

November 2023



Tenant Satisfaction Measures

2023/24 mid-year results

Ashfield DC

Introduction

The Tenant Satisfaction Measures (TSMs) represent the biggest change to English social housing regulation for more than a decade – with landlords being required to report standardised satisfaction and management figures for the year to March 2024.

Housemark is the data-driven solutions provider for the UK housing sector. To help our members understand TSM results in context, we invited English registered providers to take part in a project to compare data during October 2023. In total, 189 landlords took part in this exercise, managing around 2.2 million properties – half of all social housing in England.

Based on results up to the mid-point in the year (April–Sept 2023), this report is exclusive to participating landlords and shows your results compared to national figures and a peer group of similar organisations. We have curated a peer group for you based on stock size, landlord type and location.

The report shows headline results for all 22 TSMs. Tenant perception survey satisfaction results are based on responses from low cost rental accommodation. All data collected is based on the Regulator of Social Housing's TSM provisional guidance, using definitions from its TSM Technical Guidance.

If you have any questions about this report or Monthly Pulse, please do get in touch at data@housemark.co.uk.

Results Summary

Tenant Perceptions

	Sector			South Central LA ALMOs <10k			Your result
	Quartile 3	Median	Quartile 1	Quartile 3	Median	Quartile 1	
Satisfaction							
Overall service from their landlord	65.0%	72.3%	79.2%	67.2%	70.0%	77.6%	88.3%
Overall repairs service	67.0%	74.5%	80.0%	67.4%	75.1%	78.1%	76.9%
Time taken to complete their most recent repair	62.8%	70.0%	76.3%	62.4%	68.0%	75.9%	72.8%
Home is well maintained	66.0%	72.2%	80.0%	64.5%	68.8%	76.4%	80.9%
Home is safe	72.2%	78.7%	85.6%	71.6%	77.4%	81.3%	88.9%
Landlord listens to tenant views and acts upon them	53.2%	61.0%	69.4%	49.3%	58.0%	60.4%	74.1%
Landlord keeps them informed about things that matter to them	65.0%	71.4%	78.8%	60.6%	68.8%	73.1%	82.7%
Landlord treats them fairly and with respect	72.0%	78.2%	84.6%	66.7%	73.0%	79.2%	91.7%
Landlord's approach to complaints handling	28.0%	34.0%	42.0%	25.0%	31.0%	37.5%	48.1%
Landlord keeps communal areas clean and well maintained	58.9%	66.0%	72.4%	59.0%	66.2%	70.8%	70.3%
Landlord makes a positive contribution to the neighbourhood	57.3%	64.0%	74.0%	55.2%	62.3%	72.6%	78.3%
Landlord's approach to handling ASB	51.0%	57.6%	64.0%	50.2%	53.4%	57.0%	69.7%
Percentage of landlords using each survey method	National	Peers	Your result				
Telephone	82.6%	73.7%	96.9%				
Internet	43.5%	63.2%	0.0%				
Face to face	4.3%	5.3%	3.1%				
Postal	20.0%	31.6%	0.0%				
SMS	7.8%	0.0%	0.0%				
Other methods	0.9%	0.0%	0.0%				

Results Summary

Management

	Sector		South Central LA ALMOs <10k		Your result
	Median	Fully compliant	Median	Fully compliant	
Building safety					
Proportion of homes for which all required gas safety checks have been carried out	99.95%	34.7%	99.91%	25.6%	99.98%
Proportion of homes for which all required fire risk assessments have been carried out	100.00%	74.8%	100.00%	78.3%	100.00%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100.00%	71.2%	100.00%	60.9%	100.00%
Proportion of homes for which all required legionella risk assessments have been carried out	100.00%	75.4%	100.00%	65.0%	92.50%
Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.00%	69.5%	100.00%	86.4%	100.00%
Responsive repairs					
Proportion of homes that do not meet the Decent Homes Standard	0.33%	24.1%	6.50%	4.5%	2.39%

Results Summary

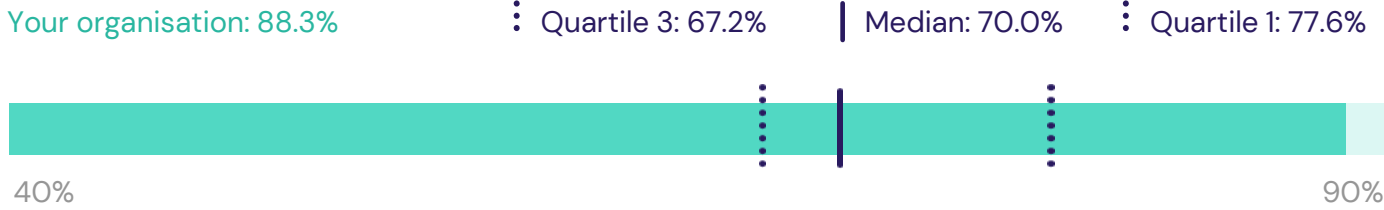
Management

	Sector			South Central LA ALMOs <10k			Your result
	Quartile 3	Median	Quartile 1	Quartile 3	Median	Quartile 1	
Responsive repairs							
Proportion of homes that do not meet the Decent Homes Standard	4.00%	0.33%	0.00%	9.03%	6.50%	2.64%	2.39%
Non-emergency repairs completed within target timescale	70.1%	82.7%	91.2%	76.3%	89.1%	92.9%	90.4%
Emergency repairs completed within target timescale	90.0%	95.9%	99.0%	87.8%	97.4%	99.0%	99.2%
Maximum target for non-emergency repairs (days)	37.8	28.0	20.0	28.0	20.0	20.0	30.0
Maximum target for emergency repairs (hours)	24.0	24.0	24.0	24.0	24.0	24.0	24.0
Works-in-progress as a proportion of annualised responsive repairs	12.85%	9.30%	5.75%	-	-	-	2.1%
Neighbourhood management							
Number of ASB cases, opened per 1,000 homes	31.26	18.97	8.88	24.53	15.70	8.54	25.52
Number of ASB cases that involve hate incidents opened per 1,000 homes	0.70	0.35	0.06	0.50	0.29	0.00	0.30
Complaints							
Number of stage one complaints received per 1,000 homes	33.36	19.43	12.36	32.46	18.76	13.46	4.53
Number of stage two complaints received per 1,000 homes	4.30	2.40	1.22	5.23	2.56	1.38	0.91
Stage 1 complaints responded to within the Handling Code timescales	69.5%	85.0%	96.3%	57.9%	84.4%	96.7%	80.0%
Stage 2 complaints responded to within the Handling Code timescales	61.1%	82.1%	100.0%	46.9%	84.7%	97.5%	83.3%
Stage 1 complaints responded to within timescales without extension	58.1%	79.2%	92.9%	65.0%	80.0%	94.6%	65.0%

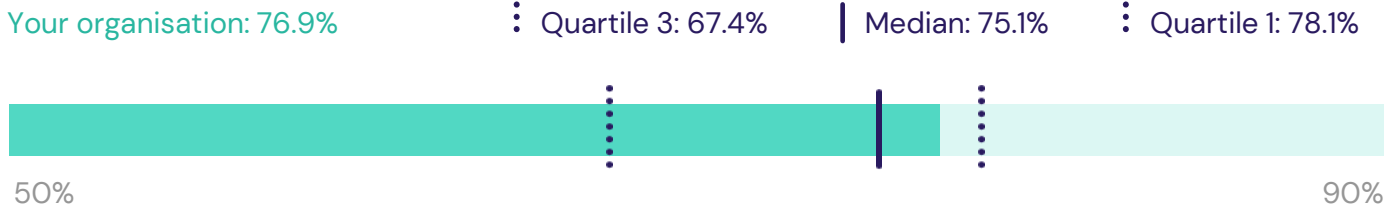
Detailed peer comparisons

Tenant perceptions

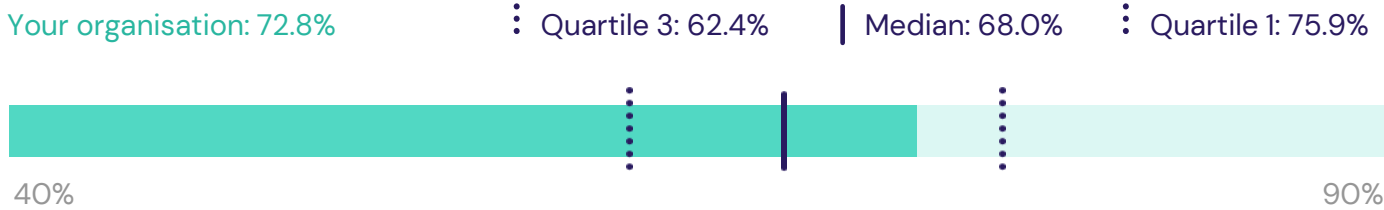
TPO1: Overall service from their landlord



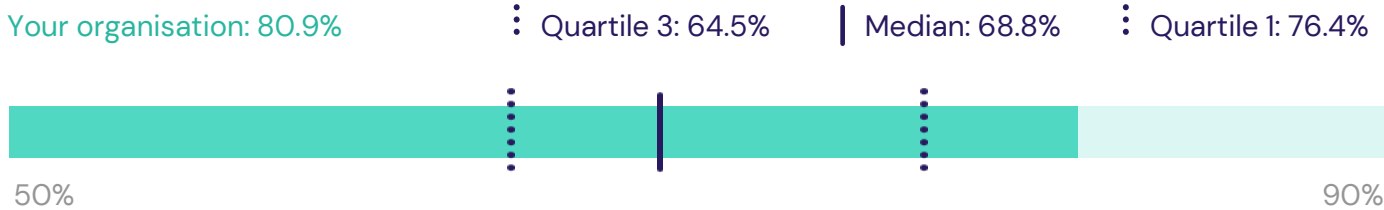
TPO2: Overall repairs service



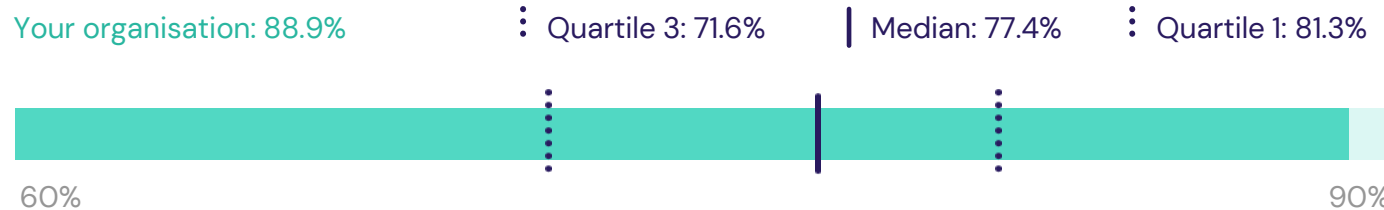
TPO3: Time taken to complete their most recent repair



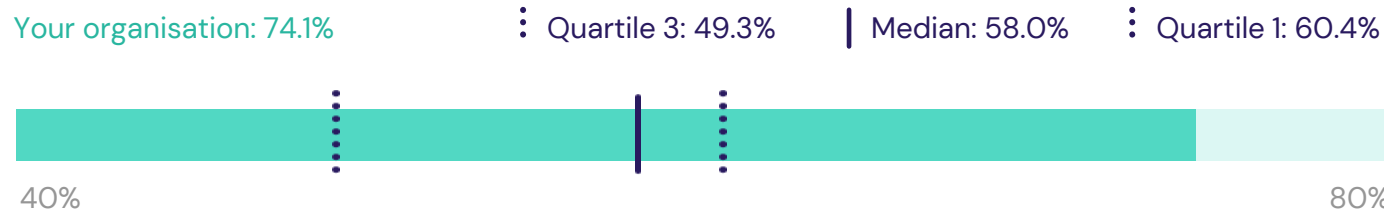
TPO4: Home is well maintained



TPO5: Home is safe



TPO6: Landlord listens to tenant views and acts upon them



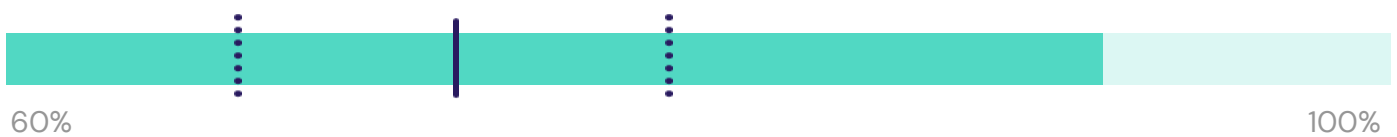
TPO7: Landlord keeps them informed about things that matter to them

Your organisation: 82.7% ⋮ Quartile 3: 60.6% | Median: 68.8% ⋮ Quartile 1: 73.1%



TPO8: Landlord treats them fairly and with respect

Your organisation: 91.7% ⋮ Quartile 3: 66.7% | Median: 73.0% ⋮ Quartile 1: 79.2%



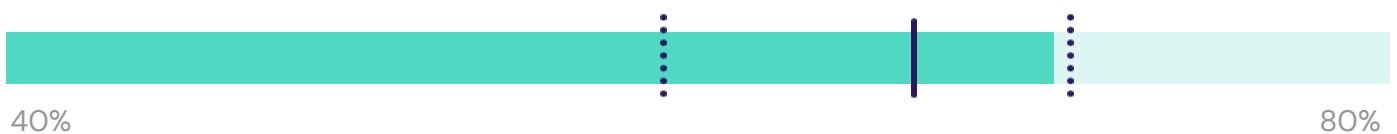
TPO9: Landlord's approach to complaints handling

Your organisation: 48.1% ⋮ Quartile 3: 25.0% | Median: 31.0% ⋮ Quartile 1: 37.5%



TP10: Landlord keeps communal areas clean and well maintained

Your organisation: 70.3% ⋮ Quartile 3: 59.0% | Median: 66.2% ⋮ Quartile 1: 70.8%



TP11: Landlord makes a positive contribution to the neighbourhood

Your organisation: 78.3% ⋮ Quartile 3: 55.2% | Median: 62.3% ⋮ Quartile 1: 72.6%



TP12: Landlord's approach to handling anti-social behaviour

Your organisation: 69.7% ⋮ Quartile 3: 50.2% | Median: 53.4% ⋮ Quartile 1: 57.0%



Building safety

BS01: Homes for which all required gas safety checks have been carried out

Your organisation: 99.98% | Median: 99.91% Fully complaint: 25.6%



BS02: Homes for which all required fire risk assessments have been carried out

Your organisation: 100.00% | Median: 100.00% Fully complaint: 78.3%



BS03: Homes for which all required asbestos management surveys or re-inspections have been carried out

Your organisation: 100.00% | Median: 100.00% Fully complaint: 60.9%



BS04: Homes for which all required legionella risk assessments have been carried out

Your organisation: 92.50% | Median: 100.00% Fully complaint: 65.0%



BS05: Homes for which all required communal passenger lift safety checks have been carried out

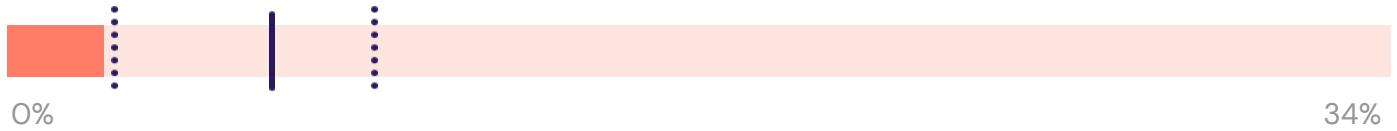
Your organisation: 100.00% | Median: 100.00% Fully complaint: 86.4%



Responsive repairs

RPO1: Proportion of homes that do not meet the Decent Homes Standard

Your organisation: 2.39% ⋮ Quartile 1: 2.64% | Median: 6.50% ⋮ Quartile 3: 9.03%



RPO2(1): Non-emergency responsive repairs completed within target timescale

Your organisation: 90.4% ⋮ Quartile 3: 76.3% | Median: 89.1% ⋮ Quartile 1: 92.9%



RPO2(2): Emergency repairs completed within target timescale

Your organisation: 99.2% ⋮ Quartile 3: 87.8% | Median: 97.4% ⋮ Quartile 1: 99.0%



Neighbourhood management

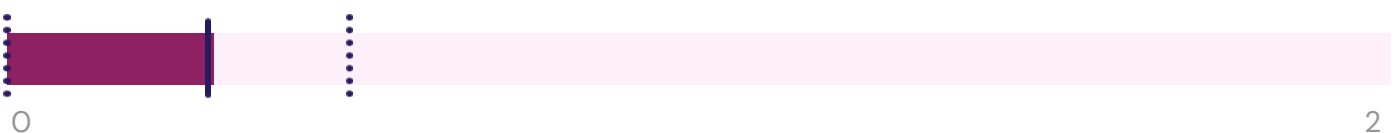
NMO1: Number of ASB cases, opened per 1,000 homes

Your organisation: 25.52 ⋮ Quartile 1: 8.54 | Median: 15.70 ⋮ Quartile 3: 24.53



NMO2: Number of ASB cases that involve hate incidents opened per 1,000 homes

Your organisation: 0.30 ⋮ Quartile 1: 0.00 | Median: 0.29 ⋮ Quartile 3: 0.50



Complaints

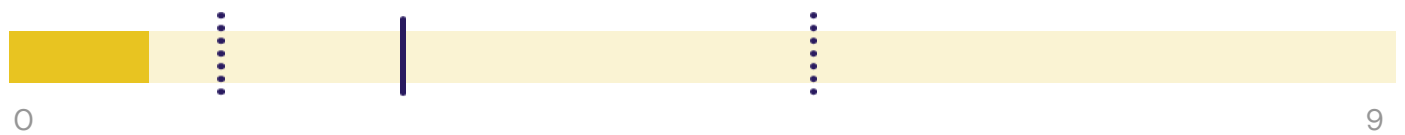
CH01(1): Number of stage one complaints received per 1,000 homes

Your organisation: 4.53 ⋮ Quartile 1: 13.46 | Median: 18.76 ⋮ Quartile 3: 32.46



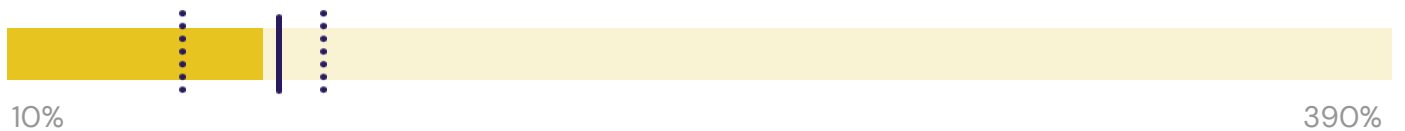
CH01(2): Number of stage two complaints received per 1,000 homes

Your organisation: 0.91 ⋮ Quartile 1: 1.38 | Median: 2.56 ⋮ Quartile 3: 5.23



CH02(1): Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

Your organisation: 80.0% ⋮ Quartile 3: 57.9% | Median: 84.4% ⋮ Quartile 1: 96.7%



CH02(2): Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

Your organisation: 83.3% ⋮ Quartile 3: 46.9% | Median: 84.7% ⋮ Quartile 1: 97.5%



Technical note

Housemark collected data from 189 landlords choosing to submit mid-year TSM results for the period April to September 2023. The data collection form was based on the Regulator of Social Housing’s TSM provisional guidance, using definitions from its TSM Technical Guidance.

Data collection included headline results for all 22 TSMs with a small number of contextual fields. Tenant perception survey satisfaction results are based on responses from low cost rental accommodation. Data collection took place 2–16 October 2023. Housemark conducted a thorough data validation and quality assurance check 16–26 October.

Peer groups

This summary compares your organisation against a broad peer group. The peer group was assigned to your organisation with two key criteria in mind that:

- 1 The profile and characteristics of the organisations in the group are similar and likely to show different results to other peers
- 2 The peer groups are small enough to be specific whilst ensuring there are enough peers to generate robust quartile results.

Quartiles

Quartile results for the sector and your broad peer group are presented in this report to indicate how your organisation compares to the other participants. These have been calculated using polarity with quartile one representing the best performance. Results are only calculated if six or more organisations have submitted data for that particular measure.

With the data points arranged consistently in numerical order, the median is the middle value and the quartiles divide the dataset into four equal parts. The 1st quartile group represents the organisations with the best performing values and the 4th quartile group, the lowest. Measures that represent volumes are neutral and for these quartile 1 represents the smallest values and quartile 4, the largest.

