



# Spending your rent money to improve Housing Services

## Tenant survey results summary

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We ran a consultation from May to June 2026 asking tenants about Housing Services and how you wanted us to spend your rent money.

A total of 437 tenants responded.

Here is a simple summary of what you told us.

### Support to help in your home

- 👍 78% of tenants said the support the Council provides is helpful or very helpful
- 👎 18% said it is unhelpful or very unhelpful
- ✅ Overall: Most tenants feel supported

### Tenants' most important support needs

- 📈 TOP Tenants' top priority: Help with money and budgeting
- 🏠 Also important: Understanding tenancy responsibilities
- 🤝 More support wanted for neighbour and anti-social behaviour issues

### Access to housing support

- 👍 73% of tenants said it is easy or very easy to get access to housing support
- 🙅 20% said it is difficult
- ✅ Overall: Access is generally good, but can improve

### How you say we can improve access to housing support

- 📍 Bring services into local communities
- 📣 Better promotion of services
- 💻 Offer online appointments and simple online tools
- 💬 Interest in webchat and faster contact options

### Having your say on Housing Services and getting involved

- 👍 64% of tenants think we offer a good or very good range of ways to get involved in your Housing Services
- ❓ 16% are unaware of how to get involved
- ✅ We need to improve awareness

### How tenants prefer to get involved in Housing Services

- 💻 Most popular: Online surveys (44%)
- 📄 Second most popular: Paper surveys (34%)
- 👥 Tenants told us there was some interest in meetings and forums

### Most common barriers to getting involved in Housing Services

- ⌚ Lack of time (26%)
- 😞 Not sure how to take part (17%)
- ! Biggest issue: Feeling views won't be acted on (33%)

### Speed of your Housing Repairs

- 👍 63% of tenants said repairs are done quickly or very quickly
- 🙅 36% said repairs are slow

### Quality of your Housing Repairs

- 👍 81% of tenants are satisfied or very satisfied with the quality of repairs
- 🙅 18% are not satisfied

### Repairs – how we can improve

- 🚀 Tenants' top priority: Faster response times
- 📞 Better communication and updates
- 🛠️ Improve quality and flexibility

### How satisfied are you with the condition of your home?

- 👍 77% of tenants are satisfied with their home overall
- 🙅 21% are not satisfied

### What tenants said are their top areas needing improvement

- 🔍 Kitchen (highest priority)
- 🚿 Bathroom
- 🔥 Heating and energy efficiency

### Does your home feel safe and warm?

- ✅ 46% of tenants said they always feel their home is safe and warm
- ⚠️ 35% said “sometimes”
- ❗ 16% said “no”




### How satisfied are tenants with their neighbourhood?

- 👍 77% satisfied with their neighbourhood
- 🙅 19% are not satisfied

### What are the issues that most affect your neighbourhood?

- 🚗 Parking issues (38%)
- ⚠️ Anti-social behaviour (32%)
- 🌿 Outdoor spaces (30%)
- 🗑️ Litter/fly-tipping (26%)

### What are tenants' overall top priorities for Housing Services?

-  Build more affordable homes (29%)
-  Improve quality of homes (17%)
-  Make homes more energy efficient (16%)