



Department for Levelling Up,
Housing & Communities

Social Housing Quality Programme – Residents Survey Report

December 2022



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Foreword

Following the Grenfell Tower fire in 2017, as part of extensive engagement with the government, it was highlighted by social housing residents across the country that whilst many residents reported positive experiences, others did not.

The Government has since published the Social Housing White Paper in 2020, outlining a set of reforms with the intention of improving the quality of social housing and ensuring residents feel safe and listened to. These reforms will drive long-lasting and transformational change across the social housing sector, improving the lives of millions of social housing residents.

Whilst the English Housing Survey provides some data on tenant satisfaction and complaints, it does not give enough detail in some key areas such as reasons for dissatisfaction. It is also unable to test whether specific measures we have introduced have had the desired impact. The Department for Levelling Up, Housing and Communities therefore commissioned IFF Research to produce a Resident's Survey, which was designed to fill these data gaps and establish robust baseline metrics on the experiences of social housing tenants.

This report will allow the department to understand in more detail where residents are less satisfied and the reasons for this. This will ensure that robust evidence is used in the development of appropriate interventions and enables the monitoring of whether reforms are improving the experience of tenants in the social rented sector.

I would like to thank IFF Research for their work on the survey and subsequent report, in particular Andrew Skone James, Jessica Huntley Hewitt, Sarah Howell, and Kate Roberts. I would also like to thank the many social housing residents who gave up time to participate in this survey, as well as all of those who have made an ongoing contribution to the development of the Social Housing White Paper and the Social Housing Quality Programme.

Finally, I would like to extend my thanks to the government team who have led on this research and in delivery of the Social Housing Quality Programme.

The department is committed to research and evidence building to underpin policy development. It will continue to develop its evidence base across the social housing sector to ensure that all policies targeted at improving the experiences of residents are data driven and that the voices of residents are heard.

Stephen Aldridge
Chief Economist & Director for Analysis and Data
Department for Levelling Up, Housing and Communities

Executive Summary

Background

1. The [Social Housing White Paper](#), published by the Department for Levelling Up, Housing and Communities (DLUHC) in November 2020, set out wide ranging reforms designed to improve the quality of social housing, and ensure residents felt safe, listened to, and had access to redress when things go wrong¹. The Levelling Up White Paper reinforced this commitment to improving quality, setting out the Government's ambition to halve the number of non-decent rented homes by 2030.
2. This research was commissioned by the Department of Levelling Up, Housing and Communities (DLUHC) to establish robust baseline metrics for the reforms the Government is making to improve the quality of social housing.² Information will be used to inform next steps, and to measure trends over time, so the impact of the reforms can be measured.
3. The Tenant Satisfaction Measures, which are being delivered by the Regulator of Social Housing, are entirely separate to this research. Whilst some of the questions asked in the survey are similar to the Tenant Satisfaction Measures, data from this survey will not be used to measure the performance of individual landlords.
4. A total of 5,004 social housing residents took part in the survey between 22nd March and 11th May 2022. Of these, 2,561 residents took part over the telephone and 2,443 took part online.

Overall service

5. Two-thirds (67%) of residents were satisfied with the service provided by their landlord overall, while just under a fifth (18%) were dissatisfied and 15% were neither satisfied nor dissatisfied.
6. Satisfaction was notably higher among:
 - shared owners (82%)
 - older residents aged 65-74 (74%) and 75 and over (83%)
 - men (70%, compared with 65% of women)
 - white residents (69%), compared with 57% of ethnic minority residents (excluding white minorities)
 - those living in the North of England, particularly the North East (74%)
7. Dissatisfaction was higher than average among:
 - those aged between 25 and 54 (22%)

¹ In September 2021 the Ministry of Housing, Communities and Local Government (MHCLG) was re-named the Department for Levelling Up, Housing and Communities (DLUHC)

² www.gov.uk/government/collections/social-housing-quality

- ethnic minority residents (excluding white minorities) (25%)
- those with a Local Authority landlord (21%)
- those living in London (27%).

8. There was some link between these factors, with London residents more likely to have a Local Authority landlord (40% vs. 27% outside London) or to be from an ethnic minority background (excluding white minorities) (41% vs. 9% outside London).

Maintenance

9. Two-thirds (65%) of residents were satisfied with how well their home was maintained, while a fifth (21%) were dissatisfied. Satisfaction levels by subgroup mirrored those seen at the overall level.

10. The most common reasons given by residents not satisfied with the maintenance of their home were:

- mould, damp, and condensation (55%)
- home insulation (33%)
- ventilation (23%)
- electrical wiring (16%)

Safety

11. The majority (82%) of residents were satisfied that their home was safe to live in, whilst one in ten residents (10%) were neither satisfied nor dissatisfied and a similar proportion (8%) were dissatisfied.

12. The most common reasons given by residents not satisfied that their home was safe to live in were the same as those cited as maintenance issues:

- mould, damp, and condensation (56%)
- home insulation (20%)
- ventilation (19%)
- electrical wiring (17%)

Repairs

13. Three-quarters (73%) of residents said they had reported a repair to their landlord in the previous 12 months. Views among them were mixed in terms of the service they had received: around six in ten (58%) were satisfied, but around three in ten (29%) were dissatisfied. When asked to think about their most recent repair that had been resolved, the majority (78%) said they were satisfied with the time taken to complete the repair. Just over one in every ten (14%) said they were dissatisfied.

14. Dissatisfaction was slightly higher amongst:

- those with a non-profit landlord (18%)
- those living in a flat (17%)

Complaints and anti-social behaviour

15. Many, but not all, residents knew how to make a complaint about the service they received from their landlord and/or had heard of the Housing Ombudsman. Awareness was slightly higher for how to make a complaint about their landlord's service (69%), than for the Housing Ombudsman (59%). Just under half (47%) of residents were aware of both channels, while almost a fifth (18%) were not aware of either. Awareness of complaints channels tended to be higher amongst older residents, male residents and those of a white ethnic background.
16. A quarter (26%) of residents said they had been affected by anti-social behaviour in the previous 12 months. Many (69%) of those who had been affected by anti-social behaviour informed their landlord about it. Just under a third (31%) did not tell their landlord about the anti-social behaviour. The most common reason for this was because they did not think their landlord would do anything about it (40%), while a sizeable proportion did not feel it was the landlord's responsibility to deal with anti-social behaviour (24%).
17. Amongst those who did inform their landlord about the anti-social behaviour, more than half (54%) were dissatisfied with the landlord's handling of the case, and with the outcome of the case (55%). Just a quarter (27%) of residents had heard of the Anti-Social Behaviour Case Review arrangements, also known as the community trigger. The Community Trigger gives victims of persistent anti-social behaviour the ability to demand a formal case review (where a locally defined threshold is met), in order to determine whether there is further action which can be taken. The Community Trigger brings together partner agencies such as the police, councils and social landlords to investigate complaints and to make sure they have been dealt with properly.

Accountability and respect

18. Two-thirds of residents (65%) agreed that their landlord treats them with respect, with a quarter (25%) strongly agreeing. However, more than one in ten (13%) disagreed. Agreement tended to be higher among:
- older residents
 - male residents
 - white residents
 - those living in the North of England
19. Meanwhile, agreement was typically lower among:
- those aged 25-54
 - those with a Local Authority landlord
 - ethnic minority residents (excluding white minorities), female residents,
 - those living in London.
20. Compared with the proportion agreeing their landlord treated them with respect (65%), it was more common for residents to feel satisfied with their landlord's

professionalism: just over three-quarters (77%) were satisfied, of whom a third (34%) were very satisfied. One in ten (10%) were dissatisfied. Again, older tenants were more positive than younger, as were white residents compared with ethnic minority residents (excluding white minorities), while satisfaction was lower among those living in London.

Contact and information sharing

21. The vast majority of residents knew how to get in touch with their landlord (97%). Those who knew how to get in touch were asked how easy they found it to do so: most felt it was easy (71%), although one in seven (14%) reported it was difficult to get in touch with their landlord. Again, older residents and white residents were more likely to find it easy to get in touch with their landlord, while residents in London were less likely to find it easy (58%).
22. Just over three-quarters (77%) of residents agreed that they know how to access information relating to things that matter to them as a resident, while just 8% disagreed that they would know how to access such information. Differences in agreement between demographic groups again followed a similar pattern to that seen across other measures.

Engagement and influence

23. Just over half (52%) were satisfied that their landlord listens to their views and acts upon them, while just under a quarter (23%) were dissatisfied. At the same time, just under six in ten (58%) agreed that they trust their landlord to do what they say they will do, while almost a quarter (24%) disagreed. Across both these measures, older residents, male residents, and white residents were more satisfied with their ability to influence their landlord and more likely to trust their landlord, while residents in London had lower satisfaction and trust.
24. Just under six in ten residents (58%) agreed that their landlord consults them on decisions that impact them and their home, while just under half (49%) agreed that their landlord consults them on decisions that impact their local community and other residents.
25. Most residents (80%) had not been involved with any activities or groups connected to their landlord. The most common involvement was being a Tenant and Resident Association member (8%), followed by attending estate related events such as estate walkabouts, estate events and residents' meetings (7%). The following types of resident were more likely to participate in several activities or groups:
 - male residents
 - ethnic minority residents (excluding white minorities)
 - shared owners
 - those living in London

Summary of demographic differences

26. Overall, two-thirds (67%) of residents were satisfied with the service they received from their landlord; however, some groups of residents were less positive across virtually all measures:
- Those aged between 25 and 54
 - Ethnic minority residents (excluding white minorities)
 - Those living in London
27. There was considerable overlap between these groups, as residents living in London were much more likely to be from an ethnic minority background (excluding white minorities) compared to the rest of England (41% vs. 9%), though there was no difference by age. Within London, overall satisfaction levels were at the same level regardless of ethnicity, with equally 56% of white residents and 56% of ethnic minority residents (excluding white minorities) satisfied (although white residents were more likely to be *very* satisfied). On a positive note, London residents were more likely than the national average to be involved in an activity or group connected to their landlord.
28. Although not the case for all measures, satisfaction and agreement were also often lower for those with a local authority landlord, those living in flats, and female residents.

Introduction

Background and context

29. Following the Grenfell Tower block fire in 2017, an in-depth Government review of failings and a wide consultation with residents and landlords across the social housing sector was carried out. This revealed five themes where Government could take action to improve social housing and the experience of residents. These included ensuring that homes are safe and decent, providing effective complaints resolution, empowering residents, tackling stigma, and supporting home ownership. These were published for further consultation in the "[A New Deal for Social Housing](#)" Green Paper in August 2018.
30. In November 2020, the Government published the [Social Housing White Paper](#). The White Paper set out wide ranging changes, and that every resident should expect:
1. To be safe in your home
 2. To know how your landlord is performing
 3. To have your complaints dealt with promptly and fairly
 4. To be treated with respect, backed by a strong consumer regulator for tenants
 5. To have your voice heard by your landlord
 6. To have a good quality home and neighbourhood to live in
 7. To be supported to take your first steps to ownership
31. In February 2022, the Levelling Up White Paper was published, setting out Government's ambition to halve the number of non-decent rented homes by 2030, with the reforms in the Social Housing White Paper, and additional steps such as naming and shaming landlords and setting up a Resident Panel, helping to reach this ambition. The [Social Housing Regulation Bill](#) will put into law a series of reforms to social housing regulation, which are designed to strengthen the rights of social housing tenants and ensure better quality, safer homes, and to increase the accountability landlords have in responding to tenants' issues. The Bill also increases the powers of the Housing Ombudsman and the Regulator of Social Housing (RSH) to take enforcement action against housing providers should they consistently underperform. New Tenant Satisfaction Measures will help assess landlord performance on issues like repairs and complaint handling.
32. More information about the Social Housing Quality Programme, including the progress made to date, can be found at www.gov.uk/government/collections/social-housing-quality

33. The questions asked in this research are intended to understand the experiences of social housing residents, so DLUHC can focus their interventions and monitor whether, and how, Government is driving change. The questions are broadly aligned with the Tenant Satisfaction Measures but are primarily designed to understand the impact of Government reforms, and where interventions may need to be targeted in the future, and not to monitor individual landlord performance.

Methodology

34. A total of 5,004 social housing residents took part in the survey between 22nd March and 11th May 2022. 2,561 residents took part over the telephone and 2,443 took part online. The reference population for this study was all social housing residents in England.

35. The sample was generated using a combination of Random Digit Dialling (RDD) and lifestyle telephone sample, use of recontact data from the English Housing Survey (EHS), and sample provided by an online panel.

36. Table 1.1 below shows the proportion of responses by the different sample sources.

Table 1.1: Proportion of responses by sample source

Sample source	Number of completes	% of total completes
RDD	138	2.8%
Lifestyle	1,782	35.6%
EHS recontact sample	773	15.4%
Online panel	2,311	46.2%
Total	5,004	100%

37. Targets were set based on age, gender, ethnicity, region, landlord type and dwelling type. Weighting was applied in order to bring the survey profile in line with the population profile, and to correct for the oversampling of particular subgroups such as younger social housing tenants.

38. Population data was taken from the most recent English Housing Survey (2020-21) where possible (for age, region, and ethnicity), otherwise EHS 2019-20 data was used (for gender and dwelling type).

39. RIM (Random Iterative Method) weights were applied for age, gender, dwelling type, region and ethnicity. All those coded into categories not in the population data (other / DK / refused) were given a weight of 1, with other targets adjusted accordingly.

40. Weighting by landlord type (local authority vs housing association) was found not to be possible, due to the fact that for a large proportion of completes (20%) landlord type was unknown (due to respondents answering 'don't know' or 'refused' when

asked the name of their landlord or entering a name which we could not match to a known social housing provider).

41. Further information on the methodology can be found in the methodological report.

Data caveats

42. While every effort has been made to ensure that the survey results are representative of the population, a few caveats should be considered when interpreting the data:

- It should be noted that fieldwork for this survey began around the end of a media campaign that took place in February and March 2022 to raise awareness of social housing complaints, and it is possible that this may have affected some of the results.
- Fieldwork for this survey also coincided with a cost-of-living crisis and a time when many social landlords were increasing rent, which again may have had an impact on some of the results.
- Certain issues raised in the survey could have been more ‘top of mind’ for respondents due to media coverage, for example issues relating to mould, damp, and fire safety.
- These baseline results should be viewed in the context of a period of unprecedented challenges for housing providers over the past two years, with the impacts of Brexit, the Covid-19 pandemic, and related supply-chain and workforce issues, all of which will have had an effect on how tenants perceive their landlord. In particular, these issues are known to have impacted the repairs service that landlords have been able to offer.

Reporting conventions

43. Throughout this report, the unweighted base size is included below the charts to give an indication of the statistical reliability of the figures. These figures are always based on how many individuals answered a particular question, as this is the information required to determine statistical reliability. Some questions were asked to all survey respondents, while others were asked to a subset of respondents. This means, for example, that where percentages are based on “all who had reported a repair” (such as the percentage of respondents satisfied with the repairs service they have received) the base figure quoted is the unweighted number of residents who had reported a repair in the last 12 months.

44. Percentages may not always sum to 100% in charts and tables due to rounding.

45. All differences reported between sub-groups in the text are statistically significant to the 95% confidence level.
46. For the purposes of this analysis, white ethnic minorities have been included within the overall white grouping; where we refer to ethnic minorities this includes respondents of black, Asian and other ethnic backgrounds.
47. Where we refer to 'non-profit landlords', this group includes most housing associations.

Landlords meeting responsibilities

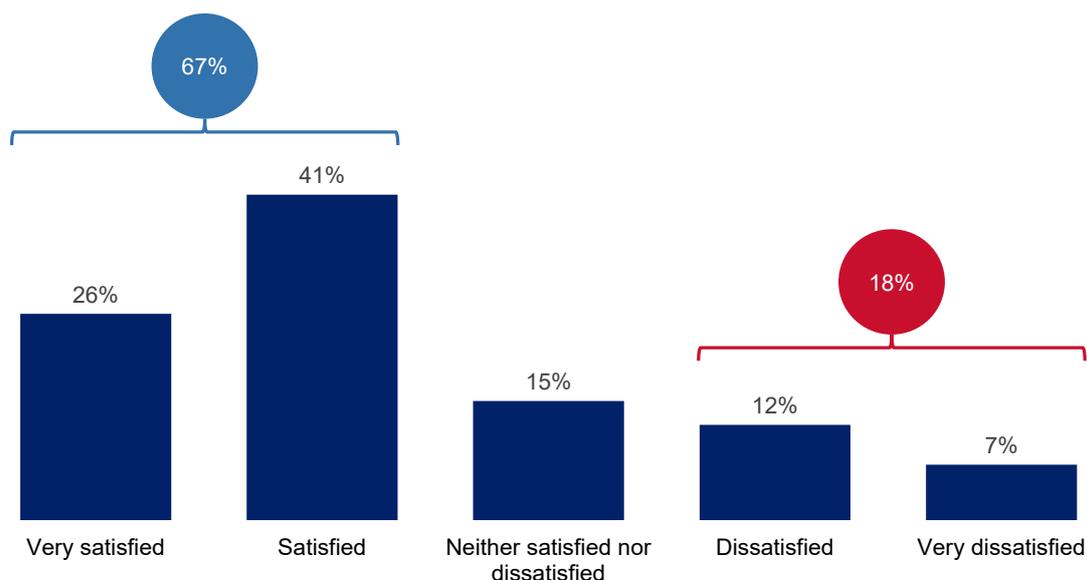
48. This chapter details overall satisfaction with the service provided by the landlord, and how satisfaction levels vary for the areas of maintenance, safety, and repairs. Amongst those not satisfied with the services provided by their landlord, this chapter explores what may have been causing this.

Overall satisfaction

49. As an overarching measure of satisfaction within social housing, residents were asked to take everything into account and rate their overall satisfaction with the service provided by their landlord.

50. As shown in Figure 1.1 below, two-thirds (67%) were satisfied, but nearly a fifth (18%) were dissatisfied.

Figure 1.1. Overall satisfaction with the service provided by the landlord



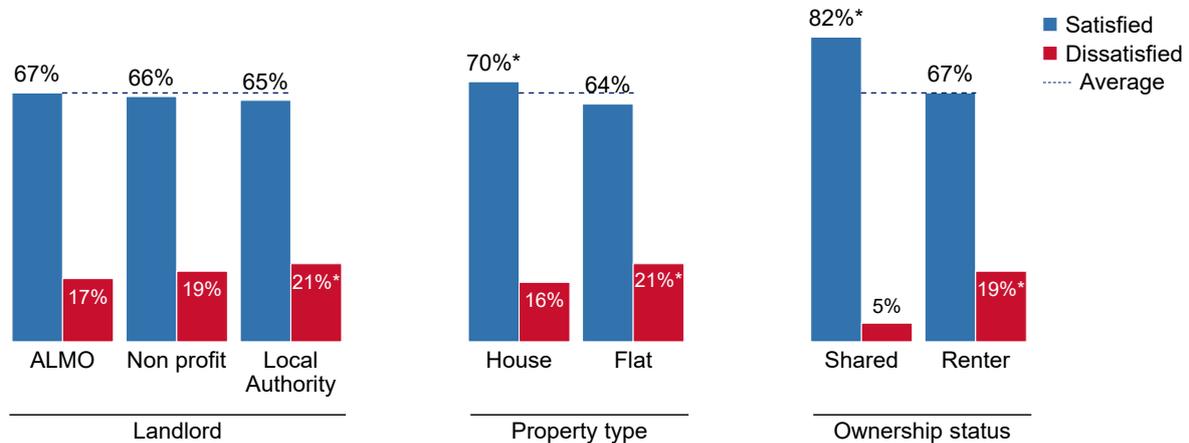
B1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord? Base: All residents (5,004)

51. By type of landlord, residents were more or less equally satisfied with Arms-Length Management Organisations, non-profit landlords and local authority landlords. That said, satisfaction levels were marginally lower for local authority landlords (65% compared to 67% on average) and dissatisfaction marginally higher (21% compared to 18% on average).

52. Residents who lived in a house, as opposed to a flat, were more positive about the landlord's service, but it was those with shared ownership status who were the most satisfied, with the proportion satisfied rising to four-fifths (82%) of shared ownership residents.

53. Figure 1.2 shows the proportion of tenants who were either satisfied or dissatisfied by their provider, by property type and tenure.

Figure 1.2. Proportion satisfied and dissatisfied overall by provider, property type and tenure



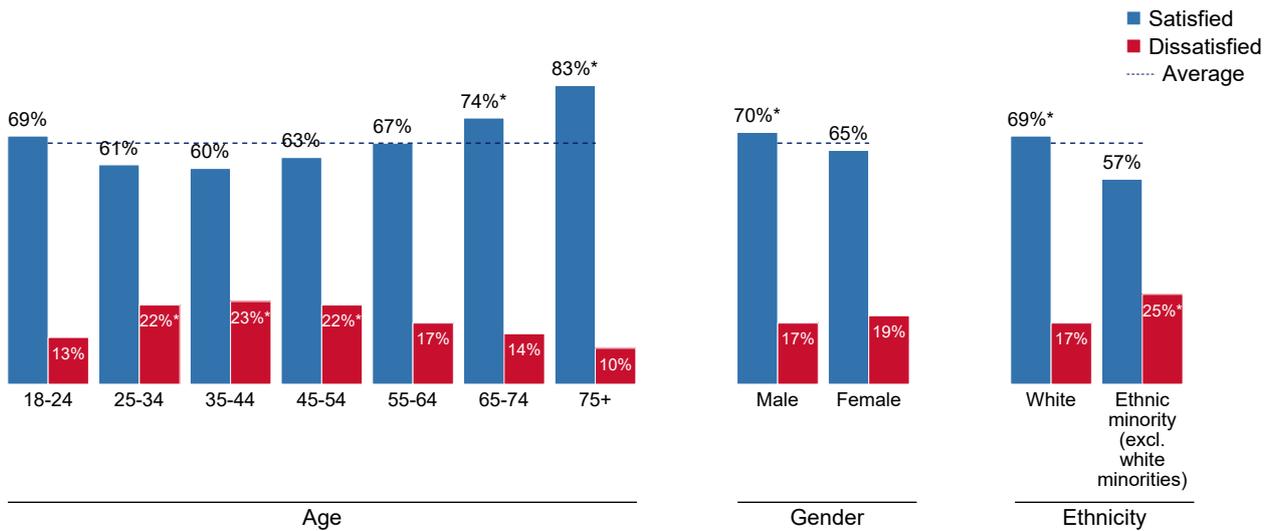
*Base: All residents (5,004), lowest base size for shared ownership (182). * indicates a higher-than-average overall satisfaction/dissatisfaction rating*

54. Satisfaction levels varied markedly by age and ethnicity, and to a lesser extent by gender. By age, satisfaction levels were particularly high amongst older residents, rising to 74% of those aged 65-74 and peaking to 83% of those aged 75 and over. In contrast, dissatisfaction was much higher amongst those in the middle-aged ranges, with just over one in five (22%) of those aged 25-54 dissatisfied with the service provided by their landlord.

55. By ethnicity, satisfaction levels were significantly higher amongst white residents compared to ethnic minority residents (excluding white minorities) (69% vs. 57%), with a quarter (25%) of ethnic minority residents (excluding white minorities) dissatisfied with the overall service provided by their landlord. As context, white residents had an older age profile than ethnic minority residents (excluding white minorities) and were less likely to be living in London (14% vs. 54% of ethnic minorities excluding white minorities).

56. Figure 1.3 shows the proportion of tenants who were either satisfied or dissatisfied by their provider, by age, gender and ethnicity.

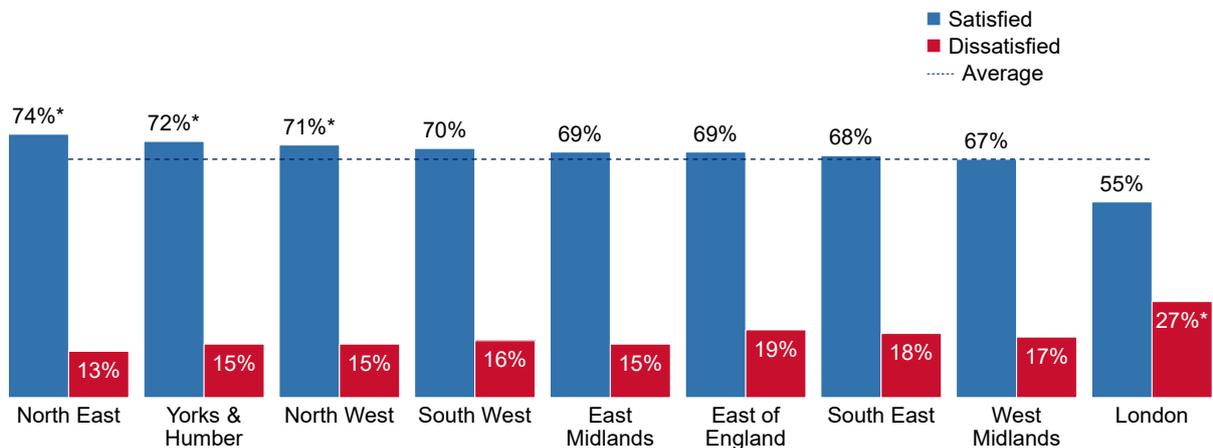
Figure 1.3. Proportion satisfied and dissatisfied overall by resident demographics



Base: All residents (5,004), lowest base size for residents aged 18-24 (391). * indicates a higher-than-average overall satisfaction/dissatisfaction rating

57. As shown in Figure 1.4 below, satisfaction with the overall service provided by the landlord was higher than average in the North of England, but particularly low amongst those living in London; only 55% were satisfied and just over a quarter (27%) were dissatisfied.

Figure 1.4. Proportion satisfied and dissatisfied overall by region



Base: All residents (5,004), lowest base size for 'other type of landlord within London' (52). * indicates a higher-than-average overall satisfaction/dissatisfaction rating

Tenants living in London vs outside of London

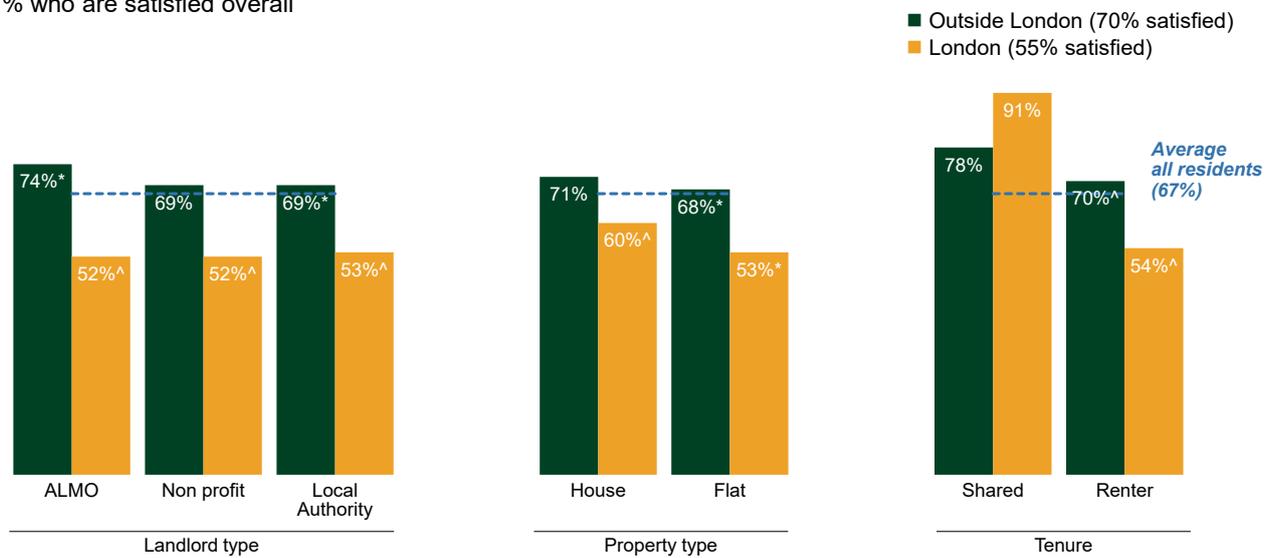
58. Compared to the social housing profile for the rest of England, London residents were less likely to have a non-profit landlord (only 37% compared to 50% outside of London) and instead more likely to have a local authority landlord (40% vs. 27%) or

Arms-Length Management Organisation landlord (9% vs. 5%). They were also more likely to live in a flat (68% compared to 38% outside of London) and to be from an ethnic minority background (excluding white minorities) (41% compared to 9% outside of London).

59. However, these demographic differences do not necessarily account for the lower satisfaction levels in London compared with the rest of the country. For example, it does not seem to be the case that the higher proportion in London of ethnic minority residents (excluding white minorities), a group with lower satisfaction in general, is driving the low satisfaction scores for London itself. While ethnic minority residents (excluding white minorities) had lower satisfaction than white residents overall, this was only the case *outside* of London, while within London satisfaction levels were equal between ethnic minority (excluding white minorities) and white residents (each 56%); although white residents were slightly more likely to be *very* satisfied than ethnic minority residents (excluding white minorities) (20% vs. 13%). Similarly, although a greater proportion of residents in London live in flats, and flats are also associated with lower satisfaction scores at the national level, there was no significant difference in satisfaction between those living in a flat or a house within London.
60. It therefore appears that there may be factors inherent to London itself that are driving lower satisfaction, particularly as satisfaction ratings were lower within London across nearly all resident groups. The only exceptions to this were shared owners who had higher satisfaction in London (91% vs 78% outside of London) and the 18-24 age group, who were equally satisfied whether inside or outside of London.
61. Figure 1.5 and Figure 1.6 illustrate the proportion satisfied overall, split by whether the property was inside or outside of London.

Figure 1.5 Proportion satisfied overall by demographics inside and outside of London

% who are satisfied overall

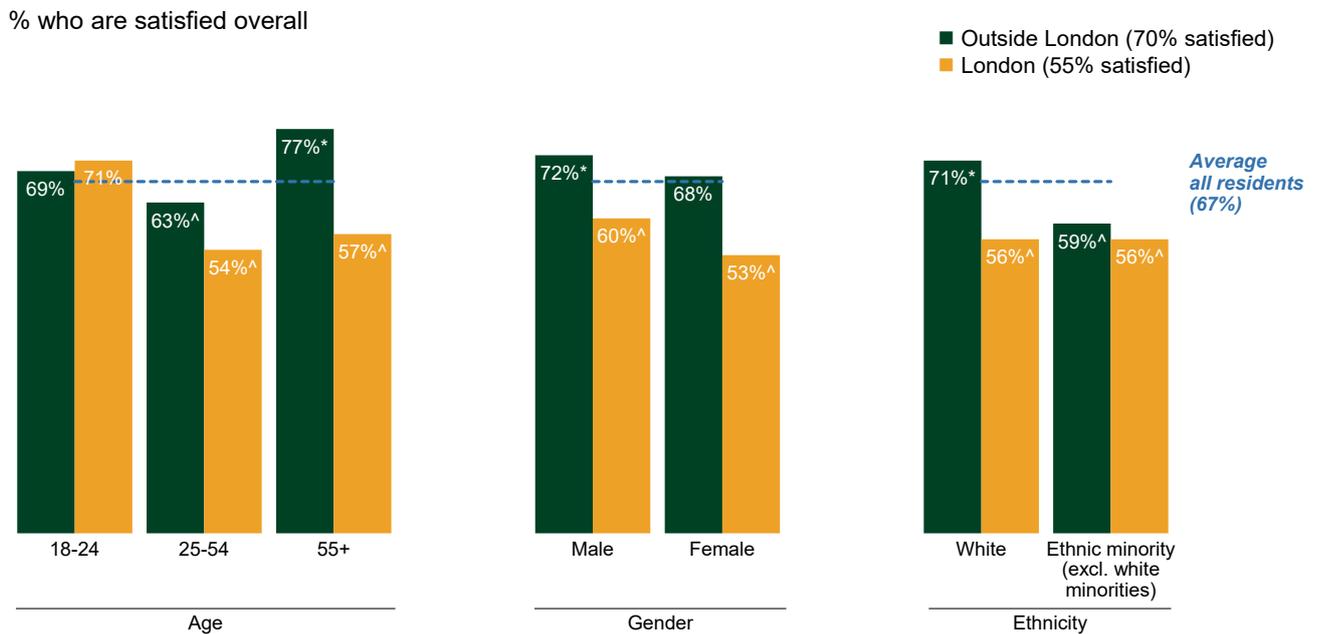


* indicates a higher-than average overall satisfaction rating against the average of all residents

^ indicates a lower-average overall satisfaction rating against the average of all residents

B1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord? Base: All residents (5004); Outside London base (4110), lowest base size 'shared ownership' (129); London base (894), lowest base size 'shared ownership' (53)

Figure 1.6 Proportion satisfied overall by demographics inside and outside of London



* indicates a higher-than average overall satisfaction rating against the average of all residents
 ^ indicates a lower-average overall satisfaction rating against the average of all residents

B1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord? Base: All residents (5004); Outside London base (4110), lowest base size '18-24' (288); London base (894), lowest base size '18-24' (103)

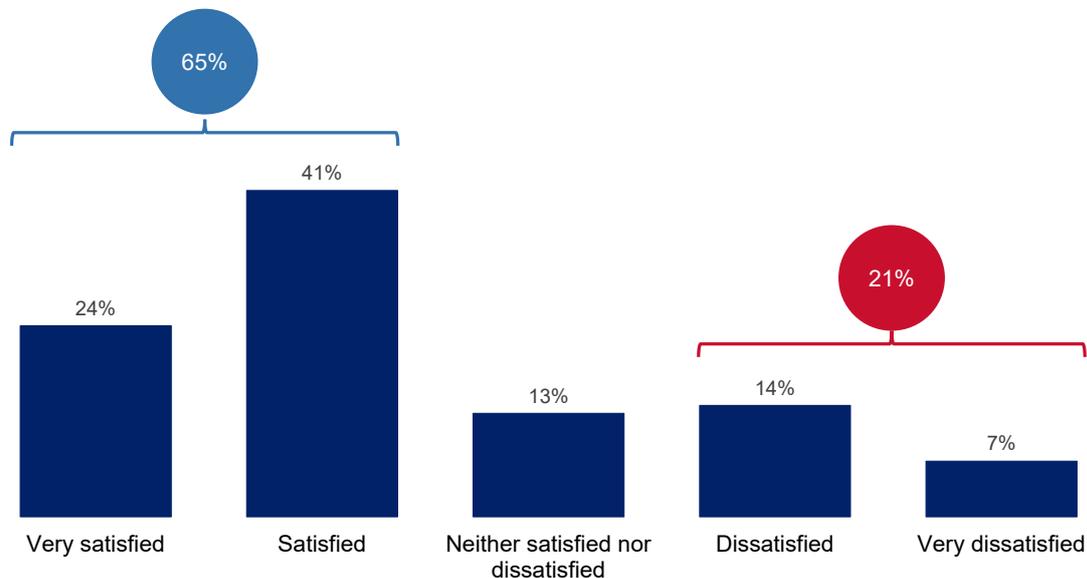
Maintenance

Satisfaction with home maintenance

62. Satisfaction levels with how well residents felt their home was maintained were similar to satisfaction with the overall service provided. Two-thirds (65%) of residents were satisfied with how well their home was maintained while a fifth (21%) were dissatisfied.

63. Figure 1.7 shows satisfaction with home maintenance ranging from 'very satisfied', through to 'very dissatisfied'.

Figure 1.7. Satisfaction with home maintenance



C1. How satisfied or dissatisfied are you that your home is well maintained? Base: All residents (5,004)

64. Again, satisfaction levels were similar for Arms-Length Management Organisations, Local Authority landlords and non-profit landlords. At the same time, dissatisfaction was higher amongst tenants in London (30%), renters (22%), mid-aged residents (27% of those aged 25-54) and ethnic minorities (27%). Overall, there was no difference in satisfaction levels between those who lived in a house or a flat, although within these categories, dissatisfaction was higher amongst those living in a converted flat (28% were dissatisfied) and those living in a semi-detached house (24% were dissatisfied).
65. Within London, there were no differences in satisfaction levels by type of landlord or between white and ethnic minority tenants (excluding white minorities), but satisfaction continued to be lower amongst mid-aged residents. Of note, nearly half of residents aged 35-44 (47%) were dissatisfied with how well their home was maintained; many of these residents had dependent children in their household (67% compared to 35% on average).
66. Table 1.2 shows the proportion of tenants satisfied, or dissatisfied, by landlord type, ownership status, age, ethnicity and region.

Table 1.2 Proportion satisfied and dissatisfied by different types of residents

	Base	% satisfied	% dissatisfied
Total - All residents	5,004	65%	21%
Landlord type			
Arms-Length Management organisation	283	66%	19%
Non-profit landlord	2,353	65%	23%*
Local Authority	1,357	64%	23%
Ownership status			
Shared	182	72%	9%
Renter	4,773	65%	22%*
Age			
18-24	391	66%	19%
25-34	853	57%	25%*
35-44	935	53%	31%*
45-54	942	60%	26%*
55-64	882	65%	21%
65-74	517	76%*	14%
75+	451	86%*	8%
Ethnicity			
White	4,186	67%*	20%
Ethnic minority (excluding white minorities)	758	56%	27%*
Region			
London	894	55%	30%*
London - Arms-Length Management org.	68	55%	24%
London - Local Authority	321	53%	33%
London - Non-profit landlord	325	53%	33%
London – aged 35-44	154	40%	47%*

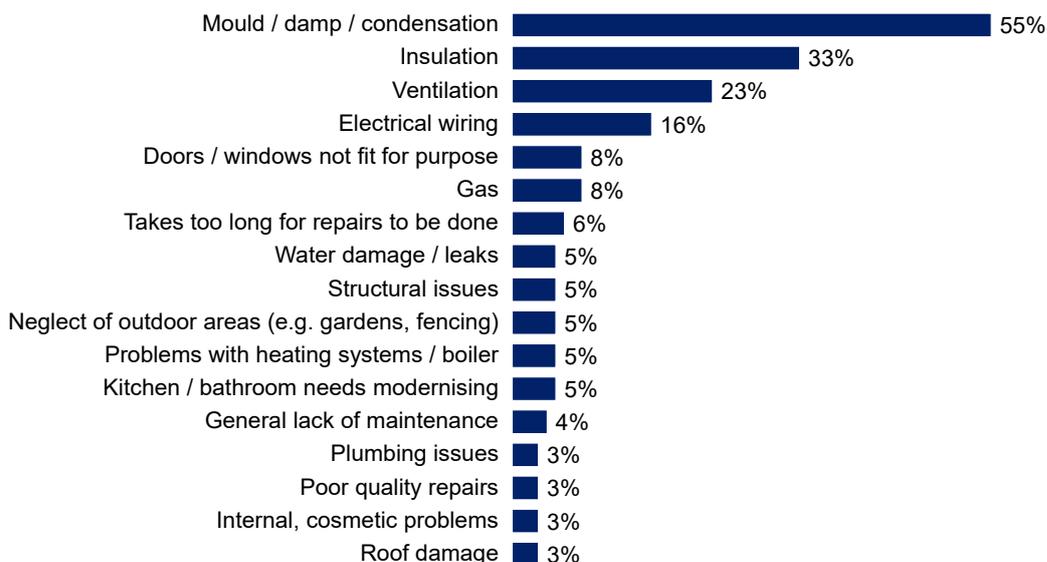
*Base: All residents (5,004), London residents (894), lowest base size for 'Arms-Length Management organisation (68). Figures in bold with an * indicates a higher-than-average satisfaction/dissatisfaction rating*

67. Residents who were not satisfied with the way their home was maintained were asked for more information³. The most common response, given by just over a half (55%), related to the home having mould, damp, or condensation. Comments included references to damp and mould in the bathroom and kitchen, that badly fitting windows caused problems in the home and that the double glazing on the windows was no longer effective.

³ 34% of residents (1,790 respondents) were 'neither satisfied nor dissatisfied' or were 'dissatisfied' with how well their home was maintained.

68. Aside from mentions of mould, damp, and condensation, other common issues included insulation (33%), ventilation (23%) and electrical wiring (16%). In terms of insulation and ventilation, residents talked about the windows and front door being drafty, and that air vents or extractor fans either did not work or were missing. For electrical wiring, comments included wires being exposed, some sockets and switches not working, and residents waiting for upgrades to improve the system.
69. There was a degree of cross-over with the issues that residents faced, and, on average, residents mentioned at least two reasons why their home was not well maintained. For example, just over a third of residents who mentioned mould, damp or condensation also mentioned problems with insulation (38%) and a third mentioned problems with ventilation (33%). A fifth (20%) of those who mentioned that they had problems with their electrical wiring also mentioned problems with their gas.
70. Figure 1.8 below illustrates the reasons that homes were not well maintained. In addition to the above, other reasons included: takes too long for repairs to be done, water damage, structural issues, neglect of outdoor areas, problems with heating systems and plumbing issues.

Figure 1.8. Ways in which home is not well maintained



C2. In what way is your home not well maintained? Answers of 3%+ shown in the chart above. Base: All not satisfied with maintenance of home (1,790)

71. The aspects of the home that were not well maintained were the same across all different types of residents, with mould, damp or condensation topping the list for all. That said, mould, damp or condensation was particularly mentioned by those living in local authority housing (60%), those living in a flat (59%) and those living in London (60%). This problem was also more often mentioned by households living as a couple with children (67%), those aged 25-44 (64%) and ethnic minority residents (excluding white minorities) (63%).

72. As well as London residents being more likely to cite mould, damp or condensation as an issue, they were also more likely than average to mention ventilation (28% vs. 23%). Within London these two issues were particularly mentioned by those aged 35 – 44 (73% mentioned mould, damp and condensation and 49% mentioned ventilation) and by those from an ethnic minority background (excluding white minorities) (67% and 37% respectively).

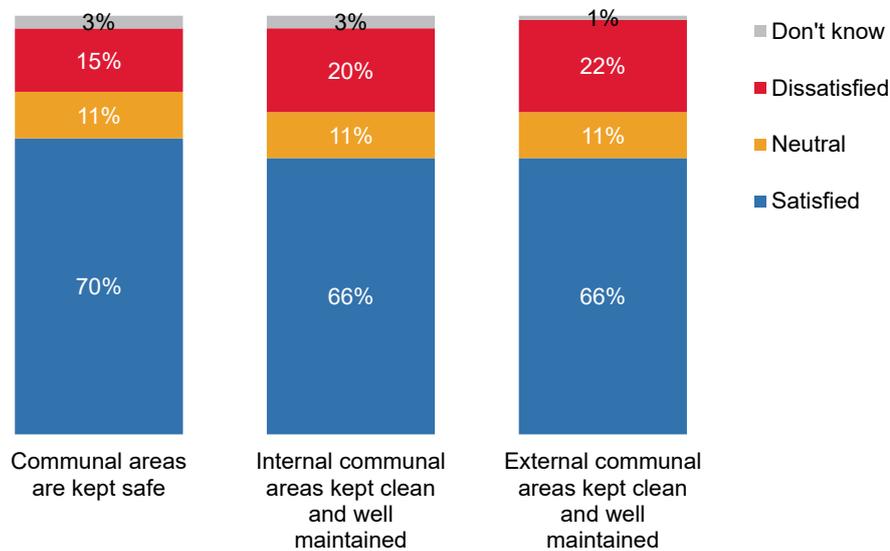
Satisfaction with communal areas

73. For the purposes of the research, communal areas were described to survey respondents as areas that were shared with other people in the building, and that example could include lifts, stairwells, corridors and play areas that they had access to, as well as other people who were not part of their household.

74. Two-fifths (41%) of residents lived in a building with a communal area, either inside and/or outside. These residents were asked to express their level of satisfaction with the communal areas being kept safe and being kept clean and well maintained.

75. As shown below in Figure 1.9, satisfaction levels were marginally higher for communal areas being kept safe than for them being kept clean and well maintained. Overall, most were satisfied with the management of their communal areas but there still was a sizeable proportion who were dissatisfied, ranging from 15% dissatisfaction for communal areas being kept safe to 22% dissatisfaction for external areas been kept clean and well maintained.

Figure 1.9. Satisfaction with safety, cleanliness and maintenance of communal areas



E2. How satisfied or dissatisfied are you that communal areas in your building are kept safe? Base: All with communal areas (1803). E3. How satisfied or dissatisfied are you that internal communal areas in your building are kept clean and well maintained? Base: All with internal communal areas (1669). E4. How satisfied or dissatisfied are you that communal areas outside your building are kept clean and well maintained? Base: All with external communal areas (1751)

76. Certain groups of residents were more dissatisfied than others with the safety and maintenance of their communal areas. Higher dissatisfaction levels were more common among residents who lived in a flat, those aged 25-44, female residents, and those living in London.

77. Table 1.3 shows the proportion of residents dissatisfied with communal areas by landlord type, property type, age, gender, ethnicity and region.

Table 1.3: Proportion dissatisfied with communal areas by different types of residents

	Communal areas kept safe		Internal areas kept clean / maintained		External areas kept clean / maintained	
	Base	% dissatisfied	Base	% dissatisfied	Base	% dissatisfied
Total - All residents	1,803	15%	1,669	20%	1,751	22%
Landlord type						
ALMO	108	23%*	101	26%	106	25%
Non-profit landlord	783	15%	712	19%	752	21%
Local Authority	493	16%	457	22%	483	26%*
Property type						
House	351	10%	296	13%	348	18%
Flat	1,423	16%*	1,347	21%*	1,375	23%
Age						
18-24	200	9%	196	16%	194	21%
25-34	332	22%*	311	28%*	319	25%
35-44	326	22%*	303	28%*	320	26%
45-54	305	18%	279	21%	293	23%
55-64	301	11%	276	17%	294	21%
65-74	163	12%	144	15%	160	20%
75+	167	4%	152	7%	162	16%
Gender						
Male	780	11%	731	15%	759	18%
Female	1,017	19%*	932	24%*	986	25%*
Ethnicity						
White	1,385	14%	1,263	19%	1,345	22%
Ethnic minority	393	19%*	384	22%	383	20%
Region						
Not London	1,280	12%	1,160	17%	1,247	22%
London	523	22%*	509	25%*	504	22%

*Base: Residents with communal areas. Figures in bold with an * indicates a higher-than-average dissatisfaction rating*

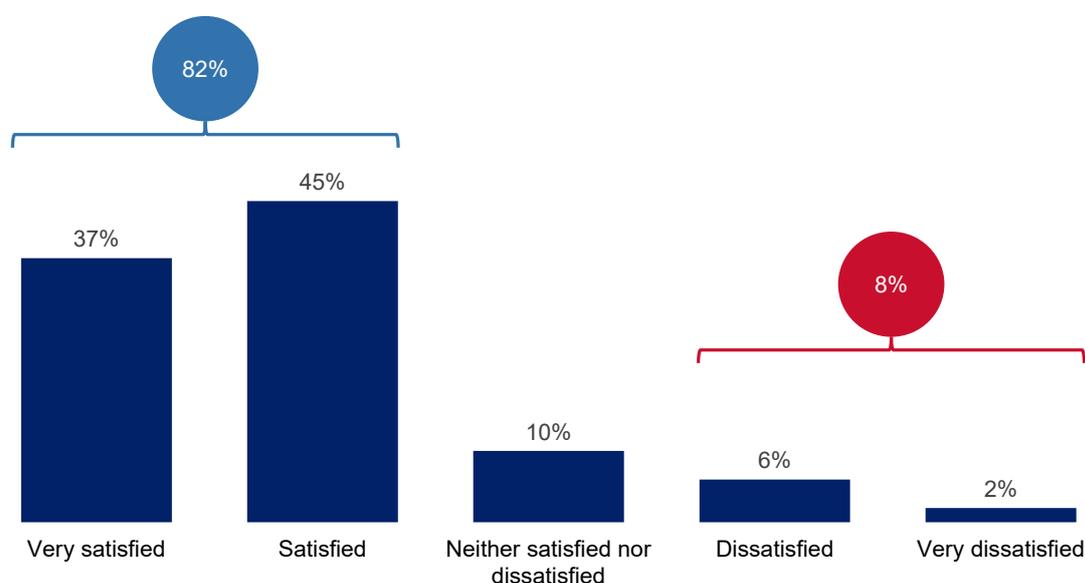
Safety

Satisfaction with home being safe to live in

78. The majority (82%) of residents were satisfied that their home was safe to live in, though one in ten residents (10%) were neither satisfied nor dissatisfied and a similar proportion (8%) were dissatisfied.

79. Figure 1.10 shows the satisfaction with home being safe to live in, with answers ranging from 'very satisfied' to 'very dissatisfied'.

Figure 1.10. Satisfaction with home being safe to live in



C3. How satisfied or dissatisfied are you that your home is safe to live in? (e.g., safe from hazards) Base: All residents (5,004)

80. Satisfaction levels were generally high across the different profiles of tenants. That said, some higher rates of dissatisfaction were still evident, with dissatisfaction rising to 10% for those living in homes with Local Authority landlords and those in flats. Also, and bucking the trend seen elsewhere, residents with shared ownership recorded higher dissatisfaction with safety compared to renters (12% dissatisfied compared to 8% of renters).

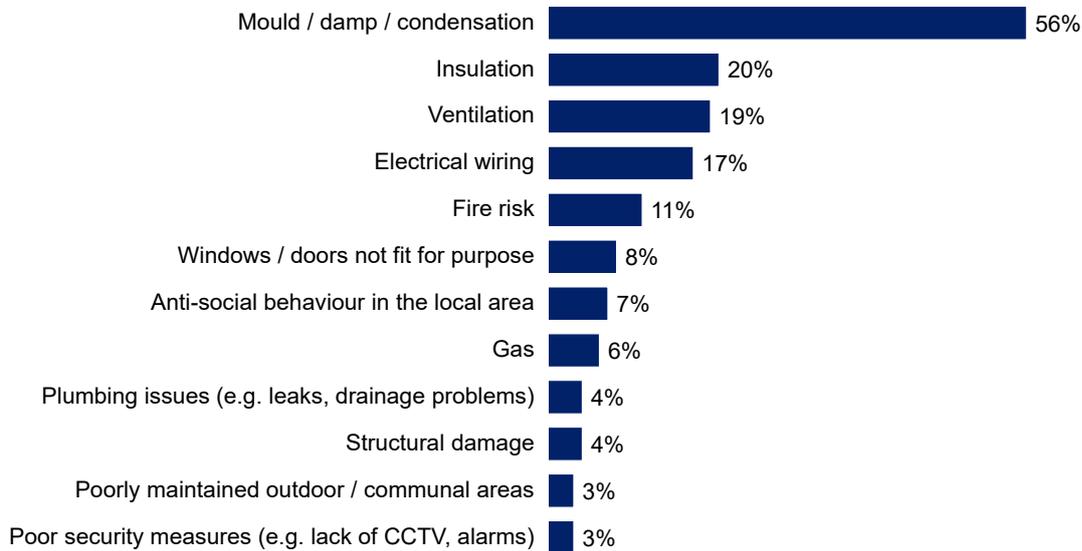
81. As found for other aspects of their housing, residents living in London, those from ethnic minority groups (excluding white ethnic minorities) and those in the mid-age groups also showed higher levels of dissatisfaction (tending to be around 4 percentage points higher than the average).

82. Although a range of reasons were given for why residents felt their home was not safe, the overwhelming reason was due to mould, damp and condensation (56%), with this the top reason given for all dwelling types (e.g. 58% of residents in a house, 56% in a flat). Otherwise, the next most common reasons were the same as

the drivers for lower satisfaction with home maintenance: insulation (20%), ventilation (19%) and electrical wiring (17%).

83. Figure 1.11 illustrates ways in which homes were reported not safe.

Figure 1.11. Ways in which home is not safe



C4. In what way is your home not safe? Answers of 3%+ shown in the chart above. Base: All not satisfied with safety of home to live in (986)

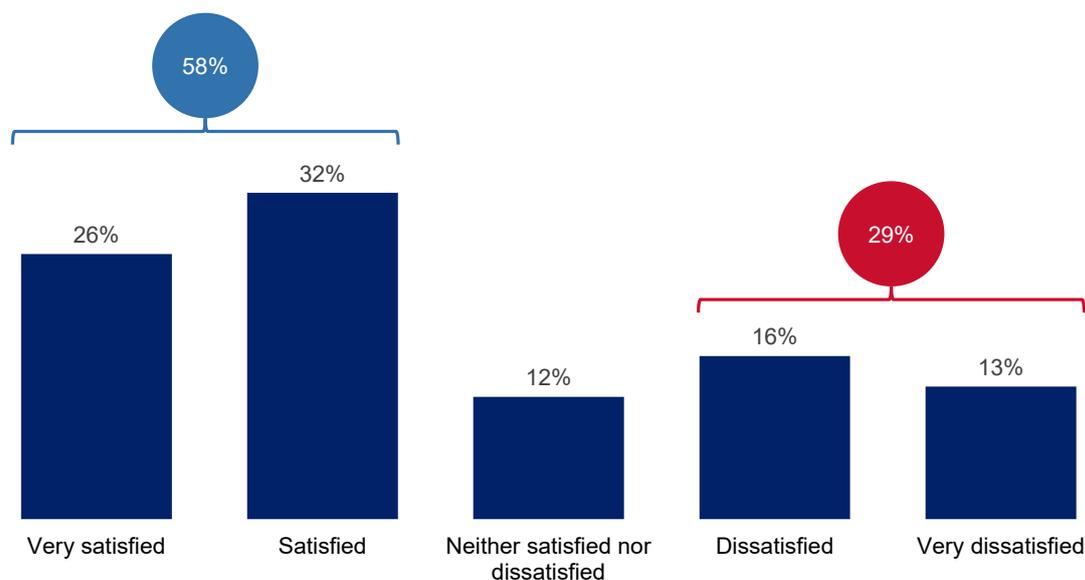
84. As with maintenance, residents often gave multiple reasons for why they felt their home was not safe. For example, a quarter of residents who said they had mould, damp or condensation also mentioned insulation problems (25%) or ventilation problems (26%). Those mentioning electrical wiring were also particularly likely to mention these issues (64% mentioned mould, 34% mentioned insulation, 34% mentioned ventilation) as well as fire risk (22%) and gas issues (17%). The exception was for those who mentioned anti-social behaviour in the area, although a quarter (24%) did still also mention mould, damp and condensation.

Repairs

85. Three-quarters (73%) of residents said they had reported a repair to their landlord in the previous 12 months. Views among them were mixed on the service they had received; around six in ten (58%) were satisfied, but around three in ten (29%) were dissatisfied. Of those dissatisfied, a sizeable proportion (13%) opted for the 'very' dissatisfied answer option.

86. Figure 1.12 shows satisfaction with repair service received from landlord, with answers ranging from 'very satisfied' to 'very dissatisfied.'

Figure 1.12. Satisfaction with repair service received from landlord



D2. How satisfied or dissatisfied are you with the repairs service you have received to your home from your landlord over the last 12 months? Base: All residents who had reported a repair in the last 12 months (3,680)

87. Once again, dissatisfaction was greater amongst certain groups of residents, being notably higher amongst those living in London (38%), those living in a converted flat (37%), those in local authority housing (32%) and renters (30%). Reflecting earlier trends by age and ethnicity, dissatisfaction was also higher amongst those in the younger to middle age groups (25-34 years, 34%) and ethnic minority residents (excluding white ethnic minorities) (34%).

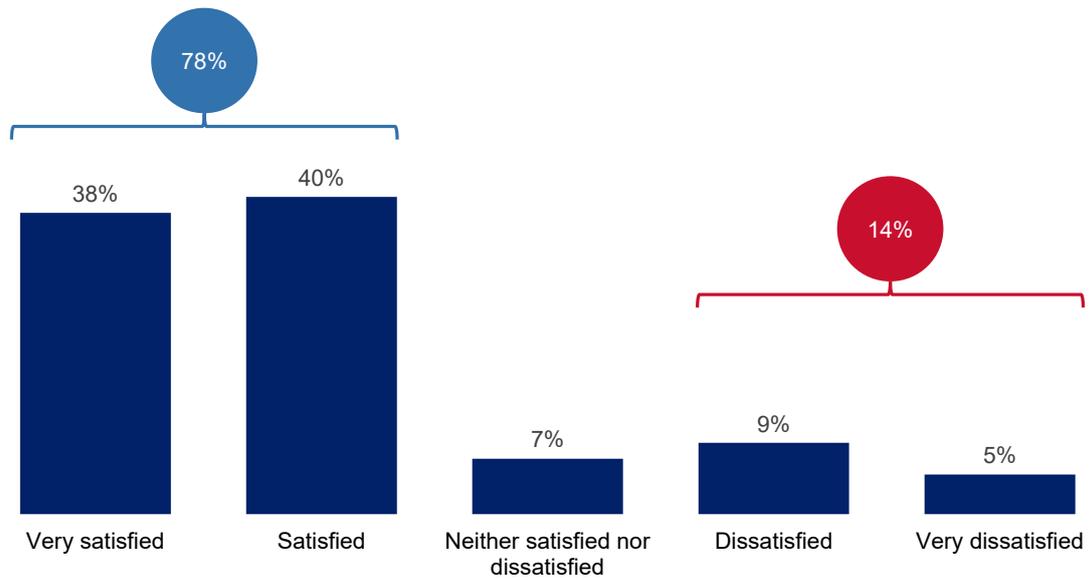
88. Within London there was again no difference in satisfaction levels by ethnic group, but levels of dissatisfaction were particularly high amongst renters (39%) and those with a physical or mental health condition (44%).

89. When asked to think about their most recent repair that had been resolved, the majority (78%) said they were satisfied with the time taken to complete the repair. Just over one in every ten (14%) said they were dissatisfied, with dissatisfaction slightly higher amongst those with a non-profit landlord (18%) and those living in a flat (17%). This suggests that a greater driver of dissatisfaction is related to repairs not being completed, rather than the time taken for completed repairs.

90. Levels of dissatisfaction with response times varied somewhat by region, with dissatisfaction being around twice as high amongst residents in the East Midlands (19%), London (17%), and the West Midlands (16%) compared to those living in Yorkshire and Humber (9%).

91. Figure 1.13 shows satisfaction with time taken to complete the tenants most recent repair, with answers ranging from 'very satisfied' to 'very dissatisfied.'

Figure 1.13. Satisfaction with time taken to complete most recent repair



D4. How satisfied or dissatisfied were you with the time taken to complete your most recent repair after you reported it? Base: All residents who had reported a repair in the last 12 months and recalled a recent repair that had been resolved (2,292)

Complaints and responses to anti-social behaviour

92. This chapter looks at awareness of the complaint channels that are available to residents, and also explores their experience of anti-social behaviour where they live, and the response of landlords to anti-social behaviour complaints.

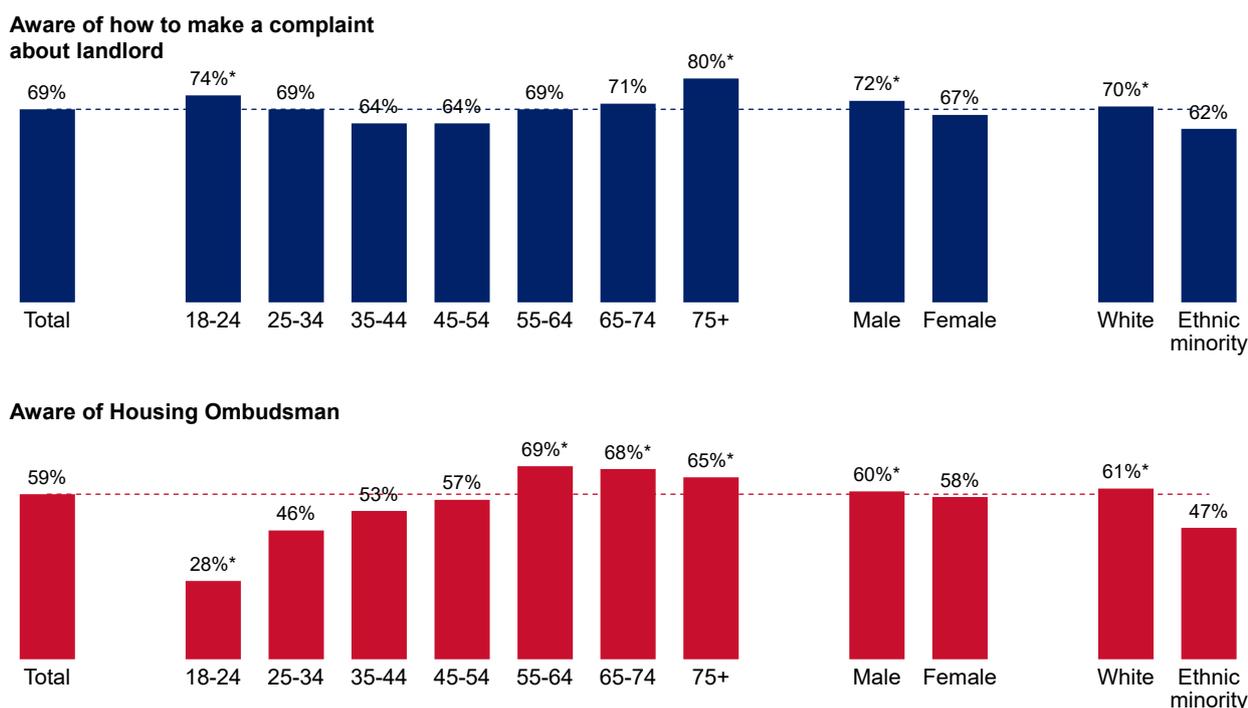
Awareness of complaints channels

93. Many, but not all, residents knew how to make a complaint about the service they received from their landlord and/or had heard of the Housing Ombudsman Service. Awareness was slightly higher for how to make a complaint about their landlord (69%), than for awareness of the Housing Ombudsman Service (59%). Just under half (47%) of residents were aware of both channels, while a fifth (18%) were not aware of either

94. It should also be noted that a media campaign to raise awareness of social housing complaints took place during February and March 2022, overlapping slightly with fieldwork for this research, which launched in late March.

95. As shown below in Figure 2.1, awareness of complaints channels tended to be higher amongst older residents, male residents, and those of a white ethnic background. Of note, younger residents, aged 18-24, showed higher than average awareness of how to make a complaint about their landlord but had very little awareness of the Housing Ombudsman Service.

Figure 2.1. Awareness of complaints channels by age, gender and ethnicity



H1. Do you know how to make a complaint about the service you have received from your landlord? H2. Are you aware of the Housing Ombudsman? Base: All residents (5,004). * indicates a higher-than-average awareness

Experience of anti-social behaviour

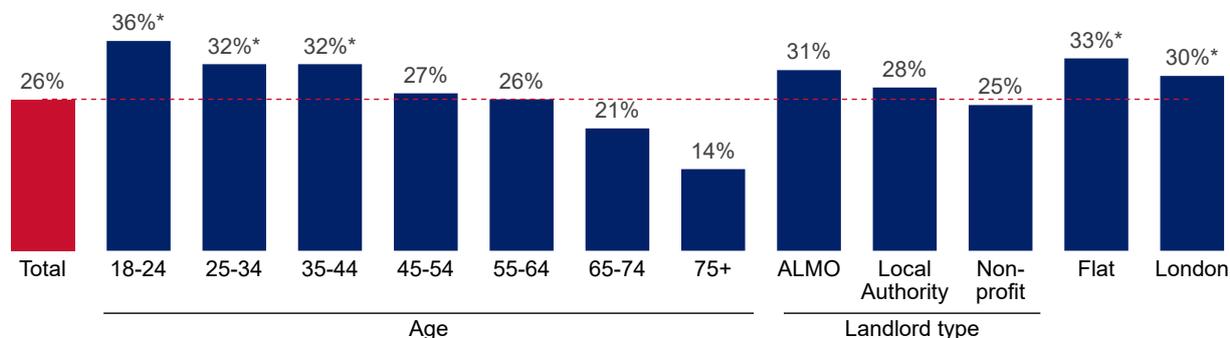
Incidence of being affected by anti-social behaviour

96. Overall, a quarter (26%) of residents said they had been affected by anti-social behaviour in the previous 12 months. The reported incidence of being affected by anti-social behaviour where they lived was linked to age, with younger tenants reporting higher rates of anti-social behaviour than older residents, peaking at 36% amongst those aged 18-24. Incidence rates were also higher amongst residents living in flats (33%), those with an Arms-Length Management Organisation (ALMO) (31%⁴) and those living in London (30%). Tenants were also more likely to say they had been affected by anti-social behaviour if they were living with a health condition (30%, rising to 37% of those with a health condition in London).

97. Figure 2.2 shows the incidence of being affected by anti-social behaviour, by age group and landlord type.

⁴ The rate for those with an ALMO was higher than for a non-profit landlord but was only indicatively higher than for local authority landlords.

Figure 2.2. Incidence of being affected by anti-social behaviour



*G1. Have you been affected by anti-social behaviour where you live in the last 12 months?
Base: All residents (5,004) * indicates a higher-than-average incidence*

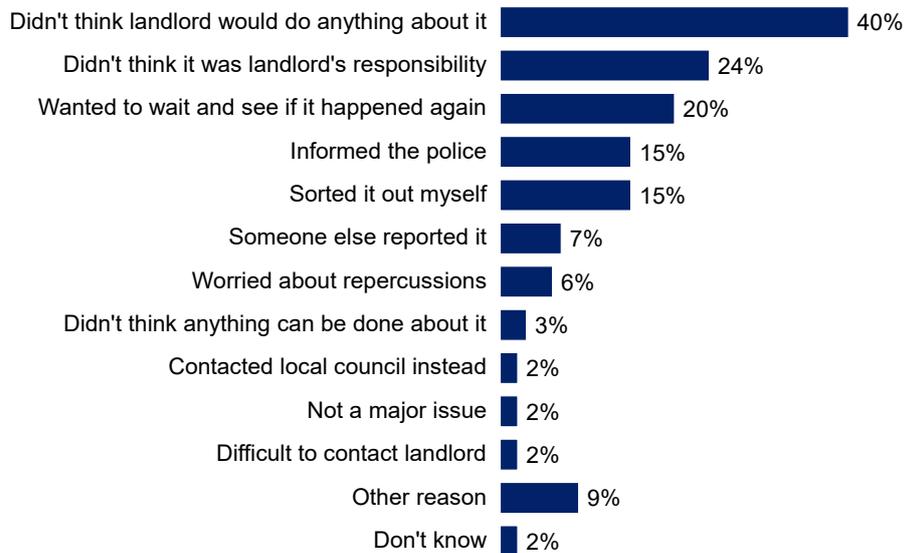
Reporting of anti-social behaviour to landlord

98. Many (69%) of those who had been affected by anti-social behaviour informed their landlord about it. Although those aged 75+ were the age group least likely to have been affected by anti-social behaviour (just 14%), they were the group most likely to inform their landlord about it (82%). In contrast, only 63% of those aged 18-24, the age group most likely to have been affected by anti-social behaviour, informed their landlord about it. This rate was on a par with other age groups (68% of those aged 25-74).

99. Just under a third (31%) did not tell their landlord about the anti-social behaviour. The most common reason for this was because they did not think their landlord would do anything about it (40%). Otherwise, a sizeable proportion felt it was not the landlord's responsibility (24%), and on occasions residents reported the anti-social behaviour to the police instead (15%) or to the local council (2%). Sometimes residents sorted out the issue themselves (15%).

100. Figure 2.3 illustrates the proportion of tenants reporting reasons for not informing their landlord about anti-social behaviour.

Figure 2.3. Reason(s) for not informing landlord about the anti-social behaviour

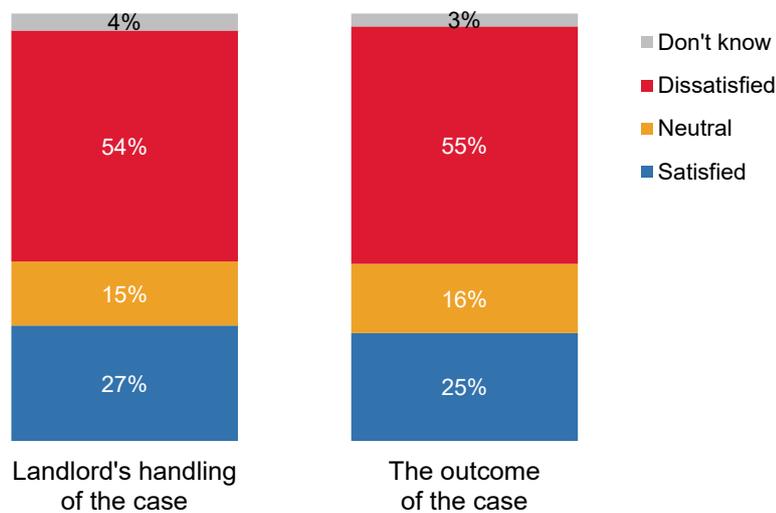


G3. What was the reason you did not inform your landlord about the anti-social behaviour?
Base All who did not inform their landlord about the anti-social behaviour (417)

101. Amongst those who did inform their landlord about the anti-social behaviour, satisfaction with the landlord's handling of the case and the outcome of the case were not particularly high. For both of these measures, twice as many were dissatisfied as satisfied.

102. Figure 2.4 demonstrates satisfaction with outcome and handling of the anti-social behaviour case.

Figure 2.4. Satisfaction with outcome and handling of the anti-social behaviour case



G4. How satisfied or dissatisfied were you with: The outcome of the case? / Your landlord's handling of the case? Base: All who informed their landlord about the anti-social behaviour (892)

103. Dissatisfaction with the landlord's handling of the case was particularly evident amongst those who reported the anti-social behaviour to a local authority landlord; three times as many said they were dissatisfied (61%) as satisfied (20%). Dissatisfaction with the way the landlord handled the case was also higher amongst residents living in flat (58%), living in London (64%) and for residents aged 35–44 years (62%).

Awareness of Anti-Social Behaviour Case Review arrangements

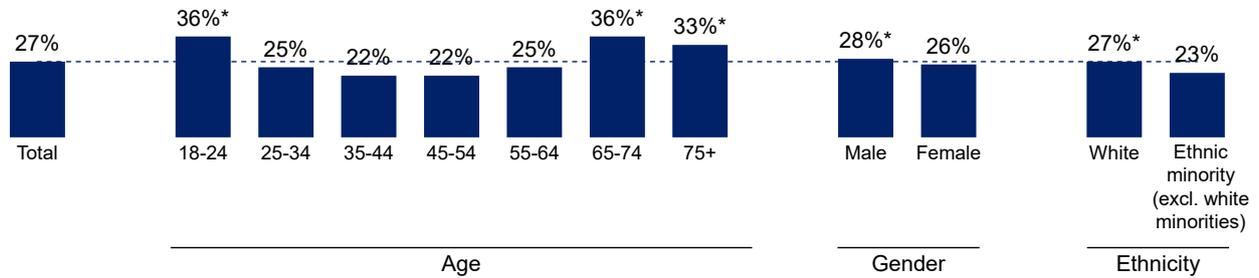
104. Just a quarter (27%) of residents had heard of the Anti-Social Behaviour Case Review arrangements, also known as the community trigger.

105. As with awareness of how to complain about the service received from their landlord, awareness was slightly higher amongst the very youngest and very oldest resident age groups, increasing to 36% for those aged 18-24 and 34% of those aged 65 and over.

106. Awareness was also marginally higher among male and white residents, but the difference to their counterparts was only small, with just a two percentage point difference by gender and a four percentage point difference by ethnicity.

107. Figure 2.5 illustrates awareness of anti-social behaviour case review arrangement, by age, gender and ethnicity.

Figure 2.5. Awareness of Anti-Social Behaviour Case Review arrangements



G5. Are you aware of the Anti-Social Behaviour Case Review arrangements (also known as the community trigger)? Base: All residents (5,004)

Accountability and respect

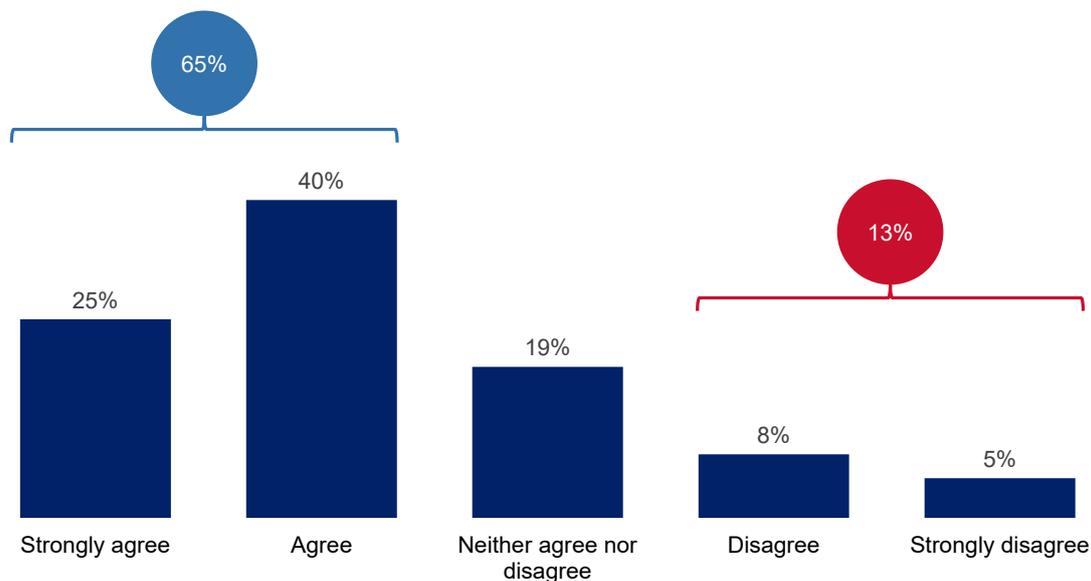
108. This chapter covers residents' perceptions of how they are treated by their landlord and their contractors, whether residents are aware of how to contact their landlord, how easy they find it to do so, and whether they are aware of how to access information relevant to them as a resident. It then follows on to report resident satisfaction in relation to whether their landlord listens to and acts upon resident views, whether they trust their landlord to do what they say they will do, consult them on decisions that impact them, and whether they have been involved in any activities or groups connected to their landlord.

Perception of treatment by landlord and contractors

Treating tenants with respect

109. As shown below in Figure 3.1, two-thirds of residents (65%) agreed that their landlord treats them with respect, with a quarter (25%) strongly agreeing. However, more than one in ten (13%) disagreed.

Figure 3.1. Agreement that the landlord treats them with respect



*F1. How strongly do you agree or disagree that your landlord treats you with respect?
Base: All residents (5,004)*

110. Agreement within different demographic groups largely mirrored the results for overall satisfaction: older residents aged 65-74 or 75 and over were more likely to agree that their landlord treats them with respect (75% and 81% respectively), while those in the middle age groups of 25-34 (60%), 35-44 (57%) or 45-54 (57%) were less likely to agree. Men were more likely to agree than women (68% vs. 63%).

111. By ethnicity, white residents were more likely to agree that their landlord treats them with respect than ethnic minority residents (excluding white minorities) (67% vs. 58%). Those in the North East (73%) and North West (69%) were more likely to agree, whereas those in London were less likely (53%). Although at the national level there was no difference in agreement by tenure type, within London, renters were significantly less likely to agree that their landlord treats them with respect than shared owners (53% vs. 79%). However, within London there were no significant differences by gender or ethnicity.

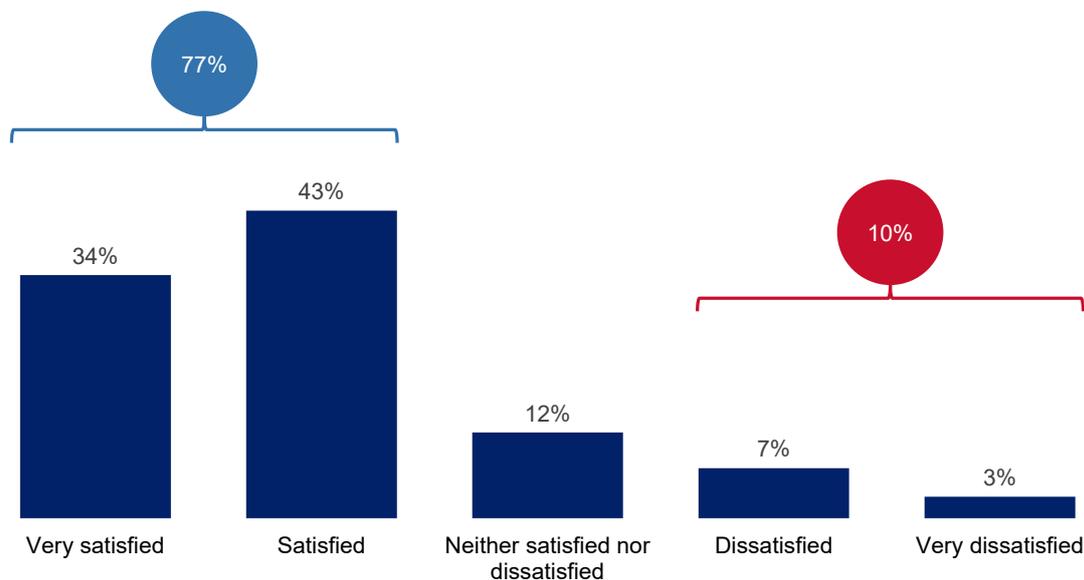
112. Agreement that their landlord treats them with respect was higher among residents living in a house (68%) than those living in a flat (62%); while those with a local authority landlord were also less likely to agree (63%).

Acting in a professional manner towards tenants

113. Residents were subsequently asked how satisfied they are that their landlord’s staff and their contractors act in a professional manner towards them. Compared with the proportion agreeing their landlord treated them with respect (65%), it was more common for residents to feel satisfied with their landlord’s professionalism: just over three-quarters (77%) were satisfied, of whom a third (34%) were very satisfied. One in ten (10%) were dissatisfied.

114. Figure 3.2 shows satisfaction with landlord staff and their contractors acting in a professional manner.

Figure 3.2. Satisfaction with landlord staff and their contractors acting in a professional manner



F2. How satisfied or dissatisfied are you that your landlord's staff and their contractors act in a professional manner towards you? Base: All residents (5,004)

115. Similar to resident views on being treated with respect, older tenants were more satisfied than younger. Residents aged 65-74 or 75 and over were more likely to be

satisfied that their landlord's staff and their contractors act in a professional manner towards them (86% and 91% respectively), while those aged 25-34 (70%), 35-44 (69%) or 45-54 (72%) were less likely to be satisfied.

116. In terms of ethnicity, white residents were more likely than ethnic minority residents (excluding white minorities) to be satisfied that their landlord's staff and their contractors act in a professional manner towards them (79% vs. 70%). Again, residents in London were less likely to be satisfied (67%). Within London, there were no significant differences between different demographic groups.

Contact and information sharing

Awareness of how to contact the landlord

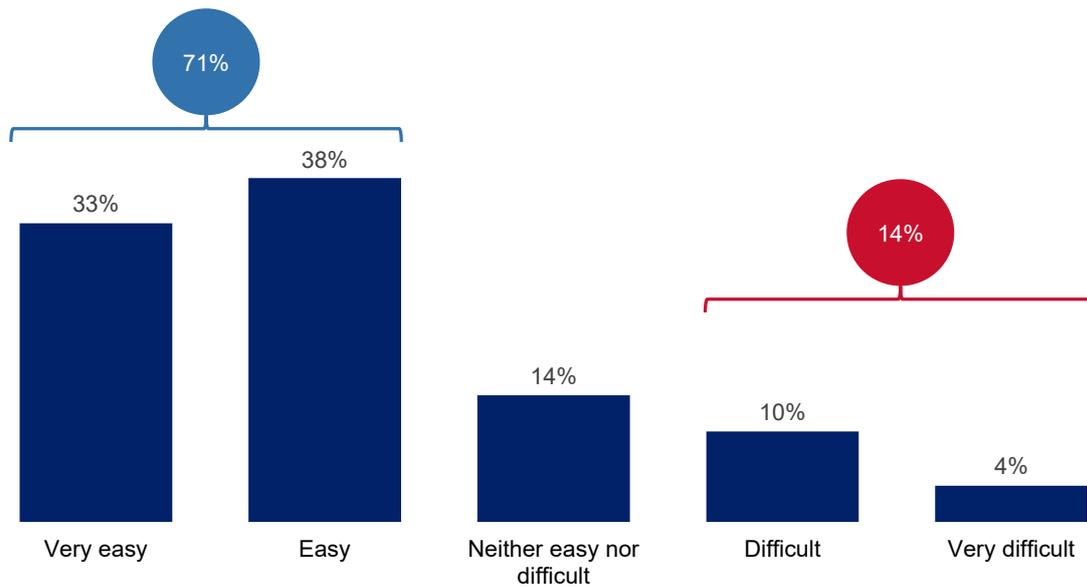
117. The vast majority of residents said they knew how to get in touch with their landlord (97%). Residents aged 55-64 were most likely at 99%, while those aged 25-34 were less likely to know (96%). White residents were more likely than ethnic minority residents (excluding white minorities) to know how to get in touch with their landlord (98% vs. 95%). Those living in the South West were less likely to know at 96%.

118. Residents whose housing provider was a non-profit landlord were more likely to know how to get in touch (98%), as were those living in a house (98%), compared to the average of 97%.

Ease of contacting the landlord

119. Residents who knew how to get in touch with their landlord were asked how easy they found it to do so. As shown below in Figure 3.3, seven in ten (71%) said they found it easy, of whom a third said it was very easy (33%). One in seven (14%) found it difficult to get in touch with their landlord.

Figure 3.3. Ease of contacting the landlord



F4. How easy is it to get in touch with your landlord? Base: All who know how to get in touch with their landlord (4,870)

120. Residents aged 75 and over were more likely to say that it is easy to get in touch with their landlord (80%), while those aged 25-34 or 35-44 were less likely (66%). White residents were more likely than ethnic minority residents (excluding white minorities) to feel it is easy (73% vs. 62%).

121. Those with a non-profit landlord were more likely to say it is easy (75%), while those with a local authority landlord were less likely (65%). Although there was no difference by ownership type when it came to the proportion finding it easy to contact their landlord, renters were more likely to find it difficult (14%) than shared owners (8%).

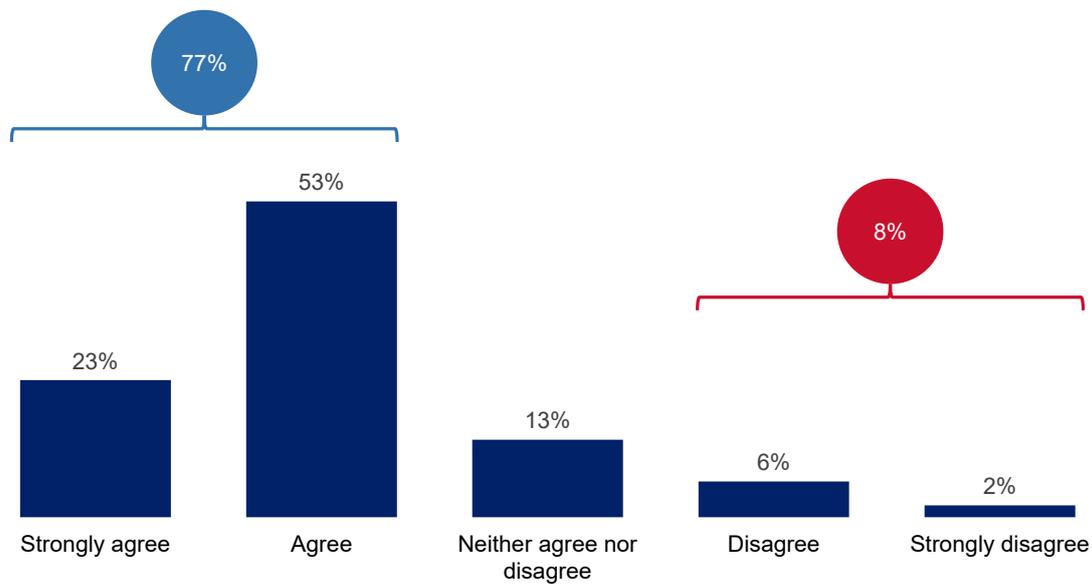
122. In terms of regional differences, residents located in the North East or North West were more likely to say it is easy to get in touch with their landlord (both 80%), while those in London were less likely at 58%.

123. Within London, residents with an Arms-Length Management Organisation landlord (45%) or local authority landlord (53%) were less likely to find it easy to get in touch, whereas those with a non-profit landlord were more likely to find it easy (64%), as was also the case nationally. Renters in London were less likely than shared owners to say it was easy to get in touch with their landlord (57% vs. 77%).

Awareness of how to access relevant information

124. All residents were asked the extent to which they agree that they know how to access information relating to things that matter to them as a resident. As shown in Figure 3.4, just over three-quarters (77%) agreed, of whom just under a quarter (23%) strongly agreed. Meanwhile, just 8% disagreed that they would know how to access such information.

Figure 3.4. Awareness of how to access relevant information



F5. To what extent do you agree with the following statement: I know how to access information relating to things that matter to me as a resident. Base: All residents (5,004)

125. A similar pattern emerged between different types of residents as seen previously. Older residents were more positive, with those aged 55-64 (79%) or 75 and over (85%) more likely to agree that they knew how to access information relative to them, while those aged 25-34 or 35-44 were less likely to agree (70% and 73% respectively). By ethnicity, white residents were more likely to agree than ethnic minority residents (excluding white minorities) (78% vs. 69%). There was a difference by ownership status, with renters more likely to agree they knew how to access information relevant to them than shared owners (77% vs. 64%).

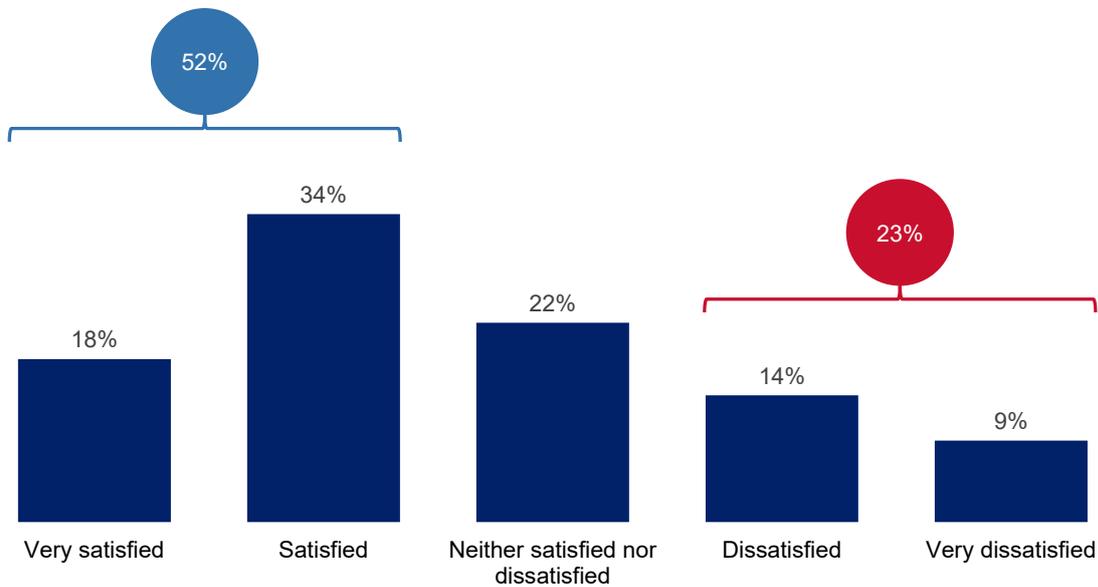
126. Residents located in the North West (80%), South West (82%) or Yorkshire and the Humber (81%) were more likely to agree, while those in London were less likely at 67%. Within London, there were no particular types of residents driving this difference.

Engagement and ability to influence decisions

Listening to views and acting upon them

127. Residents were asked how satisfied or dissatisfied they are that their landlord listens to their views and acts upon them. As shown in Figure 3.5, just over half (52%) were satisfied (18% were very satisfied), while just under a quarter (23%) were dissatisfied; nearly one in ten (9%) said they were very dissatisfied.

Figure 3.5. Satisfaction with the landlord listening to their views and acting upon them



F6. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them? Base: All residents (5,004)

128. Again, satisfaction levels differed by age of residents. Older residents aged 65-74 (63%) or 75 and over (69%) were more likely to report being satisfied, while those aged 25-34 (46%), 35-44 (43%) or 45-54 (47%) were less likely. Men were more likely than women to be satisfied that their landlord listens to their views and acts upon them (55% vs. 50%). By ethnicity, white residents were more likely to be satisfied than ethnic minority residents (excluding white minorities) (54% vs. 43%). Local authority residents were also less likely to be satisfied that their landlord listens to their views and acts upon them (49%).

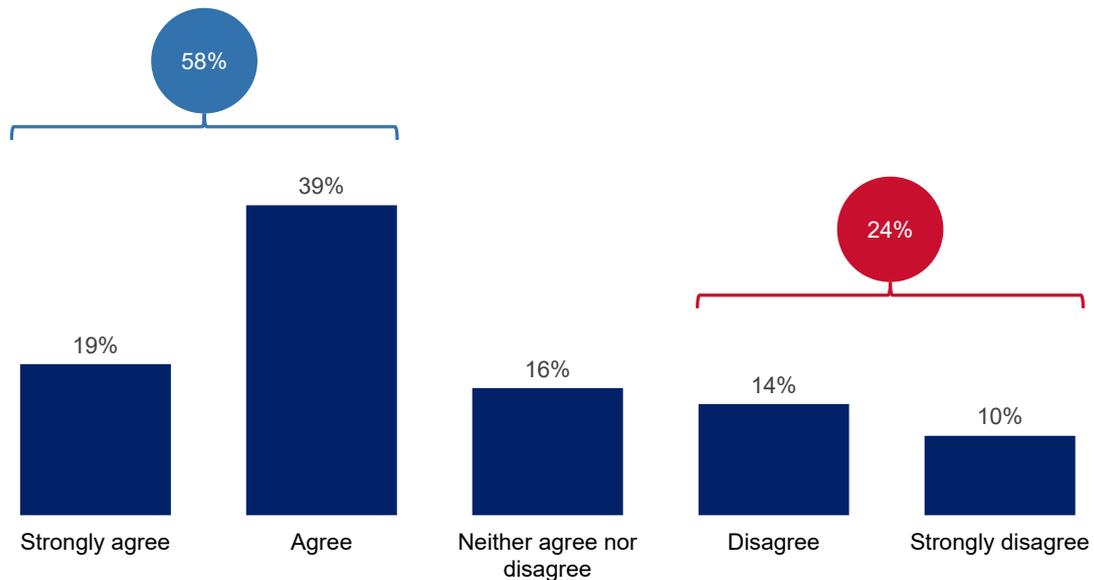
129. Satisfaction was higher among residents in the North East (60%), North West (57%), and Yorkshire and the Humber (62%), while again those in London were less satisfied at 39%, demonstrating a stark difference. In particular, London residents aged 55-64 were less likely to be satisfied (25%), as were London renters in comparison to shared owners (38% vs. 63%).

130. Across all groups satisfaction in relation to the landlord listening and acting upon resident views was notably lower than satisfaction overall and at other key measures, suggesting this is an area where landlords could really improve.

Trust in the landlord to do what they say they will do

131. Residents were subsequently asked the extent to which they agree that they trust their landlord to do what they say they will do, as demonstrated in Figure 3.6. Just under six in ten (58%) agreed, of whom one in five (19%) strongly agreed. A quarter (24%) disagreed, of whom one in ten (10%) strongly disagreed.

Figure 3.6. Trust in the landlord to do what they say they will do



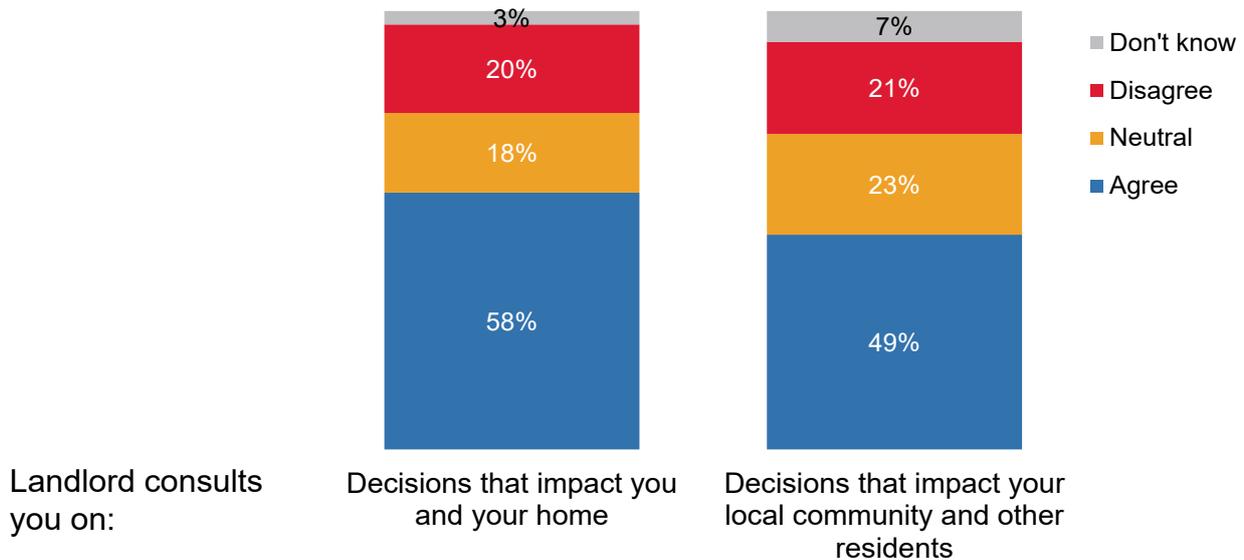
F7. To what extent do you agree with the following statement: I trust my landlord to do what they say they will do. Base: All residents (5,004)

132. The disparity in agreement by demographic groups followed a similar pattern to that seen across other measures. Residents aged 65-74 (66%) or 75 and over (79%) were more likely to agree, while those aged 25-34 (49%), 35-44 (49%) or 45-54 (53%) were less likely to agree. Men were more likely to agree than women (62% vs. 56%) and white residents were more likely to agree than ethnic minority residents (excluding white minorities) (60% vs. 47%).
133. By region, those in the North East (67%), South West (65%), and Yorkshire and the Humber (66%) were more likely to agree that they trust their landlord to do what they say they will do, while those located in London were substantially less likely at 42%. Within London, residents aged 35-44 (34%) or 55-64 (32%) were less likely to trust their landlord to do what they say they will do, as were those with an Arms-Length Management Organisation (ALMO) (28%), and those renting (41% vs. 67% among London shared owners).
134. There is often a correlation between residents' trust in their landlord and feeling that their landlord listens to and acts upon their views, and their satisfaction with the repairs service they have received. Among those who had requested a repair and were dissatisfied with the service they received, three-fifths (60%) disagreed that they trusted their landlord to do what they say they will do, compared with 8% of those who were satisfied with the repairs service; and just over half (53%) of those dissatisfied with the repairs service were also dissatisfied that their landlord listens to and acts upon their views, compared with 9% of those who were satisfied with the repairs.

The landlord consults on decisions about home and community

135. Residents were asked the extent to which they agree that their landlord consults them on decisions that impact them and their home. As shown in Figure 3.7, just under six in ten (58%) agreed (18% strongly agreed), while one in five (20%) disagreed.
136. Tenants aged 65-74 or 75 and over were more likely to agree (64% and 71% respectively), while those aged 25-34 (54%) or 35-44 (51%) were less likely. Men were more likely to agree than women (61% vs. 57%) and white residents were more likely to agree than ethnic minority residents (excluding white minorities) (60% vs. 53%).
137. Those located in the North East (64%), North West (65%), South West (64%), and Yorkshire and the Humber (63%) were more likely to agree that their landlord consults them on decisions that impact them and their home, however, residents in London were less likely to agree (49%).
138. Residents were also asked the extent to which they agree that their landlord consults them on decisions that impact their local community and other residents. Only half of residents agreed (49%), while one in five (21%) disagreed.
139. Tenants aged 65-74 or 75 and over were more likely to agree (57% and 55% respectively), while those aged 25-34 (45%), 35-44 (43%) or 45-54 (47%) were less likely. Men were more likely to agree than women (52% vs. 48%), as were those located in the North East or North West (56% and 55% respectively). Again, these differences largely mirror those seen across other satisfaction and agreement measures.
140. Figure 3.7 shows agreement levels that the landlord consults on decisions about home and community.

Figure 3.7. Agreement that the landlord consults on decisions about home and community



F8. How strongly do you agree or disagree that your landlord consults you on: 1. Decisions that impact you and your home? Base: All residents (5,004). 2. Decisions that impact your local community and other residents? Base: All residents (5,004)

Involvement with engagement activities or groups

141. Residents were asked if they have been involved with any activities or groups connected to their landlord. Most had not been involved with any (80%). The most common involvement was being a Tenant and Resident Association member (8%), followed by attending estate related events such as estate walkabouts, estate events and residents' meetings (7%).

142. As shown in Table 3.1, male residents and shared owners were more likely to participate in several activities or groups, as were ethnic minority (excluding white minority) residents and those living in London, despite these two groups having lower levels of satisfaction across most measures.

Table 3.1. Involvement with engagement activities or groups

	Base	Tenant/ Resident Assn. member	Estate related events	Committee member	Panel Member	Board member	Green / block inspector
Total - All residents	5,004	8%	7%	3%	2%	2%	1%
Landlord type							
ALMO	283	6%	7%	2%	3%	2%	2%
Non-profit landlord	2,353	6%	7%	2%	2%	1%	1%
Local Authority	1,357	11%*	9%*	4%	2%	2%	1%
Property type							
House	3,072	7%	5%	3%	2%	1%	1%
Flat	1,853	10%*	10%*	4%	3%	2%	2%*
Ownership status							
Shared owner	182	16%*	11%	9%*	10%*	5%*	5%*
Renter	4,773	8%	7%	3%	2%	2%	1%
Age							
18-24	391	11%	10%*	8%*	6%*	6%*	4%*
25-34	853	10%	5%	3%	2%	1%	2%*
35-44	935	7%	5%	2%	2%	2%	1%
45-54	942	7%	4%	2%	2%	1%	1%
55-64	882	6%	7%	2%	1%	1%	1%
65-74	517	9%	11%*	4%	3%	2%	1%
75+	451	14%*	13%*	6%*	3%	3%	2%
Gender							
Male	1,857	10%*	9%*	4%*	3%*	2%	2%*
Female	3,130	7%	6%	3%	2%	2%	1%
Ethnicity							
White	4,186	8%	7%	3%	2%	1%	1%
Ethnic minority	758	12%*	12%*	6%*	5%*	4%*	2%*
Region							
Not London	4,110	7%	6%	3%	2%	1%	1%
London	894	13%*	11%*	4%	4%*	3%*	2%

*F9. Have you been involved with any of the following activities or groups connected to your landlord? Base: All residents (5,004). Figures in bold with an * indicate a higher-than-average proportion.*

Conclusions

143. This survey set out to understand social housing residents' experiences and establish baseline metrics on the reforms the Government is making to improve the quality of social housing. It will inform the implementation of the measures set out in the Social Housing White Paper and the Social Housing Regulation Bill, alongside existing baseline data such as the English Housing Survey. These results show how landlords are performing in key areas and suggest which areas will be most critical to target for improvement.

Differences by resident profiles

144. Overall, two-thirds (67%) of residents were satisfied with the service they received from their landlord; however, some groups of residents were less positive across virtually all measures. This could suggest that these groups are experiencing a broadly lower quality service from landlords compared with other groups, although it might also be the case that their expectations are higher. Those notably less positive across the board were:

- Those aged between 25 and 54
- Ethnic minority (excluding white minority) residents
- Those living in London

145. Satisfaction and agreement levels were also lower across a number of measures for those with a local authority landlord, those living in flats, and female residents.

146. Conversely, satisfaction tended to be higher among older residents (aged 65 and over), and white residents, as well as those living in a house rather than a flat. Satisfaction was also generally higher among shared owners, although they make up a very small proportion of social housing residents overall.

147. There are of course substantial overlaps between these groups – most strikingly, more than half (54%) of ethnic minority residents (excluding white minorities) live in London, compared to just 14% of white residents. Within London, overall satisfaction levels tended to be similar between white and ethnic minority residents (excluding white minorities), although in a number of cases a greater proportion of white residents within London were *very* satisfied compared with ethnic minority residents (excluding white minorities) in London. However, at the same time, among residents *outside* of London, ethnic minority residents (excluding white minorities) were less satisfied than white residents.

148. Overall, there is clearly a complex interplay between various factors driving levels of satisfaction; however, it does appear there may be aspects related to London in particular that are driving lower satisfaction, especially as satisfaction ratings were lower within London across nearly all resident groups.

Safety, maintenance and repairs

149. The majority (82%) of tenants were satisfied that their home is safe to live in. However, despite this high satisfaction level, safety is clearly a critical measure, so work needs to be done to improve conditions for the 8% who felt dissatisfied with the safety of their home, and the 10% who were unsure. Higher rates of dissatisfaction with safety were seen among ethnic minority residents (excluding white minorities) (12%), those aged between 25 and 44 (12%), those living in London (12%), and shared owners (12%), as well as Local Authority residents and those living in flats (each 10%).
150. For residents dissatisfied with either the safety and maintenance of their home, the most common issue was mould, damp, and condensation. This was particularly an issue for people living in flats, those with a local authority landlord, and those living in London. Other issues commonly mentioned were home insulation, ventilation, and electrical wiring.
151. It is possible that these results may have been impacted by the timing of the survey fieldwork in winter / spring. Running the survey again during the summer months would help to understand whether issues such as mould, damp and condensation are long term issues that aren't resolved, as opposed to 'top of mind' issues at the time of the survey.
152. Repairs were another area with very high levels of dissatisfaction, with nearly 3 in 10 (29%) of those who had reported a repair dissatisfied with the repairs service they had received, while just under 6 in 10 (58%) were satisfied. There was a higher level of satisfaction with the time it had taken to complete repairs (78%), but it should be noted that this is based only on those whose repair *had been completed* (and thus will have excluded any ongoing repairs). This suggests that the time taken to complete a repair may be less important than the actual completion of the repair (regardless of the timescale).

Tenant engagement

153. Residents were generally positive about the professionalism of their landlord, with 77% satisfied; however, they were less likely to agree that their landlord treats them with respect (65%). There was also evidence of a considerable lack of trust in landlords, with only 58% agreeing they trust the landlord to do what they say they will do, and a quarter (24%) disagreeing. Trust was particularly low among London residents, with only 42% agreeing, and even more so among London residents with an Arm's Length Management Organisation Landlord (28%).
154. While residents generally felt they know how to access information and contact their landlord, they were less satisfied with whether their landlord ever listens to them or takes account of their views: around half (49%) agreed their landlord consults them on decisions that impact the local community and other residents, and 58% agreed their landlord consults on decisions that impact them and their home, with around a fifth disagreeing in each case. Only half (52%) of residents were satisfied that their landlord listens to tenants' views and acts upon them, with nearly a quarter dissatisfied (23%). Satisfaction among London residents was particularly low, at just 39%.

155. Most residents (80%) had not been involved with any groups or activities connected to their landlord, while 17% had – with the most common types being a tenant or resident association member (8%) or going to estate related events (7%). Interestingly, despite having lower overall satisfaction, ethnic minority residents (excluding white minorities) and London residents were among groups more likely than average to participate in a number of the groups or activities.