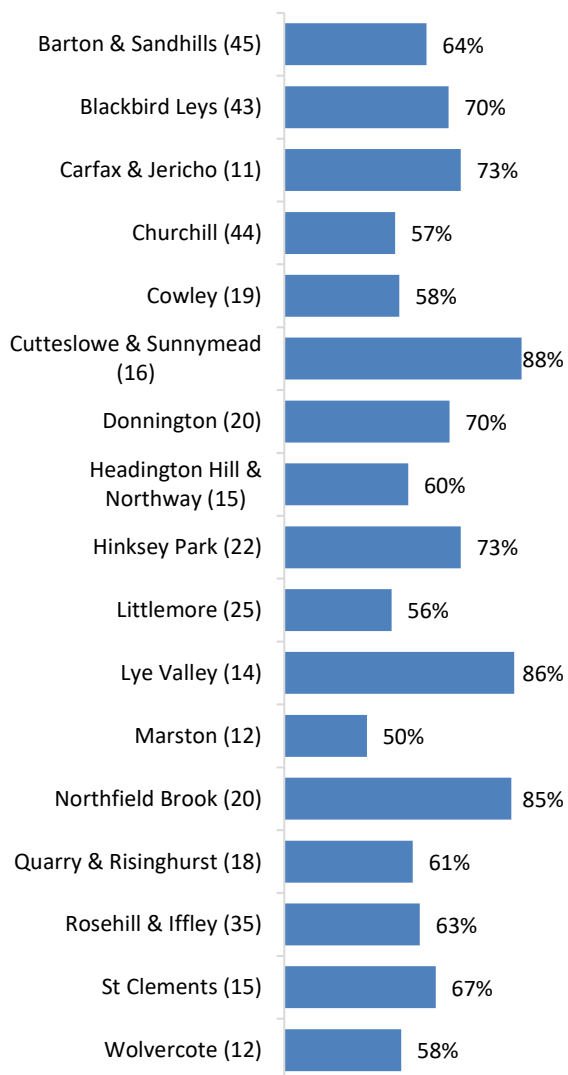
About Acuity

Acuity Research & Practice provide tenant satisfaction (STAR) survey and benchmarking services, helping housing providers to improve services and engage with their tenants through an understanding of satisfaction, performance and profiling data.

We focus on providing information that will inform performance improvement: positive outcomes for providers and tenants, not just box-ticking. Our services are highly flexible, always carefully tailored to the requirements and budgets of our customers.

We have been providing consultancy services to the social housing sector for over 24 years. We work in partnership with Housemark to support the benchmarking activities of smaller and specialist housing providers.

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