



Tenant Satisfaction Measures

Our survey results

March 2024 to April 2025



Introduction

Over the past year, 2,462 residents took part in our Tenant Satisfaction Measures survey to share their thoughts on the quality of our services.

As a social housing provider, we do these surveys every year to track progress and identify areas for improvement. We are required to do this by the Regulator of Social Housing.

The survey had 12 questions and residents told us if they were satisfied, dissatisfied or neither (neutral) about our services.

All figures have been rounded to the nearest whole number. Sometimes this means the total percentage will not add up to 100%.

We've also included how we compare to the latest national results (2023-2024) from the Regulator of Social Housing so you can see how we compare to other local authority housing providers.

A note from Sonia Furzland



Sonia Furzland,
Interim Executive Director, Housing

Thank you to everyone who took part in our customer satisfaction surveys and shared their experiences with us.

We know that more residents are feeling unhappy with our services, and this shows us that we need to do better. Over the past year, we've taken a close and honest look at how our services work and where things have gone wrong. This has helped us understand what needs to change.

We're committed to listening to your feedback and making improvements that really make a difference to your homes and daily lives. I'm pleased to say we've already started making progress.

You can read more about our performance and improvement plans online, and read our annual report which we'll publish later this year:

[Our performance: council housing](#)

We've reduced the backlog of repairs by 4,500 over the last year and we're reviewing how we carry out repairs to make sure it's in a responsive and respectful way. We will make sure that when something goes wrong with your home, it's fixed quickly and properly.

Residents have told us that they are not satisfied with how we handle their complaints. We've reviewed our complaints service, have hired more colleagues to help us respond faster, and we're also providing more training to improve our customer service in this area.

We want every resident who reports anti-social behaviour to feel heard, supported and confident that we'll take action. We've launched an improved risk assessment process to make sure every case is triaged for urgency and risk of harm from the outset.

We're re-designing how we collect, analyse and act on feedback from our residents. We're going to introduce more ways for residents to feedback and make sure that all residents have an opportunity to share their views.

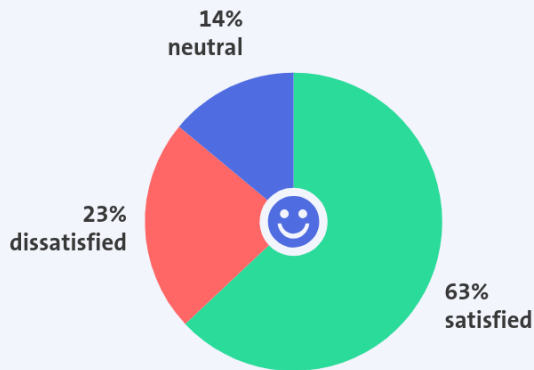
Overall satisfaction



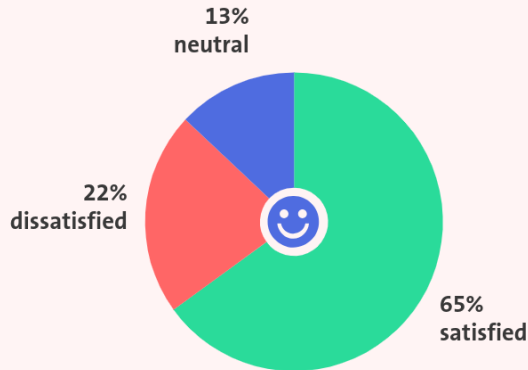
“Taking everything into account, how satisfied or dissatisfied are you with the service provided by Bristol City Council Housing & Landlord Services?”

63%
were satisfied

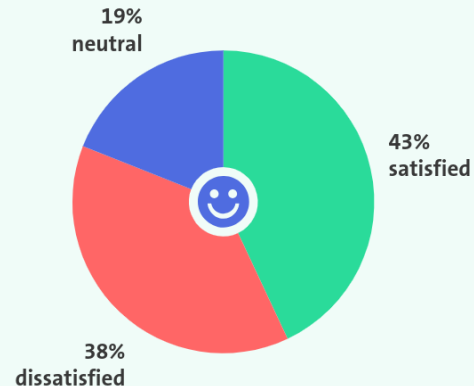
All residents



Tenants



Leaseholders



This is down 8% for all residents compared to last year and is below national average.

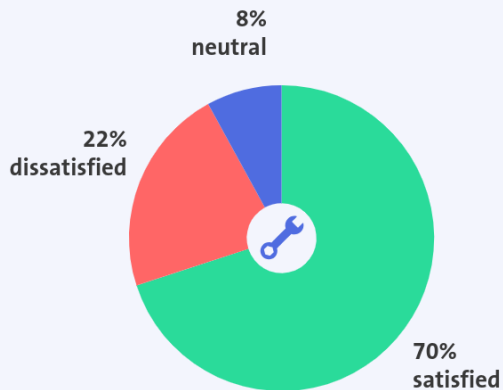
Overall repairs service



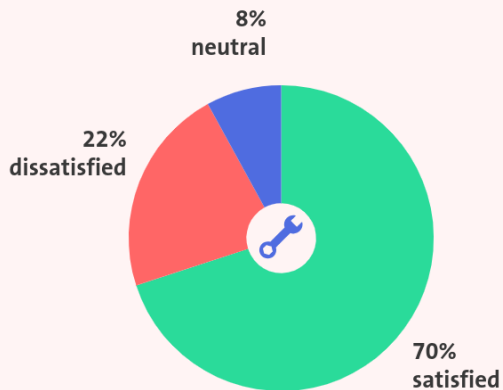
“How satisfied or dissatisfied are you with the overall repairs service from Bristol City Council Housing & Landlord Services over the last 12 months?”

70%
were satisfied

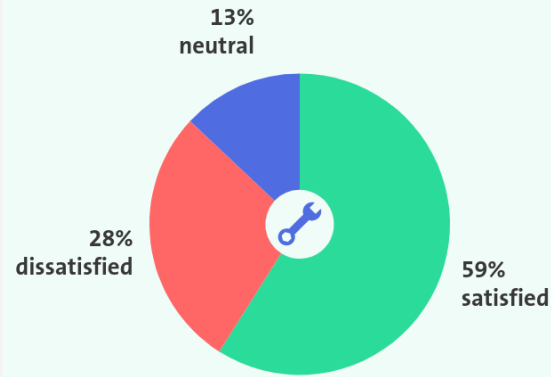
All residents



Tenants



Leaseholders



This is down 5% for all residents compared to last year and is below national average.

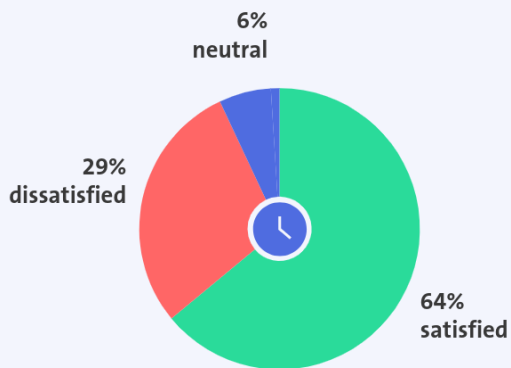
Time taken to complete repairs



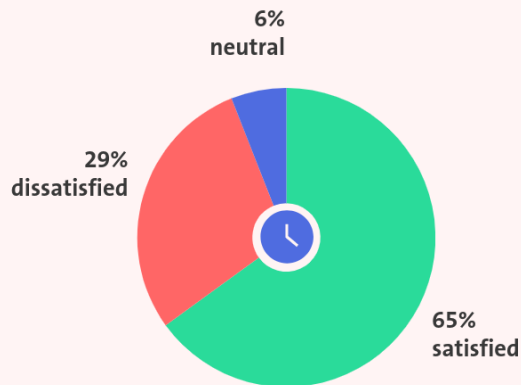
“How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?”

64%
were satisfied

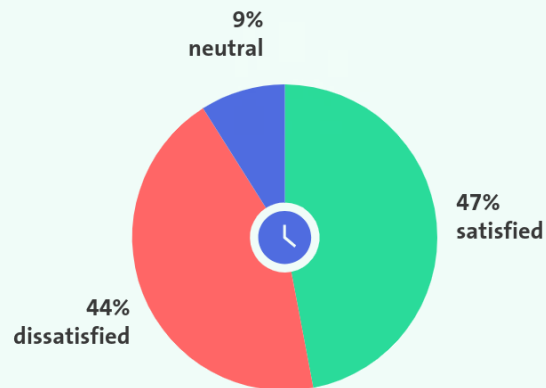
All residents



Tenants



Leaseholders



This is down 5% for all residents compared to last year and is below national average.

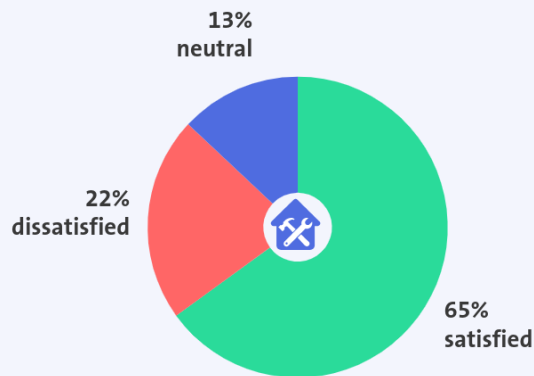
Well maintained home



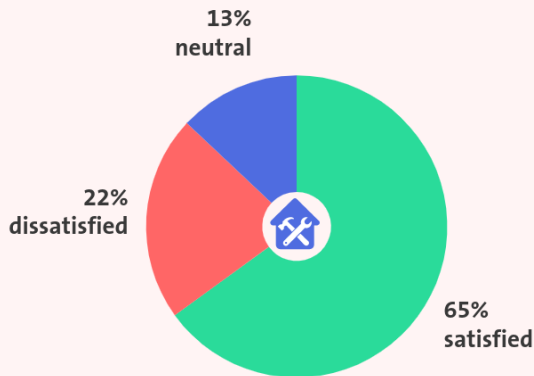
‘How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services provides a home that is well maintained?’

65%
were satisfied

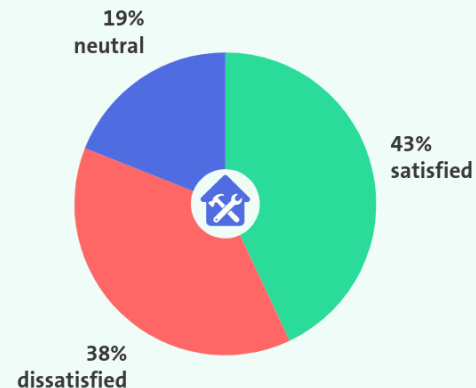
All residents



Tenants



Leaseholders



This is down 11% for all residents compared to last year and is below national average.

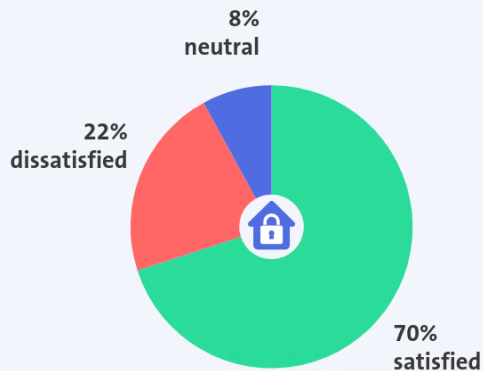
Safe home



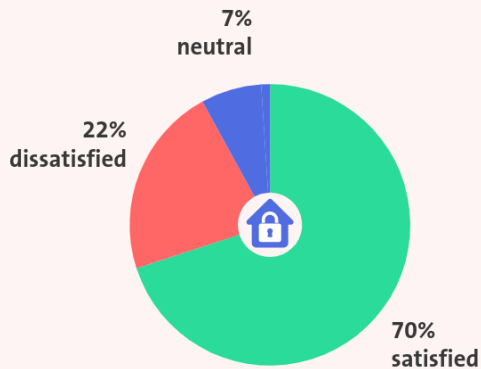
“Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services provides a home that is safe?”

70%
were satisfied

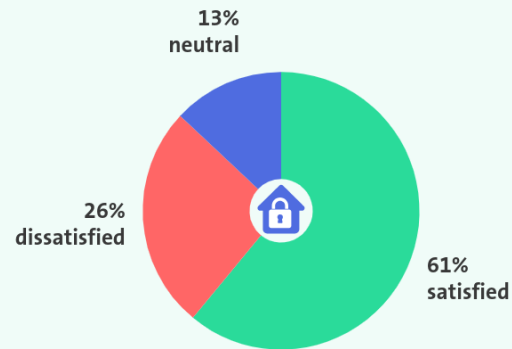
All residents



Tenants



Leaseholders



This is down 5% for all residents compared to last year and is below national average.

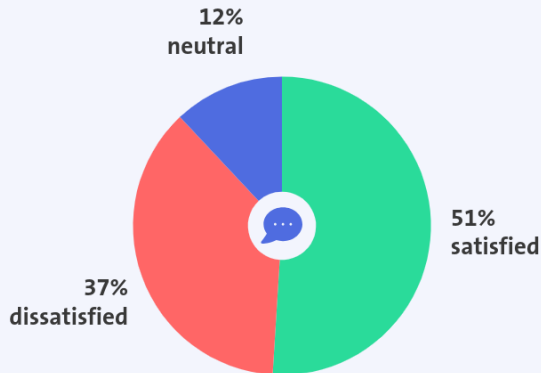
Listening and acting



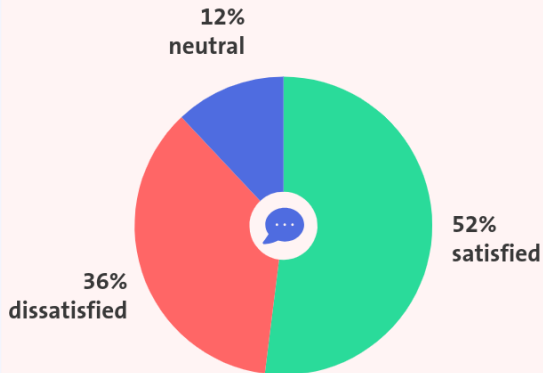
“How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services listens to your views and acts upon them?”

51%
were satisfied

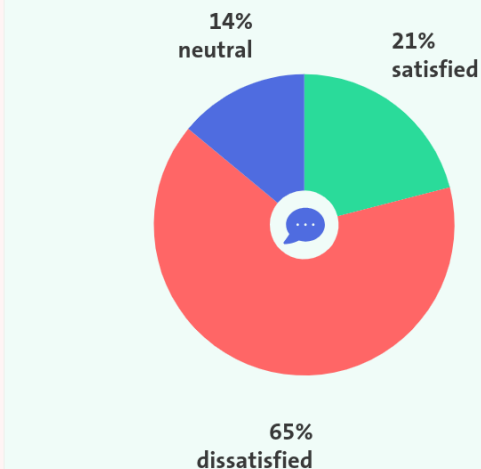
All residents



Tenants



Leaseholders



This is down 5% for all residents compared to last year and is below national average.

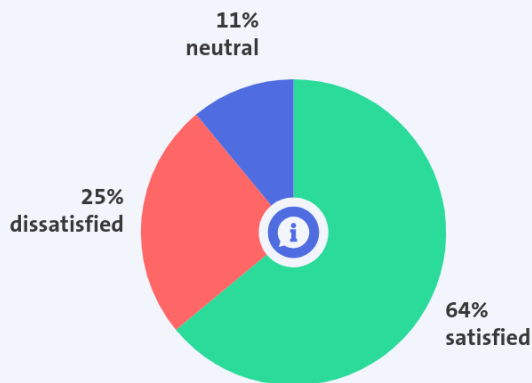
Keeping you informed



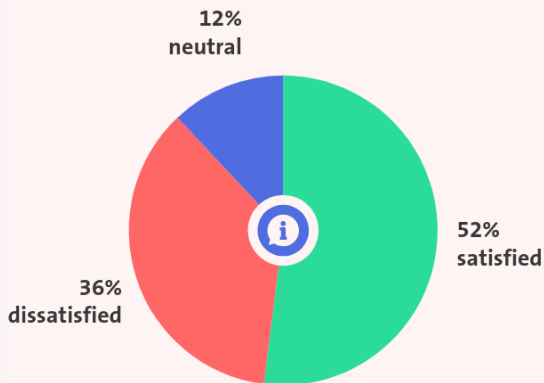
“How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services keeps you informed about things that matter to you?”

64%
were satisfied

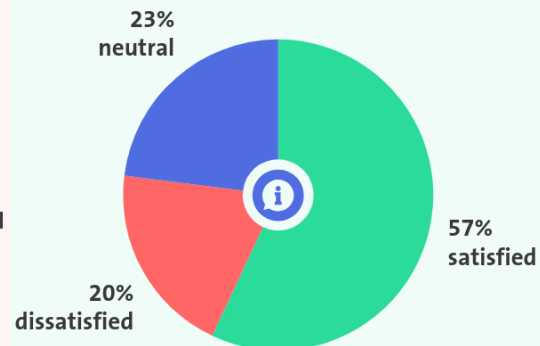
All residents



Tenants



Leaseholders



This is down 2% for all residents compared to last year and is below national average.

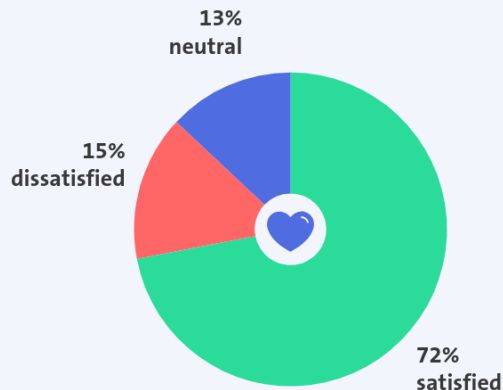
Treat you fairly and with respect



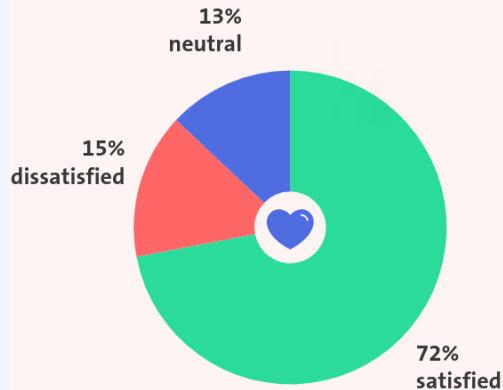
“To what extent do you agree or disagree with the following “Bristol City Council Housing & Landlord Services treats me fairly and with respect?”

72%
were satisfied

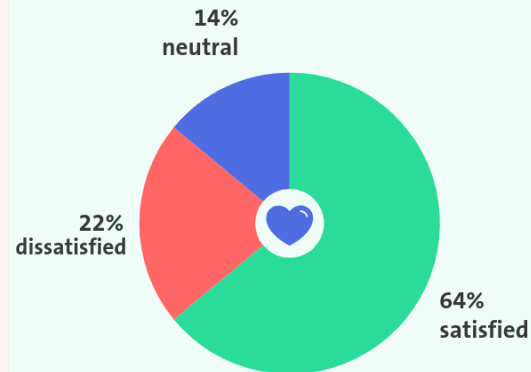
All residents



Tenants



Leaseholders



This is down 4% for all residents compared to last year and is below national average.

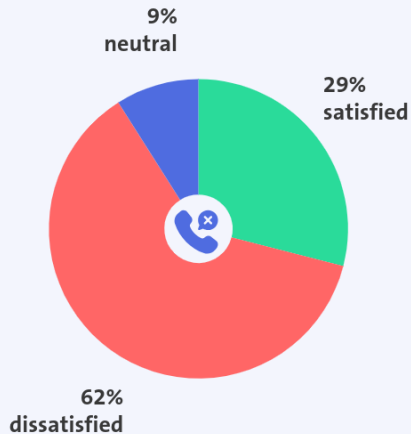
Complaints handling



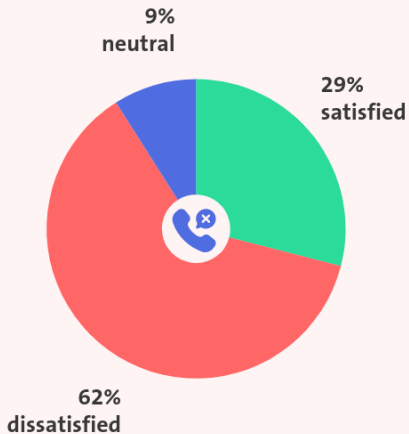
“How satisfied or dissatisfied are you with Bristol City Council Housing & Landlord Services’ approach to complaints handling?”

29%
were satisfied

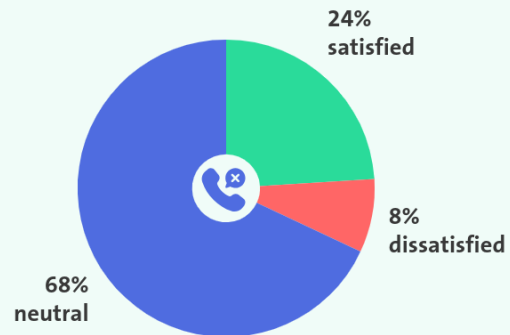
All residents



Tenants



Leaseholders



This is down 4% for all residents compared to last year and is below national average.

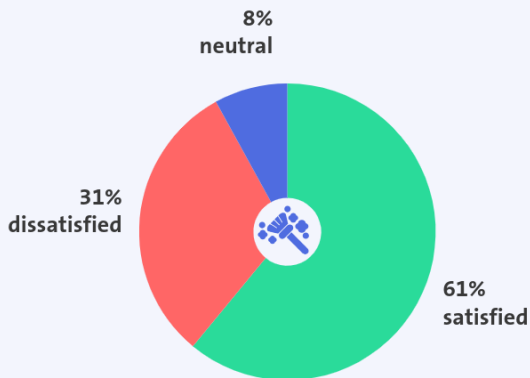
Communal areas



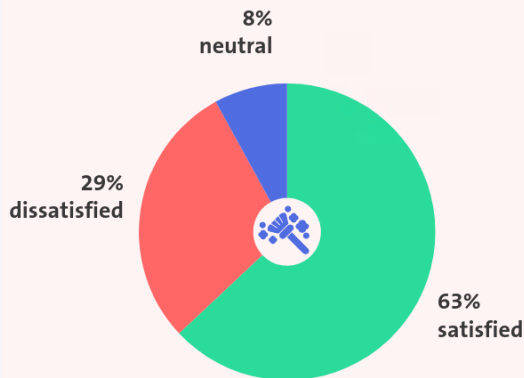
“How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services keeps these communal areas clean and well-maintained?”

61%
were satisfied

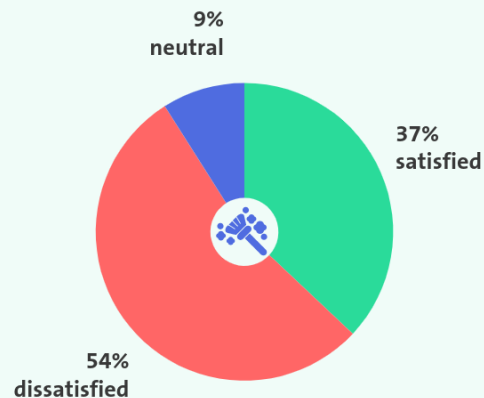
All residents



Tenants



Leaseholders



This is down 5% for all residents compared to last year and is below national average.

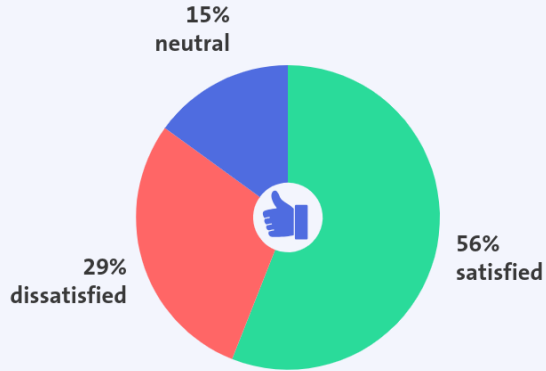
Positive contribution to your neighbourhood



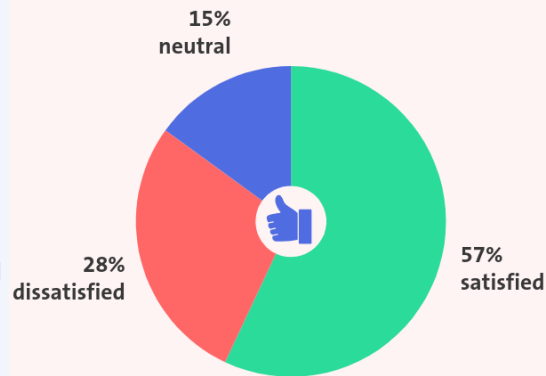
“How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services makes a positive contribution to your neighbourhood?”

56%
were satisfied

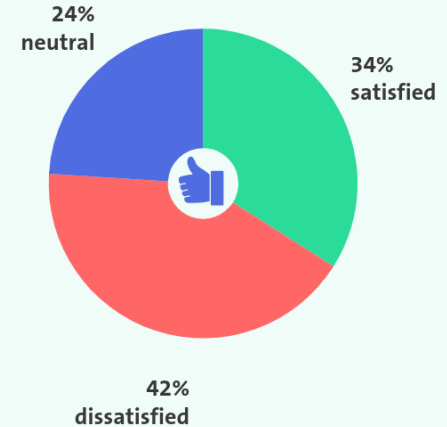
All residents



Tenants



Leaseholders



This is down 6% for all residents compared to last year and is below national average.

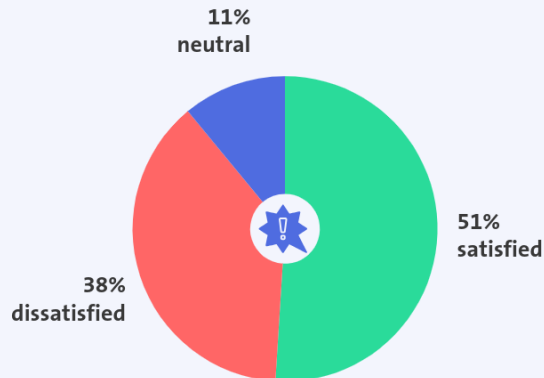
Handling anti-social behaviour



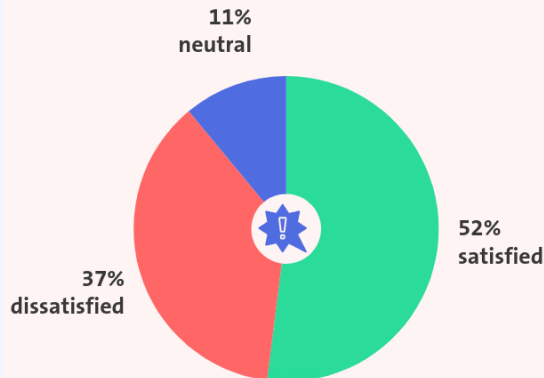
“How satisfied or dissatisfied are you with Bristol City Council Housing & Landlord Service’s approach to handling anti-social behaviour?”

51%
were satisfied

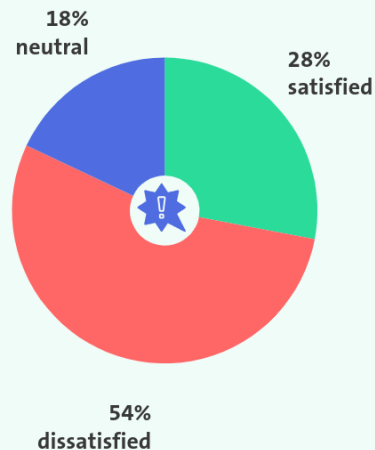
All residents



Tenants



Leaseholders



This is down 7% for all residents compared to last year and is below national average.



Tell us what you think

We really value what our residents have to say. We know that sometimes things go wrong and that you might not always be satisfied with our services. We want to get things right and we welcome your feedback and complaints: [Housing Complaints](#)

If you want to have your say on how the housing service is run, take a look at opportunities to get involved on our website: [Tenant participation: ways to get involved](#)

If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text, please contact: **0117 352 1444** (choose option 2 and then choose option 3)

