

July 2024



Tenant Satisfaction Measures

2023/24 year-end results

Ashfield DC

Introduction

Following the long-awaited implementation of consumer regulation on 1 April 2024, Housemark has published an exclusive first look at Tenant Satisfaction Measures (TSMs) for the full year. All registered providers are required to report TSMs using standardised satisfaction and management figures for the year to March 2024.

While the Regulator of Social Housing (RSH) is due to publish a report in the autumn, as the sector's data experts, we have been tracking TSM performance for the past year. In total, 221 landlords took part in this exercise, managing around 2.3 million properties – more than half of all social housing in England.

Based on results up for the first full year of TSM reporting (April 2023 – March 2024), 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 respondents from low cost rental accommodation. All data collected uses the Regulator of Social Housing's [TSM guidance](#), with definitions from its TSM Technical Guidance. If you have any questions about this report or other benchmarking opportunities, please do get in touch at data@housemark.co.uk.

Results Summary

Tenant Perceptions

	England			Central LA ALMOs <10k			Your result
Satisfaction	Quartile 3	Median	Quartile 1	Quartile 3	Median	Quartile 1	
Overall service from their landlord	63.0%	69.8%	78.0%	63.6%	68.7%	78.7%	88.3%
Overall repairs service	65.2%	71.2%	78.7%	65.4%	71.3%	78.8%	76.9%
Time taken to complete their most recent repair	60.0%	66.9%	75.6%	56.4%	67.2%	74.2%	72.8%
Home is well maintained	63.4%	69.4%	77.8%	63.2%	68.3%	76.6%	80.9%
Home is safe	69.5%	76.5%	82.1%	68.8%	75.4%	80.6%	88.9%
Landlord listens to tenant views and acts upon them	51.3%	58.4%	67.3%	49.2%	55.4%	64.5%	74.1%
Landlord keeps them informed about things that matter to them	62.7%	69.7%	76.4%	56.9%	65.4%	74.3%	82.7%
Landlord treats them fairly and with respect	69.6%	76.0%	82.4%	66.7%	73.2%	81.3%	91.7%
Landlord's approach to complaints handling	26.0%	33.8%	40.0%	25.4%	29.1%	37.8%	48.1%
Landlord keeps communal areas clean and well maintained	58.7%	65.2%	72.0%	58.1%	63.2%	73.2%	70.3%
Landlord makes a positive contribution to the neighbourhood	55.7%	62.4%	71.0%	53.8%	59.1%	69.1%	78.3%
Landlord's approach to handling ASB	50.5%	57.0%	64.0%	48.3%	53.1%	59.3%	69.7%
Percentage of landlords using each survey method	National	Peers	Your result				
Telephone	83.4%	70.8%	97.0%				
Internet	58.0%	75.0%	0.0%				
Face to face	12.7%	4.2%	3.0%				
Postal	30.6%	54.2%	0.0%				
Other methods	4.5%	0.0%	0.0%				

Results Summary

Management

	England		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	99.97%	38.6%	99.92%	31.0%	99.98%
Proportion of homes for which all required fire risk assessments have been carried out	100.00%	67.7%	100.00%	81.3%	100.00%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100.00%	64.4%	100.00%	62.5%	100.00%
Proportion of homes for which all required legionella risk assessments have been carried out	100.00%	72.9%	100.00%	87.5%	93.40%
Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.00%	73.9%	100.00%	88.9%	86.60%
Responsive repairs					
Proportion of homes that do not meet the Decent Homes Standard	0.50%	22.7%	1.62%	9.1%	2.80%

Results Summary

Management

	England			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	3.44%	0.50%	0.02%	6.60%	1.62%	0.34%	2.80%
Non-emergency repairs completed within target timescale	71.1%	81.3%	88.0%	71.0%	81.4%	84.2%	89.7%
Emergency repairs completed within target timescale	87.6%	94.8%	98.5%	78.0%	92.0%	98.5%	98.8%
Works-in-progress as a proportion of annualised responsive repairs	11.31%	7.93%	4.25%	28.2%	9.68%	4.3%	3.47%
Neighbourhood management							
Number of ASB cases, opened per 1,000 homes	59.61	34.35	19.49	52.74	37.58	21.90	48.13
Number of ASB cases that involve hate incidents opened per 1,000 homes	1.24	0.63	0.27	1.80	0.96	0.38	0.45
Complaints							
Number of stage one complaints received per 1,000 homes	70.50	41.60	23.44	47.25	37.74	15.35	8.10
Number of stage two complaints received per 1,000 homes	11.08	5.30	2.93	7.10	5.20	2.90	1.50
Stage 1 complaints responded to within the Handling Code timescales	67.4%	84.6%	96.5%	46.4%	70.3%	83.3%	85.2%
Stage 2 complaints responded to within the Handling Code timescales	64.9%	81.6%	96.7%	40.7%	79.2%	94.8%	100.0%

Detailed peer comparisons

Tenant perceptions

TP01: Overall service from their landlord

Your organisation: 88.3% : Quartile 3: 63.6% | Median: 68.7% : Quartile 1: 78.7%



TP02: Overall repairs service

Your organisation: 76.9% : Quartile 3: 65.4% | Median: 71.3% : Quartile 1: 78.8%



TP03: Time taken to complete their most recent repair

Your organisation: 72.8% : Quartile 3: 56.4% | Median: 67.2% : Quartile 1: 74.2%



TP04: Home is well maintained

Your organisation: 80.9% : Quartile 3: 63.2% | Median: 68.3% : Quartile 1: 76.6%



TP05: Home is safe

Your organisation: 88.9% : Quartile 3: 68.8% | Median: 75.4% : Quartile 1: 80.6%



TP06: Landlord listens to tenant views and acts upon them

Your organisation: 74.1% : Quartile 3: 49.2% | Median: 55.4% : Quartile 1: 64.5%



TP07: Landlord keeps them informed about things that matter to them

Your organisation: 82.7% ⋮ Quartile 3: 56.9% | Median: 65.4% ⋮ Quartile 1: 74.3%



TP08: Landlord treats them fairly and with respect

Your organisation: 91.7% ⋮ Quartile 3: 66.7% | Median: 73.2% ⋮ Quartile 1: 81.3%



TP09: Landlord's approach to complaints handling

Your organisation: 48.1% ⋮ Quartile 3: 25.4% | Median: 29.1% ⋮ Quartile 1: 37.8%



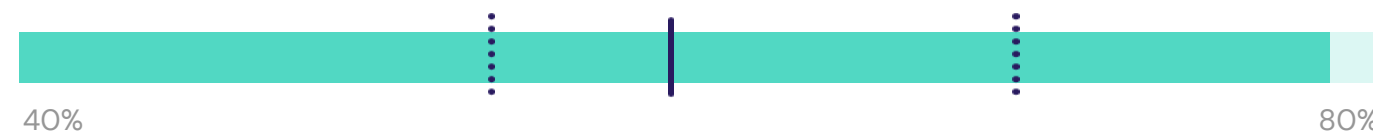
TP10: Landlord keeps communal areas clean and well maintained

Your organisation: 70.3% ⋮ Quartile 3: 58.1% | Median: 63.2% ⋮ Quartile 1: 73.2%



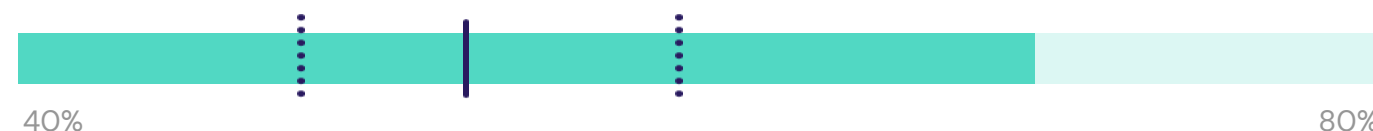
TP11: Landlord makes a positive contribution to the neighbourhood

Your organisation: 78.3% ⋮ Quartile 3: 53.8% | Median: 59.1% ⋮ Quartile 1: 69.1%



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

Your organisation: 69.7% ⋮ Quartile 3: 48.3% | Median: 53.1% ⋮ Quartile 1: 59.3%



Building safety

BSO1: Homes for which all required gas safety checks have been carried out

Your organisation: 99.98% | Median: 99.92% Fully complaint: 31.0%



BSO2: Homes for which all required fire risk assessments have been carried out

Your organisation: 100.00% | Median: 100.00% Fully complaint: 81.3%



BSO3: Homes for which all required asbestos management surveys or re-inspections have been carried out

Your organisation: 100.00% | Median: 100.00% Fully complaint: 62.5%



BSO4: Homes for which all required legionella risk assessments have been carried out

Your organisation: 93.40% | Median: 100.00% Fully complaint: 87.5%



BSO5: Homes for which all required communal passenger lift safety checks have been carried out

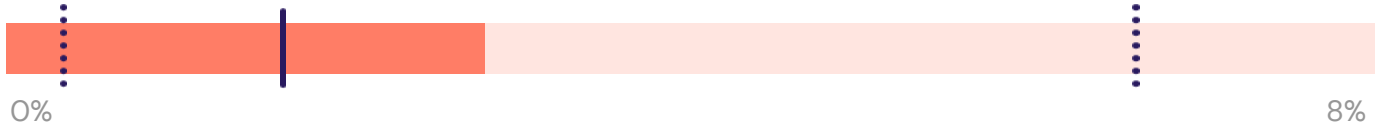
Your organisation: 86.60% | Median: 100.00% Fully complaint: 88.9%



Responsive repairs

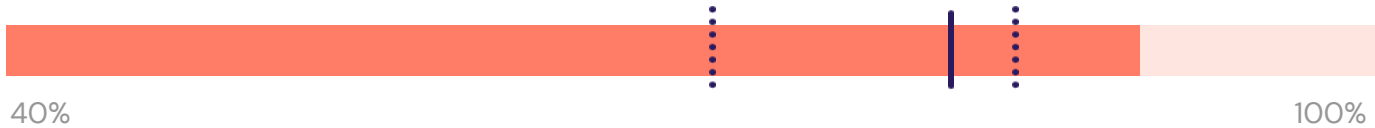
RPO1: Proportion of homes that do not meet the Decent Homes Standard

Your organisation: 2.80% ⋮ Quartile 1: 0.34% | Median: 1.62% ⋮ Quartile 3: 6.60%



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

Your organisation: 89.7% ⋮ Quartile 3: 71.0% | Median: 81.4% ⋮ Quartile 1: 84.2%



RPO2(2): Emergency repairs completed within target timescale

Your organisation: 98.8% ⋮ Quartile 3: 78.0% | Median: 92.0% ⋮ Quartile 1: 98.5%



Neighbourhood management

NM01: Number of ASB cases, opened per 1,000 homes

Your organisation: 48.13 ⋮ Quartile 1: 21.90 | Median: 37.58 ⋮ Quartile 3: 52.74



NM02: Number of ASB cases that involve hate incidents opened per 1,000 homes

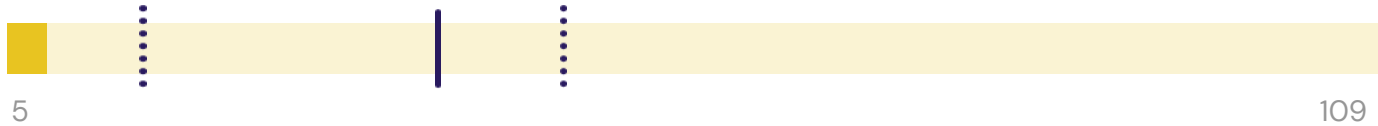
Your organisation: 0.45 ⋮ Quartile 1: 0.38 | Median: 0.96 ⋮ Quartile 3: 1.80



Complaints

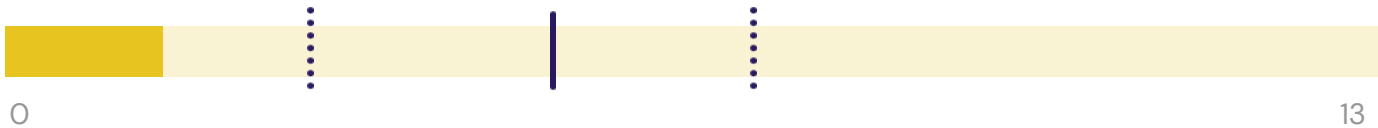
CH01(1): Number of stage one complaints received per 1,000 homes

Your organisation: 8.10 Quartile 1: 15.35 Median: 37.74 Quartile 3: 47.25



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

Your organisation: 1.50 Quartile 1: 2.90 Median: 5.20 Quartile 3: 7.10



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

Your organisation: 85.2% Quartile 3: 46.4% Median: 70.3% Quartile 1: 83.3%



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

Your organisation: 100.0% Quartile 3: 40.7% Median: 79.2% Quartile 1: 94.8%



Technical note

Housemark collected data from over 200 landlords choosing to submit TSM results for the period April 2023 to March 2024. The data collection was based on the Regulator of Social Housing’s 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. Housemark has conducted a thorough data validation and quality assurance check on this data.

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.

