

# Tenant Satisfaction Measures

2023/2024

Overall satisfaction with services by provided by Housing 21: 86%

Every year we undertake an anonymous survey to find out how satisfied residents are with the services provided by Housing 21, including questions relating to Tenant Satisfaction Measures (TSMs).

Under the new Social Housing Regulation Act, from 2024 onwards, all social housing landlords (such as Housing 21), must record performance against TSMs. This is to ensure residents are living in acceptable standards of housing and can hold failing landlords to account.

The results also serve as a compass, guiding us toward excellence to inform our services, improve what we do and prioritise for the future

At Housing 21, we value our residents' feedback and continuously strive to improve their living experience and our survey provides valuable insights into our performance, highlighting areas of strength and opportunities for growth.



Responsible neighbourhood management



Building safety and safety checks



Respectful and helpful engagement



Effective handling of complaints



Keeping properties in good repair

# Keeping properties in good repair

## Tenant satisfaction measures 2023/2024

All residents deserve to live in quality homes which are well maintained to at least the Decent Homes Standard. Should any repairs need to be undertaken, this should be completed to a quality standard within the agreed timeframes.



Percentage of home that meet the Decent Homes Standard: **100 percent**



Satisfaction with the overall repairs' service: **87 percent**



Satisfaction with time taken to complete repairs: **83 percent**



Percentage of repairs completed within the target timescale: **95 percent**



Satisfaction with how well homes are maintained: **87 percent**

# Building safety and safety checks

## Tenant satisfaction measures 2023/2024

We want all residents to feel safe at home by ensuring the necessary checks and repairs are undertaken when required. We organise repairs at a local level and prioritise the timeframe depending upon the urgency



Percentage of residents who are satisfied their home is safe: **88 percent**



Completion of gas safety checks: **100 percent**



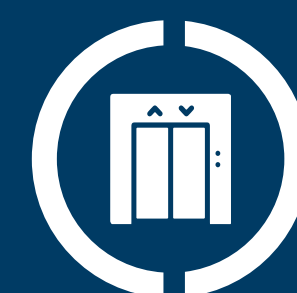
Completion of fire safety checks: **99 percent**



Completion of asbestos safety checks: **100 percent**



Completion of water safety checks: **98 percent**



Completion of lift safety checks: **99 percent**

# Respectful and helpful engagement

## Tenant satisfaction measures 2023/2024

As a responsible landlord, we need to ensure all information is made accessible to residents and engage with individuals in a respectful way where their views are heard and acted upon.



Satisfaction that resident views are listened to and acted upon: **73 percent**



Satisfaction with how Housing 21 keeps residents informed about the issues that matter: **83 percent**



Agree that Housing 21 treats residents fairly and with respect: **86 percent**

# Effective handling of complaints

## Tenant satisfaction measures 2023/2024

We always strive to deliver the best possible service to our residents but we recognise there will be times when we need to improve. We need to ensure in this circumstances residents receive a satisfactory service to try and bring about a resolution.



Satisfaction with Housing 21's approach to complaint handing: **47 percent**



Percentage of complaints per 1,000 properties: **2.7 percent**



Complaints responded to within the Complaint Handling Code timescales: **93 percent**

# Responsible neighbourhood management

## Tenant satisfaction measures 2023/2024

We know that where residents live extends beyond their own homes; it includes the communal area and local community. We want to ensure our schemes are an integral and integrated part of the local area which are clean and welcoming.



Satisfaction with the cleanliness and maintenance of communal areas: **90 percent**



Satisfaction with Housing 21's contribution to the local neighbourhood: **70 percent**



Satisfaction with Housing 21's handling of antisocial behaviour: **71 percent**



Percentage of antisocial behaviour cases per 1,000 properties: **16 percent**