



# Regulator of Social Housing Tenant Satisfaction Measures 2023/24



**Tenant Perception Measures**



**Building Safety**



**Decent Homes and Repairs**



**Complaints**



**Anti-social behaviour**



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# Tenant Satisfaction Measures



## Our Approach

We worked in partnership with govmetric to design and manage the tenant satisfaction survey, in line with the Regulator of Social Housing's requirements. The approach taken ensured the process remained without bias and results were kept confidential and independent.

- **Phase 1** sent out either an email or SMS survey to all households where we had a valid email address or mobile telephone number.
- **Phase 2** looked at the representativeness of the respondents following reminders being sent out as part of Phase 1. The plan was to identify any groups who were under-represented compared to our tenant profile, and to encourage responses from them by using other survey methods.

## Representativeness

Phase 1 did provide a highly representative response and the only group that we needed to target to encourage a higher response rate was tenants aged 75+. A paper survey was sent to a random sample of tenants within this group, with completed responses being sent directly to GovMetric.

When the survey process closed, we had over 4,700 responses. Following data cleansing and focusing on main tenants for the households where two tenants had responded, this meant that **4,090 results** were used to calculate the Tenant Satisfaction Measure Results.

# Tenant Satisfaction Measures



<b>Ref</b>	<b>Tenant Perception Measures</b>	<b>Performance 2023/24</b>
<b>TP01</b>	Proportion of respondents who report they are satisfied with the overall service from their landlord	<b>57.6%</b>
<b>TP02</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall service	<b>60.6%</b>
<b>TP03</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	<b>66.6%</b>
<b>TP04</b>	Proportion of respondents who report that they are satisfied that their home is well maintained.	<b>54.0%</b>
<b>TP05</b>	Proportion of respondents who report that they are satisfied that their home is safe.	<b>61.7%</b>
<b>TP06</b>	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	<b>44.0%</b>
<b>TP07</b>	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	<b>51.1%</b>
<b>TP08</b>	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	<b>60.0%</b>
<b>TP09</b>	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	<b>33.0%</b>
<b>TP10</b>	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	<b>58.7%</b>
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	<b>42.0%</b>
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	<b>38.4%</b>

# Tenant Satisfaction Measures



<b>Ref</b>	<b>Building Safety</b>	<b>Performance 2023/24</b>
BS01	Proportion of homes for which all required gas safety checks have been carried out	96.9%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	61.5%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	98.6%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%
BS05	Proportion of homes for which all required passenger lift safety checks have been carried out	100%

<b>Ref</b>	<b>Decent Homes and Repairs</b>	<b>Performance 2023/24</b>
RP01	Proportion of homes that do not meet the decent homes standard	3.2%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's timescales	87.5%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's timescales	99.9%

# Tenant Satisfaction Measures



<b>Ref</b>	<b>Complaints</b>	<b>Performance 2023/24</b>
<b>CH01 (1)</b>	Number of stage 1 complaints received per 1000 homes	<b>45.6</b>
<b>CH01 (2)</b>	Number of stage 2 complaints received per 1000 homes	<b>0.9</b>
<b>CH02 (1)</b>	Proportion of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	<b>14.1%</b>
<b>CH02 (2)</b>	Proportion of stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	<b>68.4%</b>

<b>Ref</b>	<b>Anti-social behaviour</b>	<b>Performance 2023/24</b>
<b>NM01 (1)</b>	Number of anti-social behaviour cases opened per 1000 homes	<b>83.6</b>
<b>NM01 (2)</b>	Number of anti-social behaviour cases that involve hate crime opened per 1000 homes	<b>0.5</b>