

# The Cuttings Residents Survey: Tenant Satisfaction Measures

## A Detailed Report on Resident Satisfaction survey results

### Executive Summary: Sustaining Excellence and Planning for the Future

This survey was conducted in Autumn 2025 in order to conduct research on the Resident's of the Cuttings opinions, thoughts and feelings on the standards of living on the premises. The questions are a combination of Government mandated questions and our own, intended to better represent what the Cuttings offers it's residents.

Overall, The Cuttings Residents Survey demonstrates a **high degree of resident satisfaction and strong approval** for the Extra Care scheme delivered by Harrogate Neighbours. Residents report feeling safe, respected, and well-cared for, with an average approval rating across core service questions of **88% (Strongly Agree/Agree)**. This feedback validates Harrogate Neighbours' commitment to its core values, particularly in the provision of highly professional and compassionate care staff.

The survey highlights a distinction between the exceptional performance of **people-centric services** (staff courtesy, safety, and respect) and areas related to **hospitality and engagement** (activities and food quality). While care staff achieve near-universal praise, feedback on **food temperature/quality, garden areas and the variety of social activities** presents clear, targeted opportunities for improvement. Moving forward, a strategic focus on enhancing the resident experience in these areas will be key to solidifying The Cuttings' reputation as an outstanding and growing community.

---

## 2. Quantitative Analysis: Core Service Satisfaction

The survey results show overwhelming agreement for the majority of questions, with a significant concentration in the '**Strongly Agree**' category, indicating an exceptionally high standard of service in key areas.

**Figure 1: Overall Satisfaction with Core Services**

Survey Question	Strongly Agree	Agree	As Expected	Disagree	Total Approval (S.A. + A.)
You are satisfied with the courtesy and professionalism that you receive from the staff.	32	4	1	0	97.3%

Survey Question	Strongly Agree	Agree	As Expected	Disagree	Total Approval (S.A. + A.)
Your Landlord treats you fairly and with respect	31	4	4	0	89.7%
Your Landlord provides a home that is safe	28	8	2	0	94.7%
Requests for Information or help are dealt with promptly and in a helpful way	27	9	0	0	100%
Your Landlord keeps communal areas clean and well maintained	36	3	1	0	97.5%
Your landlord provides a home that is well maintained	29	5	4	0	89.5%
You are satisfied with the service provided by your Landlord	24	12	2	0	94.7%

**Key Insights from Data:**

- **Exceptional Staff Performance:** The average score for **Staff Courtesy and Professionalism** achieved **97.3%** approval, highlighting the success of the care team.
  - **Safety and Maintenance are Strongholds:** High scores for safety (94.7%) and maintenance (89.5%) provide confidence in the physical environment.
  - **Communication is Highly Effective:** 100% of respondents agree that requests for help are dealt with promptly, showing highly responsive operational service.
-

### 3. Areas for Improvement: Communication, Garden, Activities, and Dining

While core services excel, a closer look at engagement, garden and food services reveals specific areas where resident satisfaction drops significantly below the average.

**Figure 2: Lower Scoring Service Areas**

Survey Question	Strongly Agree	Agree	As Expected	Disagree	Total Approval (S.A. + A.)	Disapproval Rate
You are satisfied with the activities on offer	22	8	5	0	<b>85.7%</b>	0%
You are satisfied with the garden at the Cuttings	20	5	5	7	<b>67.6%</b>	<b>18%</b>
You are satisfied with the food at the Cuttings	14	9	9	2	<b>67.6%</b>	<b>5.8%</b>
Your Landlord listens to views and acts upon them	23	7	5	3	<b>78.9%</b>	<b>7.9%</b>
You are kept updated with everything that goes on in the Cuttings	24	8	4	1	<b>86.5%</b>	2.7%

#### Key Improvement Areas:

1. **The Garden:** The Cuttings garden represents the largest discrepancy of opinions from the residents, with only 67% of the residents surveyed enjoying the space, and 18% stating that they are not satisfied. The issues with the garden focus on accessibility and perceived attractiveness. These are areas where discussion may be required with the residents, as the bulk of concerns focus on the wildlife meadow which grows through the year, as well as the recent addition of fencing around certain areas to provide more safety around the garden.
2. **Activities:** While approval is still high at **85.7%**, the 5 'As Expected' responses suggest an opportunity to increase enthusiasm and variety in the activity calendar.
3. **Food Quality and Temperature (Qualitative Focus):** The numerous verbatim comments regarding the dining service indicate that this is the single most pressing issue impacting daily resident experience. There are numerous comments about

variety, temperature and portions which can be investigated as part of the outcomes from this survey.

#### 4. Key Themes & Verbatim Comments

The comments highlight the emotional connection residents have with the staff and the physical environment, while clearly defining the points where improvements can be made in the Cuttings. Care options are spectacular, but services and environments could be improved.

##### The Positives: Areas to Celebrate (The Staff and The Feel)

The overwhelming positive theme is the **quality of the care staff** and the **sense of community/safety**. Harrogate Neighbours should amplify and celebrate these comments as they are its biggest asset:

- *"The Food, Care, gardens are all excellent. **It's like a family.**"*
- *"I want to say **I am very happy here. I like it here.**"*
- *"Thank you to all the staff who take people out of day trips."*
- *"It's nice to live in a place where you get on with people most of the time."*

##### The Negatives and Areas for Improvement (Food, Garden and Engagement)

The constructive criticism revolves around **catering, communication structure, and environmental management**.

Theme	Key Comments for Action
Dining Quality & Temperature	<p><i>"Wish the food was a <b>little hotter.</b>"</i></p> <p><i>"Lunch - the salads vary from being fairly good to <b>not fit for purpose.</b>"</i></p> <p><i>"Would like <b>decent vegetables for lunch.</b>"</i></p> <p><i>"It would be nice to have <b>regular warm dinners if not hot.</b>"</i></p> <p><i>"The <b>wait staff could use a little training.</b>"</i></p>
Resident Communication	<p><i>"<b>I miss the tenant's meetings!</b>"</i></p> <p><i>"More Landlord / tenant <b>1on1 discussions re needs / wants</b> from both sides."</i></p>
Garden/Grounds Management	<p><i>"Garden - the <b>meadow is a total mess</b> and needs talking about."</i></p>

Theme	Key Comments for Action
	<p><i>"Fencing around allotment a bit too high blocking view."</i></p> <p><i>"I do not think we need a high fence around pond, I sit in front of the pond a lot and it's nice to see the lilies."</i></p>
Maintenance/Facilities	<p><i>"Communal toilets doors <b>don't automatically close.</b>"</i></p>

## 5. Strategic Recommendations for Growth

Based on the data from the survey and key resident comments, Harrogate Neighbours should focus on the following three points to grow satisfaction and further enhance The Cuttings site:

### Recommendation 1: Elevate the Dining Experience

This is the most impactful and immediate area for improvement.

- **Action A: Food Temperature Protocol:** Implement a strict, documented temperature monitoring system from kitchen to table and retrain wait staff specifically on efficient service delivery to ensure meals are served hot.
- **Action B: Menu and Quality Review:** Conduct a targeted review of vegetable and salad quality/variety in response to direct feedback. Use the onsite allotment/growing area (mentioned positively in other comments) to source fresh produce where possible, which ties into the community feel and a sense of 'home-cooked' quality.
- **Action C: Staff Training:** Provide customer service and etiquette training for wait staff to enhance the dining atmosphere.

### Recommendation 2: Re-Establish and Formalise Resident Voice

The drop in 'listening to views' and the comment about missing meetings point to a critical gap in formal engagement that is necessary for accountability.

- **Action A: Reinstate Tenant Meetings:** investigate reinstating a formal, regular (e.g., quarterly) **Tenants Forum** meeting with clear agendas, minutes, and documented action logs that track what the Landlord commits to and reports back on.
- **Action B: Implement 1-to-1 Check-ins:** Formalise a program of annual or bi-annual **1-on-1 resident check-ins** to discuss needs, wants, and service charge value, directly addressing the resident comment on needing "1 on 1 discussion re needs/wants."

### Recommendation 3: Community and Grounds Optimisation

Optimise the grounds to ensure they are beautiful and accessible while respecting resident preferences.

- **Action A: Garden Aesthetics and Purpose:** Address the feedback on the **"meadow is a total mess"** to improve the visual standard of the grounds. Invite new

people into the resident gardening group to direct input into the garden, and use the tenant meetings to explain the garden as it currently is. Management could look at balancing the allotment/fruit area with communal seating and aesthetic beauty, as suggested by the comments on the pond and fencing.

- **Action B: Environmental Sustainability:** Act on the resident's suggestion to **harvest rainwater** into water butts as a visible demonstration of environmental accountability and cost savings, engaging residents in a positive project. This is being actively investigated by several members of staff already.

By focusing strategic resources on these three areas, Harrogate Neighbours can build upon its excellent foundation of compassionate care staff and robust facilities to achieve near-universal excellence in the resident experience at The Cuttings.

Full survey results can be found on the next page.

Full results:

	Strongly Agree	Agree	As Expected	Disagree
You are satisfied with the service provided by your landlord	24	12	2	
	Strongly Agree	Agree	As Expected	Disagree
Your landlord provides a home that is well maintained	29	5	4	
	Strongly Agree	Agree	As Expected	Disagree
Your Landlord provides a home that is safe	28	8	2	
	Strongly Agree	Agree	As Expected	Disagree
Your landlord listens to your views and acts upon them	23	7	5	3
	Strongly Agree	Agree	As Expected	Disagree
Your landlord keeps you informed about things that matter to you.	24	11	5	
	Strongly Agree	Agree	As Expected	Disagree
Your landlord treats you fairly and with respect.	31	4	4	
	Strongly Agree	Agree	As Expected	Disagree
Your Landlord keeps communal areas clean and well maintained.	36	3	1	
	Strongly Agree	Agree	As Expected	Disagree
Your landlord makes a positive contribution to your neighbourhood.	27	8	5	
	Strongly Agree	Agree	As Expected	Disagree
Your landlord is effective at handling anti-social behaviour	25	9	2	1
	Strongly Agree	Agree	As Expected	Disagree
You are satisfied with the activities on offer here.	22	8	5	

	Strongly Agree	Agree	As Expected	Disagree
You are satisfied with the courtesy and professionalism that you receive from the staff.	32	4	1	
	Strongly Agree	Agree	As Expected	Disagree
Requests for information or help are dealt with promptly and in a helpful way.	27	9		
	Strongly Agree	Agree	As Expected	Disagree
The team at the Cuttings keep personal information about me confidential.	28	5	3	
	Strongly Agree	Agree	As Expected	Disagree
You are kept updated with everything that goes on in the Cuttings.	24	8	4	1
	Strongly Agree	Agree	As Expected	Disagree
You feel safe and secure in your apartment.	36	1		
	Strongly Agree	Agree	As Expected	Disagree
You feel confident in how to use the Tunstall Life System	32	4		
	Strongly Agree	Agree	As Expected	Disagree
You are satisfied with the garden at the Cuttings	20	5	5	7
	Strongly Agree	Agree	As Expected	Disagree
You are satisfied with the food at the Cuttings	14	9	9	2
	Strongly Agree	Agree	As Expected	Disagree
You are satisfied with the accounts team at the Cuttings	24	8	3	1
	Strongly Agree	Agree	As Expected	Disagree

Your Landlord treats all people fairly and with respect

28

3

6

	Yes	No		
Have you had a repair in the last 12 months?	17	16		
If yes, what was it?				
	Repair to fan in kitchen			
	Loud Humming noise in Kitchen			
	Fixed a crack in bedroom wall			
	Ben painted it			
	To fill a hole in the bathroom wall			
	Window sill in lounge			
	Kitchen lightbulb			
	Bathroom shower drain cover			
	To re-secure the toilet support rail			
	Repaint to bathroom wall			
	radiator in Lounge			
	Handbasin plug			
	broken toilet - plumber was needed			
	TV stand			
	New Toilet seat			
	Shower			
	Repair to chest of drawers handle			
	Strongly Agree	Agree	As Expected	Disagree
You are satisfied with any repairs done in your property in the last year.	15	7	3	
	Strongly Agree	Agree	As Expected	Disagree
You are satisfied with the time taken to	14	8	2	

complete your most recent repair				
Have you made a complaint in the last 12 months	Yes	No		
	5	28		
	Strongly Agree	Agree	As Expected	Disagree
Your landlords approach to complaints handling is effective.	8	7	6	1