



Tenant Satisfaction Measures

(Item 9)

February 2023

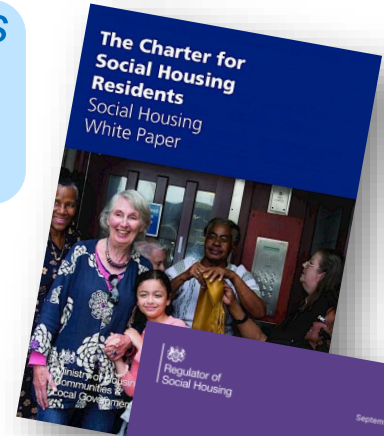


What and Why?

- Introduced by the Regulator of Social Housing (September 2022)

“New system for assessing how well social housing landlords in England are doing at providing good quality homes and services”.

- Follows the Social Housing White Paper and 2020 Charter for Social Housing Residents
- Aimed at: -
 - Letting tenants see how well their landlord is doing
 - Providing the Regulator with an idea of which landlords might need to improve things for their tenants.



The Charter for Social Housing Tenants

- ✓ To be safe in your home
- ✓ To know how your landlord is performing
- ✓ To have complaints dealt with promptly and fairly
- ✓ To be treated with respect
- ✓ To have your voice heard
- ✓ To have a good quality home and neighbourhood to live in
- ✓ To be supported to take your first step to ownership

Ensuring the Charter is met

Regulator of Social Housing

“Create a strong, proactive consumer regulatory regime, strengthening the formal standards against which social landlords are regulated”

Safety:

Landlords must provide homes and services that are safe

Quality:

Landlords must provide good quality homes

Neighbourhood:

Landlords should play their role in contributing to the upkeep and safety of shared spaces

Transparency:

Landlords must be transparent with their tenants and provide the information tenants need to hold them to account effectively

Engagement & Accountability:

Landlords that listen to tenants and take their views will deliver better outcomes for tenants

Tenancy:

Landlords must have a fair and transparent allocations process

How Tenant Satisfaction Measures will work

- New national 'measures' introduced
- Five headline measures (each with own reporting elements)
- First reporting year will be 2023/24
- Our first results will be submitted to the Regulator in summer 2024



Inspections



Sharing findings

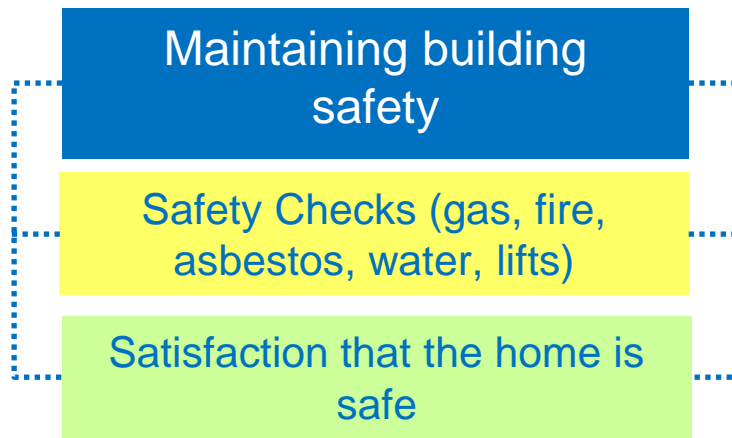


Sources of evidence



Putting things right

The Five Measures (Measures 1 & 2)



= Our own data



= Measured through a tenant survey

The Five Measures (Measures 3 - 5)

Respectful and helpful engagement

Listens to tenants views and acts upon them

Keeps tenants informed about things

Tenants treated fairly and with respect

Effective handling of complaints

Number of complaints received

Complaints responded to within timescales

Satisfaction on approach to handling complaints

Responsible neighbourhood management

Number of anti-social behaviour cases

Satisfaction communal areas clean/maintained

Satisfaction landlord makes positive contribution to neighbourhood

Satisfaction on approach to handling anti-social behaviour

 = Our own data  = Measured through a tenant survey

Gearing up for the new requirements



Existing and new data/management information



Recording and submitting data



Identify gaps in our knowledge and review our approach to service delivery



Annual tenant satisfaction survey

Repair Targets

- A customer focused approach moved us away from targets, to an 'at the customers convenience' approach
- This vanguard approach continues to work well
- Traditional targets had remained in the background
- Targets now need to be refreshed ahead of Tenant Satisfaction Measures (TSMs)
- Need to be operational by 1st April 2023
 - Published on our website
 - Systems ready (to allow categorisation, monitoring, & running reports)



Repair Targets

Repair Category	Target	Example
Emergency	Make safe within 24 hrs	<ul style="list-style-type: none">• Complete loss of lighting• Blocked/leaking soil stack
Priority	7 days	<ul style="list-style-type: none">• Dripping/stuck tap• Minor leaks on pipework• Extractors fan issues
Routine	28 days	<ul style="list-style-type: none">• Damaged fencing• Gutter repairs
Planned Routine	6 months	<ul style="list-style-type: none">• Internal decoration• Plaster repairs
Complex Investigation	Individual/bespoke	<ul style="list-style-type: none">• Subsidence
Planned Maintenance	Individual/bespoke	<ul style="list-style-type: none">• External redecoration

Annual Tenant Satisfaction Survey

- There is no set way in how the survey should be done
- Must include the tenant perception measures (i.e. *the ones in green on previous 'measures' slides*)
- Survey participants should reflect our tenant mix (age, gender, ethnicity, etc.)
- We must publish results, how our survey was carried out, how many responses, etc.
- Need to consider any data protection considerations.



Work is already underway to engage with tenants, to refine what the future surveys are, and to determine the best process.

Scrutiny Panel & TSMs

- TSMs potentially overlap and duplicate parts of the existing 'tenancy management report' provided annually to HSP
- Propose to instead annually report to HSP on our TSM outcomes – from summer 2024
- Following national results published annually, provide HSP with a presentation looking at our results in the context of the national picture – from autumn 2024
- When reporting to HSP, we could add further 'local' measures that HSP members might seek more information on.

Housing Scrutiny Panel

Other matters HSP may want reporting on...

Waiting List /
Allocations

Affordable Home
Ownership
Register:
Key statistics

RTB sales

Use of B&B

HO caseloads /
outcomes

RS numbers

Rent Arrears

Disabled
Adaptations

Number of Repairs

Voids Processed

EPCs

'Greener' installs

Kitchen/bathroom
upgrades

Key 'Planned'
Projects

Number of
Disrepair Claims

Ombudsman
Complaints

Other?

Any Questions?

