

RESIDENT SATISFACTION MEASURES

Introduction

As part of our commitment to improve services to our residents we review performance and feedback regularly.

As a registered provider of social housing, the regulator has introduced a set of Tenant Satisfaction Measures which measures the performance of social housing landlords. This includes a survey which gives residents an opportunity to provide us with feedback. The survey format is standardised so that it allows consistency of performance review across all Registered Providers.

We are also required to report against a set of management performance measures that indicate our performance in housing management and other landlord functions.

Overall there are 22 Tenant Satisfaction Measures (TSM's)

- **Twelve customer perception measures:** These show satisfaction with the services we provide, for example, how well we've kept communal areas clean and well maintained.
- **Ten performance measures:** These show what we have done, for example, how many complaints were dealt with on time.

You can read more about the Tenant Satisfaction Measures on the Regulator's [website](#).

Methodology

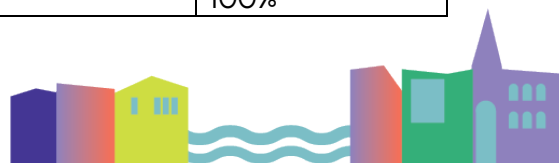
We undertook a survey in May 2024. This included different approaches to communication so that we were able to maximise completion rates. This included opportunity to complete in person, rather than on line, translation of survey into 5 different languages due to many of our residents having ESOL and incentive vouchers. Our uptake was 33% of resident group. We provided a summary report of the survey to our residents in September 2024 (see final page below).

For other performance information this relates to the financial year 2023/24.



Our Performance

TSM Ref	What we asked our residents about	Satisfaction (%)
TP1	Overall satisfaction	90%
TP2	Satisfaction with repairs	83%
TP3	Time taken to complete most recent repair	93%
TP4	Home is well maintained	86%
TP5	Home is safe	90%
TP6	Landlord listens to views and acts upon them	80%
TP7	Landlord keeps tenants informed about things that matter	88%
TP8	Agreement that landlord treats tenants fairly and with respect	100%
TP9	Landlord's approach to complaints	62%
TP10	Landlord keeps communal areas clean and well-maintained	82%
TP11	Landlord makes a positive contribution to neighbourhood	80%
TP12	Landlord's approach to handling anti-social behaviour (ASB)	82%
	Landlord responsibilities	
P01	Homes that do not meet the Decent Homes Standard	0
RP02	Non-emergency repairs completed within target timescale	91%
RP02	Emergency repairs completed within target timescale	85%
BS01	Gas safety checks completed	100%
BS02	Fire safety checks completed	100%
BS03	Asbestos safety checks completed	N/a
BS04	Water safety checks completed	100%



BS05	Lift safety checks completed	100%
CH01	Number of Stage 1 complaints relative to the size of the landlord (number of complaints per 1,000 properties)	151.7
CH01	Number of Stage 2 complaints relative to the size of the landlord (number of complaints per 1,000 properties)	0.1
CH02	Stage 1 complaints responded to within Complaint Handling Code timescales	93%
CH02	Stage 2 complaints responded to within Complaint Handling Code timescales	0%
NM01	Anti-social behaviour cases relative to the size of the landlord (number of cases per 1,000 properties)	140.4
NM01	Anti-social behaviour cases that involve hate incidents, relative to the size of the landlord (number of cases with hate incidents per 1,000 properties)	44.94

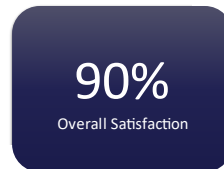
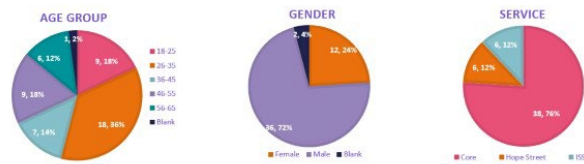


TENANT SATISFACTION MEASURES SURVEY RESULTS

We wanted to know what you thought about the services we provided. Your feedback helped us understand where we did well, where we could do better, and how we could improve our services to meet your needs.

RESPONDENT DEMOGRAPHICS

50 responses collected, 33% of our tenants



HIGHLIGHTS

- ✓ 90% were very or fairly satisfied with the overall service provided by Your Place.
- ✓ 100% were either strongly agreed or agreed that Your Place treats them fairly and with respect.
- ✓ 90% were very or fairly satisfied that Your Place provides a home that is safe

YOU SAID... WE LISTENED...

1. Review of our complaints handling process
2. Review of our antisocial behaviour policy
3. Developing standards in communal areas.



AREAS FOR IMPROVEMENT

- ❑ 15% were very dissatisfied with Your Place's approach to complaints handling.
- ❑ 16% were dissatisfied with Your Place's approach to handling anti-social behaviour

