

## Appendix 3 - TSM Survey 2023/24 – Full year Report

### Background:

- Since April 2023 the survey has become a compulsory requirement and we are now working towards collecting enough surveys to meet our targets and report to the regulator after March 2024.
- Taking the learning from our detailed survey pilot we agreed for the upcoming period to carry out a combination of telephone surveys (80%) and email invitations to online surveys (20%) with text message reminder. Only the TSM questions, an open text comment and the further question ‘landlord is easy to deal with’ were included in the phone survey, with further questions included in the online survey only.
- We have included BITMO results and partial responses here in the reporting, as these are the figures that will be sent to the regulator. Figures are weighted to take account of the BITMO over-sample.
- Following an exercise to check VFM with three quotes, we have confirmed a further two-year arrangement with Acuity to continue to collect the TSM perception measures.

### Results for 2023/24:

Results for the TSM questions (and ease of dealing with) are included below:

TSM Survey Results	2022/ 23	Q1	Q2	Q3	Q4	2023/2 4	Trend	Diff to 22/23
Count of total completed responses	2652	644	672	632	623	2571		
Statistical accuracy - confidence interval	1.9%	3.8%	3.8%	3.9%	3.9%	1.9%		
<b>Overall</b>								
Overall satisfaction with services provided	60%	62%	63%	68%	70%	66%		6%
<b>The home</b>								
Percentage of tenants who had a repair in the last 12 months	66%	67%	70%	70%	70%	69%		3%
Satisfaction with overall repairs service received in the last 12 months	66%	68%	71%	71%	71%	70%		4%
Satisfaction with time taken to complete most recent repair	61%	63%	67%	67%	71%	67%		6%
Satisfaction that landlord provides a home that is well maintained	61%	67%	65%	69%	69%	68%		7%
Satisfaction that landlord provides a home that is safe	61%	73%	73%	76%	73%	74%		13%
<b>Contact and communication</b>								
Satisfaction that your landlord listens to your views and acts upon them	44%	54%	54%	57%	56%	55%		11%
Satisfaction that you are kept informed about things that matter to you	53%	66%	65%	69%	69%	67%		14%
Percentage of tenants agreeing 'my landlord treats me fairly and with respect'	62%	75%	73%	75%	73%	74%		12%
Percentage who made a complaint in the last 12 months	32%	29%	26%	27%	27%	28%		-4%
Satisfaction with your landlord's approach to complaints handling	24%	29%	25%	34%	27%	29%		5%
Satisfaction that your landlord is easy to deal with*	56%	67%	65%	66%	65%	66%		10%
<b>Neighbourhood and community</b>								
Satisfaction that communal areas are kept clean and well maintained	56%	66%	62%	68%	64%	65%		9%
Satisfaction that landlord makes a positive contribution to your neighbourhood	44%	64%	59%	61%	58%	60%		16%
Satisfaction with your landlord's approach to handling anti-social behaviour	42%	50%	52%	55%	55%	53%		11%

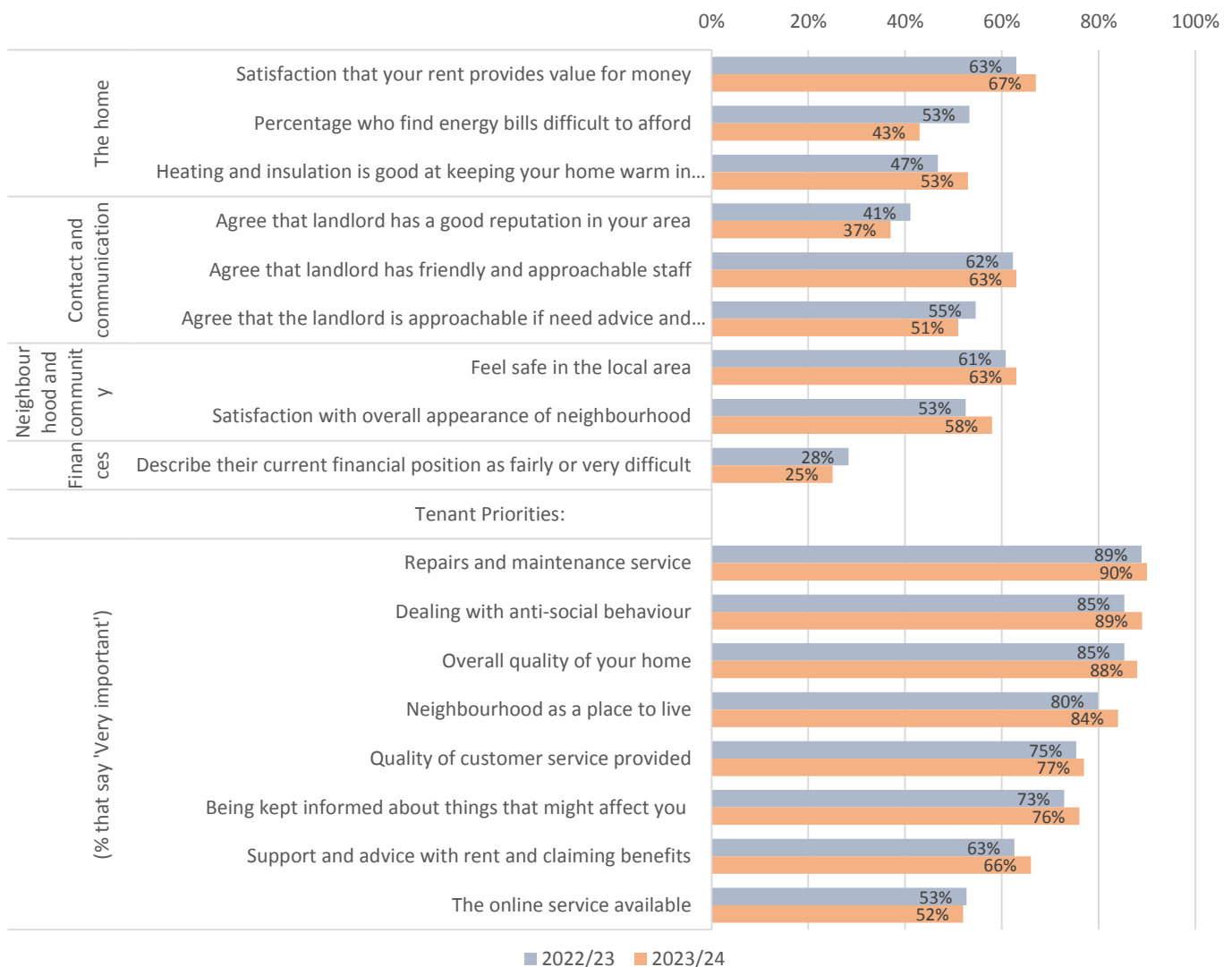
\*Included in telephone survey as key customer services indicator

- During 2023/24, 2571 surveys were completed, 2017 by telephone and 554 through an online survey.
- Results across quarters remained consistent on the whole and show an improving trend in many areas, though this was generally within the margin for error of around +/- 4% so wasn't necessarily significant. Notable improvements during the year that were greater than the quarterly margin for error, include:
  - Overall satisfaction was 70% for Q4, an improvement of 8% compared to Q1.
  - Satisfaction with time taken to complete the most recent repair was 71% for Q4, an improvement of 8% compared to Q1.
- Cumulative results for 2023/24 for all the TSM questions compare favourably with 2022/23. With the larger sample size the margin for error is +/- 1.9%, so the results can be considered significant.

- Particularly notable improvements compared to 2022/23 include:
  - Overall satisfaction with services (+6%)
  - Landlord makes a positive contribution to the neighbourhood (+16%)
  - Being kept informed about things that matter (+14%)
  - Landlord provides a home that is safe (+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%)

Further survey results from the online element only are listed below, compared to the online results from 2022/23. Quarterly results have not been included due to the low sample sizes and large margins for error.

### Further survey results (online survey only)



- A number of the cumulative results show an improvement compared to 2022/23 greater than the margin for error (+/- 4.1%), including:
  - Satisfaction with the overall appearance of the neighbourhood (+5%)
  - Heating and insulation is good at keeping your home warm in winter (+6%)
  - Percentage who find energy bills difficult to afford (-10%)
- Tenant priorities - The survey asked tenants to rate the importance of key aspects of the service. Overall, tenants rated 'Repairs and maintenance service' and 'Dealing with anti-social behaviour' as the top priorities. 'Online services available' was rated as the lowest priority.

## Results by Community Committee area:

Results for the TSM questions were analysed by Community Committee area and BITMO:

- The highest rated area was Outer West, where satisfaction around repair times and being treated fairly and with respect performed particularly well.
- The worst performing area was seen to be Inner North East, where results highlight particular concerns around repair times and views being listened to and acted on.
- Several areas have seen a notable improvement in overall satisfaction compared to 2022/23, including: Outer North West (+11%), Outer East (+10%), Inner South (+9%), Outer South East (+9%).

Other notable improvements include:

- Inner North East – Landlord provides a home that is safe (+25%), Approach to handling ASB (+23%),
- Outer East– Kept informed about things that matter to you (+22%), Provides a house that is safe (+21%),
- Outer South East - Landlord treats me fairly and with respect (+20%),
- Inner East - Kept informed about things that matter to you (+20%).

## Key Driver Analysis:

Analysis was carried out using ordinal regression to find the questions that were key drivers for how participants responded to overall satisfaction. Those that had most influence on how participants are listed below:

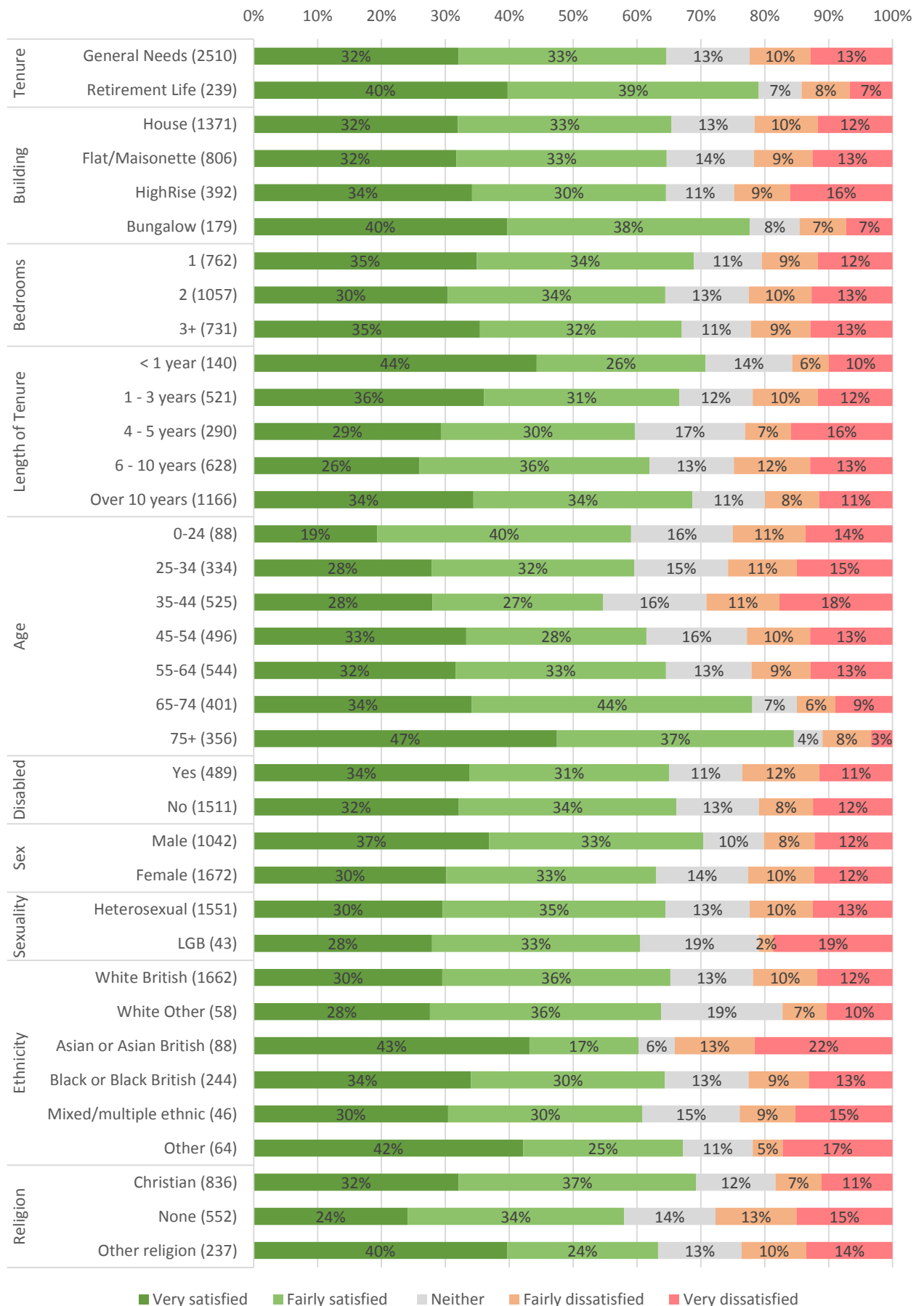
- The key drivers were: **Well maintained home, Easy to deal with, Listens to views and acts on them.**
- To a lesser extent: **Repairs service in last 12 months, Home is safe, Treated fairly and with respect.**
- And to a much lesser extent: **Time taken to carry out repairs.**

## Demographic Analysis:

Survey results and comments have been analysed against a range of tenant demographic and property characteristics to understand areas of high and low satisfaction by different groups. Key findings included:

- **Tenure** - Retirement life tenants were generally much more satisfied than general needs, with figures similar to those of older tenants and were much more likely to say their financial position is okay and that energy bills are affordable. They were more likely to say that 'Being kept informed' is a high priority and were much more likely to leave a negative comment about customer service. General needs tenants however were much more likely to comment about moving home, bidding and allocations.
- **Length of tenure** - those that had either been a tenant for fewer years or for longer were more likely to be satisfied. However, this is linked closely to tenant age, for example the large increase in satisfaction with those over 10 years tenure being due to higher satisfaction with older tenants.
- **Age** - Younger tenants were generally less positive than older tenants throughout, satisfaction levels remained fairly consistent up to age 55, with satisfaction often dipping lowest at 35-44. Those least likely to describe their financial situation positively were also in this middle age group. Younger tenants were much more likely to have had a repair in the last 12 months and were more likely to make a comment about the repairs service and timescales, and moving home / allocations. Older tenants were more likely to make negative comments about the appearance of the neighbourhood and customer service.
- **Sex/Gender** - Female tenants were much less positive throughout; in particular around the neighbourhood and their financial position, and they were more likely to have had a repair in the last 12 months. They were more likely to report most services as a highly important; in particular the neighbourhood, and more likely to comment about disrepair / outstanding repairs.
- **Ethnicity** - For many areas ethnic diverse tenants showed similar levels of satisfaction to White:British, though most groups were much more likely to be satisfied around the neighbourhood, ASB and communication and they were much more likely to say they could afford energy bills. They were generally much less likely to report a service as highly important, in particular the neighbourhood, ASB, the quality of the home, and support and advice. Ethnic diverse tenants were more likely to leave a negative comment about neighbour/ASB issues however, and around communal areas and moving home / allocations.

### Taking everthing into account, overall satisfaction



**Open Text Comments:**

Tenants were asked to provide comments following the overall satisfaction question. Overall, 2341 respondents left a comment, which were analysed and categorised into themes.

Theme	Count	As %	Summary of theme	Example comment
Disrepair or repairs needed/ outstanding	391	17%	The common themes are outstanding repairs, long waiting times for reported repairs, poor quality of the property, lack of communication and responsiveness from the housing service. Some of comments refer to the state of the property when they moved in.	I moved in here 4 years ago. When I moved in the window was leaking and they still have not repaired it. the wood outside the balcony is rotting and the house is in disrepair.
Good/ fast service	303	13%	Tenants praise the housing service for their responsiveness, efficiency, and helpfulness in addressing issues and making repairs. Residents appreciate the quick and professional manner their problems are resolved and the good communication.	They are brilliant, we never have any issues and they are always prompt in dealing with any problems we do have, to our satisfaction.
No complaints/ issues	274	12%	The overall sentiment is positive, with most comments expressing satisfaction with the service. Common themes include tenants having no problems or issues to raise.	I haven't had any issues with it so far so it must be ok.
Repairs completed on time/ well	271	12%	These comments are positive, with tenants reporting that repairs are done quickly and efficiently. The overall theme is that the repair service is generally good and responsive.	Every time I have needed repairs they have been prompt and have done a good job with the repairs.
Poor/ improve customer service	245	10%	Common themes are difficulty contacting the housing service, long telephone wait times, unhelpful or rude service, and lack of communication and responsiveness from the housing service. Many individuals expressed frustration with the housing service's inability to effectively address their concerns and needs.	Answer the phone when you ring, reply to messages when you leave any. Believe what people have to say. I have kitchen cupboard filled with black mould at the moment.
Repair timescales are too long	220	9%	Comments refer to long wait times for repairs to be completed, with some tenants reporting waiting for months or years. Overall, the comments are calling for quicker and more efficient repair services.	It takes a length of time to get a repair booked in and then it takes a long time for the repair to actually get done.
Poor quality repairs/ contractors	159	7%	Comments express dissatisfaction with the quality and timeliness of repairs and maintenance. Many individuals report poor workmanship, incomplete or incorrect repairs, and repeated visits.	The need to regulate the companies they do repairs with better as they dont turn up to jobs, jobs are not finished and quality isn't good.
Helpful/ respectful service	139	6%	Tenants express satisfaction with the service and helpfulness of the staff. Many people mention that the housing service has helped them in various ways, including offering timely and courteous support, and being easy to communicate with.	I've been treated with respect and informed of all what is happening and the people and managers have been great
Damp/ mould issues	110	5%	Individuals have reported these issues to the relevant authorities, but the issues have not been resolved satisfactorily. The damp and mould have caused health issues and damage to property, and individuals are frustrated with the lack of action taken to resolve the problem.	I have damp and I have to remove it myself they have told me, and I have asthma, when you report things they are not being put through properly. I find it shocking asking me to clean and get rid of the mould when I suffer from asthma.
Neighbour/ ASB issues	92	4%	Concerns range from anti-social behaviour, noise, safety concerns, and a lack of response from the authorities. The residents express frustration with a lack of action taken to address their concerns and improve their living conditions.	We have trouble with drug users and people sleeping rough in the building. This has been reported several times and no action has been taken.
Moving/ bidding/ allocations issues	88	4%	Tenants report difficulties with the bidding system, long waiting times to be rehoused, overcrowding, and unsuitable housing conditions. Many report a lack of support from the council in addressing their concerns and resolving their issues.	I have been on the waiting list for a move for 6 years now and they haven't done anything to help me, I have 4 boys sleeping in one room which isn't ideal.