

High Peak Borough Council

TSM Tracker 2024/25

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

Complaints

NPS

Improvements

Trends

Understanding Satisfaction

Summary

Demographics



Introduction

Acuity was commissioned to conduct an independent satisfaction survey of the tenants of High Peak Borough Council (High Peak) at the end of 2023. The purpose of this survey was to gather data on tenants' opinions and attitudes towards their landlord and the services provided by High Peak. Additionally, it serves as a baseline for comparison with future surveys. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect in April 2023.

The survey was conducted via telephone interviews, with a target of completing at least 522 responses to ensure the required margin of error. Quotas based on tenure, area, and age were used to ensure that the responses were representative of the overall tenant population. By the end of the survey, a total of 522 interviews had been completed, along with 16 incomplete surveys that the regulator requires to be included. This report is based on 538 total responses. As this is a one-time survey, it also includes additional analysis of the results, including benchmarking against other social landlords that have utilised the Tenant Satisfaction Measures in the past year.

The telephone survey was confidential, and the results were returned to High Peak in an anonymised format unless tenants gave permission to be identified. Notably, 74% of tenants consented to share their responses with their identifying details, and 94% of these tenants were open to High Peak contacting them to discuss the information they provided.

The goals of this survey are to provide data on tenant satisfaction so that High Peak Borough Council can:

1. Gather insights into tenants' perceptions of current services,
2. Establish a baseline for comparison with future surveys,
3. Inform decisions regarding future service development, and
4. Prepare reports for the regulator starting in April 2024.

Acuity, Housemark, and the Regulator of Social Housing recommend that landlords with between 2,500 and 9,999 dwelling units collect enough responses to achieve a sampling error of $\pm 4.0\%$ at a 95% confidence interval. For the current survey, 522 responses were received, which is sufficient to conclude that the findings are accurate within $\pm 4.0\%$.

The majority of the figures included in this report are presented as percentages, rounded to whole numbers from two decimal places in the original results file. Therefore, they may not always add up to 100%. Rounding may also cause discrepancies in the percentages described in the text compared to those in the charts by 1% when two percentages are combined. The comments charts include the number of responses for each measure, indicated as n=...



77%

Overall Satisfaction



Satisfaction with the overall service provided by High Peak received a satisfaction score of 77%, showing no change since the previous survey.

Seven metrics received a satisfaction score of above 70%, with the greatest satisfaction score being High Peak's ability to treat tenants fairly and with respect, with a satisfaction score of 85%.

Only one metric had a satisfaction score of less than 60%, that being for satisfaction with complaints handling, with a satisfaction score of only 30%. However, this is often the lowest-scoring measure across the sector.

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

77%



Safe Home

83%



Repairs Last 12 Months

80%



Time Taken Repairs

76%

Respectful & Helpful Engagement



Listens & Acts

68%



Kept Informed

76%



Fairly & with Respect

85%



Complaints Handling

30%

Responsible Neighbourhood Management



Communal Areas

72%



Neighbourhood Contribution

70%



Approach to ASB

64%



Overall Satisfaction

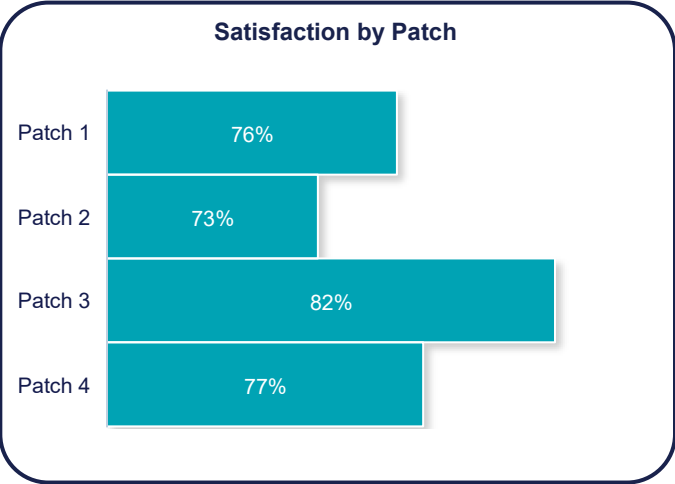
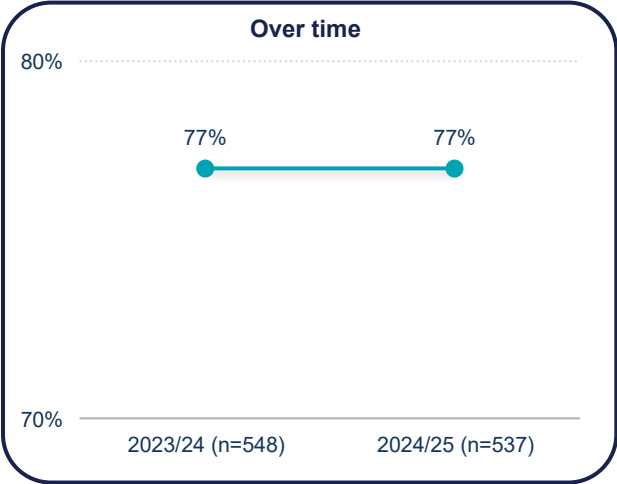
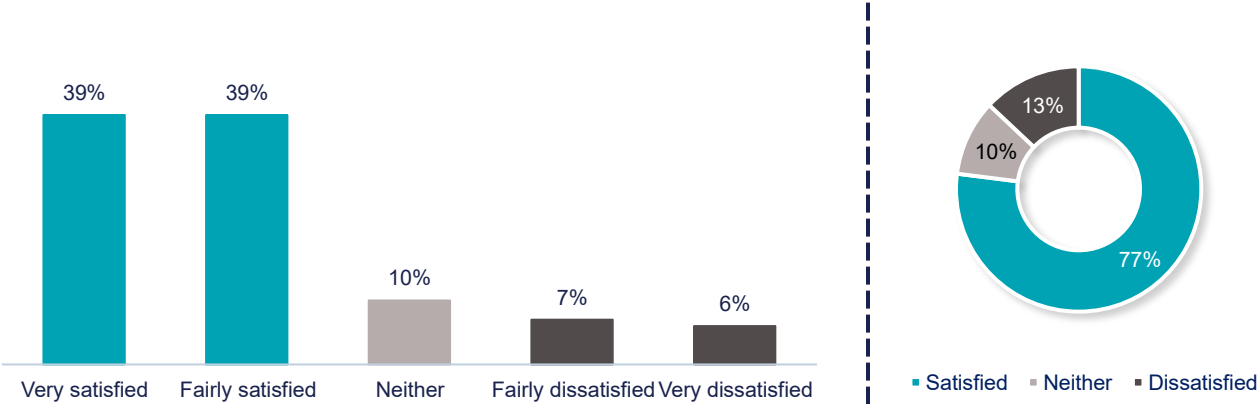
Overall Satisfaction

Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by High Peak?” This is the key metric in any tenant perception survey.

As previously stated, overall satisfaction with the service provided by High Peak showed no change since 2023/24, staying at a satisfaction score of 77%. This can be broken down into 39% of tenants being very satisfied, and a further 39% being fairly satisfied.

Only 13% of tenants were dissatisfied with their overall satisfaction, a 1 percentage point (p.p) increase since the previous survey. Additionally, 10% of tenants were neither satisfied nor dissatisfied with the overall service provided by High Peak.

Looking at overall satisfaction by patch shows that patch 3 tenants were the most satisfied overall with a satisfaction score of 82%, compared to 73% for patch 2 tenants. It would be beneficial for High Peak to perform a deep dive into these patch scores and ensure standards of service are consistent.





Keeping Properties in Good Repair

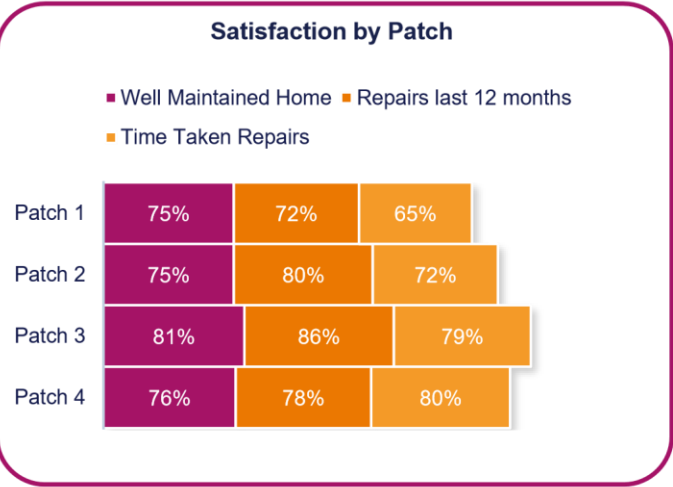
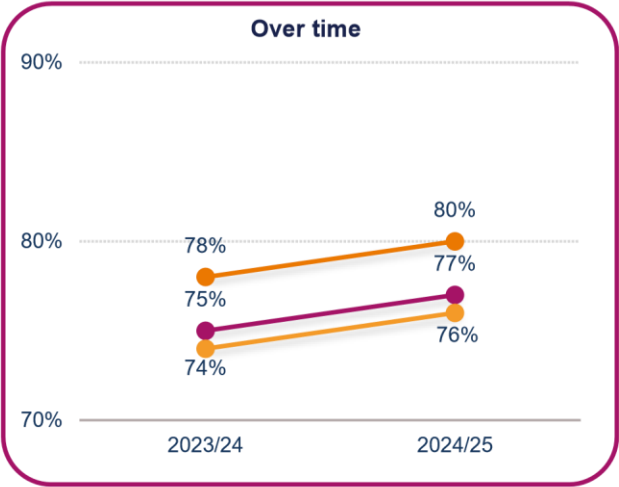
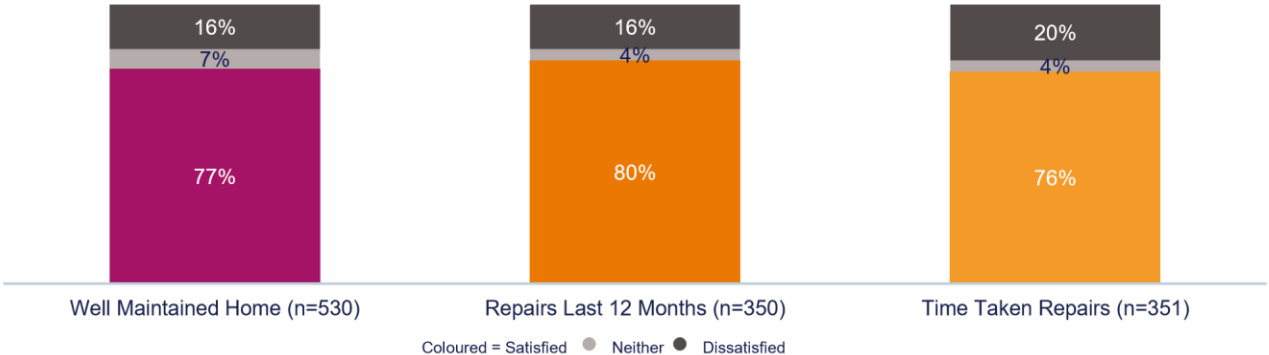
Keeping Properties in Good Repair

Over three-quarters of tenants expressed they were satisfied that High Peak provides a home that is well-maintained (77%), a 2p.p increase since 2023/24. Additionally, only 16% of tenants were dissatisfied with this metric, a 1p.p decrease since the previous survey.

Four-fifths of tenants were satisfied with the overall repairs service in the last 12 months (80%), another 2p.p increase since 2023/24. Only 16% of tenants were dissatisfied with this metric, however, this is a 5p.p increase since the previous survey.

Over three-quarters of tenants were satisfied with the time taken for repairs (76%), a 2p.p increase since 2023/24. However, 20% of tenants were dissatisfied with this measure, although, this is a 1p.p decrease since the previous survey.

Looking at the satisfaction for these metrics by patch, patch 3 received the greatest satisfaction in two of the three metrics.





Tenants not satisfied specifically with the repairs and maintenance service were asked to explain why and 95 tenants gave comments.

As in the previous survey, the most common theme for dissatisfaction with the repairs process related to issues with the timescale of repairs, closely followed by outstanding repairs. One tenant explained, *"Wet room drain cover broken by one of the contractors when he stood on it, it has been over twelve months. I have reported it but nothing has been done about it."*

These responses show that the majority of tenant dissatisfaction with repairs is centered around the timescales to complete repairs or feeling repairs have been forgotten, there are much fewer comments referring to repair quality. This would explain the lower score for tenants satisfied with repair time taken and indicate a key area which High Peak can focus on to improve their repair service.

Other themes collected referred to issues with the quality of work, damp and mould, communication about repairs and issues with property condition.

Tenants suffering from damp and mould should be contacted and the issue corrected due to the negative health effects associated with mould in a property.

Comments - Dissatisfaction with Repairs



Dissatisfaction with Repairs - Example Comments

Outstanding Repairs

Damp & Mould

Appointments

Communication



"Wet room drain cover broken by one of the contractors when he stood on it, it has been over twelve months. I have reported it but nothing has been done about it."

"I am still waiting 10+ years for some Repairs. My boiler broke a few weeks ago & it took over 48 hours to come out leaving me with no hot water & heating My front door doesn't lock etc"

"I was left without heating for nearly a year after a radiator issue caused by the previous tenant. My toilet has been broken for 3 years and I am still waiting for a fix."

"I am still waiting for them to come and finish the job 3 months later."

"Nothing has worked with getting rid of the damp and mould and it's returned, Improve by having new windows and doors."

"I reported it 14 months ago, so they sent somebody out to have a look at the job and the job is still incomplete, they never started it, I've got mould in the bathroom and no insulation between floorboards and the cellar so it's always very cold, draughts through the floor constantly."

"The workers who are sent around are great. However, it can take too long for jobs to be done. I now have a bad damp and mould issue which needs to be fixed ASAP as I have a newborn"

"They don't turn up because it's not on the system and you lose a year's work if you take a day off."

"They are not responding quickly and are not checking properties and not keeping times or dates but are always very polite. To deal with the problems as soon as they are reported and make you aware they are dealing with it. To have good communication."

"The repairs need to be done a lot faster than they are, even when booked they cancel and re-arrange them or sometimes they do not even turn up"

"Listen to the tenants, send people with knowledge about the problem."

"Listen to the tenant and action repair"

"Hearing us out first off would be a start, actually speaking to us. Not breaking their word."

"At first they tried telling me that I didn't need a new door, which they'd already known for at least 3 years that I needed a new door."



Maintaining Building Safety

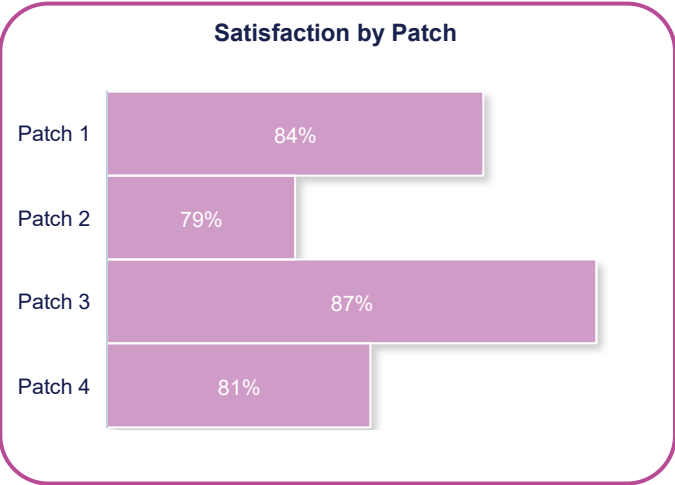
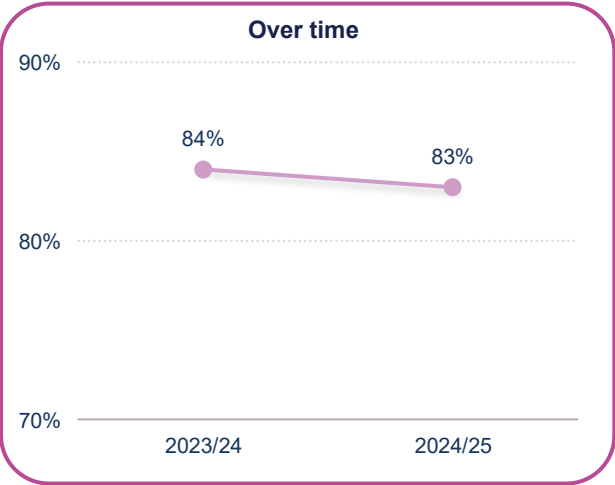
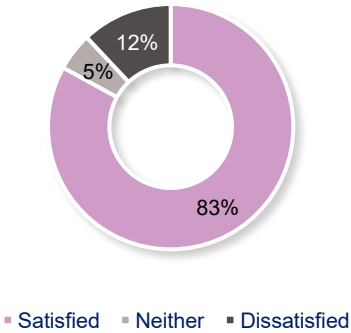
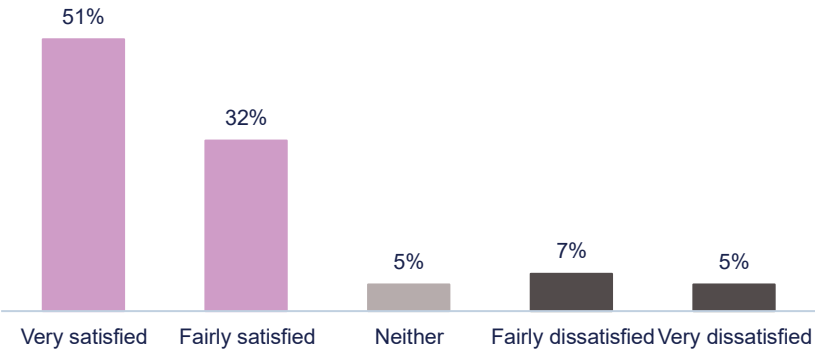


Maintaining Building Safety

High Peak tenants were asked how satisfied they are with High Peak's ability to provide a home that is safe. Over four-fifths of tenants were satisfied with this metric, a 1p.p decrease since 2023/24. This is broken down into 32% of tenants being fairly satisfied and a further 51% being very satisfied.

Just over a tenth of tenants were dissatisfied with this metric (12%), a 1p.p increase since 2023/24. This is broken down into 7% of tenants being fairly dissatisfied and a further 5% being very dissatisfied.

Tenants in patch 3 were the most satisfied patch for this metric with a satisfaction score of 87%, with the least satisfied patch being patch 2 with 79% satisfaction.





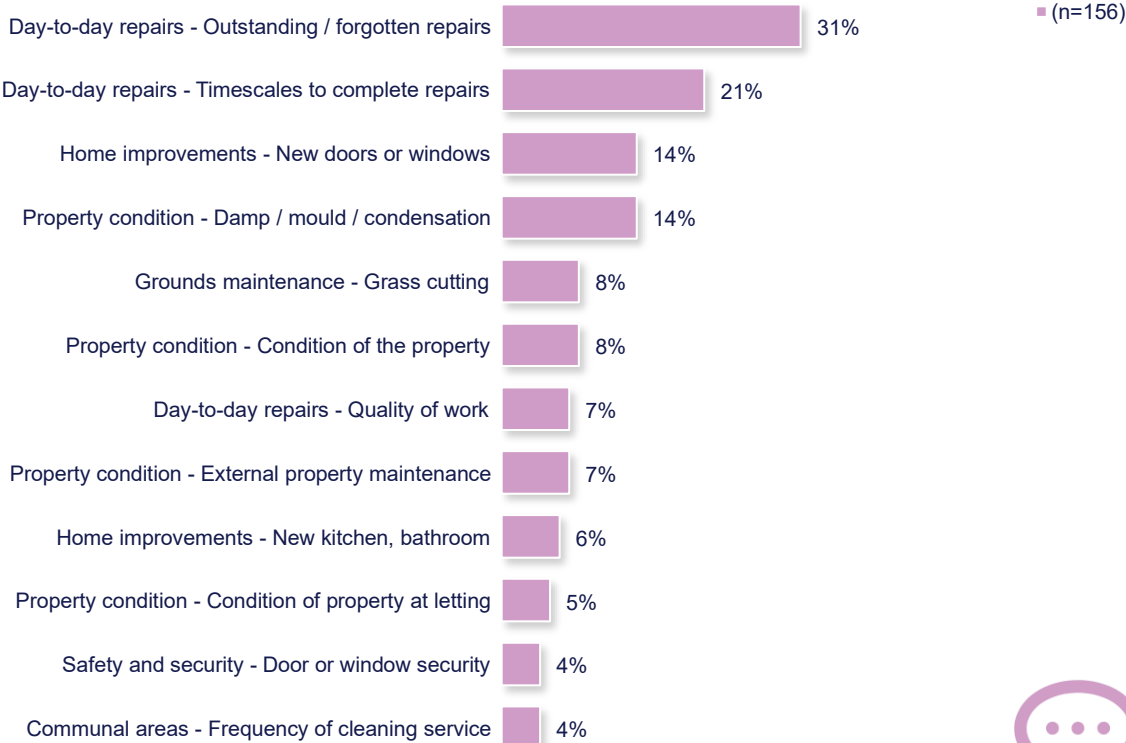
Comments - Home or Communal Areas not Well Maintained or Safe

Tenants not satisfied with their homes or communal areas were asked to provide more information and suggest what High Peak could improve, and 156 tenants made comments.

The theme with the highest frequency of dissatisfaction related to outstanding repairs with 31% of dissatisfied tenants mentioning this, closely followed by issues with the timescale of repairs which 21% of tenants referred to. One tenant explained, *"Mould which still hasn't been sorted! Already been told I need a new back door and every time somebody comes they just pop some plastering up or cement outside which hasn't prevented the mould"*

Other themes found with this metric include issues with damp and mould, issues with property condition, quality of repairs, and issues with safety and security.

A full list of comments can be found on the dashboard for further insight into dissatisfaction with the same home and communal areas metrics.





The Home - Example Comments

Outstanding Repairs

Damp & Mould

Timescale of Repairs

Frequency of Cleaning

"Still not fixed bedroom window and could do work an extra light at the end of the path"

"I am still waiting for my toilet to be fixed and have quite a few other issues in the property."

"It's not all well maintained. Things that need addressing they won't do anything about. I'm dissatisfied about that."

"I have been waiting 5-6 years for Repairs. I have mushrooms growing in my daughter's bedroom & another room. My windows need replacing. They come & take photos but then don't do anything"

"I've been working with the council for the 7 years I've been a tenant, to improve the property I live in. I have applied to get work done and they've let me get contractors in to do a lot of different things. The property has still got very bad damp though and it is letting water in. I still have the same problems that I had when I moved in. We have put a lot of work into it and we are still having the same issues. My furniture is rotten and my clothes and shoes are mouldy. I think it is related to the pebble dash and that the windows need replacing."

"We have mould & I suffer from health problems"

"They are not quick to address maintenance issues. When I tell them about it do something about it."

"The kitchen is falling apart, they've been out to survey it about 6 months ago but then nothing after that. The drawer fronts are coming off so you can't shut them in case it comes off."

"Improve on the time of the windows being placed."

"When I moved in it was a mess, it took me over a year to get them out to do the work on it, so probably just speed up repairs."

"The areas are not kept clean and I haven't seen a cleaner here since before the 2020 Covid lockdown."

"The communal areas were last cleaned by me a month ago, we pay £17 per month for the communal areas to be cleaned and they have not been cleaned for about 12 months."

"They very rarely come and clean and we pay service charges for this."

"We are supposed to have a weekly cleaner. Due to holidays and sickness, they are seldom absent. There should be processes in place to make sure our communal areas are cleaned weekly."



Responsible Neighbourhood Management

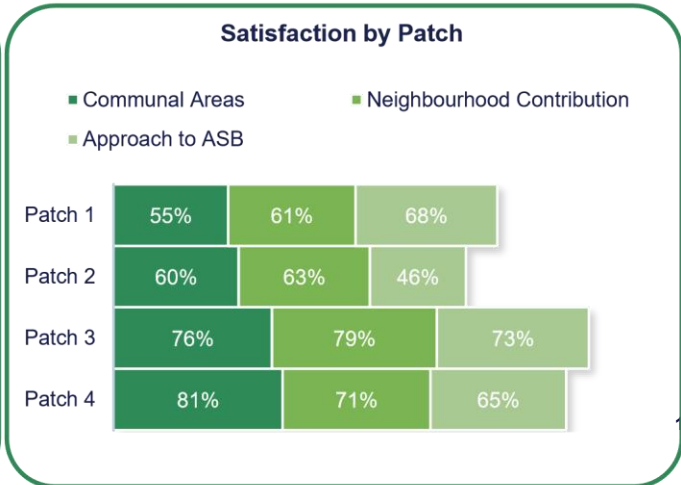
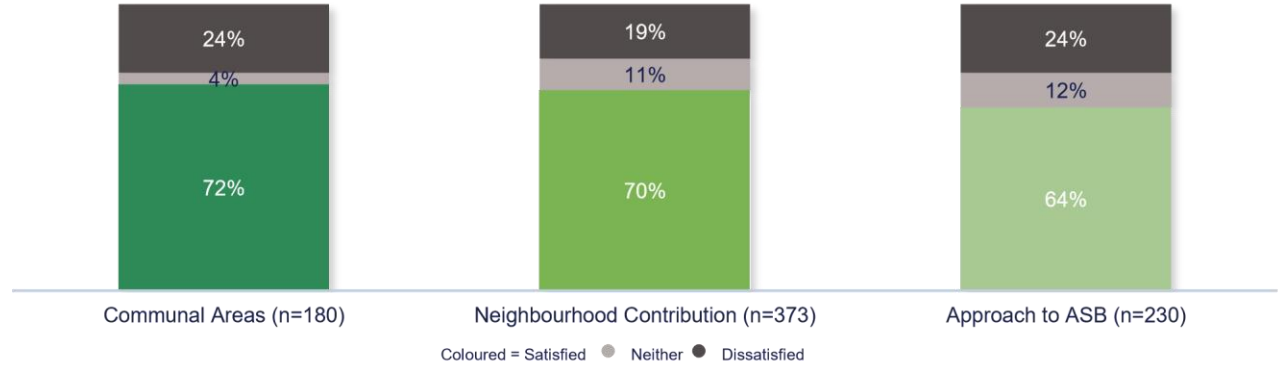
Responsible Neighbourhood Management

Just over a third of tenants stated they lived in a property with communal areas that High Peak are responsible for maintaining (34%). Of these tenants, seven out of ten tenants were satisfied with the cleaning and maintaining of communal areas (72%), a 4p.p decrease since 2023/24. Additionally, almost a quarter of tenants were dissatisfied with this metric (24%).

Seven out of ten tenants were satisfied that High Peak makes a positive contribution to their neighbourhood (70%), a 1p.p decrease since the previous survey. 19% of tenants were dissatisfied with this measure and a further 11% were neither satisfied nor dissatisfied.

High Peak's approach to anti-social behaviour was the only neighbourhood metric to increase in satisfaction, rising 3p.p from 61% in 2023/24 to 64% in 2024/25. However, almost a quarter of tenants were dissatisfied with this metric (24%).

Patch 3 received the greatest satisfaction scores in two of the three metrics recorded in this section.





Respectful & Helpful Engagement

Respectful & Helpful Engagement

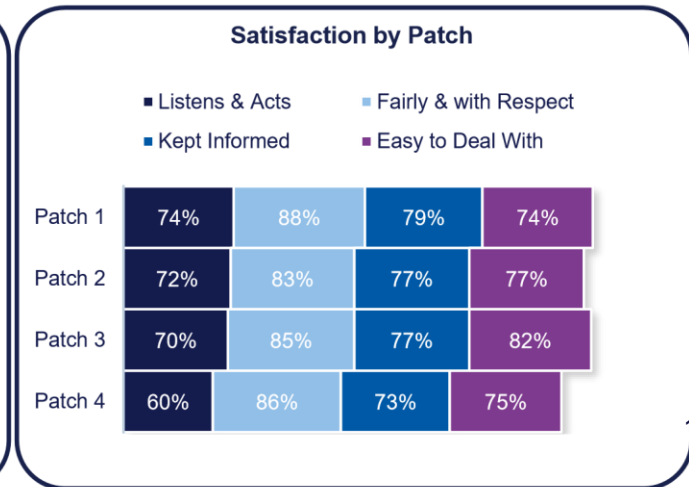
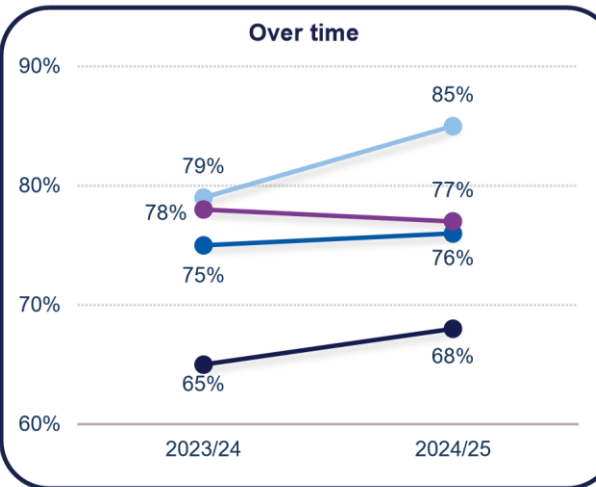
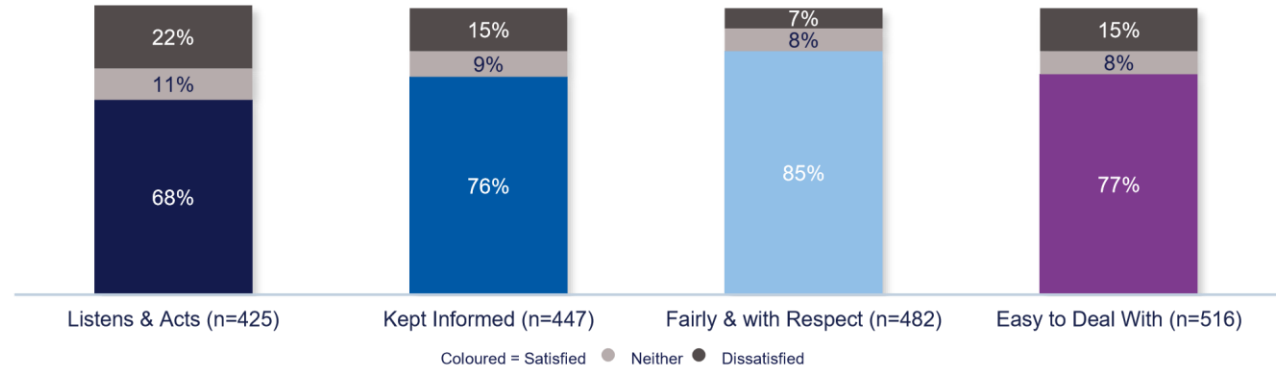
Almost seven out of ten tenants were satisfied that High Peak listens to tenant views and acts upon them (68%), a 3p.p increase since 2023/24. However, 22% of tenants were dissatisfied with this metric.

Over three-quarters of tenants were satisfied that High Peak keeps them informed about things that matter to them (76%), a 1p.p increase since the previous survey.

Over four-fifths of tenants expressed they were satisfied that High Peak treats them fairly and with respect (85%), a 6p.p increase since 2023/24, making it the highest-scoring metric in this survey.

Over three-quarters of tenants were satisfied that High Peak is easy to deal with (77%), a 1p.p decrease since the previous survey.

There was less variation in satisfaction between patches for these metrics with the greatest difference in satisfaction being 14p.p for High Peak's ability to listen and act.





Comments - Customer Service



Tenants who stated that they were not satisfied with High Peak's customer service and communications were asked to explain why and suggest what could be improved; 184 tenants gave comments.

The most common themes of dissatisfaction with customer service were: a lack of returning phone calls from High Peak staff (10%), outstanding repairs (10%), being passed around by staff (10%), and the timescale of repairs (10%). One tenant explained, *"I have reported multiple issues and had to wait far too long each time for any sort of resolution or even communication."*

Other themes discussed included issues with communication regarding repairs, time taken to resolve queries, staff not taking an interest and general communications.

All comments can be found on the dashboard for further insight into dissatisfaction with customer service and communication.





Customer Service - Example Comments

Returning Correspondence

Outstanding Repairs

Timescale of Repairs

Passed Around by Staff



"They could make it easier to contact them and they could complete repairs etc quicker"

"It's difficult to contact them via telephone or email."

"I don't hear anything from them, If you ring up you are waiting 20 mins & sometimes they say they will come next week but don't come without letting you know. It is very disappointing"

"You can wait for hours, sit there for ages on the phone, you're now in a queue, it's the same with everyone you ring, all done online, they assume everyone can do it online, but not everyone can."

"I have been trying to get them to take away a stair lift for the last 4 years"

"Actually answer the repairs that have been put through."

"I have asked for help with the temperatures in my flat and the health issues it causes. If they could carry out the repairs before it gets too cold."

"When I first started complaining about stuff with the house. It was easy to get through but they would pass me on to the person who was meant to come round but they would never turn up. It comes across that they don't care and that I should be grateful."

"Timescales of repairs."

"It takes so long for anything to happen, I have been waiting for a new bathroom for 2 years, all I want is a shower put in, but they said I need a whole new bathroom for it."

"Take too long come on and do the work after you phone them."

"It's hard to contact the correct person."

"It takes a lot to get through to someone you just get passed on to people."

"When you call with a query they are very slow to pass it on to other departments."

"It's just the whole communication bit because when we applied for the door we were told we could have one, no questions then when I rang again to the HP council to see what was happening, I got told that they don't deal with it and I had to go to North alliance to start it all over again, that's where all filing in the cracks came in."



Effective Handling of Complaints



Effective Handling of Complaints

Tenants were asked, “How satisfied or dissatisfied are you with High Peak’s approach to complaints handling?” This is an important metric in any tenant perception survey.

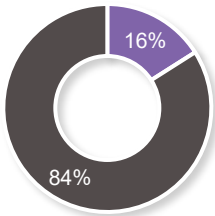
Less than a fifth of tenants stated they had made a complaint to High Peak in the last 12 months (16%). Of these tenants, 30% were satisfied with the service provided by High Peak, a 10p.p decrease since 2023/24. This is broken down into 14% of tenants being very satisfied with the service provided by High Peak, with a further 16% fairly satisfied.

Over three-fifths of tenants expressed they were dissatisfied with this metric (61%), a 13p.p increase since the previous survey. This is broken down into 21% of tenants being fairly dissatisfied and 40% being very dissatisfied with this metric.

Patch 3 received the greatest satisfaction score for this measure with a satisfaction score of 38%.

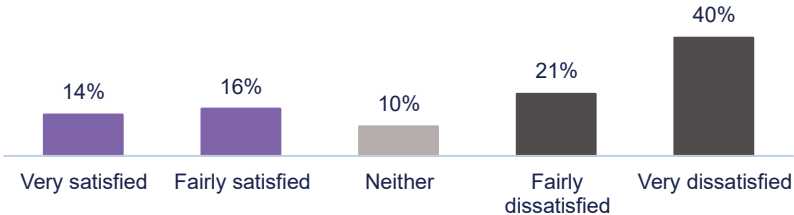
This is often the lowest-scoring metric across the sector and is also the case for this survey.

Complaint in last 12 months

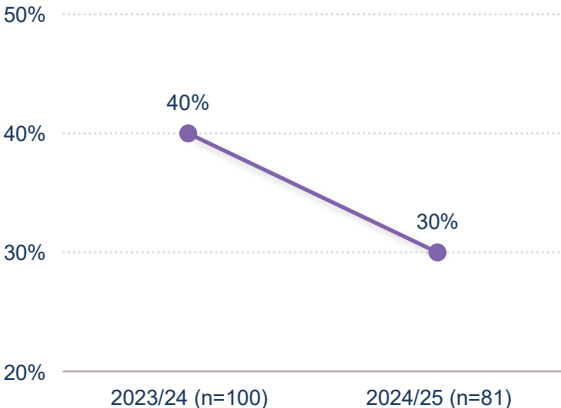


■ Yes ■ No

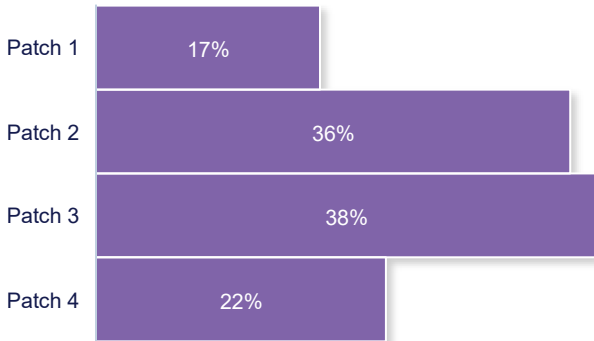
Satisfaction with Complaints Handling



Over time



Satisfaction by Patch





Net Promoter

Tenants were asked, “how likely would you be to recommend High Peak to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?”

Almost half of tenants were promoters, meaning, they are likely to recommend High Peak to others (49%), a 3p.p increase since 2023/24. 41% of tenants gave an NPS score of 10, with 8% giving a score of 9.

Just over a quarter of tenants were passives, meaning, they could be swayed one way or the other (27%), this is a 2p.p decrease since the previous survey.

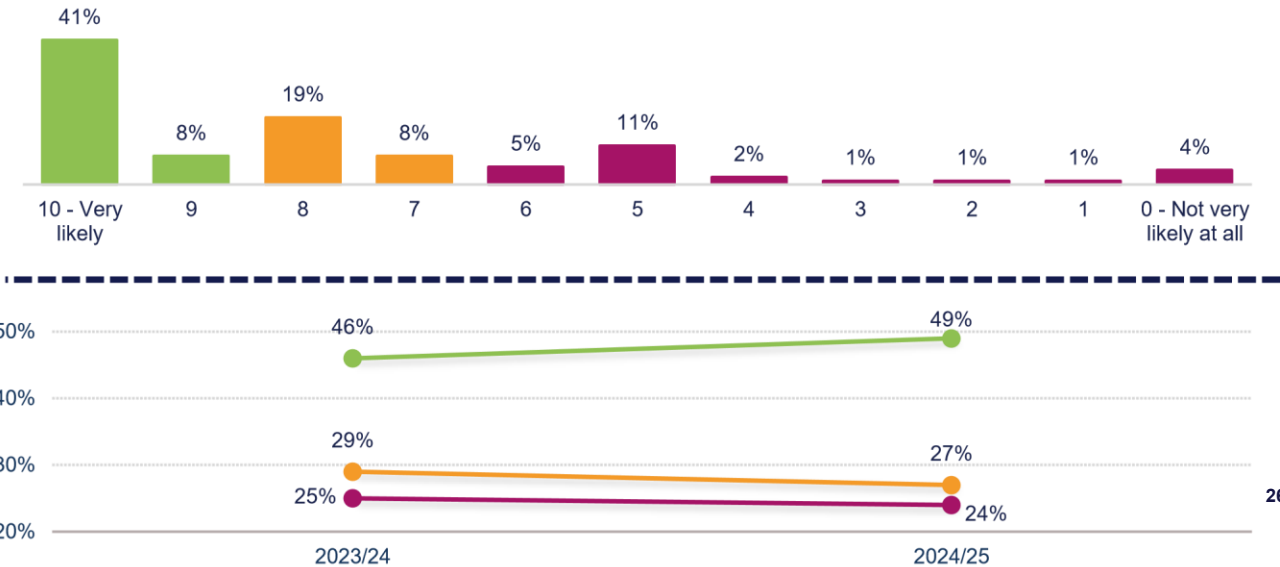
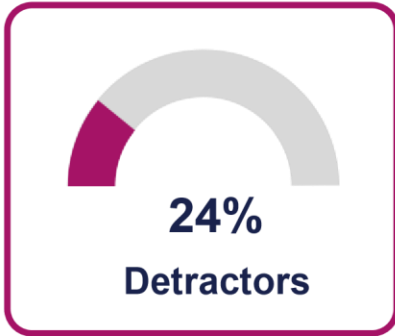
Less than a quarter of tenants were detractors, meaning, they would not recommend High Peak to others (24%), a 1p.p decrease since 2023/24. However, 4% of tenants gave an NPS score of 0 out of 10.

NPS score is calculated by promoters minus detractors (49 - 24), giving an overall NPS score of 25, a 4p.p increase since the previous survey. A positive NPS score indicates a greater percentage of tenants are willing to recommend the services of High Peak than would not recommend, this is a positive result to receive.

25

NPS ↑ 4

Net Promoter





Improvements



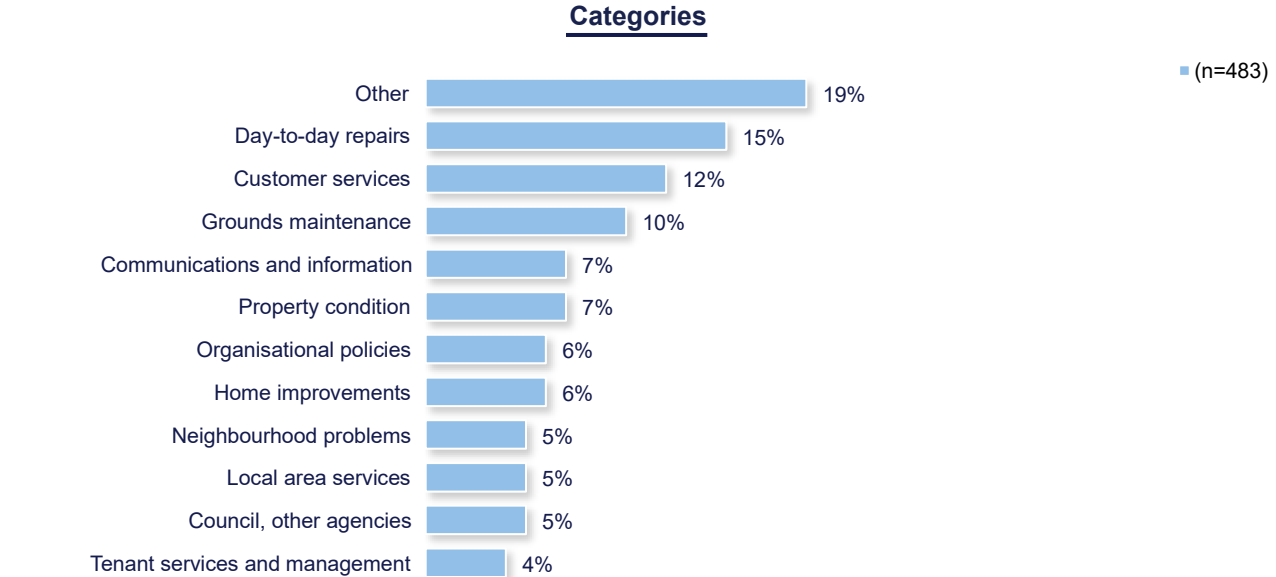
Improvement Suggestions

Tenants were asked if there was one thing High Peak could do to improve its services, and 483 tenants gave comments.

Day-to-day repairs were the most common theme for improvement suggestions, which is to be expected with previously discussed issues regarding the timescale to complete repairs and issues with outstanding repairs. One tenant explained, *"Come out and do the repairs that I've reported, from the front of the house, it's a mess, they've had people out and paid them and it's still definitely not right."*

Other themes include issues with customer service, specifically the answering of phone calls as previously mentioned, grounds maintenance, property condition, and communication and information provided by High Peak.

All comments can be found on the dashboard to provide further insight into improvement suggestions given by tenants.





Improvements - Example Comments

Other

Repairs Service

Customer Service

Communal Areas

"I would like them to offer decoration vouchers or flooring vouchers, especially to families with tenants that have allergies or vulnerabilities as we did not qualify as they said but my son has allergies to dust mites etc and we then had to borrow money to sort the problem so it would be helpful for us and others if this could be changed. The carpet that was down had been down for around 30 years"

"Be consistent, reliable and respond on time."

"Improve the bus service, and stop shutting buildings down, these were clubs I went to, it's all gone."

"To carry out repairs quicker and more efficiently."

"Repairs and maintenance need a lot of improvements. From communication with tenants, more timely repairs and thorough checks on properties during the process to make the whole service more efficient."

"Quicker repairs. They are good if it's an emergency but it takes a long time to do non-urgent repairs."

"Send out contractors within a reasonable timeframe (8am-4pm) can be a long time just waiting for someone"

"They need to sort out the neighbourhood complaints more quickly."

"To deal with issues of ASB. To come up with rules that would allow them to act upon those things faster and in a fair way. So that there are consequences and people do not believe that they can behave like this forever. The police came to deal with the neighbours and they gave them a lift."

"Deal with the anti-social behaviour a little better. There is quite a big drug problem where I live, the weed smell is horrendous."

"Maybe communication could be a bit quicker."

"Communal areas throughout the neighbourhood could be maintained more frequently"

"To make sure we have enough washing tokens for the washing machine."

"Easy access to put the bins in an area for elderly people and the gardens are overgrown with stuff as something should be done about this."

"Make sure that there is something in place if the communal cleaner is absent. We need these areas kept clean as there are a few tenants who are immunocompromised."



Trends

Trends Over Time

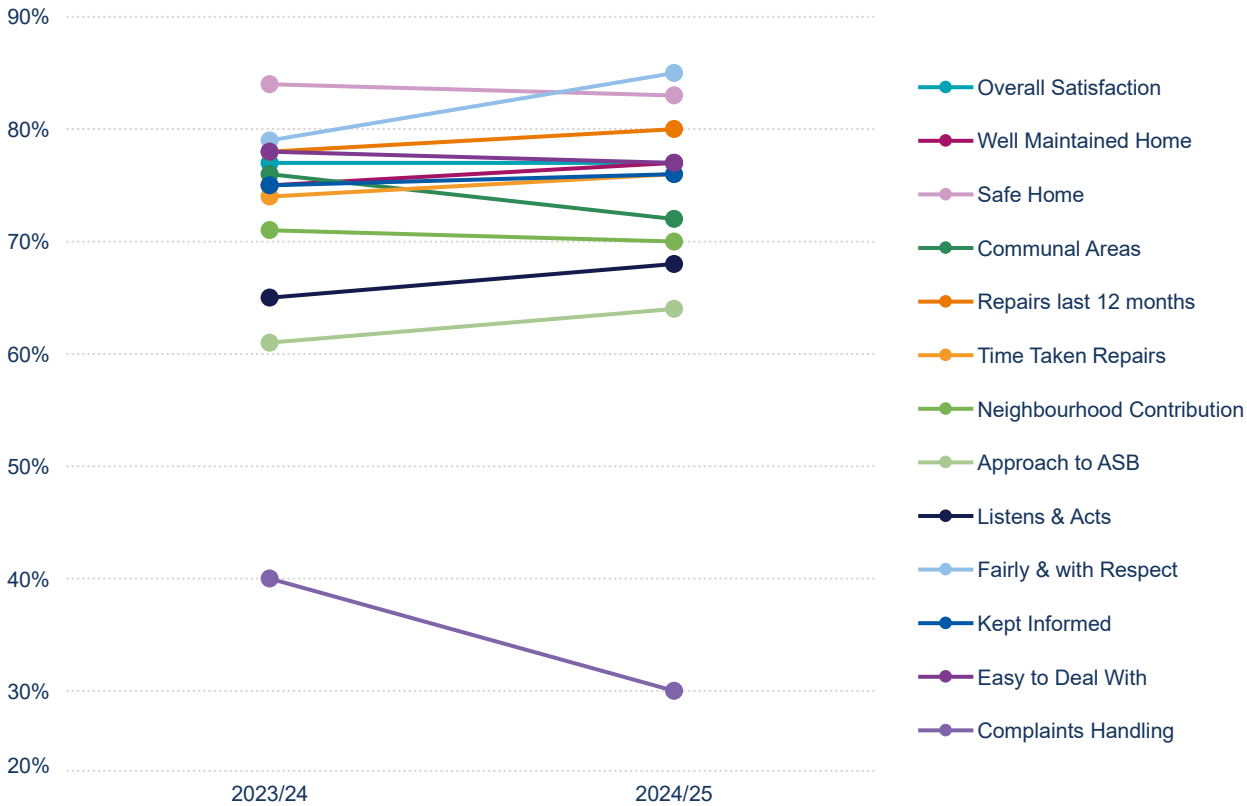


As has been shown throughout this report, some metrics have increased in satisfaction while others have decreased. Only one measure showed no change in satisfaction since 2023/24, that being overall satisfaction, staying at 77%.

Seven out of the thirteen measures increased in satisfaction since 2023/24. The greatest of the metrics being High Peak's ability to treat tenants fairly and with respect, increasing by 6p.p from 79% in 2023/24 to 85% in 2024/25.

Five of the thirteen metrics decreased in satisfaction since the previous survey. The metric with the greatest decrease in satisfaction was High Peak's complaint handling process, decreasing 10p.p from 40% in 2023/24 to 30% in 2024/25.

Comments and improvement suggestions given by tenants in this survey frequently mentioned issues with the repairs process, specifically, the timescale of repairs and issues with outstanding repairs. These were also common themes in the previous survey.





Understanding Satisfaction



Annual Satisfaction & Dissatisfaction

At the end of the financial year, we can examine the annual results to gain insights into what influences satisfaction at High Peak Borough Council. The charts provide a summary of the key findings from 2024/5.

When satisfaction levels are low, we can often categorise remaining tenants into two groups: those who fall into a neutral position and those who are genuinely dissatisfied. This distinction can highlight areas where tenants have mixed feelings or where a significant percentage are unhappy.

In general, at High Peak, it tends to be the case that higher satisfaction correlates with lower dissatisfaction and vice versa.

There is an exception to this trend. For instance, the measure regarding making a positive contribution to the neighbourhood shows relatively low satisfaction (70%) but also low dissatisfaction (19%). This indicates a significant number of residents who are neither satisfied nor dissatisfied, suggesting they could potentially change their opinions in either direction.

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25



Year-on-Year Change





	2023/24	2024/25
Overall Satisfaction	77%	77%
Well Maintained Home	75%	77%
Safe Home	84%	83%
Communal Areas	76%	72%
Repairs last 12 months	78%	80%
Time Taken Repairs	74%	76%
Neighbourhood Contribution	71%	70%
Approach to ASB	61%	64%
Listens & Acts	65%	68%
Fairly & with Respect	79%	85%
Kept Informed	75%	76%
Easy to Deal With	78%	77%
Complaints Handling	40%	30%



Overall satisfaction has remained unchanged at 70% with one metric to show no change in satisfaction.

Among the thirteen metrics evaluated, seven showed an increase in satisfaction in 2024/25 compared to 2023/24. Notably, the measure reflecting High Peak satisfaction increased by 6p.p, from 79% in 2023/24 to 85% in 2024/25.

Conversely, five metrics experienced a decline in satisfaction. A significant decrease was observed in High Peak satisfaction, dropping from 40% in 2023/24 to 30% in 2024/25.



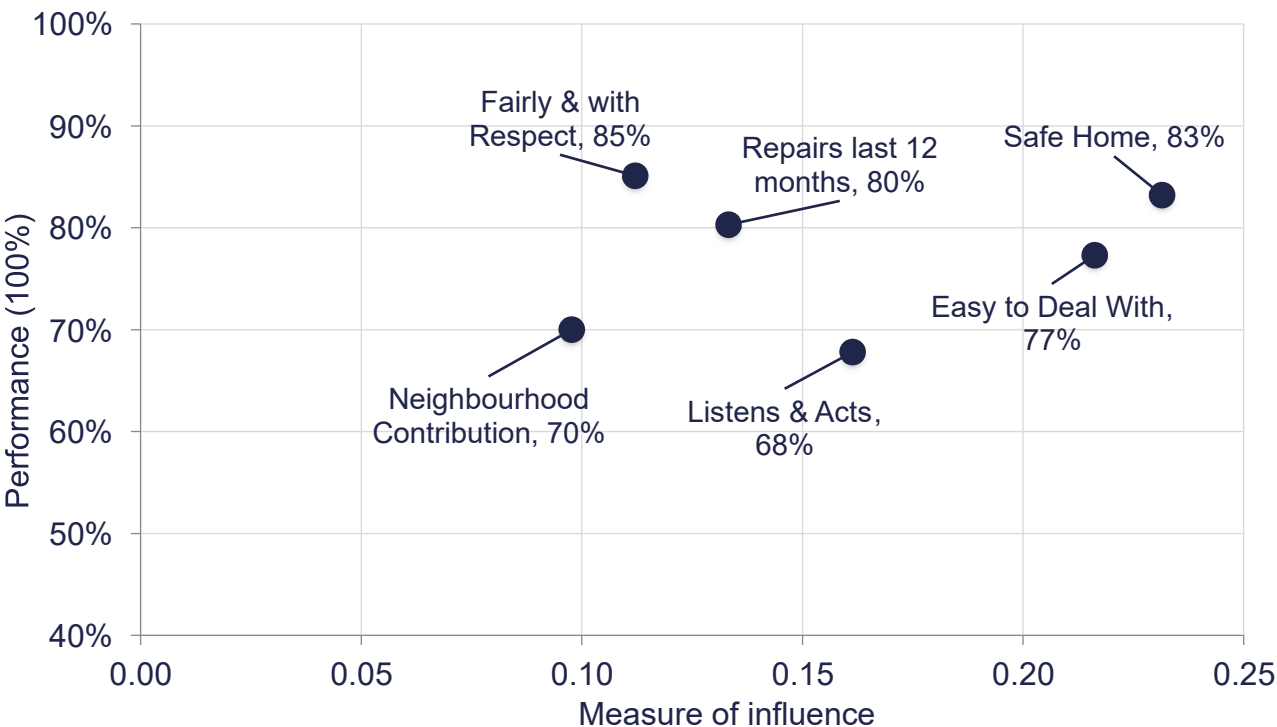
Key Driver Analysis

Key driver analysis examines the relationship between various survey questions to identify which factors significantly impact tenants' overall satisfaction.

Each landlord has a unique pattern of influence. For the 2024/25 results, the most important driver of tenant satisfaction with the overall services is High Peak's ability to provide a safe home, which has an influence measure of 0.23. This is closely followed by tenants' satisfaction with how easy it is to deal with High Peak, which has an influence measure of 0.22.

This analysis suggests that by improving the most influential factors, there is a greater likelihood of increasing overall tenant satisfaction with the services provided.

Annual Key Driver Analysis – Overall Satisfaction



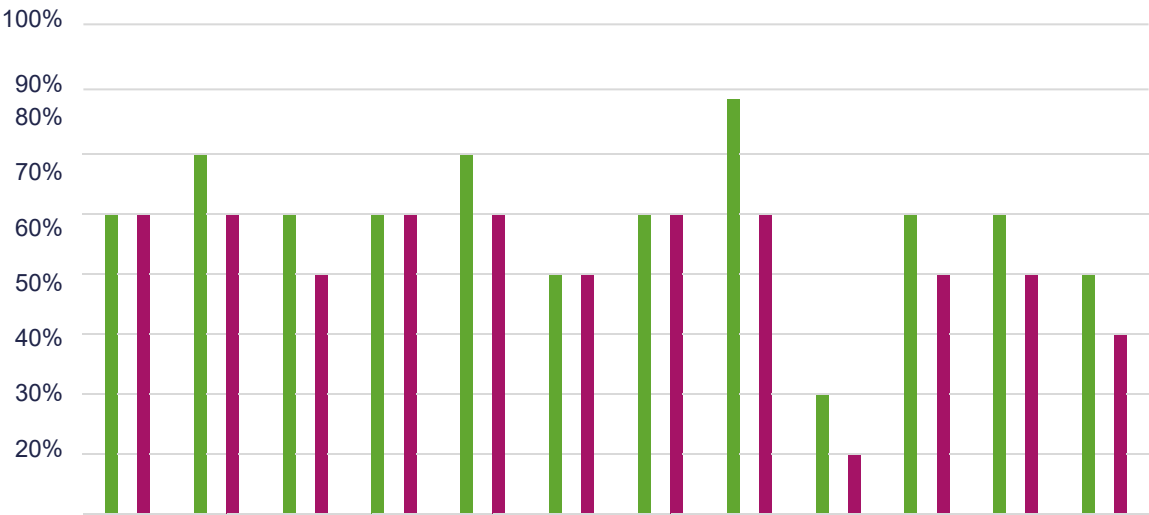


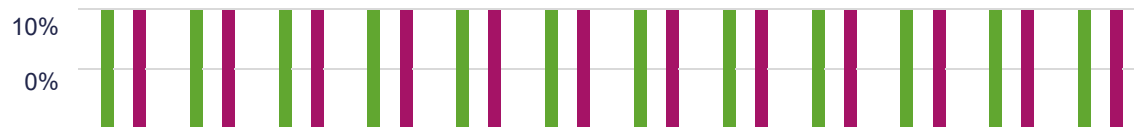
It is possible to compare performance on the core TSM questions throughout the year. The results collected in 2024/25.

When comparing High Peak's results to those of the regulator, improvements are needed in the complaints handling and the regulator's median.

This group of landlords includes a variety of types, including housing associations and larger councils. As the landlord database will be developed, providing a clearer picture of performance.

Benchmarking – Regulator (LCRA)





	TP01 - Overall Sat	TP02 Repairs Service	TP03 - Time Taken	TP04 Well Maintained	TP05 Safe	TP06 - Listens	TP07 - Informed	TP08 Fairly	TP09 - Complaints	TP10 - Communal	TP11 Neighbourhood	TP12 - ASB
High Peak	77.4%	80.3%	76.4%	77.4%	83.2%	67.8%	76.1%	85.1%	29.6%	72.2%	70.0%	63.9%
Upper Quartile	78.4%	78.7%	75.3%	77.6%	82.5%	67.9%	75.9%	82.8%	41.1%	71.7%	70.4%	64.8%
Regulator Median	71.3%	72.3%	67.4%	70.8%	76.7%	60.4%	70.3%	76.8%	34.5%	65.1%	63.1%	57.8%
Lower Quartile	63.7%	65.7%	61.1%	64.4%	70.5%	52.3%	63.8%	70.8%	27.5%	58.2%	55.1%	51.3%
Quartile position	2	1	1	2	1	2	1	1	3	1	2	2

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

For example:

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

Satisfaction is influenced more by perception than by specific values, meaning it can be affected by various factors, including how positively people feel about their lives. Events such as the pandemic have changed how some social landlords operate.

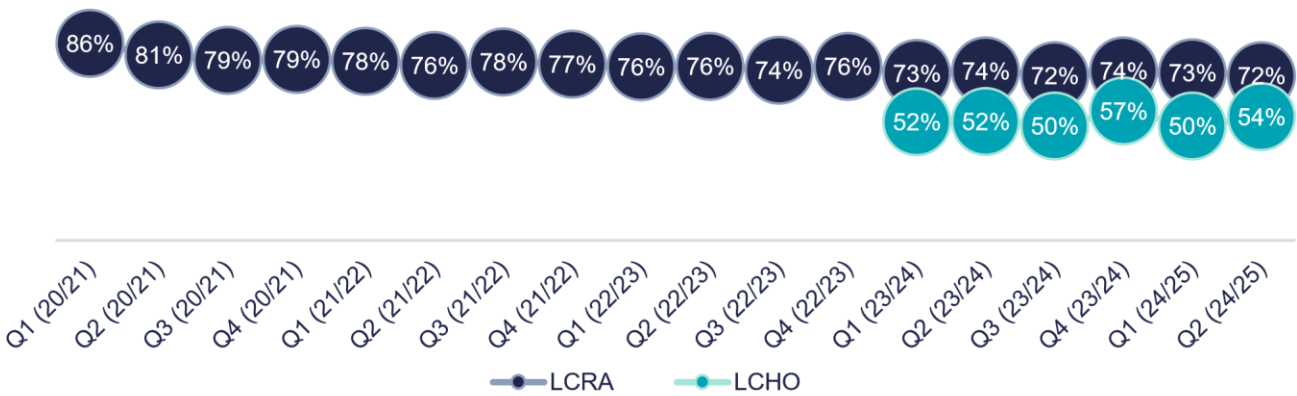
The top graph illustrates the overall satisfaction trend over time (tracker only), which shows a downward trajectory. The lower chart presents results from Housemark members, revealing a peak in satisfaction during 2015/16, followed by a gradual decline that began even before the pandemic's effects were felt.

While no historical data has been provided for High Peak, it remains unclear whether satisfaction levels have increased or decreased over time. Nevertheless, the fact that satisfaction is generally high, even amid declining trends elsewhere, is a positive indicator.

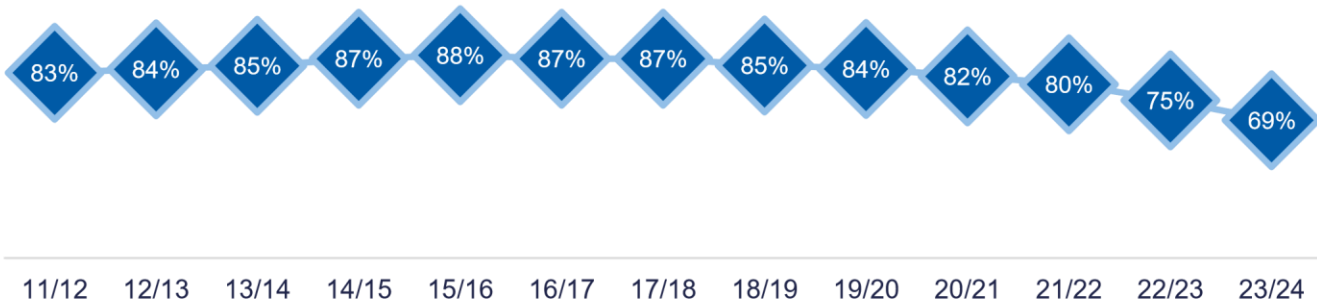
National Context



Overall Services (Acuity Clients)



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





Summary

Satisfaction with Measures



Summary

In late November and December 2024, Acuity conducted a satisfaction survey with 522 tenants from High Peak through telephone interviews to collect Tenant Satisfaction Measures (TSMs). This report analyses the results from the survey.

Overall satisfaction achieved a satisfaction score of 77%, greater than the majority of other recorded metrics. However, there was no change in satisfaction since the 2023/24 survey. 13% of tenants were dissatisfied with the overall service provided by High Peak, with a further 10% neither satisfied nor dissatisfied.

Seven of the thirteen metrics increased in satisfaction, the greatest increase coming from High Peak's ability to treat tenants fairly and with respect, increasing 6p.p from 79% in 2023/24 to 85% in 2024/25. With the majority of measures increasing in satisfaction since the previous survey, it would be expected that overall satisfaction also increased if tenants are generally happier with the service. However, these metrics are not always interlinked, thus overall satisfaction shows no change from the previous survey.

Five metrics decreased in satisfaction since 2023/24, the greatest decrease being with High Peak's complaint handling, decreasing 10p.p from 40% in 2023/24 to 30% in 2024/25. Two of the three metrics relating to neighbourhood engagement decreased in satisfaction since the previous survey. Both positive neighbourhood contribution and communal area metrics fell since 2023/24. However, High Peak's approach to anti-social behaviour rose 3p.p to 64%.

Common themes relating to the repairs process dissatisfaction and complaint handling referred to issues with the timescale of repairs and issues with outstanding repairs. These were also common themes in the 2023/24 survey. The good use of open questions, asking tenants to explain their dissatisfaction with a metric allows for more insight into tenant perceptions. This will give High Peak the opportunity to make changes and increase tenant satisfaction with their properties and services.



High Peak Borough Council manages approximately 4,000 properties in Derbyshire and is committed to delivering a high-quality and responsive housing service.

Recent survey results indicate strong levels of tenant satisfaction, which compare favourably with other landlords.

Nevertheless, there are always opportunities for improvement. The following recommendations aim to help High Peak prioritise areas for action.

Recommendations

Repairs service

The repairs service was the most referred to theme in improvement suggestions, and reasons for dissatisfaction with the safe home metric. Specifically, issues with outstanding repairs and the timescale of repairs. Having a clear repairs process where tenants are updated during different stages would allow tenants to see what action is taken on their repairs, as well as giving a realistic timescale of repairs. Communication is an important factor in the repairs service, with many tenants commenting on a lack of communication between staff and tenants. Improving these areas, making it easier for tenants to track repairs, report repairs and communicate with repairs staff could improve satisfaction with these metrics in future surveys.

Handling of complaints

Satisfaction with how High Peak handles complaints was the lowest scoring metric in this survey, as well as in the previous 2023/24 survey. Satisfaction with this metric decreased by 10p.p down to 30% for this period. High Peak have used several open questions in relation to dissatisfaction with metrics in this survey, however, there was no comment question on the metric which resulted in the greatest dissatisfaction. Adding an open question to future surveys to ask tenants to explain their satisfaction score for complaint handling would provide essential insight into improvement areas within the complaints process.

Damp & mould

A common, yet vital theme for dissatisfaction with the overall repairs service and High Peak's ability to provide a home that is safe was issues with damp and mould in properties. Tenants made comments to the previously stated measure explaining their personal issues with currently suffering from damp and mould. Some landlords in the sector, add survey questions relating to damp and mould, asking tenants if they currently suffer from this, as well as if they



have reported it to their landlord. This would be beneficial for High Peak, as it would allow tenants suffering from damp and mould to be swiftly contacted and the issues resolved, this is very important due to the negative health effects associated with mould in a property.



Demographics



Housing Patch



	All Residents	Patch 1	Patch 2	Patch 3	Patch 4
Overall Satisfaction	77%	76%	73%	82%	77%
Well Maintained Home	77%	75%	75%	81%	76%
Safe Home	83%	84%	79%	87%	81%
Repairs Last 12 Months	80%	72%	80%	86%	78%
Time Taken Repairs	76%	65%	72%	79%	80%
Communal Areas	72%	55%	60%	76%	81%
Neighbourhood Contribution	70%	61%	63%	79%	71%
Approach to ASB	64%	68%	46%	73%	65%
Listens & Acts	68%	74%	72%	70%	60%
Kept Informed	76%	79%	77%	77%	73%
NPS (Promoters)	49%	51%	43%	55%	45%
Fairly & with Respect	85%	88%	83%	85%	86%
Easy to Deal With	77%	74%	77%	82%	75%



High Peak uses four area patches, explored in the area to show satisfaction for each metric by housing patch.

Patch 3 appears to be the most satisfied patch with the greatest satisfaction score with nine satisfaction with a score of 82%, 5p.p greater than

Patch 2 received the lowest satisfaction in six measures with the lowest score of 73%. Additionally, patch 2 did not score well on any of the recorded measures.

This shows the same theme as the previous survey, with the majority of measures, and patch 2 being the

High Peak would greatly benefit from learning the results of each leading each satisfaction measure, to ensure a clear picture of the organization. Identifying failing areas geographically, such as repairs and communal area satisfaction

Complaints Handling	30%	17%	36%	38%	22%
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Age Group



	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +	Unknown
Overall Satisfaction	77%	67% *	62%	70%	75%	81%	74%	80%	89%	100%	67%
Well Maintained Home	77%	67% *	57%	59%	75%	81%	77%	87%	88%	100%	83%
Safe Home	83%	67% *	63%	73%	79%	91%	82%	90%	94%	100%	92%
Repairs Last 12 Months	80%	75% *	59%	63%	81%	89%	84%	88%	93%	93%	86% *
Time Taken Repairs	76%	75% *	59%	63%	79%	86%	64%	87%	88%	93%	88% *
Communal Areas	72%	100% *	64%	40%	78%	67%	76%	70%	87%	89% *	33% *
Neighbourhood Contribution	70%	60% *	58%	52%	59%	73%	73%	78%	87%	89%	60% *
Approach to ASB	64%	100% *	36%	48%	59%	65%	77%	67%	85%	88% *	33% *
Listens & Acts	68%	83% *	44%	52%	65%	79%	67%	72%	83%	85%	88% *
Kept Informed	76%	50% *	54%	68%	74%	85%	75%	84%	83%	100%	63% *
NPS (Promotors)	49%	33% *	33%	37%	38%	58%	58%	53%	62%	65%	27%
Fairly & with Respect	85%	83% *	75%	74%	79%	93%	83%	89%	94%	100%	82%
Easy to Deal With	77%	67% *	63%	66%	76%	83%	77%	81%	88%	91%	82%
Complaints Handling	30%	100% *	10%	14%	40%	33% *	33%	36%	50% *	25% *	- *

*Base below 10





Length of Tenancy



	All Residents	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years
Overall Satisfaction	77%	89%	75%	71%	80%	69%	85%
Well Maintained Home	77%	83%	76%	69%	76%	72%	89%
Safe Home	83%	87%	78%	75%	85%	82%	90%
Repairs Last 12 Months	80%	80%	78%	73%	82%	78%	89%
Time Taken Repairs	76%	83%	81%	60%	76%	72%	84%
Communal Areas	72%	90%	82%	55%	62%	71%	78%
Neighbourhood Contribution	70%	81%	61%	64%	68%	72%	76%
Approach to ASB	64%	74%	69%	48%	60%	64%	70%
Listens & Acts	68%	76%	67%	67%	64%	56%	82%
Kept Informed	76%	83%	74%	63%	72%	76%	86%
NPS (Promotors)	49%	69%	46%	44%	50%	45%	48%
Fairly & with Respect	85%	92%	79%	76%	89%	83%	91%
Easy to Deal With	77%	85%	74%	72%	80%	70%	85%



Complaints Handling	30%	25% *	22%	23%	33%	38%	36%
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*Base below 10

The table opposite shows satisfaction scores for lengths of tenants. It is common in these surveys a long tenancy length to be more satisfied than it appears to be the case in this survey.

Both tenants with a tenancy length of less than a year and over 20 years scored the greatest satisfaction scores. Tenants with a tenancy length of less than a year receiving the greatest score. This could be explained by new tenants not noticing issues due to not being in the property for a long time, and tenants with over 20 years, are comfortable in their properties.

Tenants with a tenancy length of 4 – 5 years were the lowest satisfaction score in 10 of the thirteen

Gender



Female tenants outnumber their male counterparts but are generally a less satisfied with the majority of measures.

Male tenants received a greater satisfaction score in 11 of the 13 metrics recorded, including overall satisfaction with 6p.p more than females.

Females were more satisfied than males in two metrics, satisfaction with communal areas (74%) and satisfaction with complaints handling (33%).

The greatest difference in satisfaction for a metric was for High Peak's approach to anti-social behaviour with a 13p.p difference between genders.



	All Residents	F	M
Overall Satisfaction	77%	75%	81%
Well Maintained Home	77%	75%	80%
Safe Home	83%	81%	85%
Repairs Last 12 Months	80%	77%	85%
Time Taken Repairs	76%	71%	83%
Communal Areas	72%	74%	70%
Neighbourhood Contribution	70%	67%	74%
Approach to ASB	64%	59%	72%
Listens & Acts	68%	65%	72%
Kept Informed	76%	74%	79%
NPS (Promoters)	49%	48%	51%
Fairly & with Respect	85%	81%	90%
Easy to Deal With	77%	74%	81%



Complaints Handling	30%	33%	24%
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This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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