



Mid Devon District Council

TSM Annual Report 2024/25

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Three councils in Devon, Exeter City Council, Mid Devon District Council and East Devon District Council have joined together to form the Devon Consortium, and this has commissioned Acuity to carry out regular satisfaction surveys of the tenants of the three Councils. This report is based on the findings from the Mid Devon DC (MDDC) survey, with separate reports for Exeter CC and East Devon DC. The aim for Mid Devon DC was to complete 500 surveys for the year using a mixture of online surveys and telephone interviews on a 20%/80% split. This is the final report of the year, which includes additional analysis of the combined annual results. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and are now required annually.

The surveys started in August 2024 and have been running every quarter since then, with 519 interviews carried out across the three quarters, 19 of which are incomplete but required to be included by the Regulator. The split of 20%/80% was also achieved with 109 online responses and 410 by telephone interview.

The survey is confidential, and the results are sent back to the MDDC, anonymised unless tenants give their permission to be identified. 68% of tenants permitted their names to be shared, and 92% of these tenants are happy for MDDC to contact them to discuss any issues they raised.

This survey aims to provide data on tenants' satisfaction, which will allow MDDC to:

- Provide information on tenants' perceptions of current services
- Compare the results across the three quarterly surveys during 24/25
- Compare the results with other landlords submitting results to the Regulator
- Report to the Regulator.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with over 2,500 and under 10,000 properties achieve an annual sampling error of at least $\pm 4\%$ at the 95% confidence level. For MDDC, 500 complete responses were received this year, and this response is high enough to conclude that the findings are accurate to within $\pm 4.0\%$ annually, so meeting the required margin of error.

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

70%

Overall Satisfaction



Satisfaction with the overall housing service at Mid Devon District Council (MDDC) is generally good at 70% for the 24/25 year.

Having a safe home, being treated fairly and with respect, being kept informed, and three other measures all score higher than 70%, the most for the safe home at 79%.

Just three measures received satisfaction levels below 60%, these being the way the Council listens to tenants' views and acts upon them (54%), the approach to anti-social behaviour at 56% and just 37% are satisfied with the handling of complaints.

This report focuses on the headline results but also features tenants' comments, which help to better understand the reasons behind the scores.

TSM Key Metrics (LCRA)

Keeping Properties in Good Repair



Well Maintained Home

73%



Safe Home

79%



Repairs Last 12 Months

72%



Time Taken Repairs

71%

Respectful & Helpful Engagement



Listens & Acts

54%



Kept Informed

74%



Fairly & with Respect

78%



Complaints Handling

37%

Responsible Neighbourhood Management



Communal Areas

65%



Neighbourhood Contribution

63%



Approach to ASB

56%



Annual Summary



Annual Satisfaction & Dissatisfaction

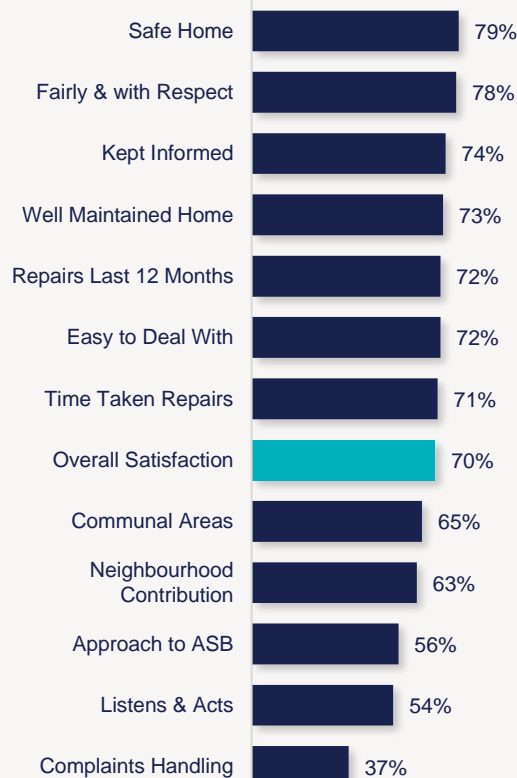
At the end of the financial year, it is possible to look at the annual results to help understand what is driving satisfaction at MDDC. The charts summarise the key results from 2024/25. This section, therefore, combines the results from the three surveys carried out during the year.

Sometimes, where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

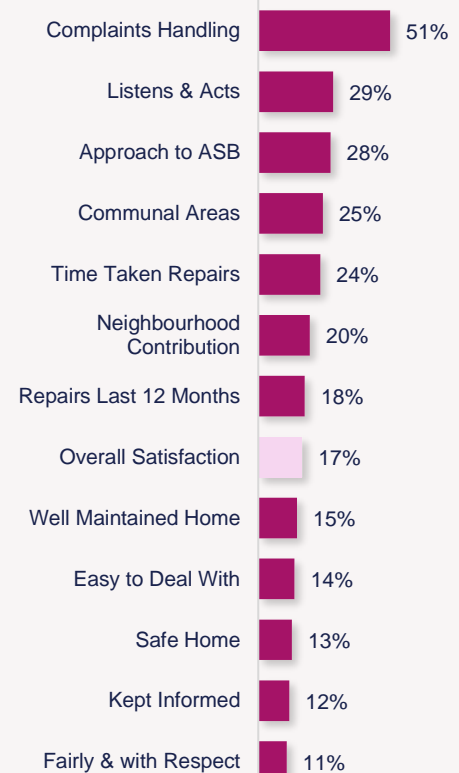
For MDDC, it generally follows that measures with high satisfaction also have low dissatisfaction, and vice versa.

In terms of dissatisfaction, this is generally below a quarter of tenants being dissatisfied with the range of service offered, except complaints handling, listening and acting upon tenants' views and MDDC's approach to anti-social behaviour.

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25





Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction. Each landlord has a unique pattern of influence.

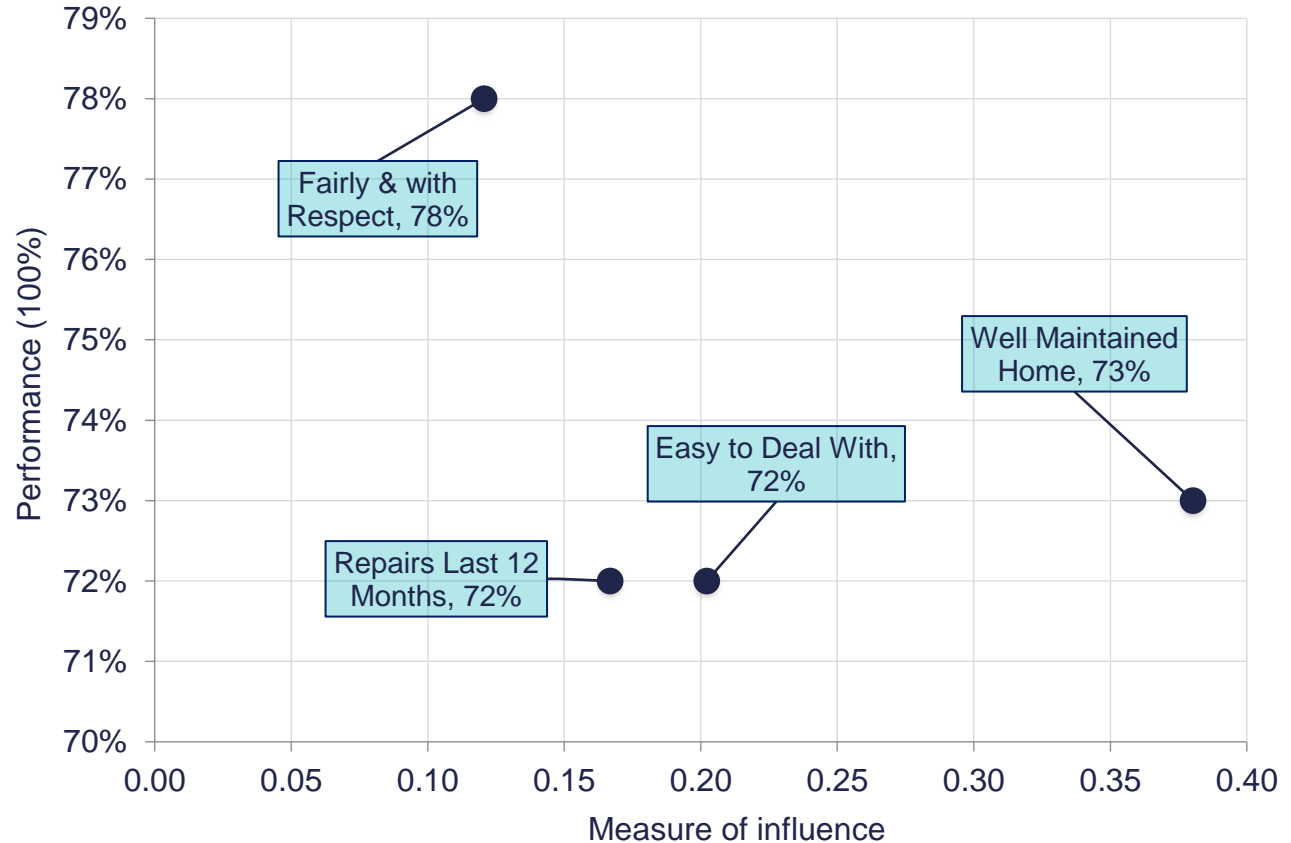
When combining all the results for 2024/25, the most important driver for tenants' satisfaction with the overall service is that they have a well-maintained home.

Other important drivers included:

- Being easy to deal with
- Repairs service in the last 12 months
- Treating tenants fairly and with respect

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

Annual Key Driver Analysis – Overall Satisfaction



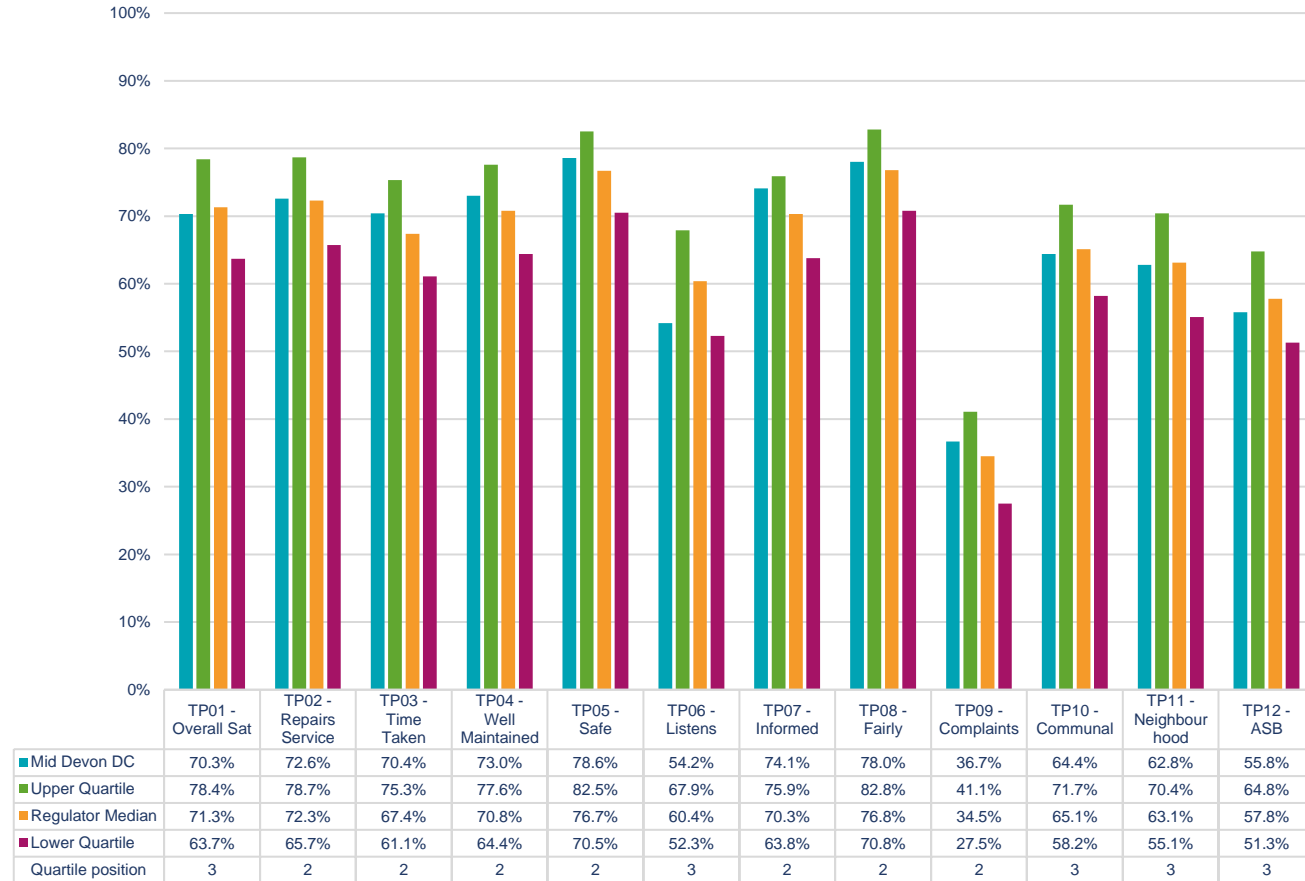
Benchmarking – TSM results 2023/24 (LCRA)



All registered providers with over 1,000 units were required to submit their TSM results for 2023/24 to the Regulator of Social Housing by the end of June 2024. The full set of results was then released later in the year, so it is possible to compare the results from MDDC against these.

MDDC compares well against this group, with seven measures above the group medians.

The remaining five measures are in the third quartile, including the overall satisfaction. It should be noted that overall satisfaction is only 1p.p. away from the median quartile, suggesting that with improvements to the key drivers, this could be achievable.



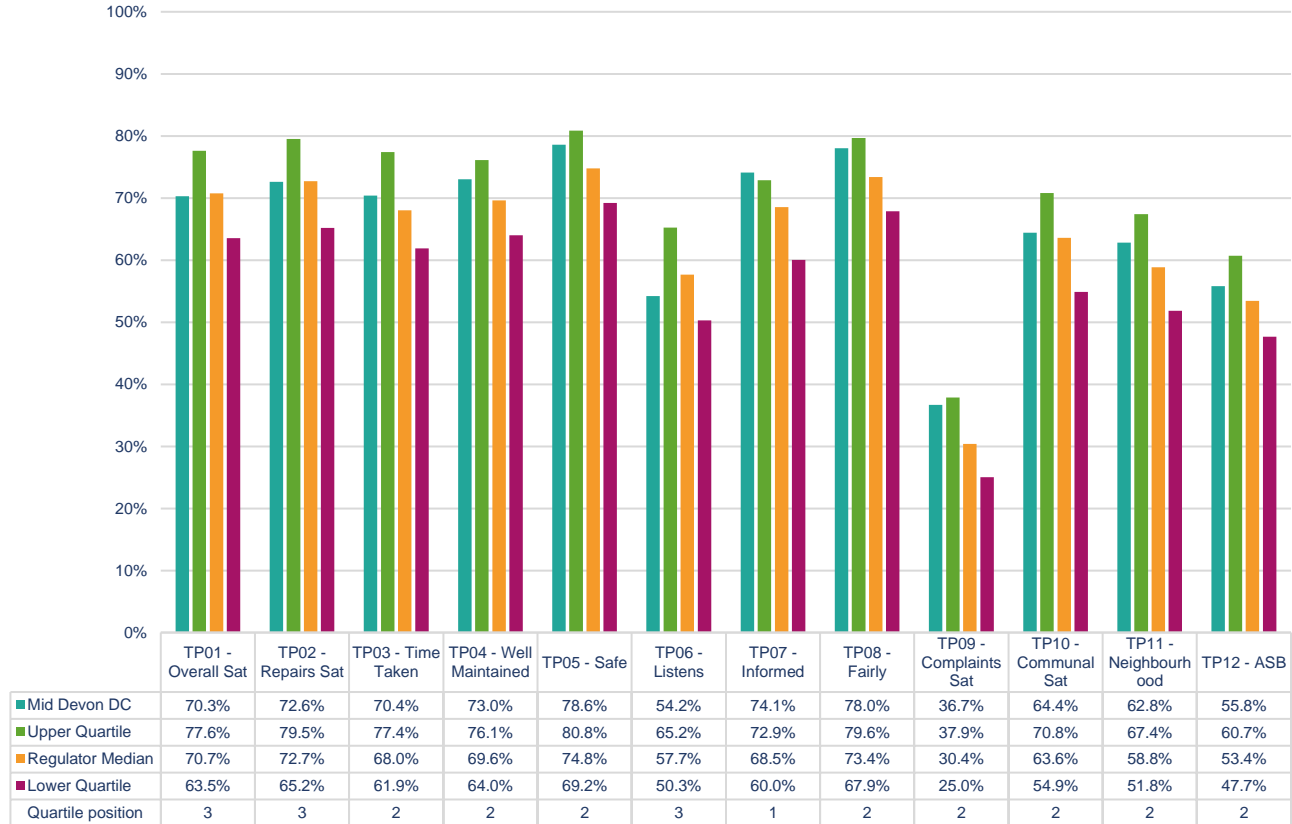


Benchmarking – TSM results 2023/24 (Councils under 10,000 properties)

Given that MDDC is a council landlord with under 10,000 properties, it is appropriate to compare the results against other councils of a similar size, and the chart shows the differences against the quartile positions.

MDDC compares well against this group, with the majority of the measures above the Regulator's median. One measure is in the top quartile when compared to similar-sized councils, keeping tenants informed about things that matter to them.

Of the remaining measures, eight are in the second quartile, and the remaining three are in the third quartile, including overall satisfaction.





National Context

When considering the results, the national context and external factors must also be taken into account.

- For example:
- The ongoing cost-of-living crisis
 - New government, political changes, and a changing legislative landscape
 - Uncertainty about the future
 - Wider economic challenges

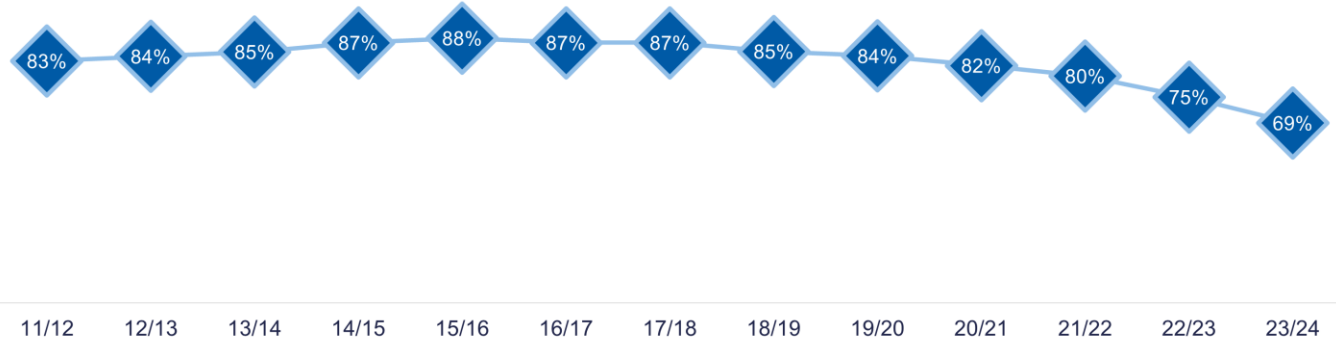
Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members with a peak in 2015/16 and a slow decline since; this started even before the disruption caused by the pandemic.

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF median - general needs)





Wellbeing



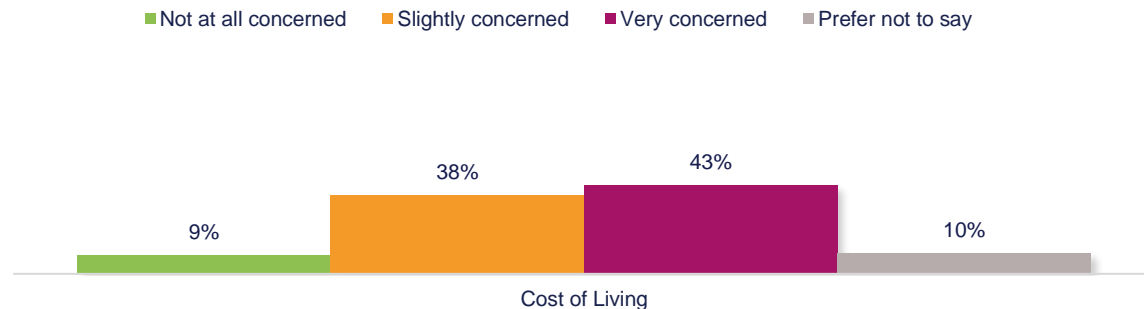
Cost of Living

Over eight out of ten tenants say they are concerned about the cost of living, 43% are very concerned and a further 38% are slightly concerned. Just 9% of tenants are not concerned at all, with a further 10% preferring not to say.

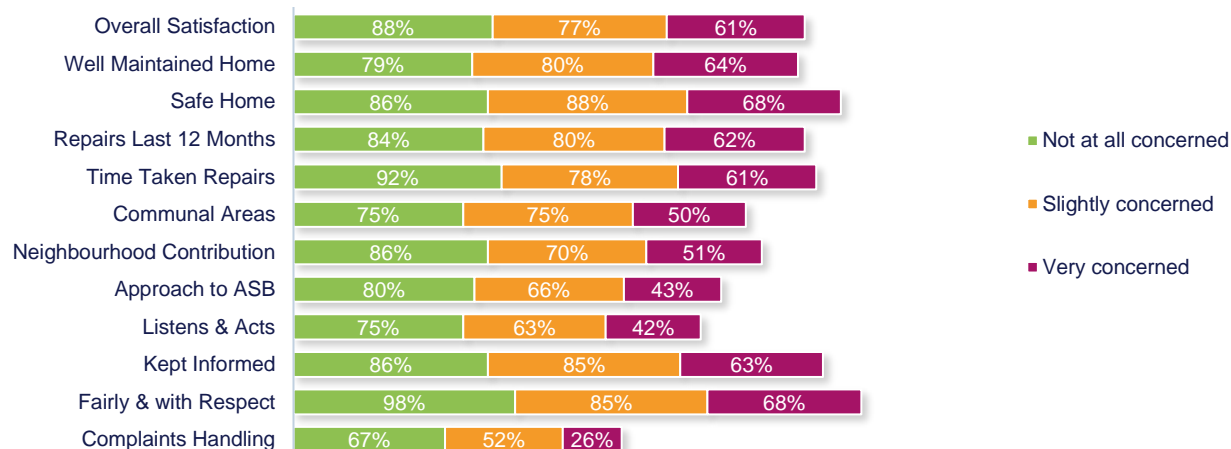
There is a theory that those struggling financially are often less satisfied with the services they receive, and this does appear to be the case here. Those not at all concerned about the cost of living are 88% satisfied with the overall service provided, compared with just 61% of those who are very concerned.

This pattern continues across the range of measures and tends to support this theory. It also implies that if the council can help relieve the pressure on household finances, perhaps by helping with benefits, etc, it could bring some increase in satisfaction.

Cost of Living Concern



Cost of Living Concern & Satisfaction





Further Insight



Comments - Overall Satisfaction (Very Satisfied)



Summary

For those very satisfied with the overall service, 181 left comments throughout the year and, as expected, these reveal a generally positive sentiment towards the housing service provided, with many respondents expressing satisfaction with the efficiency and promptness of repairs and maintenance. A significant number of tenants highlight that issues are addressed quickly, with phrases like "*quick response*," "*efficient*," and "*sorted out promptly*" appearing frequently. Many respondents note that they have not encountered major problems during their tenancy, with several stating they have lived in their homes for many years without significant issues.

Communication also emerged as a strong point, with tenants appreciating the helpfulness and politeness of staff. Many respondents mention that they feel comfortable reaching out for assistance and that their queries are handled effectively. The sentiment of being well-supported, especially during challenging times, is echoed by those who experienced personal hardships, such as bereavement.

However, some critiques are noted, particularly regarding appointment cancellations and delays in certain repairs. A few respondents express frustration over repeated cancellations and miscommunication regarding scheduled work, which has led to unresolved issues, such as damp, mould and drainage problems. While the majority of feedback is positive, these concerns indicate areas for improvement in scheduling and communication processes.

Overall, the feedback suggests that while the housing service is largely effective and appreciated, there is room for improvement in managing appointments and ensuring consistent follow-through on repairs. The positive experiences shared by tenants highlight the importance of maintaining high service standards and addressing any operational inefficiencies to further improve tenant satisfaction.



Number of Responses: 181



Comments - Overall Satisfaction (Neutral)



Summary

A total of 229 tenants who are neither very satisfied nor very dissatisfied commented about their experiences, revealing some concerns regarding the maintenance and repair services provided by the Council. One theme is the slow response times for repairs, with respondents expressing frustration over lengthy waiting periods for essential maintenance tasks. Issues such as damp and mould, and inadequate heating are frequently mentioned, indicating a pressing need for timely and effective interventions

Communication is another area of concern. Tenants report difficulties in reaching the appropriate departments, with long wait times on the phone and a lack of follow-up on reported issues. Some feel that their concerns are not taken seriously, leading to a feeling of neglect. Specific complaints about contractors highlight dissatisfaction with the quality of work and reliability, further exacerbating tenants' frustrations.

Several respondents note the need for better management of external areas, including gardens and communal spaces, which are often left untidy. This lack of upkeep contributes to a negative living environment, with some tenants feeling that their efforts to maintain their homes are undermined by the neglect of surrounding properties.

Additionally, there are calls for more tailored support for vulnerable tenants, particularly those with disabilities or special needs. Some tenants express a desire for adaptations to their homes, such as wet rooms or additional support for mobility issues, which have not been adequately addressed.

Overall, the feedback indicates a demand for improved responsiveness, better communication, and a more proactive approach to maintenance and support services. Residents seek assurance that their living conditions will be prioritised and that their voices will be heard in the decision-making process.



Number of Responses: 229



Comments - Overall Satisfaction (Very Dissatisfied)



Summary

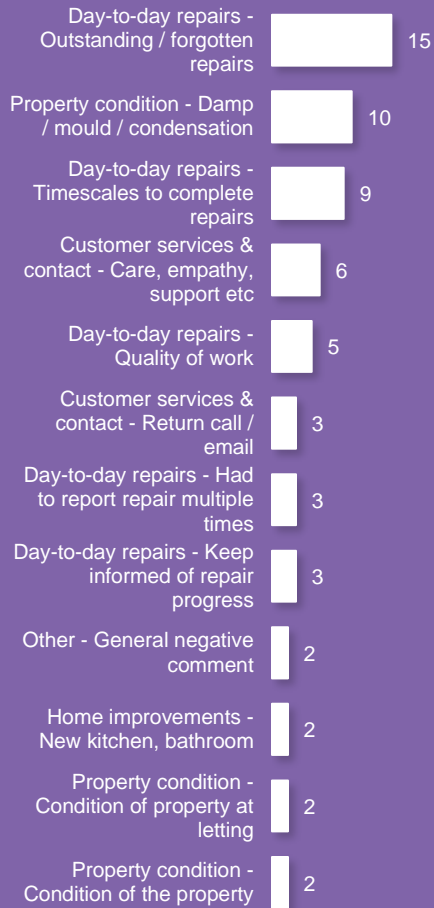
Just 33 tenants, who are very dissatisfied, left comments. A recurring theme among these is the prolonged wait times for repairs, with many respondents reporting issues that have persisted for years without resolution. For instance, one tenant has been waiting eight months for a bathroom fan repair, while another has faced ongoing damp and mould problems for over eight years, exacerbated by inadequate communication and follow-up from the Council.

Communication issues are prevalent, with numerous respondents expressing frustration over the lack of responses to repair requests and the difficulty in reaching customer services. Tenants report feeling ignored, with some stating that they have had to make multiple calls to get any action taken. This lack of responsiveness contributes to a sense of neglect, as many feel their concerns are dismissed or inadequately addressed.

The quality of repairs is also a concern, with several respondents describing shoddy workmanship and incomplete jobs. Complaints include poorly executed damp treatments, unfinished installations, and a general perception that repairs are not carried out by qualified professionals. This has led to further issues, such as mould growth affecting health, particularly for families with children.

Additionally, there are complaints about the Council's handling of tenant issues, including perceived discrimination and a lack of support for vulnerable tenants. The emotional toll of these experiences is evident, with some respondents expressing feelings of fear and frustration due to unresolved issues and inadequate support.

Overall, the feedback highlights a need for improved communication, timely repairs, and better customer service to enhance tenant satisfaction and address ongoing maintenance issues effectively.



Number of Responses: 33



Comments - Home or communal areas safe or well-maintained Comments



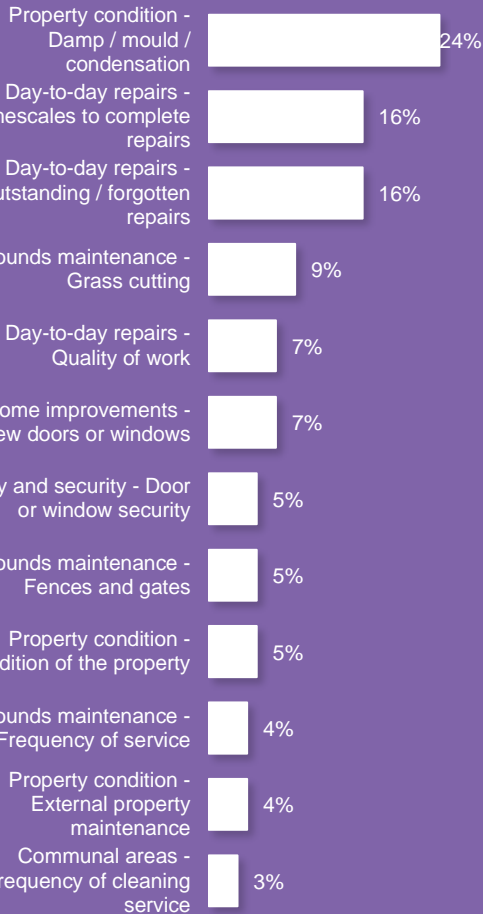
Summary

The survey responses from those commenting about their homes and/or communal areas reveal some dissatisfaction regarding the condition and maintenance of their properties, highlighting persistent issues with damp, mould, and inadequate repairs. Many respondents reported long wait times for repairs, with some waiting years for essential work to be completed. Common complaints include broken windows, faulty doors, and ongoing damp problems that have not been addressed despite multiple requests for assistance.

Several respondents express frustration with the quality of work performed by contractors, noting that repairs are often poorly executed or left incomplete. There is a sense that the Council is slow to respond to non-emergency repairs, leading to a sense of neglect among tenants. Issues with communal areas, such as unkempt gardens, litter, and unsafe pathways, are also frequently mentioned, indicating a lack of proper maintenance and care for shared spaces.

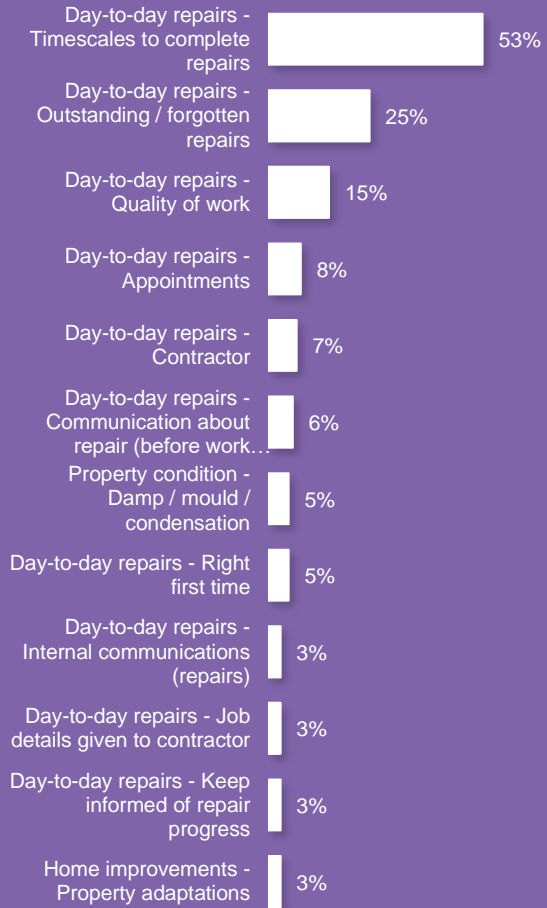
Additionally, many tenants highlight concerns about safety, particularly regarding broken locks and insecure doors, which contribute to feelings of vulnerability. The need for better communication from the Council is a recurring theme, with tenants feeling unheard and unsupported in their requests for repairs and maintenance.

Overall, the responses reflect a need for improved responsiveness and quality in property maintenance, as well as better communication and support for tenants. The ongoing issues with damp and mould, in particular, pose health risks and significantly impact the quality of life for residents, underscoring the need for effective action from the Council.





Comments - Repairs



Number of Responses: 110

Summary

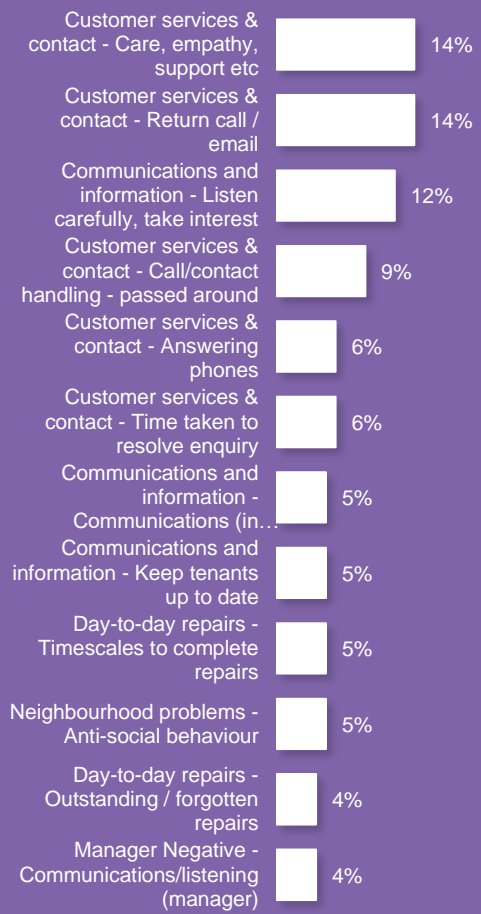
The repairs comments made by 110 tenants throughout the year reveal some dissatisfaction among respondents regarding the service provided by the Council. A recurring theme is the excessive wait times for repairs, with many respondents reporting delays ranging from weeks to several years. For instance, one individual mentioned waiting 18 months for a rear door repair, while another cited a two-year wait for a shower installation. This prolonged waiting period is often exacerbated by poor communication, with respondents expressing frustration over cancelled appointments and a lack of updates on the status of their repairs.

The quality of work is another concern, with numerous respondents indicating that repairs are frequently not completed properly. Issues such as incomplete jobs, botched repairs, and the use of inadequate materials are highlighted. For example, one respondent noted that a leak was only partially addressed, leading to ongoing damp and mould issues. Additionally, there are complaints about the lack of qualified personnel being sent for specific jobs, resulting in further delays and dissatisfaction.

Respondents also point out systemic issues, such as insufficient staffing and budget constraints, which they believe contribute to the slow response times and inadequate service. Many express a sense of being undervalued, with comments suggesting that the Council prioritises certain repairs over others, leaving urgent issues unresolved for extended periods.

Overall, the feedback indicates a need for improvements in both the efficiency and effectiveness of the repair service, as well as better communication with tenants. The sentiments expressed reflect a desire for more timely, thorough, and professional service, highlighting the impact of these issues on the quality of life for tenants.





Number of Responses: 150

Comments - Customer Service and Communication



Summary

Finally, on customer service, the survey responses reveal some dissatisfaction among respondents regarding communication, responsiveness, and overall service quality from the Council. One theme is the difficulty in reaching the appropriate personnel, with many expressing frustration over long wait times on the phone and a lack of follow-up on inquiries. Respondents report feeling ignored or dismissed, particularly when raising issues related to repairs, anti-social behaviour, and general service requests.

Many individuals highlight the inconsistency in staff behaviour, with some describing experiences of rudeness or intimidation during interactions. There are calls for improved training for staff to enhance customer service and communication skills. The need for better systems to keep residents informed about ongoing issues, such as repairs and local developments, is also emphasised.

Several respondents note that the Council's communication methods are outdated, preferring email over traditional post for updates and correspondence. The lack of proactive engagement from housing officers and the absence of clear points of contact are significant pain points, with many expressing a desire for more personal interaction and accountability from their housing officers.

Additionally, issues related to repairs, particularly concerning damp and mould, are frequently mentioned, with many feeling that their concerns are not taken seriously or addressed promptly. The sentiment of being treated as mere tenants rather than valued residents is prevalent, leading to feelings of frustration and helplessness among respondents.

Overall, the feedback indicates a need for the Council to enhance its communication strategies, improve staff training, and ensure that tenants feel heard and valued in their interactions.





Trends



Quarterly Change 2024/25

The table shows the quarterly results for 2024/25. Those highlighted in green show where the results have increased, and those in purple show where they have decreased.

It should be noted, however, that with a quarterly margin of error of around $\pm 7.4\%$, a change between quarters of more than 15 percentage points would be needed to be statistically significant, although any change can show a direction of travel; none of the changes are more than this. One change in Q4 is statistically significant; the approach to ASB is down 18p.p, although neighbourhood contribution is down 10p.p, handling of complaints down 12p.p and being kept informed down 8p.p.

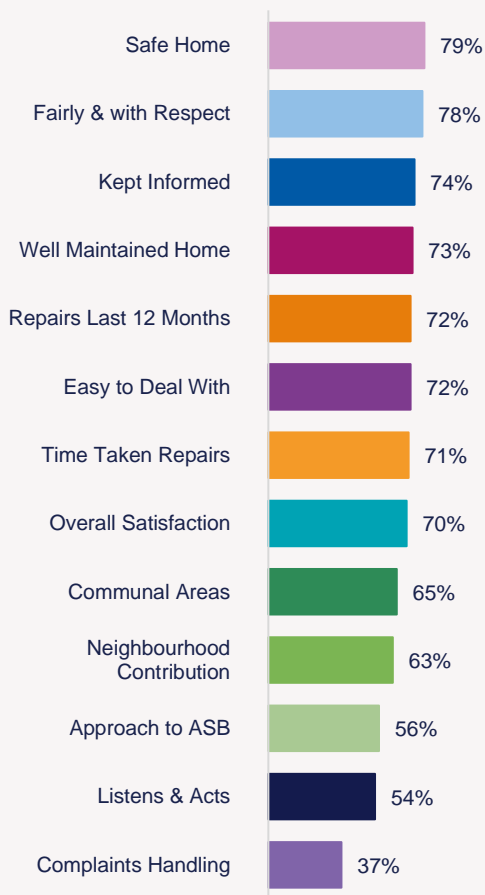
Satisfaction with the overall service is down by 5p.p from 73% in 2023/24 to 68% in Q4, with an average for the year of 70%. In total, nine measures have decreased in satisfaction. However, the changes tend to follow the general trend across the sector, which has seen satisfaction fall slowly over the last few years.

	Q2 2024/25	Q3 2024/25	Q4 2024/25
Overall Satisfaction	70%	73% (+3)	68% (-5)
Well Maintained Home	73%	76% (+3)	70% (-6)
Safe Home	83%	79% (-4)	74% (-5)
Communal Areas	64%	65% (+0)	66% (+1)
Repairs Last 12 Months	73%	72% (0)	73% (+0)
Time Taken Repairs	71%	71% (+0)	71% (0)
Neighbourhood Contribution	61%	69% (+8)	59% (-10)
Approach to ASB	53%	66% (+13)	49% (-18)
Listens & Acts	54%	57% (+3)	50% (-7)
Fairly & with Respect	75%	80% (+5)	79% (0)
Kept Informed	75%	78% (+3)	70% (-8)
Easy to Deal With	70%	76% (+5)	69% (-6)
Complaints Handling	33%	45% (+11)	33% (-12)



Summary

Satisfaction with Measures



Conclusion



The aim for Mid Devon DC was to complete 500 surveys for the year using a mixture of online surveys and telephone interviews on a 20%/80% split. As the surveys started in the second quarter of the year, the target was to complete a minimum of 167 per quarter to achieve the desired number at year-end. This was achieved with 500 complete and 19 incomplete surveys.

Satisfaction scores are fairly high, with most measures having more than 60% satisfaction rates. This year, the highest ranked measure is for having a safe home (79%). Being treated fairly and with respect comes in second place, with 78% and being kept informed is next with 74%. Overall satisfaction ranks eighth at 70%.

The lowest performing metrics are complaints handling (37%), that MDDC listens and acts upon what tenants say (54%) and the approach to anti-social behaviour (56%). While satisfaction with complaints handling is particularly low, this still ranks above the RSH median when compared to other councils that submitted TSM data to the RSH in 204/25.

Although there has been positive news around the current cost of living crisis, more than three-quarters of tenants (81%) in this survey are at least slightly concerned about the cost of living – a rise of 3p.p since Q3, with 43% very concerned. For overall satisfaction and some other specific measures, this correlates with lower satisfaction rates. However, these measures are not always the same as those correlating in the previous survey.

Several open-ended questions were included in the survey to allow tenants to expand on their reasons for dissatisfaction and suggest improvements. The repairs service again features as the top theme in tenant comments, and in particular, the timescales to complete repairs, outstanding/forgotten repairs and the quality of repairs made. The condition of properties, including the presence of damp and mould, and the need for home improvements such as new kitchens or bathrooms, were also highlighted by some tenants. Others commented on maintenance issues relating to communal areas.

This report has also broken down satisfaction scores by different demographics and subgroups. This analysis can be seen in the following pages of the report, after the recommendations.



Recommendations

MDDC has commissioned Acuity to complete compliant surveys over the next two years based on the TMS questions from the Regulator of Social Housing.

Surveys for 2024/25 were completed over three quarters and show good performance in some areas, but it has also highlighted areas where improvements could be made. This report gives an annual perspective, combining the results from the three quarterly surveys.

In addition to the TSM questions, the comments made by tenants provide more insight into issues that concern them the most. These can help the Council target services for improvement as a priority.

Shown opposite are some recommendations, building on the results of previous surveys and for this quarter, that the Council may wish to follow up on to help improve satisfaction in the future.

Handling of Complaints

The handling of complaints is once again the lowest-performing metric in the survey. It is important that tenants feel confident that any complaint they make will be taken seriously and dealt with effectively and in good time. Clear communication around what constitutes a complaint and the management of expectations around how long it will take to resolve are also needed. Perhaps further training for complaints staff would be appropriate to manage the expectations of tenants.

Listening to tenants

Listening to tenants and acting upon their views is not only a key driver of satisfaction with the overall service but also a recurring theme in the feedback provided by tenants. It is clear that this should be a priority for MDDC moving forward, as this measure often underpins satisfaction in other service areas, including repairs and complaints. When considering how this can be improved upon, it is important to take into consideration the effective management of tenant expectations. It is vital to demonstrate that their voices have been heard. One benefit of using the telephone interview approach is the ability for Acuity interviewers to 'flag' issues to MDDC that are raised during calls. This then enables the Council to demonstrate that they are acting upon what tenants have to say.

Approach to handling anti-social behaviour

As with the other two recommendations, communication is key to satisfaction with the approach to anti-social behaviour. Tenants need to feel that their concerns are being heard and acted upon. Often, this will alleviate problems from escalating. However, it is also important for MDDC to manage expectations and explain clearly what can and cannot be done in a given situation. Perhaps further training for housing officers and customer service staff would help to stop concerns from escalating into complaints, as tenants understand what MDDC is responsible for and what it is not.



Annual Demographics



Length of Tenancy

As those with the longest tenancies are often among the oldest residents, satisfaction tends to be high in these groups, as it is to some extent with MDDC. Interestingly, the shortest tenancies, under one year, scored the highest for overall satisfaction at 86%, while also scoring the highest in five other metrics. The group with tenancy lengths over 20 years remain the most satisfied over seven measures.

Those residents who have lived in properties for 4-5 years are the least satisfied.

One theory for this pattern is that residents are often happy to finally get an offer of a home, but as they experience more issues, they become more critical and then, as they age, satisfaction tends to increase again.

Below shows how satisfaction is linked to age, and the differences here are almost certainly also linked to this.

	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	70%	86%	69%	63%	63%	66%	85%
Well Maintained Home	73%	81%	74%	56%	68%	74%	83%
Safe Home	79%	90%	70%	64%	82%	80%	88%
Repairs Last 12 Months	72%	75%	69%	59%	71%	71%	89%
Time Taken Repairs	71%	67%	70%	70%	71%	69%	74%
Communal Areas	65%	67% *	55%	53%	56%	76%	94%
Neighbourhood Contribution	63%	77%	76%	56%	52%	49%	75%
Approach to ASB	56%	67% *	55%	50%	45%	56%	70%
Listens & Acts	54%	71%	53%	48%	50%	48%	66%
Kept Informed	74%	86%	73%	73%	70%	73%	80%
Fairly & with Respect	78%	86%	80%	61%	75%	79%	86%
Easy to Deal With	72%	81%	73%	55%	70%	70%	82%
Complaints Handling	37%	0% *	48%	33%	35%	37%	30%

*Base below 10



Age Group

The results here confirm the theory that age is a major factor in determining satisfaction, with satisfaction tending to rise with the age of the tenants.

For the MDDC, the most satisfied are those aged 85 plus, 91% with the overall service. This compares with just 59% of those aged 25 to 34.

In contrast, those aged 25 to 34 are generally the least satisfied.

The general trend is consistent with many other surveys and means that the age profile of different landlords will be a major factor in determining satisfaction levels.

It is not entirely clear why this is, but it could be that older people are generally less likely to complain, whereas younger people can have higher expectations of what they feel services should look like.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	70%	86% *	59%	53%	65%	73%	62%	78%	90%	91%
Well Maintained Home	73%	86% *	67%	48%	66%	82%	67%	82%	93%	93%
Safe Home	79%	86% *	66%	66%	75%	81%	78%	79%	94%	100%
Repairs Last 12 Months	72%	75% *	69%	56%	68%	73%	59%	79%	95%	94%
Time Taken Repairs	71%	100% *	62%	63%	64%	81%	55%	77%	85%	80%
Communal Areas	65%	67% *	53%	29%	76%	70%	64%	81%	83%	75%
Neighbourhood Contribution	63%	100% *	67%	37%	61%	61%	58%	69%	76%	83%
Approach to ASB	56%	100% *	52%	35%	46%	50%	39%	67%	85%	85%
Listens & Acts	54%	50% *	44%	37%	46%	57%	41%	57%	80%	83%
Kept Informed	74%	83% *	68%	61%	76%	70%	70%	78%	85%	88%
Fairly & with Respect	78%	86% *	77%	65%	74%	70%	77%	82%	91%	96%
Easy to Deal With	72%	71% *	63%	57%	67%	75%	63%	81%	85%	96%
Complaints Handling	37%	100% *	50%	28%	42%	25% *	8%	40%	47%	100% *

*Base below 10



Gender

Female residents outnumber their male counterparts and are generally a little less satisfied with the majority of measures,

However, for this report, female residents are more satisfied in seven measures while they tie with males in three.

Female tenants are more satisfied overall by 1p.p (71%) but less satisfied than male tenants that they have a safe home (77% and 82% respectively).

Male tenants are also more satisfied with the neighbourhood contribution and MDDC's approach to anti-social behaviour.

Female tenants report higher satisfaction that MDDC is easy to deal with (72%) and that they are kept informed (75%).

	All Residents	Female	Male
Overall Satisfaction	70%	71%	70%
Well Maintained Home	73%	73%	72%
Safe Home	79%	77%	82%
Repairs Last 12 Months	72%	73%	72%
Time Taken Repairs	71%	72%	69%
Communal Areas	65%	65%	65%
Neighbourhood Contribution	63%	62%	65%
Approach to ASB	56%	55%	58%
Listens & Acts	54%	54%	54%
Kept Informed	74%	75%	72%
Fairly & with Respect	78%	78%	78%
Easy to Deal With	72%	72%	71%
Complaints Handling	37%	40%	32%



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

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