



NEWARK &
SHERWOOD
DISTRICT COUNCIL

Tenant Satisfaction Measures Report 2025/26



viewpoint



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Executive Summary

This report details the results of the 2025/26 Newark and Sherwood District Council Tenant Satisfaction Measures (TSM) survey.

Newark and Sherwood District Council commissioned Viewpoint Research CIC to complete the survey through a mixed methods research approach of telephone and online. A total of 546 surveys were completed.

The report presents results for all questions showing counts (actual number of responses) and percentages to one decimal place. Commentary to the results will typically group answers to give a combined satisfaction score (fairly satisfied and very satisfied answers added together) and differences are highlighted between demographics where they are notable.

Further analysis is provided with a summary of the open text comments received, benchmarking against national results and a key driver analysis to investigate how opinion-based questions have been influencers on overall satisfaction.

Results summary

- Overall satisfaction (TP01): This measure is often used as the headline measure of service performance. The 2025/26 score for Newark and Sherwood District Council is 78.0%. This is a 0.8-point increase on 2024/25.
- Highest scoring TSMs: The top scoring Tenant Satisfaction Measures were as follows:
 - TP05 84.6% - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied their home is safe.
 - TP08: 80.7% - Proportion of respondents who report that they agree with the statement: "Newark & Sherwood housing services treats me fairly and with respect".
 - TP01: 78.0% - Proportion of respondents who, taking everything into account, report that they are satisfied with the overall service provided (as above).
- Lowest scoring TSMs / high dissatisfaction:
 - TP09 37.6% - Proportion of respondents who report they are satisfied with Newark & Sherwood housing services approach to complaints handling. Based on those who stated they had experienced the service in the last 12 months.
 - TP12 66.6% - Proportion of respondents who report they are satisfied with Newark & Sherwood housing services' approach to handling anti-social behaviour.
 - TP06 67.5% - Proportion of respondents who report they are satisfied Newark & Sherwood housing services listen to their views and act upon them.

- Identifying what drives overall satisfaction: Based on the key driver analysis, the top service areas driving satisfaction are: Listens to tenant views and acts upon them (TP06), Treated fairly and with respect (TP08), and the home is well maintained (TP04).
- Results show some consistent trends across different demographics. Sheltered housing tenants are generally more satisfied than General Needs, residents in Bungalows more satisfied than other housing types and the elder tenant groups (75+ particularly) are generally more satisfied than the younger groups.
- When asked if they wished to add anything about the housing service, there were many generally positive comments given. Those focusing on improvements primarily highlighted the repairs service and communication from NSDC.

Results Table

A summary of all the TSM results is below, with comparisons to the 2024/25 results:

	25/26 Result	24/25 Result	Change
TP01 Overall satisfaction	78.0%	77.2%	+0.8
TP02 Overall repairs service	76.6%	72.3%	+4.3
TP03 Repairs: Time taken	70.6%	65.5%	+5.1
TP04 Home is well maintained	77.5%	77.1%	+0.4
TP05 Home is safe	84.6%	82.5%	+2.1
TP06 Listens to views & acts upon them	67.5%	67.2%	-0.3
TP07 Keeps informed	73.4%	72.4%	+1.0
TP08 Treated Fairly & with Respect	80.7%	82.4%	-1.7
TP09 Approach to complaints	37.6%	44.3%	-6.7
TP10 Communal areas	75.2%	71.5%	+3.7
TP11 Contribution to Neighbourhood	71.6%	71.9%	-0.3
TP12 Approach to Anti-social behaviour	66.6%	64.4%	+2.2

- Eight of the TSMs have improved their scores from 2024/25. Of particular note are TP03 Time taken to complete repairs, TP02 Overall repairs service and TP10 Communal areas are clean and well maintained.
- Dissatisfaction fell most notably with TP09 Approach to complaints, a fall of 6.7 points.

Summary of Approach

Methodology

A summary of the methodology used to complete the Tenant Satisfaction Measures' survey for NSDC is below.

Feedback services provider (collecting, generating, and validating the reported perception measures)	Independent research company – Viewpoint Research CIC
Survey fieldwork dates	April 2025 to March 2026
Total surveyable population	5389
Statistical confidence required and achieved	Required: $\pm 4\%$ margin of error at 95% confidence level (i.e. requiring a minimum of 540 responses).
Total sample size achieved (total number of responses)	546
Reasons for any failure to meet the required sample size	N/A
Collection method	Online (147) & telephone (399) The survey was completed on a monthly basis, with an online survey sent each month to a sample of tenants, followed by phone responses.
Sampling method	Online – computer generated random sampling Telephone - Stratified sampling
Type and amount of any incentives offered	None
Number of tenant households within the relevant population that have not been included in the sample	None
Summary of representativeness of the sample against the relevant tenant population	The sample achieved is highly representative of the tenant population by all demographics.
Any weighting applied	N/A
Questions asked	12 x regulatory TSM questions. 1 x open comment question after overall satisfaction 2 x additional questions regarding lettings and gas servicing
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

Representation

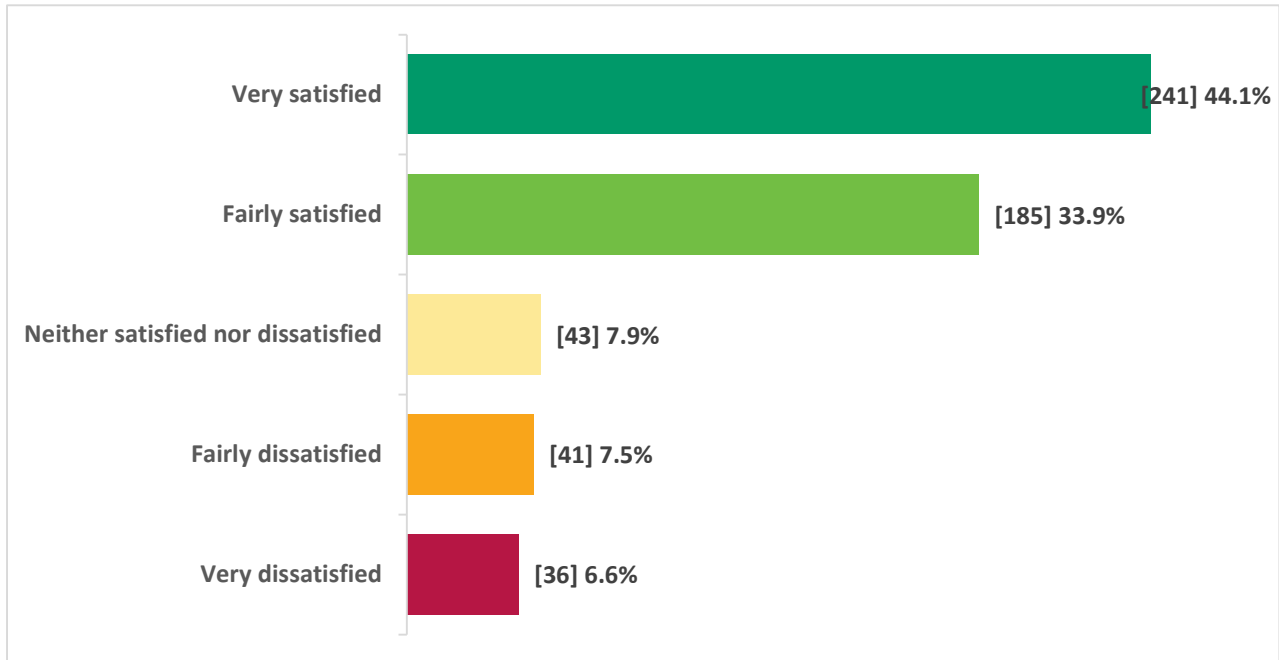
The table below shows that the survey sample achieved is representative of the relevant tenant population.

	Population %	Responses % (and actual)
Tenure		
General Needs	53%	57% (309)
Sheltered	47%	43% (237)
Property type		
Bungalow	34%	34% (185)
Flat	26%	24% (129)
House	37%	38% (209)
Other	3%	4% (23)
Occupancy		
1	42%	42% (228)
2	25%	26% (143)
3+	33%	32% (175)
Age		
18-34	12%	11% (62)
35-54	30%	27% (145)
55-74	38%	38% (206)
75+	20%	24% (133)
Disability		
Disabled	30%	31% (169)
Non-disabled	70%	69% (377)
Ethnicity		
White British	90%	91% (497)
Other	7%	6% (33)
Unknown	2%	3% (16)
Gender		
Male	37%	40% (216)
Female	63%	60% (329)
Other	0%	0% (1)

TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark & Sherwood District Council housing services?

78.0%



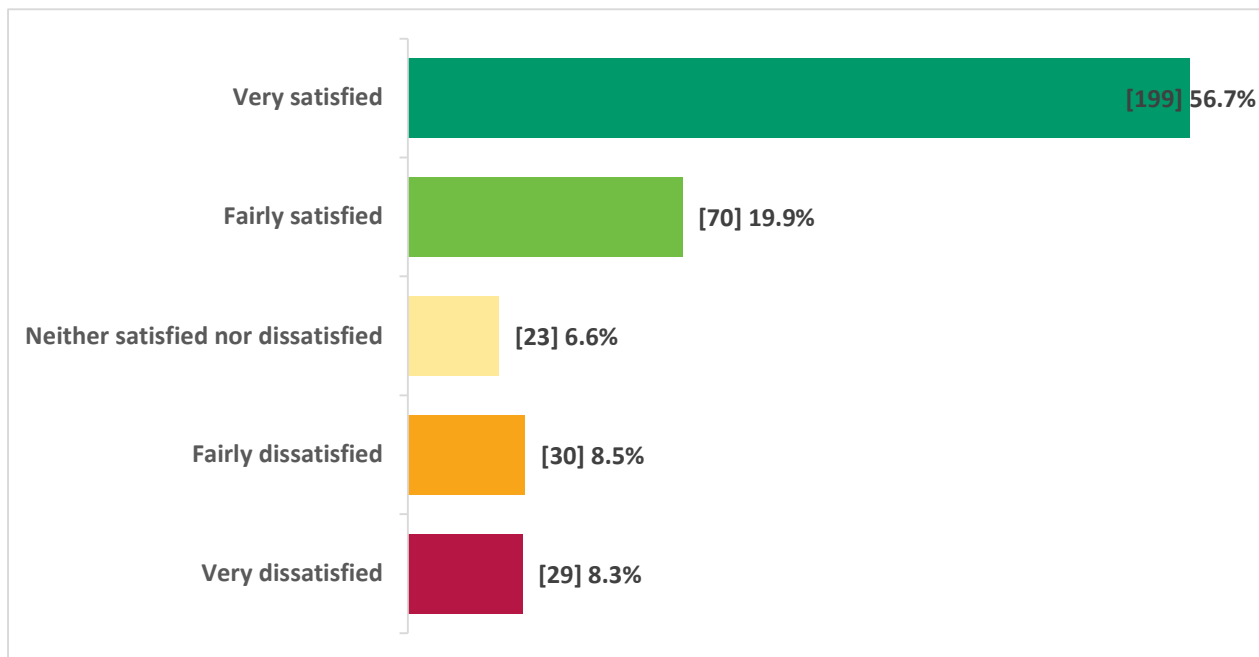
Analysis

- Overall satisfaction is 78.0% (426 respondents).
- The score has improved by 0.8 percentage points on 2024/25.
- The score places NSDC in the median quartile of national responses (2024/25 results) - but is only 0.9 points off the upper quartile.
- 'Neither satisfied nor dissatisfied' accounted for 7.9% of responses meaning 14.1% (77 responses) were actively dissatisfied.
- Methodology makes a significant difference as the satisfaction of tenants who completed the survey online was much lower (62.6%) than those who completed by telephone (83.7%).
- Satisfaction among Sheltered tenants (80%) was higher than General Needs (77%) but the difference is less stark than in previous years.
- Differences in housing type showed that residents living in Bungalows were slightly more satisfied – Bungalow (82%), Flat (78%), House (77%).
- Satisfaction between age groups shows a trend of higher satisfaction among older groups - 18-34 (69%), 35-54 (74%), 55-74 (78%), 75+ (88%).

TP02 – Overall Repairs Service

How satisfied or dissatisfied are you with the overall repairs service from Newark & Sherwood housing services over the last 12 months?

76.6%



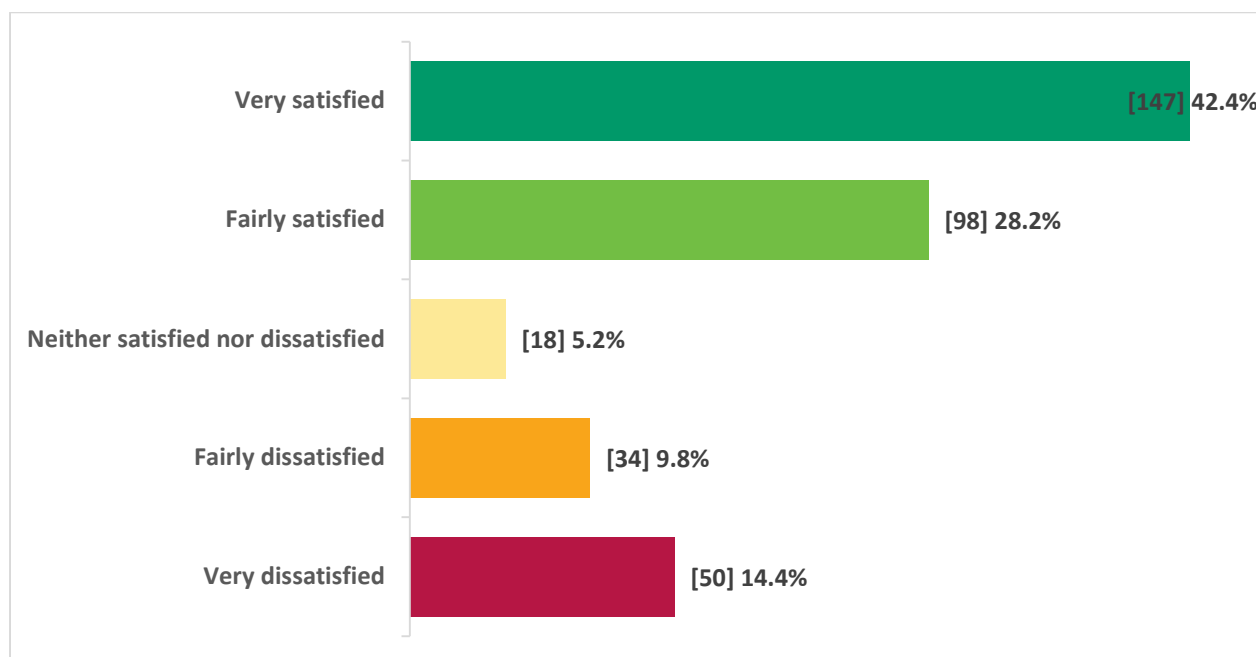
Analysis

- Residents were asked, “Has Newark & Sherwood housing services carried out a repair to your home in the last 12 months?”. A total of 64.8% (353 respondents) stated ‘Yes’ compared to 35.2% (192 respondents) who stated ‘No’.
- Those who stated ‘Yes’ were then asked TP02 above, where 76.6% (269 respondents) were fairly or very satisfied.
- The score is a 4.3-point increase on the score received last year.
- Sheltered housing tenants (87%) were notably more satisfied than General Needs (70%).
- Accordingly, respondents in Bungalows (90%) were more satisfied than other properties – Flats (75%), Houses (69%); and tenants aged 75+ were most satisfied (87%), compared to 55-74 (80%), 35-44 (69%) and 18-34 (64%).

TP03 – Repairs: Time Taken

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

70.6%



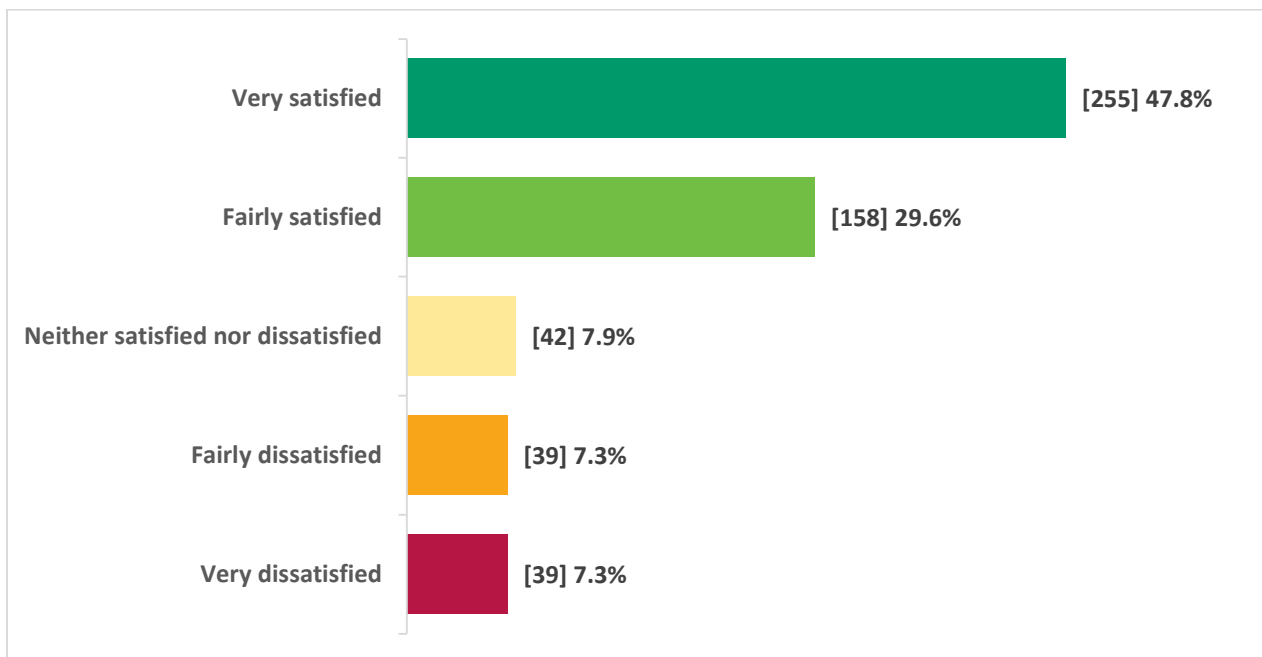
Analysis

- Of those residents who previously stated Newark & Sherwood housing services had carried out a repair to their home in the last 12 months, residents were then asked TP03, above.
- A total of 70.6% (245 respondents) were fairly or very satisfied.
- This question saw the biggest increase in satisfaction on the survey, a rise of 5.1 percentage points.
- The breakdown by demographics is similar to TP02 with Sheltered tenants (80%) 15 points more satisfied than General Needs (65%).
- And customers in Bungalows (81%) were again more satisfied than other housing types – Flats (72%), Houses (63%).

TP04 – Home is well maintained

How satisfied or dissatisfied are you that Newark & Sherwood housing service provides a home that is well maintained?

77.5%



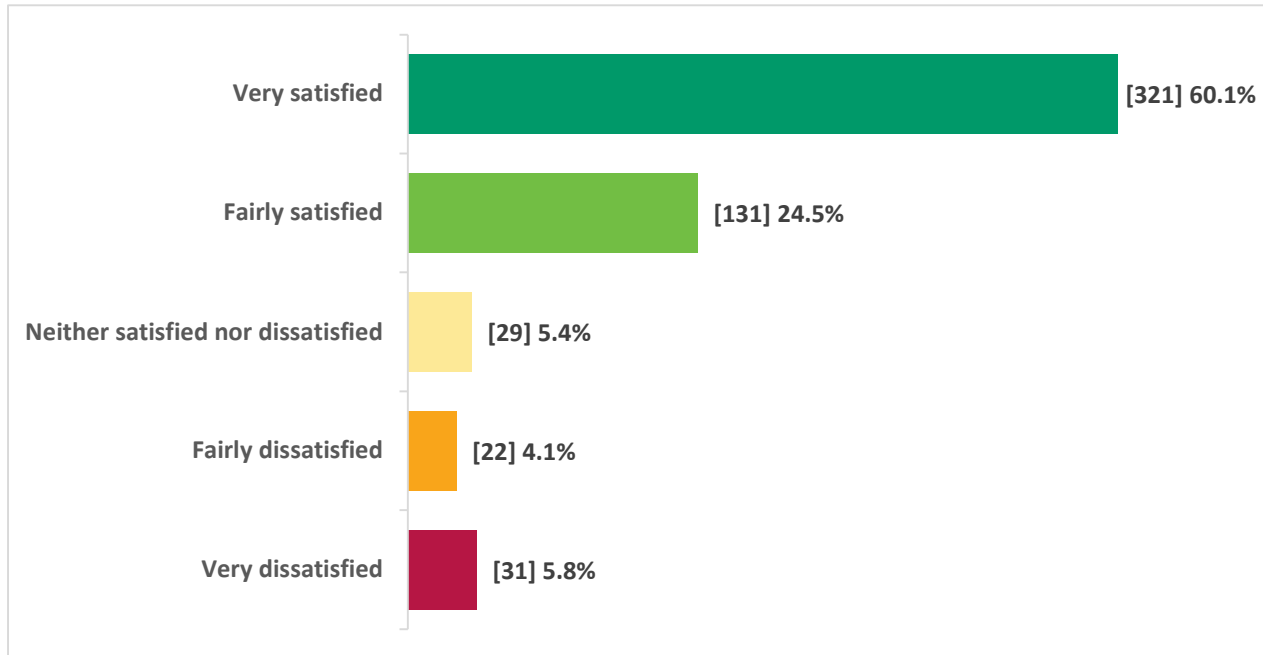
Analysis

- 77.5% (413 respondents) were fairly or very satisfied.
- This measure has increased by 0.4 points on the 2024/25 result.
- Tenants in Sheltered accommodation (82%) were notably more satisfied than General Needs (74%).
- Differences between property types are relatively slight, with tenants living in Flats (82%) and Bungalows (81%) marginally more satisfied than those in Houses (75%).
- This question was the third joint top driver to overall satisfaction.

TP05 – Home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Newark & Sherwood provides a home that is safe?

84.6%



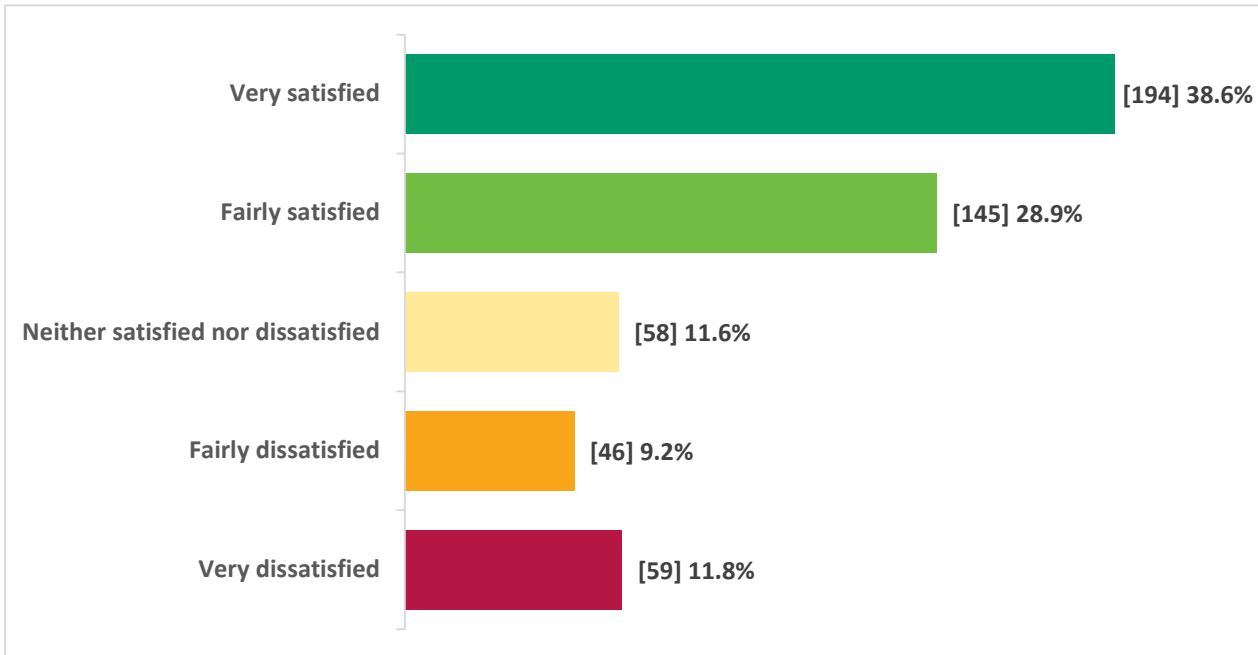
Analysis

- 84.6% (452 respondents) were fairly or very satisfied, and with a 2.1 point increase it is the highest scoring question on the survey.
- The score places this measure in the upper quartile of national responses (2024/25 results).
- Sheltered housing tenants (88%) were more satisfied than General Needs (82%).
- Scores between property types are relatively close (Houses 82%, Flats 87% & Bungalows 89%).

TP06 – Listens to views & acts upon them

How satisfied or dissatisfied are you that Newark & Sherwood housing services listens to your views and acts upon them?

67.5%



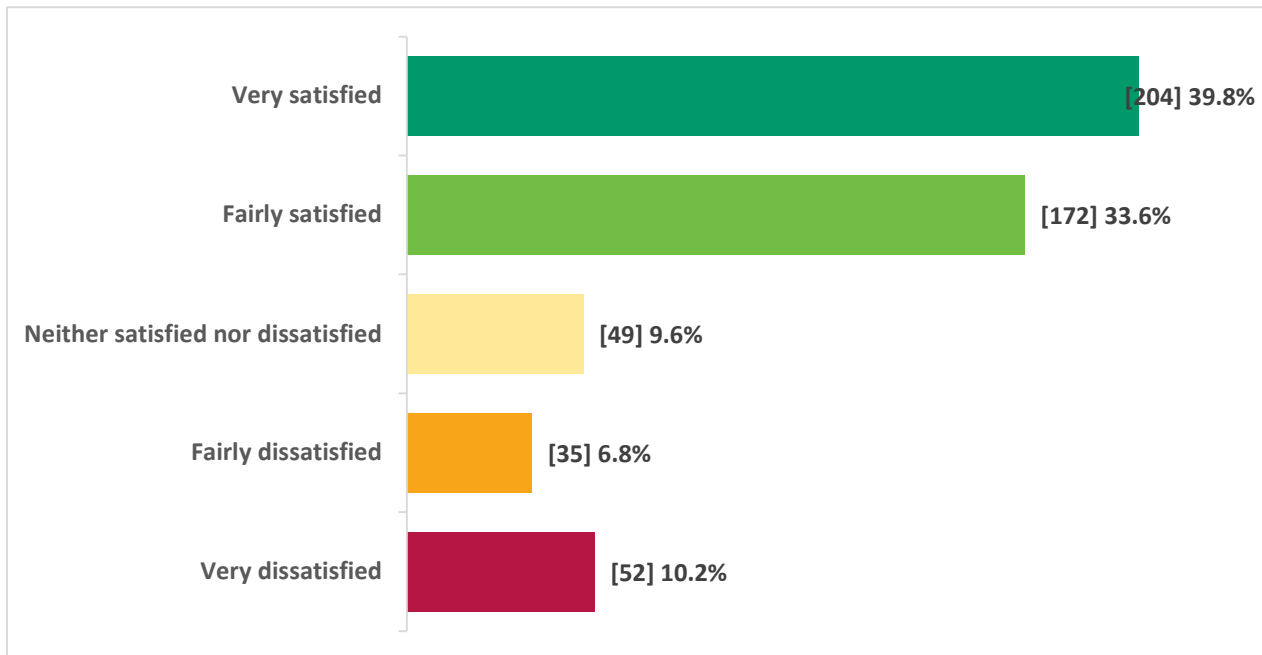
Analysis

- 67.5% (339 respondents) were fairly or very satisfied.
- The satisfaction score is marginally lower than in 2024/25, by 0.3 points.
- There is a 5% difference between the General Needs (65%) and Sheltered (70%) tenants.
- Residents in Bungalows (74%) were again more satisfied than Houses and Flats (both 65%).
- The question is the joint-top key driver to satisfaction.

TP07 – Keeps you informed

How satisfied or dissatisfied are you that Newark & Sherwood housing services keeps you informed about things that matter to you?

73.4%



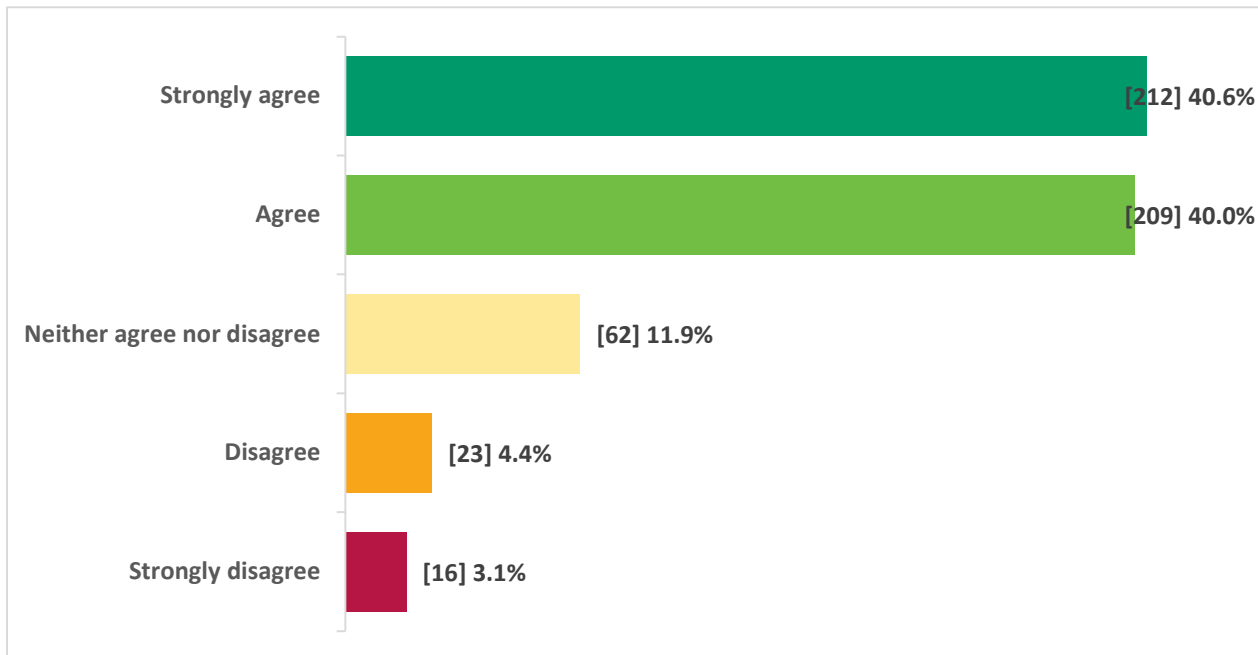
Analysis

- 73.4% (376 respondents) were fairly or very satisfied.
- Satisfaction with this measure has risen by one point on last year.
- Sheltered residents (76%) were again more satisfied than General Needs (71%).
- Tenants living in Bungalows were slightly more satisfied (77%) than other housing types – Flat (74%) and House (72%).
- The 75+ age group of tenants (80%) were more satisfied than the other ages, where the differences between them were slight.

TP08 – Treated Fairly & with Respect

To what extent do you agree or disagree with the following: "Newark & Sherwood housing services treats me fairly and with respect"?

80.7%



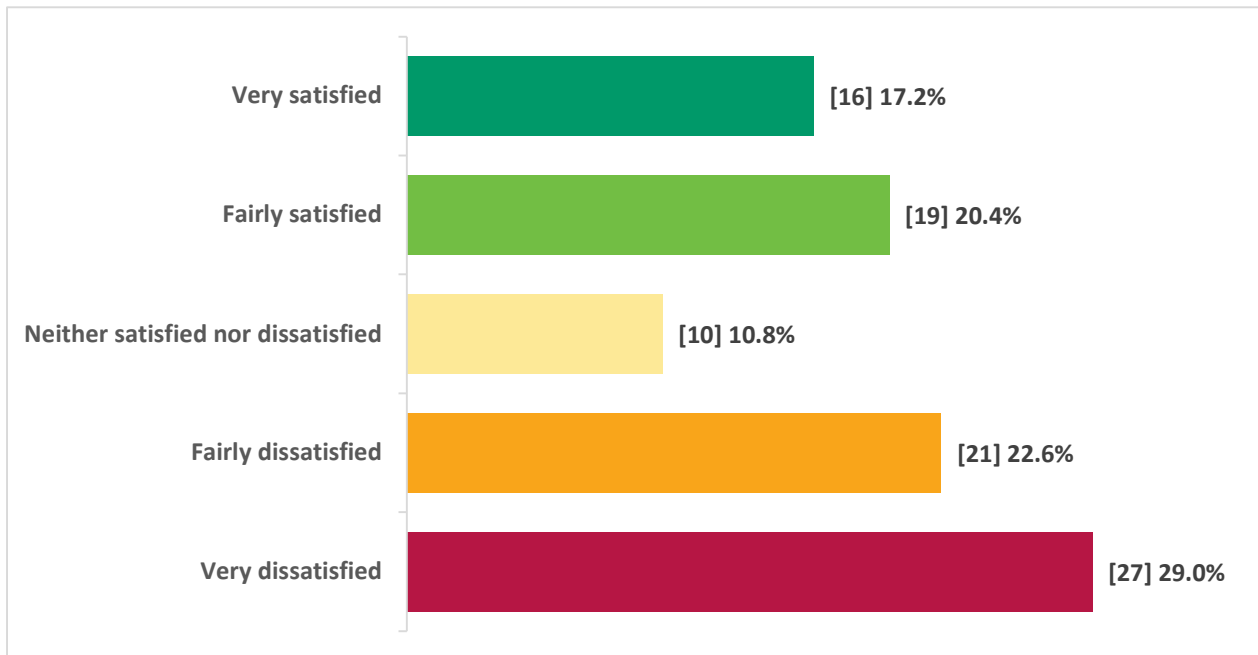
Analysis

- 80.7% (421 respondents) agreed or strongly agreed that they are treated fairly and with respect.
- The result has decreased by 1.7 points but remains the second highest scoring question on the survey.
- The difference in satisfaction between General Needs (79%) and Sheltered (82%) was only slight.
- Differences in property type were also narrower than on other measures – Bungalows (86%), Houses (80%), Flats (76%).

TP09 – Approach to Complaints

How satisfied or dissatisfied are you with Newark & Sherwood housing services approach to complaints handling?

37.6%



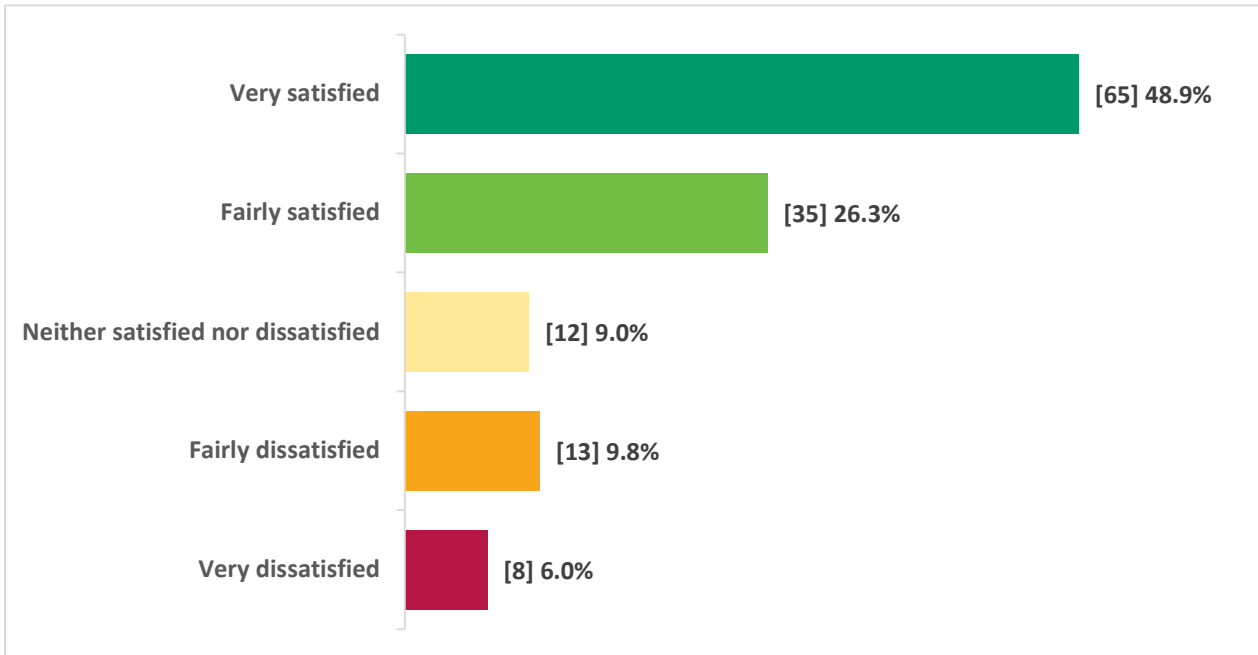
Analysis

- Residents were asked, “Have you made a complaint to Newark & Sherwood housing services in the last 12 months?”. A total of 17.9% (95 respondents) stated ‘Yes’ compared to 82.1% (435 respondents) who stated ‘No’.
- Those who stated ‘Yes’ were then asked, TP09 above, where 37.6% (35 respondents) were fairly or very satisfied.
- This is the lowest scoring question on the survey, and the score has fallen compared to 2024/25, by 6.7 percentage points.
- The measure does remain in the median quartile of national responses (2024/25 results) showing that it is not an issue unique to NSDC.

TP10 – Communal Areas

How satisfied or dissatisfied are you that Newark & Sherwood housing services keeps these communal areas clean and well maintained?

75.2%



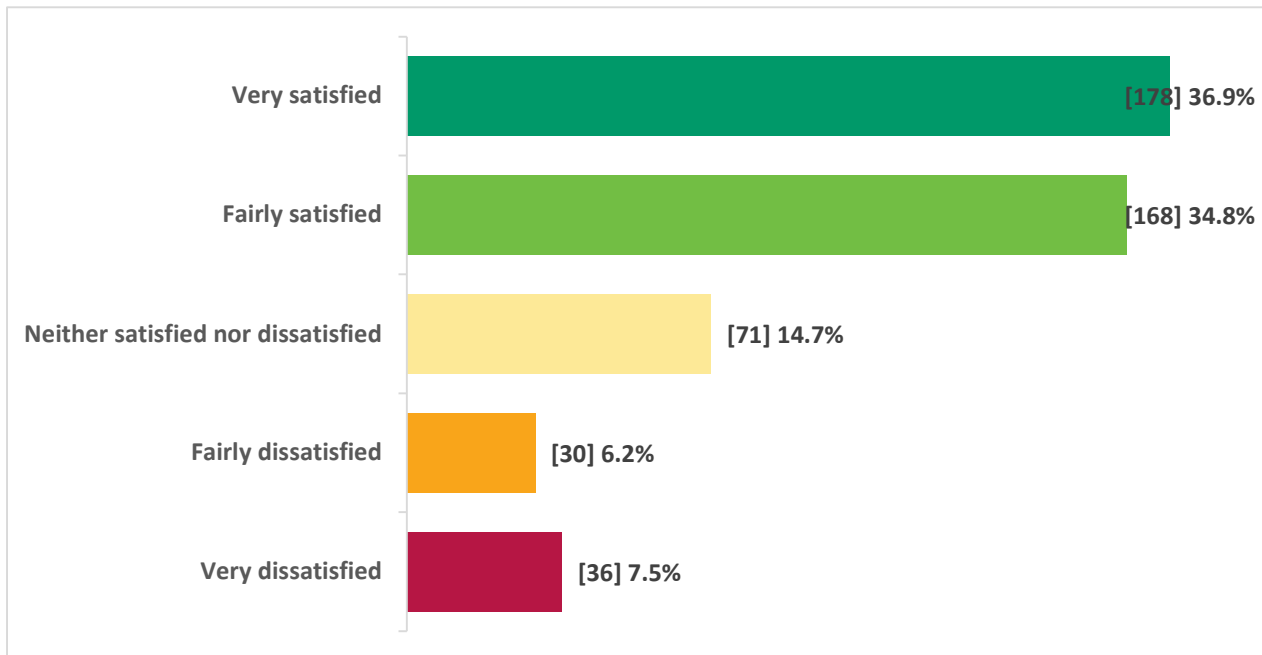
Analysis

- Residents were asked, “Do you live in a building with communal areas, either inside or outside, that Newark & Sherwood housing services is responsible for maintaining?”. A total of 25.7% (135 respondents) stated ‘Yes’ compared to 71.1% (374 respondents) who stated ‘No’. A further 3.1% (17 respondents) stated that they did not know.
- Those who stated ‘Yes’ were then asked TP10 above, where 75.2% (100 respondents) were fairly or very satisfied.
- The score places this measure in the upper quartile of national responses (2024/25 results).
- The result is a 3.7-point increase on the previous year’s result, continuing the positive direction from last year’s survey.
- General Needs tenants were more satisfied than Sheltered (78% to 73%), while the scores for housing type and age groups were very even with no notable differences.

TP11 – Contribution to Neighbourhood

How satisfied or dissatisfied are you that Newark & Sherwood housing services makes a positive contribution to your neighbourhood?

71.6%



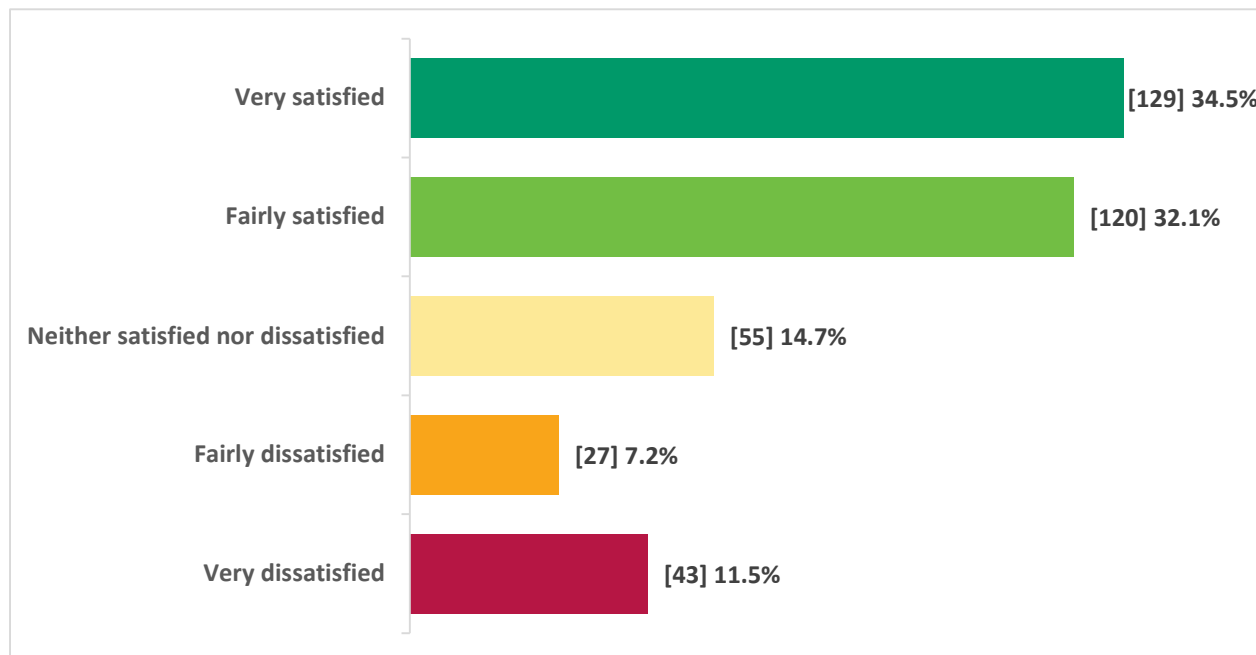
Analysis

- 71.6% (346 respondents) were fairly or very satisfied.
- The result is a small fall (0.3 percentage points) on 2024/25 but has largely maintained the significant increase achieved last year on 2023/24's score.
- Tenants in sheltered accommodation (74%) were slightly more satisfied than General Needs (70%).
- Differences between property type were slight, with tenants living in bungalows (76%) marginally more satisfied than those in flats (71%) and houses (70%).

TP12 – Approach to Anti-social Behaviour

How satisfied or dissatisfied are you with Newark & Sherwood housing services approach to handling anti-social behaviour?

66.6%



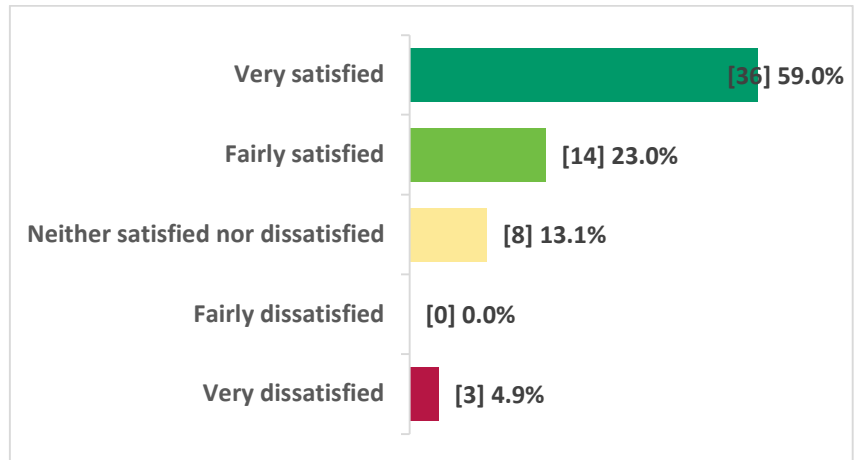
Analysis

- 66.6% (249 respondents) were fairly or very satisfied.
- A relatively large number of respondents – 122 – were unable to answer this question, replying 'don't know / non applicable'. Many said they were not aware of what NSDC does in regard to ASB so were unable to judge NSDC's contribution.
- The score places this measure in the upper quartile of national responses (2024/25 results).
- This measure increased by 2.2 points on the 2024/25 survey.
- Sheltered tenants were 6 points more satisfied than General Needs (70% to 64%).
- The score for Houses (64%) was slightly lower than Flats (70%) and Bungalows (71%).

Additional Questions

Lettings

If you rented a property in the last 12 months, how satisfied were you with the overall lettings process?

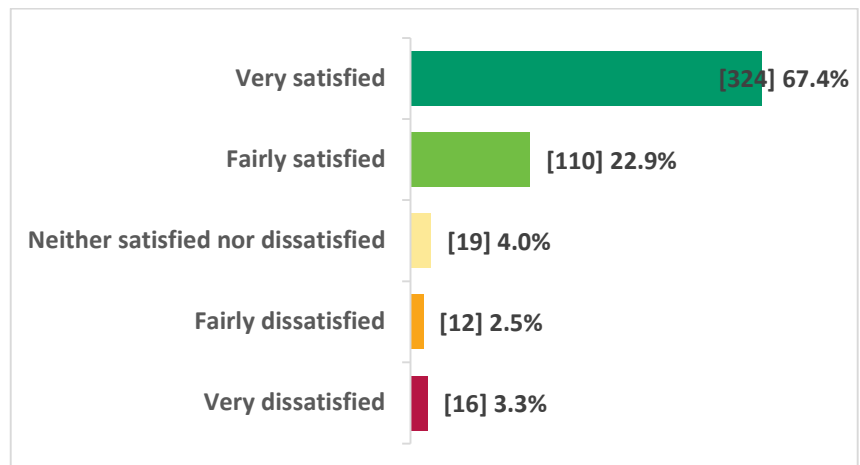


Analysis

- 61 customers had rented a new property in the last 12 months. 82.0% of these (50 respondents) were very or fairly satisfied with the process.
- The result is a 1.1-point increase on the score achieved in 2024/25 but below the overall satisfaction score of 97% received on transactional surveys for new lettings in 2024/25.

Gas Servicing

How satisfied are you with the gas servicing provided by Newark & Sherwood?



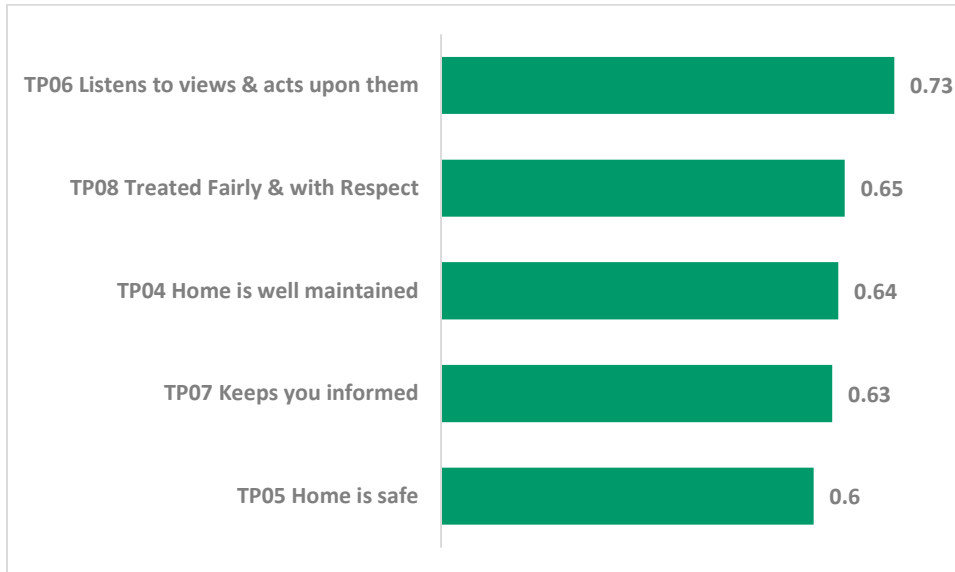
Analysis

- 481 customers answered this question and 90.2% (434 responses) were very or fairly satisfied.
- The result is a 3.5-point increase on the satisfaction score achieved last year. It remains just below the overall satisfaction score of 92% received in 2024/25 on transactional surveys for gas servicing.

Further analysis

Key Driver Analysis

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which of the other questions were most related to the overall satisfaction score.



Note - The analysis produces a correlation coefficient (or r value for short) which can range from -1.0 to +1.0. This rating can be interpreted using the following guide:

- An r value close to 1 indicates that there is a strong relationship between the two variables
- A positive r value means that as one variable increases in value, the other variable will increase in value.

As with last year there are three measures relating to communication in the top five key drivers. 'Listening to your views and acts upon them' is the top key driver (ranked joint first last year) while 'Being treated fairly & with respect' and 'Keeping you informed' also show a strong correlation to overall satisfaction.

Last year 'Home being well maintained' was the top driver. This is now ranked third, with 'Home is safe' ranked fifth.

Benchmarking

The table below shows how Newark & Sherwood District Council's scores compare with the median results of all low-cost rental accommodation in England (2024/25 results) and whether the scores place NSDC in the upper, lower or median quartile.

NSDC achieved upper quartile on three measures and were very close to the upper quartile on a number of others.

	2025/26	Median	Upper	Quartile
TP01 Overall satisfaction	78.0%	71.8%	78.9%	Median
TP02 Overall repairs service	76.6%	73.6%	79.6%	Median
TP03 Repairs: Time taken	70.6%	69.5%	76.5%	Median
TP04 Home is well maintained	77.5%	71.9%	77.8%	Median
TP05 Home is safe	84.6%	77.6%	82.9%	Upper
TP06 Listens to views & acts upon them	67.5%	61.6%	69.3%	Median
TP07 Keeps informed	73.4%	72.0%	77.3%	Median
TP08 Treated Fairly & with Respect	80.7%	77.9%	83.9%	Median
TP09 Approach to complaints	37.6%	35.5%	42.1%	Median
TP10 Communal areas	75.2%	66.7%	72.8%	Upper
TP11 Contribution to Neighbourhood	71.6%	64.6%	71.7%	Median
TP12 Approach to Anti-social behaviour	66.6%	59.5%	66.4%	Upper

Comments

Comments were collected at the end of the survey with the question 'Is there anything you would like to say relating to the service provided by Newark and Sherwood housing services?'. A summary of the main themes arising from the comments, with example quotes, are below.

Positive responses:

55 responses were received that expressed general satisfaction with NSDC, particularly in regard to their responsiveness, helpfulness, and efficiency in service delivery. Many respondents expressed satisfaction with the council's ability to react to queries promptly and maintain a high standard of service, contributing to their overall happiness.

"I'm very happy with everything. They're always very helpful at the council."

"Very satisfied overall, always polite on the phone and proactive in providing support."

Responses focused on improvement:

Theme	Number of responses
Repairs	73
Communication / information	38
Gardens / outdoors areas	31
Quality of Home	28
Support for disabled and elderly	14
Housing allocation and transfers	13
ASB	12
Parking/street issues	9
Pest Control	6

"I've been waiting for so many repairs for over 5 years. They've identified themselves that a lot needs doing, but even though they report it nothing gets done."

"I have reported several repairs in the last few years, but you do have to wait a long time. But I'm very satisfied with the work they do."

"They could listen better and communication between departments could be better."

Annex 1 - copy of questionnaire

Tenant Satisfaction Measures Survey

Opening Script

Hello, can I please speak to xxx?

My name is xxx calling from Viewpoint on behalf of Newark & Sherwood District Council housing services.

I'm calling today to ask you a few quick questions about the services you receive from them. Anything you tell me will be used for their annual Tenant Satisfaction Measures and to help improve the services they provide to you.

The questions will take around 10 minutes. Is now a convenient time?

Thank you. This interview will be carried out to the Market Research Society's Code of Conduct and we record calls for our training, is that alright with you?

Thank you. My first question is:

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark & Sherwood District Council housing services?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q2 Has Newark & Sherwood housing services carried out a repair to your home in the last 12 months?

- Yes
- No

Q2a How satisfied or dissatisfied are you with the overall repairs service from Newark & Sherwood housing services over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q2b How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q3 How satisfied or dissatisfied are you that Newark & Sherwood provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Newark & Sherwood provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q5 How satisfied or dissatisfied are you that Newark & Sherwood housing services listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q6 How satisfied or dissatisfied are you that Newark & Sherwood housing services keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q7 To what extent do you agree or disagree with the following: "Newark & Sherwood housing services treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / don't know

Q8 Have you made a complaint to Newark & Sherwood housing services in the last 12 months?

- Yes
- No

Q8a How satisfied or dissatisfied are you with Newark & Sherwood housing services approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q9 Do you live in a building with communal areas, either inside or outside, that Newark & Sherwood housing services is responsible for maintaining?

- Yes
- No
- Don't know

Q9a How satisfied or dissatisfied are you that Newark & Sherwood housing services keeps these communal areas clean and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q10 How satisfied or dissatisfied are you that Newark & Sherwood housing services makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q11 How satisfied or dissatisfied are you with Newark & Sherwood housing services approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Additional questions

Q12 If you rented a new property in the last 12 months, how satisfied were you with the overall lettings process?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q13 How satisfied are you with gas servicing provided by Newark & Sherwood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q14 The council has a wide range of ways of tenants getting involved, would you be interested in getting involved?

- Yes
- No

Q15 If yes, are you happy for us to share your details with the council so they can contact you about getting involved?

- Yes
- No

Q15a Finally is there anything you would like to say relating to the service provided by Newark and Sherwood housing services?

Closing Script

Thank you for your time, that's the end of my questions. This information will be extremely useful for Newark and Sherwood housing services. Have a great day, goodbye

If someone is very dissatisfied overall

Newark & Sherwood housing services are keen to follow up on any comments they feel they can improve on so may contact you to discuss your dissatisfaction. NSDC has a complaints policy and it is your right to make a complaint if you want to, please visit their website or contact customer services.

If anyone wants to contact the council

Newark & Sherwood District Council 0800 561 0010