Tenant Satisfaction Measures 2023/24

The Regulator of Social Housing introduced tenant satisfaction measures (TSM) from April 23 as a metric to assess how well social landlords in England and Wales are doing at providing quality homes and services. Registered Providers (RP) of social housing – like Empower are required to publish their TSM's, and providers over 1,000 units are required to submit their results to the Regulator. Empower have taken part in the small RP TSM data pilot and as part of this also submitted our data to the Regulator in June 2024.

EHA Approach to TSMs 23-24

EHA adopted a census approach to data collection for the 2324 TSM surveys where all households in the relevant tenant population were invited to participate in the survey. The survey process was carried out in house by our housing management team and undertaken between April 23 and March 24.

A survey form was sent to all tenants on a rolling programme throughout the year, 386 surveys were issued. No tenants were excluded from the survey, void units/bedspaces were surveyed as properties were let during the year. Surveys were mainly distributed by post; a small number were emailed. Most surveys were returned by post, a small number were completed by telephone. 140 surveys were returned (36.87%), all legible responses were included in the results, no weighting has been applied to the responses. Work is ongoing to improve the data we hold about our tenants characteristics to ensure that responses are representative of our tenant population.

Tenants were advised that the survey was confidential, and that the information collected will be published annually by EHA. Our approach followed the prescribed RSH format of the survey, no visual aids or features were used.

Additional questions were asked at the time of the survey to gather more information around tenant services. We also asked who had completed the survey i.e. the tenant, family member, care provider etc.

The TSM's are reported in our annual report and financial statements and separately on our website, by September 2024, the results will also be reported in our tenant newsletters which are sent to every home. No incentives were offered to tenants to complete the survey.

EHA will carry out tenant perception surveys in the TSM format every 2 years. In the intervening years EHA will continue to carry out transactional surveys and regular tenant engagement.

TSM survey results

The results of the 2023/24 TSM survey report performance in line with TSM data guidelines for low-cost rental accommodation (LCRA) in England only - 419 tenancies and for all 436 tenancies managed by EHA.

The table also shows the target set by EHA for the year along with the results of benchmarking undertaken by The Leadership Factor, who are specialists in customer experience research and measurement. These results are based on tenant perception measures from 84 Registered Providers, EHA outperform in all but 1 measure (satisfaction with handling complaints) against this benchmark group.

	Empower Tenant Satisfaction Measures	April 23 to March 24			
TSM Ref	Tenant Perception Measure	EHA Target	LCRA England Only 133 Responses	All Properties 140 Responses	TLF Bench - marking
TP01	Overall Satisfaction	95%	94%	94%	71.1%
TP02	Satisfaction with Repairs	95%	86%	87%	72.4%
TP03	Satisfaction with time taken to complete most recent repair	95%	77%	78%	68.3%
TP04	Satisfaction that the home is well maintained	95%	80%	81%	71.4%
TP05	Satisfaction that the home is safe	95%	88%	88%	77.2%
TP06	Satisfaction that the landlord listens to tenants views and acts upon them	80%	84%	85%	61.8%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	90%	88%	88%	70.2%
TP08	Agreement that the landlord treats tenants fairly and with respect	95%	93%	93%	77.1%
TP09	Satisfaction with the landlord's approach to handling complaints	95%	33%	33%	36.6%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	95%	78%	79%	65.4%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	95%	63%	65%	62.7%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	95%	61%	63%	59.4%
Management Information					
BS01	Gas Safety Checks	100%	100%	100%	
BS02	Fire Safety Checks	100%	100%	100%	
BS03	Asbestos Safety Checks	100%	100%	100%	
BS04	Water Safety Checks	100%	100%	100%	
BS05	Lift Safety Checks	100%	100%	100%	
BS05	Specialist Lifting Equipment	100%	100%	100%	
CH01 (1)	Complaints relative to the size of the landlord - per 1000 homes - Stage 1	0	19	18	
CH01 (2)	Complaints relative to the size of the landlord - per 1000 homes - Stage 2	0	0	0	
CH02 (1)	Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	100%	100%	
CH01 (2)	Complaints responded to within Complaint Handling Code timescales - Stage 2	100%	N/A	N/A	
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord - per 1,000 homes	0	29	28	
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord (involving hate incidents)- per 1,000 homes	0	0	0	
RP01	Homes that DO NOT meet the Decent Homes Standard	0	0	0	
RP02 (1)	Repairs completed within target timescale - Emergency	100%	99%	99%	
RP02 (2)	Repairs completed within target timescale - Non-emergency	95%	93%	93%	

In addition to the tenant perception survey management information is also published as part of TSM's as noted in the table above around performance with property compliance, complaints, ASB and repairs.

Tenant feedback & Learning from TSM surveys and repairs transactional surveys

From the data received within the TSM perception surveys, EHA will focus on the service areas where performance was notably below target including reviewing comments provided as part of the feedback and speaking to tenants for more information and understanding regarding their dissatisfaction, where tenants provided contact details as the TSM survey was anonymous. The main areas where satisfaction was lower are:

- Satisfaction with time taken to complete most recent repair
- Satisfaction with the landlord's approach to handling complaints
- Satisfaction that the landlord keeps communal areas clean and well maintained
- Satisfaction that the landlord makes a positive contribution to neighbourhoods
- Satisfaction with the landlord's approach to handling anti-social behaviour

Property compliance was again reported at 100% across all areas.

A detailed report around our complaints and ASB handling and learning is available on our website.

Repairs completed are slightly behind target due to, availability of materials, contractor availability, and access being denied by tenants, we have introduced an access policy and are working closely with tenants and their support teams to improve access and continue to work with suppliers and contractors to minimise delays.

Additional comments were provided by tenants with the TSM surveys as below including action taken to improve:

| No of Comments Received	Topic	Actions/Improvement
5	Communication	Improved records of contact and action recorded on our housing management system, training provided to colleagues
10	Outstanding & re-occurring repairs	Weekly team meetings are taking place within maintenance to focus on outstanding and re-occurring repairs and improve processes.
7	Standard of repairs & condition of properties	Reviewed stock condition and lifecycle data and increased the number of post inspections.
5	Services provided	Property Manager progressing with procurement review to enhance service delivery and value for money.
7	Value for money	
1	Tenant engagement	Improved tenant engagement – focus groups – most recent one reviewed customer standards.
1	EHA call-handlers	Training provided to all call handlers on phone manner, further customer service training to be provided.

A theme across the TSMs and transactional surveys highlights the need for improved communication. We are currently reviewing processes along with system capabilities to ensure communication with tenants and their representatives is open and transparent and logged on our housing management system to ensure effective record keeping.

Training has been provided to all colleagues with regards to understanding complaints and how to handle them, along with ASB training for colleagues within the Housing Management Team. In addition, we have implemented new ASB and Complaints procedures to improve how we deliver services. Customer service training will be carried out for colleagues during 2024.

We will introduce pictorial versions of formal letters and agreements concerning complaints and ASB cases to cater to the diverse needs of our tenants.

We collected data as to who had completed the TSM survey and we provided feedback to the RSH regarding tenant capacity and the strict format of the survey and that alternative formats were not able to be used i.e. easy read. As part of our tenant engagement work, we will try to better understand tenant capacity and tenants understanding of the survey questions, and their preferred methods of communication, this information will support future surveys and tenant engagement.
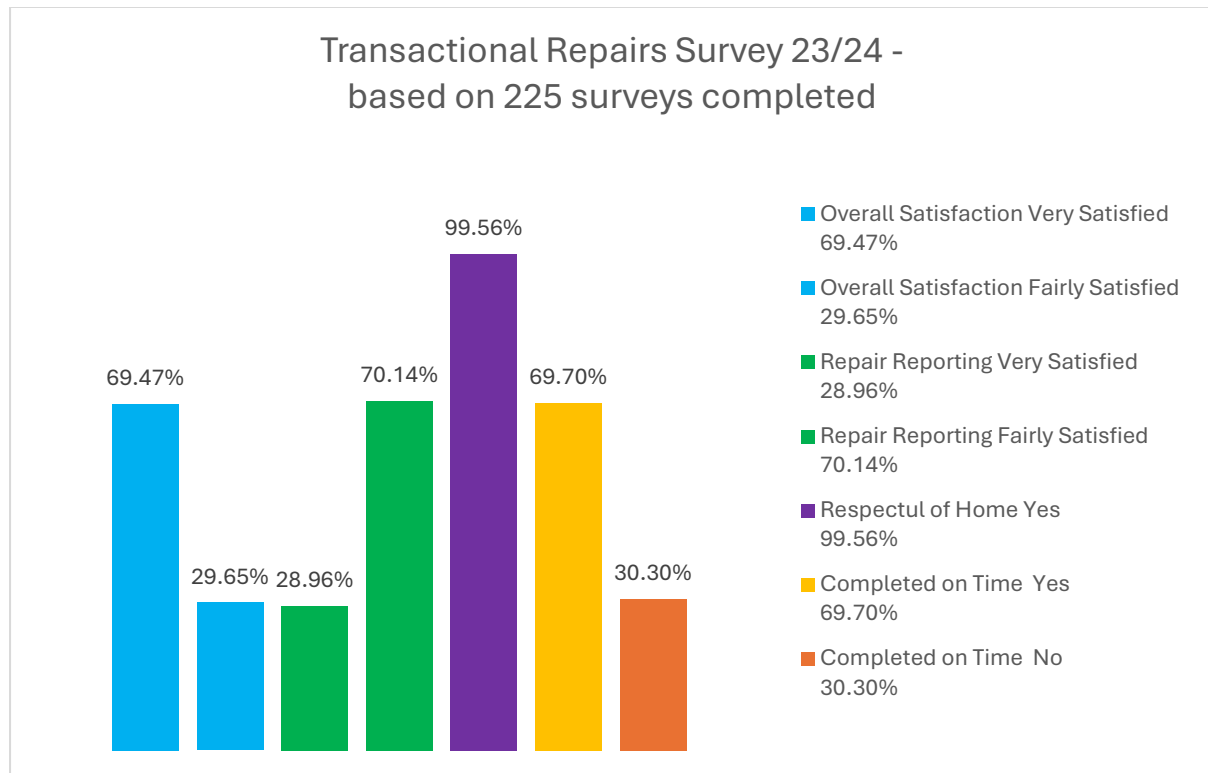
The TSM surveys for 23/24 were completed as below:
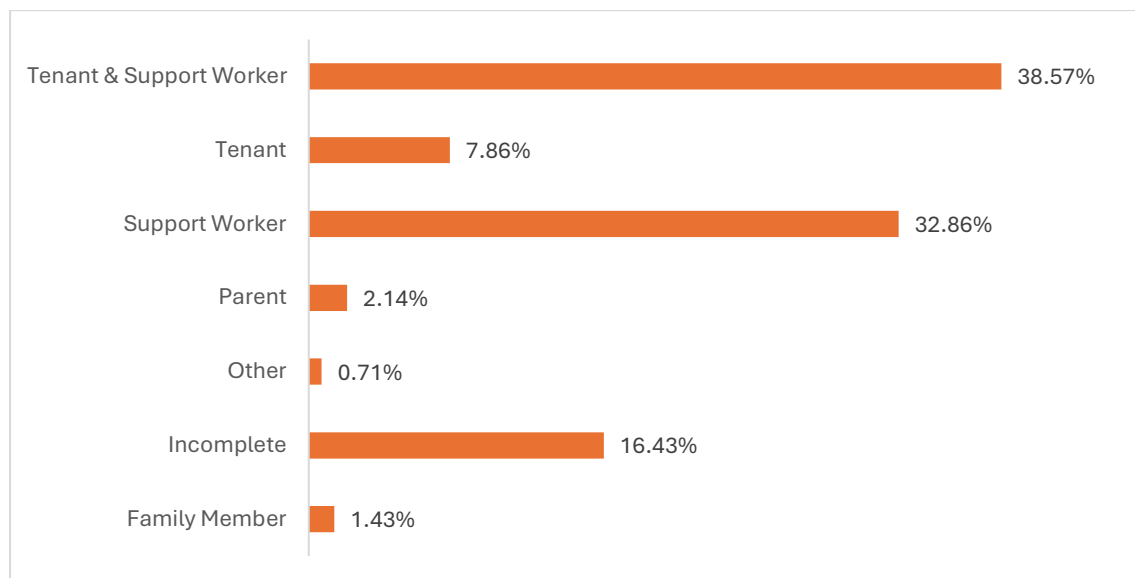
Transactional phone surveys were carried out during 2023/24 for repairs (internal and external contractors) and compliance visits, with a response rate of 100%. The overall response to the transactional surveys has been positive, we noted that :

- Satisfaction with repairs via transactional phone surveys is 69% in contrast to 87% via TSMs,
- Satisfaction with time taken to complete a repair is 70% via transactional surveys and 78% via TSM's this is not unusual and also compares with peers but an area to review for EHA.

Results of the repairs transaction surveys are shown in the table below – the key areas for us to focus on are completing our repairs on time and communicating delays with our tenants and partners :

Transactional Repairs Survey 23/24 -
based on 225 surveys completed

- Overall Satisfaction Very Satisfied 69.47%
- Overall Satisfaction Fairly Satisfied 29.65%
- Repair Reporting Very Satisfied 28.96%
- Repair Reporting Fairly Satisfied 70.14%
- Respectul of Home Yes 99.56%
- Completed on Time Yes 69.70%
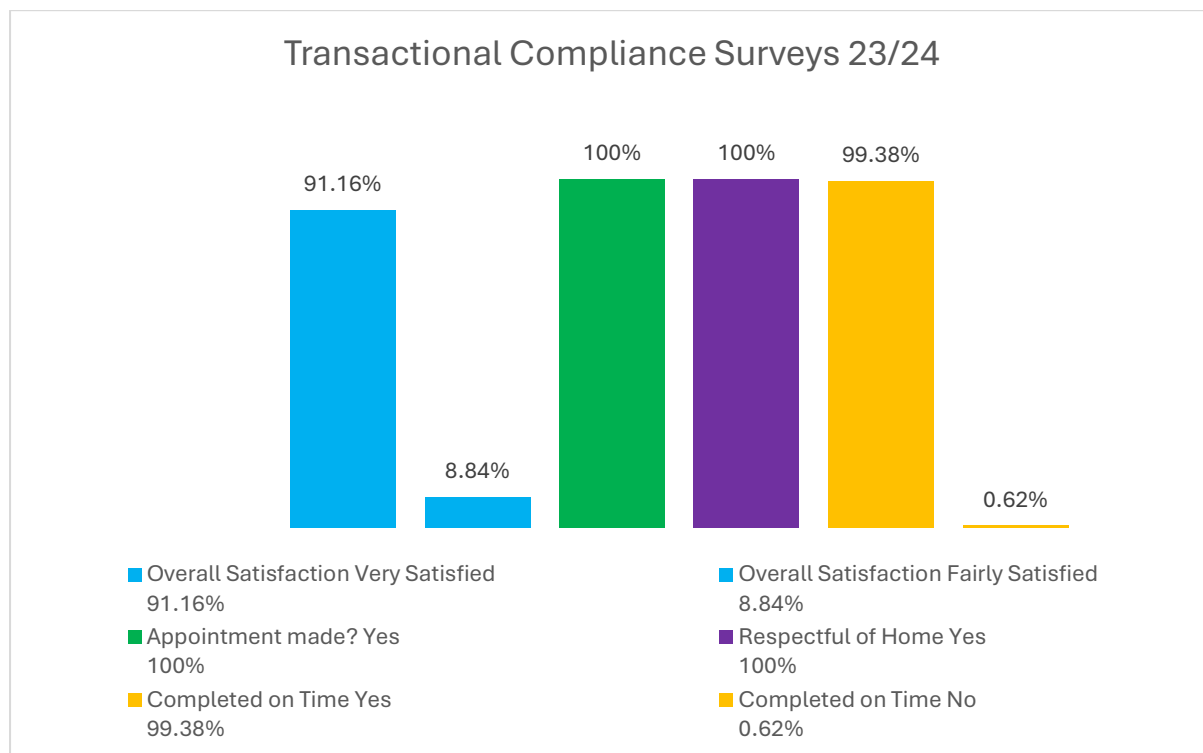- Completed on Time No 30.30%

Delays were due to :
- Repairs taking longer than advised
- Re-occurring repairs
- Delays with materials/incorrect materials purchased
- Delays due to EHA obtaining quotes

To improve services going forwards we have

- Weekly team meetings with all call-handlers and maintenance operatives to discuss outstanding or problematic repairs.
- Additional training provided to call handlers to improve diagnostic assessment.
- Colleagues encouraged to take ownership of errors when handling repairs to ensure responsive action is taken to rectify issues as soon as possible
- Review and enhance van stocks
- Open and transparent communication when handling repairs, with all updates logged onto our housing management system.

Results of the transaction surveys for our property compliance visits are shown in the table below, satisfaction is excellent overall and we strive to maintain these standards:

Transactional Compliance Surveys 23/24

- Overall Satisfaction Very Satisfied 91.16%
- Overall Satisfaction Fairly Satisfied 8.84%
- Appointment made? Yes 100%
- Respectful of Home Yes 100%
- Completed on Time Yes 99.38%
- Completed on Time No 0.62%

If you have any questions regarding tenant satisfaction please contact our Housing Management Team on 01257 260712 option 3 or send an email to HM@empowerhousing.org.uk

Empower welcomes all feedback from our tenants and their representatives and recognises that this feedback provides valuable information that we can use to improve the services we offer. If you are not happy with any of the services provided by Empower Housing, please contact our Housing Management Team on 01257 260712 option 3 to discuss further. For further information on how to complain or to view our Complaints & Feedback Policy & Procedure please visit our website www.empowerhousing.org.uk. If you are not happy with how we have responded to your complaint you can contact the Housing Ombudsman Service. We have assessed ourselves against the Ombudsman's Complaint Handling Code which you can also find on our website