

Appendix 3 – Tenant Satisfaction Surveys Analysis

TSM 2023/24 survey results

Results for the TSM questions (including BITMO) are listed below and include the Q1 and Q2 results for comparison:

TSM Survey Results	22/23	Q1	Q2	Q3	Cum	Diff to 22/23
Count of total completed responses	2652	644	672	632	1948	
Statistical accuracy - confidence interval	1.9%	3.8%	3.8%	3.9%	2.2%	
Overall						
Overall satisfaction with services provided	60%	62%	63%	68%	65%	5%
The home						
Percentage of tenants who had a repair in the last 12 months	66%	67%	70%	70%	69%	3%
Satisfaction with overall repairs service received in the last 12 months	66%	68%	71%	71%	70%	4%
Satisfaction with time taken to complete most recent repair	61%	63%	67%	67%	66%	5%
Satisfaction that landlord provides a home that is well maintained	61%	67%	65%	69%	67%	6%
Satisfaction that landlord provides a home that is safe	61%	73%	73%	76%	74%	13%
Contact and communication						
Satisfaction that your landlord listens to your views and acts upon them	44%	54%	54%	57%	55%	11%
Satisfaction that you are kept informed about things that matter to you	53%	66%	65%	69%	66%	13%
Percentage of tenants agreeing 'my landlord treats me fairly and with respect'	62%	75%	73%	75%	74%	12%
Percentage who made a complaint in the last 12 months	32%	29%	26%	27%	28%	-4%
Satisfaction with your landlord's approach to complaints handling	24%	29%	25%	34%	29%	5%
Satisfaction that your landlord is easy to deal with*	56%	67%	65%	66%	66%	10%
Neighbourhood and community						
Satisfaction that communal areas are kept clean and well maintained	56%	66%	62%	68%	65%	9%
Satisfaction that landlord makes a positive contribution to your neighbourhood	44%	64%	59%	61%	61%	17%
Satisfaction with your landlord's approach to handling anti-social behaviour	42%	50%	52%	55%	53%	11%

*Included in telephone survey as key customer services indicator

During Q3 632 surveys were completed, 504 by telephone and 128 through an online survey.

Results for Q3 are consistent with Q1 and Q2. The results show an improving trend in many areas, however for most of the questions the improvement is within the margin for error so quarter by quarter comparisons should be treated with caution.

- Overall satisfaction has seen an improvement (+6%) greater than the margin for error.

Cumulative results for 2023/24 have improved in many areas and all the TSM questions compare favourably with 2022/23. With a larger sample size, the cumulative margin for error is +/- 2.2% so the cumulative results can be considered significant.

Particularly notable improvements at this stage compared to 2022/23 include:

- Landlord makes a positive contribution to the neighbourhood (+17%)
- Landlord provides a home that is safe (+13%)
- Being kept informed about things that matter (+13%)
- Landlord treats me fairly and with respect (+12%)
- Landlord listens to views and acts upon them (+11%)
- Landlord's approach to handling ASB (+11%)

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Our Contractor Acuity is to commence the telephone element of the Q4 survey from 5th to 17th February, with the online element carried out first from 22nd January to 3rd February.

Methodology

The figures indicate that 71% of peers that took part are conducting at least a proportion of their surveys by internet. With 86% by phone and just 14% by post.