

Tenant Satisfaction Measures 2023-2024

Infographic Report

Measuring Standards

The Tenant Satisfaction Measures (TSM) Standard requires all social housing providers to collect and report 22 performance measures. Twelve of these will be via perception surveys and 10 relate to management performance.

We submitted our results to the Regulator of Social Housing on 27 June (see infographics on the next two pages). The Regulator for Social Housing will be publishing results of all social housing providers and local authorities.

The survey questions and management performance information required is listed here.

TP - Satisfaction measured by tenant perception surveys

TP01: Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

TP02: Has your landlord carried out a repair to your home in the last 12 months? If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

TP03: Has your landlord carried out a repair to your home in the last 12 months? If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

TP04: How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

RP - Keeping properties in good repair

RP01: Homes that do not meet the Decent Homes Standard measured by: landlords' management information.

RP02(1): Proportion of non emergency repairs completed within target timescale measured by: landlords' management information.

RP02(2): Proportion of emergency repairs completed within the landlord's target timescale.

TP05: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

BS - Maintaining building safety

BS01: Gas safety checks measured by: landlords' management information. This measure will be based on the percentage of homes that have had all the necessary gas safety checks.

BS02: Fire safety checks measured by: landlords' management information. This measure will be based on the percentage of homes in buildings that have had all the necessary fire risk assessments.

BS03: Asbestos safety checks measured by: landlords' management information. This measure will be based on the percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections.

BS04: Water safety checks measured by: landlords' management information. This measure will be based on the percentage of homes that have had all the necessary legionella risk assessments.

BS05: Lift safety checks measured by: landlords' management information. This measure will be based on the percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks.

Respectful and helpful engagement

TP06: How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

TP07: How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

TP08: To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."

TP09: Have you made a complaint to your landlord in the last 12 months? If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

CH - Effective handling of complaints

CH01: Complaints relative to the size of the landlord measured by: landlords' management information. This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.

CH02: Complaints responded to within Complaint Handling Code timescales measured by: landlords' management information.

TP10: Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

TP11: How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

TP12: How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

NM - Responsible neighbourhood management

NM01: Anti-social behaviour cases relative to the size of the landlord measured by: landlords' management information. 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.

TENANT SATISFACTION SURVEY 2023

The Regulator of Social Housing requires all social housing providers, including local authorities, to gather resident feedback using their Tenant Satisfaction Measures (TSM) framework, starting in the financial year 2023/24. Tenant satisfaction measures are intended to make our performance more visible to you our tenants, and help you to hold us as your landlord to account.

We began gathering the data in April 2023, 'thank you' to those of you who have been responding to the survey. We were required to submit the data to the Regulator by 30 June 2024.

The results will be used to drive service improvements. Senior management are currently working on an improvement plan, this will be published later this year.

A sample of tenants were invited to take part either online or by post.

Sample of tenants who responded

1,040

Data relating to Health and Safety checks of all stock

5,992

TP01

45.9%

satisfied with the overall service provided by Slough Borough Council Housing



TP02

52.5%

satisfied with the overall repairs service



TP03

45.7%

satisfied with the time taken to complete most recent repair

RP01

2.4%

of homes do not meet the Decent Homes Standard



RP02(1)

59.9%

of non emergency repairs completed within the landlord's target timescale

RP02(2)

99.4%

of emergency responsive repairs completed within the landlord's target timescale



51.6%

satisfied that the council provides a home that is well maintained

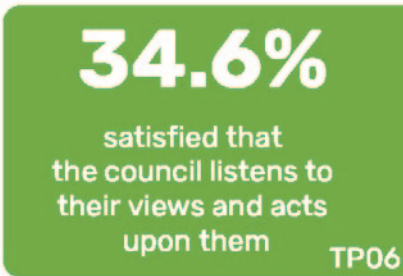
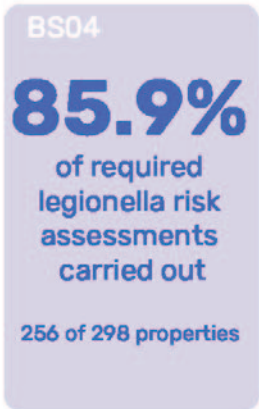
TP04



62.9%

satisfied that the council provides a home that is safe

TP05



Important to note:

These figures were below the standard due to change over of our repairs contractor Osborne to Cardo systems, we can report they are back to 100% since April 2024. *

Anti-social behaviour and complaints

Data relating to tenant stock of 5,992 homes, more details can be found in a full report, which will be accessible on our website in the next few months. **