

Tenant Satisfaction Measures Questionnaire Results

The Regulator of Social Housing requires all registered providers to generate and report Tenant Satisfaction measures as part of the new Consumer Standards framework.

These are a core set of defined measures to help tenants see how well their landlord is performing. Each year we will undertake a survey with our tenants to ask about their perception of our services, and we use this information to make improvements.

The measures are aimed at helping improve standards for people living in social housing by;

- Providing visibility, letting tenants see how well their landlord is doing, and letting tenants hold their landlords to account
- Giving the Regulator insight into which landlords might need to improve things for their tenants

You can find more information about the Tenant Satisfaction Measures and how they affect you, [here](#).

There are 4 standards, plus the Tenant Satisfaction Measures (TSM);

- The safety and Quality standard
- The Transparency, influence and accountability standard
- The Neighbourhood and Community standard
- The Tenancy standard

The results of our Tenant Satisfaction measures can be seen below;

| Tenant Satisfaction Measures (Tenant Perception) | 2023/24 results | |
|---|-----------------|-----------|
| | Neutral | Satisfied |
| TP01 Overall satisfaction | 15% | 73% |
| TP02 Satisfaction with repairs <i>23/40 said we had carried out a repair in the last 12 months</i> | 9% | 74% |
| TP03 Satisfaction with time taken to complete most recent repair | 17% | 61% |
| TP04 Satisfaction that the home is well maintained | 13% | 68% |
| TP05 Satisfaction that the home is safe | 25% | 63% |
| TP06 Satisfaction that the Landlord listens to tenant views and acts upon them | 15% | 70% |
| TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them | 23% | 63% |
| TP08 Agreement that the landlord treats tenants fairly and with respect | 10% | 82% |
| TP09 Satisfaction with the Landlord's approach to handling complaints <i>14/40 had made a complaint</i> | 28% | 60% |
| TP10 Satisfaction that the landlord keeps communal areas clean and well-maintained <i>33/40 said they lived in a building with communal areas</i> | 21% | 72% |
| TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods | 28% | 60% |

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| TP12 Satisfaction with the landlords approach to handling anti-social behaviour | 23% | 63% |
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Key performance management information around standards:

| Tenant Satisfaction Measures (Management Information) | 2023/24 results |
|---|------------------------|
| CH01(1) Number of stage 1 complaints relative to the size of the landlord | 50 |
| CH01(2) Number of stage 2 complaints relative to the size of the landlord | 6 |
| CH02(1) Proportion of stage one complaints responded to within Complaint handling code timescales | 96.5% |
| CH02(2) Proportion of stage two complaints responded to within complaint handling timescales | 86% |
| NM01(1) Anti-social behaviour cases relative to the size of the landlord | 14 |
| RP01 Homes that do not meet the Decent Homes Standard | 0% |
| RP02 Repairs completed within the target timescale | <i>Not available</i> |
| BS01 Gas safety checks | 100% |
| BS02 Fire safety checks | 96.77% |
| BS03 Asbestos safety checks | 100% |
| BS04 Water safety checks | 94.34% |
| BS05 Lift safety checks | 100% |

We are working to continually address the themes of the consumer standards which are;

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management