

Tenant Satisfaction Measures (TSMs)

In addition to the Social Housing Regulation Act 2023, Social Housing Providers are now required to collect and publish performance information in the form of Tenant Satisfaction Measures (TSMs).

TSMs are designed to see how well landlords are doing at:

- keeping properties in good repair
- maintaining building safety
- respectful and helpful engagement
- effective handling of complaints
- responsible neighbourhood management

There are 22 satisfaction measures, including 12 tenant perception measures (TPMs) and 10 management information measures (MI).

From April 2024 the Regulator of Social Housing will commence its inspection regime. The Regulator has indicated that TSM results will form part of the evidence base to establish how well landlords are doing, across the 5 areas. Housing providers with over 1000 properties are required to collect and publish TSMs on annual basis going forward.

HBBC are required to produce a proportion of 15% of its stock size.

HBBC's housing service- TSM results

The housing service commissioned Housemark to carry out its TSMs in relation to tenant perception, to ensure compliance and impartiality. In doing so, Housemark carried out 550 telephone surveys with council tenants (17%). The housing service asked for two further questions to be asked in relation to cost of living impacts and tenant involvement. The full results are set out in Appendix A.

Management performance information is informed directly by the service.

Summary of key findings

The highest scoring TSMs were:

89.4%- Residents who are satisfied that their home is safe

87.5%- Residents who agree that they are treated fairly and with respect.

82.5%- Residents who are satisfied with the overall service.

The lowest scoring TSMs was:

46.5%-Satisfaction with complaints handling presented relatively low levels of satisfaction

Benchmarking

Benchmarking data suggests good performance from the council when compared to other housing providers as detailed below.

| Question | Satisfaction % | Housemark - Mid Year TSM |
|--|----------------|--------------------------|
| Overall Satisfaction | 82.5% | +10.2% |
| Satisfaction With The Repairs Service Received In The Last 12 Months | 79.9% | +5.4% |
| Satisfaction With Time Taken To Complete Repair | 80.7% | +10.7% |
| Satisfaction Home Is Well Maintained | 81.5% | +9.3% |
| Satisfaction Home Is Safe | 89.4% | +10.7% |
| Satisfaction Landlord Listens And Acts | 72.9% | +11.9% |
| Satisfaction Landlord Keeps Tenants Informed | 78.9% | +7.5% |
| Satisfaction Landlord Treats Tenants Fairly And With Respect | 87.5% | +9.3% |
| Satisfaction With Complaint Handling | 46.5% | +12.5% |
| Satisfaction With Communal Space | 73.6% | +7.6% |
| Satisfaction With Contribution To Neighbourhood | 76.1% | +12.1% |
| Satisfaction With Anti-Social Behaviour Handling | 73.6% | +16.0% |

Supplementary questions

The council asked two supplementary questions in relation to the cost-of-living crisis and tenant engagement. The results were as follows:

81.1% of tenants agreed that the cost-of-living crisis was impacting on them. This supports work underway by the Welfare Support team who assisted 375 tenants with welfare support last year.

22.1 % of tenants stated that they would be interested in getting involved in opportunities around tenant engagement. Tenant involvement continues to be a challenging area for the housing service, as tenants no longer wish to engage in traditional methods, such as standing panels or meetings. The Service Development team is leading on developing tenant engagement and scrutiny, to ensure that the council continues to be able to demonstrate compliance in relation to this area which is mandated within the consumer standard regulations.

Next steps

The housing service has established an action plan to continue to develop and improve satisfaction across all areas. A review of our complaints handling process is underway. It should be recognised that complaint handling does not wholly refer to the corporate process but applies to all concerns raised by tenants. This is an area of focus the service is keen to improve.

Publication

The council is required to submit its TSM results by 30 June 2024. The council is also required to make its results available to tenants and other stakeholders. As such, the housing service will be publishing its results on the website and in direct tenant communications. Those tenants who participated in the survey and have provided contact details will be contacted to thank them for their participation.

Landlord Measures

| | |
|---|--------|
| RP01: Homes that do not meet the Decent Homes Standard | 0% |
| RP02: Repairs completed within target timescale | |
| Non-emergency repairs | 79.77% |
| RP02: Repairs completed within target timescale | |
| Emergency repairs | 79.81% |
| BS01: Gas safety checks | 100% |
| BS02: Fire safety checks | 100% |
| BS03: Asbestos safety checks | 99.97% |
| BS04: Water safety checks | 100% |
| BS05: Lift safety checks | 78.57% |
| CH01: Complaints relative to the size of the landlord | |
| Stage one complaints | 18.39 |
| CH01: Complaints relative to the size of the landlord | |
| Stage two complaints | 3.74 |
| CH02: Complaints responded to within Complaint Handling Code timescales | |
| Stage one complaints response time | 86.44 |
| CH02: Complaints responded to within Complaint Handling Code timescales | |
| Stage two complaints response time | 91.66 |
| NM01: Anti-social behaviour cases relative to the size of the landlord: | |
| ASB Cases including hate incidents | 127 |
| NM01: Anti-social behaviour cases relative to the size of the landlord: | |
| ASB Cases hate incidents only | 2 |