

# **Tenant Satisfaction Measures 2024/25**

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# Kirklees tenant satisfaction measures 2024/25

## Tenant satisfaction measures perception survey

Table 1: Results of perceptions surveys from 2023 to recent

Measure	Percentage 2023/24	Percentage 2024/25	Percentage mid year 25/26*
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord.	63.2%	57%	65%
TP02 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	68.8%	67.3%	75%
TP03 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	66.3%	63.7%	72%
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained.	63.4%	58.6%	68%
TP05 Proportion of respondents who report that they are satisfied that their home is safe.	69.4%	66.1%	73%
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	53.2%	49.6%	58%
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	60.7%	56.7%	64%
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	73.4%	68.7%	74%
TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	23.2%	21.7%	26%

Measure	Percentage 2023/24	Percentage 2024/25	Percentage mid year 25/26*
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	56.1%	45.9%	55%
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	54.9%	50.0%	55%
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	46.5%	39.8%	47%

\*from 2025/26 the survey will be conducted in 2 waves across the year, below is the first wave results

## Summary of Approach TSM Survey 2024-2025 Kirklees Council

### Overview

The survey was conducted by ARP Research between 20 May and 08 July 2024.

### Responses

Overall, 2,872 LCRA (low cost rental accommodation) tenant households took part in the survey, which represented 14% of all such households (error margin +/- 1.7%). This comfortably exceeded the stipulated TSM target error margin of +/- 3.0%. There were 1197 online completions (42%) and 1,675 telephone interviews (58%).

### Sampling and fieldwork

The first part of the survey was conducted online, with 8,043 invitations (and two subsequent reminders) sent to every valid resident email address in the Council's records, achieving 1,197 responses (15% response rate). The second phase was a further 1,675 telephone interviews conducted using a quota sample with randomised number selection to ensure a sample size of at least 2,500. The quota categories were stock type, neighbourhood, property type, property size, length of tenancy, age group and ethnic background. The survey was incentivised with a free prize draw of 4x £25 shopping vouchers. This methodology was chosen to be consistent with previous successful annual surveys conducted by Kirklees Council. This mixed-method self-completion approach maximises returns whilst ensuring responses from a range of different age groups.

## Population

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The population for the survey was all 21,027 Kirklees Council LCRA households on 18 May 2024. None were removed from the sample frame. The survey used telephone and self-completion methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate.

## Representativeness

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The telephone interviews were completed to a quota sample, taking into account the online returns, to ensure that the final dataset was representative of the population as whole, including by stock type, area, property type, property size, length of tenancy, age group and ethnic background. No weighting was required. The characteristics by which representativeness was determined were:

Table 2 breakdown of stock by population and those taking part in the survey

Stock	Population	Survey
General needs	96.2	97.5
Supported	2.2	2.1
Extra care	0.7	0.2
Homeless	0.9	0.2

Table 3 breakdown of area homes located within Kirklees by population and those taking part in the survey

Area	Population	Survey
A1 - Colne Valley area	6.2	6.4
A2 - Crosland Moor Area	3.8	3.1
A3 - Newsome Area	7.4	7.5
A4 - Holme Valley Area	3.0	3.1
A5 - Almondbury Area	4.3	4.4
B1 - Birstall Area	4.5	4.4
B2 - Batley Central Area	7.7	8.7
B3 - Cleckheaton Area	7.3	8.0
B4 - Heckmondwike Area	6.5	6.0
D1 - Dewsbury Area West	6.9	5.8
D2 - Dewsbury Area East	5.7	5.8
D3 - Ravensthorpe Area	5.9	5.9
D4 - Thornhill Area	6.3	6.4
H2 - Deighton Area	7.3	7.2
H3 - Dalton Area	5.9	5.9
H4 - Huddersfield Central	7.7	8.0
H5 - Dearne Valley Area	3.6	3.6

Table 4 breakdown of property type by population and those taking part in the survey

Property type	Population	Survey
Bungalow	15.0	15.8
Flat	40.3	39.6
House	42.5	42.9
Maisonette	1.0	1.0
Studio apartment	1.3	0.7

Table 5 breakdown of property size by population and those taking part in the survey

Property size	Population	Survey
One bed	44.1	42.7
Two bed	35.0	35.9
Three bed	19.5	20.0
Four+ bed	1.5	1.4

Table 6 breakdown of tenure length by population and those taking part in the survey

Tenure length	Population	Survey
Under 1 year	8.2	9.0
1 – 2 years	13.5	14.0
3 – 5 years	16.3	16.4
6 -10 years	24.3	25.1
11- 20 years	22.9	22.6
21 years and over	14.7	13.0

Table 7 breakdown of age by population and those taking part in the survey

Age	Population	Survey
16 – 24 years	3.5	3.1
25 – 34 years	13.6	12.9
35 – 44 years	18.9	20.1
45 – 54 years	17.4	18.6
55 – 59 years	18.6	19.2
60 – 64 years	13.9	13.7
65 – 74 years	10.3	9.3
75 – 84 years	3.9	3.1
85 years and over	3.5	3.1

Table 8 breakdown of ethnicity by population and those taking part in the survey

Ethnic background	Population	Survey
White British	56.8	58.5
BAME	17.9	18.5
No data	25.3	23.1

ARP Research Ltd were contracted by Kirklees Council to conduct the Tenant Satisfaction survey on the behalf of the council, the also provided the analysis of the results.

# Tenant satisfaction measures – Kirklees Council performance results 2024/25

Table 9 results of TSM performance measures from 2023/24 and 2024/25

Measure	2023/24	2024/25	April – July 2025*
RP01 Homes that do not meet the <u>A</u> <u>decent home: definition and guidance.</u>	14.4%	21.7%	Not available as this is an annual measure
RP02 Non-emergency repairs completed within target timescale which is 25 working days	86.5%	84.2%	85.2%
RP02 Emergency repairs completed within target timescale which is 48 hours	94.7%	95.7%	95.9%
BS01 Gas safety checks completed	99.9%	99.9%	99.8%
BS02 Fire safety checks completed	81.7%	94.5%	100%
BS03 Asbestos safety checks completed	100%	100%	100%
BS04 Water safety checks completed	6.5%	78.8%	74.5%
BS05 Lift safety checks completed	100%	100%	93.3%
CH01 Number of Stage 1 complaints relative to the size of the landlord (number of complaints per 1,000 properties)	38.5 per 1000 homes	36.2 per 1000 homes	11.8 per 1000 homes
CH01 Number of Stage 2 complaints relative to the size of the landlord (number of complaints per 1,000 properties)	9.4 per 1000 homes	11.7 per 1000 homes	3.5 per 1000 homes
CH02 Stage 1 complaints responded to within Complaint Handling Code timescales	73.3%	69.6%	87.6%
CH02 Stage 2 complaints responded to within Complaint Handling Code timescales	68.2%	58.9%	92.7%
NM01 Anti-social behaviour cases relative to the size of the landlord (number of cases per 1,000 properties)	25.4 per 1000 homes	24.4 per 1000 homes	9.8 per 1000 homes

<b>Measure</b>	<b>2023/24</b>	<b>2024/25</b>	<b>April – July 2025*</b>
NM02 Anti-social behaviour cases that involve hate incidents, relative to the size of the landlord (number of cases with hate incidents per 1,000 properties)	4.5 per 1000 homes	4 per 1000 homes	1.85 per 1000 homes

\*for reference performance at July 2025 has also been included. This reflects the period 1<sup>st</sup> April to 31<sup>st</sup> July 2025.

The Annual Report for 2024/25 will be published soon, which will provide more detail on the progress that was made last year and the work that is taking place during 2025/26 to improve services.