



Regulator of Social Housing

Tenant Satisfaction
Measures
2024/25



Tenant Perception Measures



Building Safety



Decent Homes and Repairs



Complaints



Anti-social behaviour





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Tenant Satisfaction Measures

Our Approach

We worked with GovMetric to design and manage the tenant satisfaction survey, in line with the Regulator of Social Housing's requirements. The approach taken ensured the process remained without bias and results were kept confidential and independent.

- **Phase 1** sent out an email or SMS survey to all households where we had a valid email address or mobile telephone number.
- **Phase 2** sent out a postal survey to all remaining tenants with completed responses being sent directly to Gov Metric

Representativeness

We checked for representativeness across age, gender, housing type and neighbourhood, and achieved a representative response in all these categories.

When the survey closed, we had 3456 responses. Following data cleansing – removal of incomplete or duplicate responses – 3407 responses were left on which to calculate the Tenant Satisfaction Measure results.



Tenant Perception Measures Results

TP01	Proportion of respondents who report they are satisfied with the overall service from their landlord.	63.1
TP02	Proportion of respondents who have received a repair in the last 12 months who report they are satisfied with the overall service.	66.2
TP03	Proportion of respondents who have received a repair in the last 12 months who are satisfied with the time taken to complete the repair.	66.0
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	58.4
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	66.4
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and act upon them.	49.3
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	53.9
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	64.5
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling.	37.0
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal clean and well maintained.	62.5
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to their neighbourhood.	46.1
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	41.7





Tenant Satisfaction Measures Results

Ref	Building Safety	
BS01	Proportion of homes for which all required gas safety checks have been carried out.	95.8%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	97.5%
BS03	Proportion of homes for which all asbestos management surveys or re-inspections have been carried out.	89.2%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required passenger safety checks have been carried out.	100%

Ref	Decent Homes and Repairs	
RP01	Proportion of homes that do not meet the Decent Homes Standard.	9.2%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescales.	82.5%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescales.	99.8%



Tenant Satisfaction Measures Results

Ref	Complaints	
CH01 (1)	Number of stage 1 complaints received per 1000 homes.	43.4
CH01 (2)	Number of stage 2 complaints received per 1000 homes.	4.8
CH02 (1)	Proportion of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	48.5
CH02 (2)	Proportion of stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	39.2

Ref	Anti-social behaviour	
NM01 (1)	Number of anti-social behaviour cases opened per 1000 homes.	68.9
NM01 (2)	Number of anti-social behaviour cases that involve hate crime opened per 1000 homes.	0.7