



Executive Team Report

Title: TSM Annual report

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Date of meeting: 27 June 2024

Attachments: N/A

Classification: For decision

For information

Recommendation: The meeting notes this report

1. Purpose

1.1. This report provides an update on the results of our tenant satisfaction measures.

2. Tenant Satisfaction Measures (TSM) Approach

2.1. As part of our reporting of tenant satisfaction measures to NROSH we are required to provide information around our approach to collating information.

2.2. We reported that we used our annual Client Survey to collect information via Microsoft forms. We requested tenants to complete face to face with support from our staff teams and all submitted surveys were anonymous. This year our survey was available from 22nd January 2024 until 14th February 2024. We arranged our survey so that the TSM questions were asked exactly as set out in the guidelines, however we did have some supplementary questions of our own that are found throughout the survey. To avoid duplication of surveys our staff team have a sign off sheet for each tenant, which they sign to show they have completed a survey.

2.3. All survey results are collated by our business development team online. The results of the survey are summarised and displayed as a poster in all our services.

2.4. Any recommendations made by these groups are shared with our service managers who will formulate action plans which will then be shared with our tenants in the format "You said, we heard, we plan to do"

3. Reporting of the results

3.1. We are required to upload the results of the tenant satisfaction measures on the NROSH portal by 30 June 2024

3.2. All our properties are reported as Low-Cost Rental Accommodation (LCRA) and therefore we were not required to submit any results about

- Building Safety (BS01-05 measures)
- Anti-social behaviour (NM01).

We have to submit answers for

- Decent Homes Standards and repairs (RP01-02)
- Complaints (CH01-02)
- Tenant Perception measures (TP01-12)

4. Decent Homes Standards and repairs

4.1. The following table shows our results for this measure

RP01	Proportion of homes that do not meet the Decent Homes Standard.	0%
RP02(01)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	78.3%
RP02(02)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	85.9%

5. Complaints

5.1. The following table shows our results for this measure

CH01(01)	Number of stage one complaints received per 1,000 homes.	31.6
CH01(02)	Number of stage two complaints received per 1,000 homes.	4.1
CH02(01)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%
CH02(02)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%

6. Tenant Perception measures

6.1. The following table shows our results for this measure from the 586 responses given

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	78.3%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	70.0%
TP03	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.	60.3%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	72.1%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	74.2%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	75.2%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	76.9%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	88.3%

TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	53.6%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	77.9%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	55.4%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	67.5%

6.2. These measures were calculated based as positive responses that were either very satisfied or fairly satisfied.

7. Building safety measures

7.1 Despite not having to report these figures, the report does request a soft report on our findings - these can be found in the following table

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%

8. Publication

8.1. We have stated that we will publish the results from our tenant satisfaction measures on our website by 30 September 2024

9. Recommendation

9.1 The executive team notes this report.