

## 2024/25 TENANT SATISFACTION MEASURES



Nottingham City Homes Registered Provider Limited (NCH RP) is a small registered provider of social housing and temporary accommodation in Nottingham (Registration number 4862).

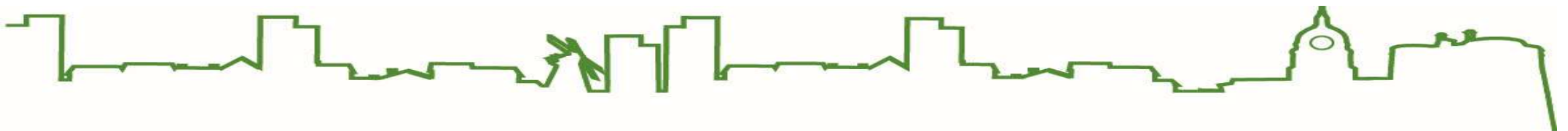
A full survey of NCH RP's 39 Assured tenants was undertaken by Acuity Research for NCH RP in March 2025. 11 responses were received representing a 28.2% response rate, down from 53% in 2024. It is recognised that this cannot be considered a statistically reliable number, but the responses are broadly in line with those expressed by Nottingham City Council tenants in their survey. Services are delivered to NCH RP tenants and residents by Nottingham City Council Housing Services under a service contract.

Overall Satisfaction Rate of tenants increased from 62% in 2024 to 65% in 2025, although there is still significant room for improvement. 36% of tenants were fairly dissatisfied or very dissatisfied, an increase of 7% on 2024.

Satisfaction was highest on our approach to anti-social behaviour (80%), being treated fairly and with respect (75%) and listens and acts (71%). Lowest satisfaction scores were complaints handling (25%), neighbourhood contribution (33%) and repairs in the last 12 months (43%). Some indicators have improved over the last 12 months; approach to anti-social behaviour is up 30% and being treated fairly and with respect is up 18%. Other indicators have dropped over the last 12 months; complaints handling and repairs in the last 12 months are both down 25% and neighbourhood contribution is down 17%.

In late 2024/25, our service delivery partner, Nottingham City Council Housing Services was graded C3 by the Regulator of Social Housing. This is not the level of service that our tenants and residents or the Board of NCH RP aspire to and we will work hard with the Council to improve all areas of our housing and repairs service to a level that our residents deserve. We will undertake a new full survey in early 2026 and publish the results in the summer of 2026.

We welcome the views of NCH RP tenants and residents at any time. Please complete a contact form on our website at <https://www.nchrp.org.uk/contact-us/> and we will get back to you.



# TSM Dashboard - Nottingham City Homes



Annual Target 

Residents Interviewed 

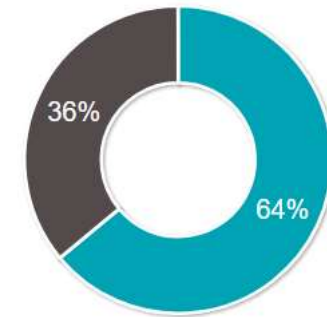
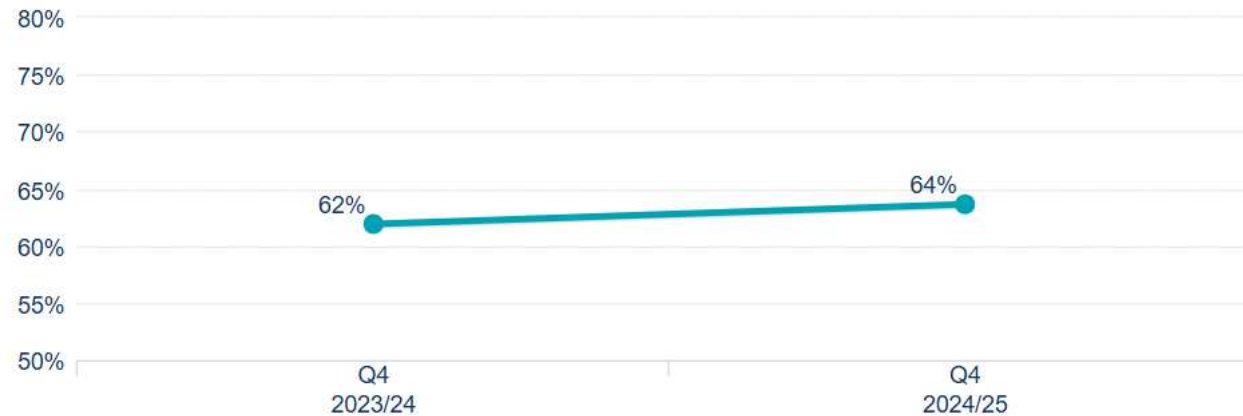
New Alerts 

Census

11

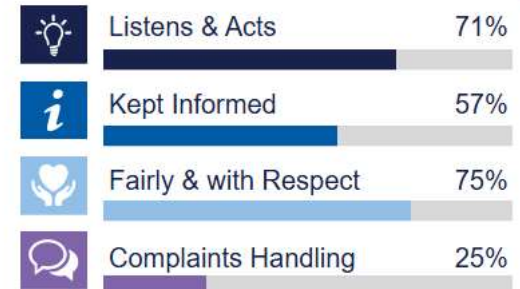
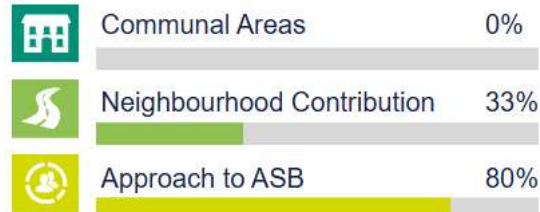
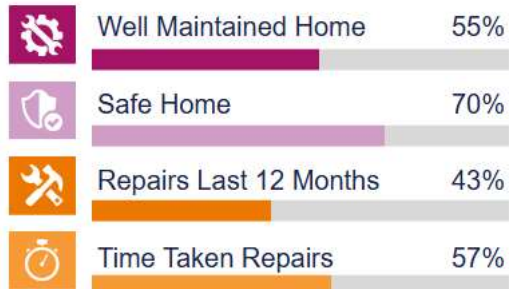
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## Overall Satisfaction

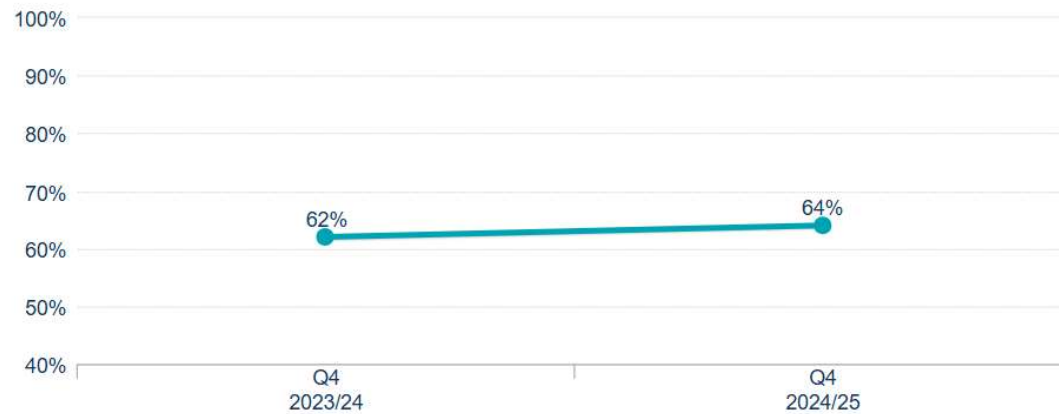
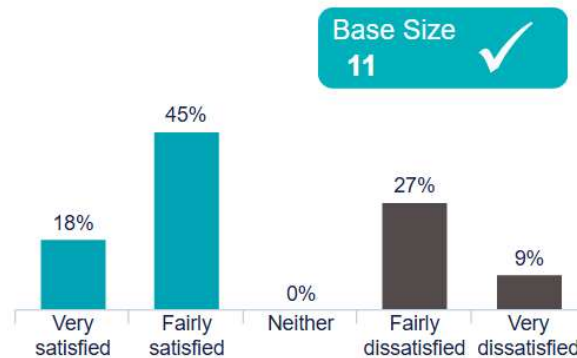
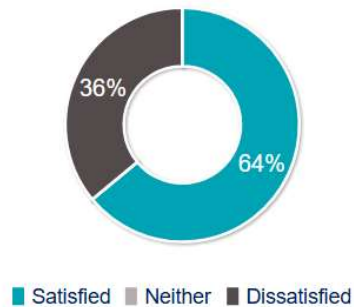


■ Satisfied ■ Neither ■ Dissatisfied

## Tenant Satisfaction Measures



## Overall Satisfaction

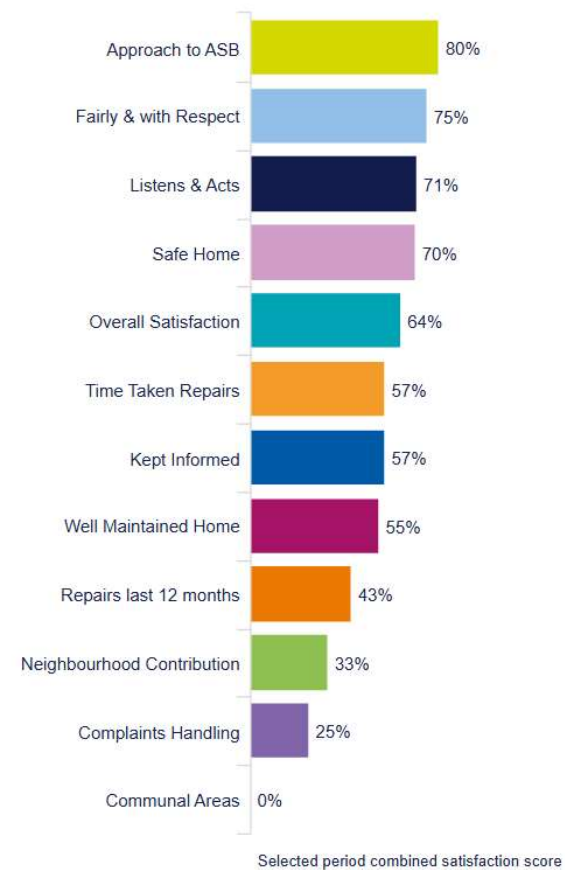
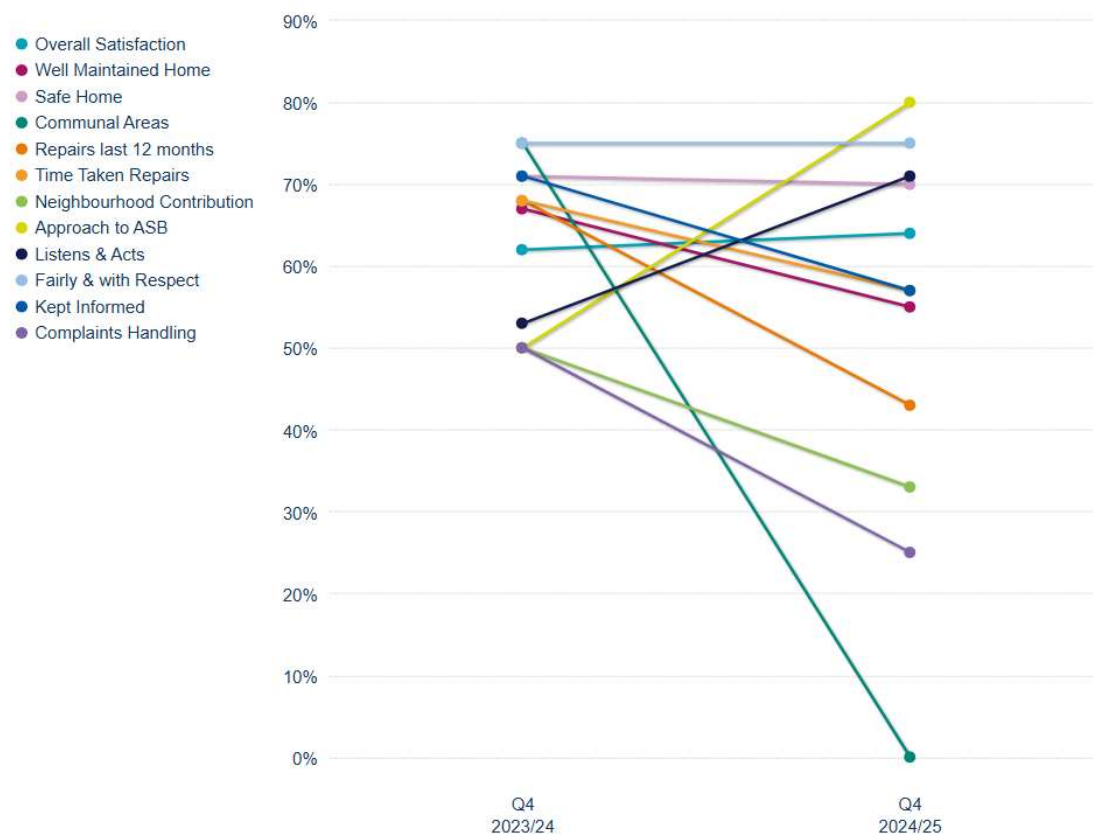


## Correlation Analysis

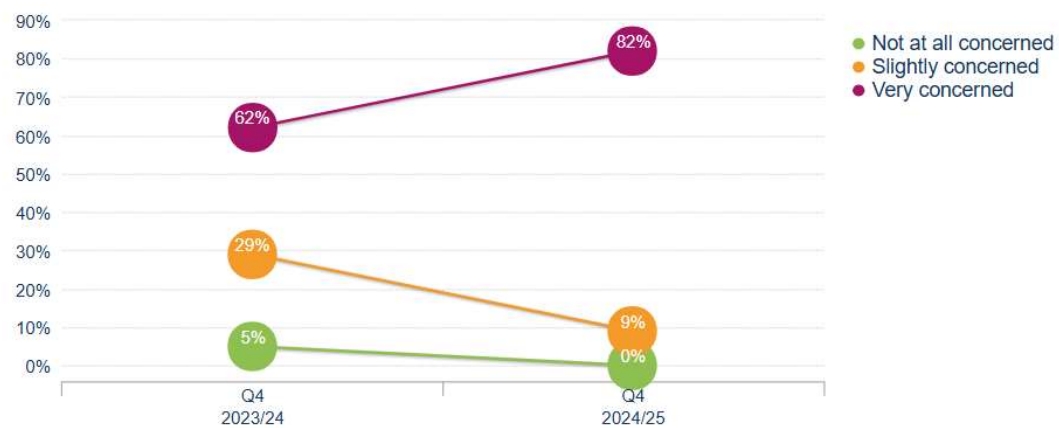
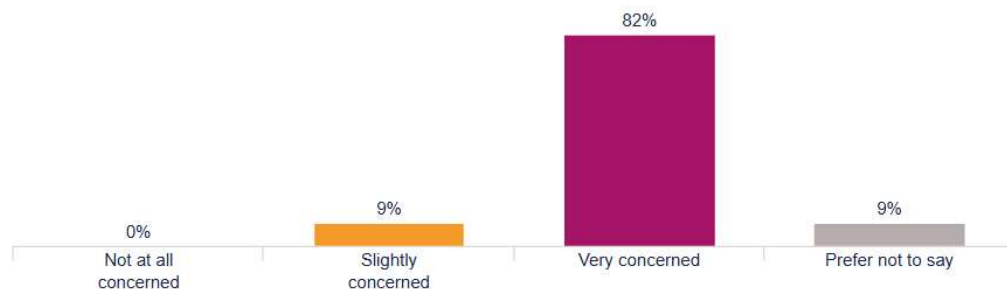


Approach to ASB	0.91
Complaints Handling	0.85
Neighbourhood Contribution	0.73
Time Taken Repairs	0.66
Kept Informed	0.61
Overall Repairs	0.54
Fairly & with Respect	0.48
Well Maintained Home	0.47
Repairs last 12 months	0.36
Safe Home	0.26
Listens & Acts	0.26
Communal Areas	-

## All scores over time - Satisfaction

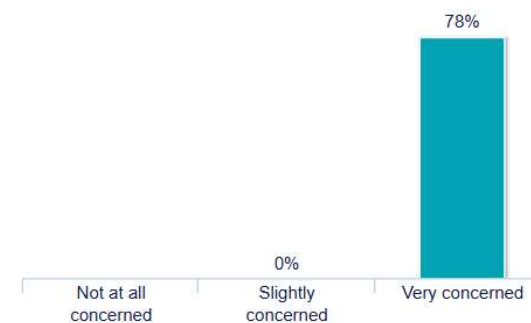


## Cost of Living



### Overall Satisfaction by Cost of Living

Overall Satisfaction - Satisfied





<u>Title</u>	<u>Question text</u>	<u>Rating scale</u>	<u>Routing?</u>
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Nottingham City Homes?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
Well Maintained Home	How satisfied or dissatisfied are you that Nottingham City Homes provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Nottingham City Homes provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	Safe Home = Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Unsafe Home Comments	If you do not feel that your home is safe please can you explain in what way your home is unsafe?	Open Ended	
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Nottingham City Homes is responsible for maintaining?	Yes / No / Don't know	
Communal Area satisfaction	How satisfied or dissatisfied are you that Nottingham City Homes keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	Communal Areas? = Yes
Repairs in last 12 months?	Has Nottingham City Homes carried out a repair to your home in the last 12 months?	Yes/ No	
Repairs last 12 months satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Nottingham City Homes over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	Repairs in last 12 months? = Yes
Time taken repairs	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	Repairs in last 12 months? = Yes
Overall Repairs	How satisfied or dissatisfied are you with the way Nottingham City Homes deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
Contribution to neighbourhood	How satisfied or dissatisfied are you that Nottingham City Homes makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
Approach to ASB	How satisfied or dissatisfied are you with Nottingham City Homes's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
Listens to views & acts upon them	How satisfied or dissatisfied are you that Nottingham City Homes listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
Fairly and with respect	To what extent do you agree or disagree with the following 'Nottingham City Homes treats me fairly and with respect'?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Not Applicable/Don't Know	
Keeps you informed	How satisfied or dissatisfied are you that Nottingham City Homes keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know	
Complaints in last 12 months?	Have you made a complaint to Nottingham City Homes in the last 12 months?	Yes / No	
Complaints Handling	How satisfied or dissatisfied are you with Nottingham City Homes's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	Complaints in last 12 Months? = Yes
Complaints Handling Comments	If you are not satisfied with how Nottingham City Homes handled your complaint, please could you explain the reason why?	Open Ended	Complaints Handling = Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
One thing improve	If Nottingham City Homes could do ONE thing to improve its services, what would you like it to be?	Open Ended	
Cost of Living	How concerned are you about the cost of living crisis for you personally?	Not at all concerned, Slightly concerned, Very concerned, Prefer not to say	
Future Contact	If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?	Telephone call, Postal questionnaire, Email with link to online survey, Text with link to online survey, Not sure	
Permission 1 - Happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to Nottingham City Homes with your name attached so that they have better information to help them improve services?	Yes / No	
Permission 2 - Follow up	Would you be happy for Nottingham City Homes to contact you to follow up any of the comments or issues you have raised?	Yes / No	Permission 1 - Happy to be identified = Yes