

## Title: Tenant Satisfaction Measures Update

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### 1. Background

- 1.1. Since April, social housing landlords have been required to collect information against the Tenant Satisfaction Measures (TSM), which are a suite of twenty-two measures designed to give an accurate picture of a landlord's performance.
- 1.2. Twelve of the measures are collected via tenant surveys. In Leeds these have been conducted quarterly since April 2022. The remaining ten are collected with reference to our internal data on a number of areas such as, for example, the number of gas safety inspections that have been conducted.
- 1.3. The Board has previously been informed of the 2023/24 Q1 and Q2 results.
- 1.4. The TSMs are:

Measured by landlords	Tenant Perception (TP) - measured by surveys
	TP01: Overall satisfaction
RP - Keeping properties in good repair	
RP01: Homes that do not meet the Decent Homes Standard	TP02: Satisfaction with repairs
RP02: Repairs completed within target timescale	TP03: Satisfaction with time taken to complete most recent repair
	TP04: Satisfaction that the home is well maintained and safe to live in
BS - Maintaining building safety	
BS01: Gas safety checks	TP05: Satisfaction that the home is safe
BS02: Fire safety checks	
BS03: Asbestos safety checks	
BS04: Water safety checks	
BS05: Lift safety checks	
RP - Respectful and helpful engagement	
	TP06: Satisfaction that the landlord listens to tenant views and acts upon them
	TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them

Measured by landlords	Tenant Perception (TP) - measured by surveys
	TP08: Agreement that the landlord treats tenants fairly and with respect
CH - Effective handling of complaints	
CH01: Complaints relative to the size of the landlord	TP09: Satisfaction with the landlord's approach to handling of complaints
CH02: Complaints responded to within Complaint Handling Code timescales	
NM - Responsible neighbourhood management	
NM01: Anti-social behaviour cases relative to the size of the landlord	TP10: Satisfaction that the landlord keeps communal areas clean, safe and well maintained
	TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
	TP12: Satisfaction with the landlord's approach to handling of anti-social behaviour

## **2. Main Points**

### **2.1. TSM survey Q3 results**

2.2. 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%	
<b>Overall</b>						
Overall satisfaction with services provided	60%	62%	63%	68%	65%	5%
<b>The home</b>						
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%
<b>Contact and communication</b>						
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%
<b>Neighbourhood and community</b>						
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

- 2.3. During Q3 632 surveys were completed, 504 by telephone and 128 through an online survey.
- 2.4. Results for Q3 are consistent with Q1 and Q2 on the whole. 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.
- 2.5. 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.
- 2.6. 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%)
- 2.7. Our Contractor Acuity are to commence the telephone element of the Q4 survey from 5<sup>th</sup> to 17<sup>th</sup> February, with the online element carried out first from 22<sup>nd</sup> January to 3<sup>rd</sup> February.

### **2.8. Methodology**

- 2.9. 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.

### **3. TSM Management Information April-November year-to-date**

- 3.1. Appendix 1 shows TSM Management Information figures for the period April-November '23, along with associated commentary.

### **4. Actions Underway to Improve TSM Performance**

- 4.1. A big focus continues to be placed on improving TSM performance via team service plans. The improvement that we have seen in TSM survey performance during Q3 reflects the positive trend that we have seen in terms of improved service performance in the key service areas which are known to impact on customer satisfaction:
- 4.2. **Repairs** – Backlogs of repairs have continued to reduce since the last reporting period. As previously reported, in March 2023 the number of repairs at 'work in progress' (WIP) was around 30,000. This has now reduced to 14,000 orders, which represents the 'business as usual' target WIP. This position provides greater capacity for service delivery partners to plan, attend and complete repairs within target timescales.
- 4.3. The volume of repairs being raised remains higher than previous years with repairs related to damp, mould and condensation a particular area of concern. Additional delivery capacity and internal structure changes within Property Management have allowed this additional volume to be managed effectively, with preventative maintenance and investment programmes aimed at supporting residents over the course of the remainder of the year.
- 4.4. **Customer Contact** – contact centre performance continued to improve during quarter 3 with 90% of calls answered (improving from 87% for the first 6 months of the year) and average wait times of 4.4 minutes (improving from 6.5 minutes for the first 6 months of the year). This is largely due to a 15% reduction in call volumes linked to recovering the repairs backlog and 14% reduction in call handling times linked to system improvements. Regular meetings remain in place between Housing Leeds and the Contact Centre to review performance and respond to any emerging issues impacting on performance.
- 4.5. We continue to work on the development of an upgraded tenant portal which will enable tenants to access their rent account, order repairs and manage elements of their tenancy online. Testing is underway with a plan to roll out during early 2024.

- 4.6. **Customer Complaints** – a big focus has been placed on improving our complaints performance with a detailed report provided to Board in November 2023.
- 4.7. **Neighbourhoods and Community** - whilst performance is not where we want it to be on customer satisfaction with ASB, neighbourhoods and communal areas, we have seen a considerable improvement during quarter 3. We have arrangements in place with other Council teams for the management of ASB, the estate environment and communal cleaning. We are currently reviewing our ASB policy with Leeds Anti-social Behaviour Team to strengthen our management of ASB, and a customer satisfaction survey will resume to better understand customer feedback. We are also looking to embed more formal arrangements for monitoring services to ensure that services are closely aligned to the regulatory framework - hearing the voice of customers and using this to improve services.

## **5. Next steps**

- 5.1. The Regulator for Social Housing has recently released detailed guidance on how to submit the first years' TSM results. The window for submitting data, via the Regulator's NROSH+ data gathering portal, begins on April 1<sup>st</sup> and closes on 30<sup>th</sup> June.

## **6. Recommendations**

- 6.1. Members are requested to note and comment on the TSM Q3 results and actions being taken to improve performance.