



Tenant Satisfaction Measures



Our survey results
March 2025 to April 2026



Introduction

Between April 2025 – March 2026, 2,620 residents took part in our Tenant Satisfaction Measures (TSM) survey to share their thoughts about our services. As a social housing provider, we carry out satisfaction surveys throughout the year to track how we are doing and identify areas for improvement. We are required to do this by the Regulator of Social Housing.

The TSM survey has 12 questions. Each question gives residents the opportunity

to tell us if they were satisfied, dissatisfied or neutral about the service we provide.

This report provides you with a summary of our results. All figures have been rounded to the nearest whole number. Sometimes this means the total percentage will not add up to 100% and comparisons with last year's result may vary by up to 2%. We've also included how we compare to the latest national results from the Regulator of Social Housing (2024-2025), so you can see how we compare to other local authority housing providers.

A note from David McNulty

Thank you to everyone who took part in our satisfaction surveys. Hearing directly from residents helps us understand what matters most to you, where we are doing well, and where we need to improve.

I'm pleased to see positive signs of progress, with satisfaction improving in many areas, including repairs, the condition of homes, building safety, communication, and how fairly residents feel they are treated.

However, we know there is still more to do. Overall satisfaction has not increased since last year, and the survey results show that we need to make significant improvements in how we handle complaints and respond to anti-social behaviour. We are listening carefully to this feedback and are determined to do better.

In response, we have reviewed our complaints process, increased the resources available to support residents, brought our anti-social behaviour service back into the housing service, and launched a new Resident Voice Strategy to strengthen resident involvement.

Some of these changes will take time to deliver results, but we remain committed to listening to residents, acting on what you tell us, and focusing our efforts on the areas that matter most to you.

You can find more information about our performance and improvement plans on [our website](#) and in our [annual report](#), which will be published later this year.



David McNulty,
Executive Director, Housing

Responding to your feedback

Resident satisfaction results show the areas residents want to see improved remains the same, these are:



improving our repairs service



complaint handling



communication



dealing with anti-social behaviour

We are taking additional steps to address these areas:

- 1.** improving access to the repairs services by redesigning our online repairs form so residents can give more information about the repairs they need – this will help speed up assessing and prioritising repairs, leading to quicker responses and waiting times
- 2.** by investing in technology that reminds residents about appointments which will help reduce missed appointments, minimise time spent waiting for repair teams or contractors and improve customer experience
- 3.** by reviewing our complaints handling process, providing more training and hiring a dedicated resident experience team to help us respond faster to complaints – following feedback from residents
- 4.** by bringing the anti-social behaviour team back into the housing directorate – this means we will have greater oversight and control of anti-social behaviour case management from start to finish
- 5.** by delivering our Resident Voice Strategy including new ways for residents to get involved and share their views – as part of our commitment to being a service which listens to our residents.

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

	Satisfied	Neutral	Dissatisfied
Tenants	65%	12%	23%
Leaseholders	40%	21%	39%
All Residents	63%	13%	24%

No change
in tenant satisfaction in
comparison to 2024-25

Our tenant satisfaction is
below national average
local authority landlords.

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?”

74%
were satisfied

	Satisfied	Neutral	Dissatisfied
Tenants	74%	7%	19%
Leaseholders	n/a	n/a	n/a
All Residents	n/a	n/a	n/a

+4%

increase in tenant
satisfaction in
comparison to 2024-25

Our tenant satisfaction is
above national average
local authority landlords.

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?”

70%
were satisfied

	Satisfied	Neutral	Dissatisfied
Tenants	70%	5%	25%
Leaseholders	n/a	n/a	n/a
All Residents	n/a	n/a	n/a

+5%
increase in tenant
satisfaction in
comparison to 2024-25

Our tenant satisfaction is
above national average
local authority landlords.

Well maintained home



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

68%
were satisfied

	Satisfied	Neutral	Dissatisfied
Tenants	69%	10%	21%
Leaseholders	48%	19%	33%
All Residents	68%	10%	22%

+3%

increase in all residents' satisfaction in comparison to 2024-25

Our tenant satisfaction is **above** national average local authority landlords.

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?”

74%
were satisfied

	Satisfied	Neutral	Dissatisfied
Tenants	74%	7%	19%
Leaseholders	61%	13%	26%
All Residents	74%	7%	19%

+4%

increase in all residents’
satisfaction in
comparison to 2024-25

Our tenant satisfaction is
above national average
local authority landlords.

Listening and acting



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

55%
were satisfied

	Satisfied	Neutral	Dissatisfied
Tenants	57%	10%	33%
Leaseholders	32%	13%	55%
All Residents	55%	10%	34%

+4%

increase in all residents' satisfaction in comparison to 2024-25

Our tenant satisfaction is **below** national average local authority landlords.

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?”

68%
were satisfied

	Satisfied	Neutral	Dissatisfied
Tenants	69%	9%	22%
Leaseholders	60%	18%	22%
All Residents	68%	10%	22%

+4%

increase in all residents'
satisfaction in
comparison to 2024-25

Our tenant satisfaction is
below national average
local authority landlords.

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?”

75%
were satisfied

	Satisfied	Neutral	Dissatisfied
Tenants	76%	11%	13%
Leaseholders	58%	25%	17%
All Residents	75%	12%	13%

+3%

increase in all residents’
satisfaction in
comparison to 2024-25

Our tenant satisfaction is
above national average
local authority landlords.

Complaints handling



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

27%
were satisfied

	Satisfied	Neutral	Dissatisfied
Tenants	28%	9%	62%
Leaseholders	12%	2%	85%
All Residents	27%	9%	64%

-2%

decrease in all residents’ satisfaction in comparison to 2024-25

Our tenant satisfaction is **below** national average local authority landlords.

Communal areas



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

63%
were satisfied

	Satisfied	Neutral	Dissatisfied
Tenants	66%	7%	27%
Leaseholders	32%	24%	44%
All Residents	63%	9%	28%

+2%

increase in all residents'
satisfaction in
comparison to 2024-25

Our tenant satisfaction is
above national average
local authority landlords.

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?”

58%
were satisfied

	Satisfied	Neutral	Dissatisfied
Tenants	60%	13%	28%
Leaseholders	34%	29%	37%
All Residents	58%	14%	28%

+2%

increase in all residents' satisfaction in comparison to 2024-25

Our tenant satisfaction is **below** national average local authority landlords.

Handling anti-social behaviour



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

47%
were satisfied

	Satisfied	Neutral	Dissatisfied
Tenants	48%	10%	42%
Leaseholders	33%	17%	50%
All Residents	47%	10%	42%

-4%

decrease in all residents’
satisfaction in
comparison to 2024-25

Our tenant satisfaction is
below national average
local authority landlords.



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 plain text, please contact: **0117 352 1444** (choose option 2 and then choose option 3)