



2023 Tenant Satisfaction Survey

Report of findings

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Date

October 2023

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Introduction

About the survey

This report sets out the results of Folkestone & Hythe District Council (F&HDC)'s 2023 tenant satisfaction survey. The survey was based around the Regulator of Social Housing's Tenant Satisfaction Measures (TSMs)¹ which it expects landlords to collect data for as set out in its Tenant Satisfaction Measures Standard².

The survey was carried out between 9th May and 31st August 2023 and was hosted by Canterbury City Council on our behalf. All 3,351 current tenants were sent a letter with a link to the online survey, and asking them to contact us if they wanted a paper copy. A follow-up mailing was sent in July 2023, this time including a paper copy of the survey and a freepost envelope.

To help maximise the response rate, tenants were offered an incentive that on completion of the survey, they were entered into a prize draw to win one of three £50 Love2Shop vouchers.

We received a total of 684 responses, equating to a response rate of 20.4%. The reply rates from each method are shown below:

Surveys sent	3,351
Online replies	246 (7.3%)
Paper replies	438 (13.1%)
Total replies	684 (20.4%)

Based on the total number of current tenants and the number of survey responses received, the results of the survey are statistically valid to a margin of error of +/- 3.3% at the 95% confidence interval. In other words, if every tenant completed the survey, the answers given by 95% of them would be no less than 3.3% lower than the survey results and no more than 3.3% higher than the survey results.

Survey responses have not been weighted and the proportion of responses by stock type are broadly similar to the overall proportion of stock:

Designation	% of responses	Comparison to % of all stock
General Needs	74.7%	82.0%
Independent Living	25.3%	18.0%

Where available, comparisons to previous F&HDC tenant satisfaction surveys and benchmarking data are included.

To help with interpretation, results are expressed as consistently as possible throughout the report. All results are expressed as percentages, rounded to the nearest percentage point. Please note that this means percentages may not add up to 100% in all cases.

¹ [Annex 4 TSM Technical Requirements \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/114242/annex-4-tsm-technical-requirements.pdf)

² [TSM Standard \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/114242/tsm-standard.pdf)

Summary of key findings

The table below shows satisfaction levels with each of the Regulator of Social Housing's TSMs, including comparisons to previous satisfaction surveys where available.

This shows improved satisfaction with all areas of the service except:

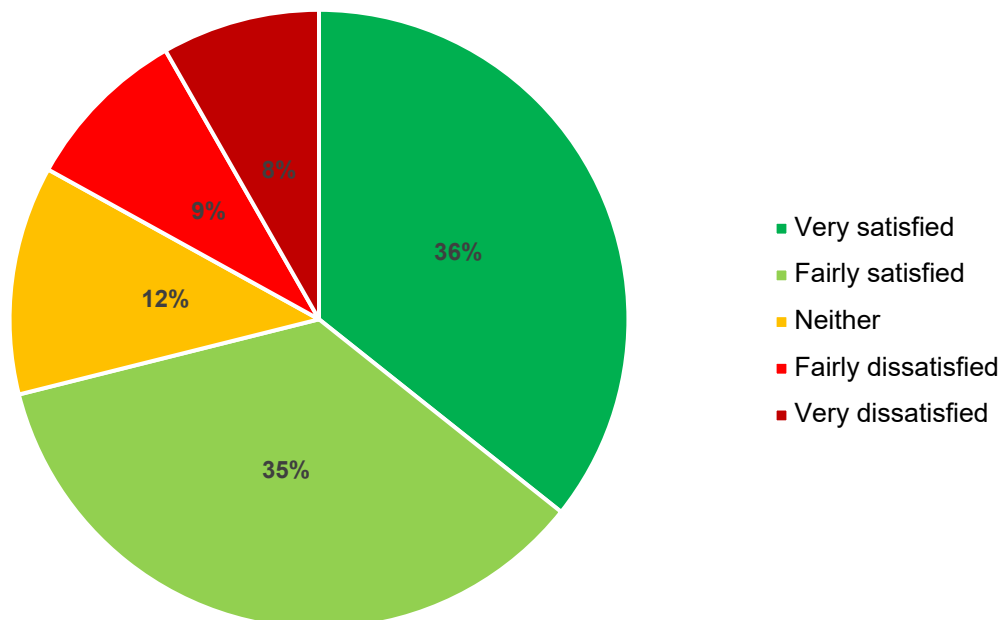
- Satisfaction that communal areas are kept clean and well maintained, which has remained consistent from last year's survey
- Satisfaction with complaints handling, which has fallen from 50% in 2022 to 34% in 2023

These areas are analysed in further detail later in this report.

	2020	2022	2023	Direction of travel	% change
Overall satisfaction	68%	68%	71%	↑	+3%
Satisfaction with repairs	61%	68%	72%	↑	+4%
Satisfaction with time taken to complete most recent repair	N/A	61%	66%	↑	+5%
Satisfaction that the home is well maintained	N/A	65%	70%	↑	+5%
Satisfaction that the home is safe	N/A	65%	78%	↑	+13%
Satisfaction that the landlord listens to tenant views and acts upon them	52%	49%	55%	↑	+6%
Satisfaction that the landlord keeps tenants informed about things that matter to them	62%	62%	71%	↑	+9%
Agreement that the landlord treats tenants fairly and with respect	N/A	68%	72%	↑	+4%
Satisfaction with the landlord's approach to handling complaints	N/A	50%	34%	↓	-16%
Satisfaction that the landlord keeps communal areas clean and well maintained	N/A	70%	70%	-	0%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	N/A	48%	59%	↑	+11%
Satisfaction with the landlord's approach to handling anti-social behaviour	N/A	51%	54%	↑	+3%

Overall satisfaction

71% of respondents are very or fairly satisfied with the housing service provided by the council.



Base: 678 (all respondents excluding 6 no reply)

	2020	2022	2023
% satisfied	68%	68%	71%

General observations

Older age groups showed higher levels of satisfaction throughout the survey (the 70+ age group 78% overall) as did respondents living in sheltered or age-designated stock (76% overall).

In terms of equality, the following groups showed slightly lower levels of satisfaction:

- With a disability/long-term health issue (67%)
- Non-white/BME ethnic groups (67%)
- Lesbian/Gay/Bisexual orientation (50%), although no. responses very low (10)

Results are broadly reflective of overall levels if respondents had a repair in the past 12 months (72%) or did not have a repair in the past 12 months (69%)

By area, there is some variation in satisfaction levels. The most satisfied area is Folkestone Central (78%) and the least satisfied Romney Marsh (65%) and Folkestone North and Rural (67%)

Overall satisfaction breakdown by area:

	Result
Cheriton	70%
Folkestone Central	78%
Folkestone East	70%
Folkestone North and Rural	67%
Hythe	73%
Romney Marsh	65%

Why?

Respondents made the following comments:

Satisfied tenants	Dissatisfied tenants
Good service from council staff: 31 comments	Length of time taken to deal with repairs: 103 comments
Good repairs service: 26 comments	Poor quality repairs: 25 comments
Any problems are resolved quickly: 15 comments	Slow to respond to enquiries: 25 comments
Happy in home: 15 comments	Windows need repair or replacing: 13 comments
Good grounds maintenance service: 3 comments	Damp and mould issues: 12 comments
Feel safe in home due to the Lifeline service: 2 comments	Lack of action to deal with anti-social behaviour: 10 comments
Good value for money: 2 comments	Difficult to get through to the council by phone: 7 comments
	Property in poor condition when moved in: 7 comments
	Don't feel listened to: 6 comments
	Bathroom needs replacing: 5 comments
	Kitchen needs replacing: 5 comments
	Lack of Neighbourhood Officer presence: 5 comments
	Lack of Independent Living Officer presence: 4 comments

	<p>Poor standard of communal cleaning: 4 comments</p> <p>Requested aids and adaptations were refused: 4 comments</p> <p>Poor grounds maintenance service: 3 comments</p> <p>Institutional feel in independent living schemes: 2 comments</p> <p>Lack of communication from Housing Options team: 2 comments</p> <p>Poor shared ownership service: 2 comments</p> <p>Would like the council to offer a subsidised gardening service for tenants who can't maintain their own: 2 comments</p> <p>Building is not secure: 1 comment</p> <p>Missed bins: 1 comment</p> <p>Not receiving documents in large print: 1 comment</p> <p>Resent paying the Intensive Housing Management Charge as don't need independent living services: 1 comment</p> <p>Unhappy with the way Independent Living Forum members are appointed: 1 comment</p> <p>Website not user-friendly for visually impaired people: 1 comment</p> <p>Would like a downstairs toilet installed: 1 comment</p>
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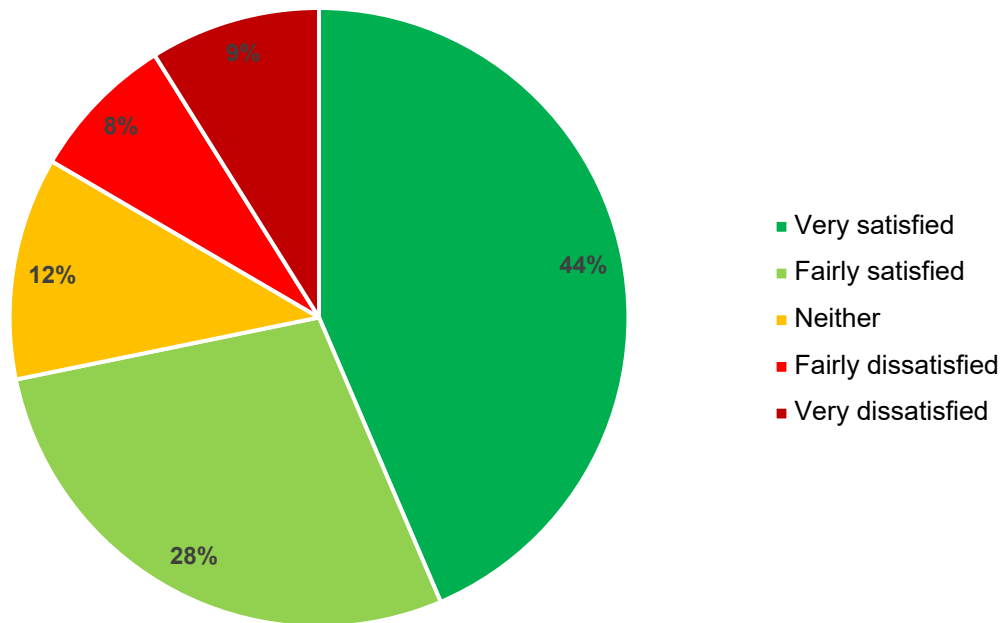
How do we compare?

	2022	2023
Folkestone & Hythe	68%	71%
Sector median	78%	

Keeping properties in good repair

Satisfaction with repairs

72% of respondents who have had a repair carried out in the last 12 months are satisfied with the overall repairs service.



Base: 404 (all respondents excluding 280 no reply)

	2020	2022	2023
% satisfied	61%	68%	72%

Respondents with a disability or long-term health condition were less satisfied with repairs (68%) than those without (81%).

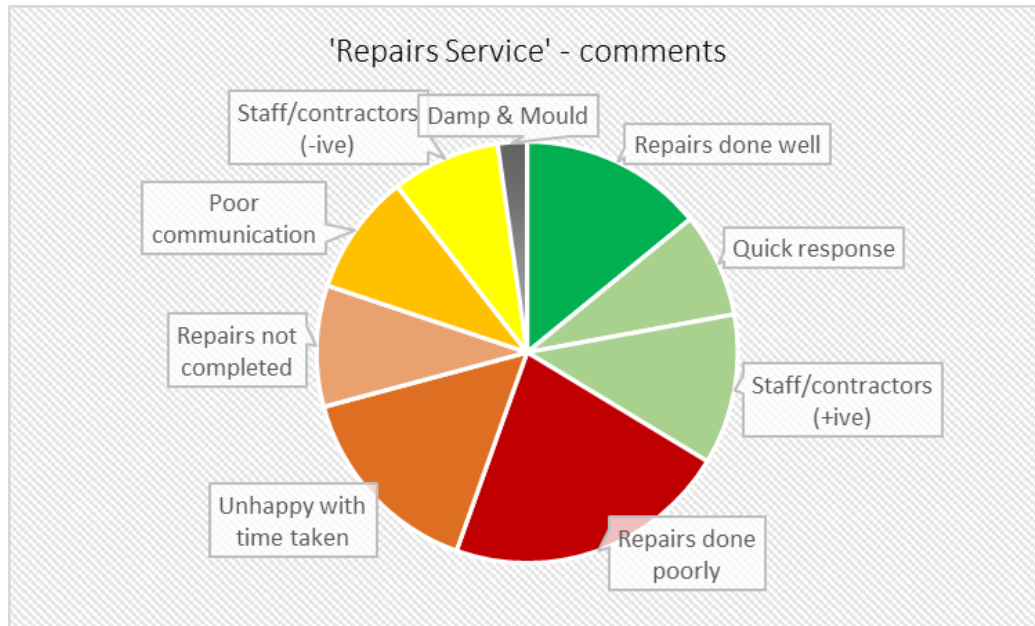
Non-white/BME groups were also less satisfied with repairs (60%)

Folkestone Central was the most satisfied area (78%); Folkestone East and Hythe the least satisfied (both 67%)

Repairs satisfaction	Result
Cheriton	70%
Folkestone Central	78%
Folkestone East	67%
Folkestone North and Rural	76%
Hythe	67%
Romney Marsh	72%

Why?

Comments largely focused around the following areas:



Respondents made the following comments:

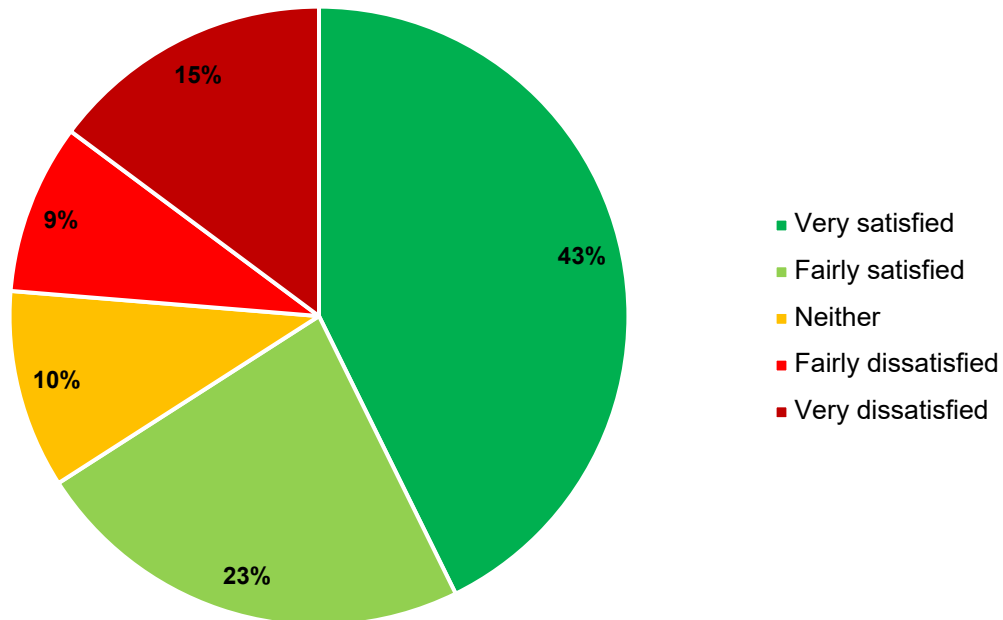
Satisfied tenants	Dissatisfied tenants
<p>The lovely gentleman who repaired my staircase wall and made it possible for me to decorate it. He was amazing and I am so pleased I can now paint my very tired hallway. staircase and landing.</p> <p>We had a new bathroom put in that we could choose, and we were given a decorating starter kit that provided us paint, rollers and brushes to freshen the place.</p> <p>Always polite and helpful and the contractors are very knowledgeable and can point you into the right direction if they aren't sure.</p> <p>Friendly staff, phone call answered quickly by a very understanding person working for Mears. Then Mears staff did a great job sorting out the problem. Quick and efficient repair done. Friendly operative explained the problem.</p>	<p>After Mears came and repaired not having any hot water, they left the sockets hanging off the wall, when anything is broken its always repaired eventually in the cheapest way possible.</p> <p>Satisfied when they actually carry out the repairs, frustrated at the length of time it takes to get hold of anyone (especially Mears) and having to ring and check they've actually logged (reported the job).</p> <p>Repairs always in a friendly and timely manner. Sometimes no thought is given to the fact that I work full time. Appointments made without consulting me.</p> <p>Long wait times for repairs to be done, mess left behind. Appointments made but no one turns up, other times Mears turn up without warning.</p>

How do we compare?

	2022	2023
Folkestone & Hythe	68%	72%
Sector median	78%	

Satisfaction with time taken to complete most recent repair

66% of respondents who have had a repair carried out in the last 12 months are satisfied with the time taken to complete their most recent repair after they reported it.



Base: 405 (all respondents excluding 279 no reply)

	2020	2022	2023
% satisfied	N/A	61%	66%

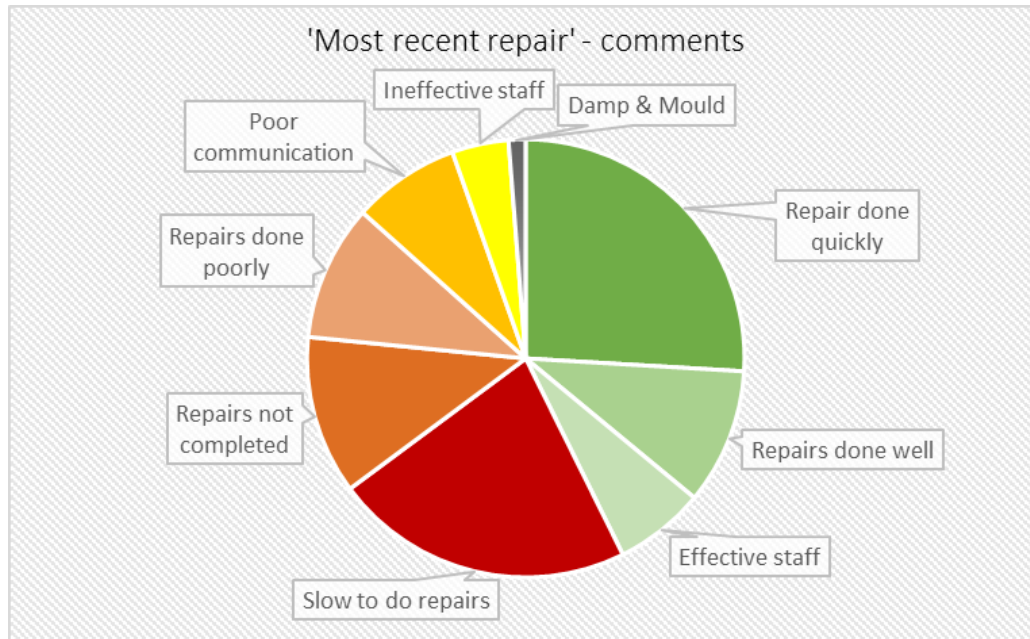
Respondents with a disability or long-term health condition were less satisfied with the time taken to complete repairs (62%) than those without (75%).

Cheriton and Folkestone North and Rural were the most satisfied areas (71%); Folkestone East was the least satisfied (55%)

Repairs timeliness	Result
Cheriton	71%
Folkestone Central	70%
Folkestone East	55%
Folkestone North and Rural	71%
Hythe	59%
Romney Marsh	67%

Why?

Comments largely focussed on the following areas:



Respondents made the following comments:

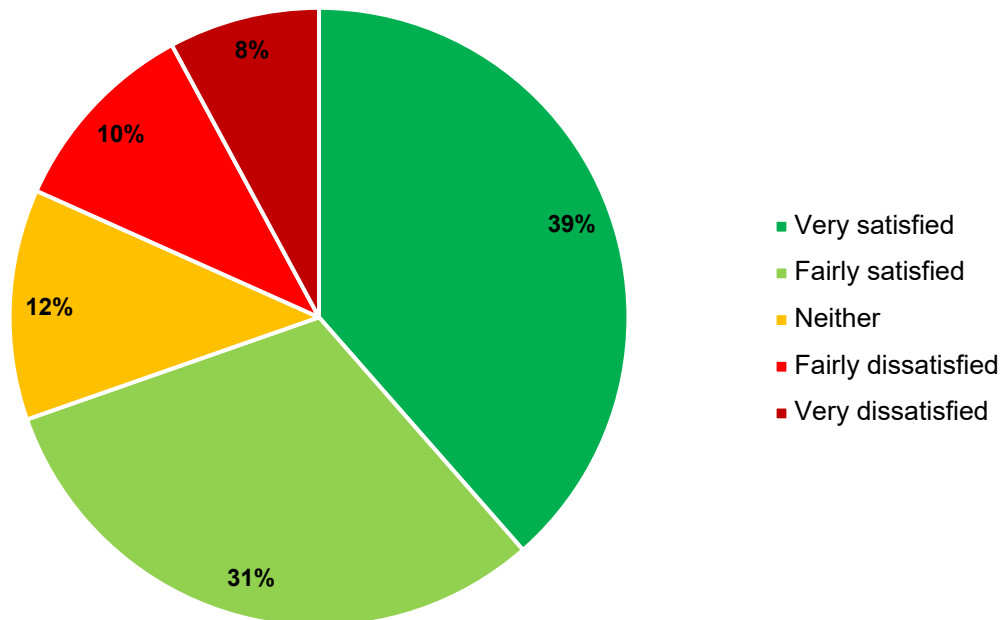
Satisfied tenants	Dissatisfied tenants
<p>It was a Saturday night and Gas call came out really quickly, they also went above and beyond by sorting my neighbour's boiler at the same time.</p> <p>Brilliant, completed the repair in less than an hour, all working ok, had no trouble. Thermostat on boiler.</p> <p>The fan in my bathroom stopped working, I reported it to the office, and the next day I received a message which a visit from a repair man who replaced a new one and explained everything to me how it would work, the repair was quick.</p> <p>They were very quick to do the repair and when in the property the repair took less than one hour to fix, and we haven't had any issues since.</p>	<p>Great job repairing our roof tiles/chimney but was left with scaffolding for weeks afterwards and I had to chase the scaffolders up myself to take it down!</p> <p>Rear step reported end of May, after many calls to Mears finally done end of July - and vent put in bedroom - mess left behind.</p> <p>My biggest repairs are for damage caused by workers installing double glazing and most recently, a new boiler.</p> <p>After inspection when I chase the repair, I get told it is waiting for approval and it takes months and months to get approved and only partial work is completed.</p>

How do we compare?

	2022	2023
Folkestone & Hythe	61%	66%
Sector median	72%	

Satisfaction that the home is well maintained

70% of respondents are satisfied that the council provides a home that is well maintained.



Base: 672 (all respondents excluding 12 no reply)

	2020	2022	2023
% satisfied	N/A	65%	70%

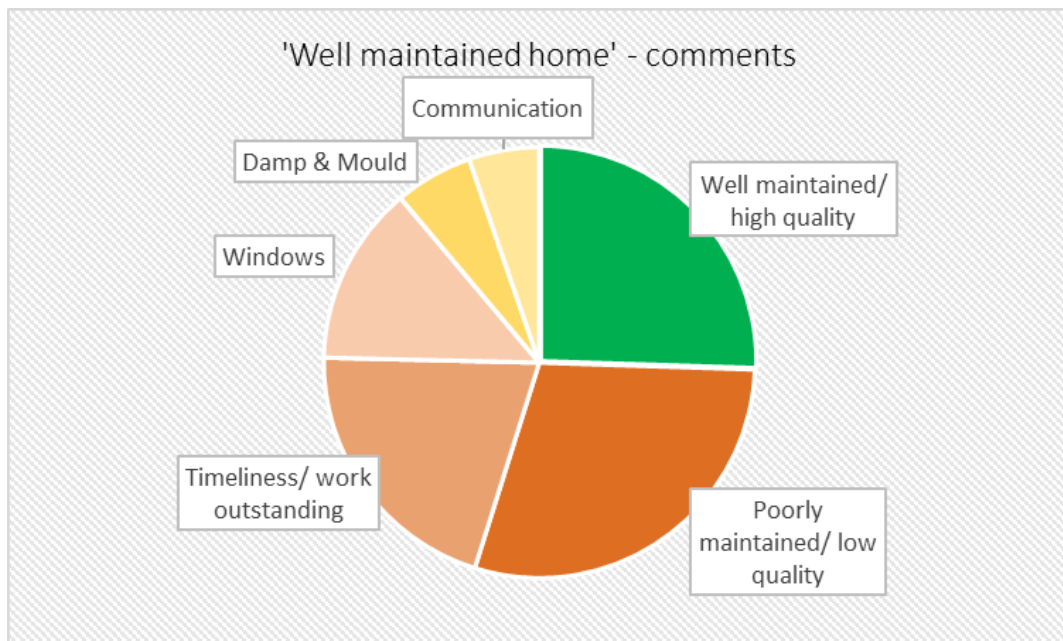
Respondents from a non-white/BME background were significantly more satisfied that their homes were well-maintained (88%) as were respondents living in sheltered/age-designated stock (80%)

Hythe residents were the most satisfied area (76%); Folkestone East and Romney Marsh the least (both 64%)

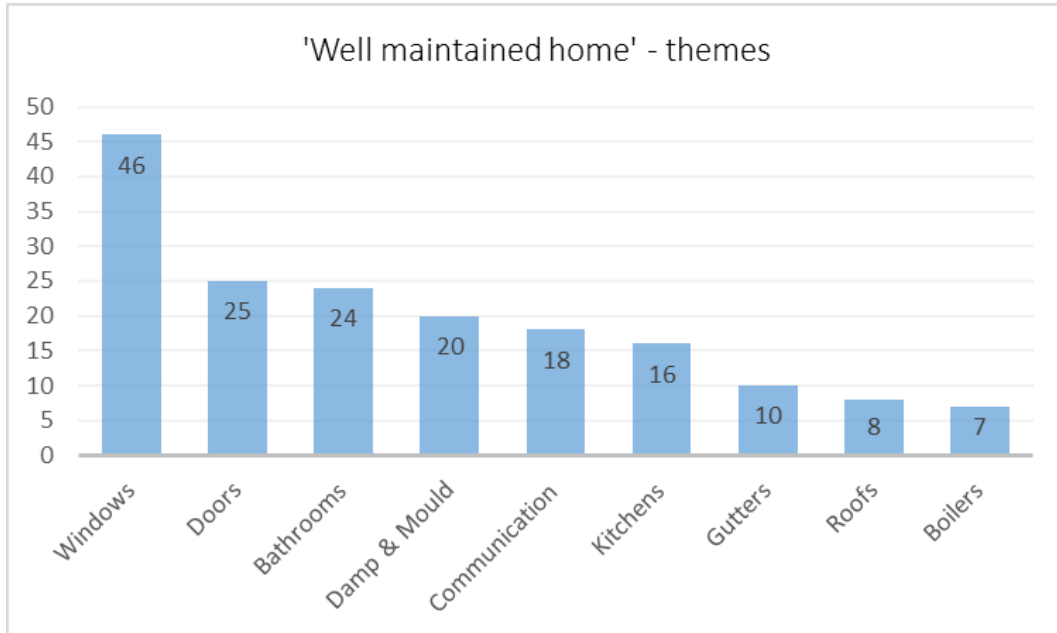
Well-maintained home	Result
Cheriton	71%
Folkestone Central	75%
Folkestone East	64%
Folkestone North and Rural	67%
Hythe	76%
Romney Marsh	64%

Why?

Comments largely focused on the following areas:



Using a 'keyword' search the following shows the proportion of comments by theme or work area (both positive and negative):



The highest proportion of comments related to windows.

Respondents made the following comments:

Satisfied tenants	Dissatisfied tenants
<p>I was impressed by the condition of the property when I moved in last August 2022 and have been grateful for that.</p> <p>We were given our first council property in 1985. We - my husband and I, were so grateful and have never raised a complaint against the FHDC because we always felt safe.</p> <p>I feel safe and well cared for in my home and like the way the property is cared for. The garden is kept in trim and makes the place look good and if repairs are needed, they are carried out with little waiting.</p> <p>The home is very well maintained, the cleaning lady keeps the corridors and common areas clean. The housing service also provides mowing grass and bushes of the garden, which is beautiful.</p> <p>This is the Council's property. I know I am so lucky to have a home with a very reasonable rent and a very good landlord. I will look after and respect your property. If I need something repaired, it is in both our best interest, to get the job done. If I am a good tenant, I'm sure you will always treat me fairly.</p>	<p>I'm a disabled person that can't do a lot my gutters next a clean out. The outside needs weeding out front.</p> <p>I feel the council have a duty of care to elderly tenants to regularly maintain our homes which has not been the case over the years.</p> <p>Was told we were having a new roof 2/3 years ago, not heard a thing since. Our windows need replacing as a lot are blown, the front door let's a horrible draught in which gets expensive during winter. When it rains, water collects at our front and back doors, if it rains heavily, we have problems. Got told it will be years before anything happens as there's no money.</p> <p>The improvements are often carried out with poor workmanship and no respect for a person's home. The subsequent repairs to put things right again can take weeks to complete and often require several visits.</p> <p>Jobs are not always finished and clearing up left to the tenant.</p>

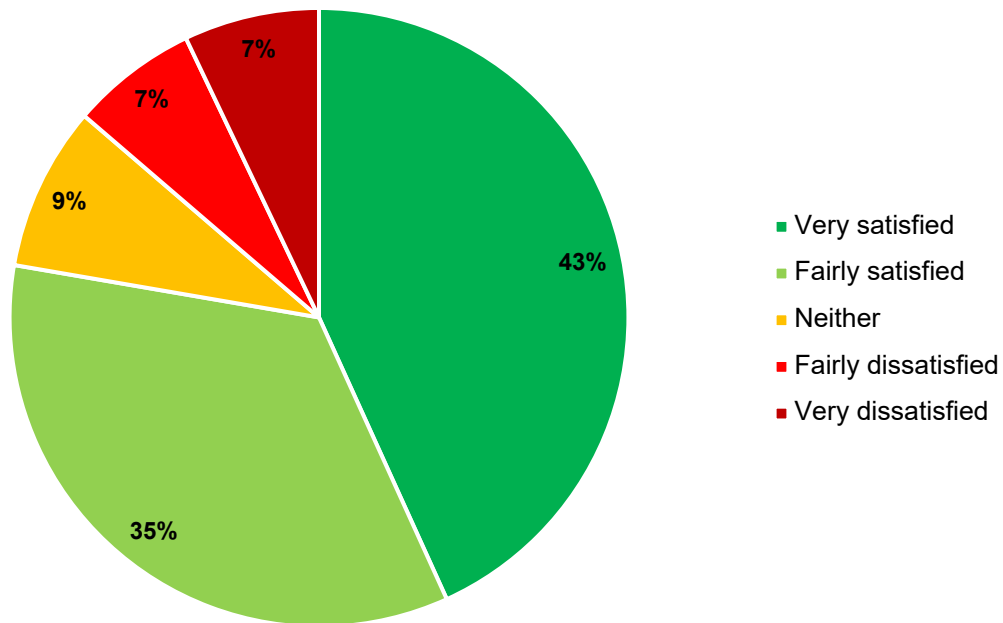
How do we compare?

	2022	2023
Folkestone & Hythe	65%	70%
Sector median	72%	

Maintaining building safety

Satisfaction that the home is safe

78% of respondents are satisfied that the council provides a home that is safe.



Base: 664 (all respondents excluding 14 no reply and 6 don't know/not applicable)

	2020	2022	2023
% satisfied	N/A	65%	78%

Respondents who had a repair in the past 12 months were slightly more satisfied (79%) than those that did not (75%).

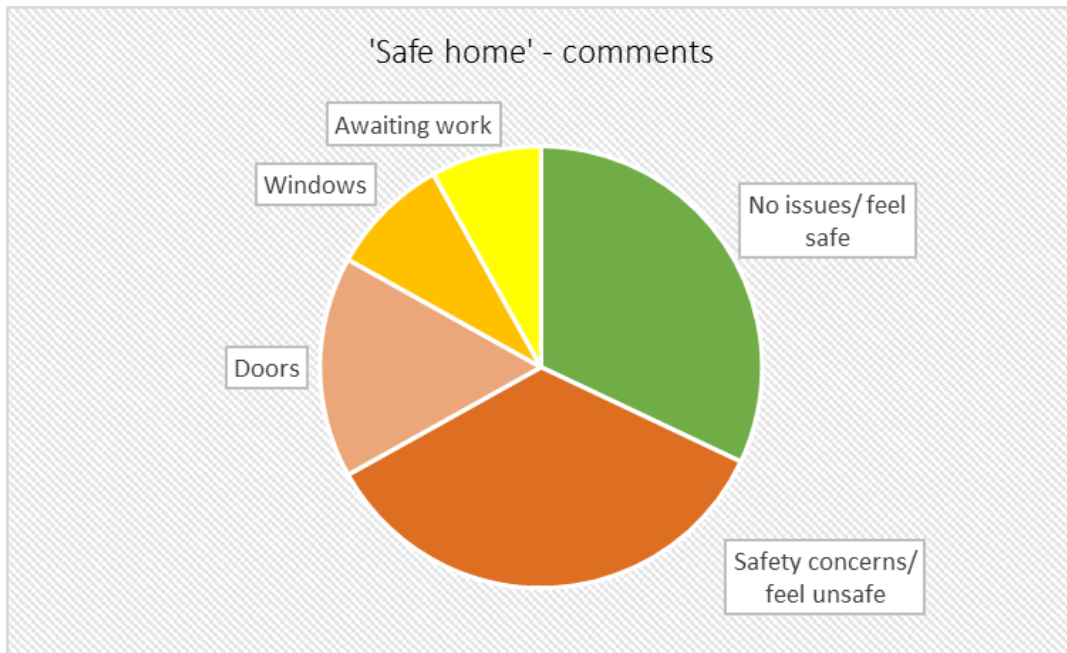
Satisfaction was significantly higher for respondents in the 70+ age group (87%) and those in sheltered/age-designated stock (85%). As too for respondents in non-white/BME groups (88%).

Folkestone Central had highest levels of satisfaction (86%); Romney Marsh the lowest (72%)

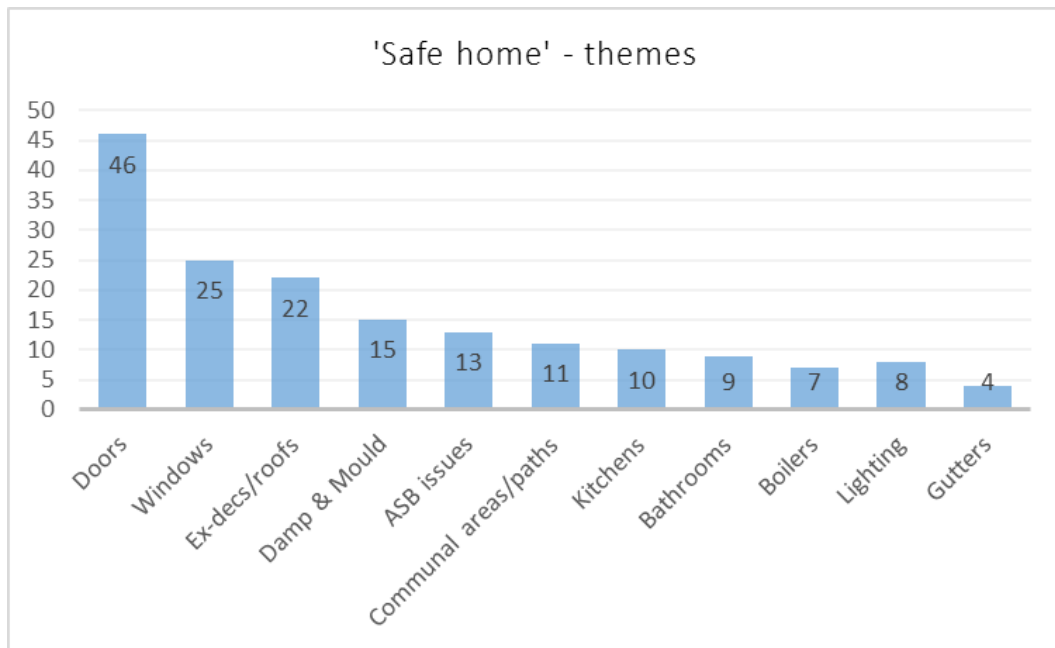
Home is safe	Result
Cheriton	75%
Folkestone Central	86%
Folkestone East	70%
Folkestone North and Rural	77%
Hythe	82%
Romney Marsh	72%

Why?

Comments largely focused on the following areas:



Using a 'keyword' search the following shows the proportion of comments by theme or work area (both positive and negative):



The highest proportion of comments related to doors.

Respondents made the following comments:

Satisfied tenants	Dissatisfied tenants
<p>Very happy with the councils help for mine and my children's safety. When I expressed my concerns, they granted me a back door instead of garden gate. They also changed my front door spindle lock to prevent from opening from the outside for our safety.</p> <p>I feel very safe living here. The Council provide a brilliant service in making our building safe and secure. Also having the Lifeline is brilliant.</p> <p>The property is always well-maintained resident safety is top shelf. In the last year to eighteen months our cctv coverage has been updated. I feel completely secure, and know the building is in top notch condition.</p> <p>We signed our tenancy agreement in 1985. Providing a clean, warm home. Over the years FHDC have made sure our property was updated, with bathroom, kitchens, windows, doors and any improvements.</p> <p>I have a Lifeline which is regularly tested and also fire alarms are regularly well maintained to ensure my safety within the home.</p> <p>We have had new door and windows and all the maintenance seems to be in good order. Our hot water and heating broke down, but they did their best to mend it. All ok now.</p>	<p>Insulated lofts to make house more energy efficient. Joke. Windows drafty and old. Condensation and hear outside noise, breezy. Mould in bedrooms and bathrooms. Had several unsightly vents in trying to solve issues.</p> <p>The communal door has been broken for over 2 months now and is currently just left open so anyone can gain access. The door to store cupboards is also broken so anyone can gain access. The buzzers to all flats haven't been working since before Christmas and have been reported by various tenants on numerous occasions.</p> <p>not safe for asbestos, wiring and garden is unable to maintain garden and has concrete steps & paths has not banisters to hold whilst going up the stairs has had a few falls in the garden.</p> <p>No working boiler, construction rubbish left within the property and in the gardens, one front door key for a family of 4 and no back door key was given for nearly a week, over five months after moving in I am still living with structural damage that is nowhere near being completed.</p> <p>They send the boiler people out, usually more than once a year. However, every time they come, we have to get them back out, after they break the system. The windows are dangerous, they don't open far enough to escape a fire, and the panels can be taken out from the outside.</p>

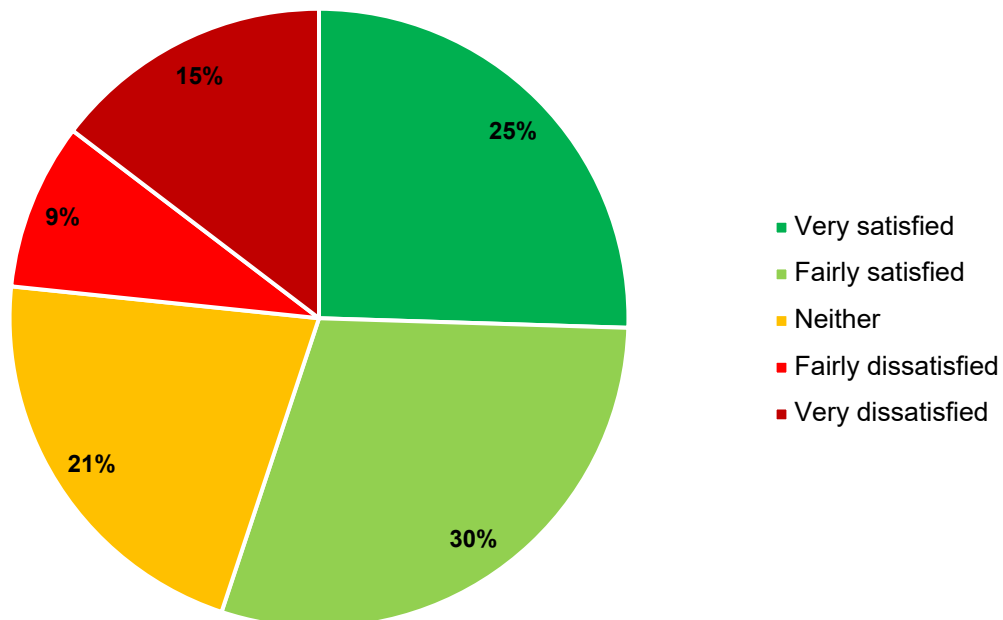
How do we compare?

	2022	2023
Folkestone & Hythe	65%	78%
Sector median	81%	

Respectful and helpful engagement

Satisfaction that the landlord listens to tenant views and acts upon them

55% of respondents are satisfied that the housing service listens to and acts on their views.



Base: 608 (all respondents excluding 20 no reply and 56 don't know/not applicable)

	2020	2022	2023
% satisfied	52%	49%	55%

Respondents with a disability or long-term health condition were less satisfied that we listen to their views and act upon them (49%) than those without (58%).

Respondents from non-white/BME ethnic groups showed slightly higher levels of satisfaction (60%) as did the 18-29 age group (60%)

Folkestone Central was the most satisfied area (63%); Folkestone East and Romney Marsh the least (both 44%).

Listens to views	Result
Cheriton	52%
Folkestone Central	63%
Folkestone East	44%
Folkestone North and Rural	46%
Hythe	53%
Romney Marsh	44%

Why?

Respondents made the following comments:

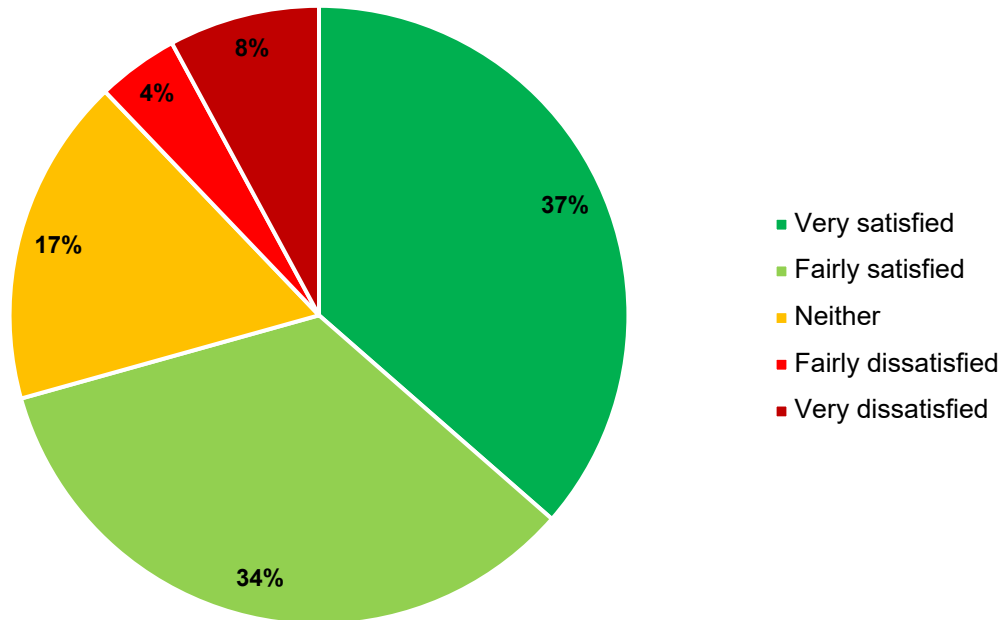
Satisfied tenants	Dissatisfied tenants
Good service, no issues: 91 comments	Don't feel listened to: 74 comments
	Lack of action to deal with repairs: 49 comments
	Lack of action to deal with anti-social behaviour: 17 comments
	Requested aids and adaptations were refused: 1 comment

How do we compare?

	2022	2023
Folkestone & Hythe	49%	55%
Sector median	64%	

Satisfaction that the landlord keeps tenants informed about things that matter to them

71% of respondents are satisfied that the housing service keeps them informed.



Base: 634 (all respondents excluding 19 no reply and 31 don't know/not applicable)

	2020	2022	2023
% satisfied	62%	62%	71%

Respondents with a disability or long-term health condition were less satisfied that we keep them informed about things that matter to them (66%) than those that do not (76%)

Non-white/BME ethnic groups had higher levels of satisfaction (88%).

Folkestone Central was the most satisfied area (79%); Folkestone East the least (60%).

Keeps tenants informed	Result
Cheriton	66%
Folkestone Central	79%
Folkestone East	60%
Folkestone North and Rural	66%
Hythe	69%
Romney Marsh	64%

Why?

Respondents made the following comments:

Satisfied tenants	Dissatisfied tenants
Receive letters with information needed: 103 comments	Don't feel informed: 36 comments
Tenant newsletter and Your District Today magazine contain useful information: 99 comments	Not informed of cancelled repair appointments: 16 comments
Generally feel informed: 11 comments	

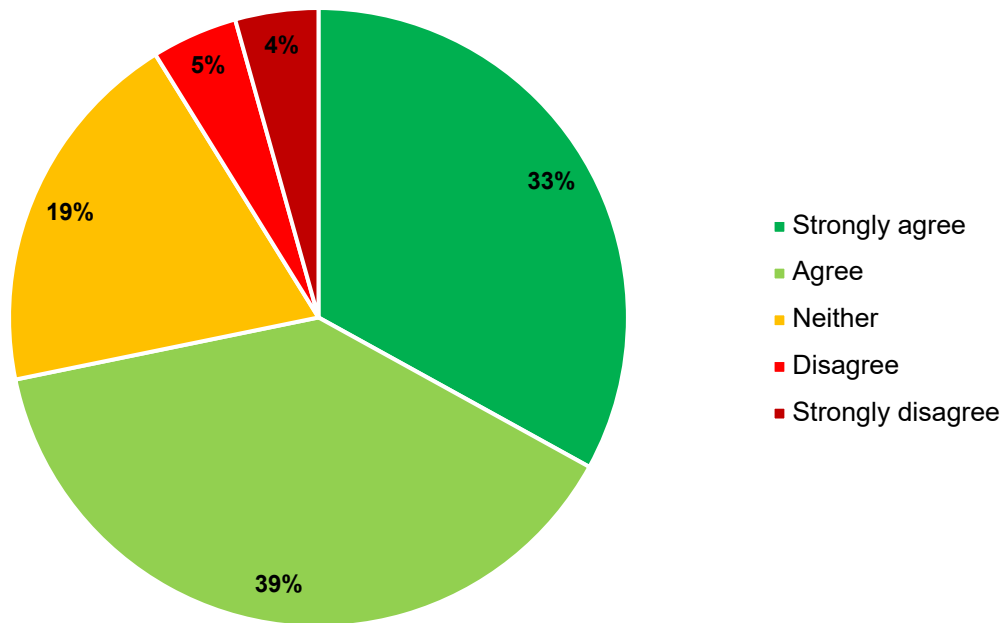
Additionally, one tenant said they would like to receive more information about things specifically happening on their estate.

How do we compare?

	2022	2023
Folkestone & Hythe	62%	71%
Sector median	72%	

Agreement that the landlord treats tenants fairly and with respect

72% of respondents agree that the council treats them fairly and respectfully.



Base: 645 (all respondents excluding 18 no reply and 21 don't know/not applicable)

	2020	2022	2023
% satisfied	N/A	68%	72%

Respondents with a disability or long-term health condition had slightly lower levels of satisfaction (68%) than those that did not (76%).

Non-white/BME ethnic groups showed higher levels of satisfaction (81%).

Folkestone Central was the most satisfied area (79%); Folkestone East the least (62%)

Fairly and with respect	Result
Cheriton	70%
Folkestone Central	79%
Folkestone East	62%
Folkestone North and Rural	70%
Hythe	73%
Romney Marsh	63%

Why?

Respondents made the following comments:

Satisfied tenants	Dissatisfied tenants
Respectful staff: 80 comments	Feel ignored by the council: 33 comments
Always treated courteously: 72 comments	Negative experience with contractors: 11 comments
	Feel discriminated against: 3 comments

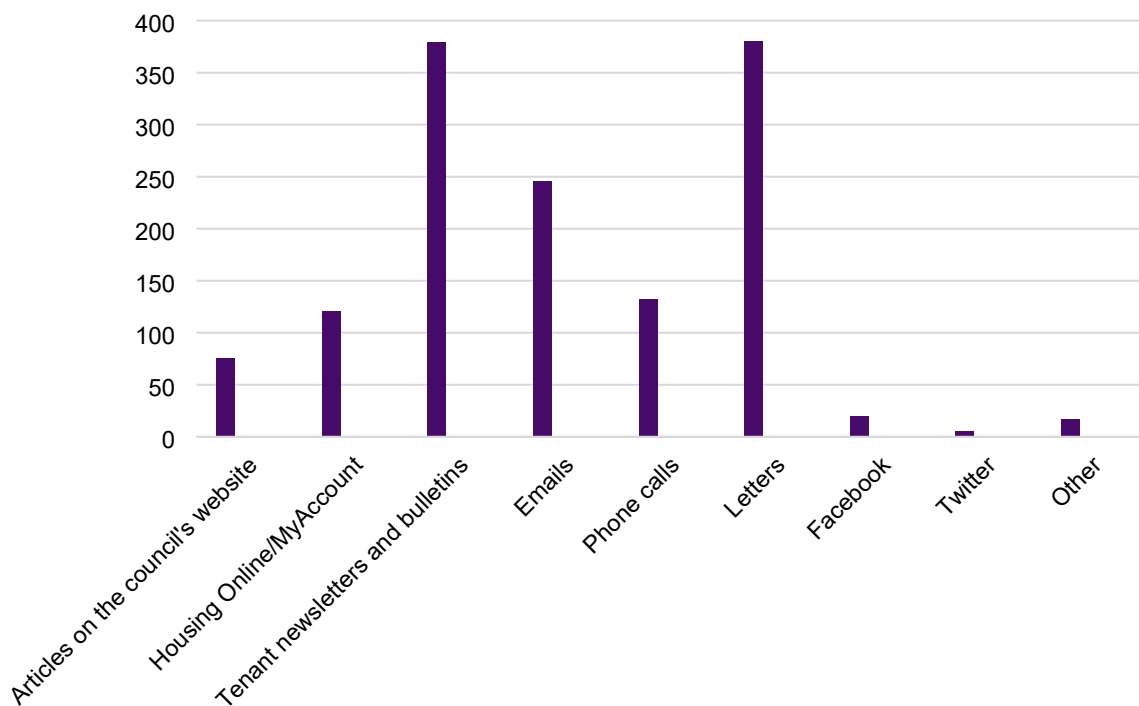
How do we compare?

	2022	2023
Folkestone & Hythe	68%	72%
Sector median	78%	

How tenants would like to be kept informed about things that matter to them

The most popular method by which tenants would like to be kept informed is letter, closely followed by tenant newsletters/bulletins and then emails. At the other end of the scale, relatively few tenants prefer to be kept informed via social media.

Please note, totals add up to more than 100% as respondents were asked to select all methods by which they would like to be kept informed.



Base: 665 (all respondents excluding 19 no reply)

Respondents who answered “other” made the following comments:

- Text message: 7 comments
- Face-to-face: 4 comments
- Communal notice boards: 1 comment
- Independent Living Forum: 1 comment
- Independent living scheme meetings: 1 comment

Whether tenants would be interested in getting more involved to help improve the housing service

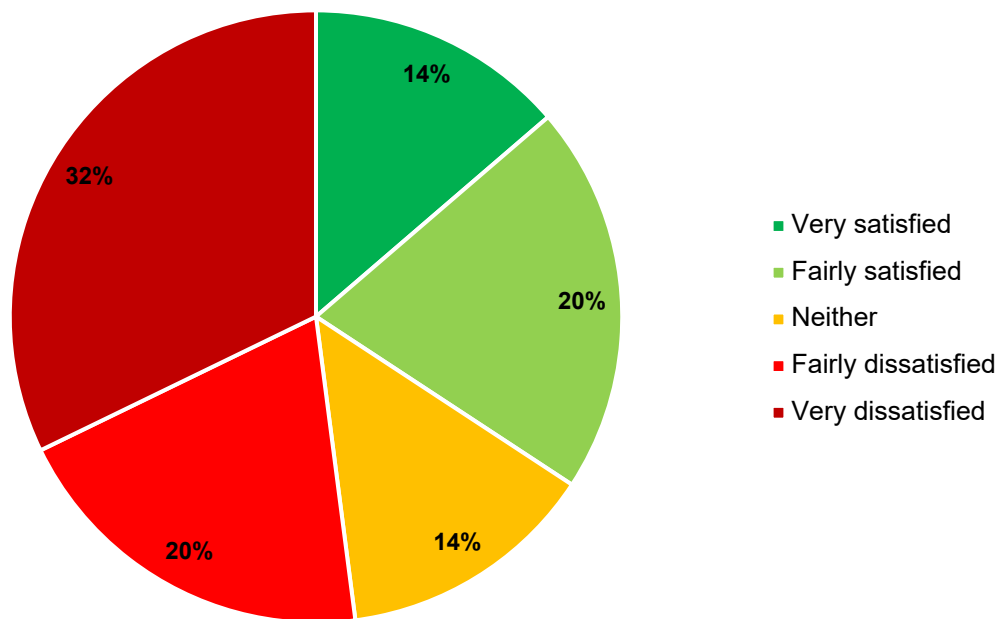
Respondents were asked whether they would be interested in getting more involved and working with us to improve the housing service. 83 respondents (12%) said they would be interested. Our Tenant Liaison Specialist will be contacting these residents to find out how they would like to be involved.

Effective handling of complaints

Satisfaction with the landlord's approach to complaints handling

34% of respondents who have made a complaint in the last 12 months are satisfied with our approach to complaints handling.

This question should therefore be focused on complaints which have been dealt with through the council's complaints procedure (Stage 1/Stage 2 complaints). However, although this question was only asked of tenants who have made a complaint, it is possible that some tenants may not distinguish between the council's formal definition of a complaint, and a request for service, which may skew the results.



Base: 146 (all respondents excluding 538 no reply)

	2020	2022	2023
% satisfied	N/A	50%	34%

Respondents with a disability or long-term health condition were less satisfied with the way we handle complaints (27%) than those that do not (50%).

Satisfaction was significantly higher in the 70+ age group (52%) and in sheltered/age-designated properties (45%).

Hythe was the most satisfied (45%); Folkestone North and Rural the least (16%)

Complaints handling	Result
Cheriton	39%
Folkestone Central	44%
Folkestone East	27%
Folkestone North and Rural	16%
Hythe	45%
Romney Marsh	26%

Why?

Respondents made the following comments:

Satisfied tenants	Dissatisfied tenants
Helpful staff: 7 comments	Slow to respond: 18 comments
	Lack of action to deal with anti-social behaviour: 15 comments
	Lack of action to deal with repairs: 13 comments
	Didn't get the outcome they were seeking: 7 comments
	Don't feel listened to: 6 comments
	Lack of action to deal with fly-tipping: 3 comments
	Bins not emptied: 2 comments
	Rude staff: 1 comment

It is surprising to note that 18 comments refer to the council being slow to respond, as this is not reflected in our complaints performance: we responded to 96.83% of formal complaints within our target time of 10 working days in 2022/23, the average response time being 7.89 days.

The number of comments regarding lack of action to deal with repairs and anti-social behaviour would suggest that respondents have not differentiated between a formal complaint and a request for service, as both repairs and anti-social behaviour issues would be dealt with as a request for service in the first instance.

Additionally, four comments specifically refer to complaints made to Mears, which would initially be dealt with by Mears rather than the council.

The fact that some respondents were dissatisfied because they did not get the outcome they were seeking highlights a lack of distinction between satisfaction with the outcome and satisfaction with the way the complaint was handled.

It is therefore recommended that to help residents understand what is being asked, future surveys should include additional wording to clarify what is meant by "complaint", and that this question is about how it was handled, not the outcome (assuming this is permissible under the Regulator of Social Housing's TSM guidance), also to remind residents of our target time for responding to complaints.

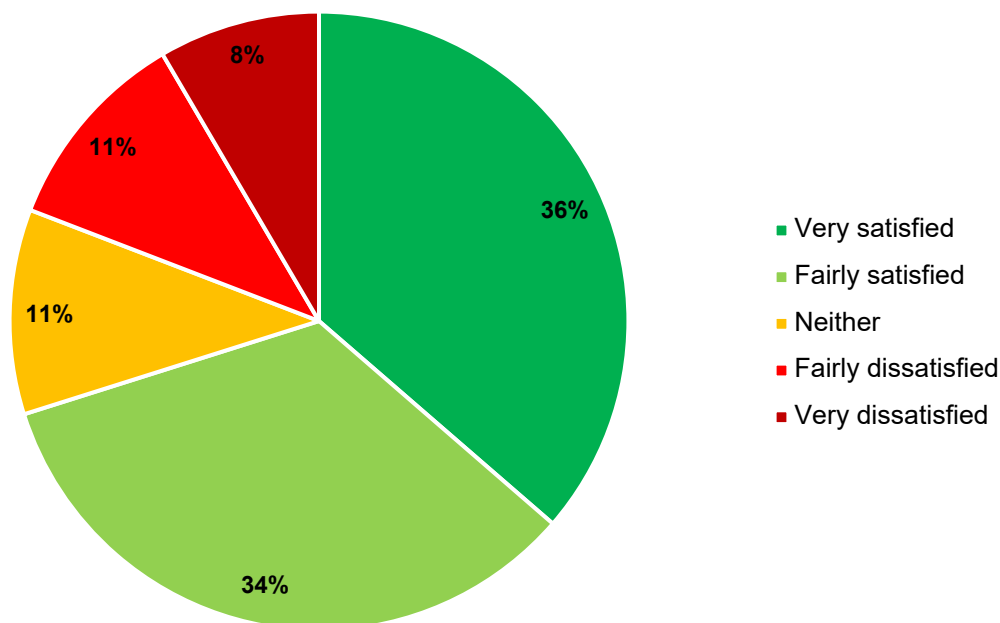
How do we compare?

	2022	2023
Folkestone & Hythe	50%	34%
Sector median	41%	

Responsible neighbourhood management

Satisfaction that the landlord keeps communal areas clean and well maintained

70% of respondents who live in a building with communal areas are satisfied that these areas are kept clean and well maintained.



Base: 308 (all respondents excluding 376 no reply)

	2020	2022	2023
% satisfied	N/A	70%	70%

Respondents that have a disability or long-term health condition were more satisfied with the maintenance of communal areas (76%) than those that do not (66%).

Non-white/BME groups showed higher levels of satisfaction (89%) as did tenants in the 70+ age group (80%) and in sheltered/age-designated stock (78%).

Folkestone East was the most satisfied area (85%); Folkestone North and Rural the least (55%).

Communal areas	Result
Cheriton	62%
Folkestone Central	70%
Folkestone East	85%
Folkestone North and Rural	55%
Hythe	75%
Romney Marsh	67%

Why?

Respondents made the following comments:

Satisfied tenants	Dissatisfied tenants
Good standard of internal cleanliness: 43 comments	Poor standard of internal cleanliness: 25 comments
Good standard of gardening: 23 comments	Poor standard of gardening: 12 comments
	Dumped rubbish: 6 comments
	Stained carpets need replacing: 6 comments
	Overgrown shrubs: 5 comments
	Poorly maintained pathways: 4 comments
	Broken fencing: 3 comments
	Guttering needs clearing: 3 comments
	Parking issues: 3 comments
	Dog fouling issues: 2 comments
	Drying area and bin store should not be in the same place: 2 comments
	Washing machines not kept clean: 2 comments
	Bins not emptied: 1 comment
	Broken washing line: 1 comment
	Communal kitchen poorly equipped: 1 comment
	Door entry system not working: 1 comment
	Not enough washing machines for the number of tenants: 1 comment

There is clearly a difference of opinion in how well both internal and external communal areas are well maintained, as although 43 respondents are happy with

internal cleaning and 23 are happy with gardening, 25 and 12 tenants respectively are unhappy with these.

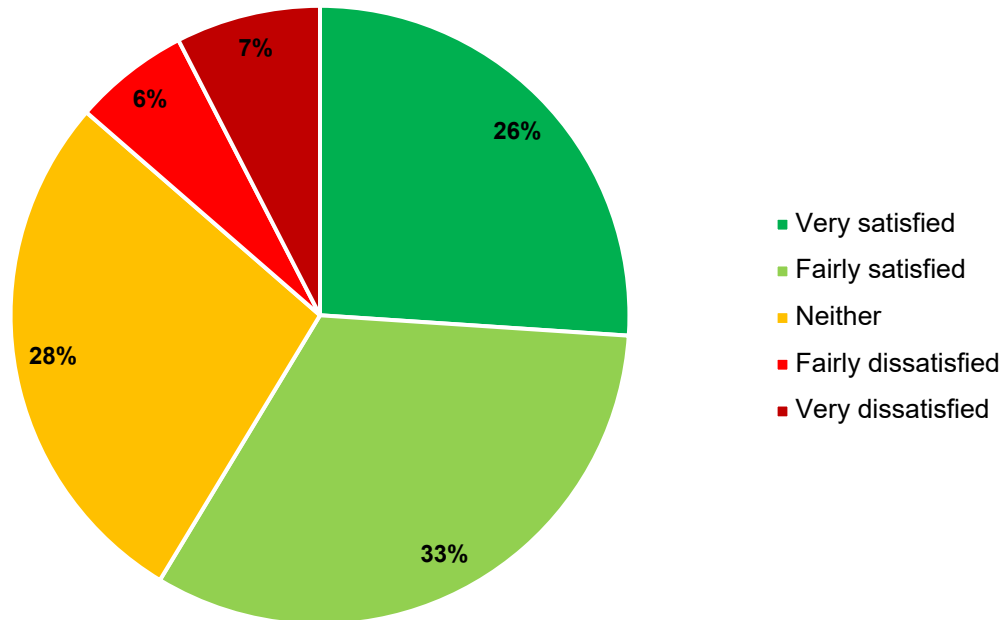
This may be down to perception and possibly a lack of awareness of the contract standards. It is therefore recommended that these are displayed on communal notice boards (where this is not already the case) and featured in a future edition of the tenant newsletter to remind residents what should be done, and when. This will be particularly important when the new communal cleaning contract starts in 2024.

How do we compare?

	2022	2023
Folkestone & Hythe	70%	70%
Sector median	68%	

Satisfaction that the landlord makes a positive contribution to neighbourhoods

59% of respondents are satisfied that the housing service makes a positive contribution to their neighbourhood.



Base: 595 (all respondents excluding 23 no reply and 66 don't know/not applicable)

	2020	2022	2023
% satisfied	N/A	48%	59%

Results were broadly the same across all groups, with the exception of the 30-49 age group (28%).

Hythe was the most satisfied area (60%); Cheriton and Romney Marsh the least (both 47%).

Contribution to neighbourhood	Result
Cheriton	47%
Folkestone Central	59%
Folkestone East	51%
Folkestone North and Rural	51%
Hythe	60%
Romney Marsh	47%

Why?

Respondents made the following comments:

Satisfied tenants	Dissatisfied tenants
Good standard of gardening: 15 comments	Poor standard of gardening: 12 comments
Hard working staff: 4 comments	Anti-social behaviour issues: 8 comments
Garden competition is good: 2 comments	Parking issues: 7 comments
Kept informed of maintenance: 1 comment	Fly-tipping issues: 5 comments
	Streets not cleaned: 5 comments
	Lack of Neighbourhood Officer presence: 4 comments
	Potholes: 4 comments
	Gutters not cleared: 2 comments
	Lack of Independent Living Officer presence: 2 comments
	Poorly maintained pathways: 2 comments
	Bins not emptied: 1 comment
	Childrens play area needed: 1 comment
	Dirty bus shelter: 1 comment
	Don't feel looked after: 1 comment
	Gates left open: 1 comment
	Lack of public toilet facilities: 1 comment
	Residents not consulted on improvements: 1 comment
	Unhappy that the communal lounge was used as a polling station: 1 comment

As indicated in the comments received, the maintenance of communal gardens, and anti-social behaviour issues, are the main reasons tenants do not feel the council makes a positive contribution to neighbourhoods.

A number of comments also mention locality-based issues which Folkestone & Hythe District Council is not responsible for, such as potholes and bus shelters. It is therefore recommended that we produce communication materials to let residents know which services are within F&HDC's remit, and which services fall to Kent County Council to address.

How do we compare?

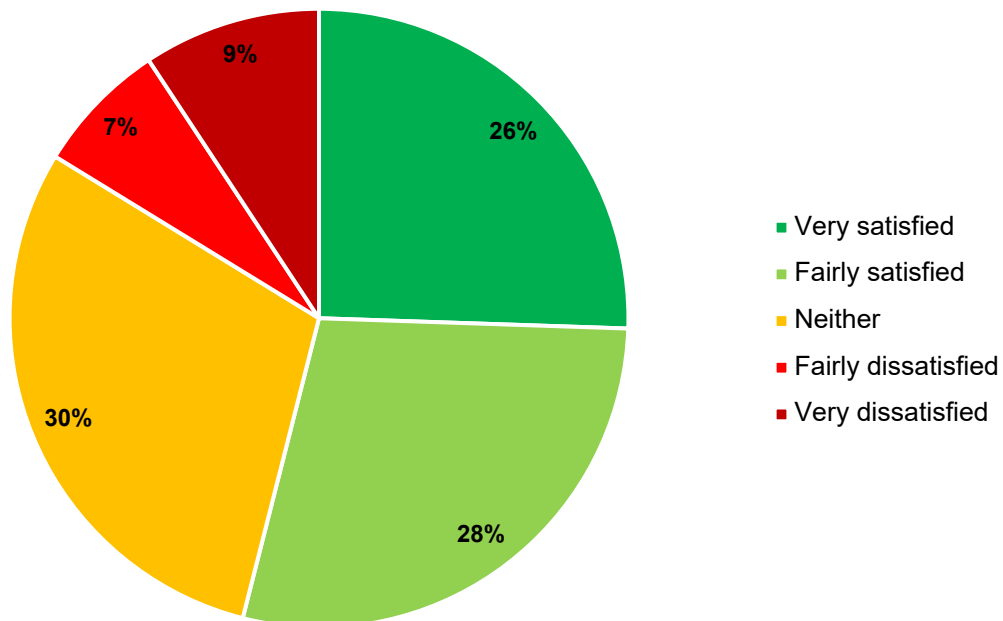
	2022	2023
Folkestone & Hythe	48%	59%
Sector median	67%	

Satisfaction with the landlord’s approach to handling anti-social behaviour

54% of respondents are satisfied with the housing service’s approach to handling anti-social behaviour.

Unlike satisfaction with complaints handling, which was only asked of tenants who have made a complaint, satisfaction with anti-social behaviour handling was asked of all tenants.

As such, the relatively high proportion of respondents who said they are neither satisfied nor dissatisfied (almost a third) is likely because they have not reported any anti-social behaviour and therefore have no basis on which to form an opinion of how the council deals with it.



Base: 517 (all respondents excluding 21 no reply and 146 don't know/not applicable)

	2020	2022	2023
% satisfied	N/A	51%	54%

Results were broadly similar across all groups, except for the 30-49 age group (27%), Non-white/BME groups (38%) and those in general needs (38%).

Folkestone Central was the most satisfied area (58%); Folkestone North and Rural the least (33%).

ASB handling	Result
Cheriton	38%
Folkestone Central	58%
Folkestone East	39%
Folkestone North and Rural	33%
Hythe	46%
Romney Marsh	37%

Why?

Respondents made the following comments:

Satisfied tenants	Dissatisfied tenants
No anti-social behaviour issues: 101 comments	Lack of action to tackle anti-social behaviour: 41 comments
Council deals with issues well: 21 comments	Noise nuisance: 17 comments
Security issues have been addressed: 6 comments	Drug issues: 15 comments
	Parking issues: 8 comments
	Vandalism issues: 8 comments

The largest number of comments from dissatisfied tenants relate to a perceived lack of action to tackle anti-social behaviour. It is not always solely within the council's remit as a landlord to be able to address anti-social behaviour, as there are many instances where input from partner agencies such as the police and social services is required.

As such, it is recommended that we better communicate to tenants what the council is, and isn't, able to act on in relation to anti-social behaviour, and the processes, procedures and timescales we work to.

How do we compare?

	2022	2023
Folkestone & Hythe	51%	54%
Sector median	58%	