

Report of the Head of Landlord Services

TENANT SATISFACTION MEASURES SURVEY RESULTS

1 PURPOSE OF THE REPORT

This report presents Charnwood Borough Council's Tenant Satisfaction Measures (TSM's) performance for the year 2023-2024.

2 RECOMMENDATIONS

The Board is asked to note and comment upon the report and results of the first TSM Survey of Charnwood Borough Council tenants.

The Board is asked to discuss and agree targets for the TSMs for 2024-2025.

3 BACKGROUND

As part of the new regulatory regime for social housing, social landlords, including councils, are now required to submit annual returns against a set of Tenant Satisfaction Measures (TSMs), with the first submission to the Regulator for Social Housing due in April 2024.

The Regulator of Social Housing (the regulator) will use the TSMs to measure whether social housing landlords are delivering good quality homes and housing services. They will also help identify areas that need to be improved.

There are 22 Tenant Satisfaction Measures covering five themes:

- Repairs
- Building safety
- Effective complaint-handling
- Respectful and helpful tenant engagement
- Neighbourhood management including anti-social behaviour

The TSMs are split into ten performance measures (collected using quantitative performance data) and 12 customer perception measures (collected using a standardised tenant perception survey). Please refer to Appendix 1 for the full list of TSMs.

Results from every social housing landlord will be published online for people to see, compare, and ask questions about. This is the first year that all social landlords are required to report annually.

The regulator has provided detailed definitions of each of the TSMs measured by the landlord and given clear guidance around how the perception surveys are to be carried out to capture accurate, robust and representative satisfaction scores.

4 ABOUT THE SURVEY

Charnwood Borough Council commissioned independent research company, Service Insights Ltd to carry out their 2023/24 TSMs survey. The survey followed regulatory guidance and adhered with the Market Research Society Code of Conduct.

A total of 1,577 surveys were completed by undertaking a mixed methods research approach via telephone and online surveys.

5 THE RESULTS

The following headline results can be noted:

Overall satisfaction (TP01):

This measure is often used as the headline measure of service performance. The 2023/24 score for Charnwood Borough Council Landlord Service is **58.0%**.

Highest scoring TSMs

The top scoring Tenant Satisfaction Measures were identified as follows:

- i) TP08 69.3%** - Proportion of respondents who report that they agree with the statement: "Charnwood Borough Council Landlord Services treats me fairly and with respect".
- ii) TP05: 66.5%** - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that Charnwood Borough Council Landlord Services provides a home that is safe.
- iii) TP02: 62.3%** - Proportion of respondents who report that they are satisfied with the overall repairs service from Charnwood Borough Council Landlord Services over the last 12 months.

Lowest scoring TSMs / high dissatisfaction

Complaints handling reflected low levels of satisfaction. Based on those who stated they had experienced this service in the last 12 months, this scored **23.3%** satisfaction and **63.9%** dissatisfaction.

Identifying what drives overall satisfaction

Based on the results, the top three service areas driving satisfaction in Charnwood Borough Council Landlord Services are:

- ***satisfaction that the landlord listens to tenant views and acts upon them (TP06)***
- ***satisfaction that the home is well maintained (TP04)***
- ***satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)***

Investing time, energy, and resources in these areas (whilst not disregarding high levels of dissatisfaction, i.e. complaints) will help contribute to increasing satisfaction over time.

A summary of all TMS satisfaction results is provided in the table below:

Measure	TSM score
TP01: Proportion of respondents who report that they are satisfied with the overall service from Charnwood Borough	58.0% (1,577)

Council Landlord Service	
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from Charnwood Borough Council Landlord Service over the last 12 months	62.3% (946)
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	55.0% (931)
TP04: Proportion of respondents who report that they are satisfied that Charnwood Borough Council Landlord Service provides a home that is well maintained	58.8% (1,529)
TP05: Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that Charnwood Borough Council Landlord Service provides a home that is safe	66.5% (1,508)
TP06: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service listening to their views and acting upon them	49.2% (1,386)
TP07: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service keeping them informed about things that matter to them	58.2% (1,446)
TP08: Proportion of respondents who report that they agree with the statement: "Charnwood Borough Council Landlord Service treats me fairly and with respect"	69.3% (1,471)
TP09: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service approach to complaints handling	23.3% (438)
TP10: Proportion of respondents who report that they are satisfied Charnwood Borough Council Landlord Service keeps communal areas clean and well maintained	49.9% (648)
TP11: Proportion of respondents who report that they are satisfied Charnwood Borough Council Landlord Service make a positive contribution to their neighbourhood	47.9% (1,325)
TP12: Proportion of respondents who report that they are satisfied with Charnwood Borough Council Landlord Service's approach to handling anti-social behaviour	42.1% (1001)

Note: Counts for individual questions are shown in brackets

6 WIDER CONTEXT FOR SOCIAL LANDLORDS

Satisfaction levels should be viewed in the context of local issues and the many challenges affecting landlords nationally. National trends have shown declining tenant satisfaction for several years, for both local authority and housing association landlords.

Data collated by HouseMark (the social housing sector national benchmarking organisation) from 189 social landlords in England showed that overall satisfaction has fallen for the past five years and, as of Q2 of 2023/24, stood at an average of 72.3% nationally.

Satisfaction levels also vary quite significantly depending on the size of the landlord and their location. For example, median satisfaction levels for large, urban local authorities stood at 62.3% at the end of September 2023, with smaller housing associations outside large urban centres reporting a median of 77.5% satisfaction.

Our lowest performing measure is complaints handling, which is true of most landlords. Tenant satisfaction with complaints handling is low across England; HouseMark analysis in Q2 of 2023/24 showed that 34% of tenants were satisfied with their landlord's handling of complaints.

7 NEXT STEPS

The report has been shared with senior managers within the Landlord Service, and the results will be used to inform discussions on priorities and service improvements across the service.

We are analysing customer feedback and will ensure all actions are logged and responded to appropriately.

There are a series of improvement activities already underway including increasing the capacity of our responsive repairs and capital programme to complete more repairs on time and additional resource to enhance our management of complaints including the creation of a resident liaison team with three additional posts created and recruited to. This team will improve the customer experience relating to repairs, focussing on improving communication and the prevention and management of complaints.

Landlords have the freedom to design and conduct their surveys as they wish, provided they meet the requirements specified by the RSH in their guidance. Landlords may carry out a single annual survey, or monthly/quarterly 'tracker' surveys. Following our initial survey, we will be undertaking the TSM survey on a quarterly basis to improve our customer insight and to embed the TSMs into our performance management framework.

We will share the results more widely with customers, with our planned improvement actions and we will submit our overall TSM measures to the RSH as per the technical reporting requirements. The Regulator will be publishing full sector submissions in the summer of 2024.

Following discussion with the Board, we will implement targets across the TSMs for 2024-2025.

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Appendix 1 Tenant Satisfaction Measures

Measured by landlords	Tenant Perception (TP) - measured by surveys
	TP01: Overall satisfaction
RP - Keeping properties in good repair	
RP01: Homes that do not meet the Decent Homes Standard	TP02: Satisfaction with repairs
RP02: Repairs completed within target timescale	TP03: Satisfaction with time taken to complete most recent repair
	TP04: Satisfaction that the home is well maintained and safe to live in
BS - Maintaining building safety	
BS01: Gas safety checks	TP05: Satisfaction that the home is safe
BS02: Fire safety checks	
BS03: Asbestos safety checks	
BS04: Water safety checks	
BS05: Lift safety checks	
RP - Respectful and helpful engagement	
	TP06: Satisfaction that the landlord listens to tenant views and acts upon them
	TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them
	TP08: Agreement that the landlord treats tenants fairly and with respect
CH - Effective handling of complaints	
CH01: Complaints relative to the size of the landlord	TP09: Satisfaction with the landlord's approach to handling of complaints
CH02: Complaints responded to within Complaint Handling Code timescales	
NM - Responsible neighbourhood management	
NM01: Anti-social behaviour cases relative to the size of the landlord	TP10: Satisfaction that the landlord keeps communal areas clean, safe and well maintained
	TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
	TP12: Satisfaction with the landlord's approach to handling of anti-social behaviour