

Working to improve housing and deliver a safe and welcoming city.

Housing Leeds Tenant Satisfaction Measures - Since April 2023, 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.

Twelve of the measures are collected via tenant surveys. The remaining ten are collected with reference to our internal data on several areas such as, for example, the number of gas safety inspections that have been conducted.

The table below shows how this information is aligned and 2023/24 year to date performance. Commentary on the quarterly tenant survey figures can be found in Appendix 3.

| Management information: Unless stated April – November 2023 | | Measured via quarterly tenant surveys - 2023/24 Q1 – 3 Cumulative (2022/23) | |
|--|----------------------------------|--|-----------|
| | | Overall satisfaction | 65% (60%) |
| Keeping properties in good repair | | | |
| Emergency Repairs completed within target timescale (Apr – Oct) | 85.63% - Provisional | Satisfaction with overall repairs service received in the last 12 months | 70% (66%) |
| Non-Emergency Repairs completed within target timescale (Apr – Oct) | 69.26% - Provisional | Satisfaction with time taken to complete most recent repair | 66% (61%) |
| Homes that do not meet the Decent Homes Standard | 3.81% | Satisfaction that the home is well maintained | 67% (61%) |
| | | Satisfaction that the home is safe to live in | 74% (61%) |
| Maintaining building safety | | | |
| Gas safety checks | 99.6% | Satisfaction that the home is safe | 74% (61%) |
| Fire safety checks | 97.2% | | |
| Asbestos safety checks | 100% | | |
| Water safety checks | 100% | | |
| Lift safety checks | 100% | | |
| Respectful and helpful engagement | | | |
| | | Satisfaction that the landlord listens to tenant views and acts upon them | 55% (44%) |
| | | Satisfaction that the landlord keeps tenants informed about things that matter to them | 66% (53%) |
| | | Agreement that the landlord treats tenants fairly and with respect. | 74% (62%) |
| Effective handling of complaints | | | |
| Complaints relative to the size of the landlord | 36.76 complaints per 1,000 homes | Satisfaction with the landlord's approach to handling of complaints | 29% (24%) |
| Complaints responded to within target and agreed extended timescales | Stage 1 = 87% Stage 2 = 88% | Satisfaction that your landlord is easy to deal with | 66% (56%) |

| Responsible neighbourhood management | | | |
|---|---|--|-----------|
| Anti-social behaviour cases relative to the size of the landlord | 15.27 cases opened per 1,000 homes | Satisfaction that the landlord keeps communal areas clean, safe, and well maintained | 65% (56%) |
| | 40 out of the overall number of cases (814) were hate crime related | Satisfaction that the landlord makes a positive contribution to neighbourhoods | 61% (44%) |
| | | Satisfaction with the landlord's approach to handling of anti-social behaviour | 53% (42%) |
| Housing Leeds Tenant Satisfaction Measures - Management information commentary | | | |
| Repairs completed within target timescale | | | |
| <p>We are still trying to fully understand the new TSM on this category and we still feel that there is opportunity to improve the figures reported previously based on the FAQs released in September. Areas being reviewed at present –</p> <ul style="list-style-type: none"> • Completed works where there has been no access • Appointments arranged outside of the target dates • Jobs logged as repairs which are planned / batched works. Couple of examples below. <ul style="list-style-type: none"> ○ Works raised following annual fire risk assessments where works are completed under repairs banner ○ High value works such as replacement items in kitchens and bathrooms ○ Improvement works identified after the repair has been satisfied • Linked to above should this be restricted to right to repair <p>At the moment the figures include the above. Once we have determined whether these things should be in or out of the calculations, we will review previous datasets with any explanations of variations to previous reported figures documented for audit purposes.</p> | | | |
| Meeting the Decent Homes Standard | | | |
| <p>The Council's capital investment programme set out a plan to deliver over £100m of renewable heating and energy efficiency projects over the five-year period 2020-2025.</p> <p>The core programmes of work to improve housing quality have continued and 96.19% of homes currently meet the Government's Decent Homes Standard. Work due to take place during the 2023/24 financial year includes £1.7m of roofing replacements, £2.5m of kitchen and bathroom upgrades, and £1.2m of window and door replacements.</p> <p>An update on the government's review of the Decent Homes Standard will be provided in the February 2024 Housing Activity report to this Board.</p> | | | |
| Gas Safety Checks | | | |
| <p>For each of the properties overdue a minimum of three appointed visits have been attempted prior to expiry of the Landlord's Gas Safety Record, in-line with our gas access procedure. In all cases, our well-established legal process is underway to ensure that access is achieved, and the gas safety check is completed.</p> | | | |
| Fire Safety Checks | | | |
| <p>100% of all higher risk sites (high rise, Retirement Life, Extra Care, community centres and offices) completed. Lower risk sites (e.g., A1F archetypes, converted Victorian properties) where access was previously an issue now accessible due to updated key management programme. Forecast to be 100% by end of financial year.</p> | | | |

Housing Complaints Handling

Whilst being compliant with the requirements of the Housing Ombudsman's complaints handling code, we continue to strengthen our levels of compliance in some key areas, namely:

- Improving and being consistent with our performance and the application of extensions for those outside timescale where more time is needed for complex cases.
- Providing information on complaints trends and themes to our Tenant Board.
- Promoting internally and externally, as well as reporting to the board, how we are learning from complaints and developing a positive complaint handling culture.

We have also updated our Complaints Policy, so that:

- The complaint definition in the policy matches the exact wording in Housing Ombudsman's complaints handling code.
- We refer to considering reasonable adjustments in how we manage and respond to complaints.
- There is more clarity on how we maintain a person's confidentiality and how we handle complaints received through social media.
- More guidance is available on dealing with persistent and vexatious complainants.

Other related activity has been to:

- update our complaint response templates to ensure continued compliance, improve the customer friendly tone, and assist Investigating Officers in providing consistent quality in their responses.
- the provision of staff training on the Investigation Officer role and Customer Care.

Whilst we have had to meet the obligations within the Code since it was introduced three years ago, from April 2024 it is proposed that we will have to demonstrate we are meeting the requirements of the revised Code, including submitting our completed self-assessment to the Housing Ombudsman.

A copy of our most recent self-assessment is due to go to the Leeds Housing Board on the 23 January for their review.