

Tenant Satisfaction Measures 2025/26

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Kirklees tenant satisfaction measures 2024/25

Tenant satisfaction measures perception survey

Code	Performance	Peer (RSH) Benchmark 24/25	Result 2023/24	Result 2024/25	Result 2025/26
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	66%	63.2%	57%	67%
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.	70%	68.8%	67%	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.	67%	66.3%	64%	72%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	67%	63.4%	59%	67%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	73%	69.4%	66%	73%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	56%	53.2%	50%	58%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	67%	60.7%	57%	67%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	75%	73.4%	69%	75%

Code	Performance	Peer (RSH) Benchmark 24/25	Result 2023/24	Result 2024/25	Result 2025/26
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	32%	23.2%	22%	25%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	62%	56.1%	46%	54%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	59%	54.9%	50%	59%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	57%	46.5%	40%	47%

Overview

The survey was conducted by ARP Research over the course of two fieldwork periods, the first in early summer and the second in winter. The first period was between 31 May and 16 July 2025, the second between 22 November 2025 and 16 January 2026.

Responses

Overall, 1,775 LCRA (low cost rental accommodation) tenant households took part in the survey across both waves, which represented 8% of all such households (error margin +/- 2.2%). This exceeds the stipulated TSM target error margin of +/- 3.0%. There were 482 online completions (27%) and 1,293 telephone interviews (73%).

Sampling

A computer-generated randomly selected half census of tenant households were sampled for the survey, equating to 10,522, split equally between the two tranches. In each wave, those sample members with an email address (total 4,242 across both waves) received the initial invitations by email to take part in the survey. The subsequent telephone surveys were conducted using a quota sample with randomised number selection, excluding any prior respondents. The quota categories were stock type, neighbourhood, property type, property size, length of tenancy and age group and ethnic background.

Fieldwork

The first part of each tranche was conducted online, with invitations (and two subsequent reminders) sent to every valid resident email address sample, achieving 482 total responses across the year (11% response rate). The second phase was a further 1,293 telephone interviews across the year. The survey in the second wave was incentivised with a free prize draw of 1x £100, 1x £75 and 1x £50 shopping vouchers.

This methodology was based on previous successful annual surveys conducted by Kirklees Council, but with two notable changes. Firstly, the fieldwork period was split into two tranches roughly six months apart. Secondly, the online survey was reduced to address potential survey fatigue - now any household with an email address is included in the email sample every other year, rather than annually as before.

This mixed-method self-completion approach maximises returns whilst ensuring responses from a range of different age groups and ethnic groups

Population

The population for the survey was all 21,041 Kirklees Council LCRA households on 28 May 2025. 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

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, tenure length, age group and ethnic background. Additional weighting was then applied by age group and management area to further refine the achieved sample. The characteristics by which representativeness was determined were:

Stock	Population	Unweighted survey	Weighted survey
General needs	96.1	97.2	97.4
Supported	2.3	2.5	2.2
Extra care	0.8	0.1	0.1
Homeless	0.8	0.2	0.2

Area	Population	Unweighted survey	Weighted survey
A1 - Colne Valley	6.3	6.0	6.2
A2 - Crosland Moor	3.8	3.3	3.7
A3 - Newsome	7.0	6.3	6.9
A4 - Holme Valley	3.1	3.3	3.0

Area	Population	Unweighted survey	Weighted survey
A5 - Almondbury	4.3	4.6	4.3
B1 - Birstall	4.5	4.3	4.5
B2 - Batley Central	7.8	8.6	7.9
B3 - Cleckheaton	7.3	8.1	7.4
B4 - Heckmondwike	6.5	6.6	6.4
D1 - Dewsbury West	6.9	5.7	7.1
D2 - Dewsbury East	5.6	5.6	5.7
D3 - Ravensthorpe	5.9	5.9	6.0
D4 - Thornhill	6.3	6.3	6.3
H2 - Deighton	7.4	7.2	7.6
H3 - Dalton	5.9	5.9	5.9
H4 - Huddersfield Central	7.6	8.4	7.7
H5 - Dearne Valley	3.7	4.0	3.5

Property type	Population	Unweighted survey	Weighted survey
Bungalow	15.1	17.3	16.0
Flat	40.4	40.8	41.5
House	42.4	40.5	41.1
Maisonette	1.0	0.9	0.9
Studio apartment	1.1	0.5	0.5

Property size	Population	Unweighted survey	Weighted survey
One bed	44.1	45.5	44.8
Two bed	35.0	34.6	35.1
Three bed	19.4	18.6	18.7
Four+ bed	1.5	1.4	1.5

Tenure length	Population	Unweighted survey	Weighted survey
Under 1 year	7.8	7.1	7.3
1 - 2 years	13.8	14.3	14.8
3 - 5 years	15.7	16.3	16.7
6 - 10 years	23.1	23.5	23.7
11 - 20 years	24.6	24.6	24.2
21 years and over	15.1	14.2	13.4

Age	Population	Unweighted survey	Weighted survey
16 - 24 years	3.4	2.9	3.4
25 - 34 years	13.1	12.4	13.4
35 - 44 years	19.0	18.6	19.1
45 - 54 years	17.4	16.0	17.4
55 - 59 years	19.1	18.5	19.0
60 - 64 years	14.1	16.8	14.0
65 - 74 years	10.2	11.2	10.1
75 - 84 years	3.8	3.6	3.7
85 years and over	3.4	2.9	3.4

Ethnic background	Population	Unweighted survey	Weighted survey
White British	55.6	56.1	55.2
BAME	18.2	21.7	22.8
No data	26.3	22.2	22.0

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

Tenant satisfaction measures – Kirklees Council performance results 2025/26

Code	Performance	Peer (RSH) Benchmark 24/25	Result 2023/24	Result 2024/25	Result 2025/26
BS01	Gas safety checks completed	100%	99.9%	99.9%	99.8%
BS02	Fire safety checks completed	100%	81.7%	94.5%	100%
BS03	Asbestos safety checks completed	100%	100%	100%	100%
BS04	Water safety checks completed	100%	6.5%	78.8%	100%
BS05	Lift safety checks completed	100%	100%	100%	100%
RP01	Homes that do not meet the Decent Homes Standard	3.8%	14.4%	21.7%	13.8%
RP02 (pt1)	Non-emergency repairs completed within target timescale which is 25 working days	84.2%	86.5%	84.2%	89.5%
RP02 (pt2)	Emergency repairs completed within target timescale which is 48 hours	95.7%	94.7%	95.7%	95.3%
CH01	Number of Stage 1 complaints relative to the size of the landlord (number of complaints per 1,000 properties)	43.4 per 1000 homes	38.5 per 1000 homes	36.2 per 1000 homes	32.9 per 1000 homes
CH01	Number of Stage 2 complaints relative to the size of the landlord (number of complaints per 1,000 properties)	8.3 per 1000 homes	9.4 per 1000 homes	11.7 per 1000 homes	9.4 per 1000 homes
CH02	Stage 1 complaints responded to within Complaint Handling Code timescales	74.7%	73.3%	69.6%	69.2%
CH02	Stage 2 complaints responded to within Complaint Handling Code timescales	78.9%	68.2%	58.9%	69.8%
NM01 (pt1)	Anti-social behaviour cases relative to the size of the landlord (number of cases per 1,000 properties)	53.2 per 1000 homes	25.4 per 1000 homes	24.2 per 1000 homes	30.3 per 1000 homes
NM01 (pt2)	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)	1.1 per 1000 homes	4.5 per 1000 homes	4 per 1000 homes	5.7 per 1000 homes