

Tenant Satisfaction Measures

March 2024

solohousing.org



Solo Housing

Solo is a small organisation making a huge difference to single people who are facing homelessness, or at risk of losing their home.

We welcome the introduction of the Tenant Satisfaction Measures (TSM's), because they go a long way to helping us understand what really matters to our residents and service users.

The results show that whilst we get much right, there is also room for improvement and we are already looking at how we can do this at pace.

Andrew Meyer
Chief Executive



Tenant Satisfaction Measures (TSM's)



The Regulator of Social Housing (RSH) introduced 22 TSM's with an aim to provide tenants with greater transparency about how their landlord is performing.

There are 10 Technical Measures:

- BS01 / BS02 / BS03 / BS04 for Building Safety
- CH01 / CH02 for Complaints Handling (Stage 1 and Stage 2)
- NM01 for Neighbourhood Management
- RP01 / RP02 for Repairs Performance



Along with 12 Tenant Perception Measures:

- TP01 to TP12

Participation

In February 2024 we asked all residents to complete the Tenant Satisfaction Measures Survey sending it out via email, WhatsApp and printed versions.

We provided translations into 3 other languages.

We received 74 responses (58%).

Our Results

Our results show that most residents are satisfied with our overall service, feel their home is safe and that they are treated with fairness and respect.

We know from the feedback that we have some work to do to on improving our repairs service, making a positive contribution to the neighbourhood and how we handle complaints.



Caring About You

59%

TP06

Satisfaction that the landlord listens to tenant views and acts upon them

65%

TP07

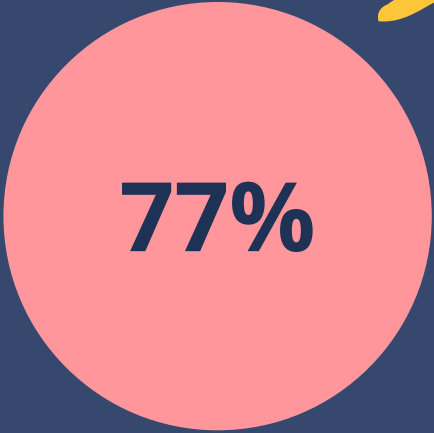
Satisfaction that the landlord keeps tenants informed about things that matter to them

74%

TP08

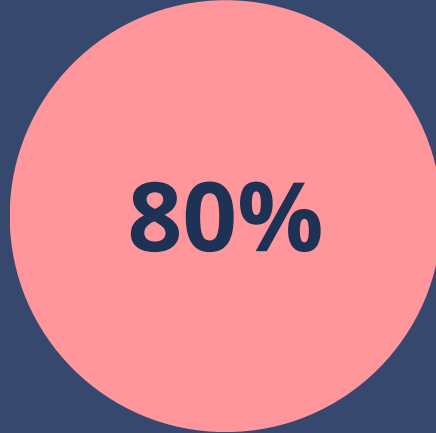
Agreement that the landlord treats tenants fairly and with respect

Looking After Your Home



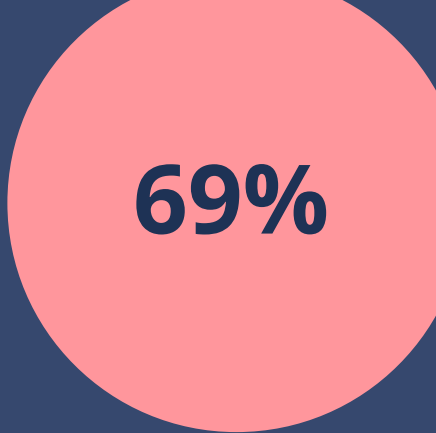
TP02

Satisfaction with Repairs



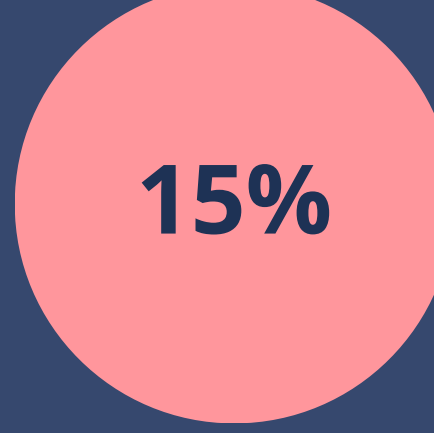
TP03

Satisfaction with the time taken to complete the most recent repair



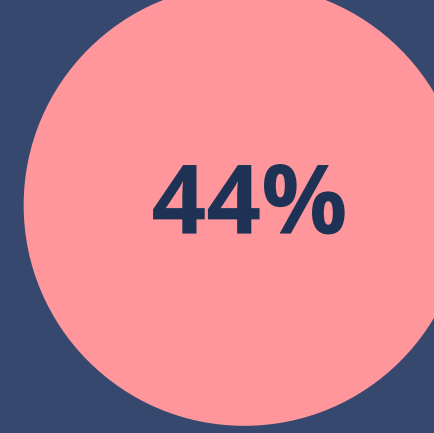
TP04

Satisfaction that the home is well maintained



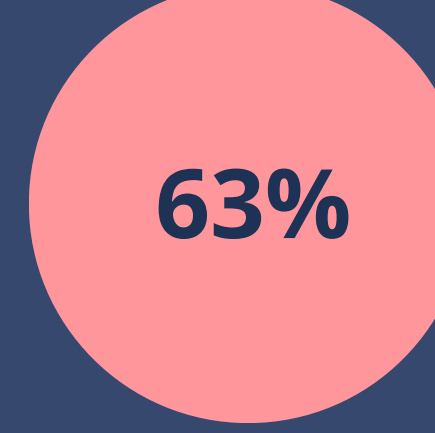
RP01

Homes that do not meet the Decent Homes Standard



RP02

Repairs completed within target timescale - EMERGENCY



RP02

Repairs completed within target timescale - NON EMERGENCY

Caring About Your Safety



73%

TP05

Satisfaction that the home is safe

100%

BS01

Gas Safety Checks

91%

BS02

Fire Safety Checks

82%

BS03

Asbestos Safety Checks

100%

BS04

Water Safety Checks

N/A

BS05

Lift Safety Checks



Taking a Genuine Interest in the Area You Live



61%

TP10

Satisfaction that the landlord keeps communal areas clean and well maintained

49%

TP11

Satisfaction that the landlord makes a positive contribution to neighbourhoods

65%

TP12

Satisfaction with the landlord's approach to handling anti-social behaviour

71%

NM01

Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)

Being Honest With You

73%

TP01

Overall satisfaction

38%

TP09

Satisfaction with the landlord's approach to handling complaints

60%

CH01

Complaints relative to the size of the landlord (per 1000 homes) - STAGE 1

12%

CH01

Complaints relative to the size of the landlord (per 1000 homes) - STAGE 2

100%

CH02

Complaints responded to within Complaint Handling Code timescales - STAGE 1

100%

CH02

Complaints responded to within Complaint Handling Code timescales - STAGE 2






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Thank You

For Your Attention

