

Tenant Satisfaction

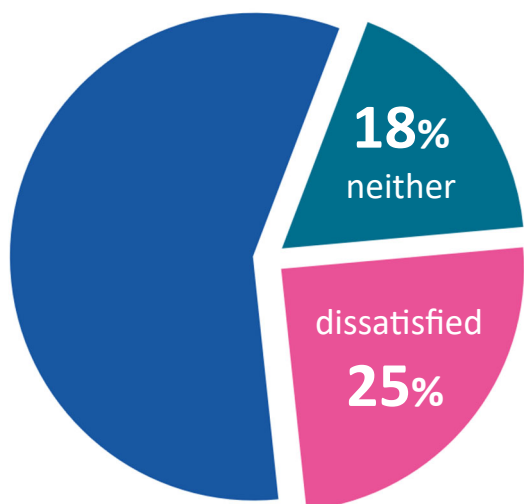
2024-25 Survey Results

We run our tenant satisfaction survey in stages every year to get your feedback on what we're doing well, where we can improve and what our priorities should be. We also report these results to the government housing regulator as part of the **Tenant Satisfaction Measures** that all landlords must complete.

The survey is **representative** of our tenants as whole and was carried out by telephone interview to meet the standard for it to be statistically reliable. Thank you to all 480 who took the time to complete the survey when we called. Over the coming months we will use what we have learnt to help improve our services.

This year's survey results are mostly positive, including a 4% **improvement** in the overall satisfaction rating, and even greater increases in the satisfaction measures for **repairs and property maintenance**.

This means that on a number of measures we are now performing at or above the level of similar landlords in London, although there is more work we still need to do for overall satisfaction to match the 65% average score



58%

are satisfied with
our services overall

Key Drivers of Satisfaction

1st A home that is well maintained

2nd Time taken to complete the last repair

3rd Positive contribution to the neighbourhood

There has been a big improvement in the rating for the **maintenance of the home** which is probably why this is also the survey question that is most closely **linked to overall satisfaction**.

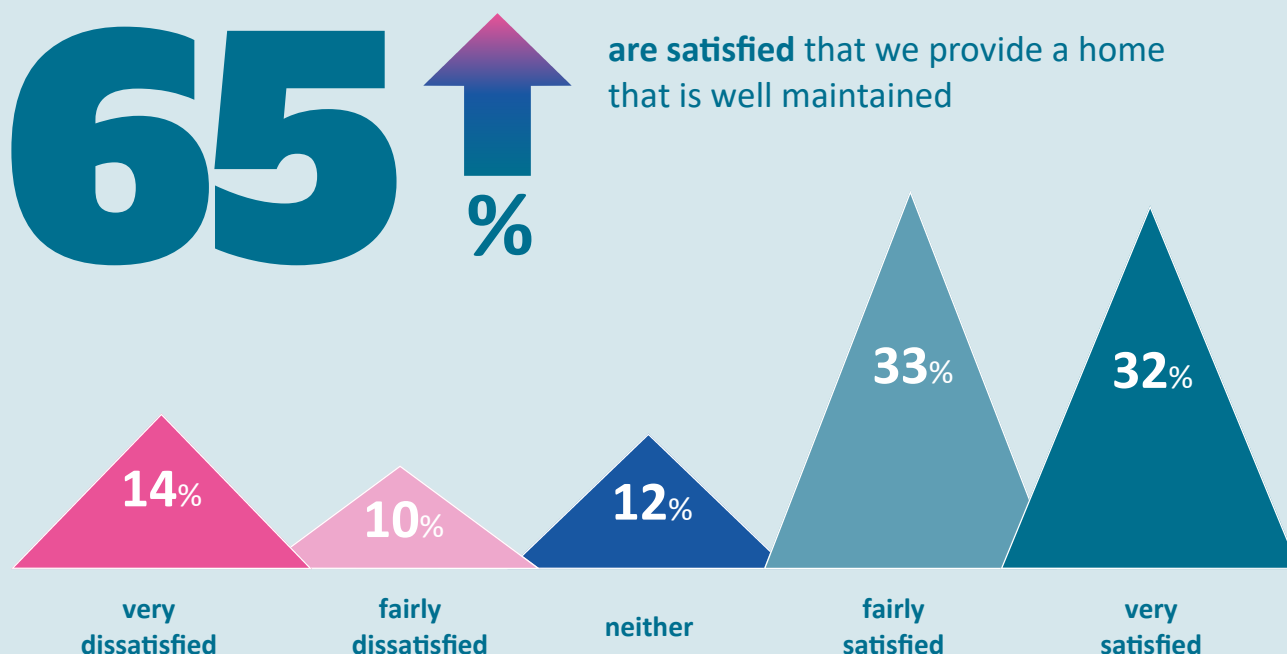
This replaces the **time taken to complete the last repair** which was at the top of this list last year, which is also improving over time.

A well maintained home

We are pleased to report that there has been a **significant 9% increase** in the proportion of tenants that are satisfied we provide a home that is well maintained.

Last year the **repairs service** and **property maintenance** was the main theme of the results, so we have worked hard to improve this part of our service. This is reflected in the scores, where all of the ratings linked to these topics have increased.

It means that property maintenance is now rated on par with similar landlords, whilst the **speed of repairs** is now slightly better than average. However, there is still more that we need to do to ensure that satisfaction with the general **repairs service** you receive exceeds expectations.



The building



SAFETY & SECURITY

gets a rating of **74%** from tenants, which is higher than average for similar landlords in London



Around three quarter of our tenants have **communal areas**.

Amongst those that do, the rating for how we clean and maintain them is unchanged at: **64%**

Repairs

63%



are satisfied with the **repairs service** received over the last year, which represents a **significant 5% improvement**

... and the same amount are happy with the **time taken** to complete that repair, which is also up 4%

63%



Communication

73%

feel we treat tenants **fairly and with respect**



22%

who **made a complaint** are happy with our response. Hower, this is below the average score of 37% amongst other landlords so is something we must improve

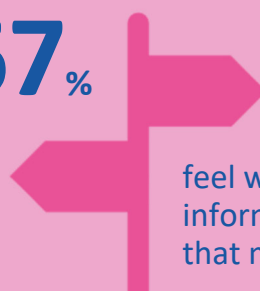


Listening to & acting on tenant's views ...



... receives a rating that is similar to other landlords , but is still lower than we want it to be at **49%**

67%



feel we keep you informed about things that matter to you

Neighbourhoods



62%

feel we make a **positive contribution** to the neighbourhood, which hasn't changed since the last survey

45%



are happy with how we **deal with anti-social behaviour**. Unfortunately, this rating has dropped by 6% this year. It is also lower than average, so this is another area we need to improve

Performance indicators

Here is a full run down of the results we have reported back to the **Regulator of Social Housing**, alongside the average scores for other similar landlords in London with 2,000 or fewer properties.

TSM Code	Performance Indicator	ISHA 2024-25	London average 2023-24
Overall			
TP01	Overall satisfaction	57.5%	64.5%
Keeping properties in good repair			
TP02	Satisfaction with repairs	63.2%	66.5%
TP03	Satisfaction with time taken to complete most recent repair	62.9%	61.4%
TP04	Satisfaction that the home is well maintained	64.6%	64.9%
Maintaining building safety			
TP05	Satisfaction that the home is safe	74.1%	70.2%
Respectful and helpful engagement			
TP06	Satisfaction that we listen to tenant views and act upon them	49.0%	53.2%
TP07	Satisfaction that we keep you informed about things that matter to you	66.7%	68.7%
TP08	Agreement that we treat tenants fairly and with respect	72.7%	71.6%
Effective handling of complaints			
TP09	Satisfaction with our approach to handling complaints	22.2%	36.6%
Responsible neighbourhood management			
TP10	Satisfaction that we keep communal areas clean and well maintained	63.8%	71.7%
TP11	Satisfaction that we make a positive contribution to neighbourhoods	62.1%	66.7%
TP12	Satisfaction with our approach to handling anti-social behaviour	45.4%	61.2%

Thank You ...

... again to everyone who took part in the survey. We will take all the feedback into consideration when planning improvements to our services.

Didn't complete our survey this time round? We run this survey every year so your chance will come around again, but we welcome our tenants' feedback all year round.