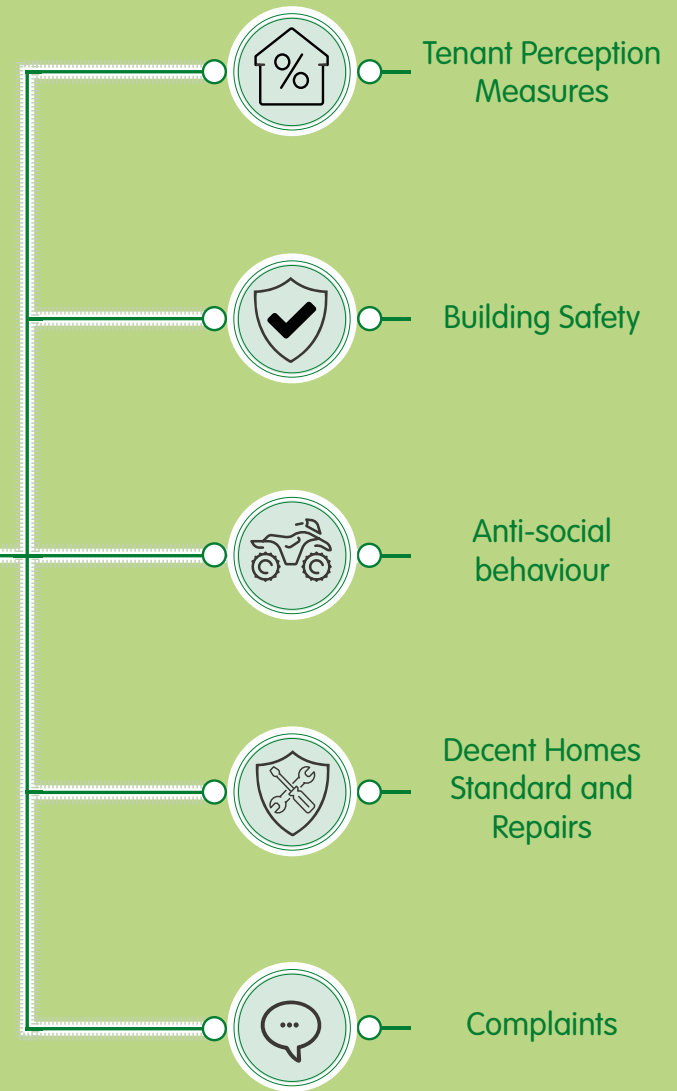




Tenant Satisfaction Measures

2023/24



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Tenant Satisfaction Measures

Overview

From April 2023, Salix Homes have been collecting the Tenant Satisfaction Measures (TSMs). These provide visibility and transparency to our customers on how we are performing across a total of 22 measures; including 10 operational measures and 12 tenant perception measures.

The performance for 2023/24 for the 22 measures is outlined on the following pages.

Summary of Approach

To collect the tenant perception measures, from April 2023 through to March 2024 we have conducted a total of 662 telephone surveys with customers. These were carried out on a monthly basis by Kwest Research, on behalf of Salix Homes, following the requirements and guidance set by the regulator.

No weighting has been applied to generate our perception measures scores and no customers were excluded due to exceptional circumstances (in line with the TSM regulations). No incentives were offered to those taking part in the survey.

All responses where customers expressed dissatisfaction have been followed up to see if there are any outstanding actions required in relation to the issue they raised.

Summary of Representativeness

We used a 'sample approach' - where a random sample of customers were invited to participate in the survey. When selecting the demographics to build our sample, we have been proportionate and have selected high level demographic data, with the sample generated to reflect the 'representativeness' of our customers in the following areas:-

- Age
- Ethnicity
- Disability
- Neighbourhood
- Customer type

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Tenant Satisfaction Measures



Ref Tenant Perception Measures Performance 2023/24

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	75.2%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	72.7%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	64.8%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	76.8%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	80.3%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	76.7%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	84.8%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	87.5%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	46.7%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	81.2%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	77.2%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	74.4%

Tenant Satisfaction Measures



Ref

Building Safety

Performance 2023/24

BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%



Ref

Anti-social behaviour

Performance 2023/24

NM01	Number of anti-social behaviour cases, opened per 1,000 homes.	132.3
NM01	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	3.1

Tenant Satisfaction Measures



Decent Homes Standard and Repairs

Performance 2023/24

Ref		
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.2%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	60.6%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	100%



Complaints

Performance 2023/24

Ref		
CH01 (1)	Number of stage one complaints received per 1,000 homes.	40.1
CH01 (2)	Number of stage two complaints received per 1,000 homes.	6.9
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	87.5%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	96.4%