

# Tenant Satisfaction Measures

**Richard Knott**

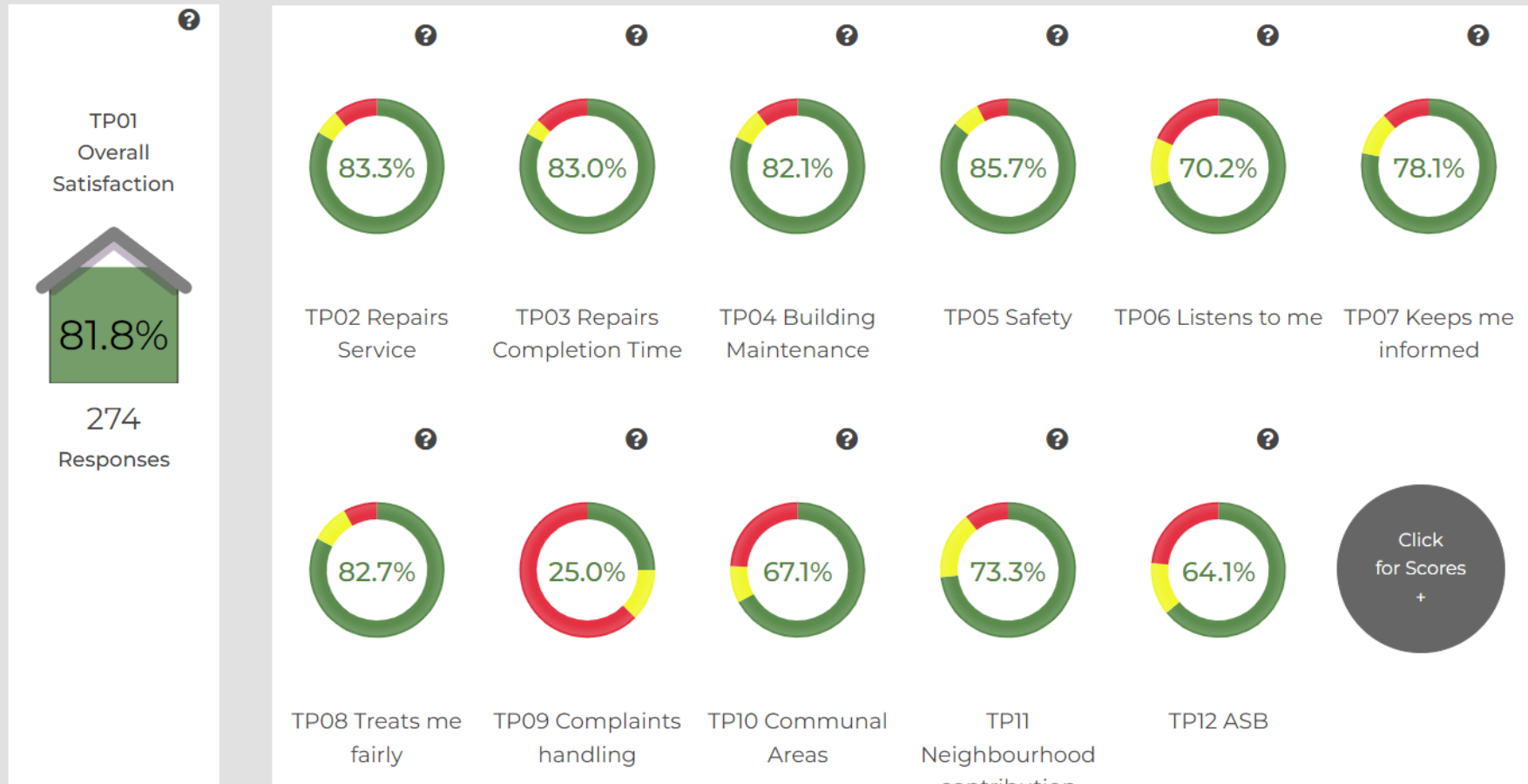
# Social Housing Regulation Act 2023

- The Social Housing (Regulation) Act lays foundations for changes to how social housing is managed. It includes **increased regulation of social landlords and new rules for protecting tenants from serious hazards** in their homes.
- Many of the provisions in the Act are **responses to the tragedies of the 2017 Grenfell Tower fire and death of two-year old Awaab Ishak**, who died in 2020 from exposure to serious mould.
- The Act allows the Regulator of Social Housing to take action against social landlords before people are at risk and **hold landlords to account with regular inspections**. It introduces **new social housing consumer standards** and gives the Secretary of State power to require social landlords to investigate and rectify serious health hazards.
- The Regulator has already consulted on and **published the Tenant Satisfaction Measures** and the requirement on RPs to start collecting data start from 1st April 2023.

# Tenant Satisfaction Measures

- The Tenant Satisfaction Measures Standard **requires all registered providers of social housing to collect and report annually on their performance on a core set of defined measures** to provide tenants with greater transparency about their landlord's performance.
- The TSMs **comprise 12 tenant perception measures, to be obtained through tenant surveys carried out by providers, and 10 landlord management information measures.**
- Performance against those measures will be submitted **annually** to the regulator in **summer 2024.**
- It is anticipated that the first year of data will be **published in Autumn 2024.**

# Tenant Perception Survey – initial NFDC results



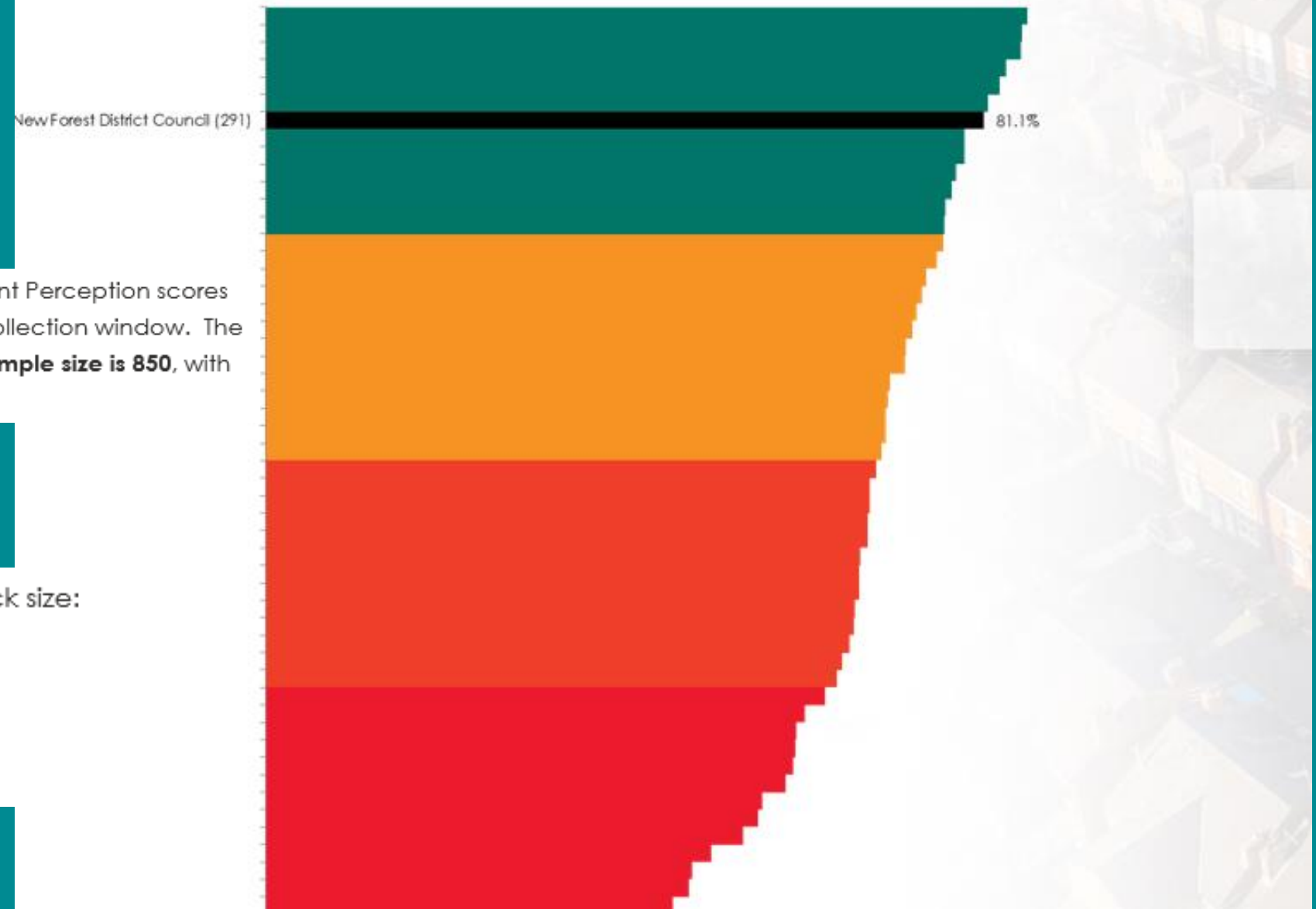
- Satisfaction is good in most cases
- It's also good to have some improvements to aim for:
  - TP06 (NFDC listen to your views and acts on them)
  - TP09 (NFDCs approach to complaint handling)
  - TP10 (keeping communal areas well maintained)
  - TP11 (making a positive contribution to the neighbourhood)
  - TP12 (ASB satisfaction)
- All of which are considered as part of our evolving strategies, or a specific workplan.
- TP09 (complaints handling) is based on 40 responses, with 62.5% of those respondents being either fairly or very dissatisfied

# TSM Comparisons

- 52 Registered Providers have supplied their Tenant Perception scores captured during the first 6 months of the data collection window. The **average stock size is 19,000** and **the average sample size is 850**, with results based on a total of 44,246 surveys.

- Overall satisfaction varies based on stock size:
  - Under 4000: **73.8%**
  - 4001 to 7500: **72.2%**
  - 7501 to 20000: **66.6%**
  - Above 20000: **65.2%**

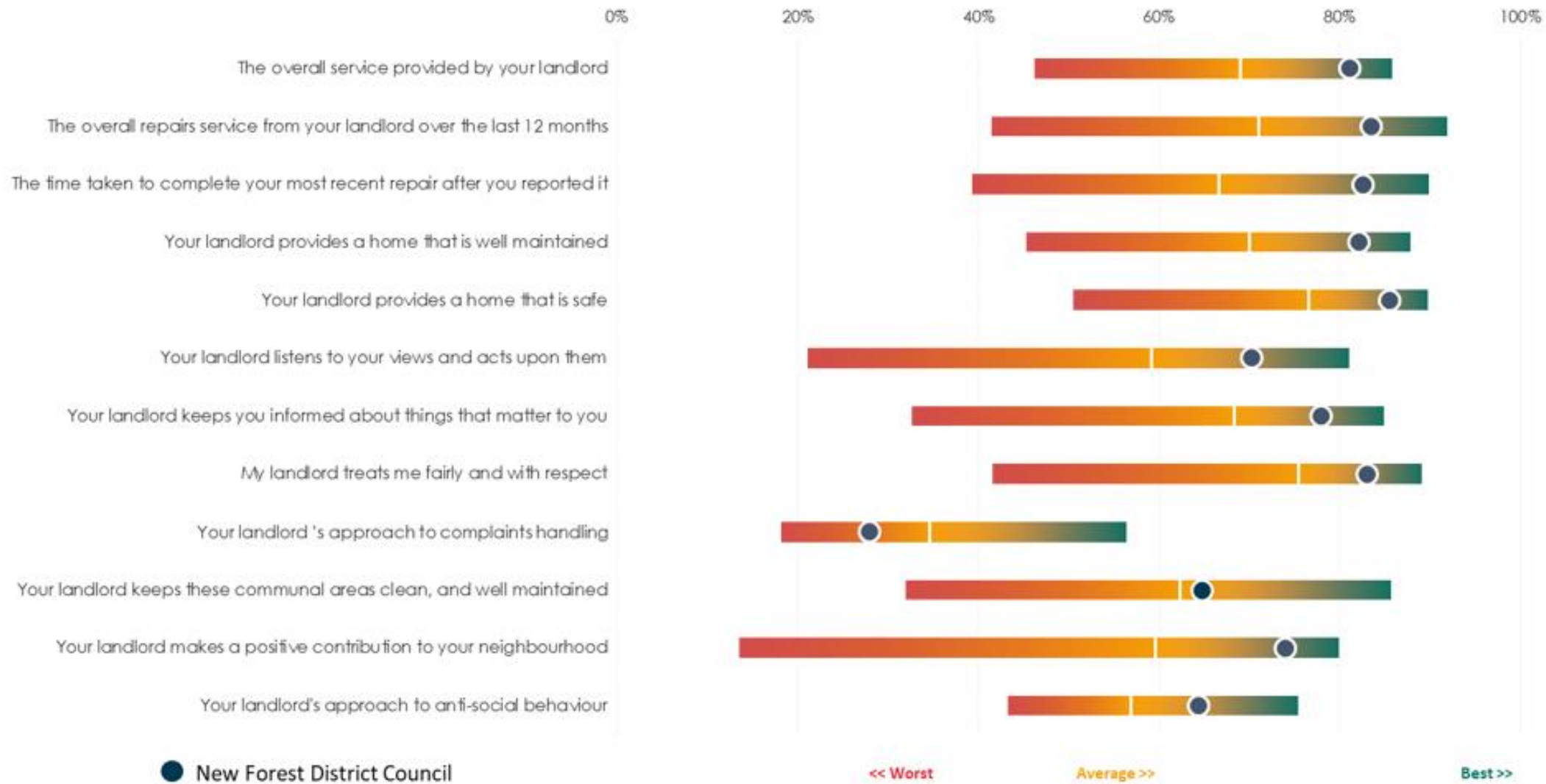
## SATISFACTION LEAGUE TABLE – OVERALL SATISFACTION



# COMPARISON TO OTHER REGISTERED PROVIDERS -

The blue dot shows your satisfaction scores compared to the best, average and worst on

results database. The chart is sorted in questionnaire order

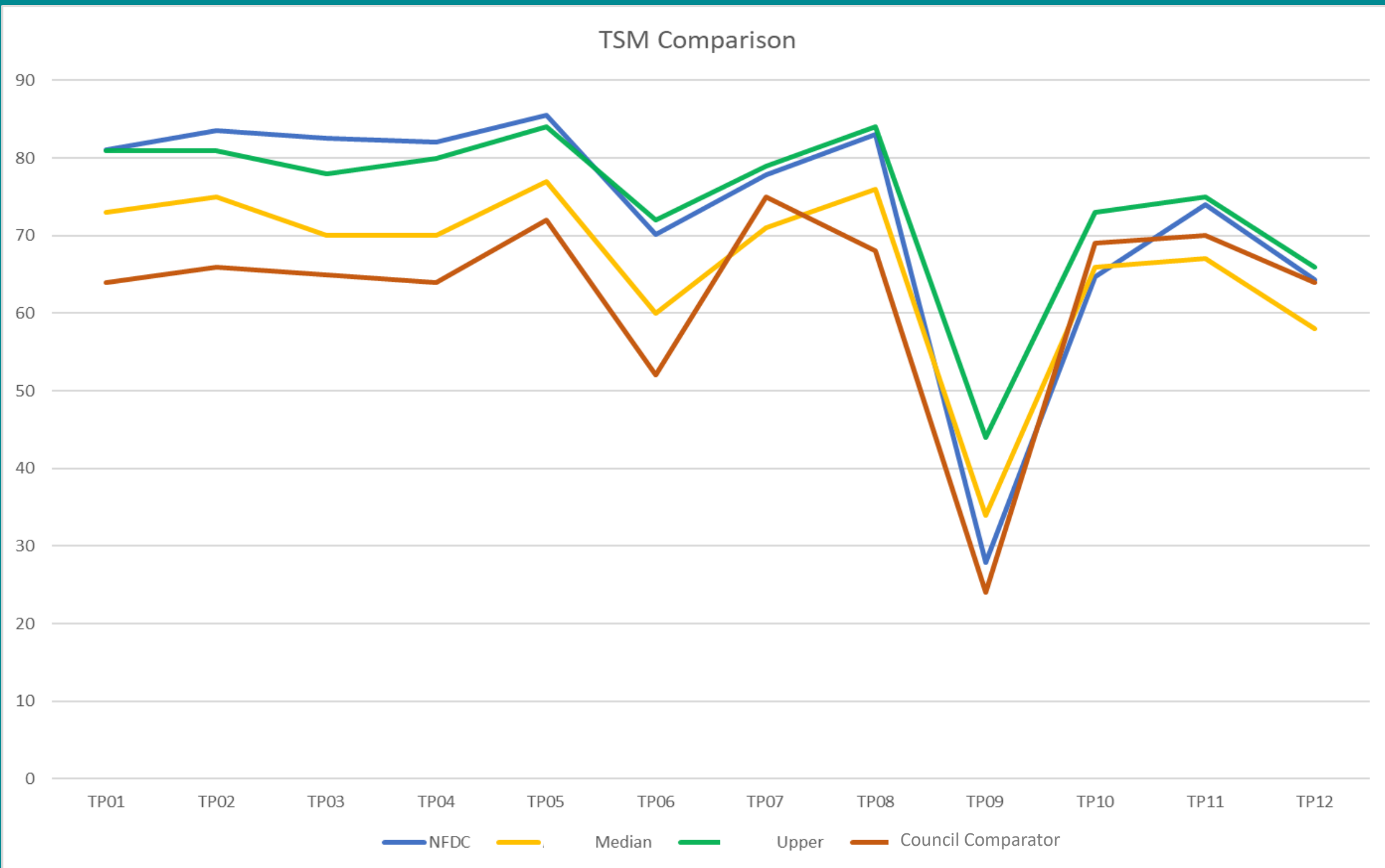


● New Forest District Council

<< Worst      Average >>      Best >>

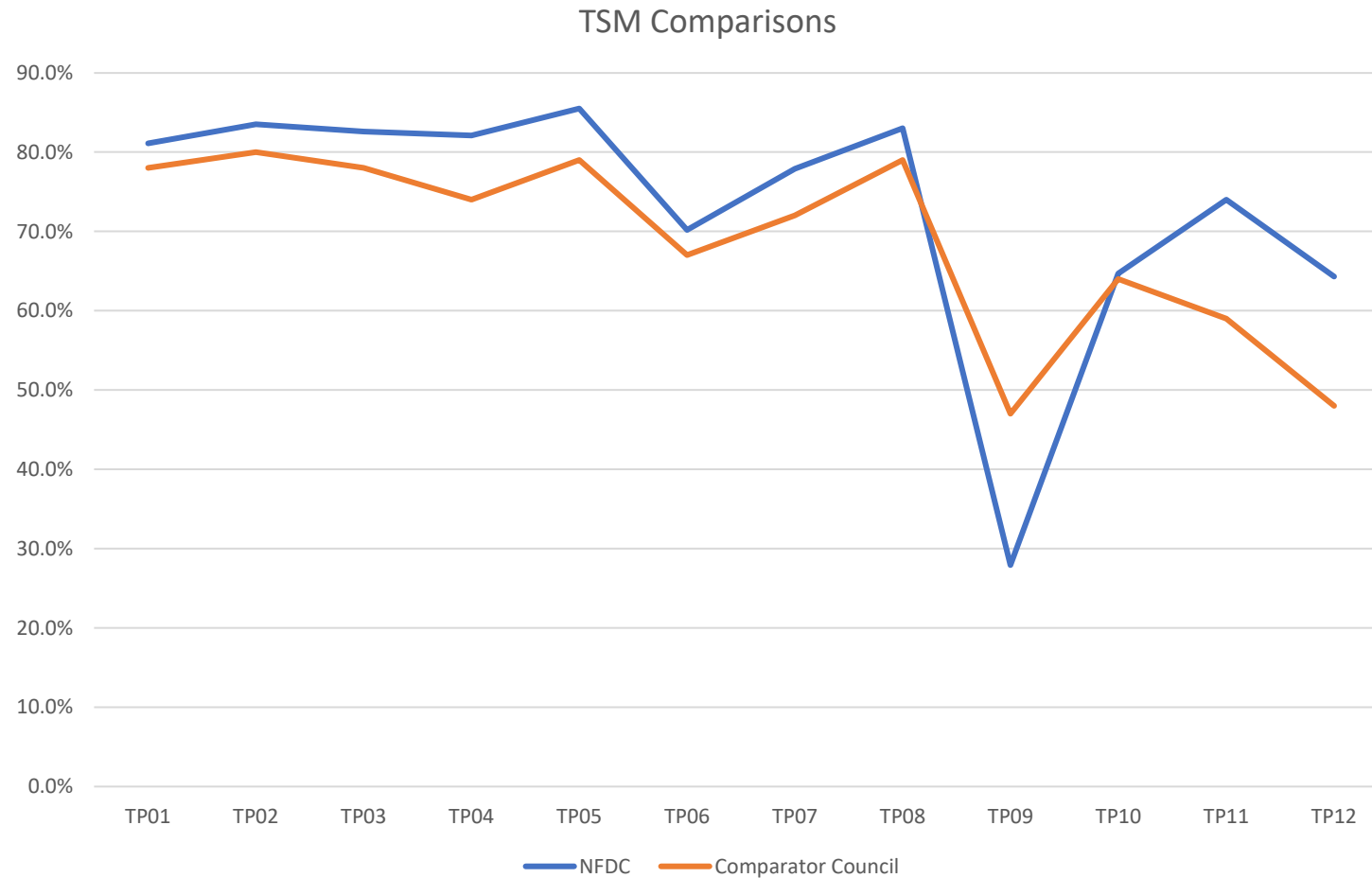
National survey of  
189 landlords,  
owning 2.2m homes

	Averages score of 189 landlords	NFDC
<b>Overall satisfaction with Landlord</b>	72.3% (large urban local authorities is 62.3%, compared to 77.5% for smaller, often more rural, housing associations)	81.1%
<b>Satisfaction with repairs services</b>	74.5%	83.5%
<b>Satisfaction with landlord's complaint-handling</b>	34%	27.9%
<b>Proportion of complaints per 1,000 homes</b>	21.8%	3.1%
<b>Satisfaction that landlord listens</b>	61%	70.2%
<b>Emergency repairs completed on time</b>	95%	89.7% (7% increase from September)
<b>Routine repairs completed on time</b>	80%	92.9%





# TSM Comparisons



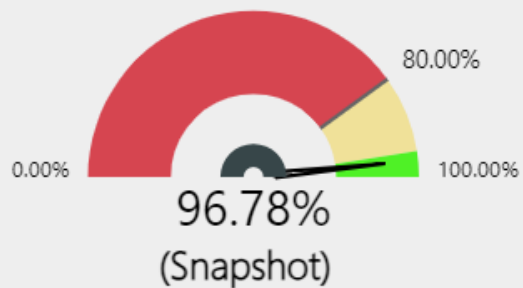
# TSMs – End of December results

## TSM Dashboard

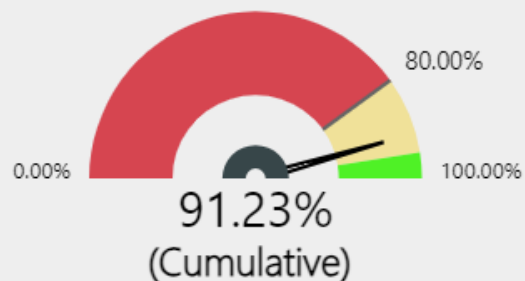
Reporting Month: December



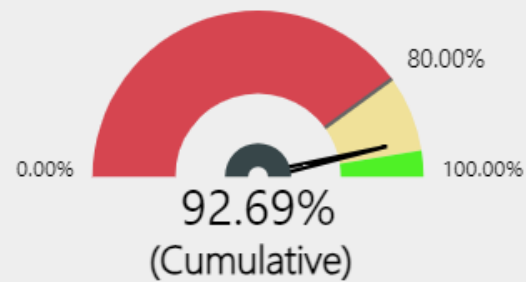
RP01 Decent Home Standard



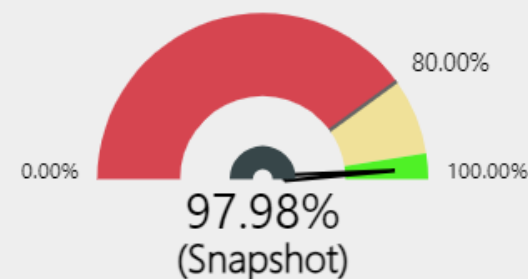
RP02 Emergency Repairs



RP02 Non Emergency Repairs



BS01 Gas Safety



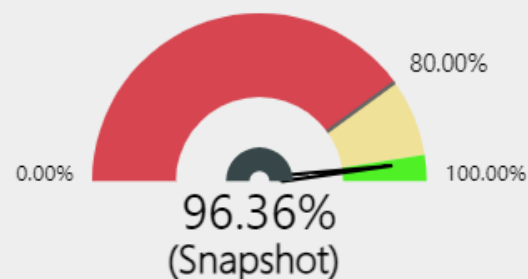
This measure will be based on the percentage of a landlord's homes that do not meet the Decent Homes Standard.

This measure will be based on the percentage of repairs the landlord has done within the target time they have set for themselves.

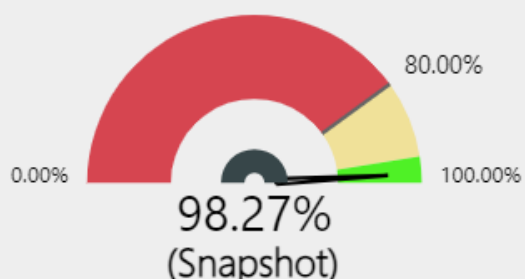
This will measure both emergency and non-emergency repairs requested by tenants.

This measure will be based on the percentage of homes that have had all the necessary gas safety checks.

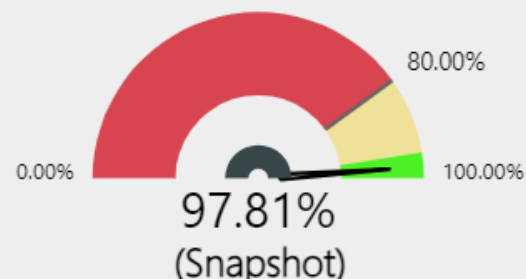
BS02 Fire Safety



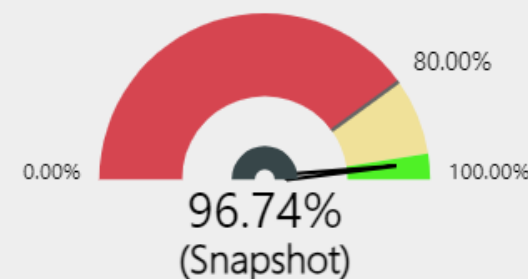
BS03 Asbestos Management



BS04 Water Safety



BS05 Lift Safety



### Emergency TSM Calculation Comparison

**99.01%**✓

Last Month: 97.66% (+1.38%)

### Emergency Jobs Raised Comparison

**203**✓

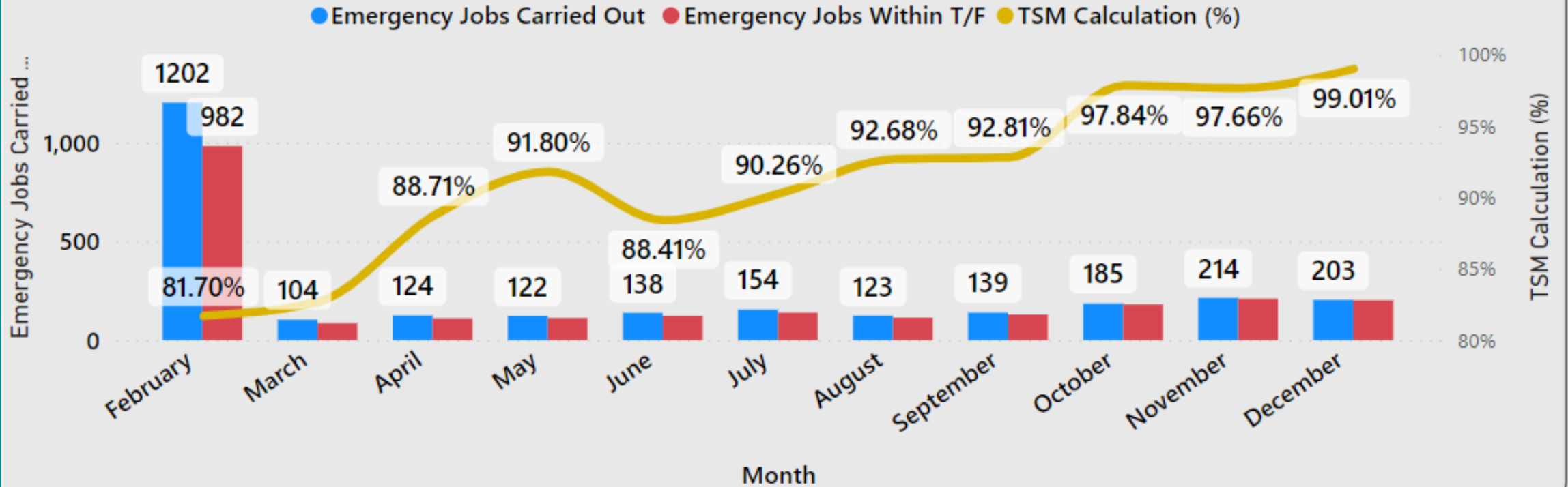
Last Month: 214 (+11)

### Emergency Jobs Within Timeframe Comparison

**201**!

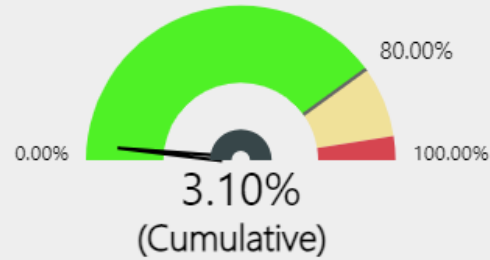
Last Month: 209 (-3.83%)

## Repair Tracker

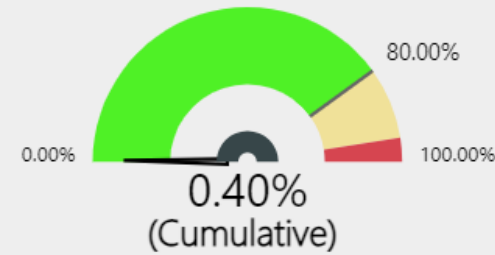


# TSMs – End of December results

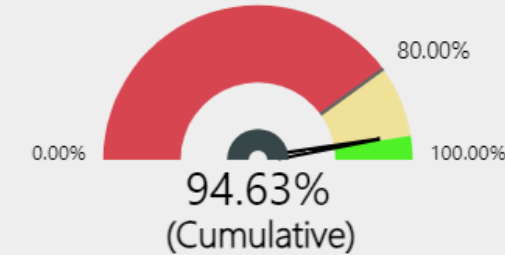
CH01 Stage 1 Received Complaints



CH01 Stage 2 Received Complaints



CH02 Stage 1 Complaints Response



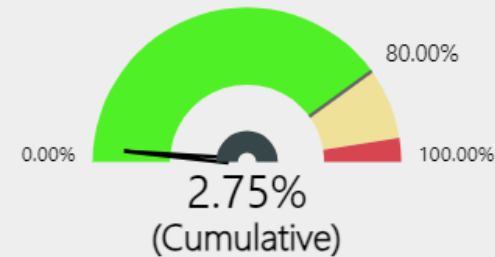
CH02 Stage 2 Complaints Response



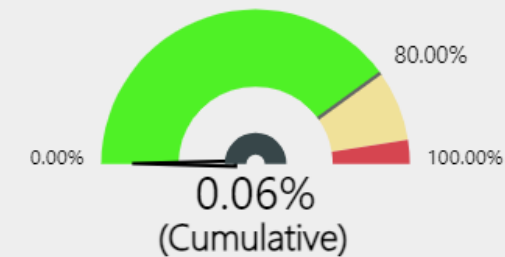
This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.

This measure will be based on the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman's Complaint Handling Code.

NM01 Anti Social Behaviour Cases



NM01 ASB of Hate Crime Cases



This measure will be based on the number of anti-social behaviour cases opened for each 1,000 homes the landlord owns, including the number of cases that involve hate incidents.

# Questions?