



Tenant Satisfaction Measures (TSM) Results 2023 – 2024

The purpose of the TSMs is to be transparent with tenants on how the Council is performing as their housing provider.

The results of the TSM's will be shared on the Council's Website, Housing Facebook Page and articles will be in the next tenant's newsletter and annual report.

Perception Survey Results

During 2023-2024, we received 1235 TSM Surveys. This means we achieved a greater Confidence Level than required, at + / - 2.7% (a response rate of 22%).

The table below sets out the overall perception survey results against the prescribed set of questions:

Theme	Code	Tenant Satisfaction Measure	% very & fairly satisfied
Overall Satisfaction	TP01	Overall Satisfaction	77.6%
Keeping properties in good repair	TP02	Satisfaction with repairs	83.6%
	TP03	Satisfaction with the time taken to complete most recent repair	77.6%
	TP04	Satisfaction that the home is well maintained	77.4%
Maintaining building safety	TP05	Satisfaction that the home is safe	80%
Respectful & helpful engagement	TP06	Satisfaction that the landlord listens to tenants views and acts upon them	67.2%

	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	71%
	TP08	Agreement that the landlord treats tenants fairly and with respect	77.5%
Effective handling of complaints	TP09	Satisfaction with the landlords approach to handling complaints	46.1%
Responsible neighbourhood management	TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	70.02%
	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	61.5%
	TP12	Satisfaction with the landlords approach to handing anti-social behaviour	58.5%

Compliance Results

The table below sets out our compliance results against set criteria:

Code	Tenant Satisfaction Measure	Result
BS01	Proportion of homes for which all required gas safety checks have been carried out.	83.10%
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	100%

	been carried out.	
RP01	Proportion of homes that do not meet the Decent Homes Standard.	2.9%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	41.9%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	56.7%
Q6a	Number of responsive repairs raised during the reporting year.	14,683
Q6b	Number of responsive repairs that were cancelled by the landlord during the reporting year (for any reason and including those cancelled at tenant request).	2351
Q6c	Number of responsive repairs reclassified as planned or cyclical works during the reporting.	0
Q6d	Number of responsive repairs completed within the reporting year.	11,344
Q6e	Number of responsive repairs that have not been completed ('work-in-progress') at year end.	4070
NM01	Number of Anti-Social cases, opened per 1000 homes	94
NM02	Number of Anti-Social Behaviour cases that involve hate incidents per 1,000 homes.	1
CH01 (1)	Number of stage one complaints received per 1,000 homes	51.6
CH01 (2)	Number of stage two complaints received per 1,000 homes	6.4
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	93.4%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	66.7%

Conclusion

Due to the high Confidence level, we are satisfied that the numbers of surveys completed from the different groupings ensured the survey results were representative of our entire tenant base. Because of this, we did not carry out any further calculations or weighting on the survey results. We therefore achieved the required sample size as set out in the TSM guidelines.

Most importantly, as an organisation, we are learning from the results. The Council are looking at the results and considering ways to improve satisfaction in areas that scored lowest and to strive for continuous improvement in all areas.