

# Nottingham City Homes Registered Provider

## 2024 Tenant Satisfaction Measures



Nottingham City Homes Registered Provider Limited (NCH RP) is a small registered provider of social housing and temporary accommodation in Nottingham (Registration number 4862).

A full survey of NCH RP's 39 Assured tenants was undertaken by Acuity Research for NCH RP in February 2024. 21 responses were received representing a 53.8% response rate. It is recognised that this cannot be considered a statistically reliable number, but the responses are broadly in line with those expressed by Nottingham City Council tenants in their survey and the services are delivered by the same Council teams.

All services to NCH RP tenants and residents are delivered by Nottingham City Council on our behalf under a Service Contract.

Overall Satisfaction Rate of tenants is 62%, so significant room for improvement. 29% of tenants were fairly dissatisfied or very dissatisfied.

Satisfaction was highest on Being treated fairly and with respect and Communal areas at 75%, with lowest scores of 50% for Neighbourhood contribution, Approach to Anti-Social Behaviour and Complaints handling.

Drilling down into dissatisfaction, Complaints handling and Time taken for repairs are the biggest factors. In 2024/25 we will work with our partner and contractor Nottingham City Council to improve both of these measures.

We will undertake a new full survey in early 2025 and publish the results in the summer of 2025.

**We welcome the views of NCH RP tenants and residents at any time. Please complete a contact form on our website at <https://www.nchrp.org.uk/contact-us/> and we will get back to you.**



# Nottingham City Homes Registered Provider; 2024 Tenant Satisfaction Measures



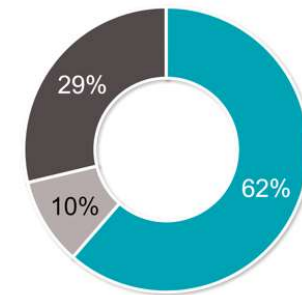
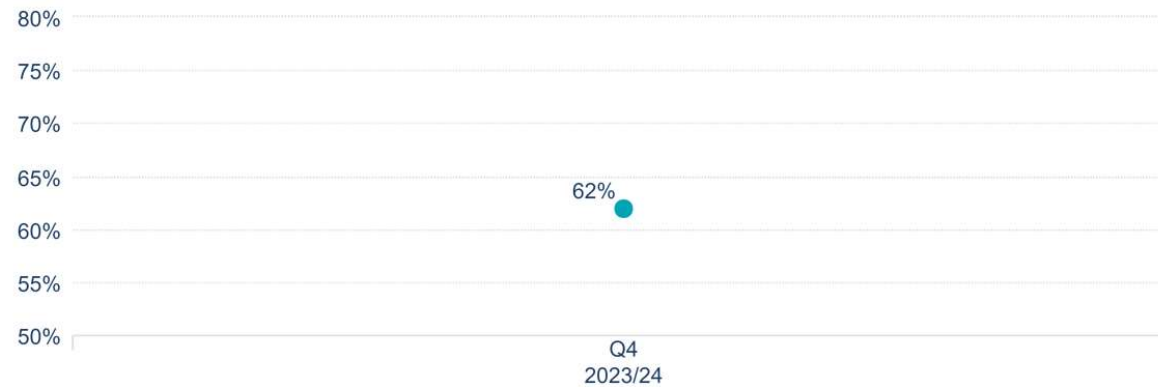
## TSM Dashboard - Nottingham City Homes

Annual Target	Residents Interviewed	New Alerts
Census	21	1



- Correlation
- Satisfaction
- Dissatisfaction
- Cost of Living
- Benchmarking

### Overall Satisfaction



■ Satisfied ■ Neither ■ Dissatisfied

### Tenant Satisfaction Measures

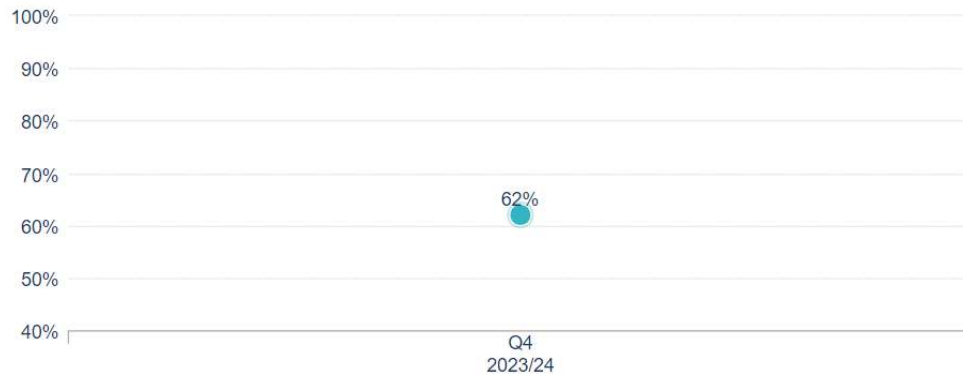
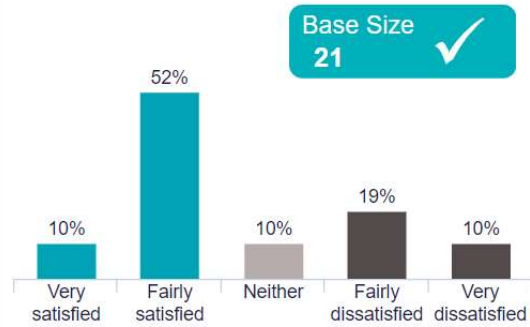
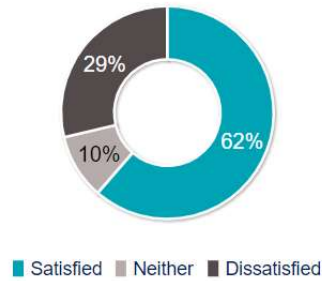
	Well Maintained Home	67%
	Safe Home	71%
	Repairs Last 12 Months	68%
	Time Taken Repairs	68%

	Communal Areas	75%
	Neighbourhood Contribution	50%
	Approach to ASB	50%

	Listens & Acts	53%
	Kept Informed	71%
	Fairly & with Respect	75%
	Complaints Handling	50%

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## Overall Satisfaction



## Correlation Analysis

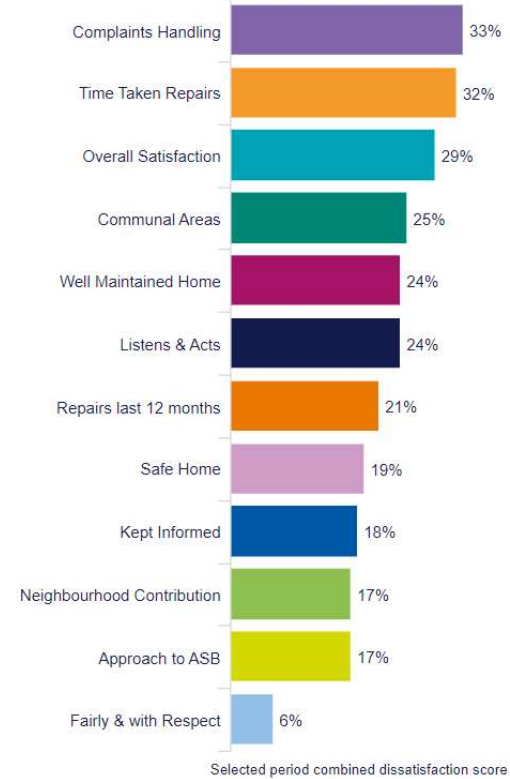
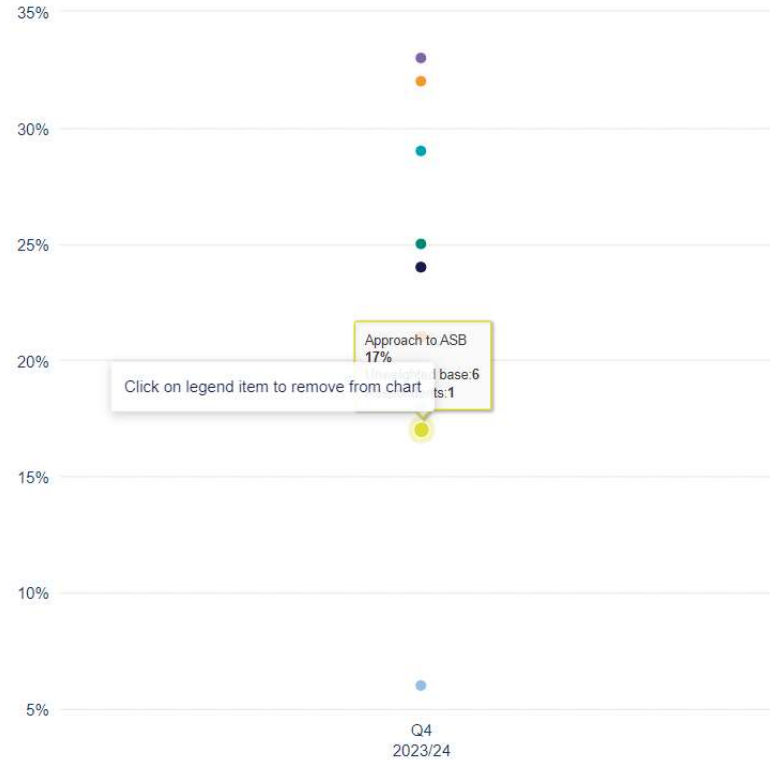


Communal Areas	1.00
Complaints Handling	0.95
Approach to ASB	0.89
Overall Repairs	0.82
Fairly & with Respect	0.76
Listens & Acts	0.67
Time Taken Repairs	0.65
Neighbourhood Contribution	0.60
Well Maintained Home	0.58
Safe Home	0.54
Repairs last 12 months	0.44
Kept Informed	0.23

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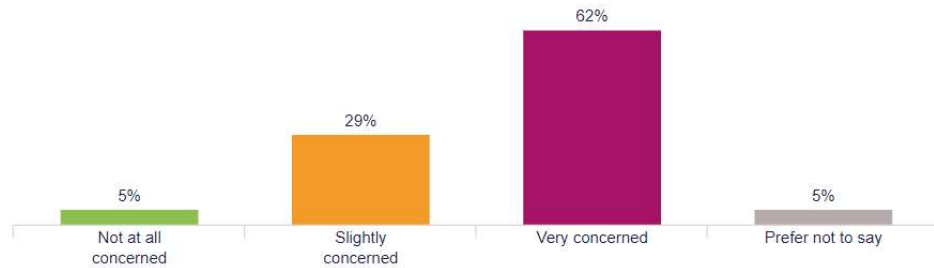
## All scores over time - Dissatisfaction

- Overall Satisfaction
- Well Maintained Home
- Safe Home
- Communal Areas
- Repairs last 12 months
- Time Taken Repairs
- Neighbourhood Contribution
- Approach to ASB
- Listens & Acts
- Fairly & with Respect
- Kept Informed
- Complaints Handling



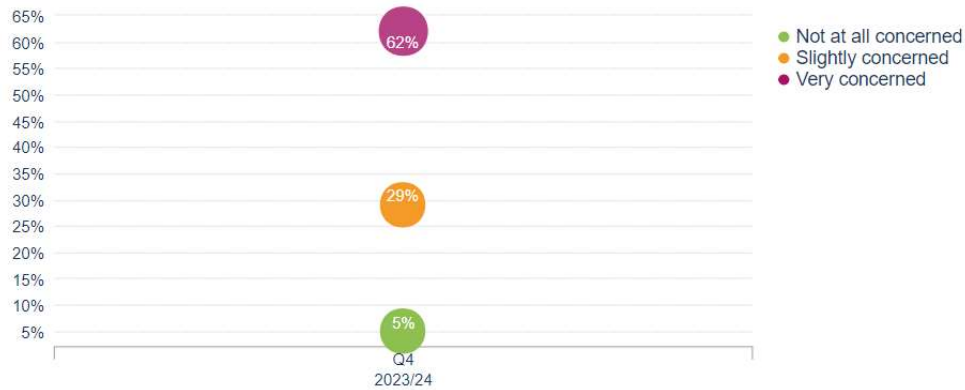
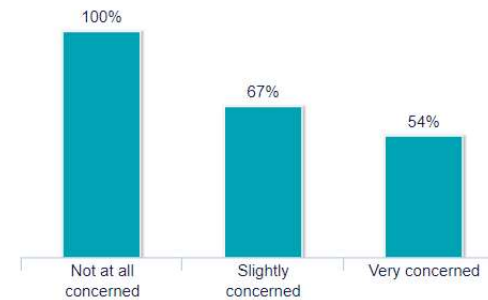
# Nottingham City Homes Registered Provider; 2024 Tenant Satisfaction Measures

## 🏠 Cost of Living



### Overall Satisfaction by Cost of Living

Overall Satisfaction - Satisfied



# Nottingham City Homes Registered Provider; 2024 Tenant Satisfaction Measures



## Analysis



Tenure

Age Group →

Tenancy Length →

Gender →

Disability →

Bedrooms →

Area →

Property Type →

Ethnicity →

Ward →

Tenancy Type →

Click to view trend ↗

	General Needs	Independent Living
Overall Satisfaction	56%	80%
Well Maintained Home	63%	80%
Safe Home	81%	40%
Repairs Last 12 Months	64%	80%
Time Taken Repairs	64%	80%
Overall Repairs	56%	60%
Communal Areas	75%	-
Neighbourhood Contribution	38%	75%
Approach to ASB	50%	50%
Listens & Acts	42%	80%
Kept Informed	67%	80%
Fairly & with Respect	75%	75%
Complaints Handling	50%	50%



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## Analysis



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Click to view Trend ↗

	25 - 34	35 - 44	45 - 54
Overall Satisfaction	25%	100%	50%
Well Maintained Home	50%	89%	50%
Safe Home	75%	67%	75%
Repairs Last 12 Months	50%	89%	50%
Time Taken Repairs	50%	78%	75%
Overall Repairs	25%	89%	50%
Communal Areas	50%	100%	100%
Neighbourhood Contribution	60%	67%	25%
Approach to ASB	67%	0%	50%
Listens & Acts	43%	71%	33%
Kept Informed	100%	63%	0%
Fairly & with Respect	83%	86%	33%
Complaints Handling	50%	-	50%

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# Nottingham City Homes Registered Provider; 2024 Tenant Satisfaction Measures



## Analysis



Tenure →

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Click to view Trend ↗

	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years
Overall Satisfaction	88%	57%	33%
Well Maintained Home	88%	71%	33%
Safe Home	50%	86%	83%
Repairs Last 12 Months	88%	57%	50%
Time Taken Repairs	88%	71%	25%
Overall Repairs	75%	57%	33%
Communal Areas	100%	50%	-
Neighbourhood Contribution	80%	0%	67%
Approach to ASB	67%	50%	0%
Listens & Acts	71%	20%	60%
Kept Informed	71%	50%	100%
Fairly & with Respect	71%	67%	100%
Complaints Handling	50%	100%	33%

