

Your Views



Tenant Satisfaction Survey 2024/25

About the Survey

Between May 2024 and March 2025, many of you took part in an important survey. A sample of tenants were invited to take part in the survey by completing a telephone or online questionnaire.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way Castle Point Borough Council maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.



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

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

315

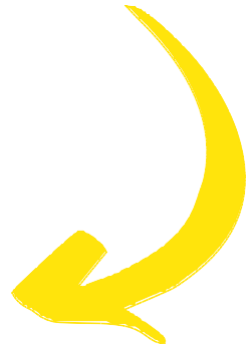
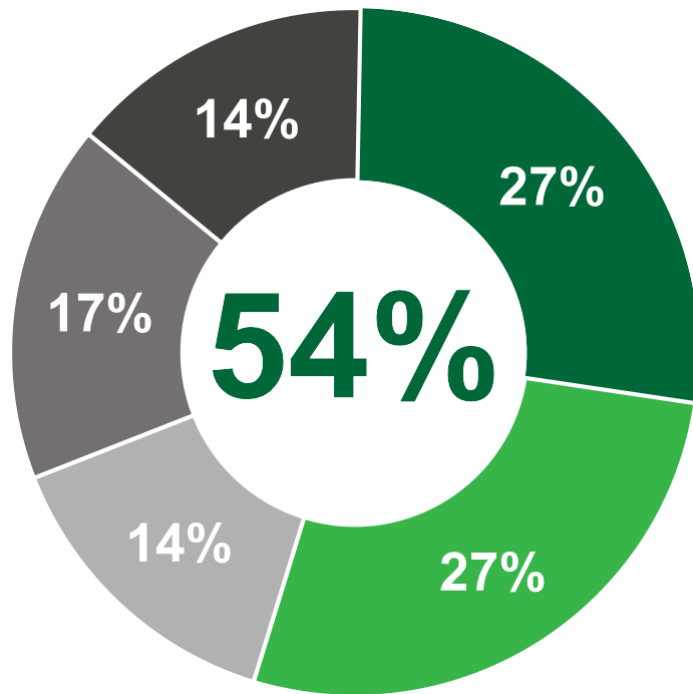
tenants took part out of a total of 1,483 households

A big thank you to everyone who took part!

Overall Service



Over half of tenants are satisfied with the overall service provided by Castle Point Borough Council's Housing Service (**54%**).



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



The Home and Communal Areas



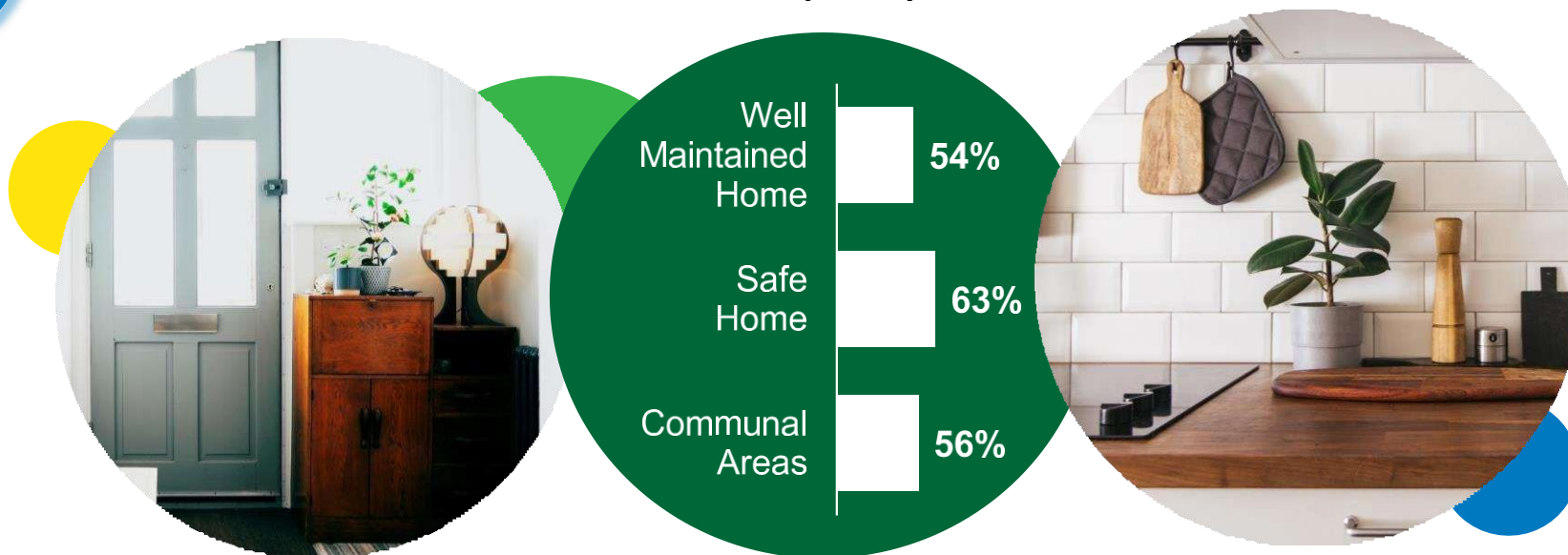
Over half of tenants are satisfied they are provided with a home that is well maintained (**54%**).



Around three out of five tenants are satisfied that Castle Point Borough Council provides them with a home that is safe (**63%**).



Almost six out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained (**56%**).



Repairs Service



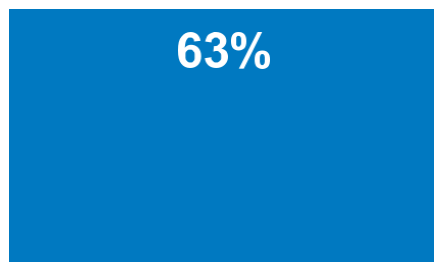
Six out of ten tenants said they had a repair carried out to their home in the last 12 months (**60%**).



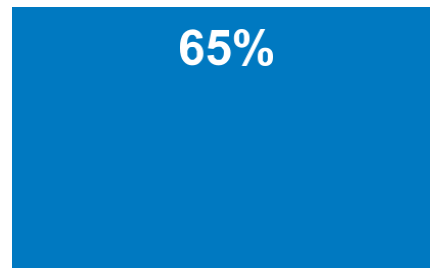
Around six out of ten of these tenants are satisfied with the overall repairs service over the last 12 months (**63%**).



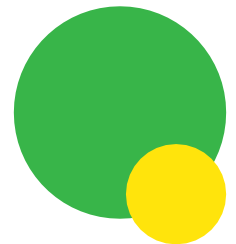
Tenants are similarly satisfied with the time taken to complete their most recent repair after they reported it (**65%**).



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Most Recent Repair



The Neighbourhood



Almost half of tenants are satisfied that Castle Point Borough Council makes a positive contribution to their neighbourhood (**49%**).



Slightly fewer tenants are satisfied with Castle Point Borough Council's approach to handling anti-social behaviour (**43%**).



Communications and Tenant Engagement



Four out of ten tenants are satisfied that Castle Point Borough Council listens to their views and acts upon them (**40%**).



Around six out of ten tenants are satisfied that they are kept informed about things that matter to them (**58%**).



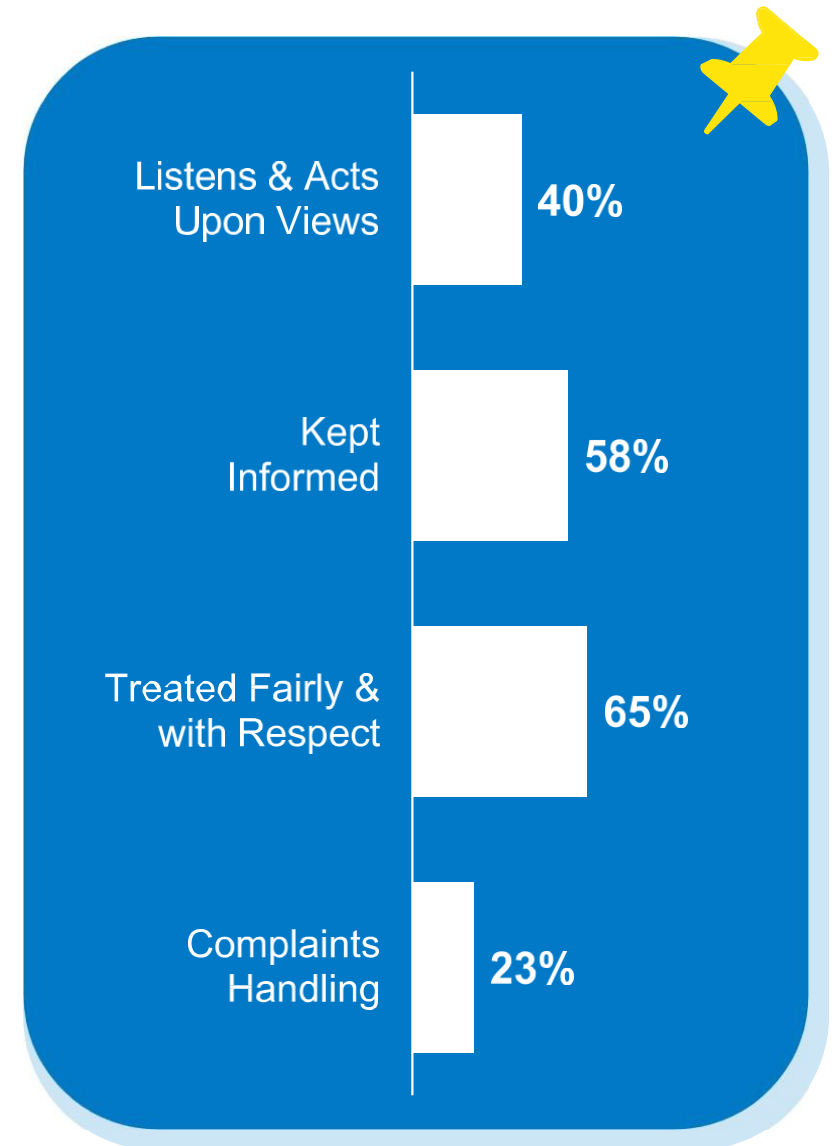
Around two out of three tenants agree they are treated fairly and with respect by Castle Point Borough Council (**65%**).



Around one-third of tenants said they made a complaint to Castle Point Borough Council in the last 12 months (**35%**).



Of these tenants, **23%** are satisfied with Castle Point Borough Council's approach to complaints handling.



Your Views

Castle Point 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 survey responses, invite you to participate in other feedback events or ask for more information.

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





Castle Point Borough Council



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