

<b>Report title</b>	<b>Presentation on the findings of the Tenant Satisfaction Survey</b>
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<b>Department</b>	Housing
<b>Exempt?</b>	No
<b>Exemption type</b>	Not applicable
<b>Reasons for exemption</b>	Not applicable

**Purpose of report:**  
**For information**

**Synopsis of report:**  
To receive a presentation on the findings of the Tenants Satisfaction Survey

**1. Context and background of report**

1.1 The Regulator of Social Housing has introduced a requirement to collect Tenant Satisfaction Measures.

**2. Report**

2.1 The data used to generate perception Tenant Satisfaction Measures must be collected as part of a survey which is compliant with the prescribed methodology. The results must be submitted to the Regulator of Social Housing from April 2024.

2.2 The survey has been undertaken by Acuity Research, using a mixture of postal, online and telephone surveys. The questions and the methodology meet the Regulator’s requirements, including achieving a minimum of 493 responses (based on the size of the Council’s housing stock). A total of 782 responses were received. Acuity Research will present the findings of the survey to this committee, as attached, at Appendix A.

2.3 In advance of the regulatory requirement to undertake a satisfaction survey, a survey of tenants was conducted in October 2022. The findings provided a snapshot of the views of tenants and informed an Action Plan to improve the services that are a priority for tenants. This Action Plan was presented to this Committee in March 2023. It has been updated with progress to date and will be refreshed in light of the findings of the recent survey, to be presented to Members for information at this Committee.

**3. Background papers**

3.1 Tenant Satisfaction Survey: Report to Housing Committee March 2023

[\(Public Pack\)Agenda Document for Housing Committee, 08/03/2023 19:30 \(runnymede.gov.uk\)](#)

Tenant Satisfaction Measures, including technical and survey requirements:

[Tenant Satisfaction Measures Standard - GOV.UK \(www.gov.uk\)](#)

#### **4. Appendices**

Appendix A – Presentation by Acuity (to follow)