

Title: Tenant Satisfaction Measures Update

Authors: Frank Perrins/Simon Baker/Lee

Ward

Meeting Date: 22nd January 2025

1. Background

- 1.1. The Leeds Housing Board receives quarterly updates on the TSM performance throughout the year, with Quarter 2 performance reported to Board in November 2024.
- 1.2. The collection of the TSM data and annual submission to the Regulator of Social Housing 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.
- 1.3. There are twenty-two TSMs. Twelve record the perception that tenants have of how we are performing and we collect these via quarterly tenant surveys that are carried out, with tenants selected randomly.
- 1.4. The remaining ten, 'Management Information' (MI), are collected from our internal information in a number of areas such as, for example, the proportion of our stock that meets the Decent Homes Standard and the amount of routine safety checks completed.
- 1.5. Acuity continues to carry out our tenant perception 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.
- 1.6. This report provides the Leeds Housing Board with the latest data from the tenant perception survey and the latest available MI data.

2. Main Points
















2.1. TSM survey Q3 results

- 2.2. During Q3 631 surveys were completed, 505 by telephone and 126 through an online survey.
- 2.3. Many questions have shown higher scores in Q3 compared to Q2, including overall satisfaction, which improved by 4 percentage points since Q2 (to 67%). We saw a similar trend overall in 2023/24, with many scores (including overall satisfaction) improving in Q3 compared to Q2, suggesting that these could be affected by seasonal conditions.
- 2.4. Indicators related to safety, the local area and anti-social behaviour showed a notable improvement in Q3 2024/25 compared to Q2, suggesting

the Q2 results may have been affected by media coverage of disturbances.

These indicators include:

- Home that is safe: 73% compared to 69% for Q2
 - Communal areas are kept clean and well maintained: 61% compared to 51% for Q2
 - Makes a positive contribution to your neighbourhood: 60% compared to 54% for Q2
 - Approach to handling anti-social behaviour: 53% compared to 45% for Q2
- 2.5. Comparing Q3 figures with full year 2023/24 results, the differences for all of the questions are within the quarterly margin of error (approx. +/-4%).
- 2.6. Comparing cumulative full year 2024/25 results with full year 2023/24, the differences for most of the questions are within full year margin for error (approx. +/-2%). The exception is 'Communal areas are kept clean and well maintained' (61% compared to 65% to full year 2023/24), however this will have a larger margin for error due to the lower number of respondents with a communal area.

TSM Survey Results	2023/24					2024/25					Trend	Diff to 23/24
	Full Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Full Year			
Count of total completed responses	2571	644	672	632	623	631	630	631	1892			
Statistical accuracy - confidence interval	1.9%	3.8%	3.8%	3.9%	3.9%	3.9%	3.9%	3.9%	2.2%			
Overall												
Overall satisfaction with services provided	66%	62%	63%	68%	70%	67%	63%	67%	66%		0%	
The home												
Percentage of tenants who had a repair in the last 12 months	69%	67%	70%	70%	70%	70%	71%	71%	71%		2%	
Satisfaction with overall repairs service received in the last 12 months	70%	68%	71%	71%	71%	72%	68%	70%	70%		0%	
Satisfaction with time taken to complete most recent repair	67%	63%	67%	67%	71%	69%	68%	68%	68%		1%	
Satisfaction that landlord provides a home that is well maintained	68%	67%	65%	69%	69%	68%	66%	69%	68%		0%	
Satisfaction that landlord provides a home that is safe	74%	73%	73%	76%	73%	73%	69%	73%	72%		-2%	
Contact and communication												
Satisfaction that your landlord listens to your views and acts upon them	55%	54%	54%	57%	56%	55%	51%	56%	54%		-1%	
Satisfaction that you are kept informed about things that matter to you	67%	66%	65%	69%	69%	68%	66%	67%	67%		0%	
Percentage of tenants agreeing 'my landlord treats me fairly and with respect'	74%	75%	73%	75%	73%	74%	71%	74%	73%		-1%	
Percentage who made a complaint in the last 12 months	28%	29%	26%	27%	27%	26%	31%	31%	29%		1%	
Satisfaction with your landlord's approach to complaints handling	29%	29%	25%	34%	27%	25%	22%	33%	27%		-2%	
Satisfaction that your landlord is easy to deal with*	66%	67%	65%	66%	65%	67%	64%	65%	65%		-1%	
Neighbourhood and community												
Satisfaction that communal areas are kept clean and well maintained	65%	66%	62%	68%	64%	66%	51%	61%	61%		-4%	
Satisfaction that landlord makes a positive contribution to your neighbourhood	60%	64%	59%	61%	58%	63%	54%	60%	59%		-1%	
Satisfaction with your landlord's approach to handling anti-social behaviour	53%	50%	52%	55%	55%	56%	45%	53%	51%		-2%	

*Included in telephone survey as key customer services indicator

3. TSM Management Information

Complaints	2023/24 year-end	Oct 23 - Sept 24 - Provisional	Nov 23 - Oct 24 - Provisional
Complaints relative to the size of the landlord - Stage One (per 1,000 homes)	41.1	43.5	43.8
Complaints relative to the size of the landlord - Stage Two (per 1,000 homes)	10.4	11.1	11.3
Stage One complaints responded to within Complaint Handling Code timescales.	88.0%	89.9%	90.8%
Stage Two complaints responded to within Complaint Handling Code timescales.	87.6%	90.4%	90.6%

Anti-social behaviour cases relative to the size of the landlord	2024/25 year to date as at end of Q2 - Provisional	2024/25 year to date as at end of October - Provisional	2024/25 year to date as at end of November - Provisional
Anti-social behaviour cases opened (per 1,000 homes)	41.1	49.3	56.0
Anti-social behaviour cases that involved hate incidents opened (per 1,000 homes)	1.8	1.2	1.9

Homes that do not meet the Decent Homes Standard	2023/24 year-end	2024/25 YTD position (as at the end of September 2024)	2024/25 YTD position (as at the end of October 2024)
Proportion of homes that do not meet the Decent Homes Standard	3.3%	4.5%	4.3%

Repairs completed within target timescale	2023/24 year-end	November 23 - October 24 - Provisional	December 23 - November 24 - Provisional
Number of non-emergency responsive repairs completed within the provider's target timescale	82.3%	94.2%	93.9%
Number of emergency responsive repairs completed within the provider's target timescale	93.7%	92.8%	92.7%

Safety Checks	2023/24 year-end	2024/25 October YTD position	2024/25 November YTD position
BS01 – Gas safety checks: Proportion of homes for which all required gas safety checks have been carried out	99.4%	99.4%	99.8%
BS02 – Fire safety checks: Proportion of homes for which all required fire risk assessments have been carried out.	100.0%	100.0%	100%
BS03 – Asbestos safety checks: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%	96.8%	96.7%
BS04 – Water safety checks Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%	100.0%	100%
BS05 – Lift safety checks: Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	96.9%	88.8%

4. Improvement works underway

- 4.1. Actions to improve TSM performance is being driven in the main through our Consumer Standards action plans (for which updates were reported into Board in November).
- 4.2. Considerable work is underway to strengthen our communication and engagement, with the aim of improving satisfaction, as outlined in the Communication and Engagement update on this agenda. We have finalised our Communication and Engagement Policy and teams are currently self assessing the strengths and weaknesses of their approach, and identifying actions. We have also started a review of the Housing web pages.
- 4.3. We have recently reviewed our Anti Social Behaviour (ASB) Policy and are currently reviewing procedures, including letter content to strengthen our communication and information shared. Further work is also underway to strengthen our reporting.
- 4.4. We are working with other Council teams to develop service level arrangements which will help to ensure that robust performance management arrangements are in place for the management of cleaning of communal areas and to the neighbourhood.
- 4.5. Asbestos inspections – access issues relating to a number of sites was experienced in quarter 2, predominantly low rise, low risk sites where lock changes have been undertaken. A programme to resolve these issues is now in place to recover the position.
- 4.6. Lifts – we continue to work with our service delivery partners to ensure all required inspections are carried out at the earliest opportunity. A number of inspections were unable to be undertaken due to additional security measures being implemented on sites experiencing anti-social behaviour. An action plan is in place, including acceleration of some Q3 inspections.

5. National TSM survey results

- 5.1. In November the Regulator of Social Housing published its analysis of the first year of national TSMs results. See [here](#) for the full report.
- 5.2. For TP01 the results show that for all landlords the average percentage of those very or fairly satisfied is 70%. There is variation in results though – ranging from 64% at the lower quartile to 78% at the upper quartile. Average overall satisfaction varies significantly by landlord type, size and geography. London-based landlords generally perform worse than those in the Midlands and the North.
- 5.3. Smaller landlords report higher performance on TP01. Landlords with more than 40,000 units average performance was 65.9% (exactly matching LCC's 23/24 year end TP01 figure), compared to 73.6% for those with fewer than 5000 units and 71% for those with between 5000 and 40,000 units.

- 5.4. There is strong evidence that local authorities perform lower than PRPs – 68.2% to 73.2% respectively.
- 5.5. A full comparison of LCC’s results compared with the national results is attached at appendix 1.
- 5.6. A summary of our benchmarked performance for 2023/24 is as follows:

2023/24 Quartile Overview	Top Quartile	2 nd Quartile	3 rd Quartile	Bottom Quartile
All	5	5	14	2
LA	5	10	9	2

- 5.7. The two TSMs in bottom quartile for 2023/24 are as follows:
 - BS01 - % Gas Safety Checks carried out – Multiple (a minimum of 3) appointed access attempts are made **prior** to expiry of the Landlord’s Gas Safety Record (LGSR). However, Leeds City Council’s legal access enforcement process does commence until **after** expiry of the LGSR. This is not always the case with other authorities/registered providers who force access to complete the LGST on the day of expiry. As a result, Housing Leeds always has a small number of overdue properties (~ 0.5% of stock). It should be noted that the access enforcement procedure is a mature, well-established process, meaning homes should never be more than 6 weeks overdue at the point at which a court warrant is issued and executed for access.
 - NM01 - No. ASB Cases per 1,000 Homes – when calculating performance for 2023/24 we only included cases reported where a formal case was opened for investigation. For 2024/25 we are now including all cases reported and our performance is now more aligned to other landlords.

6. Discussion Points

- 6.1. During both 2022/23 and 2023/24 we saw a dip in customer satisfaction during the Quarter 2 TSM tenant survey. We are keen to explore with the Board what may have contributed towards a seasonal dip in these quarters.
- 6.2. Then national TSM survey results highlight our performance to be mainly in the second and third quartiles. It is our ambition to be in top quartile for all TSM measures and so we are proposing to set targets for 2025/26 which are realistic and achievable, but also challenge ourselves to progress towards being top quartile. Do you support this approach?

7. Recommendations

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