

Tenant Satisfaction Measures 2023/24

The Tenant Satisfaction Measures (TSM's) were introduced by the Regulator of Social Housing (RSH) in April 2023. The TSM's are designed to evaluate the performance of social housing landlords in key areas, such as property maintenance, safety, tenant engagement and neighbourhood management, with the aim of ensuring that the quality of homes and services provided to tenants meet the highest standards.

Tenant Perception Survey - Summary of Approach

The Family Housing Association (FHA) tenant survey took place between September and November 2023. This timeframe was recent enough to be meaningful and link well with the other TSMs. It also allowed time should any problems have occurred or had we struggled to get sufficient responses.

The tenant perception measures were generated using data from the tenant perception survey only. Data used to generate the tenant perception measures were collected as part of single integrated survey exercise between September and November 2023.

The perception survey question wording and response options were included exactly as required by the RSH, regardless of whether they were asked as part of the online survey, postal survey or asked by a reader as part of a telephone survey. The questions were asked in the exact order required by the RSH. The purpose of the tenant perception survey to collect TSMs was stated to tenants on the survey form or verbally when completed by phone.

In addition to the 12 tenant perception survey questions required by the RSH, further questions were asked to allow FHA to benchmark performance against other service areas. Questions were also asked about tenant characteristics so that FHA could ensure that the responses were representative of the tenant population.

Family Housing Association chose to conduct the survey and calculate perception measures in-house as it was felt this offered best value for money for our tenants. The costs to use external marketing specialist organisations felt disproportionately high. FHA took a Census Approach, meaning that every FHA tenant was invited to participate in the survey, rather than targeting just a proportion of tenants. FHA only provides Low Cost Rent Accommodation. It does not provide any accommodation for Low Cost Home Ownership.

Those tenants for whom FHA have an email address or mobile phone number were invited to complete the survey online using Google Forms. Those tenants for which FHA do not have an email address or mobile phone number or did not complete the online survey when invited to do so, were sent a postal version to complete and return in a free post envelope. Tenants were also advised in covering letters, text messages, and emails that they can also contact our office to complete the survey over the phone if they prefer.

FHA has not shared individual responses to survey questions internally or externally beyond the staff required to complete the TSMs. This is to protect respondent confidentiality and to give respondents confidence to give honest feedback.

In order to encourage participation and reward tenants for giving up their time, there was a prize draw for 5 prizes of £50 each, which was boosted to £75 for tenants who responded within 7 days.

Response

When considering the survey results, it is important to consider whether those that responded are representative of the FHA tenant population.

- There were 199 respondents to the survey, out of a total of 394 properties, so this represents 50.51% of the tenant population.
- 68.21% of respondents said they were aged between 18 and 65. 70.14% of the FHA tenant population are aged between 18 and 65.
- 31.79% of respondents said they were aged over 65. 29.86% of the FHA tenant population are aged over 65.
- 17.08% of respondents were from sheltered housing. 14.21% of FHA stock is sheltered housing.
- 34.13% of respondents said they have a disability. 20.73% of the FHA tenant population have declared they have a disability.
- When asked when thinking about the equality strands of nationality, gender, sexuality, race, and religion, and whether respondents consider themselves part of a minority community, 16.45% said yes. At the time of collecting the Tenant Survey, FHA did not have comparative data about its entire tenant population.
- 120 of the responses were completed online in response to text messages and emails. 49 were done through postal survey. 30 were done through a telephone survey or online in response to a telephone call prompt.
- FHA believes this is statistically a good and balanced proportion representative of the tenant population.

TSM's measured by landlord

The 10 TSMs that were measured directly by FHA for the reporting period were populated using data on our computer Housing Management System (HMS). The HMS has data about all aspects of tenancy management which is continuously updated and monitored in the day-to-day services FHA provides to our tenants.

Verification

The 2023 survey and any survey carried out in 2024 will be subject to Audit by an external agency as part of our Internal Audit plans. This will analyse our approach to identify areas of good practice and any areas for improvement. It will also confirm that the way we process the responses generates accurate results. Any recommendations will be used to strengthen future surveys.

Results

TSM	Service Area	Result
TP01:	Overall Satisfaction	97.99%
TP02:	Satisfaction with Repairs	98.24%
TP03:	Satisfaction with time taken to complete most recent repair	96.45%
TP04:	Satisfaction that the home is well maintained	97.95%
TP05:	Satisfaction that the home is safe	97.98%
TP06:	Satisfaction that the landlord listens to tenant views and acts upon them	94.87%
TP07:	Satisfaction that the landlord keeps tenants informed about things that matter to them	93.43%
TP08:	Agreement that the landlord treats tenants fairly and with respect	96.98%
TP09:	Satisfaction with the landlord's approach to handling complaints	78.95%
TP10:	Satisfaction that the landlord keeps communal areas clean and well maintained	93.65%
TP11:	Satisfaction that the landlord makes a positive contribution to neighbourhoods	85.88%
TP12:	Satisfaction with the landlord's approach to handling anti-social behaviour	92.31%
RP01:	Homes that do not meet the Decent Homes Standard	0%
RP02:	Repairs completed within target timescale	
	Percentage of emergency repairs completed within target time	100.00%
	Percentage of non-emergency repairs completed within target time	92.91%
BS01:	Gas safety checks	100%
BS02:	Fire safety checks	100%
BS03:	Asbestos safety checks	100%
BS04:	Water safety checks	N/A
BS05:	Lift safety checks	N/A
CH01:	Complaints relative to the size of the landlord	
	Stage 1 complaints per 1000 homes	12.72
	Stage 2 complaints per 1000 homes	0
CH02:	Stage 1 complaint responses within timescales	100%
	Stage 2 complaint responses within timescales	N/A
NM01:	Anti-social behaviour cases relative to the size of the landlord	
	ASB cases per 1000 homes	33.07
	ASB cases (Hate incidents) per 1000 homes	2.54

Please note FHA does not have properties with shared lifts or shared water facilities.

Conclusions

Most of the feedback for the TSMs collected using the tenant perception survey are very positive. The results are generally very good and the Family Housing Association Staff Team are delighted. However, we recognise there are areas in which we can improve.

Complaint handling - It can be difficult to achieve a high satisfaction rating for complaints when they are upheld or the complainant has not got the outcome that they wanted. However, with implementing the new Housing Ombudsman's Complaint Handling Code into FHA processes, we aim to improve this rating. All staff have received training about the new Complaints Handling Code introduced in 2024 and are better equipped to recognise complaints and respond accordingly.

Contribution to the neighbourhood – As a small housing association it is more difficult to have a strong influence on the neighbourhood. However, we recognise that should not be an excuse to try and make a difference, and to improve our communication to tenants about how we have done this.

Similarly, the TSM's collected by FHA directly are all positive. The 12.72 rate of complaints per 1000 homes is low. The overall high tenant satisfaction levels may explain why we have received so few complaints. However, we recognise that the low number of complaints could mean some tenants do not know how to complain, so FHA will continue to promote our complaints process through the website, social media, newsletter, annual report, surveys, and verbal communication. As explained earlier, the training delivered on the new Complaints Handling Code introduced in 2024 will help ensure all complaints are recognised and responded to accordingly.

The Board and Customer Panel of Family Housing Association have reviewed the Tenant Satisfaction Measure results and support the approach taken by staff, together with the conclusions reached.