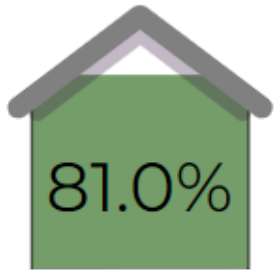


Tenant Satisfaction Measures (TSMs)

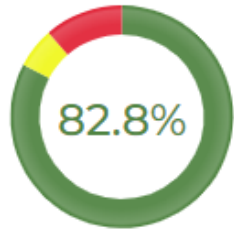
July 2024



Tenants are satisfied with our Housing Services overall

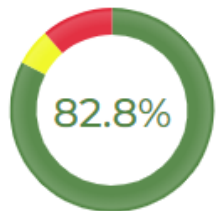


Repairs Services

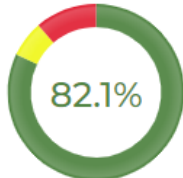


Are satisfied with our repairs service...

...and are equally happy with the time taken to complete repair



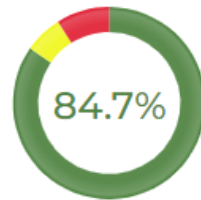
Our buildings



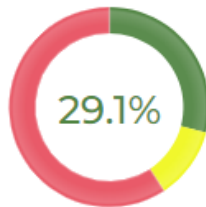
Are satisfied that their home is well maintained.



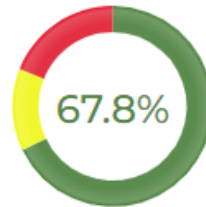
Feel their home is safe



Are happy with our complaint response

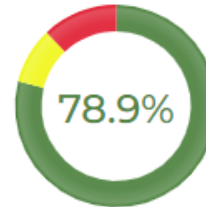


Communication

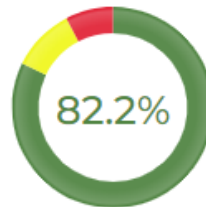


Feel we listen to their views and act on them....

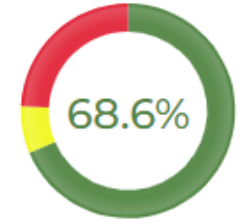
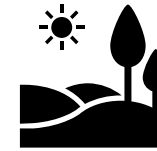
...but we're better at keeping tenants informed



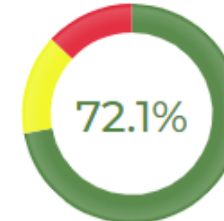
Feel we treat tenants fairly and with respect



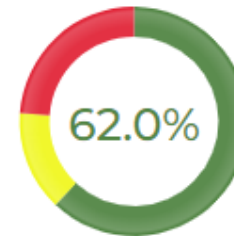
Neighbourhoods



Told us our communal areas are clean and well maintained....

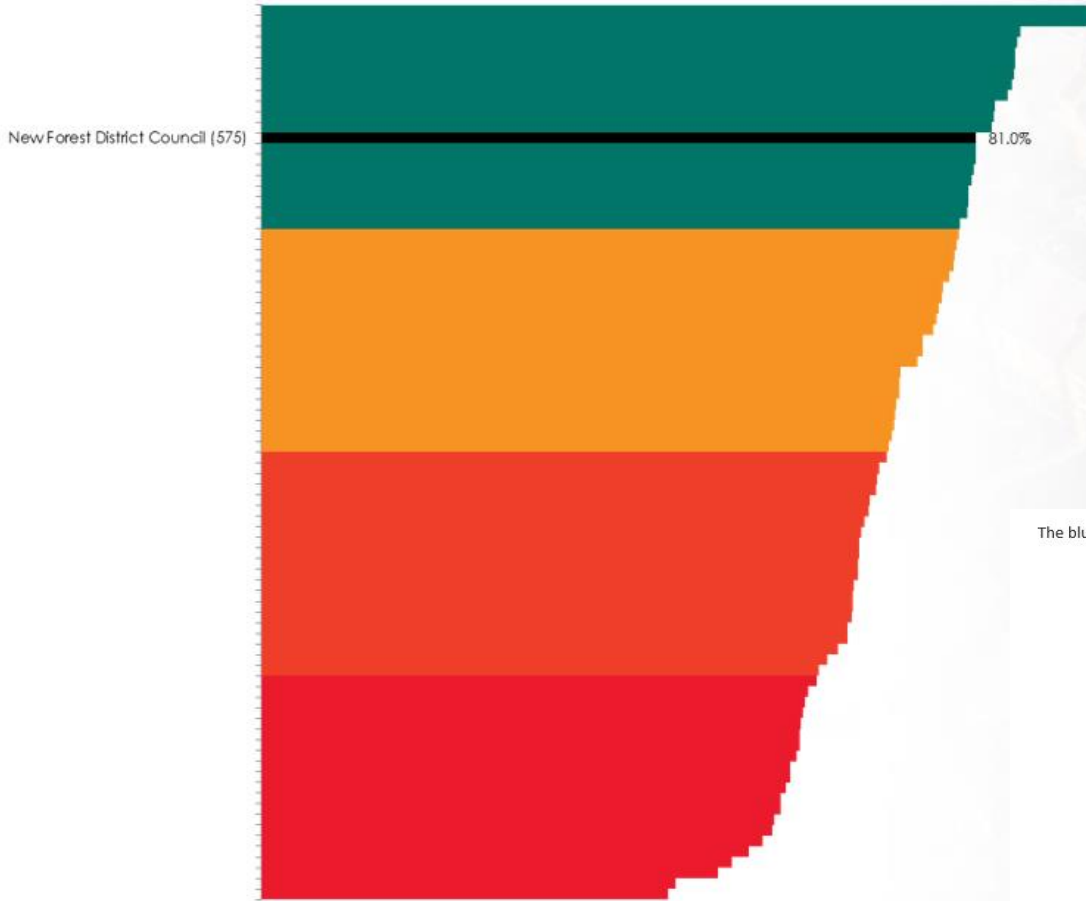


....telling us we make a positive contribution to their neighbourhood.



Are satisfied with our approach to ASB

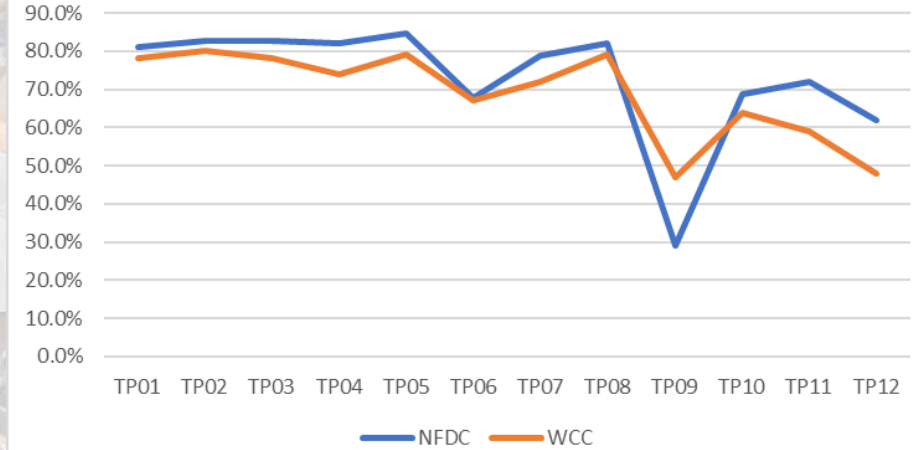
Tenant Perception Survey – comparison



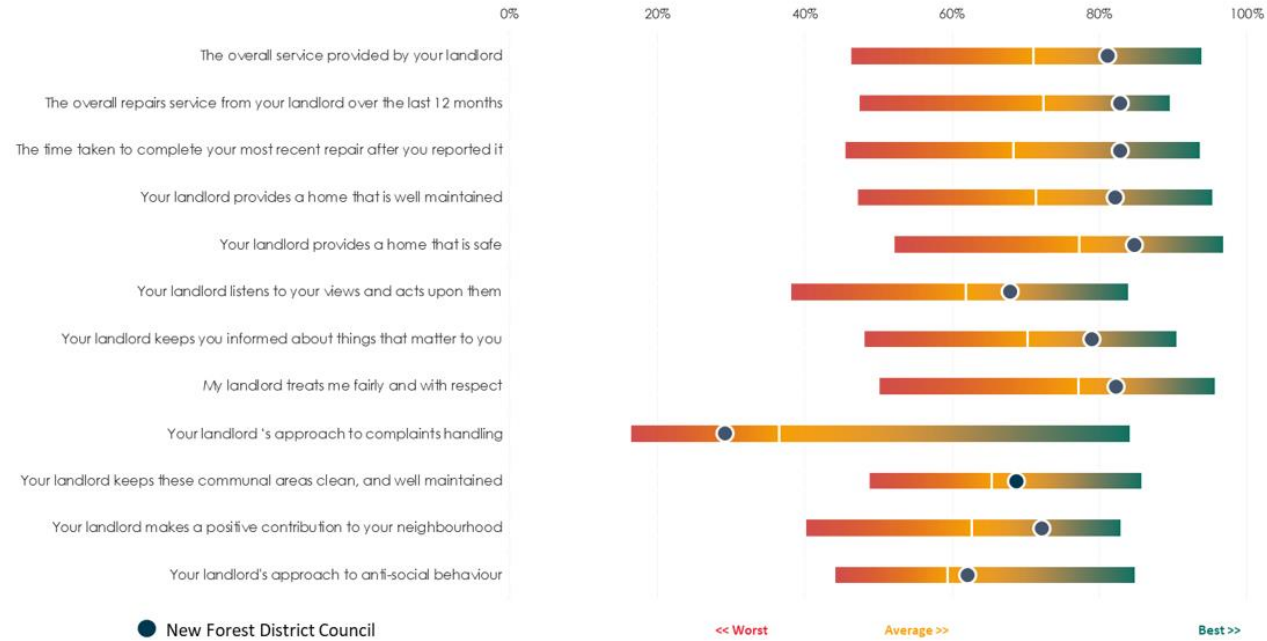
Based on 84 Registered Providers who submitted details to TLF by 23rd May 2024. Any submitted after this date 4 providers have less than 1000 eligible stock, with 1 of these in the top 5 on the league table

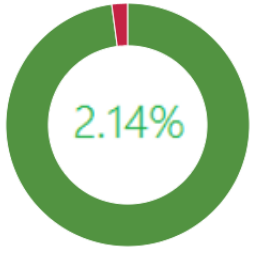
**AVERAGE SCORE:
71.1%**

Comparison with Winchester City Council

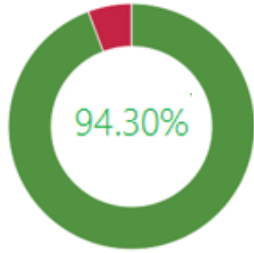


The blue dot shows your satisfaction scores compared to the best, average and worst on TLF's results database. The chart is sorted in questionnaire order

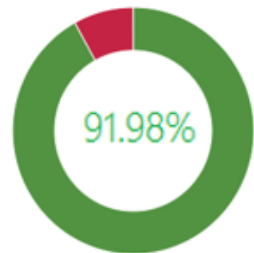




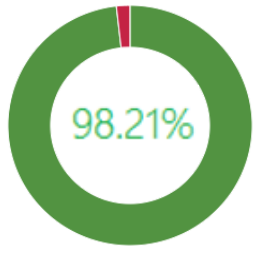
RP01 Decent Homes Standard



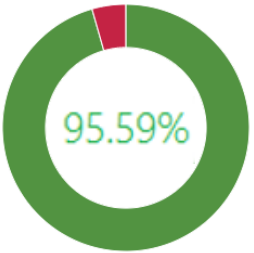
RP02 Emergency Repairs



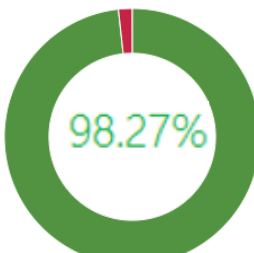
RP02 Non Emergency Repairs



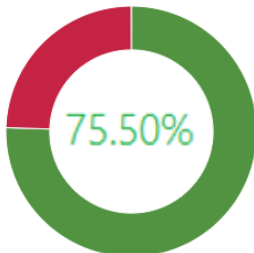
BS01 Gas Safety Checks



BS02 Fire Safety Checks



BS03 Asbestos Safety Checks



BS04 Water Safety Checks



BS05 Lift Safety Checks



CH02 Stage 1 Complaints Response

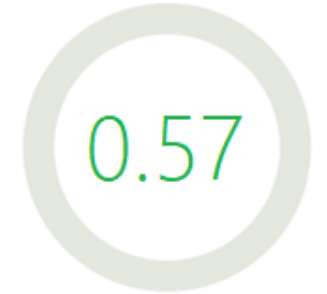


CH02 Stage 2 Complaints Response

Tenant Satisfaction measures- Management information



NM01 Anti Social Behaviour Cases



NM01 Anti Social Behaviour of Hate Crime Cases

Per thousand dwelling units

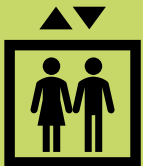


CH01 Stage 1 Received Complaints



CH01 Stage 2 Received Complaints

Per thousand dwelling units



100%

of communal passenger lift safety checks completed

98.2%

of gas safety checks completed



98.3%

of asbestos management checks completed

95.6%



of fire risk assessments completed

2.1%



of homes do not meet the decent homes standard



75.5%

of legionella risk assessments completed



30.8

ASB cases opened per 1000 homes



92%

of non-emergency repairs completed within target timescale – 20 days

94.3%



of emergency repairs completed within timescale – 3hrs



7.9

Stage 1 complaints received per 1000 homes



0.6

ASB cases involving hate incidents opened per 1000 homes

1.5



Stage 2 complaints received per 1000 homes



100%

of stage 1 complaints responded to within the Housing Ombudsman's timescales

100%



of stage 2 complaints responded to within the Housing Ombudsman's timescales

Next steps

- Published externally for tenants and partners
 - Hometalk
 - Press release
 - Comms plan
- Actions for improvements
 - Complaints
 - Listening to tenants and acting on feedback
 - Communal areas
 - ASB
- Collecting next year's data



Working together with tenants





New Forest
DISTRICT COUNCIL

newforest.gov.uk