

Leaseholder satisfaction survey – results for 2024-25

Survey background

The Council employed an independent research company, Opinion Research Services, to conduct a survey of council leaseholders and to analyse the results. The survey was completed between 31 January 2025 and 18 March 2025.

As part of the survey, 558 council leaseholders were interviewed. The raw results were then compared with the data for all the council's leaseholders, to ensure that the results were representative.

To provide a comparison, we used the same questions as the ones used for the survey of council tenants.

Table 1: Satisfaction survey result

N.B. All scores are rounded to the nearest whole number or percentage.

Satisfaction measure	Results of the 2024-25 survey	Results of the 2023-24 survey	Comparative result from the council 2024-25 tenants survey
TP01: Overall satisfaction	36%	33%	71%
TP02: Satisfaction with repairs	48%	49%	72%
TP05: Satisfaction that the home is safe	56%	56%	77%
TP06: Satisfaction that the landlord listens to tenant/leaseholder views and acts upon them	31%	27%	63%
TP07: Satisfaction that the landlord keeps tenants/leaseholders informed about things that matter to them	52%	50%	77%
TP08: Agreement that the landlord treats tenants/leaseholders fairly and with respect	51%	48%	84%
TP09: Satisfaction with the landlord's approach to handling complaints	13%	11%	45%
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	47%	45%	78%
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	36%	41%	70%
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	39%	38%	68%

Commentary

The results were slightly better than last year's results, but council leaseholders remain less satisfied with the landlord service that they receive than council tenants.

As well as the general activities to improve the repairs service, and our approach to complaint handling, Housing staff are working to:

- Review the service charge billing process, to improve the accuracy of the estimated service charge bills that leaseholders receive before each service charge year (i.e. April to March). The aim is to reduce the difference with the actual service charge bills that are sent to leaseholders each September, following each service charge year, and the need for additional payments by them
- Establishing a Leaseholder Forum to improve the dialogue that we have with leaseholders about the landlord service that they receive