

Tenant Satisfaction Measures 2026

Key Insights

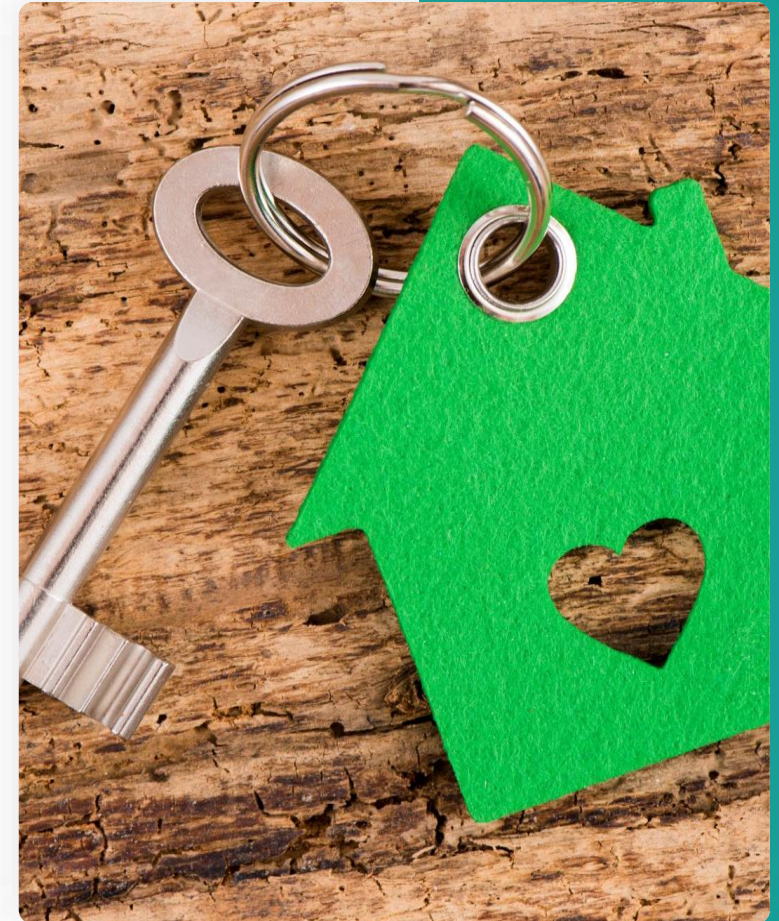
Cannock Chase Council: Tenant Survey

Date: April 2026



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01 Data collection and analysis approach

Methodology



Data collection

Fieldwork took place between 3rd February 2026 and 13th March 2026. A multi-channel methodology was used to invite tenants to take part in the survey.

Those with an email address were initially invited to share their views via an online survey. Those who did not reply via this channel and those without an email address were sent a paper questionnaire by post, accompanied by a freepost return envelope. A second paper copy was issued 2 weeks later to non-responders to maximise the response rate.



Robustness

Results are accurate to $\pm 2.3\%$ at the 95% confidence level. This means that if we surveyed every single tenant, the results would be at most, 2.3% above or below the figures reported from this sample (e.g. a 50% satisfaction rate could actually lie between 47.7% and 52.3%).



Representativeness

Results were weighted by tenure type (General Needs vs Sheltered), property type and number of beds.

Results are based on 'valid' responses and therefore where a respondent has selected 'not applicable' or left a question blank, these have been excluded from analysis for that question. The base size therefore shows the unweighted total number of respondents included in the analysis for each question. This approach has been applied where specified by the regulator.



Number of surveys

A total of 1,317 completed tenant surveys were returned from the 4,987 sent, equating to a response rate of 26%.

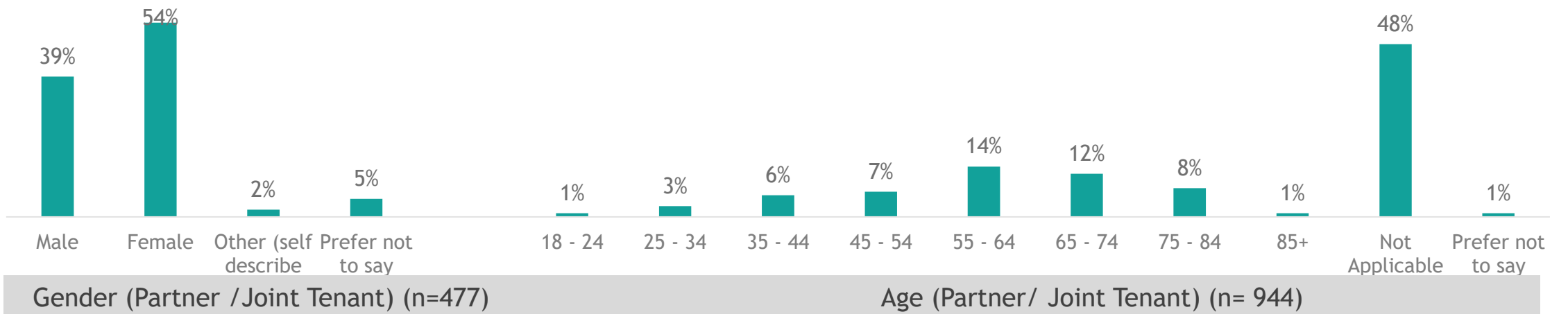
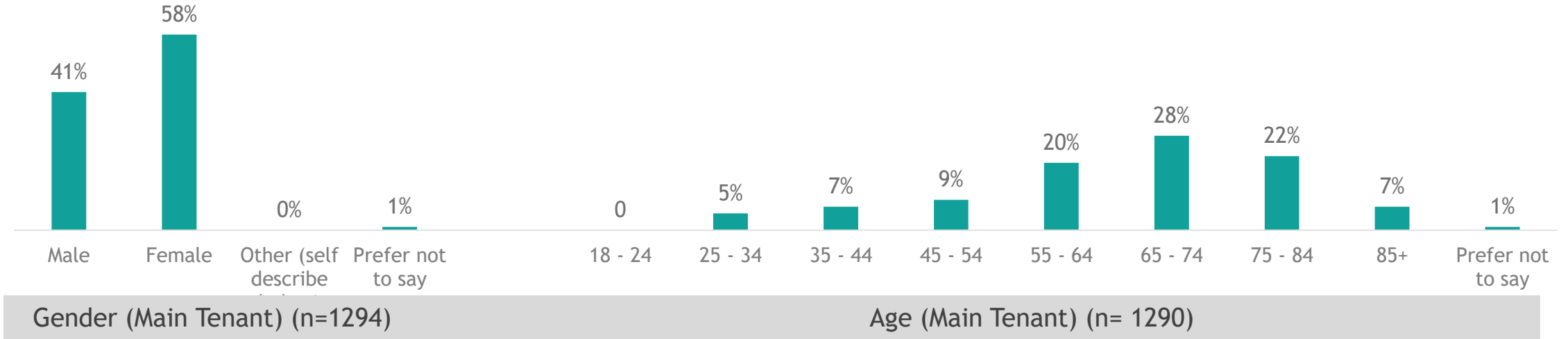
Reporting and benchmarking

- The results are presented in line with the requirements of the Housing Regulator. Therefore, where a respondent has selected 'not applicable' or left a question blank, these responses have been excluded from analysis for that question. The base size therefore shows the unweighted total number of respondents included in the analysis for each question. This approach has been applied where specified by the regulator.
- To contextualise these results comparisons are made to the 2024/25 Tenant Satisfaction Measures published by the Housing Regulator in November 2025. This dataset provides a lower quartile, a median and upper quartile for each of the 12 TSMs.
- Where available, data will be compared to historic results. When comparing results, it is worth bearing the margin of error for the year and the previous years. Where there is a statistically significant change these will be highlighted in the commentary .
- Percentages may not always add up to a 100% or the net scores as a result of rounding.

02 The profile of the survey sample

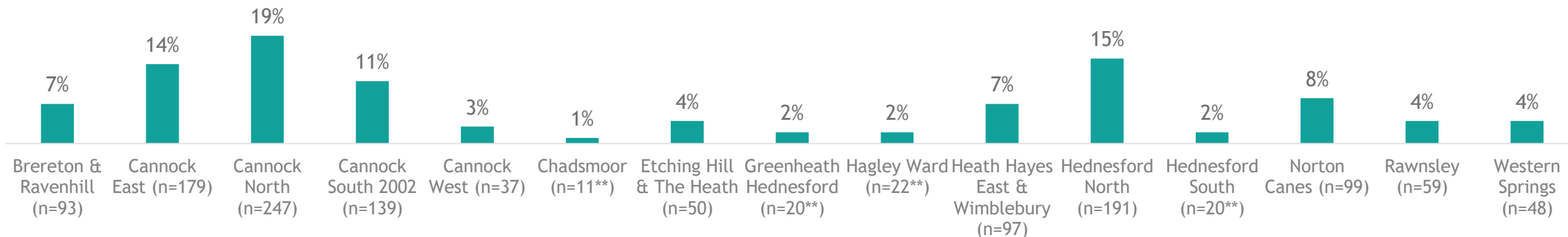
Survey sample (1) - unweighted data

The profile of the survey sample prior the application of corrective weighing is shown below.



Survey sample (2) - unweighted data

The profile of the survey sample prior the application of corrective weighing is shown below.



Ward (=1317)



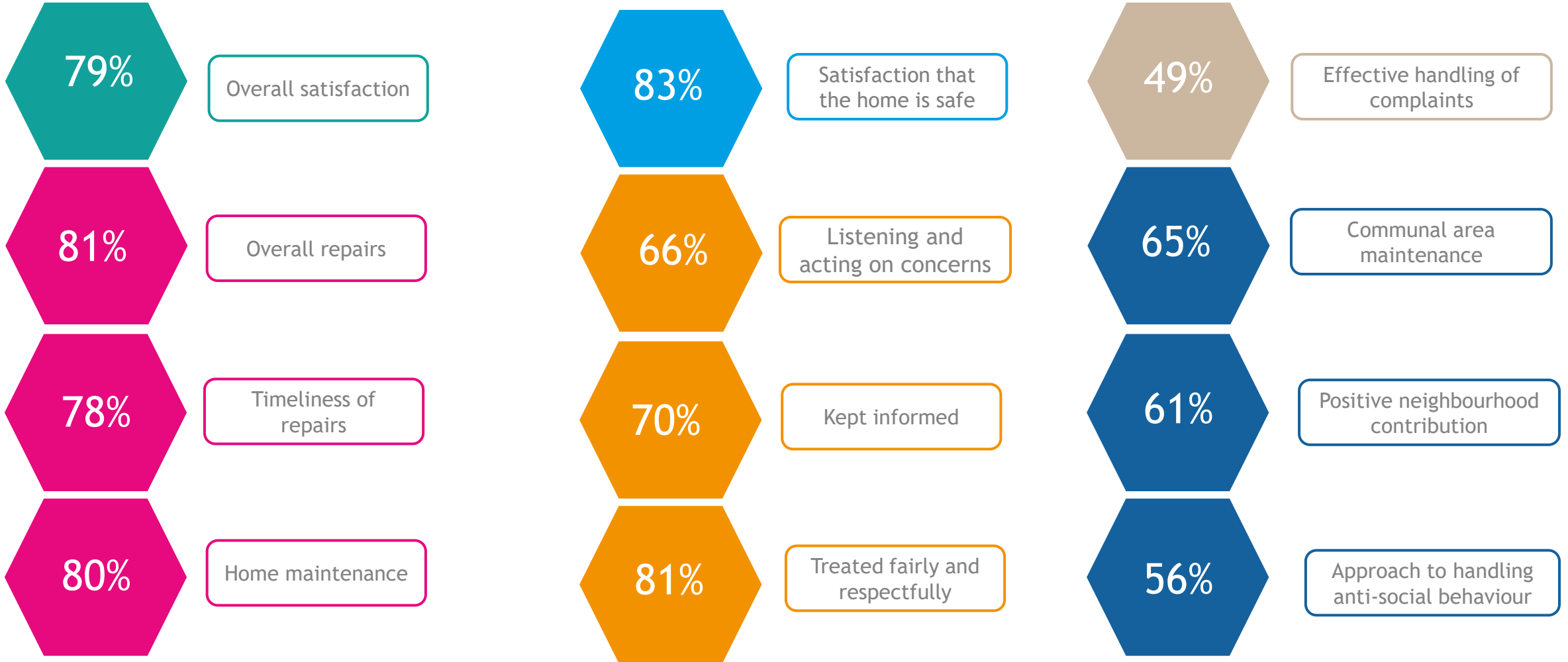
Property type (n=1317) Number of bedrooms (n=1317)

03 Your TSM scores

There are 12 tenant satisfaction measures within the five themes below



Tenant Satisfaction Measures 2026 - % who are satisfied/positive



Year on year comparisons- % who are satisfied/positive

Year on year five of the twelve TSM indicators have improved significantly. The remaining 7 indicators are stable.

To determine whether changes are significant, we compare results across the years using a statistical significance test (at the 95% confidence level).

This takes into account both the base sizes and the percentages in each year.

| | TSM measure | 2024/25 | 2025/26 | Year on year change |
|------|--|---------|---------|---------------------|
| TP01 | Overall satisfaction | 77% | 79% | +2% |
| TP02 | Satisfaction with repairs | 78% | 81% | +3% |
| TP03 | Satisfaction with time taken to complete most recent repair | 70% | 78% | +8% |
| TP04 | Satisfaction that the home is well maintained | 76% | 80% | +4% |
| TP05 | Satisfaction that the home is safe | 80% | 83% | +3% |
| TP06 | Satisfaction that the landlord listens to tenant views and acts upon them | 58% | 66% | +8% |
| TP07 | Satisfaction that the landlord keeps tenants informed about things that matter to them | 66% | 70% | +4% |
| TP08 | Agreement that the landlord treats tenants fairly and with respect | 76% | 81% | +5% |
| TP09 | Satisfaction with the landlord's approach to handling complaints | 49% | 49% | 0% |
| TP10 | Satisfaction that the landlord keeps communal areas clean and well maintained | 66% | 65% | -1% |
| TP11 | Satisfaction that the landlord makes a positive contribution to neighbourhoods | 62% | 61% | -1% |
| TP12 | Satisfaction with the landlord's approach to handling anti-social behaviour | 55% | 56% | +1% |

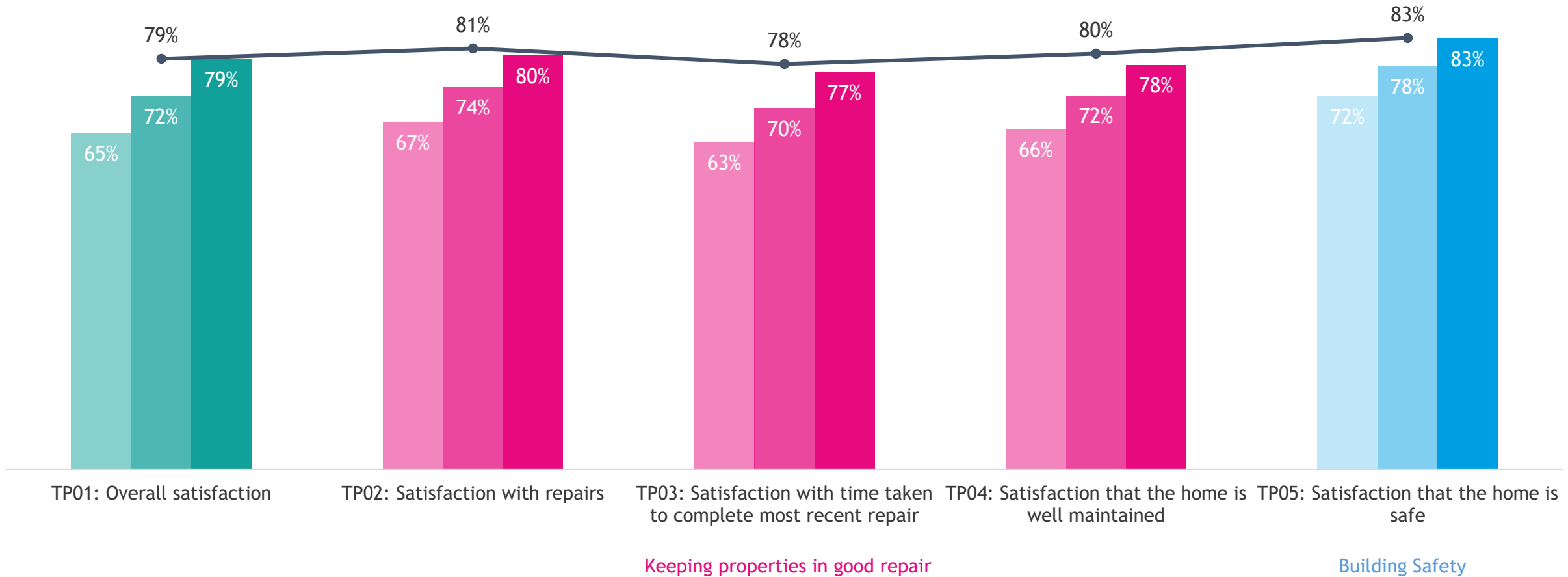
04 Performance against Regulator benchmarks

Comparison to national benchmarks - LCRA (1)

LCRA - Low Cost Rental Accommodation

Chart bars running light to dark shading show - lower quartile, median and upper quartile positions

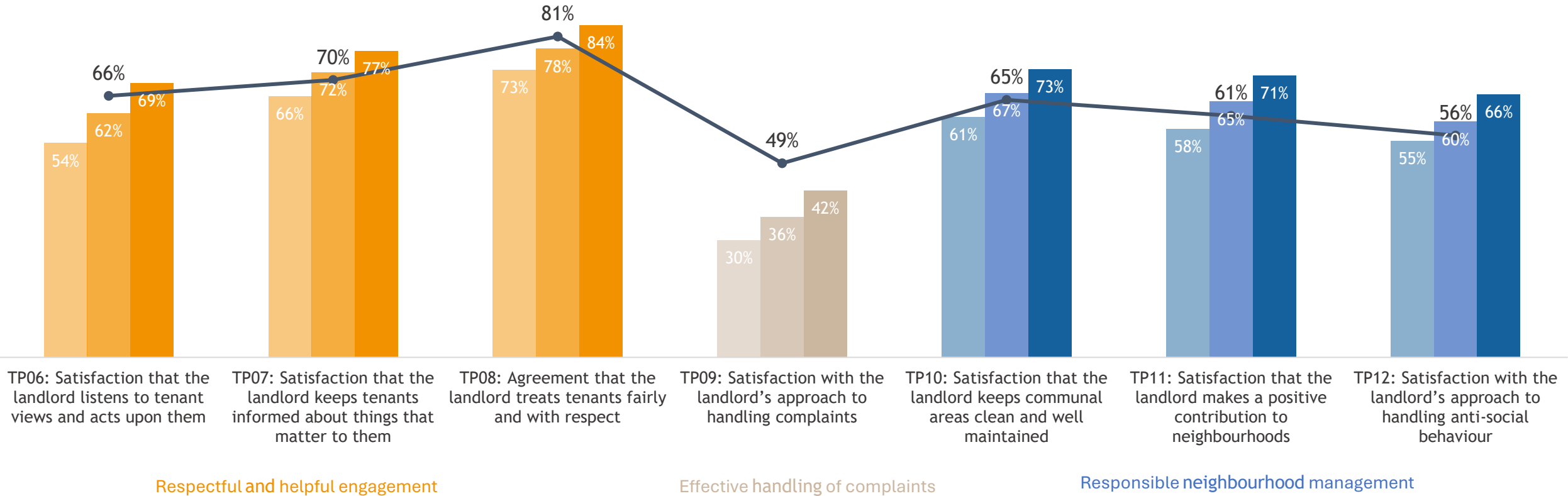
Line is your own performance vs these scores



Comparison to national benchmarks - LCRA (2)

Chart bars running light to dark shading show - lower quartile, median and upper quartile positions

Line is your own performance vs these scores

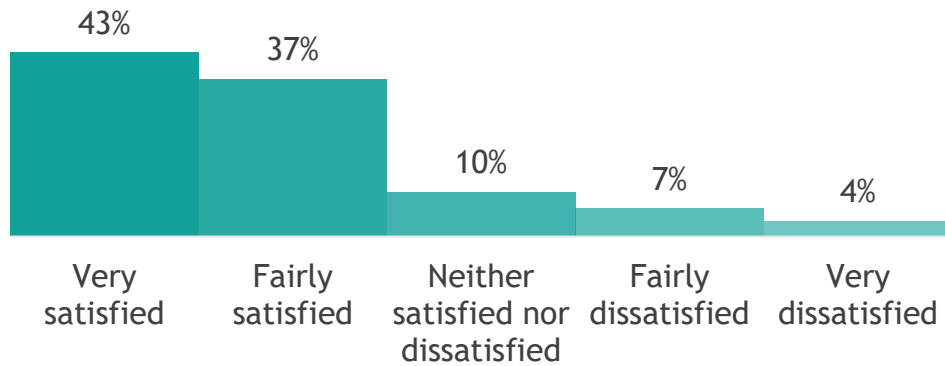


05 Overall Satisfaction

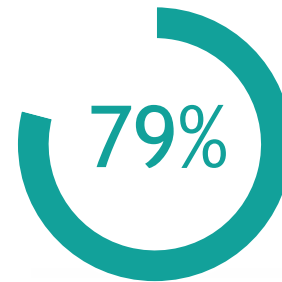
TP01: Overall Satisfaction

Overall satisfaction stands at 79%, which is consistent with the 77% recorded for 2024/25. Notably, 43% of tenants are very satisfied, indicating strong service perception. This level of overall satisfaction places Cannock Chase Council within the upper quartile nationally.

Taking everything into account, how satisfied or dissatisfied are you with the overall services provided

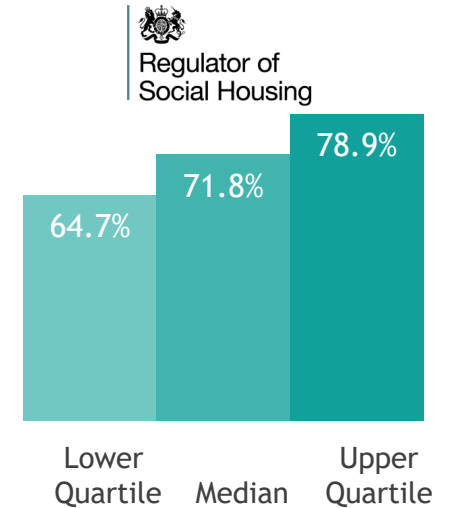


% satisfied 2026



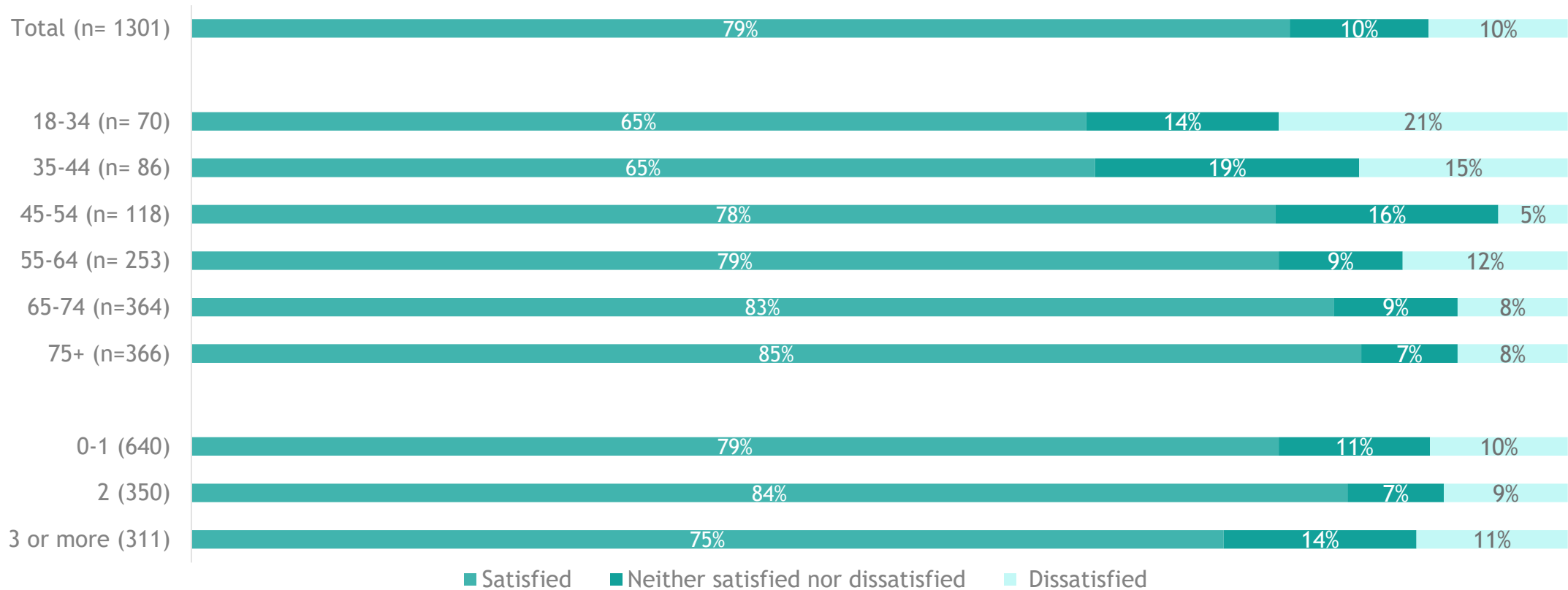
2024/25: 77%

LCRA 2024 / 2025



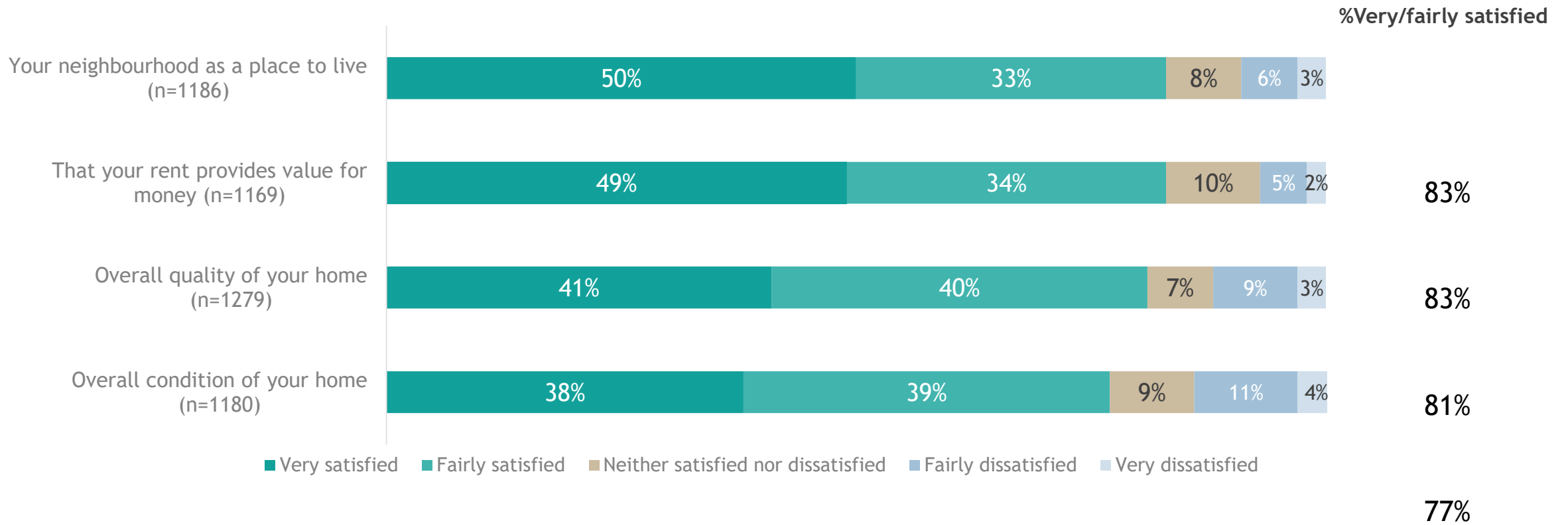
TP01: Overall Satisfaction: Significant differences

Overall, satisfaction increases steadily with age, with those aged 55+ significantly more positive than tenants under 45, indicating a clear age-related divide in perceptions. By property size, tenants in two bedroom homes report the highest satisfaction.



Tenant Satisfaction

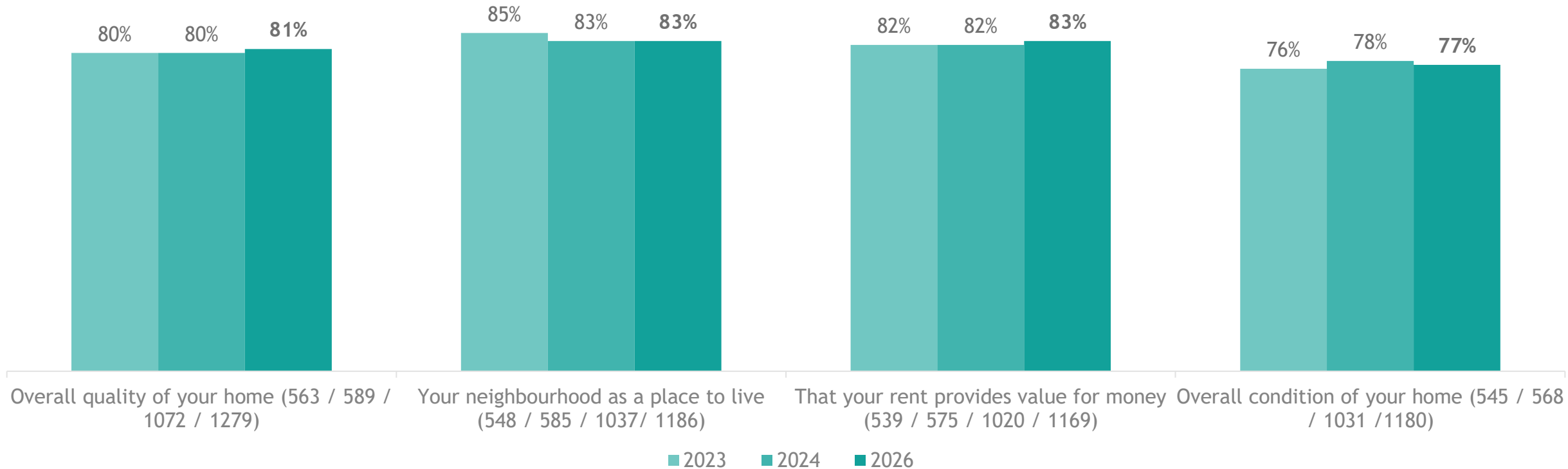
Echoing the above average satisfaction overall, a majority tenants report highest satisfaction with their neighbourhood, the quality of their homes and their rent providing value for money. While still positive overall, satisfaction is lower for home condition (77%), which also sees the highest levels of dissatisfaction.



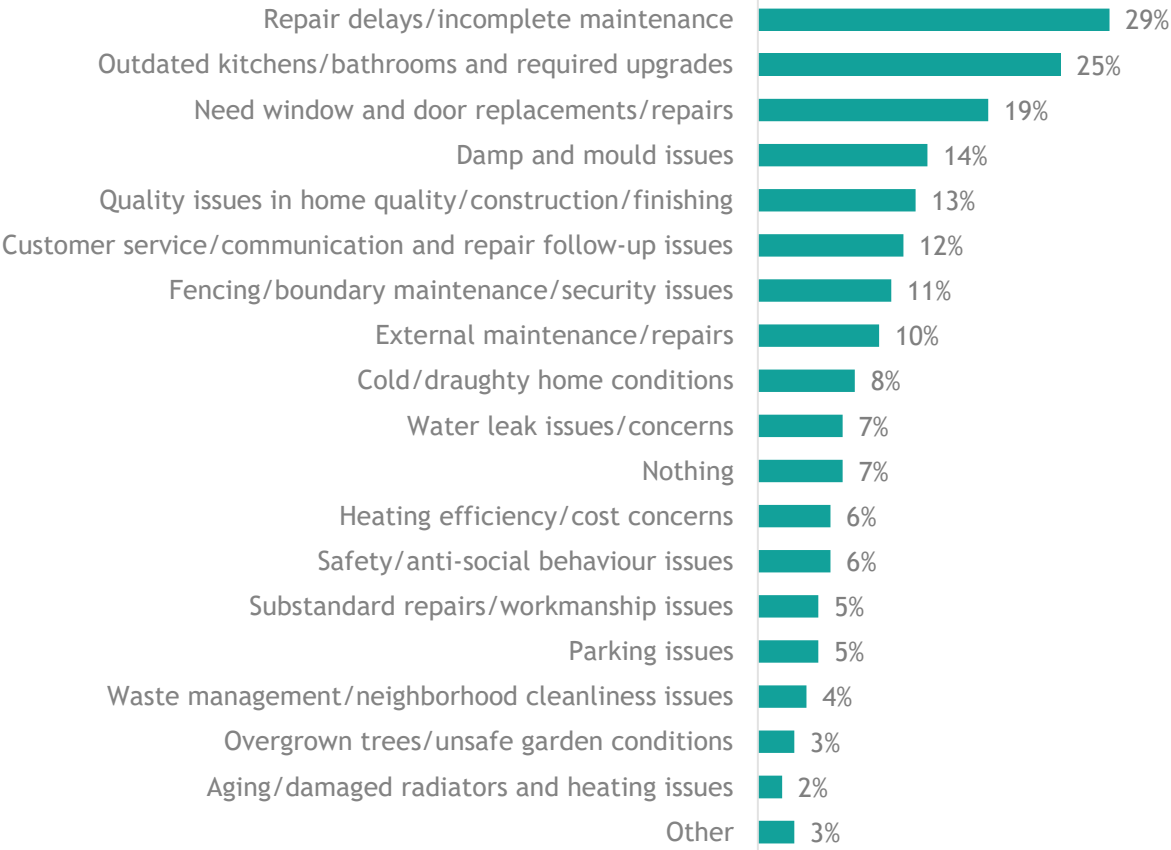
Tenant Satisfaction: Year on Year

Satisfaction has remained broadly stable over time, with 2026 scores in line with 2024. Satisfaction with the condition of the home continues to be among the lower scoring areas, suggesting a key area for focus.

How satisfied or dissatisfied are you with the following?



Tenants' dissatisfaction centres on repairs, maintenance delays and general home condition. Notably in the context of Awaab's law, 14% of responses on this question made reference to damp and mould issues.



OVERALL SATISFACTION:
TENANT COMMENTS
(TOP 2 THEMES)

Tenants' dissatisfaction centres on repairs, maintenance delays and general home condition.

Repair delays and incomplete maintenance

Tenant comments around dissatisfaction were primarily driven by notes of delays in the council completing repairs, repairs not being resolved or done properly the first time. Residents commonly describe slow response times, repeat visits and a lack of follow-up, contributing to a perception of an inefficient repairs service.

Outdated homes and need for upgrades

A substantial share of dissatisfaction for tenants also relates to the condition of their home, primarily their kitchens and bathrooms. Many residents noted that the communal areas of the home were outdated and overdue for renewal. This reflects wider concerns about investment in the quality and modernisation of homes, beyond day-to-day maintenance.

An improved Net Promoter Score reflects growing positive sentiment



+24 in 2024

NPS compares the proportion of tenants who would recommend the Council (promoters, 9-10 on the response scale) with those who would not (detractors- 0-6 on the response scale), providing an overall measure of sentiment.

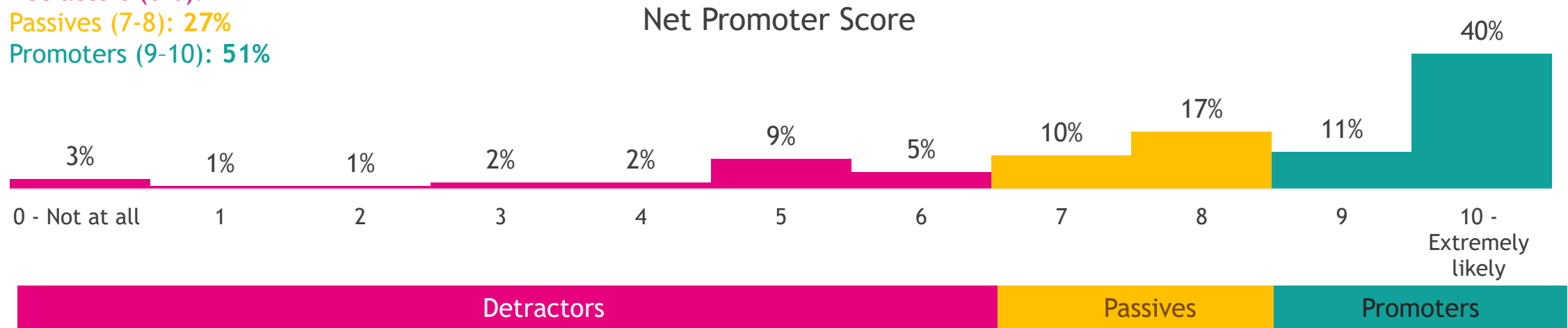
Cannock Chase Council's NPS score is +28, indicating a positive shift in resident sentiment, driven by 51% promoters compared to 23% detractors.

Mean: 7.97

Detractors (0-6): 23%

Passives (7-8): 27%

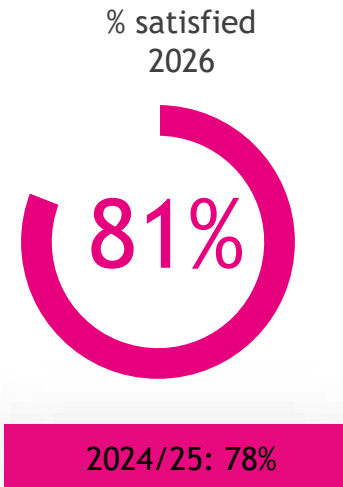
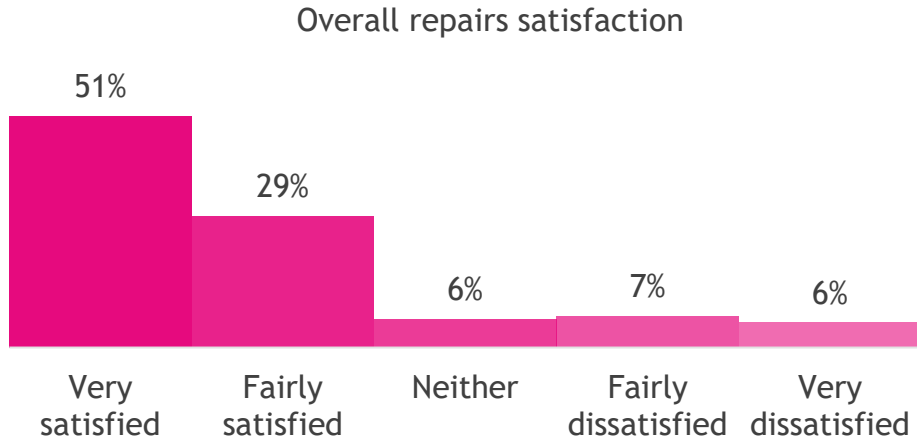
Promoters (9-10): 51%



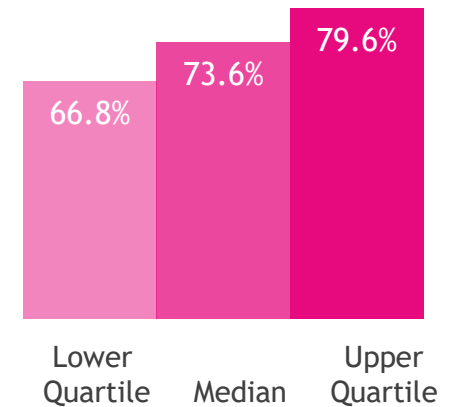
06 Keeping properties in good repair

TP02: Satisfaction with repairs

Overall satisfaction with repairs is 81%, showing an improvement from 78% in 2024, with over half of tenants (51%) reporting they are very satisfied. This performance places Cannock Chase Council within the upper national quartile, highlighting strong delivery of the repairs service.

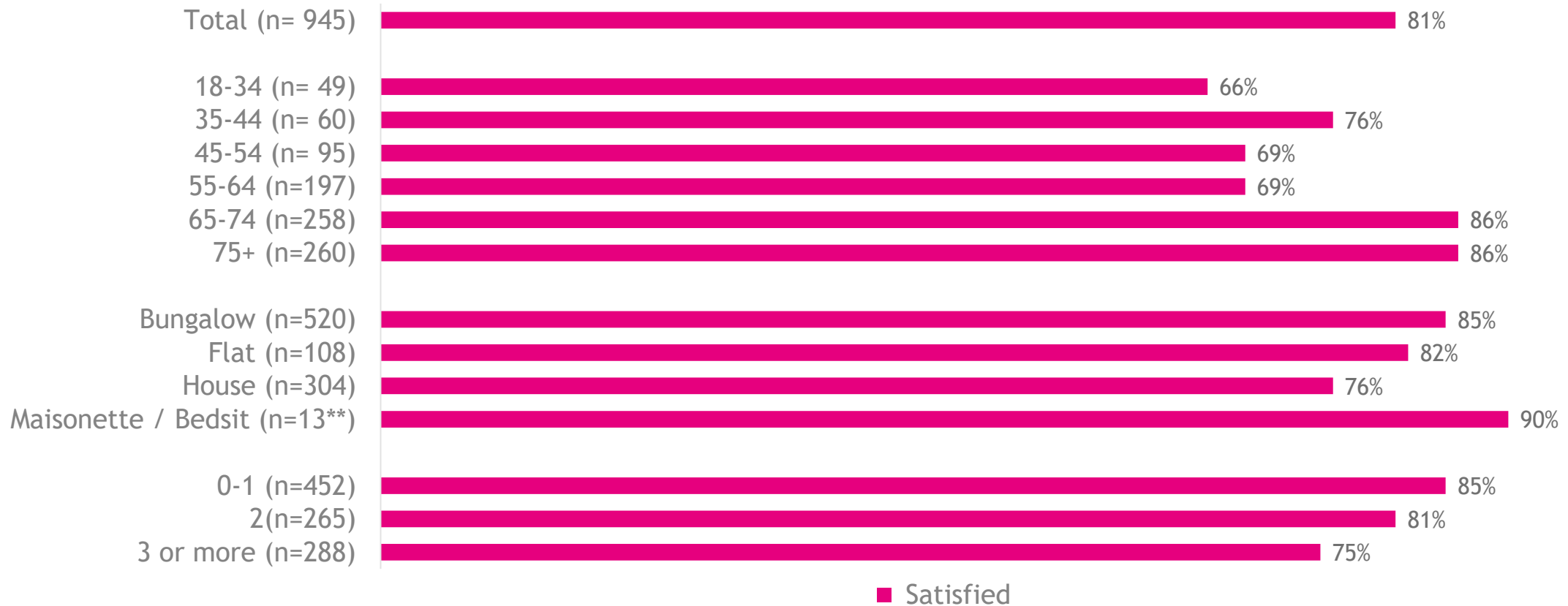


LCRA 2024 / 2025



TP02: Satisfaction with repairs.

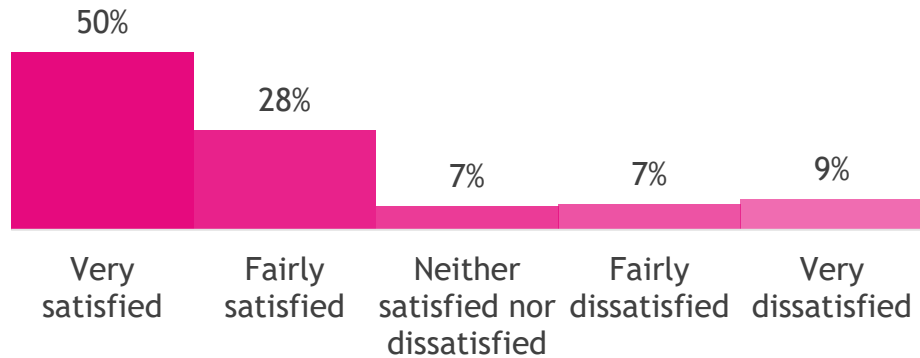
Satisfaction with repairs also increases with age, with tenants aged 55+ significantly more positive than those under 45. By property type, bungalow tenants report the highest satisfaction. Satisfaction is also highest among those in smaller households (0-1 bedrooms), with lower scores among those in larger homes, suggesting differing needs may not be fully met.



TP03: Satisfaction with the time taken to complete last repair

Satisfaction with the time taken to complete the most recent repair is now found among 78% of those who had a repair during the last 12 months, a significant increase from 70% in 2024. In 2026 half of tenants (50%) report they are very satisfied, i.e. the most positive response possible. As with repairs overall, repairs timeliness satisfaction is above the upper quartile nationally.

Satisfaction with time taken to complete the most recent repair after reporting it

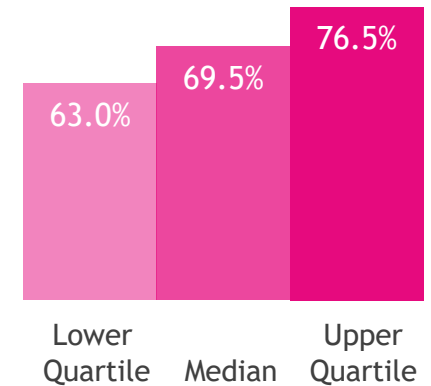


% satisfied 2026



2024/25: 70%

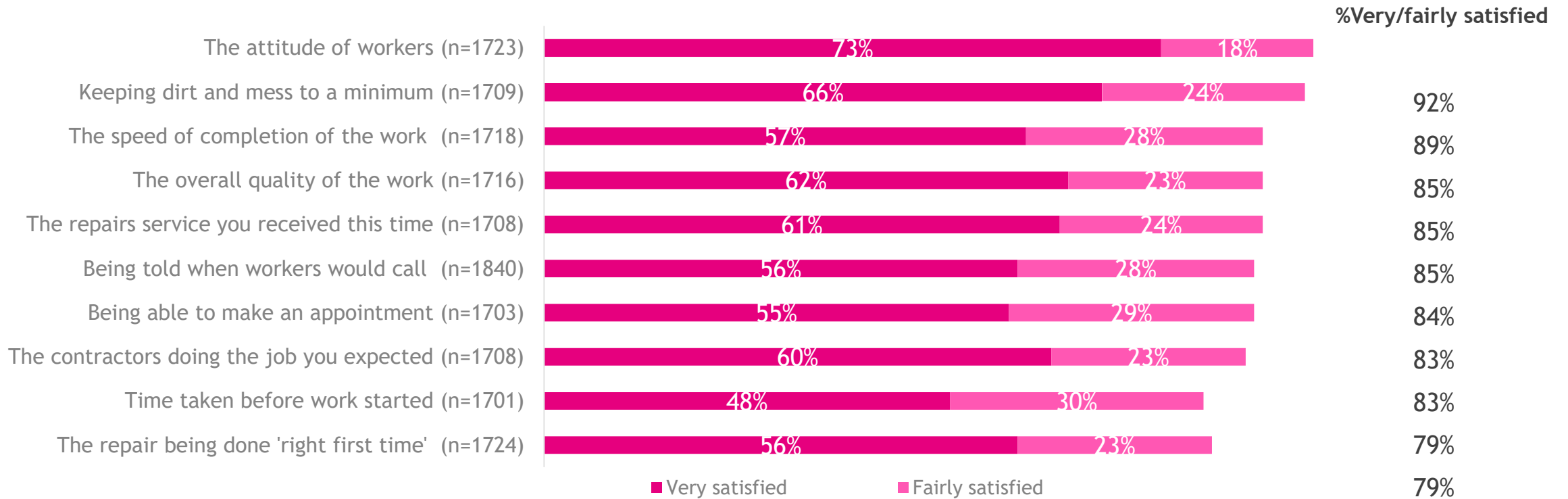
LCRA 2024 / 2025



Satisfaction with repairs: detailed results

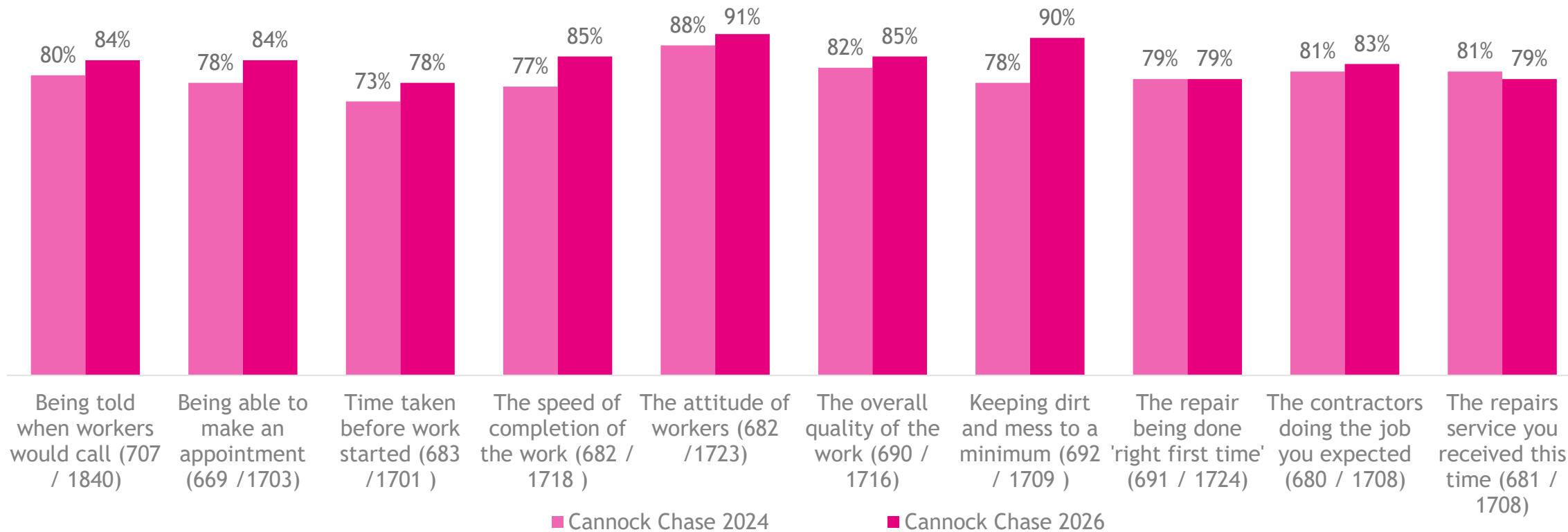
When considering repairs experiences tenants report strongest satisfaction with staff behaviour and professionalism, particularly the attitude of workers (92%) and cleanliness (89%).

The time taken before work started (79%) and repair being done right first time (79%) have the lowest satisfaction, but even these aspects are viewed positively by the majority.



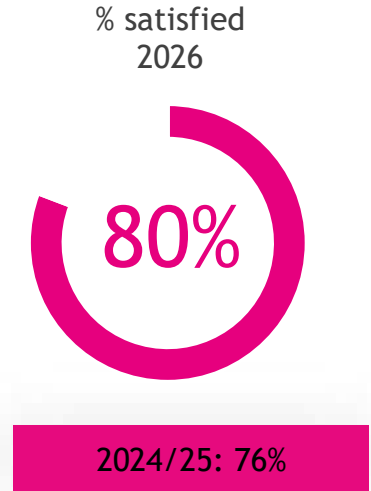
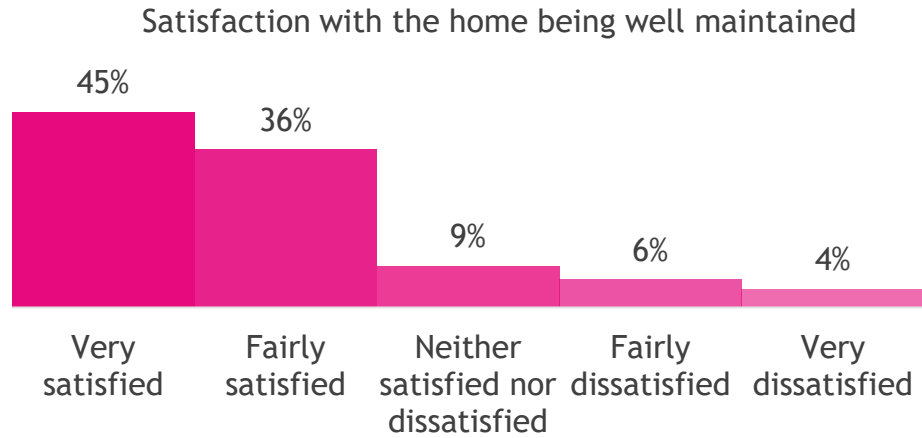
Satisfaction with repairs: Year on Year

Satisfaction with repairs has improved across most measures, with particularly strong gains in keeping properties clean and the attitude of workers.

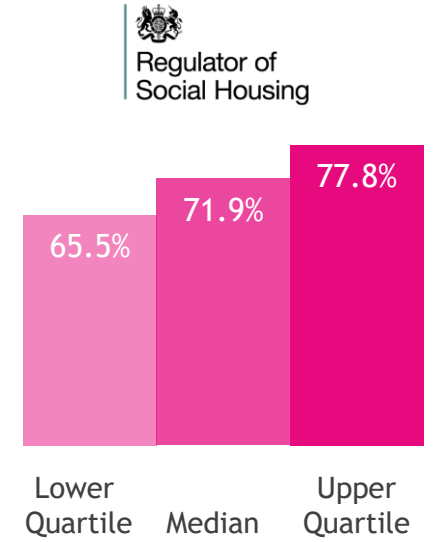


TP04: Satisfaction that the home is well maintained

80% of tenants are satisfied that their home is well maintained, a significant improvement from 76% in 2024. This performance places Cannock Chase Council within the upper national quartile.

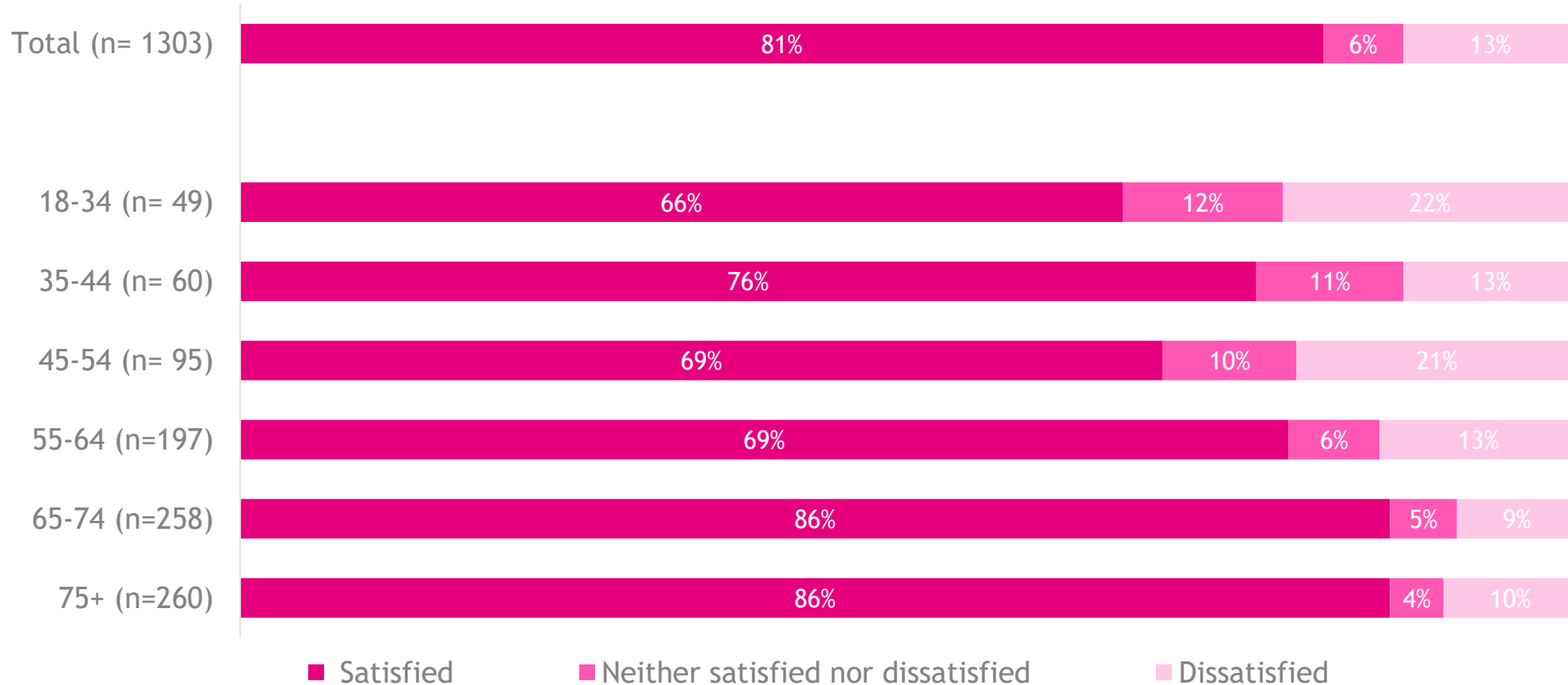


LCRA 2024 / 2025



TP04: Satisfaction that the home is well maintained.

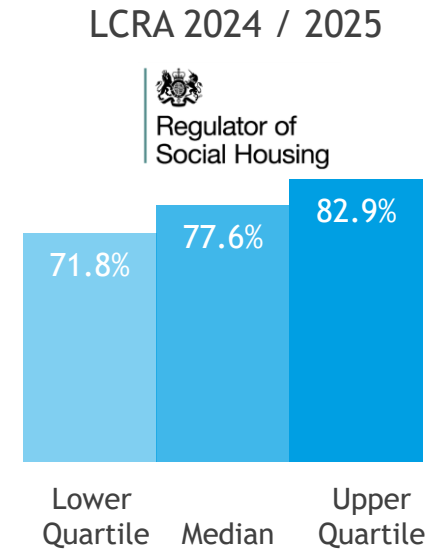
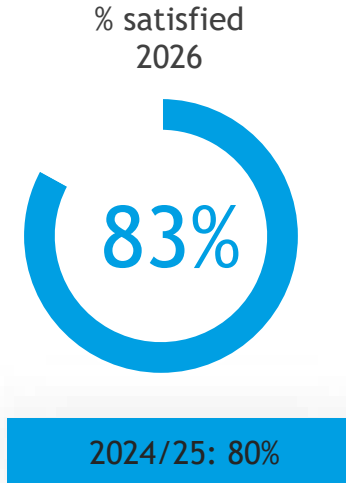
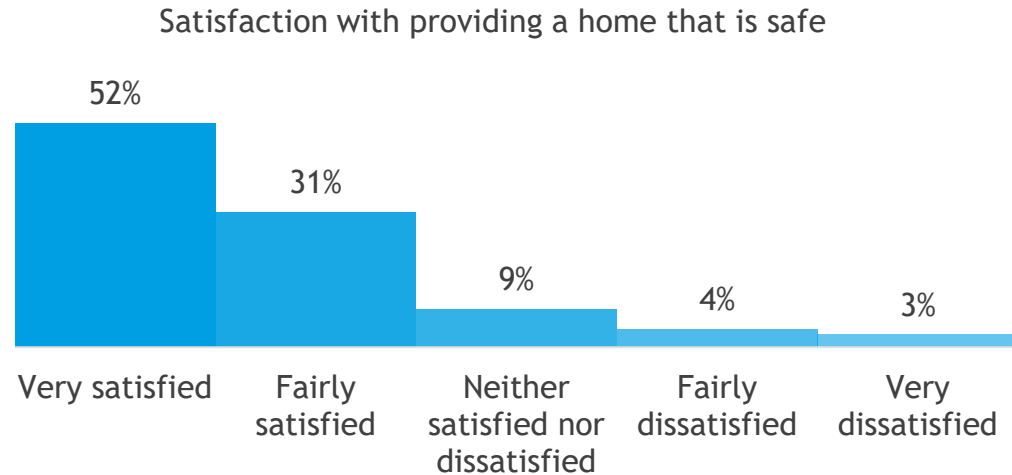
Perceptions of how well homes are maintained are more positive among older tenants. This could suggest that younger tenants may have higher expectations regarding the condition of their homes.



07 Maintaining building safety

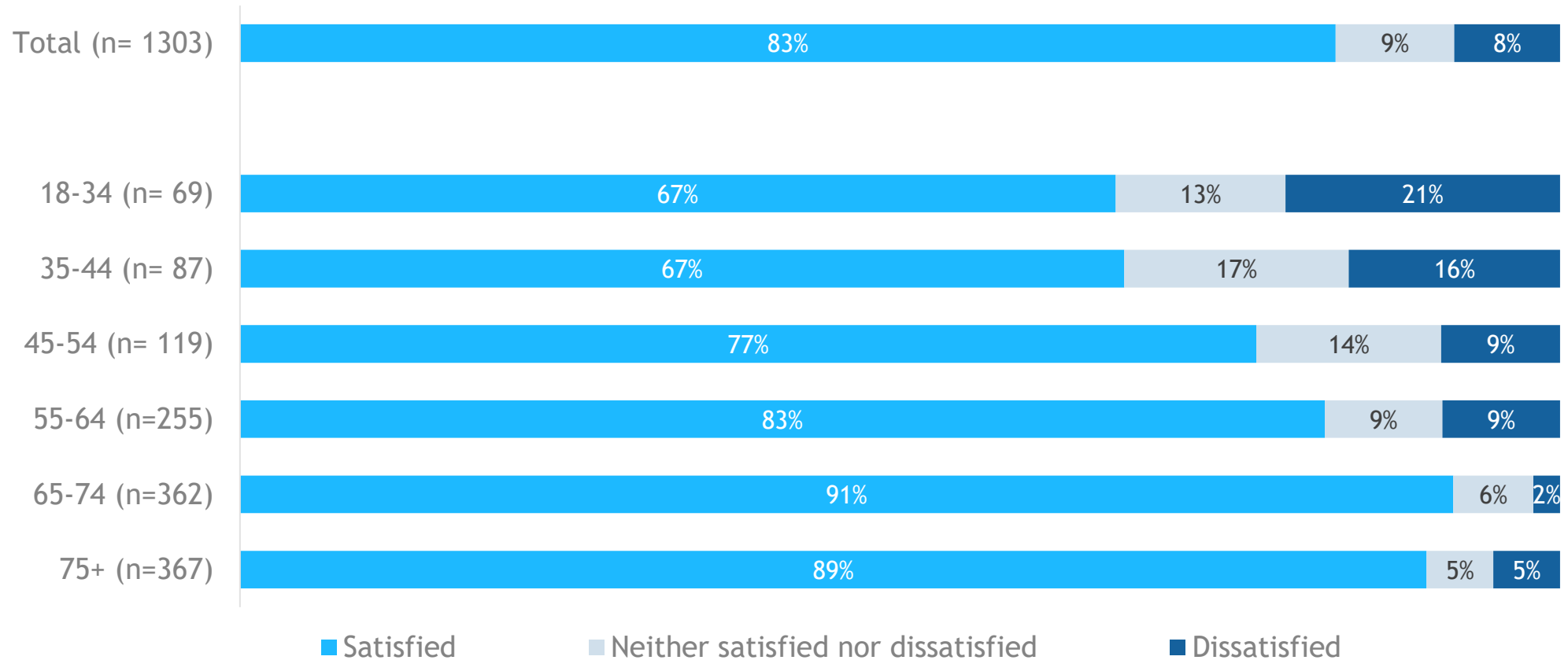
TP05: Satisfaction that the home provided is safe

Satisfaction that their home is safe is expressed by 83% of tenants, a slight (but not statistically significant) uplift from 80% in 2024. Over half of tenants (52%) are very satisfied. This performance places Cannock Chase Council within the upper national quartile.



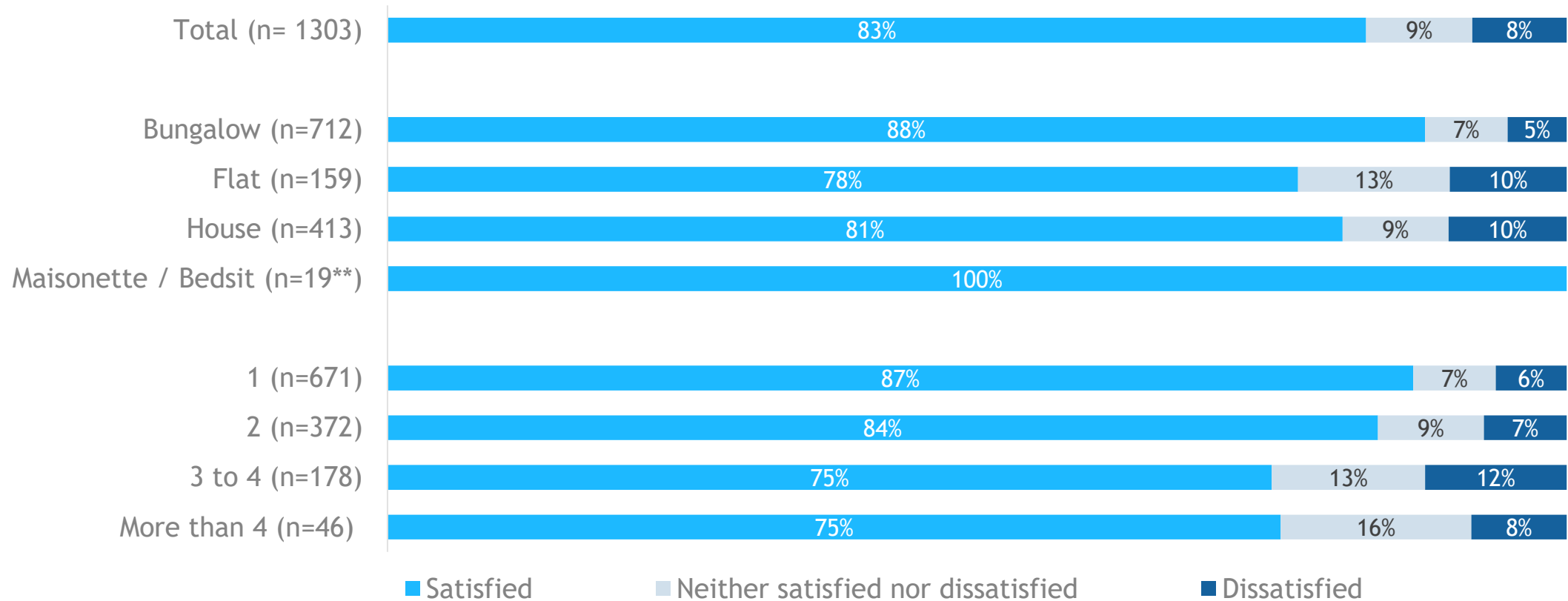
TP05: Satisfaction that the home provided is safe.

Perceptions of safety are generally high but vary across groups. Older tenants express greater confidence in the safety of their home, while younger tenants are comparatively less assured.



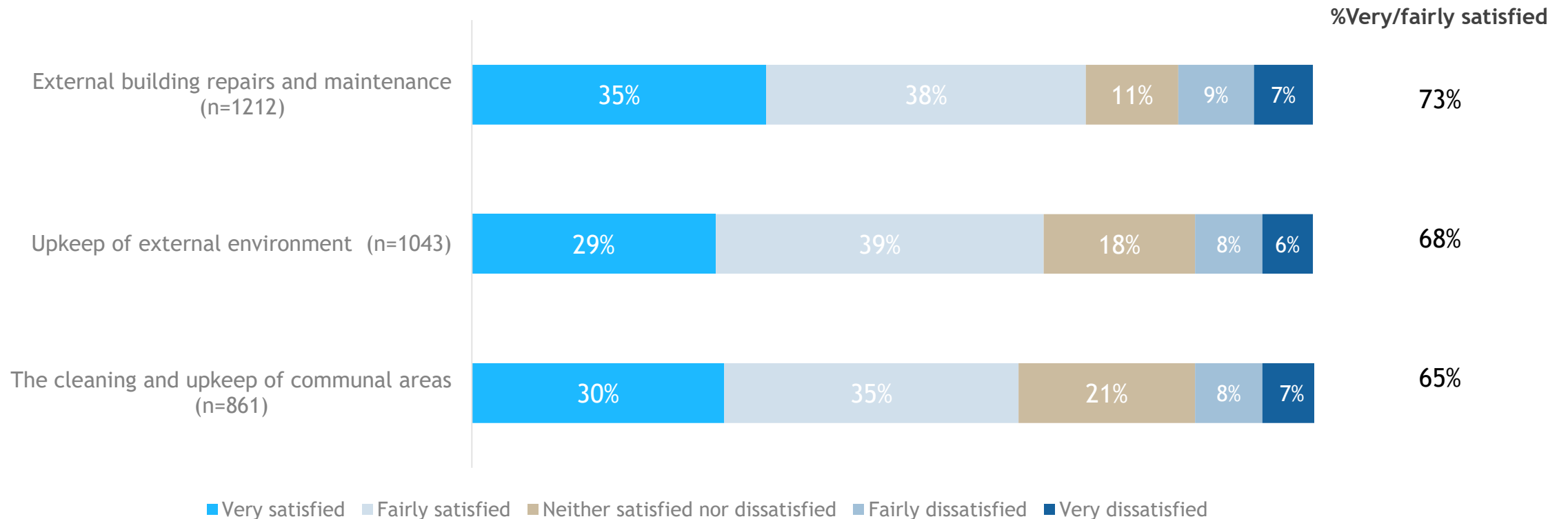
TP05: Satisfaction that the home provided is safe..

Perceptions of safety varies by property type, with lowest satisfaction among tenants in flats. Satisfaction also declines with increasing household size, suggesting those in larger homes feel less assured about safety.



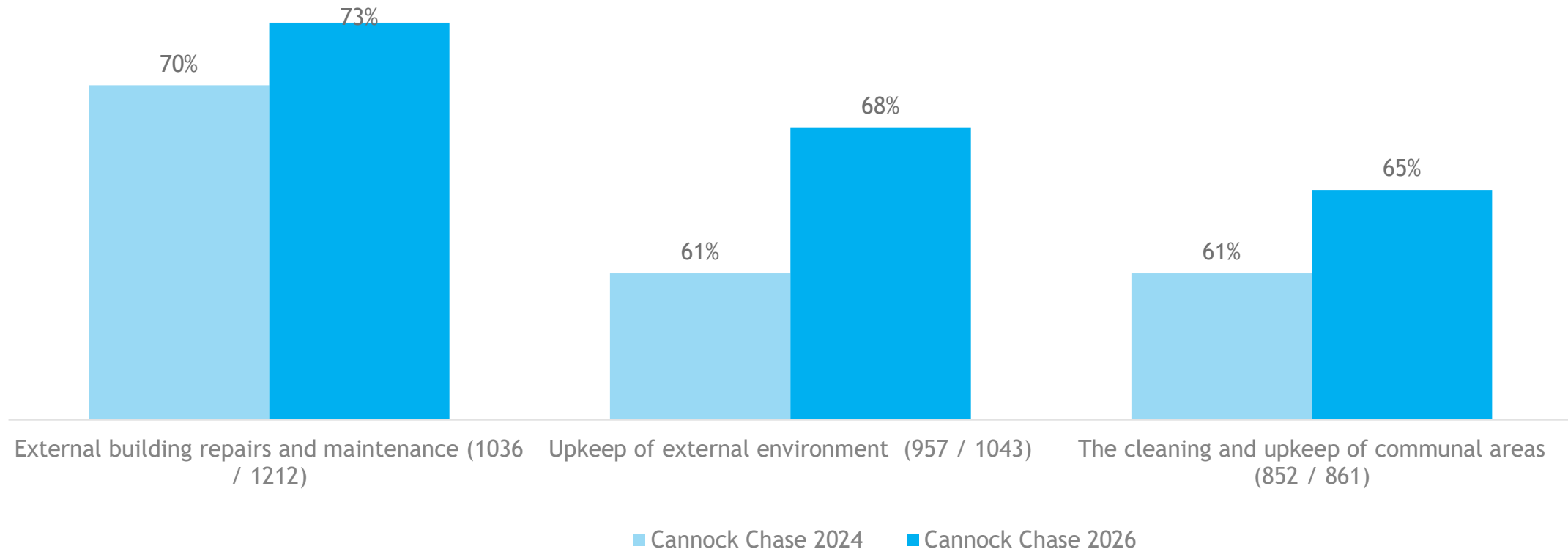
Building safety: external areas and communal spaces

When considering specific aspects of home maintenance, satisfaction is highest amongst tenants for external building repairs and maintenance (73%), while lower scores are seen for the upkeep of the external environment (68%) and communal areas (65%).



External areas and communal spaces: Year on Year

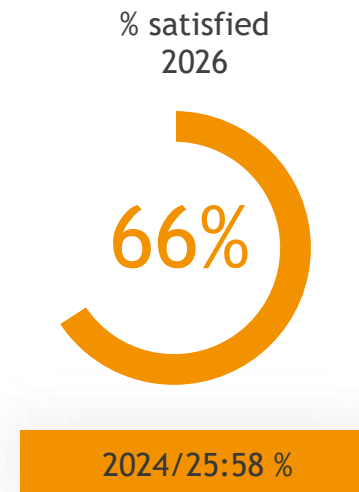
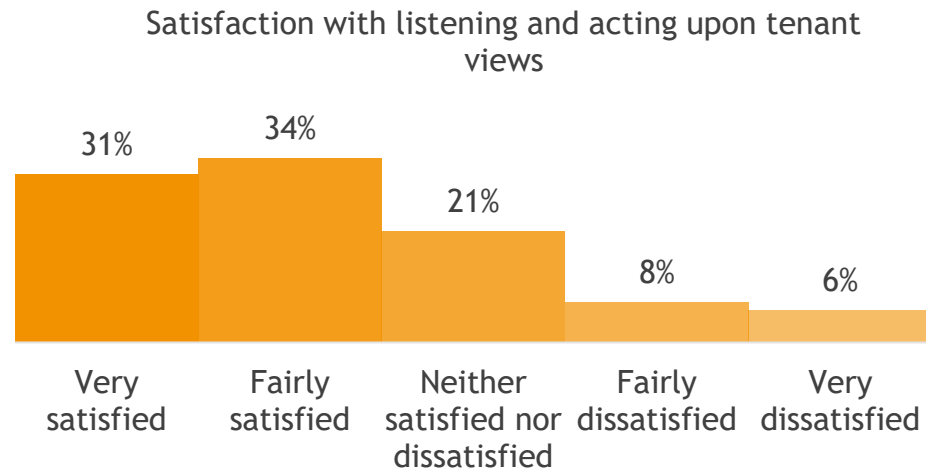
All external and communal measures have improved year on year, with the strongest uplift in satisfaction with the external environment.



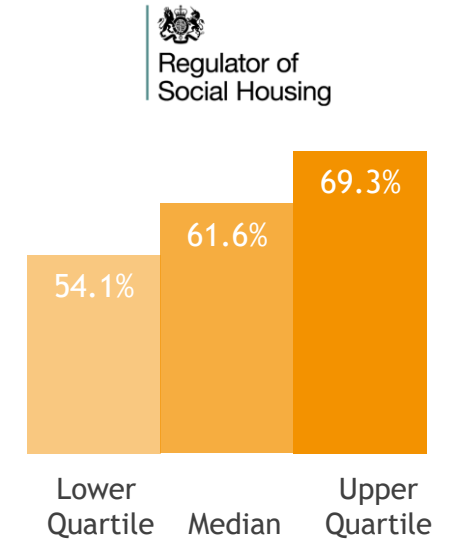
08 Respectful and helpful engagement

TP06: Satisfaction that landlord listens to views and act upon them

Satisfaction that the landlord listens to tenant views and acts upon them stands at 66%, a significant increase of 7 percentage points from the 58% recorded in 2024. While this is above the national median, it is below the upper quartile, suggesting this a potential area of improvement for the Council.

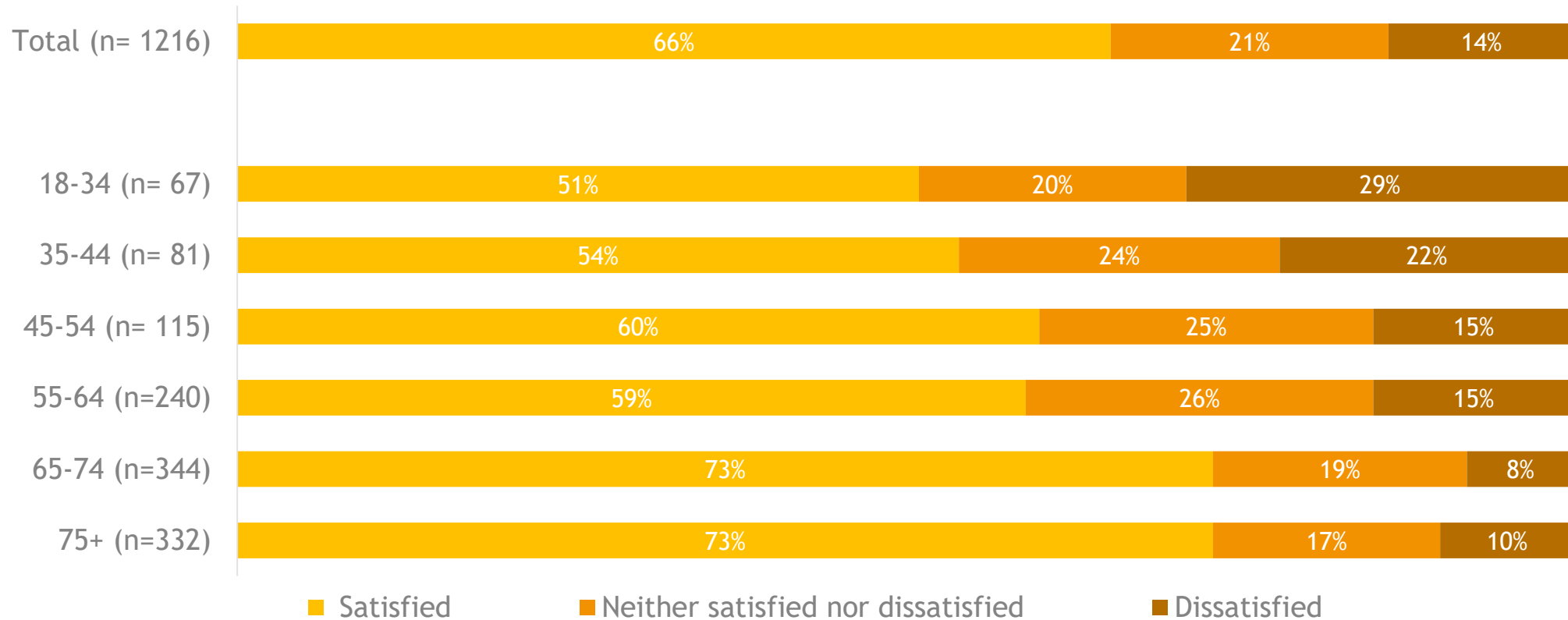


LCRA 2024 / 2025



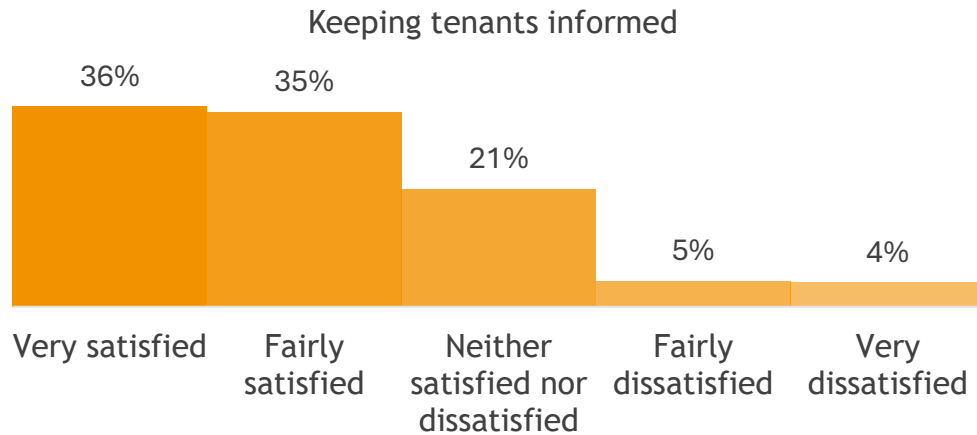
TP06: Satisfaction that landlord listens to views and act upon them.

Younger tenants feel significantly less positive about being listened to compared to older tenants, indicating a potential gap in engagement across tenant groups.

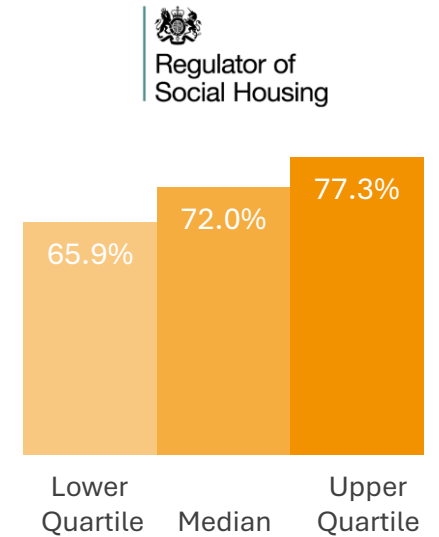


TP07: Satisfaction with keeping tenants informed

Satisfaction with communication has improved year on year, with 70% of tenants now satisfied, up from 66% last year, with over a third of tenants (36%) reporting they are very satisfied. Even with this improvement, current performance on this metric is below the national median.

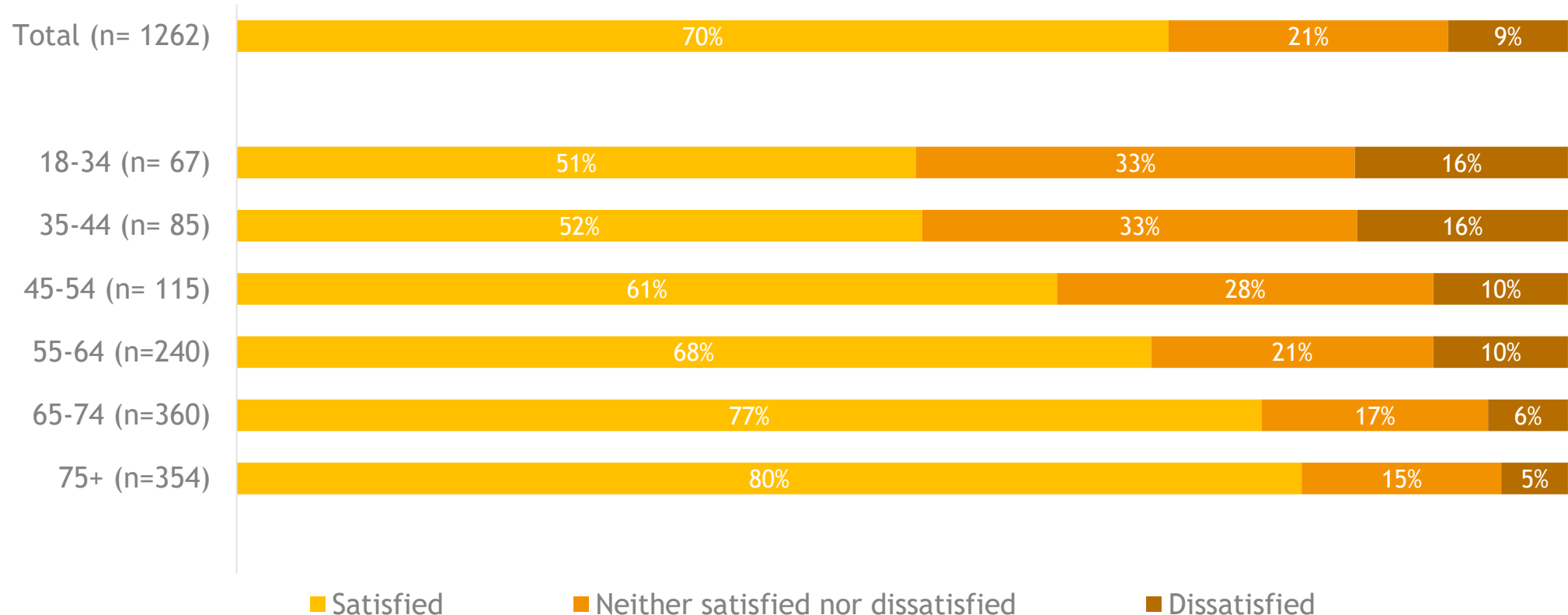


LCRA 2024 / 2025



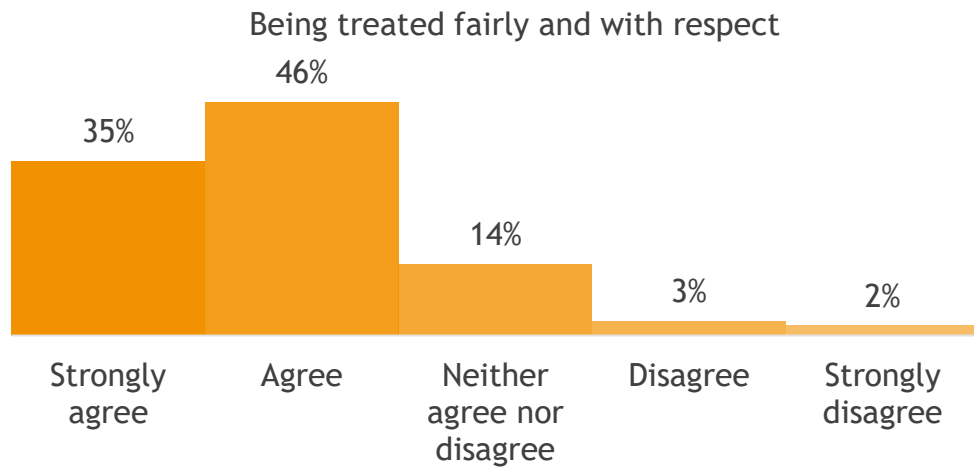
TP07: Satisfaction with keeping tenants informed.

Satisfaction with how well tenants are kept informed increases markedly with age, with older tenants significantly more positive. This suggests that current communication approaches may be more effective for older tenants.

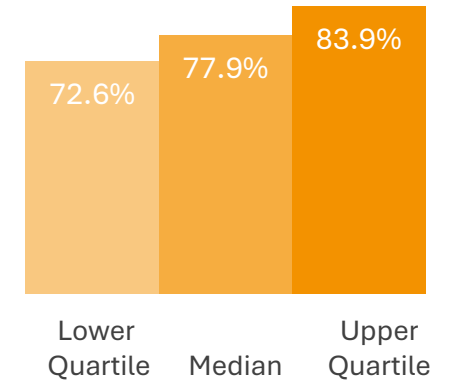


TP08: Being treated fairly and with respect

Satisfaction with being treated fairly and with respect is found among four in five tenants (81%), a significant increase from 76% in 2024, with over a third (35%) of tenants strongly agreeing. This level of satisfaction is marginally below the upper quartile when comparing to the latest national benchmark data.

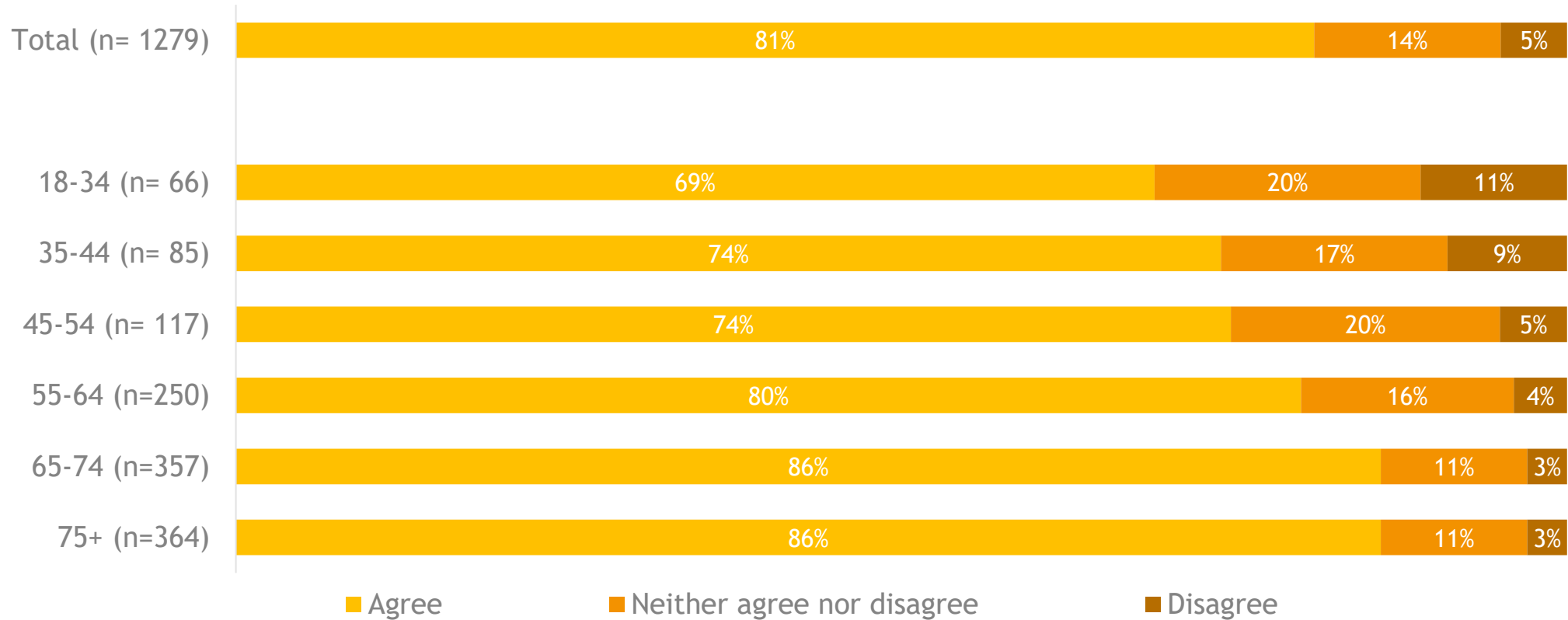


LCRA 2024 / 2025



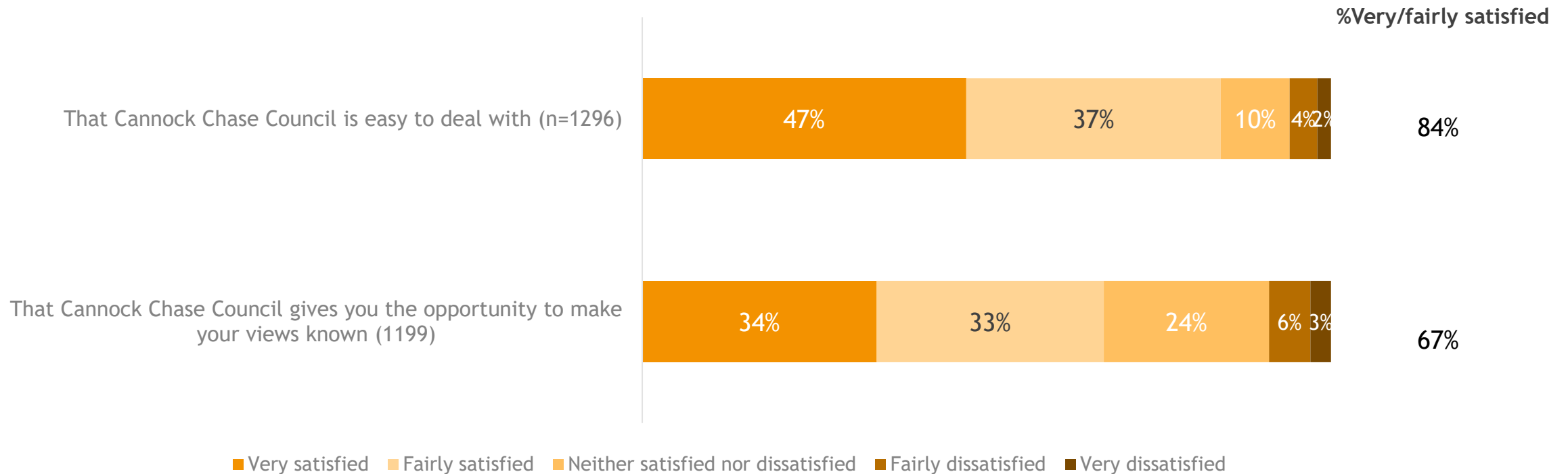
TP08: Being treated fairly and with respect.

As with other measures, satisfaction for this metric varies significantly by age, with older tenants consistently more positive. This reinforces a broader pattern of younger tenants feeling less positively about their experiences with Cannock Chase Council.



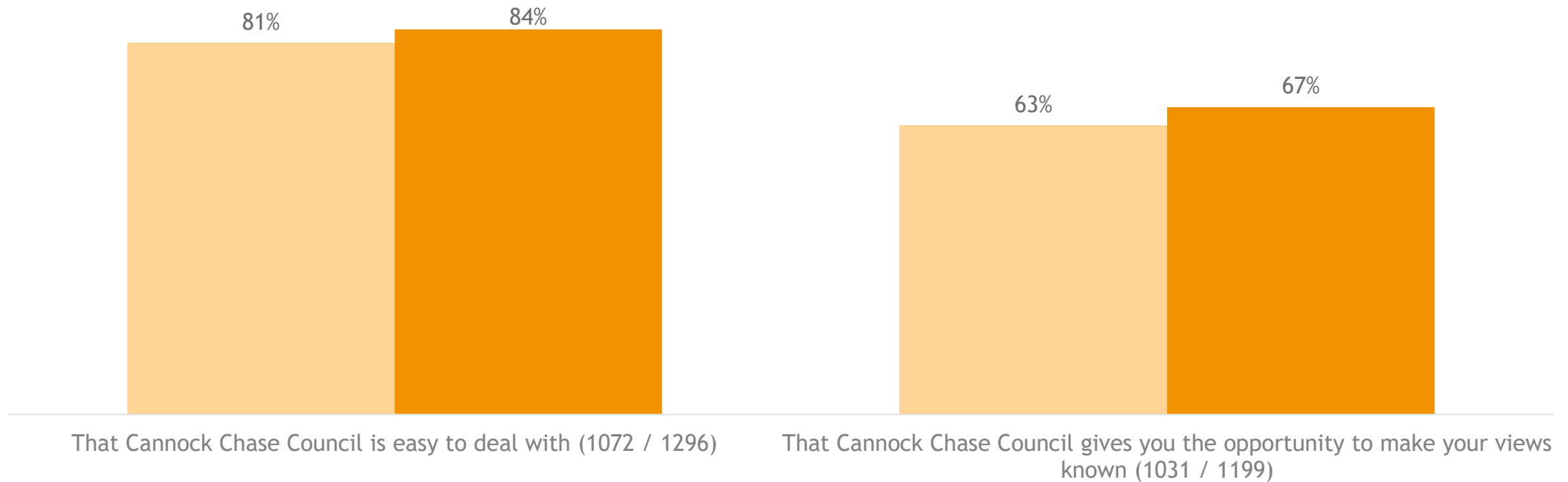
Tenant Engagement

While tenants report strong satisfaction with ease of dealing with the Council (84%), perceptions are less positive around opportunities to make views known (67%). The higher proportion of neutral responses for the latter (24%) suggest some uncertainty regarding how tenants can share their views.



Tenant Engagement: Year on Year

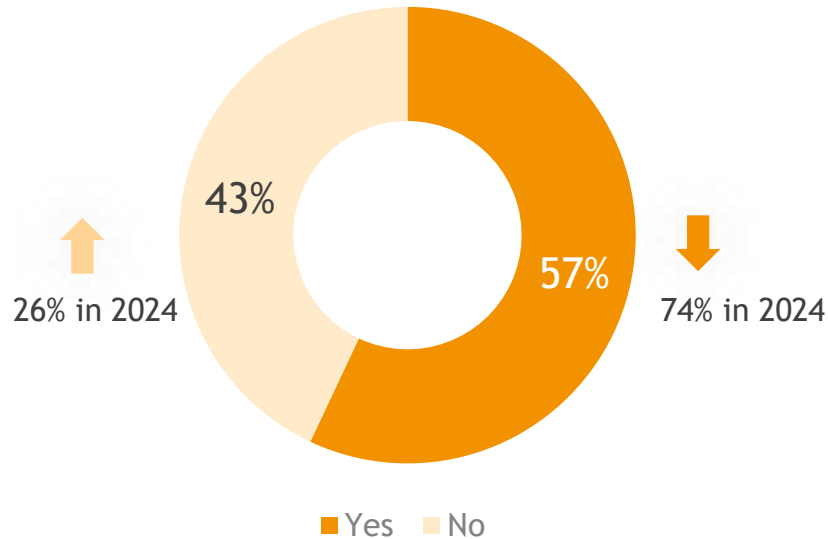
Tenant engagement has improved year on year, with increases in both ease of dealing with the Council and opportunities to make views known.



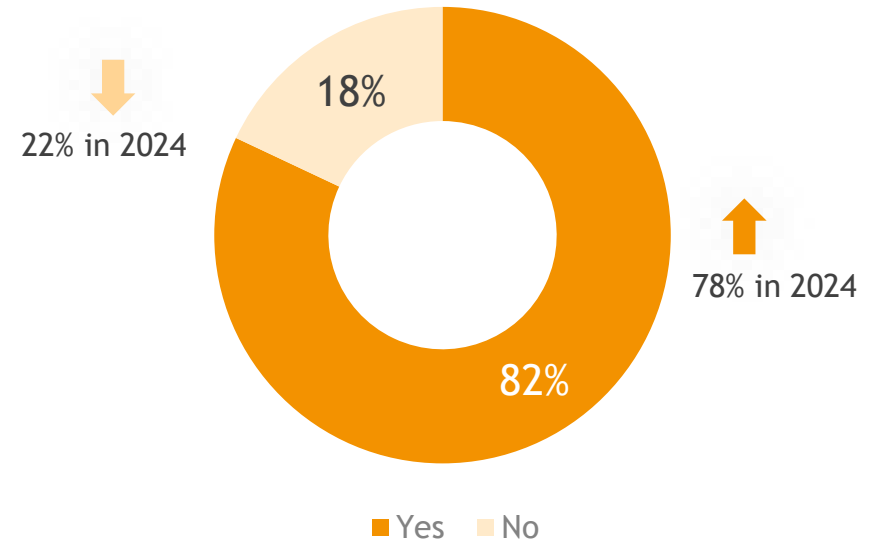
Experience of contact

Over half of tenants (57%) in this sample contacted the Council in the last 12 months with a query. Among those who made contact, most report a positive experience, with 82% saying their query was resolved within a reasonable time. While fewer tenants are making contact year on year, those who do are experiencing improved outcomes, suggesting service quality has strengthened.

Have you contacted Cannock Chase Council in the last 12 months with a query other than to pay your rent?

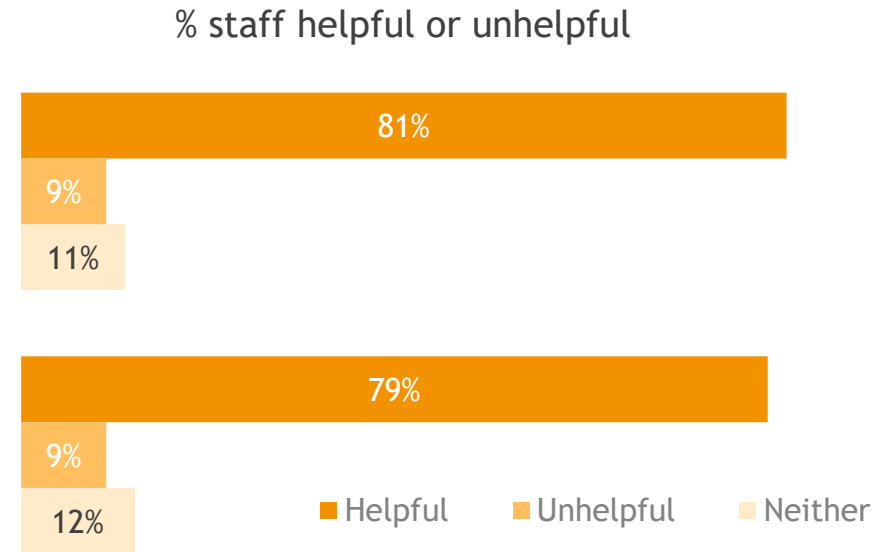
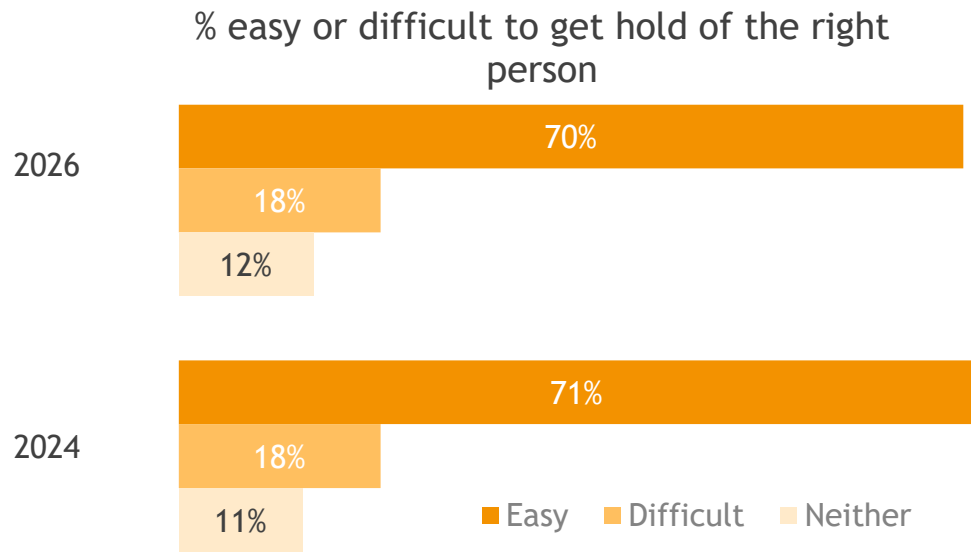


Was your query answered within a reasonable time?



Experience of contact.

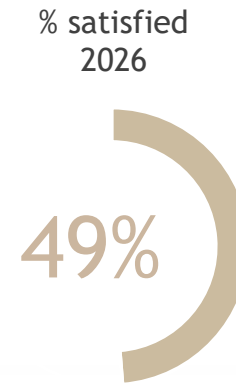
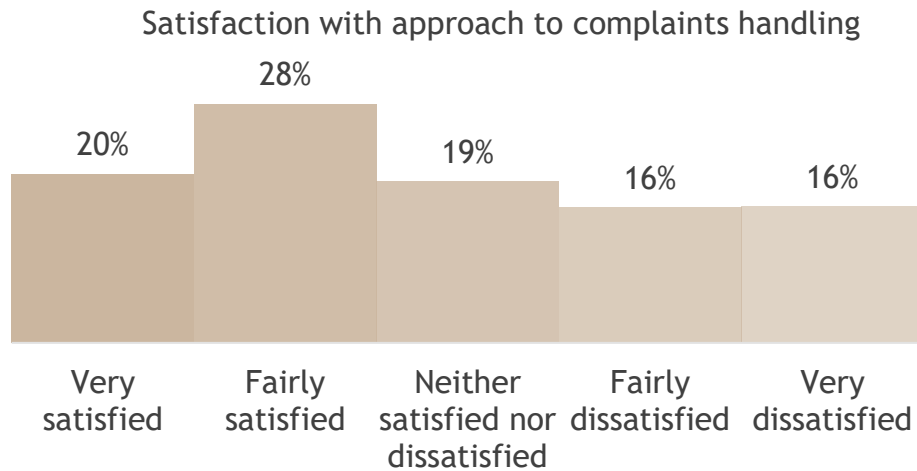
Among those who contacted the Council, 70% found it easy to get hold of the right person, while 81% found staff helpful. This suggests a generally positive contact experience. Year on year, perceptions are broadly stable, with a slight improvement in staff helpfulness, and ease of contact remaining unchanged.



09 Effective handling of complaints

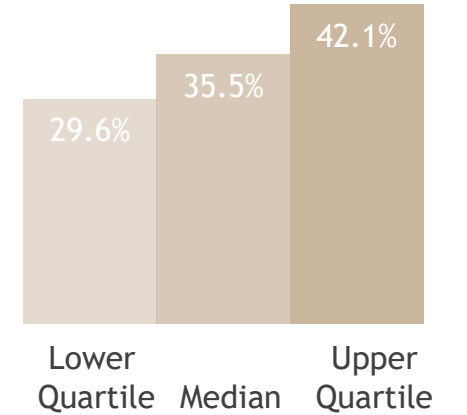
TP09: Satisfaction with approach to complaints handling

A minority of tenants (17%) made a complaint in the past year. Among those who did, 49% are satisfied with how their complaint was handled. Although this places performance within the upper quartile, satisfaction with complaints handling is notably lower than other key measures as seen across all providers.



2024/25: 49%

LCRA 2024 / 2025

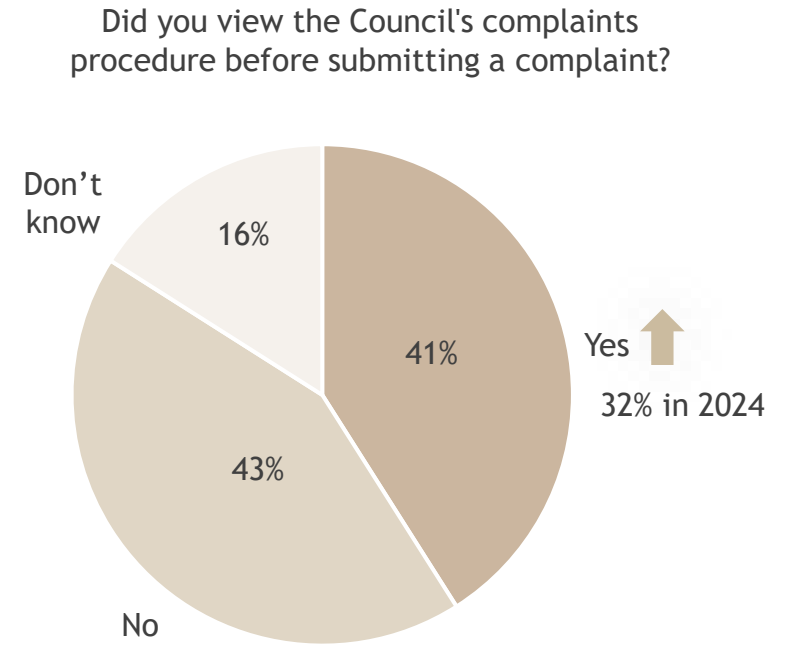
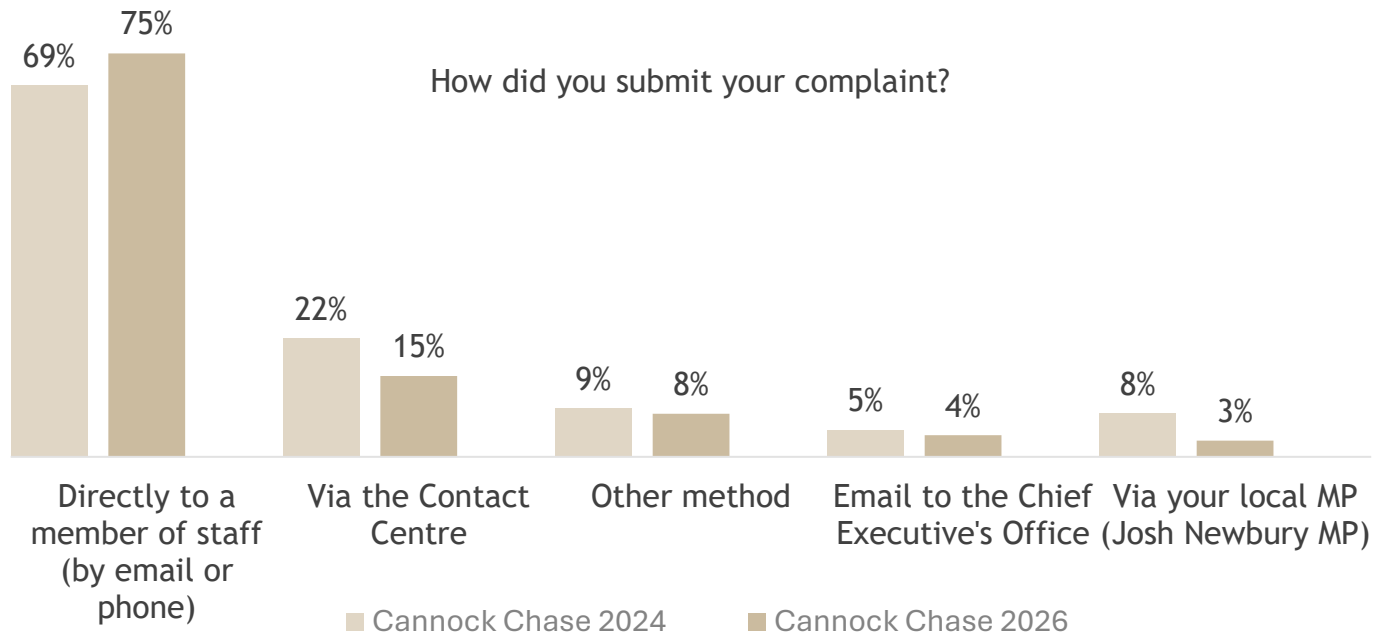


TP09 - Q20. Have you made a complaint to Cannock Chase Council in the last 12 months? Unweighted sample base: (1305) | Q21. How satisfied or dissatisfied are you with Cannock Chase Council's approach to complaints handling? Unweighted sample base: (225)

Experience of complaints handling

Tenants continue to primarily submit complaints directly to staff (75%), with limited use of more formal routes. Two in five (41%) complainants had viewed the complaints procedure before making a complaint, up from 32% in 2024.

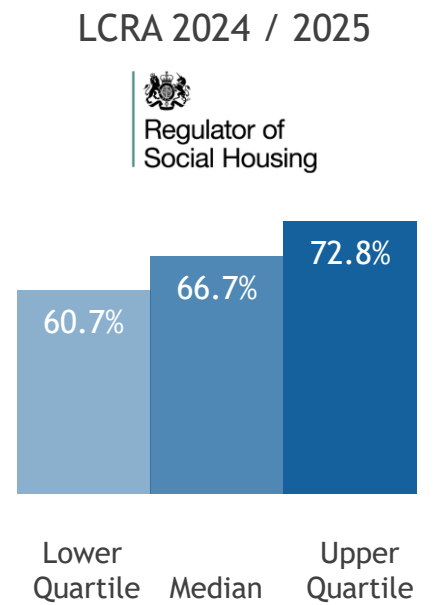
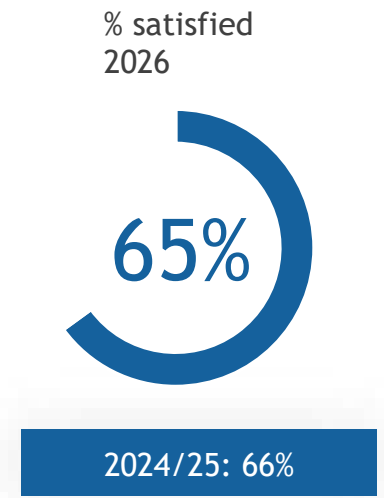
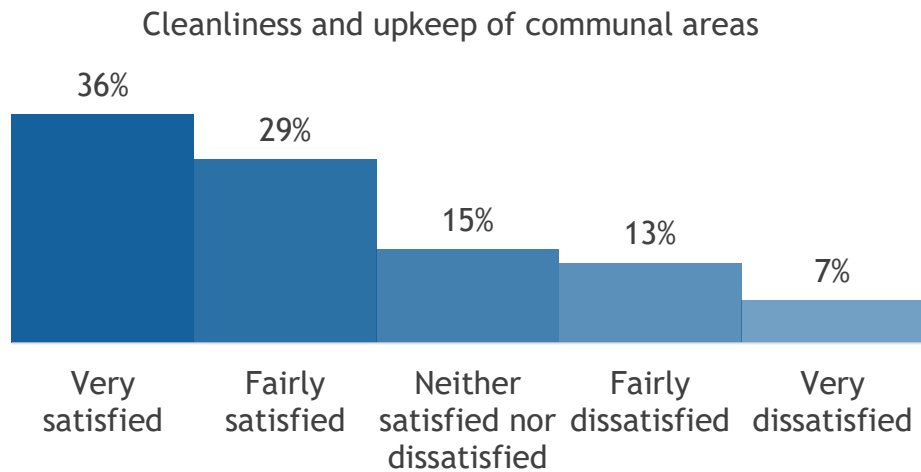
Further work around raising awareness of the complaints procedure for tenants and amongst staff could help raise satisfaction levels for complaint handling and listening to views and acting upon them.



10 Responsible neighbourhood management

TP10: Satisfaction with landlord maintenance and upkeep of communal areas

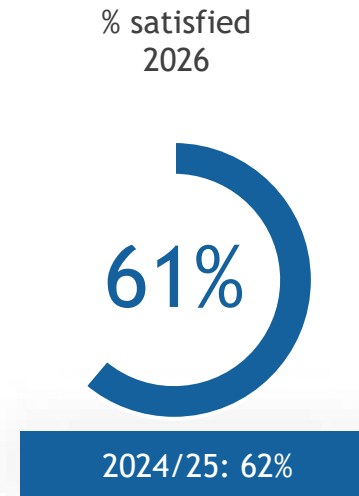
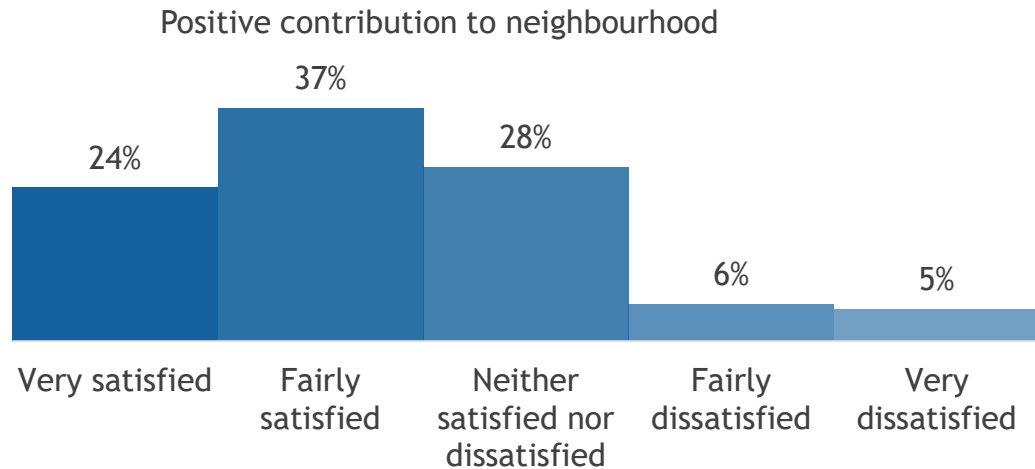
Among the 21% of tenants living in properties with communal areas, 65% are satisfied with their upkeep, with over a third (36%) very satisfied. Although positive, this measure sits just below the national median, making it one of the lower scoring indicators.



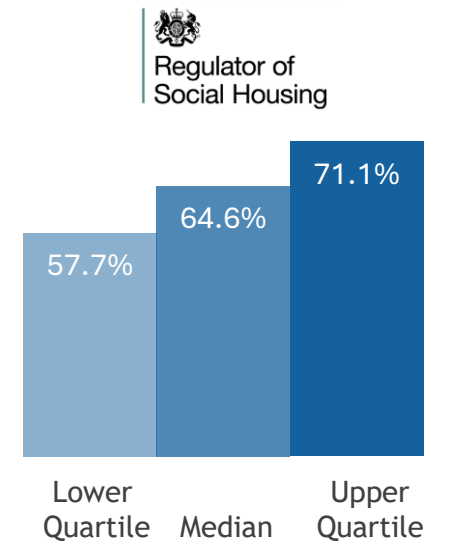
TP10 - Q24. Do you live in a building with communal areas, either inside or outside, that Cannock Chase Council is responsible for maintaining? Unweighted sample base: (1271) | Q25. How satisfied or dissatisfied are that Cannock Chase Council keeps these communal areas clean and well maintained? Unweighted sample base: (260)

TP11: Satisfaction with landlord making a positive contribution to the neighbourhood

Satisfaction that Cannock Chase Council makes a positive contribution to the neighbourhood is expressed by 61% of tenants, in line with last year (62%). Tenants' perceptions of how the Council (as their landlord) contributes to their neighbourhood are below the national median.

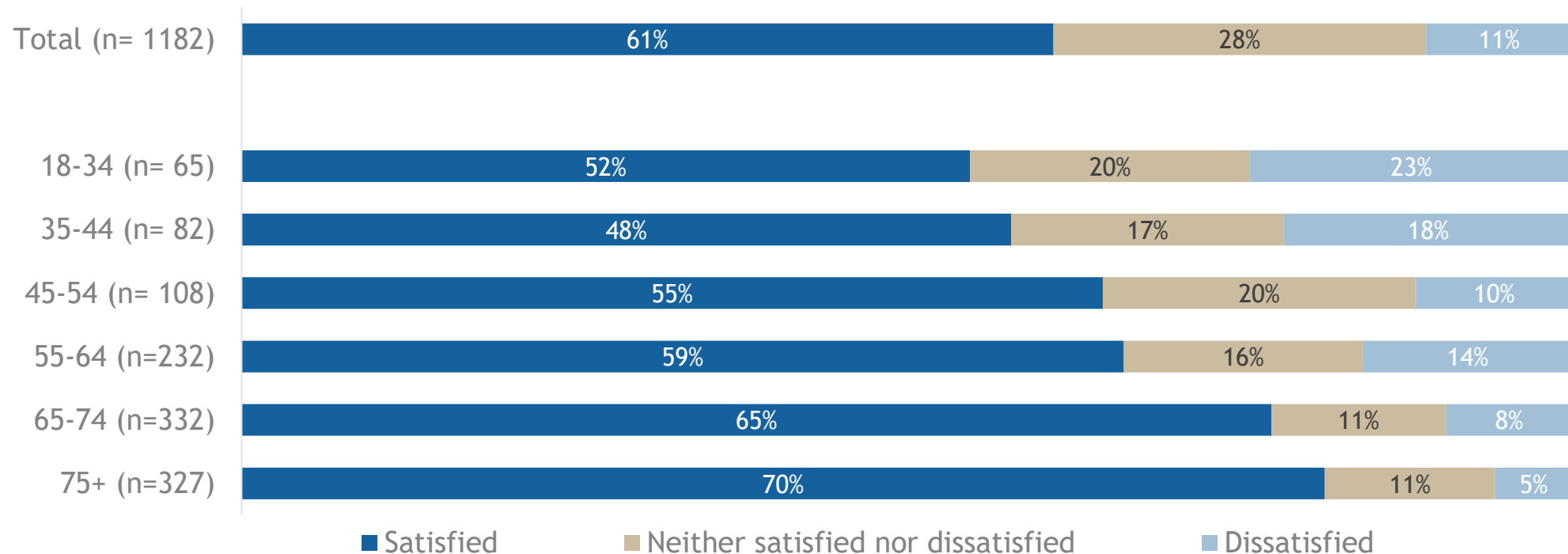


LCRA 2024 / 2025



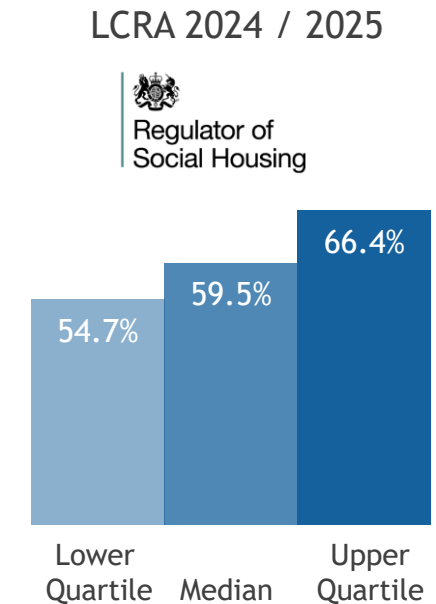
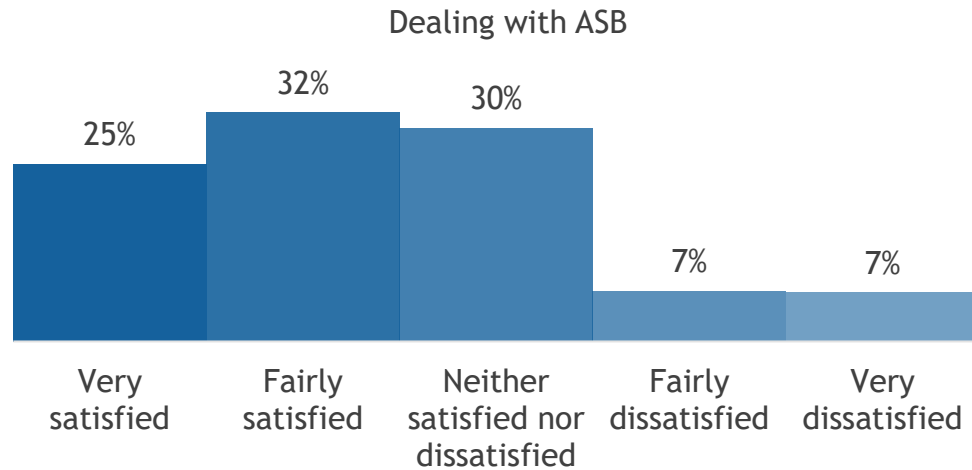
TP11: Satisfaction with landlord making a positive contribution to the neighbourhood

Satisfaction with the Council’s contribution to the neighbourhood varies by age, continuing the theme of older tenants being notably more positive than younger tenants.



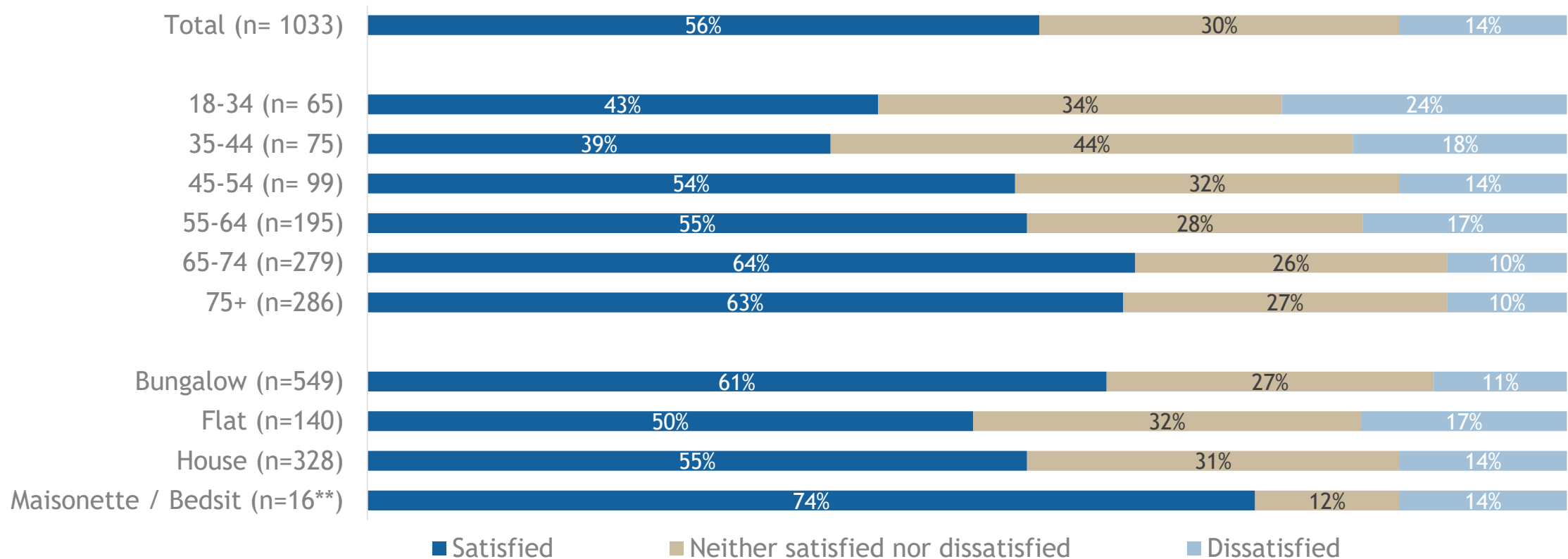
TP12: Satisfaction with landlord dealing with anti-social behaviour

Just over half of tenants are satisfied with how anti-social behaviour is handled (56%) by their landlord. This is unchanged from last year (55%). While performance remains stable, it sits just below the national median, highlighting an opportunity to strengthen outcomes in this area.



TP12: Satisfaction with landlord dealing with anti-social behaviour.

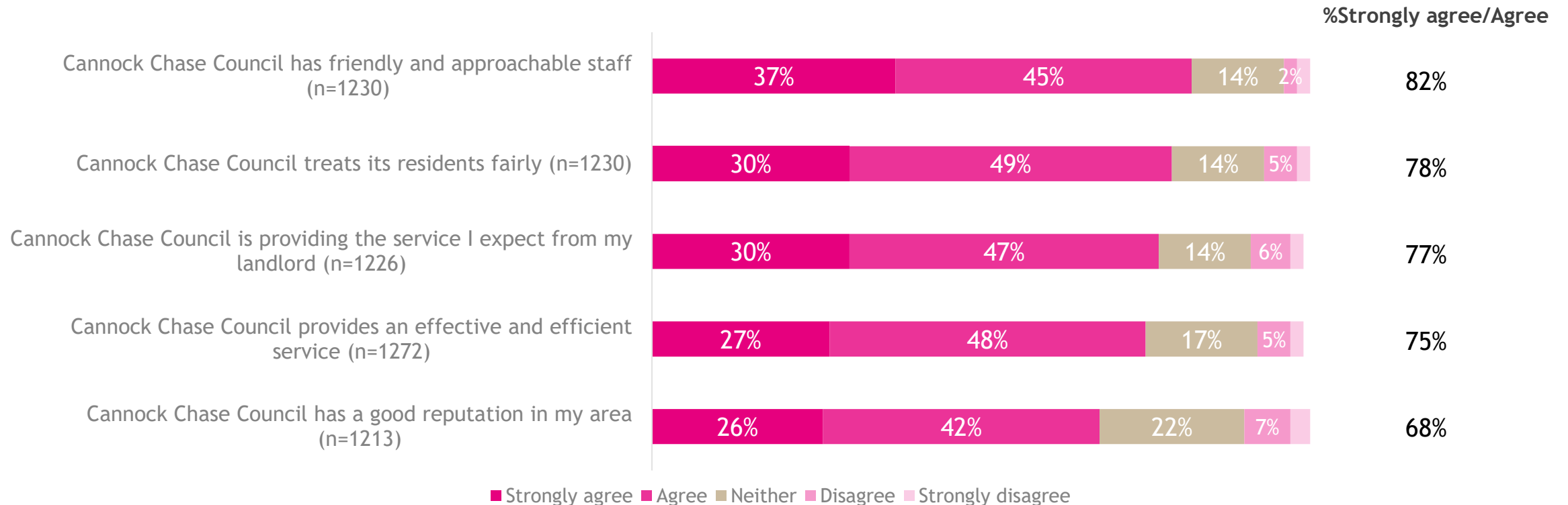
Views on how anti-social behaviour is managed vary among different tenant groups, with noticeably lower satisfaction evident among younger tenants.



1 1 Tenant perceptions and priorities

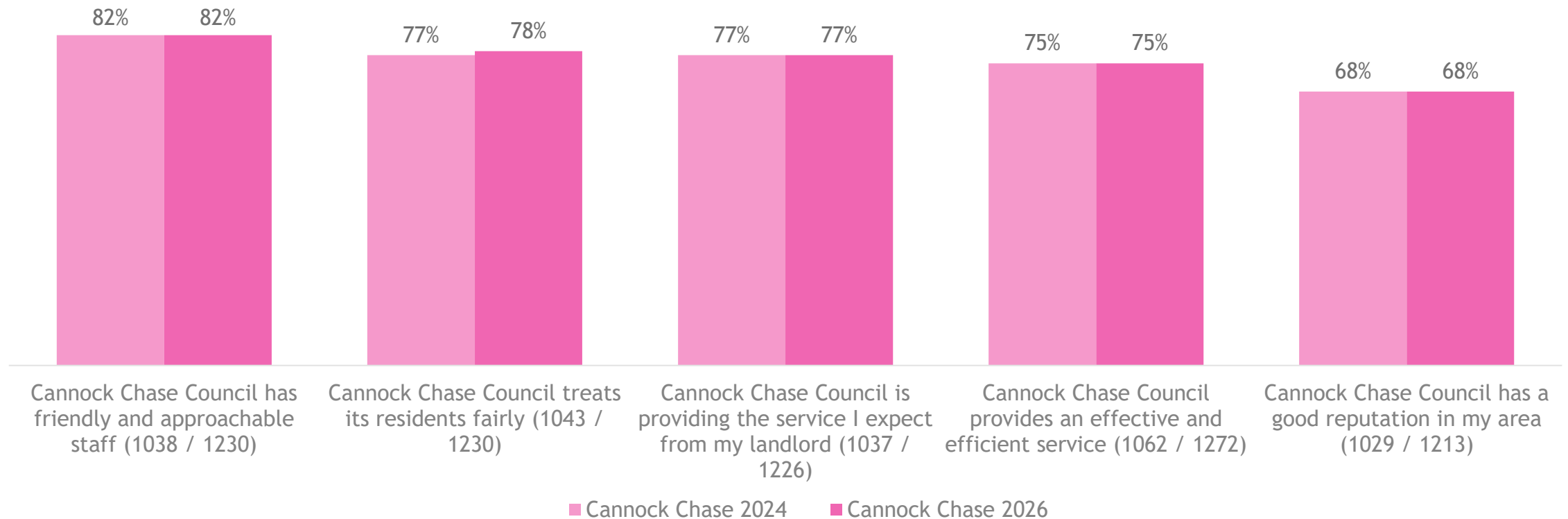
Tenant perceptions of the Council

Overall, tenants view the Council positively, with around three quarters agreeing that Cannock Chase Council performs well across key measures. The conduct of staff appears to be a particular strength, with 82% agreeing that they are friendly and approachable.



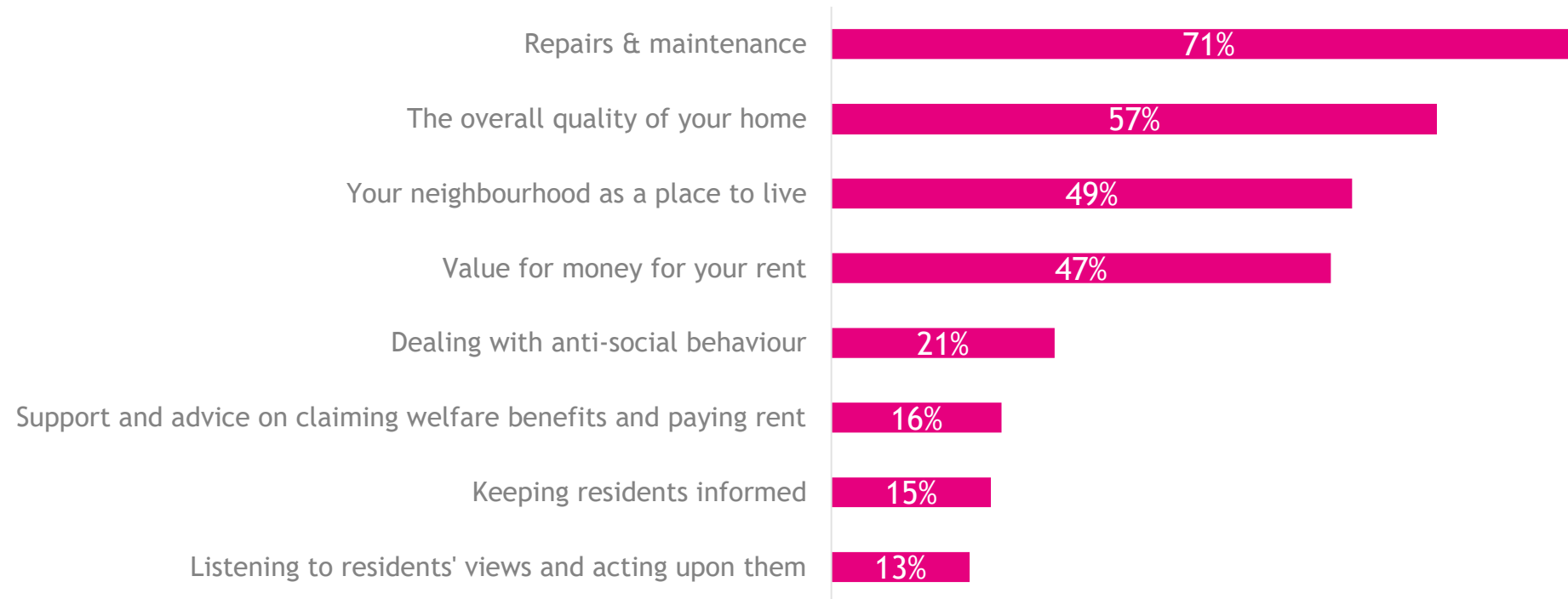
Tenant perceptions of the Council: Year on Year

Perceptions of the Council remain stable year on year, with consistently strong ratings for staff friendliness and fairness.



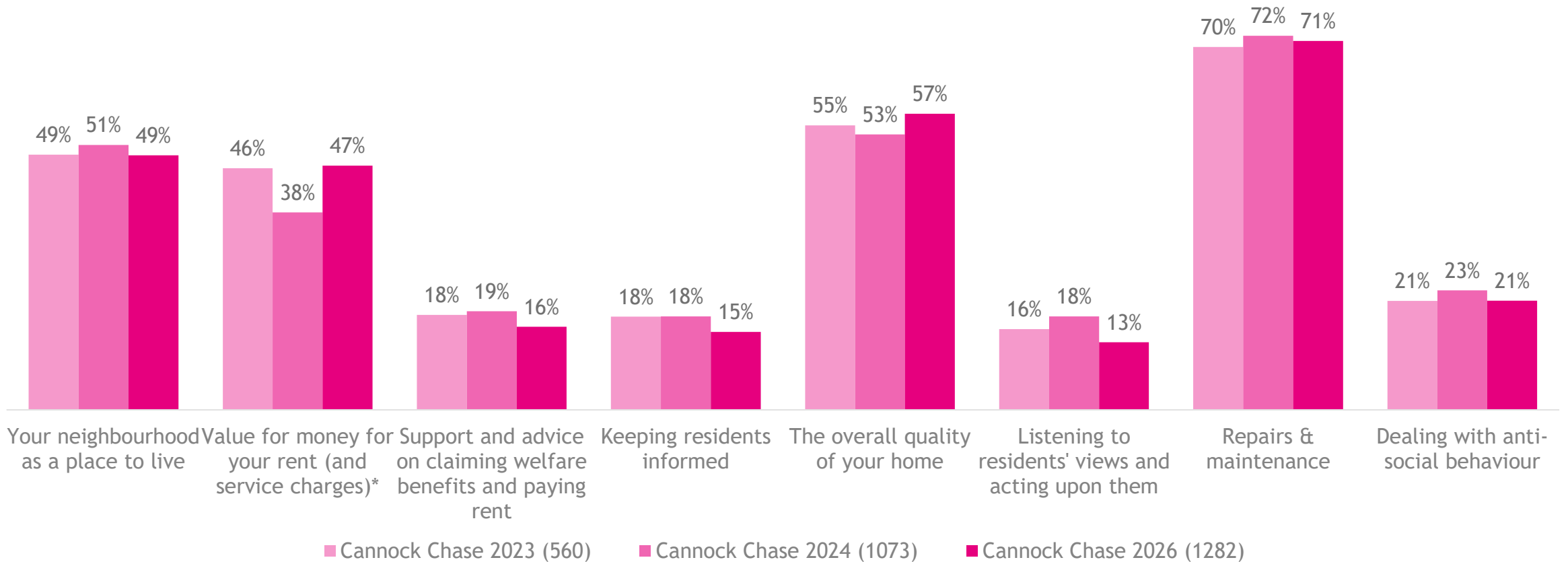
Tenant priorities

Repairs and maintenance are the clear priority for tenants (71%), with other home related factors such as quality of the home (57%) and neighbourhood (49%) also ranking highly. In contrast, communication and engagement are lower priorities (13-15%). This indicates that tenants place greater importance on the condition of their home and local area than on how they are communicated with.



Tenant priorities: Year on Year

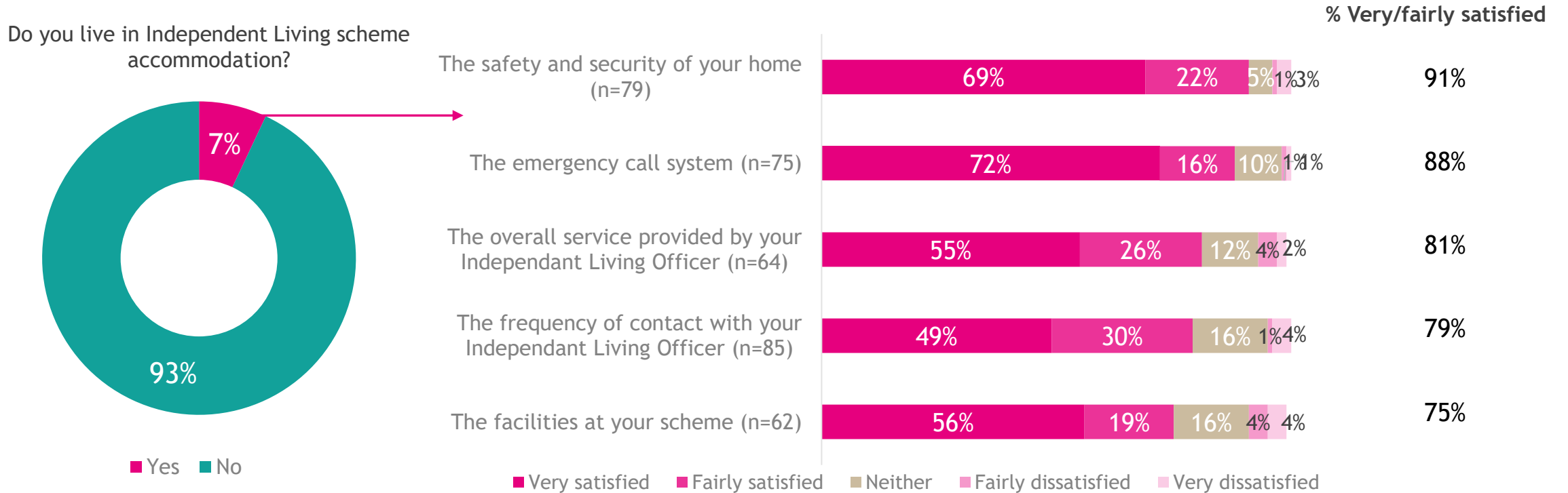
Priorities remain broadly consistent over time, with repairs and maintenance continuing to be the clear top priority. While most areas are stable, the importance of the overall quality of the home has increased, reinforcing this as an ongoing focus.



1 2 Independent Living (Sheltered Housing) perceptions

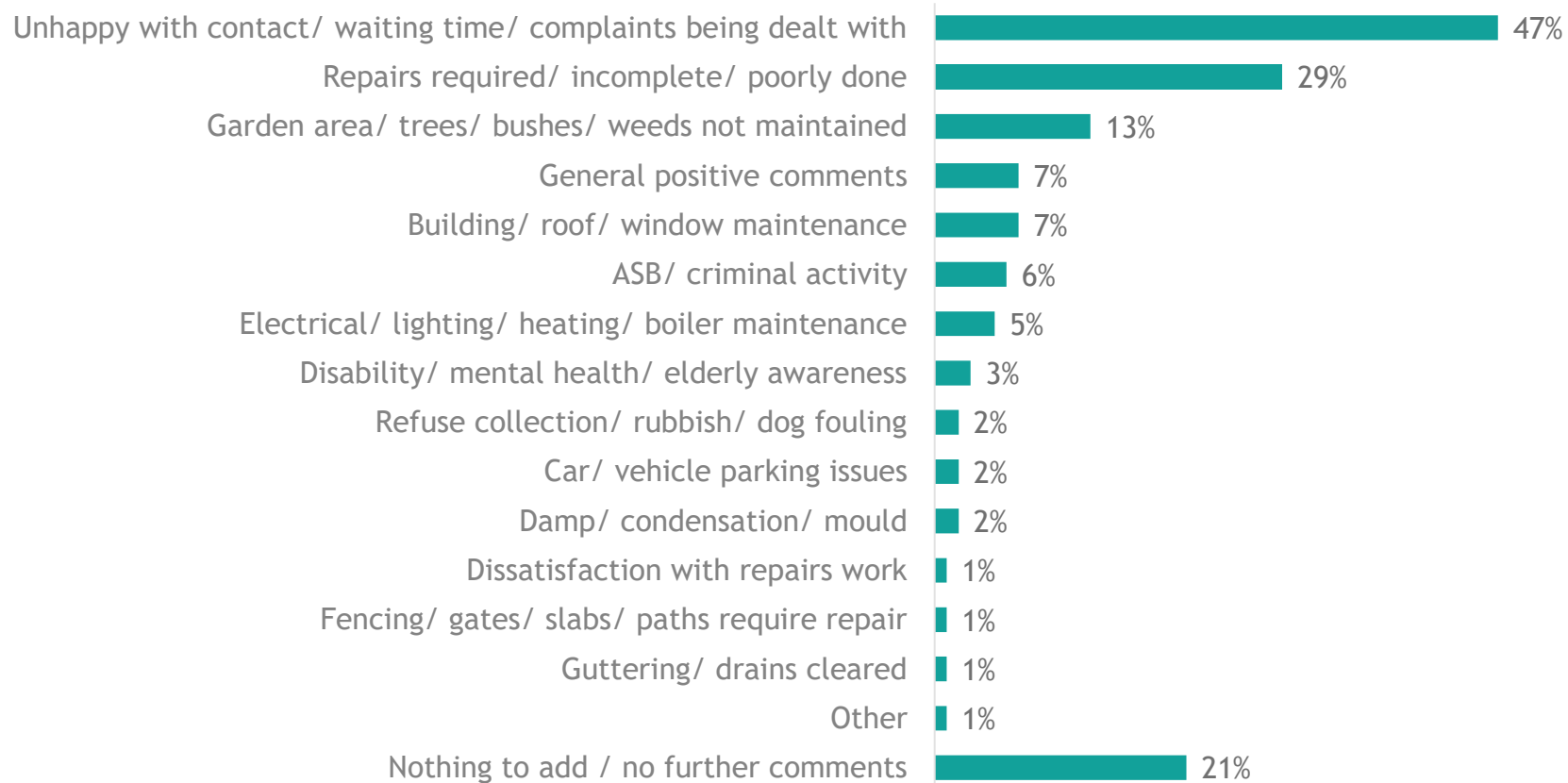
Experience of independent living

Only a small proportion of tenants surveyed live in independent living accommodation (7%). Among these tenants, satisfaction is generally high, particularly for safety and security (91%) and the emergency call system (88%), although views are more mixed around contact with staff (79%) and scheme facilities (75%).



13 Final Comments

When asked for further comments, tenants most commonly raised issues with contact and complaints handling (47%) and repairs (29%). Therefore, while overall perceptions of Cannock Chase Council as a landlord are generally strong, customer expectations are not always being met.



FINAL COMMENTS

(TOP 2 THEMES)

When asked for further comments, tenants most commonly raised issues with contact and complaints handling as well as repairs

Unhappy with contact / waiting time / complaints being dealt with

Many tenants shared dissatisfaction with contact and complaints handling, highlighting long waiting times, difficulty getting through to services and a lack of timely updates. Many felt that issues were not followed up effectively, with some perceiving that complaints were not taken seriously or were left unresolved, contributing to frustration and a lack of trust in the service.

Repairs required / incomplete / poorly done

Tenants also expressed concerns about the repairs service, particularly around delays, missed appointments and work not being completed to a satisfactory standard. Some reported that issues required multiple visits or remained unresolved, reinforcing perceptions of inconsistency in service delivery and a lack of accountability.

14 Key Driver Analysis

Applying Key Driver Analysis

To give an indication of the aspects of service delivery that are most closely associated with overall tenant satisfaction, key driver analysis (KDA) has been run on this dataset.

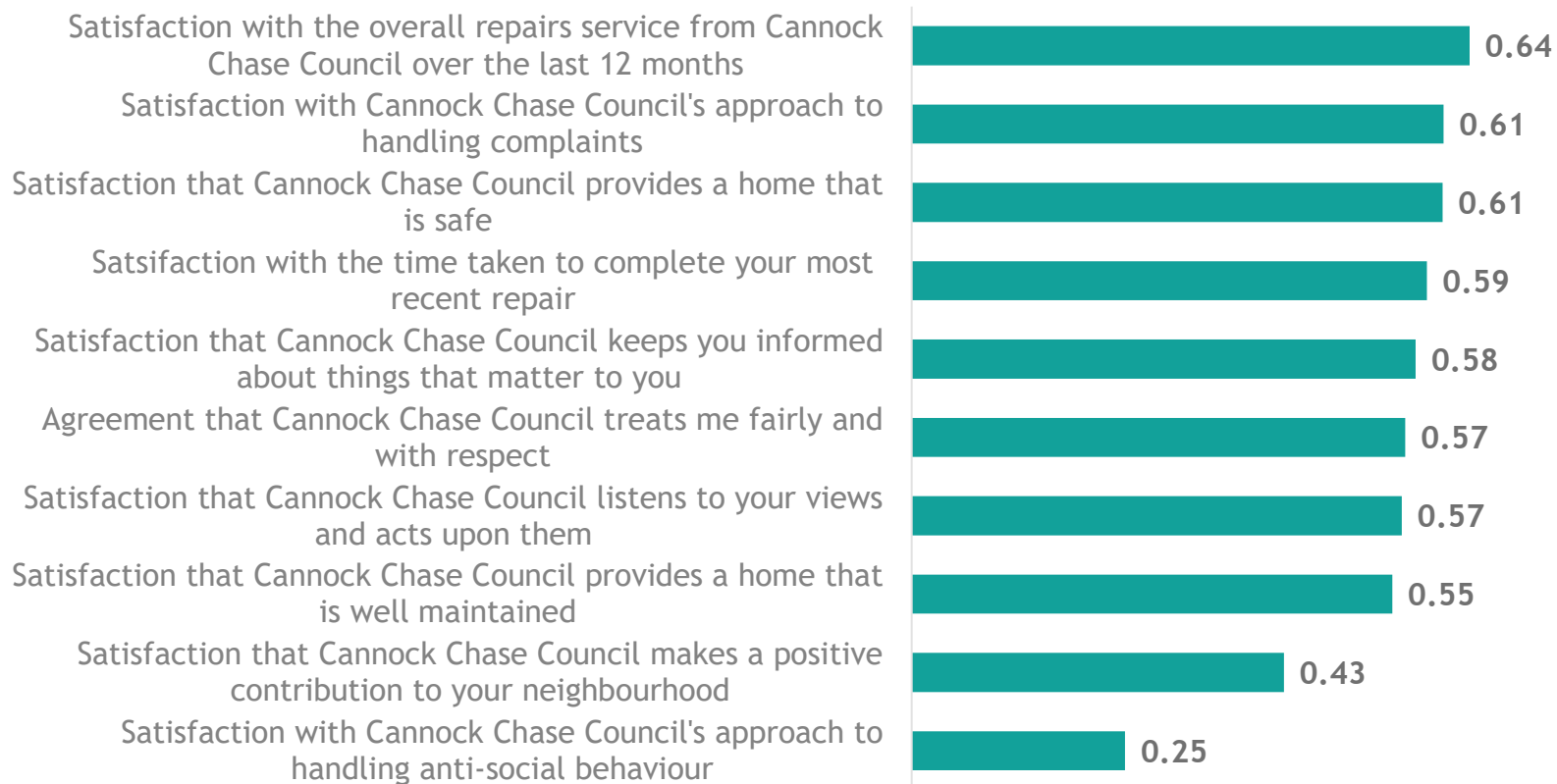
A key driver analysis looks at a group of factors and their relative importance in predicting an outcome. KDA is a form of multiple linear regression analysis that shows the degree of association between variables. It does not **prove** a causal relationship.

This analysis approach within survey data is limited to the issues on which tenant views were collected, i.e. the design decisions about what the survey asks about. Therefore, it is possible that other factors may also influence overall satisfaction.

Key Driver Analysis - Drivers of Overall Satisfaction (TP01)

How to interpret

Bar length = strength of driver (correlation with overall satisfaction).



- This analysis technique indicates that satisfaction with repairs is the strongest driver of overall satisfaction. This echoes the responses to the question that asked tenants about what is a priority for them, emphasising the continued importance of the repairs service.
- Below this, there is only slight differentiation between the importance of other service aspects, with complaints handling, home safety and the speed of repairs all of very similar level of importance.

15 Summary of key messages


Summary

- Year on year, five of the twelve TSM indicators have improved significantly. The remaining 7 indicators are stable. The biggest improvements evident are in perceptions of repairs timeliness and of Cannock Chase Council listening to tenant views and acting upon them (both up 8-percentage points).
- Overall satisfaction remains strong at 79%, with performance sitting in the upper national quartile.
- Repairs and home safety are key strengths, with high satisfaction (81% and 83% respectively). Given that tenants' own priorities and the results of Key Driver Analysis show the importance of the repairs service, the fact that perception of this service are in the upper national quartile is an important finding.
- Most tenants report positive experiences when contacting the Council, with high levels of perceived helpfulness (81%) and ease of access (70%).
- Independent living tenants report consistently high satisfaction, particularly around safety and support.
- Complaints handling remains a key area for improvement, as only 49% of complainants are satisfied. However, this metric continues to be the lowest scoring one nationally and the Council are performing well into the upper quartile.
- While satisfaction with repairs service is high overall, tenant comments highlight some frustrations with repair completion /quality.
- Satisfaction with communal area maintenance is less prevalent, sitting just below the national median, suggesting that this is a potential area for improvement.
- There is a clear and consistent age divide across results, with younger tenants reporting lower satisfaction across multiple measures (including engagement, communication, safety and ASB). On this basis, more research may be needed to fully explore the expectations of younger tenants.

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