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research

# Slough Borough Council tenant & leaseholder satisfaction survey findings

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# Method

Slough Borough Council commissioned M·E·L Research to carry out a tenant and leaseholder satisfaction survey to gather feedback from residents.

All 5,714 tenants and 1,106 leaseholders were invited to take part.



Initial invite to take part sent by email



Postal survey sent to non-respondents



Postal reminder sent after three weeks

We received **1,998 responses** which is a **29%** response rate.

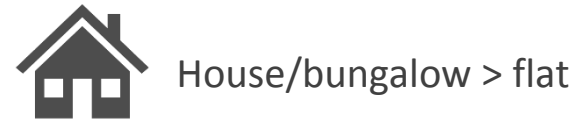
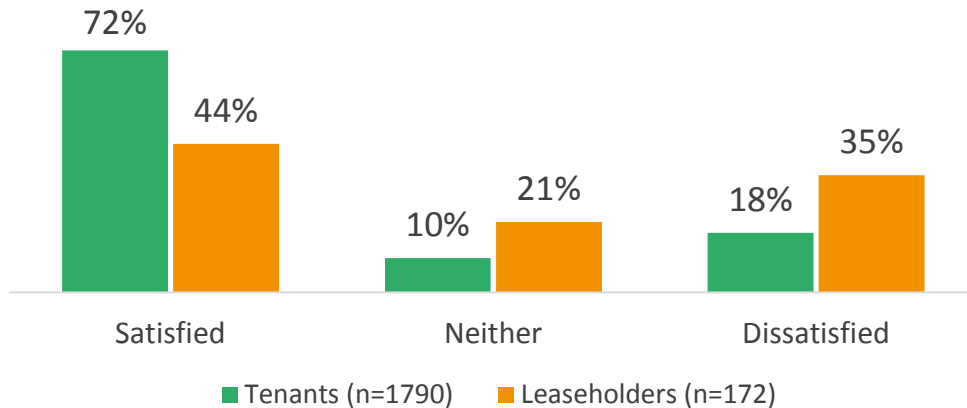
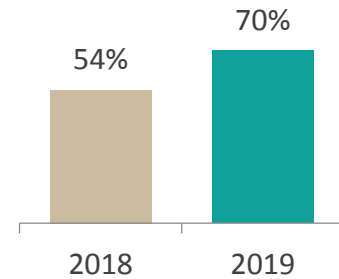
This gives a confidence interval of **±1.84%**



# Overall satisfaction



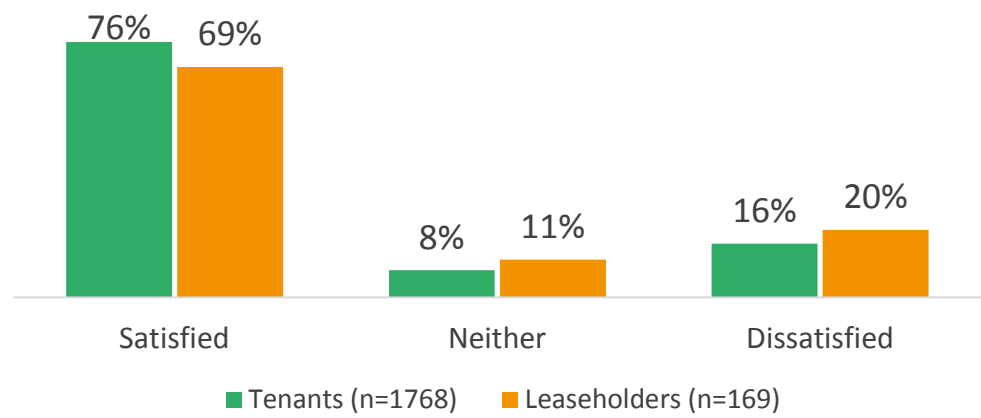
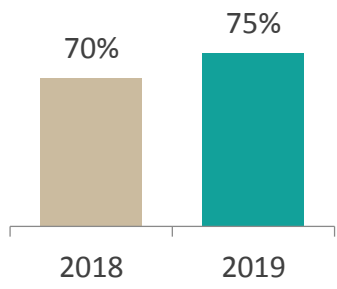
**70% satisfied**  
**19% dissatisfied**



# Overall quality of home



**75% satisfied**  
**16% dissatisfied**



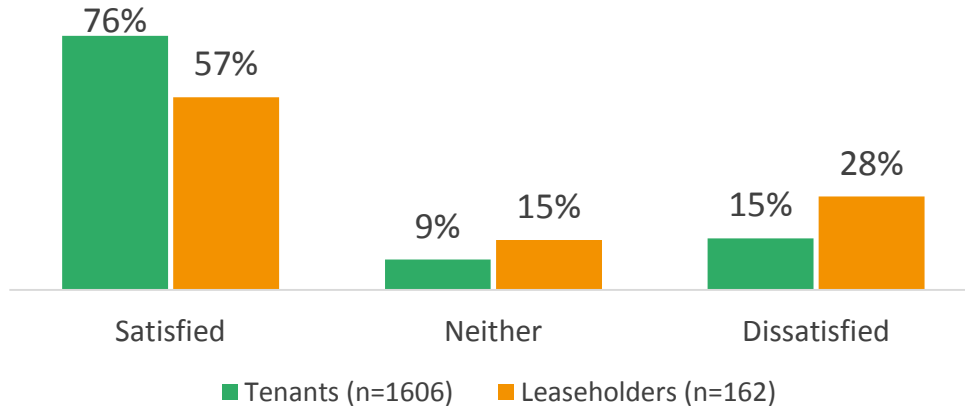
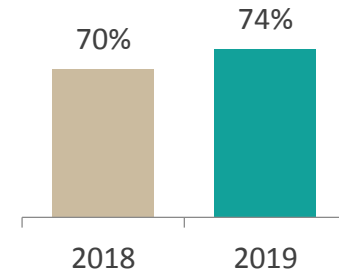
65+ > 18-54

Bungalow > flat

# Neighbourhood as a place to live



**74% satisfied**  
**16% dissatisfied**

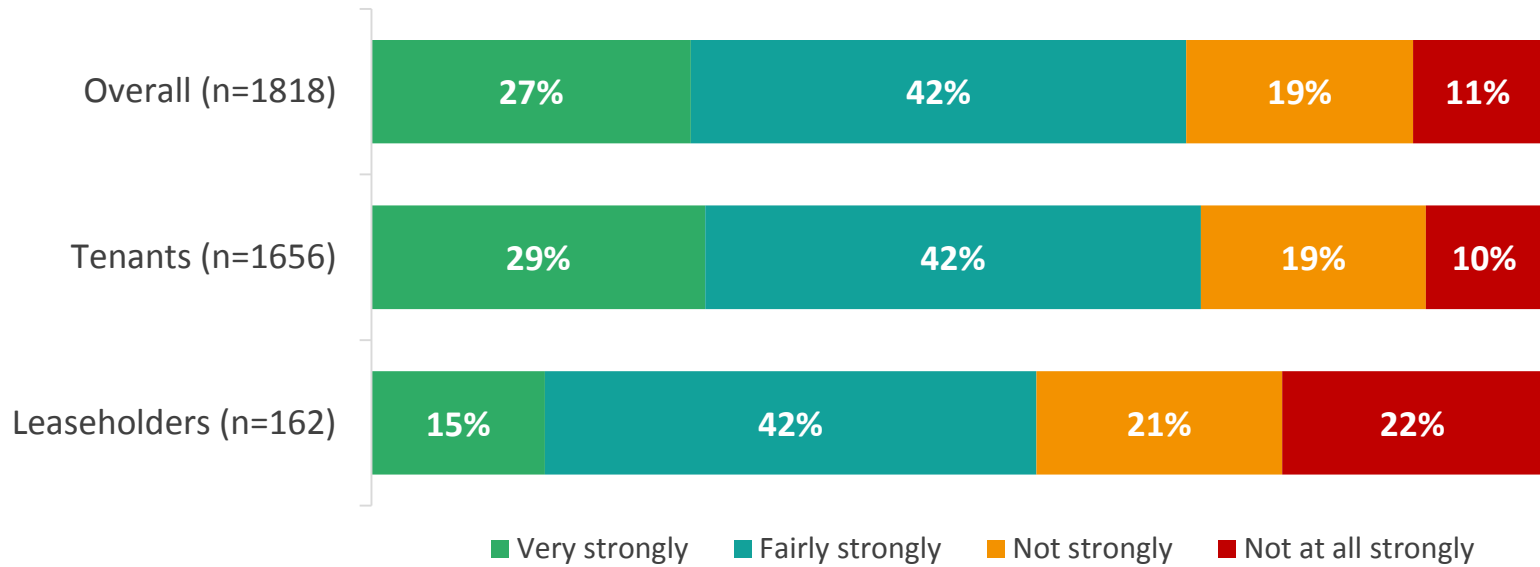


35-64 > 18-34  
65+ > 35-64



House/bungalow > flat

# Sense of belonging to neighbourhood



65+ > 18-34 and 45-54

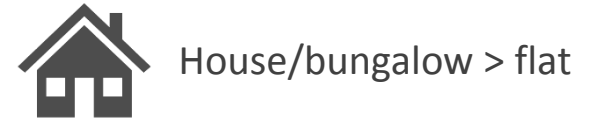
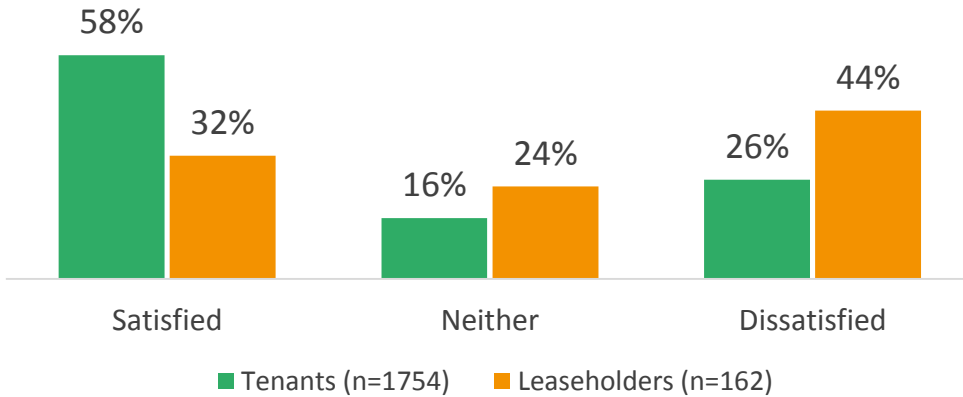
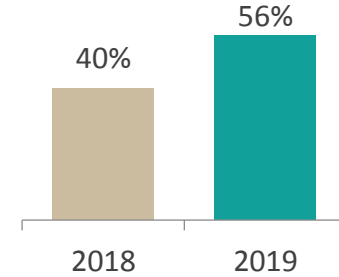


House/bungalow > flat

# Listening to views and acting upon them



**56% satisfied**  
**27% dissatisfied**



# Listening to views and acting upon them

Dissatisfied residents were asked to explain the reasons for their dissatisfaction. A total of 461 valid comments were left.

Theme	Count	%
Issues with repairs and maintenance service	238	52%
No follow up on complaints/ issues	96	21%
No response/ call back	62	13%
Takes too long to get through/ to get a response	48	10%
Don't listen	33	7%
Inexperienced/ unhelpful staff	31	7%
Don't know who Housing Officer is/ lack of interaction	18	4%
Ignored by staff/ Housing Officer	13	3%
Poor internal communication	7	2%
Rude/ bad experience	7	2%
Other	23	5%

“Had to report a roofing problem for 6 months before SBC dealt with the issue. No communication to this day of final outcome or even email response to resolution. Lost money as a landlord.”

“I been writing emails for a year now, informing the council about poor services and front entrance door being broken for a year. Nothing has been changed or fixed, I really don't know why I pay for the services.”

“Very difficult to get any response.”

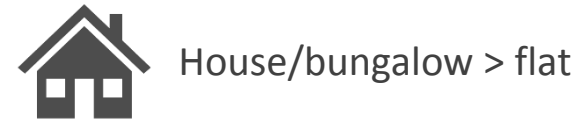
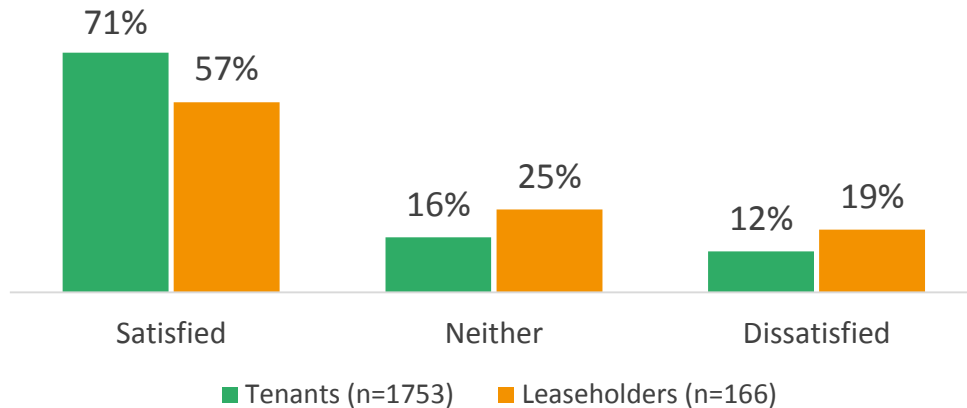


# Being kept informed



**70% satisfied**

**13% dissatisfied**

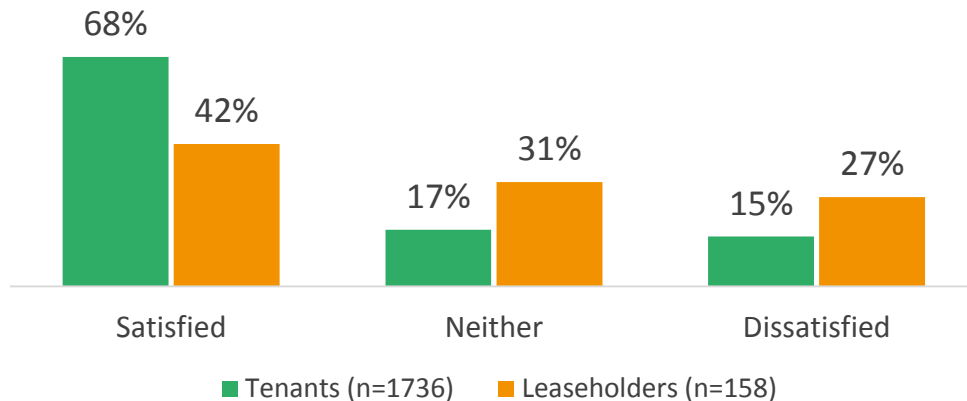


# Treating residents fairly



**66% satisfied**

**16% dissatisfied**



18-34 and 45-54 > 65+

# Treating residents fairly

Dissatisfied residents were asked to explain the reasons for their dissatisfaction. A total of 461 valid comments were left.

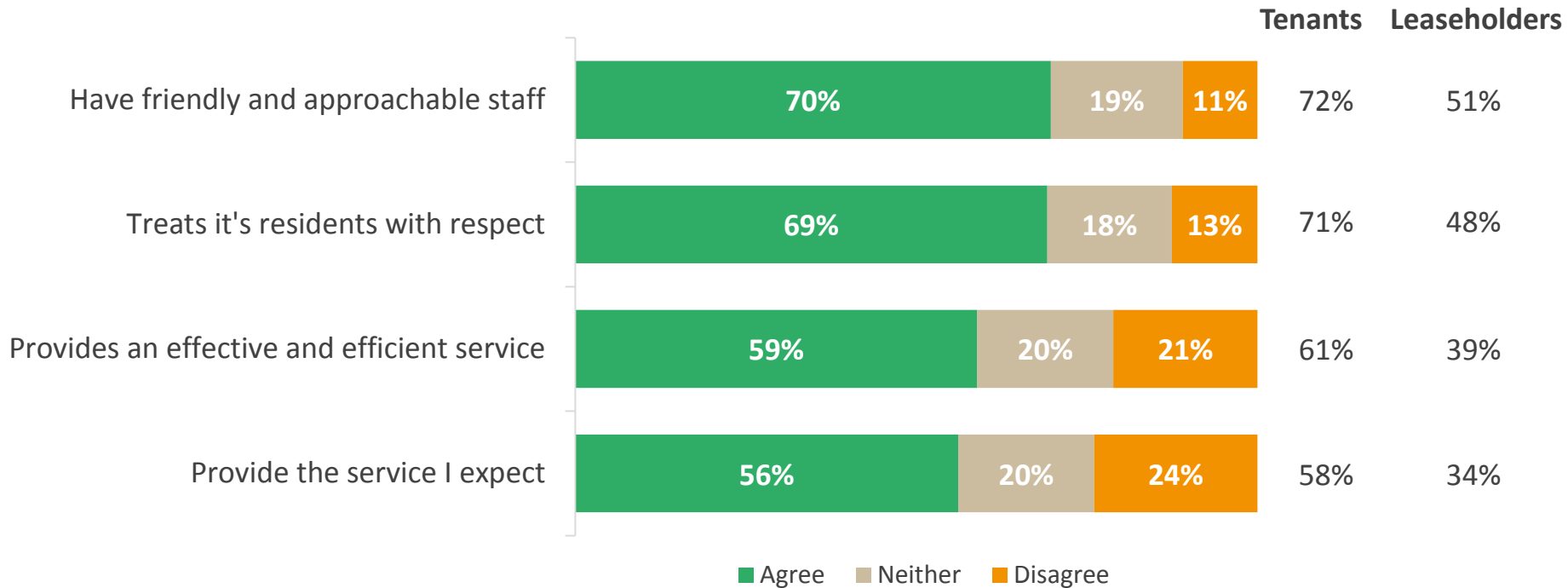
Theme	Count	%
Poor repairs & maintenance service	77	35%
Poor communication (don't respond, difficult to contact)	51	23%
They don't listen	45	21%
Don't follow up complaints or issues/ take too long	35	16%
Rude/ unhelpful staff	14	6%
Poor/ unfair treatment	14	6%
Don't stick to appointments	7	3%
Unfavourable to leaseholders	4	2%
Lack of service	1	0%
Other	22	10%

"They never listen to my complain when I raise them. Nothing is handled right."

"Very hard to contact your housing officer. No one to report concerns to and matters are not taken seriously. Very poor communication."

"You phone up for repairs. Takes ages to get through. Sometimes you don't. When they come and check, your still waiting for your repairs, day your going to come, and still waiting. When you want to come. Maybe another couple of years."

# Perceptions of Slough Borough Council

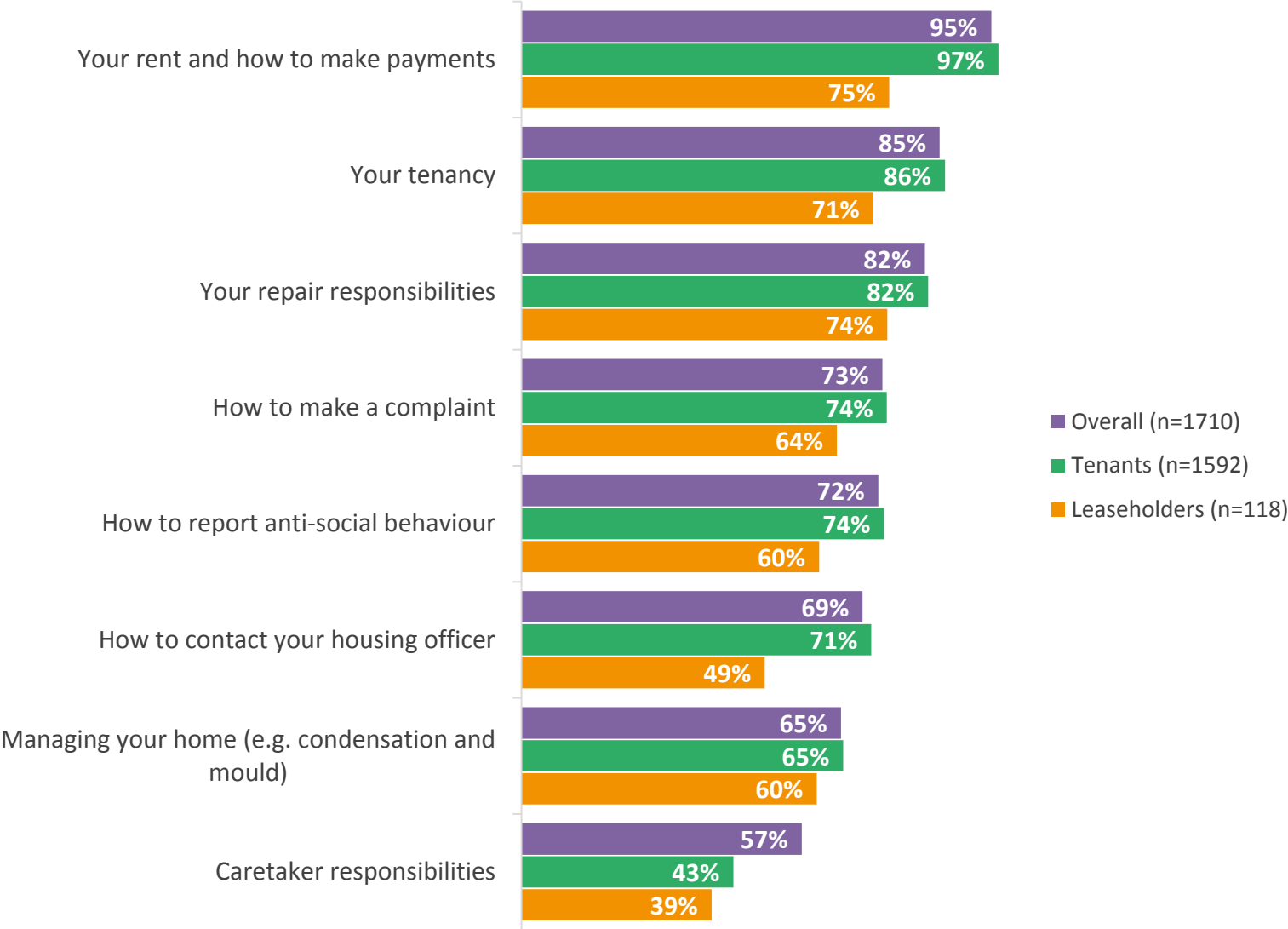


75+ > 18-74



House/bungalow > flat

# Access to information

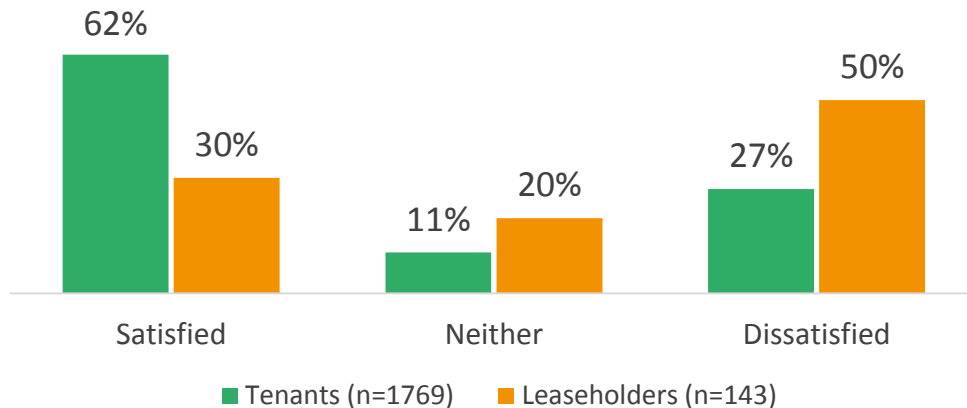


# Repairs and maintenance service



60% satisfied

29% dissatisfied



65+ > 18-54



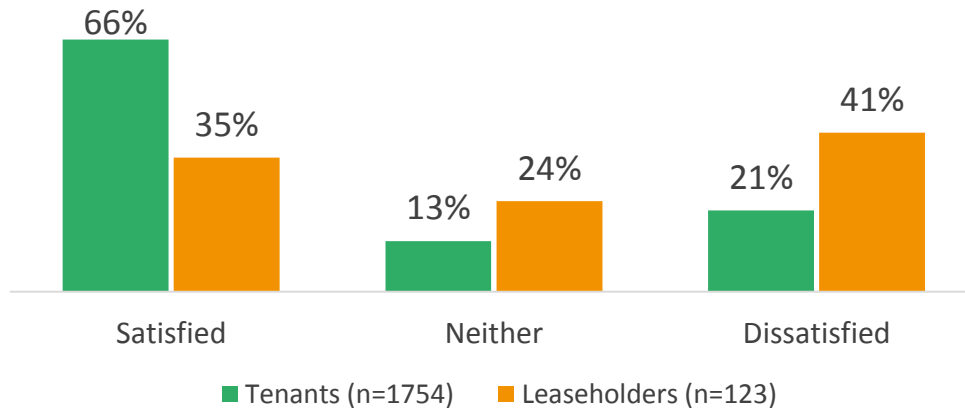
House/bungalow > flat

# Osborne customer services



**64% satisfied**

**22% dissatisfied**

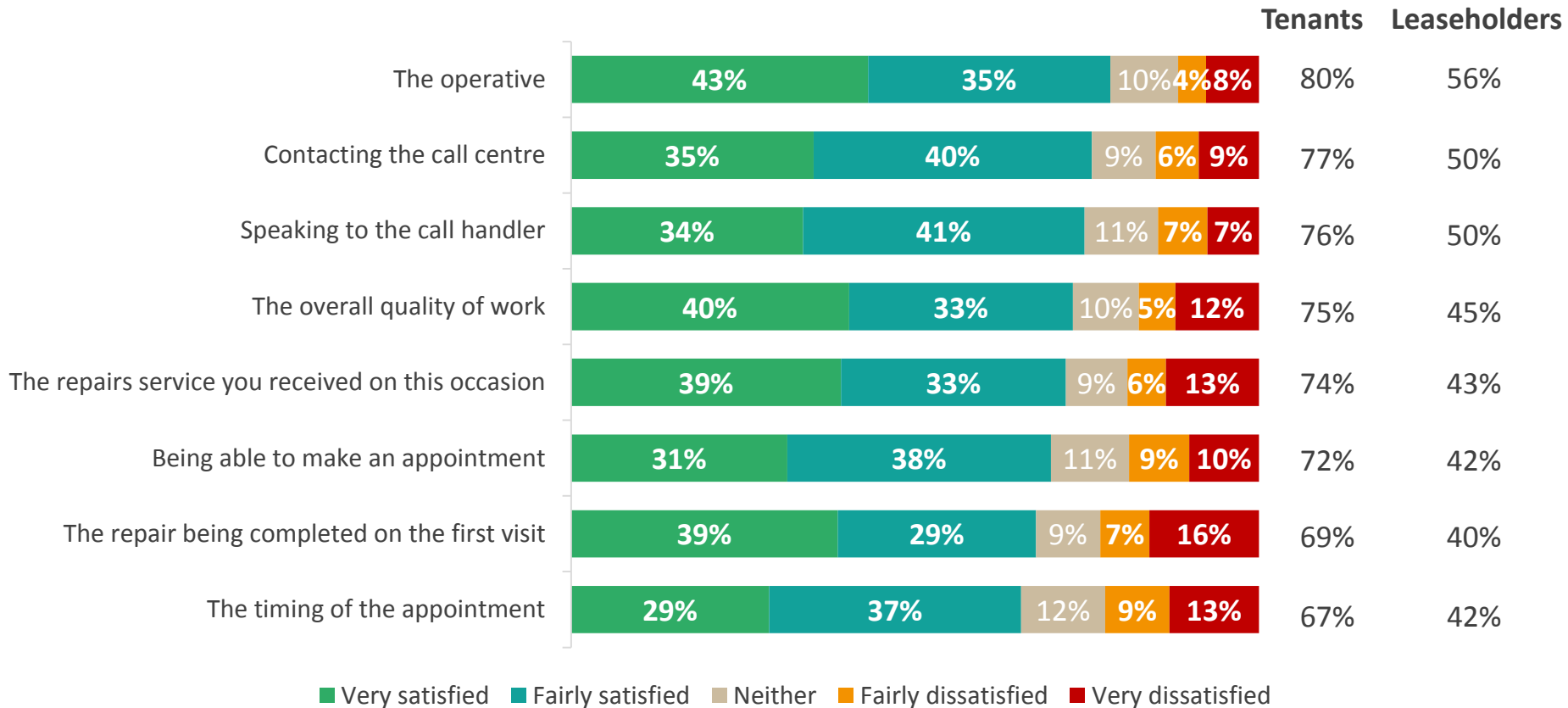


75+ > 18-64



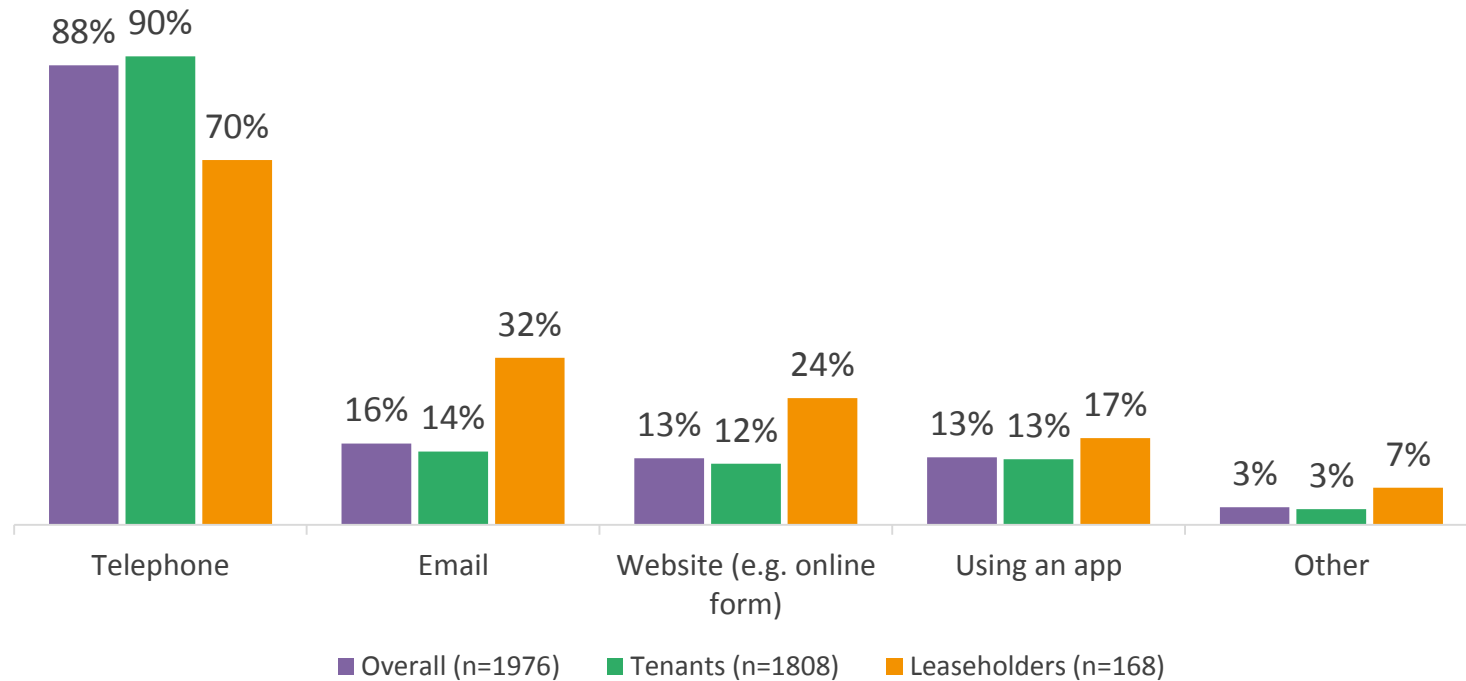
House/bungalow > flat

# Satisfaction with last repair





# Method booked last repair



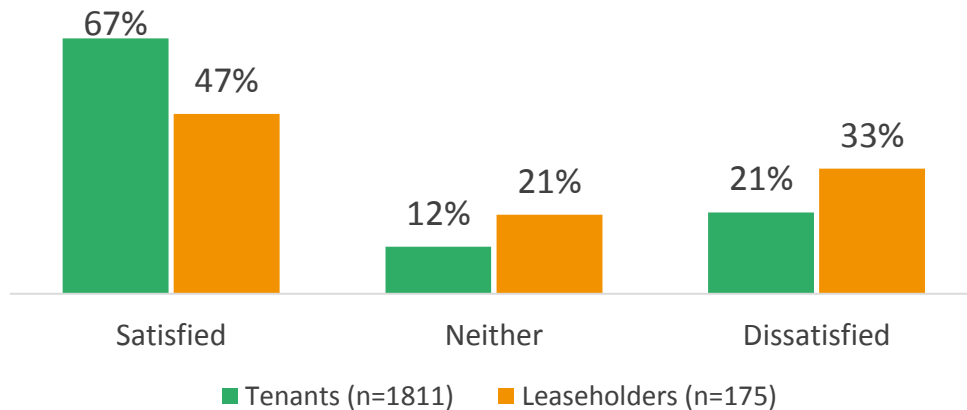
65+ > telephone than 18-64  
18-64 > email than 65+

# Overall appearance of the neighbourhood



65% satisfied

22% dissatisfied



35-64 > 18-34  
75+ > 35-64



House/bungalow > flat

# Overall appearance of the neighbourhood

Residents were asked to explain the reasons for their satisfaction or dissatisfaction. A total of 1,027 valid comments were left.

Theme	Count	%
Messy neighbourhood (litter, fly tipping, poor maintenance)	457	44%
Well-kept neighbourhood	223	22%
Parking issues	114	11%
Good/ friendly neighbours	99	10%
All good/ fine	95	9%
Crime/ unsafe	61	6%
Quite/ peaceful	61	6%
Anti-social behaviour	54	5%
Poor neighbours	26	3%
Close to amenities	14	1%
Speeding	11	1%
No crime/ safe	9	1%
Traffic issues	5	0%
No amenities close	3	0%
Other	54	5%

"It's a disgrace there's no respect; rubbish, litter, cans, bottles, clothing and biggest bug bear is the littering of dogs."

"I am satisfied with the overall appearance of my neighbourhood because things are clean and tidy and friendly."

"The grass is neatly kept. The potholes are repaired promptly. The new housing and park facilities look really good."

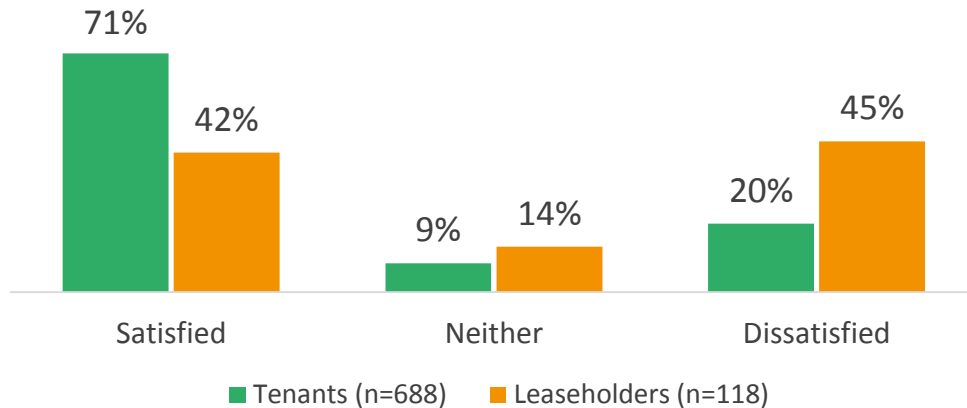
"The communal areas are never cleaned. The lady who comes to do the cleaning seems to do nothing but just seen and well be gone. The bin area does need staff there is recycle as not then bin not collected."

# How often block is cleaned



**67% satisfied**

**24% dissatisfied**



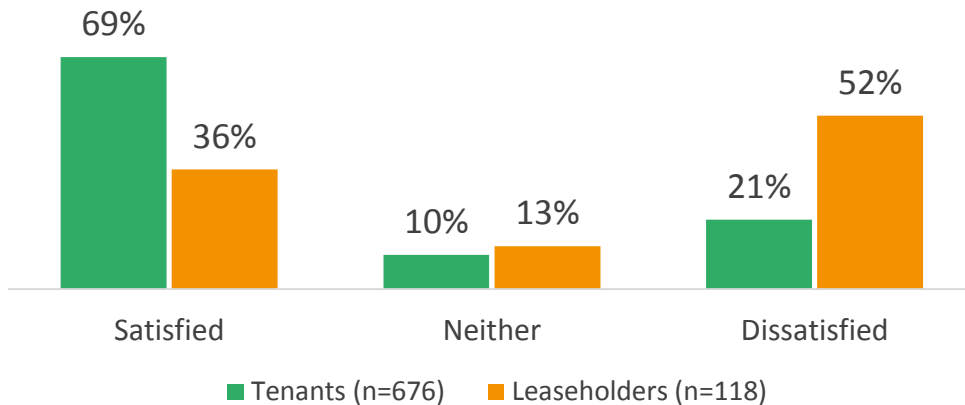
45-54 and 75+ > 18-44

# Standard of cleaning in block

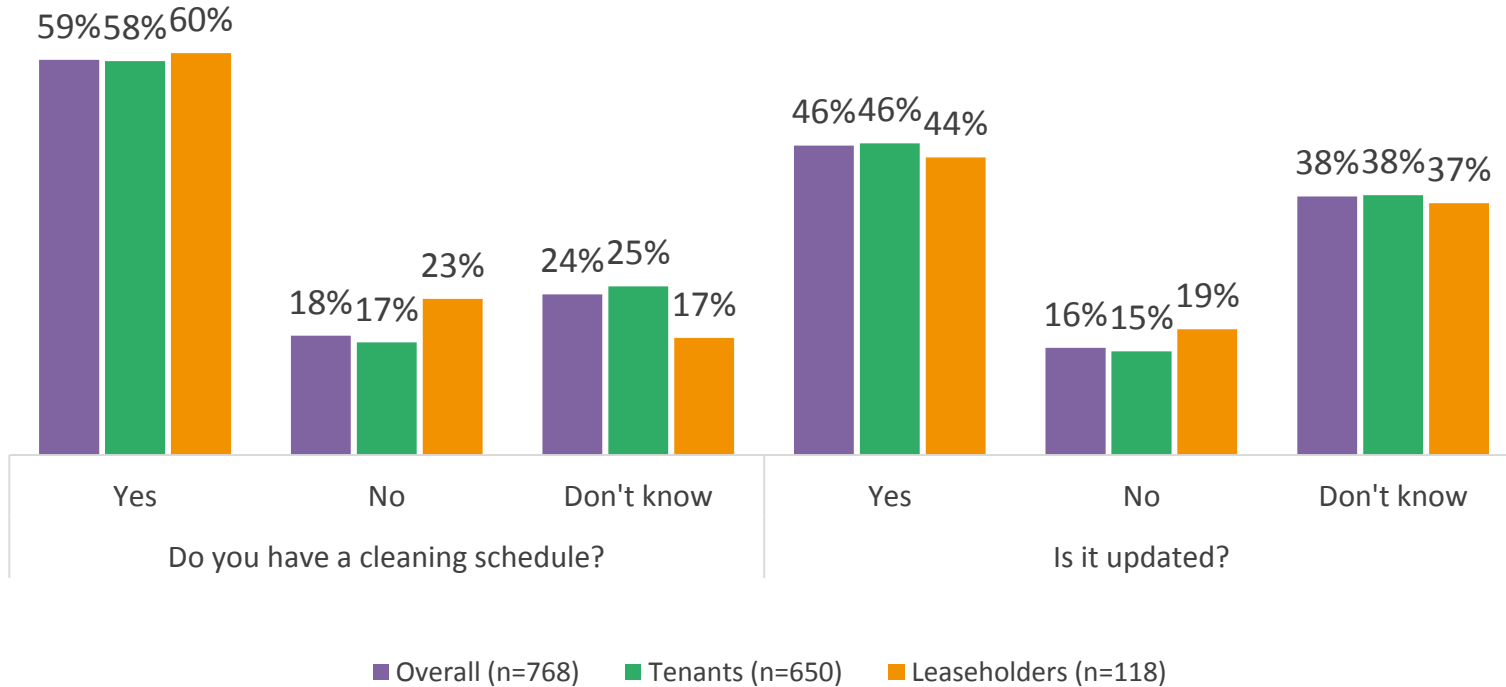


**64% satisfied**

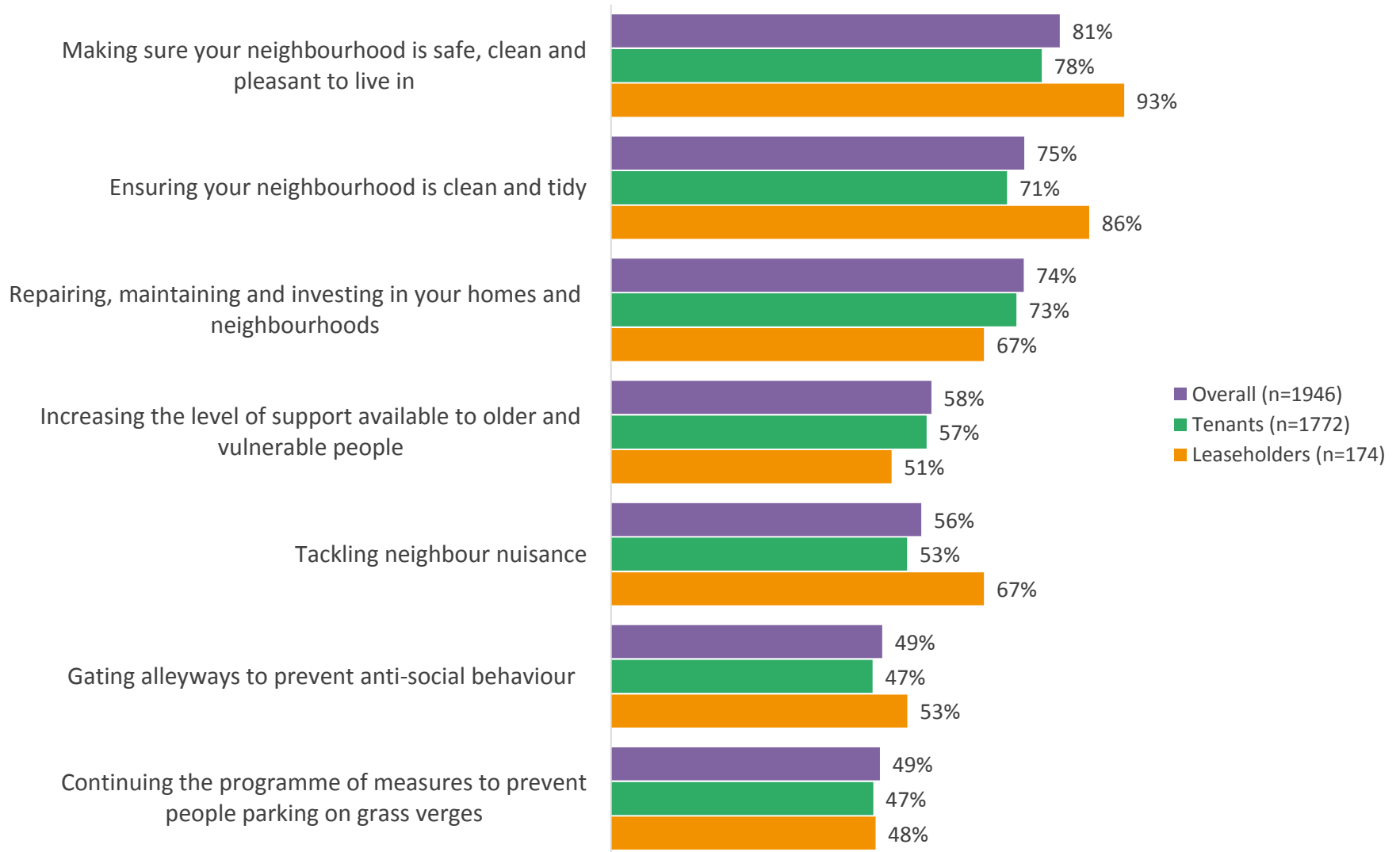
**25% dissatisfied**



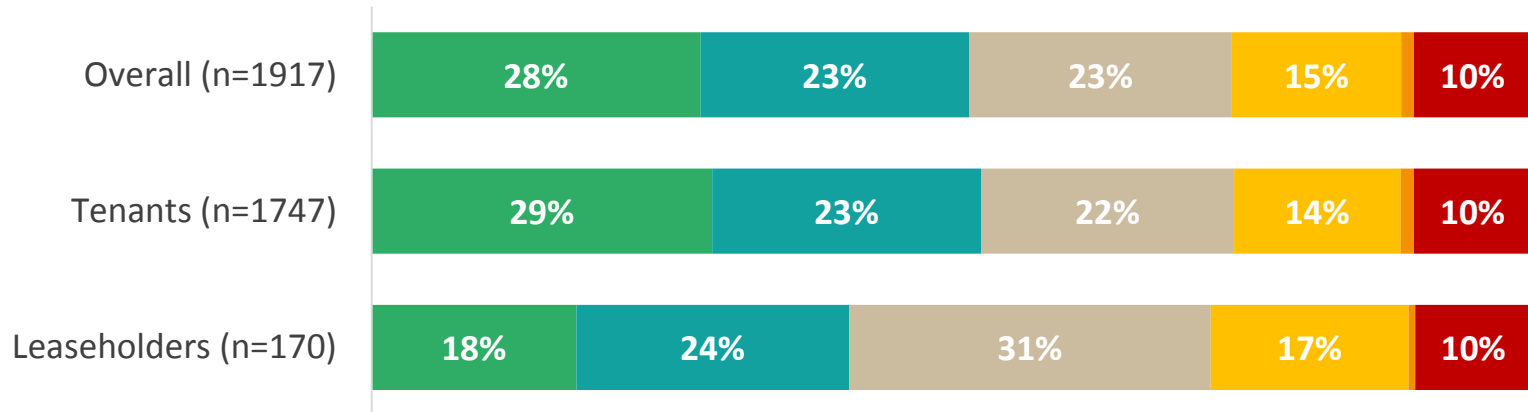
# Standard of cleaning in block



# Priorities for the future



# Housing Highlights



- I read the newsletter from cover to cover
- I read nearly all of it
- I read a few articles
- I read the front and back
- I just glance at it
- I don't read it



65+ > to read cover to cover than 18-54  
18-34 > to just glance at it



# Any other issues

Respondents were asked if they were any other issues they would like to tell Housing Services about. A total of 633 valid comments were left.

Theme	Count	%
Issues with repairs and maintenance service (e.g. awaiting work, on-going issues, appointments not being kept)	300	47%
Issues with neighbourhood (e.g. parking, anti-social behaviour, crime)	187	30%
Improve communication/ access to Housing Officers and other staff	79	12%
Issues with neighbours	22	3%
Issues with tenancies (e.g. wanting to move, neighbours sub-letting)	21	3%
General positive feedback	21	3%
More consultation with residents	18	3%
Follow up/check on repairs and maintenance services	13	2%
General negative feedback	13	2%

“Since having my roof replaced the gutters have leaked really badly. Even causing water to run down the bedroom walls. I have reported repeatedly, but they still haven't been sorted.”

“Repairs need to be done as soon as a problem-a working person cannot afford to take time off and nothing gets done.”

“It would be nice to be able to actually talk to the appropriate SBC officer about an issue, rather than leaving a telephone number and not getting a reply or emailing in and never getting a response.”

“Lots of antisocial behaviour in the neighbourhood - would hope that the council would do more as it's not safe to walk around in the neighbourhood without being abused. at this age would like to feel safe and protected.”

# Conclusion

## Relatively low levels of satisfaction

- Satisfaction has increased in most areas since 2018
- However, some high levels of dissatisfaction (16%-27%) with some aspects
- Greater levels of dissatisfaction amongst leaseholders (19%-44%)

## Mixed views on the repairs and maintenance service

- Overall satisfaction was relatively low at 60%, with 29% dissatisfied
- For customer service, 64% were satisfied
- Residents appear satisfied with reporting repairs but less satisfied with appointments, timings and the actual repair
- Again, leaseholders were more dissatisfied

## Satisfaction with neighbourhood and estate services

- 70% of residents felt they belong to their neighbourhood and 65% were satisfied with its appearance
- Some high levels of dissatisfaction with cleaning and caretaking services (24%-25%)
- Having a safe, clean and pleasant neighbourhood was the top priority for next year (81%)



# Any questions?



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