

## Title: Tenant Satisfaction Measures Q1 Update

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### **1. Background**

- 1.1. Since April 2023 the TSM survey has become a compulsory requirement and the findings for 2023/24 have recently been reported to the regulator. We are now working towards collecting enough surveys to meet our targets for 2024/25 and report to the regulator after March 2025.
- 1.2. The Leeds Housing Board received quarterly updates on the data as it was collected throughout the year.
- 1.3. This report shares the Q2 24/25 results with the Board.
- 1.4. This survey is now a compulsory requirement. Results for 2023/24 have been submitted to the regulator and we are now working to meet our targets for 2024/25, to be reported to regulator after March 2025.
- 1.5. Acuity continues to carry out surveys through a combination of telephone calls (80%) and email invitations to an online survey (20%) with text message reminders. Only the TSM questions, an open text comment and the further question 'landlord is easy to deal with' are included in the phone survey, with additional questions in the online survey only. We continue to over-sample BITMO to ensure findings are useful.

### **2. Main Points**

#### **2.1. TSM survey Q2 results**

- 2.2. During Q2 630 surveys were completed, 504 by telephone and 126 through an online survey.
- 2.3. Many questions have shown lower scores in Q2 than Q1, including overall satisfaction, which dropped 4 percentage points since Q1 (to 63%).
- 2.4. Although the overall trend appears to improve throughout 2023/24 and then decrease through the first two quarters of 2024/25, it may be that Q4 was the outlier with unusually high satisfaction, and we've returned to a level consistent with Q1 and Q2 last year.
- 2.5. Comparing Q2 figures with full year 2023/24 results, the differences for most of the questions (including overall satisfaction) are within the quarterly margin of error (approx. +/-4%), with the exception of:
  - Provides a home that is safe: 69% compared to 74% for full year 23/24.
  - Communal areas are kept clean and well maintained: 51% compared to 65% for full year 23/24.

- Makes a positive contribution to your neighbourhood: 54% compared to 60% for full year 23/24. Approach to handling anti-social behaviour: 45% compared to 53% for full year 23/24.
- 2.6. These questions are related to safety, the local area and anti-social behaviour. During Q2 last year we also saw lower results for these indicators, suggesting that these could be affected by seasonal conditions such as warmer weather and longer daylight hours.
- 2.7. Considering Q2 last year looking for any seasonal trends, we saw decreases in many of the same indicators, however, there is a greater difference in these indicators in 2024/25. It could be that tenant perceptions around safety, the local area and anti-social behaviour have been impacted by media coverage of the recent disorder and riots, since the field work was carried out during and after the time of these events.

TSM Survey Results	2023/24					2024/25			Trend	Diff to 23/24
	Full Year	Q1	Q2	Q3	Q4	Q1	Q2	Full Year		
Count of total completed responses	2571	644	672	632	623	631	630	1261		
Statistical accuracy - confidence interval	1.9%	3.8%	3.8%	3.9%	3.9%	3.9%	3.9%	2.7%		
<b>Overall</b>										
Overall satisfaction with services provided	66%	62%	63%	68%	70%	67%	63%	65%		-1%
<b>The home</b>										
Percentage of tenants who had a repair in the last 12 months	69%	67%	70%	70%	70%	70%	71%	70%		1%
Satisfaction with overall repairs service received in the last 12 months	70%	68%	71%	71%	71%	72%	68%	70%		0%
Satisfaction with time taken to complete most recent repair	67%	63%	67%	67%	71%	69%	68%	68%		1%
Satisfaction that landlord provides a home that is well maintained	68%	67%	65%	69%	69%	68%	66%	67%		-1%
Satisfaction that landlord provides a home that is safe	74%	73%	73%	76%	73%	73%	69%	71%		-3%
<b>Contact and communication</b>										
Satisfaction that your landlord listens to your views and acts upon them	55%	54%	54%	57%	56%	55%	51%	53%		-2%
Satisfaction that you are kept informed about things that matter to you	67%	66%	65%	69%	69%	68%	66%	67%		0%
Percentage of tenants agreeing 'my landlord treats me fairly and with respect'	74%	75%	73%	75%	73%	74%	71%	72%		-2%
Percentage who made a complaint in the last 12 months	28%	29%	26%	27%	27%	26%	31%	28%		0%
Satisfaction with your landlord's approach to complaints handling	29%	29%	25%	34%	27%	25%	22%	23%		-6%
Satisfaction that your landlord is easy to deal with*	66%	67%	65%	66%	65%	67%	64%	65%		-1%
<b>Neighbourhood and community</b>										
Satisfaction that communal areas are kept clean and well maintained	65%	66%	62%	68%	64%	66%	51%	61%		-4%
Satisfaction that landlord makes a positive contribution to your neighbourhood	60%	64%	59%	61%	58%	63%	54%	59%		-1%
Satisfaction with your landlord's approach to handling anti-social behaviour	53%	50%	52%	55%	55%	56%	45%	51%		-2%

\*Included in telephone survey as key customer services indicator

- 2.8. 500 comments from Q2 24/25 were analysed and categorised into themes and compared against Q4 23/24 (when results were most positive).
- 2.9. Analysis showed that:
- The most common themes in Q2 with a negative sentiment were 'Disrepair or repairs needed/outstanding' (14% of comments), 'Repair timescales too long' (10%) and 'Poor/improve customer service' (10%).
  - The most common themes in Q2 with a positive sentiment were 'Repairs completed on time/well' (11%) and 'Good/fast service' (11%)
- 2.10. Analysis also showed that the proportion of comments for some themes increased in Q2 24/25 compared to Q4 23/24, including:

- Unreliable repair appointments/attendance/communication (75% increase) and Poor quality repairs/contractors (33% increase) – when linked to the, admittedly not statistically significant, decrease in repairs satisfaction for Q2, this could suggest issues with the contractor.
- Grass, hedges, parking, litter etc issues (200% increase) - supporting the survey findings around ASB and the local area.

### 3. TSM Management Information Q2

<b>Complaints</b>	<b>2023/24 year-end</b>	<b>Q1 Jul 23 - Jun 24 - Provisional</b>	<b>Q2 Sep 23 - Aug 24 - Provisional</b>
Complaints relative to the size of the landlord - Stage One (per 1,000 homes)	41.1	42.0	41.7
Complaints relative to the size of the landlord - Stage Two (per 1,000 homes)	10.4	11.0	10.9
Stage One complaints responded to within Complaint Handling Code timescales.	88.0%	90.0%	91.6%
Stage Two complaints responded to within Complaint Handling Code timescales.	87.6%	89.7%	89.6%
<b>Anti-social behaviour cases relative to the size of the landlord</b>	<b>2024/25 year to date as at end of Q1 - Provisional</b>	<b>2024/25 year to date as at end of Q2 - Provisional</b>	
Anti-social behaviour cases opened (per 1,000 homes)	18.4	41.1	
Anti-social behaviour cases that involved hate incidents opened (per 1,000 homes)	1.5	1.8	
<b>Homes that do not meet the Decent Homes Standard</b>	<b>2023/24 year-end</b>	<b>Q1 2024/25 YTD position (as at the end of June 2024)</b>	<b>Q2 2024/25 YTD position (as at the end of September 2024)</b>
Proportion of homes that do not meet the Decent Homes Standard	3.3%	4.6%	4.5%
<b>Repairs completed within target timescale</b>	<b>2023/24 year-end</b>	<b>Q1 June 23 - May 24 - Provisional</b>	<b>Q2 September 23 - August 24 - Provisional</b>
Number of non-emergency responsive repairs completed within the provider's target timescale	82.3%	84.0%	86.6%
Number of emergency responsive repairs completed within the provider's target timescale	93.7%	94.2%	94.8%
<b>Safety Checks</b>	<b>2023/24 year-end</b>	<b>2024/25 YTD position</b>	
<b>BS01 – Gas safety checks:</b> Proportion of homes for which all required gas safety checks have been carried out	99.4%	99.5%	
<b>BS02 – Fire safety checks:</b> Proportion of homes for which all required fire risk assessments have been carried out. ( <i>The LCC fire safety team have complied with the requirements of the Regulatory Reform (Fire Safety) Order 2005 - all properties requiring a Fire Risk</i>	100.0%	99.8%	

<i>Assessment are visited in line with the scheduled program of inspections. In the case of the small number where access cannot be achieved due to use of unsuited locks, the officer attending submits a work order to have the lock changed to a suited lock and will revisit when locks have been changed.)</i>		
<b>BS03 – Asbestos safety checks:</b> Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%	100.0%
<b>BS04 – Water safety checks:</b> Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%	100.0%
<b>BS05 – Lift safety checks:</b> Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	98.4%

#### **4. Improvement works underway**

- 4.1. Work is underway to embed the routine in year reporting of TSM performance as much as possible via Council systems, minimising the need for manual data manipulation. Arrangements are also being reviewed to ensure that quality assurance arrangements of data sets are robust.
- 4.2. Over the last couple of months we have done some detailed analysis of trends with three of the Contact and Communications TSMs – Satisfaction that your landlord listens to your views and acts upon them, Satisfaction that you are kept informed of things that matter to you and agreement whether the landlord treats you fairly, taking into account the tenant profile by tenant satisfaction levels and comments. This highlighted that the main issues identified as contributing towards lower satisfaction were poor communication, a delay on incomplete repairs, difficulty getting hold of the right person, inconvenient or unreliable appointments and the impact on vulnerable tenants. All of these points will be assisted by strengthening our communication and engagement policy approach.
- 4.3. We continue to work with Housemark to benchmark our TSM and wider performance indicators across the sector but also with a bespoke peer group of other large urban landlords. This benchmarking of unofficial TSM performance for 2023/24 highlights that for the TSM measures measured by tenant survey seven TSMs we are above average for our peer group and five are below average for our peer group including overall satisfaction, satisfaction with the repairs service in the last 12 months, treating tenants fairly and with respect, satisfaction with complaints handling and ASB approach.
- 4.4. Actions underway to improve our performance on the TSMs is in the main being driven via our Consumer Standard Action Plans, as TSMs are largely an indicator of strength of performance on the Consumer Standards. These

actions are outlined within the Consumer Standards Progress Update paper on this agenda.

- 4.5. Repairs service - Performance relating to repairs completed within timescale continues to improve and perform well against the peer group information available to date. Satisfaction with the repairs service remains stable with marginally improved performance from Q4 of last year.
- 4.6. Proportion of homes that do not meet the Decent Homes Standard - Work continues to improve data quality regarding stock condition with significant activity underway to support this approach. A slight drop in homes not meeting the Decent Homes Standard was anticipated and procurement activity is underway to ensure delivery avenues are in place to address areas of non-decency in homes.

## **5. Discussion Points**

- 5.1. Q2 is showing lower scores – overall satisfaction is down 4% - consider what factors might be influencing this.
- 5.2. There is an opportunity for the Board to discuss how we are performing in relation to our peers in response to the Housemark findings mentioned above.

## **6. Recommendations**

- 6.1. Members are requested to note and comment on the TSM Q2 results and actions being taken to improve performance.