

8c. Tenant satisfaction measures results 2024/5

The Regulator of Social Housing requires all registered providers to generate and report Tenant Satisfaction measures as part of the 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 will 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 landlord 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; <https://www.gov.uk/government/collections/regulatory-standards-for-landlords>

There are four consumer standards including:

- 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 measure questionnaire can be seen below:

Tenant Satisfaction Measure indicator	Satisfied in 2024/5
TP01 Overall satisfaction	81%
TP02 Satisfaction with repairs <i>59 had a repair completed in the last 12 months</i>	68%
TP03 Satisfaction with time taken to complete most recent repair	63%
TP04 Satisfaction that the home is well maintained	77%
TP05 Satisfaction that the home is safe	80%
TP06 Satisfaction that the landlord listens to tenant views and acts upon them	76%
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	76%
TP08 Agreement that the landlord treats tenants fairly and with respect	84%
TP09 Satisfaction with the landlords approach to handling complaints	32%

<i>16 had made a complaint</i>	
TP10 Satisfaction that the landlord keeps communal areas clean and well-maintained	75%
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	68%
TP12 Satisfaction with the landlords approach to handling anti-social behaviour	72%

Our survey is not weighted and based on a total of 93 responses from residents.

Our performance:

Tenant satisfaction measure	Our performance in 24/25
BS01 Proportion of homes for which all required gas safety checks have been carried out	100%
BS02 Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03 Proportion of homes for which all required asbestos management surveys or re inspections have been carried out	100%
BS04 Proportion of homes for which all required legionella risk assessments have been carried out	100%
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%
RP01 Proportion of homes which do not meet the decent homes standard	0%
RP02 Proportion of non-emergency responsive repairs completed within the landlords target timescale	76.5%
RP02 Proportion of emergency responsive repairs completed within the landlords target timescale	85.5%
NM01 Number of anti social behaviour cases opened	183
NM01 Number of anti social behavior cases opened that involve hate incidents	5
CH01 Number of stage 1 complaints received	31
CH01 Number of stage 2 complaints received	2
CH02 Proportion of stage one complaints responded to within the Housing Ombudsmans Complaint handling code timescale	96.97%
CH02 Proportion of stage 2 complaints responded to within the Housing Ombudsmans complaint handling code timescales	100%