

Your Views

Tenant Satisfaction Survey 2024/25

About the Survey

Between December 2024 and January 2025, many of you took part in an important survey.

The survey was carried out via telephone, online and postal questionnaires, by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Runnymede Borough Council maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing. Participants were entered into a prize draw, with four winning a £50 shopping voucher.



The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Runnymede Borough Council's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.

672

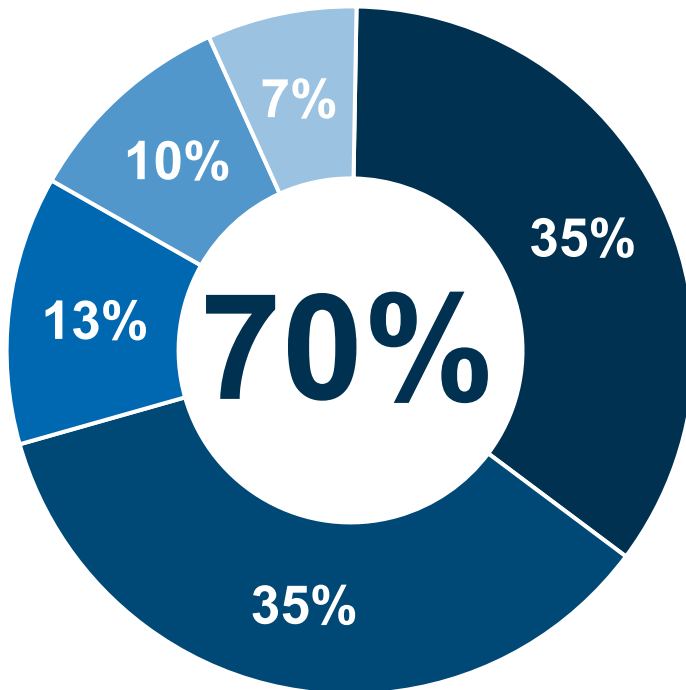
tenants took part out
of a total of 2,778
(336 online, 241 by
post & 95 by
telephone)

A big thank you to everyone who took part!

Overall Service



Seven out of ten tenants are satisfied with the overall service provided by Runnymede Borough Council Housing Services (**70%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



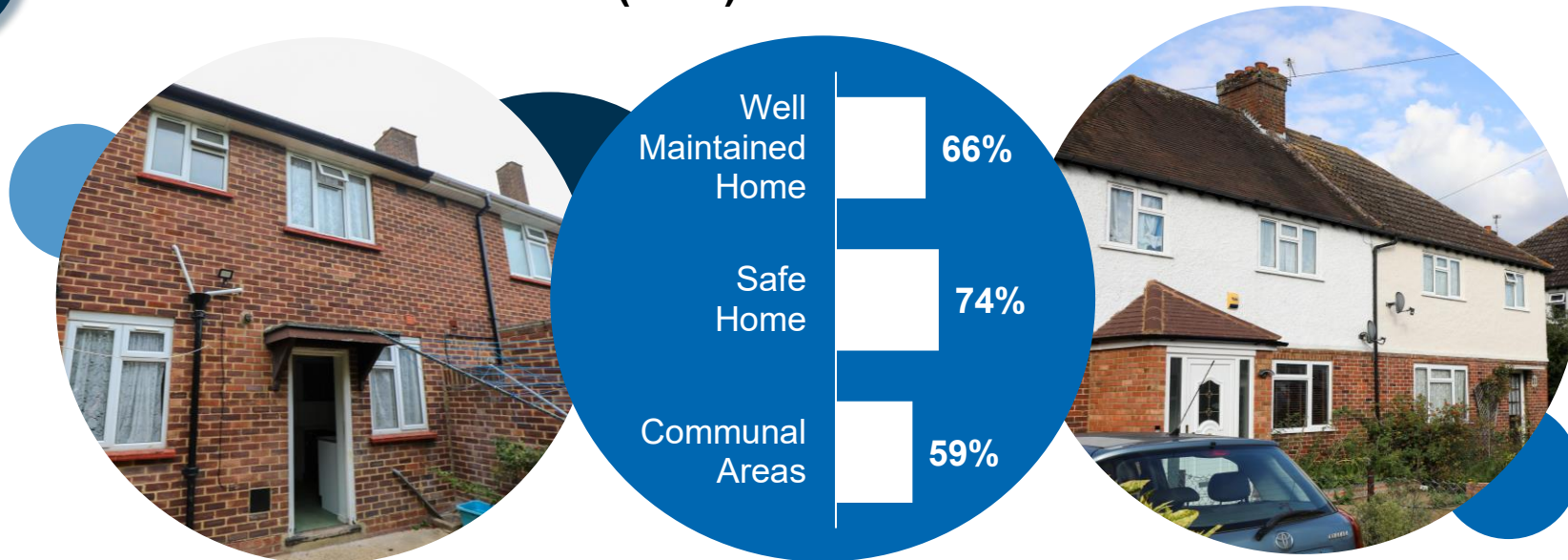
Two out of three tenants are satisfied that they are provided with a home that is well maintained (**66%**).



Three-quarters of tenants are satisfied that Runnymede Borough Council provides them with a home that is safe (**74%**).



Six out of ten tenants with communal areas are satisfied that they are kept clean and well maintained (**59%**).



Repairs Service



Seven out of ten tenants had a repair carried out to their homes in the last 12 months **(71%)**.



Of these tenants, **68%** are satisfied with the overall repairs service from Runnymede Borough Council over the last 12 months.



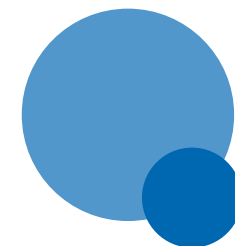
Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(65%)**.

68%

Overall Repairs Service
(Last 12 months)

65%

Time Taken to Complete
Most Recent Repair



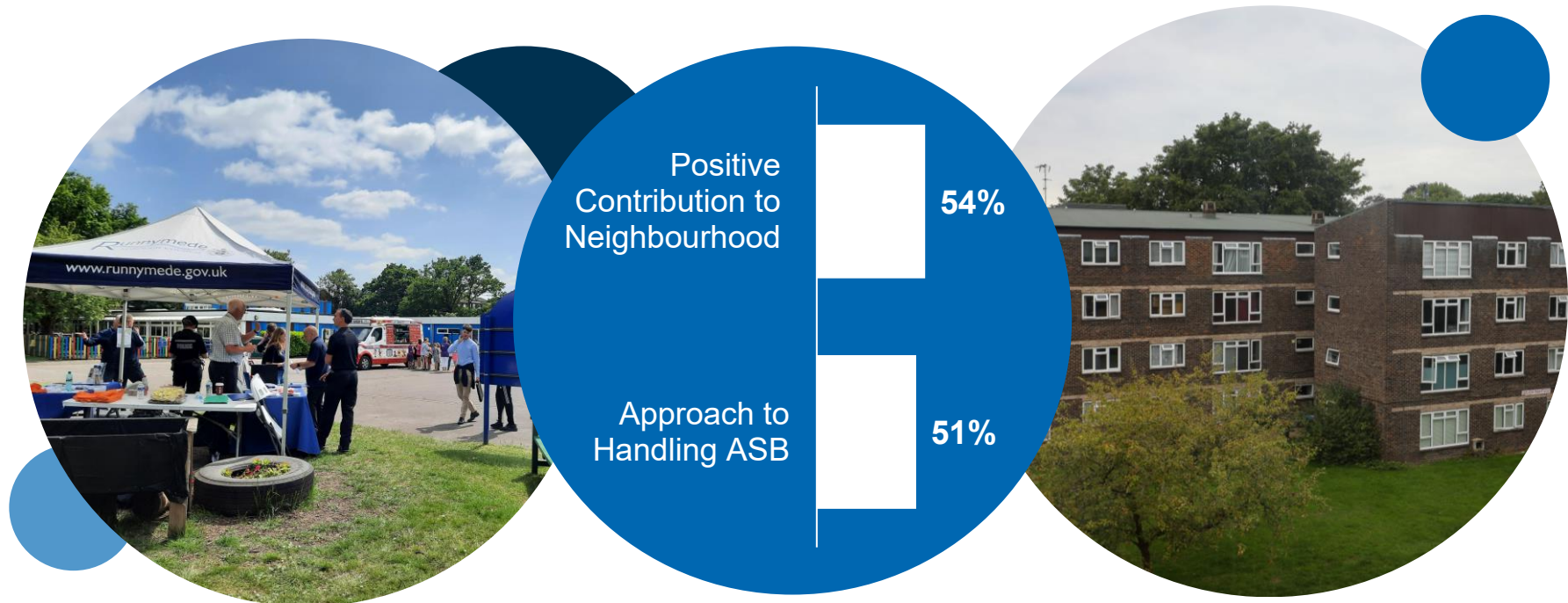
The Neighbourhood



Over half of tenants are satisfied that Runnymede Borough Council makes a positive contribution to their neighbourhood **(54%)**.



Slightly fewer tenants are satisfied with Runnymede Borough Council's approach to handling anti-social behaviour **(51%)**.



Communications and Tenant Engagement



Around half of tenants are satisfied that Runnymede Borough Council listens to their views and acts upon them (**52%**).



Around six out of ten tenants are satisfied that they are kept informed about things that matter to them (**62%**).



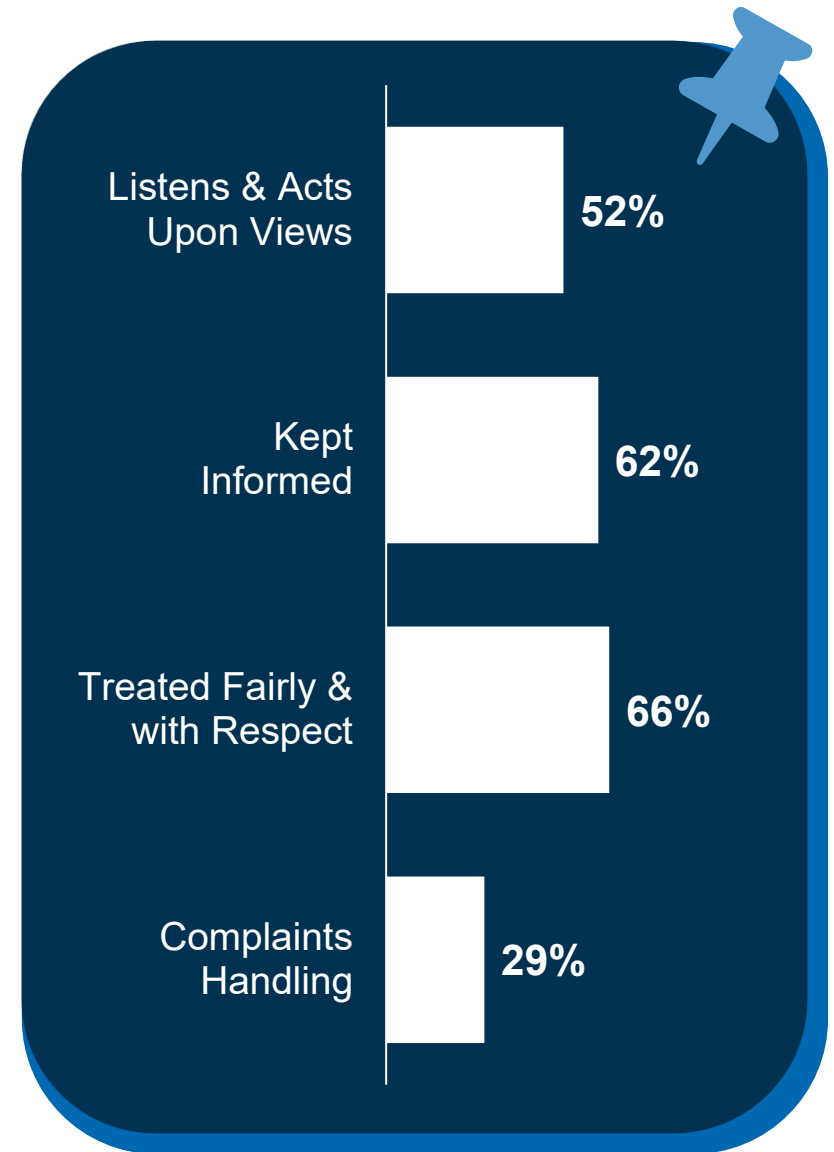
Two out of three tenants agree that Runnymede Borough Council treats them fairly and with respect (**66%**).



One-quarter of tenants said they had made a complaint to Runnymede Borough Council in the last 12 months (**25%**).



Of these tenants, **29%** are satisfied with Runnymede Borough Council's approach to complaints handling.



Tenants' Comments

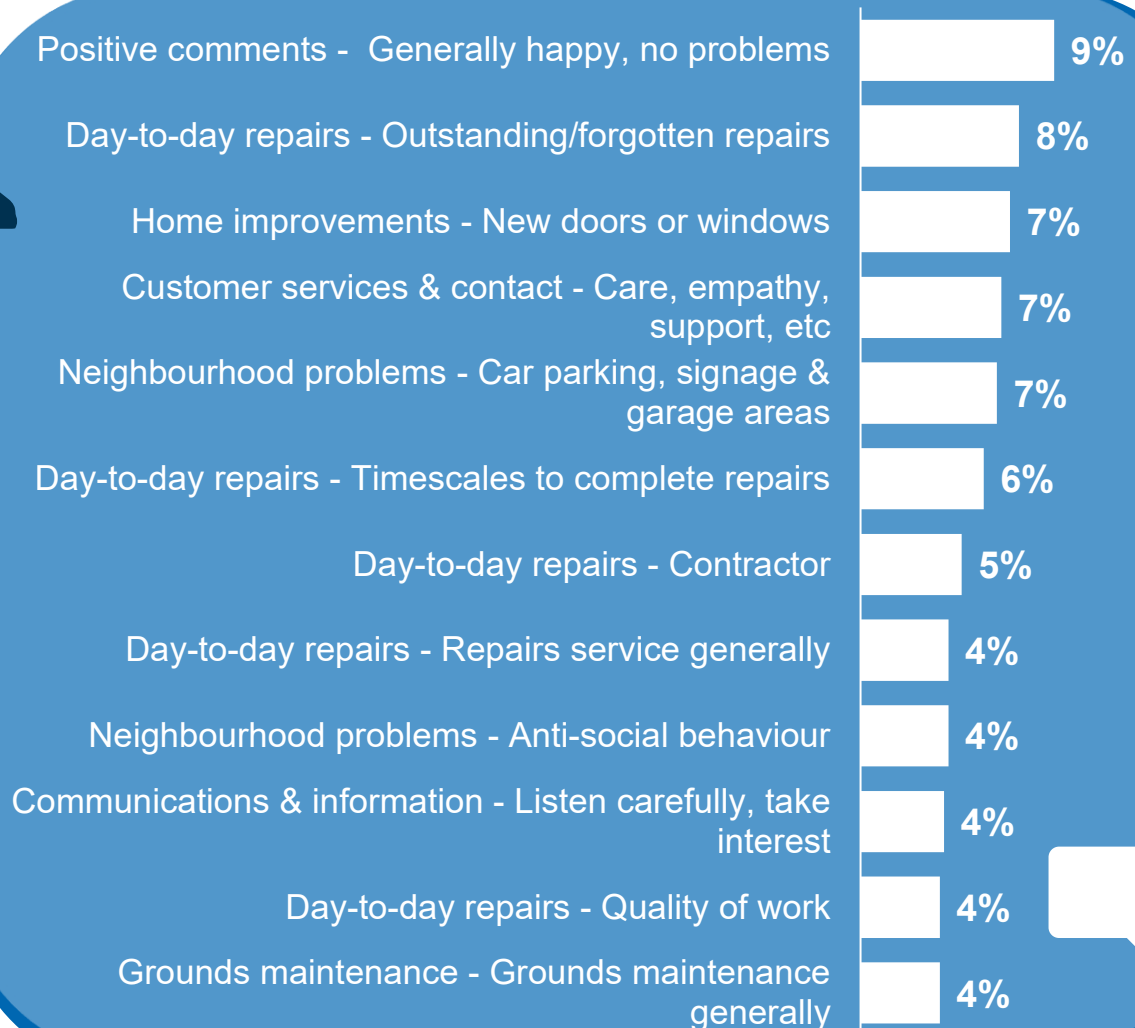
Finally, tenants were asked what is most important for Runnymede Borough Council to improve and 461 tenants gave comments.

Tenants most frequently commented upon the repairs service, including outstanding or forgotten repairs and the time taken to complete repairs.

Tenants also mentioned neighbourhood problems, such as issues with car parking. While some tenants would like improvements to their homes and the customer service received.

Other tenants are happy with the services currently provided and had no improvement suggestions, instead giving positive comments.

Top comments



Your Views

Runnymede Borough Council appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we may contact you to discuss your comments, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Runnymede Borough Council does to involve you in developing services. As well as publishing the results of the survey, Runnymede Borough Council plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., repairs, customer
service and property
condition



Involve tenants in
shaping service
improvements



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

Sample size	672
Timing of survey	09/12/2024 to 30/01/2025
Collection method(s)	Postal, telephone and online surveys
Sample method	Census
Representativeness of the sample	Representativeness checks carried out by gender, tenure type, age group, area, length of tenancy and property type
Details of any weighting applied to the results	Results have been weighted by age group
Role of any external contractor(s) in collecting, generating, or validating the reported measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
Number of tenant households in the relevant population that have not been included due to exceptional circumstances	None
Reasons for any failure to meet the required sample size	Required sample size has been met
Type and amount of any incentives offered to tenants to encourage survey completion	Prize draw with four tenants who responded to the survey randomly selected to win a £50 shopping voucher
Any other methodological issues likely to have an impact on the reported tenant perception measures	None



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