

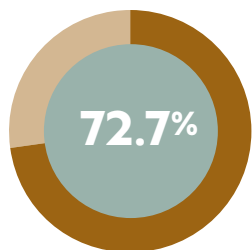
↑ ↓ | 2023/24 tenant satisfaction measures

TSMs generated from the 2023 tenant perception survey

The questions put to you by Acuity Research & Practice Ltd in 2023 are those now asked of all social housing landlords for **tenant satisfaction measures** (TSMs) drawn up by the Regulator of Social Housing (RoSH).

All figures shown here were collected, generated and validated reported perception measures.

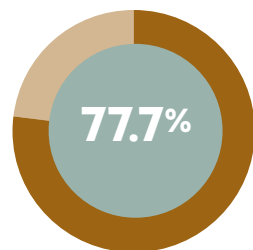
TP01: 72.7% of you said you were satisfied with our services overall



Housemark* median score for similar landlords: **69.8%** *

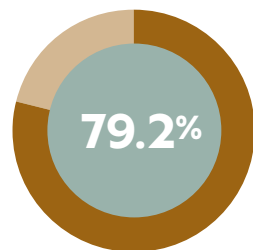
* Housemark is the leading data and insight company for the UK housing sector, jointly owned by the National Housing Federation and the Chartered Institute of Housing. Its members include over 350 social housing providers from across the UK, representing 3.8 million homes.

TP02: 77.7% of those who had a repair done in the last 12 months who were satisfied with our overall repairs service



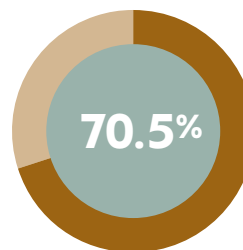
Housemark median score for similar landlords: **71.2%**

TP03: 79.2% of those who had a repair done in the last 12 months who were satisfied with the time it took to complete



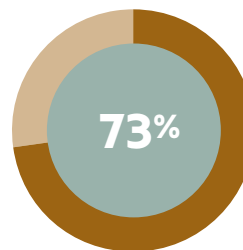
Housemark average score for similar landlords: **66.9%**

TP04: 70.5% said you were satisfied your home is well-maintained.



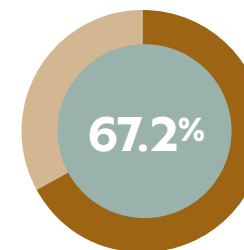
Housemark median score for similar landlords: **69.4%**

TP05: 73% said you agreed your home feels safe.



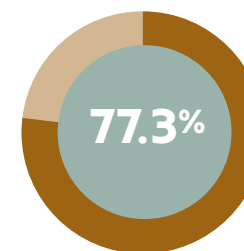
Housemark median score for similar landlords: **76.5%**

TP06: 67.2% of you who are satisfied that we listen to your views and act upon them



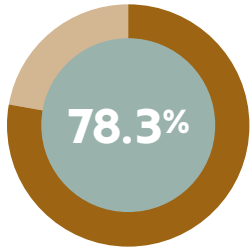
Housemark median score for similar landlords: **58.4%**

TP07: 77.3% of you satisfied we keep you informed about things that matter to you



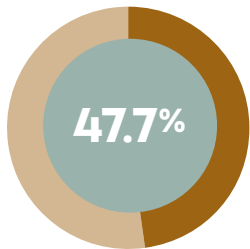
Housemark median score for similar landlords: **69.7%**

TP08: **78.3%** think we treat you fairly and with respect



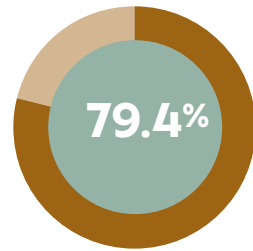
Housemark median score for similar landlords: **76%**

TP09: **47.7%** of those who reported making a complaint in the last year were satisfied with how we handled it



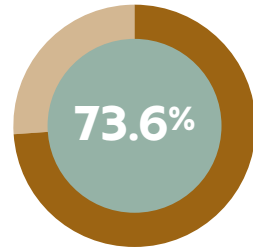
Housemark median score for similar landlords: **33.8%**

TP10: **79.4%** say we keep your shared areas clean and well-maintained



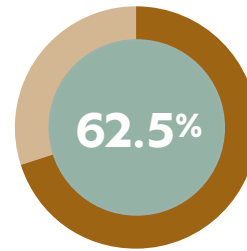
Housemark median score for similar landlords: **65.2%**

TP11: **73.6%** of you say we make a positive contribution to your neighbourhood



Housemark median score for similar landlords: **62.4%**

TP12: **62.5%** are satisfied with our approach to handling antisocial behaviour



Housemark median score for similar landlords: **57%**

TSMs generated from our management figures

We supplement the survey questions with data we track and collect during the year.

These statistics estimate the figure we would report, based on actual performance, if we had **1000 homes** rather than **300**, as of 31 March 2024. To show how we compare, we have also given the Housemark* median score for all other social landlords.

We now do annual audits of our services and standards which are scrutinised and inspected by RoSH and related professional bodies.

CH01 (i): Number of stage one complaints received per 1000 homes: **53.5**

Housemark median: **41.6**

CH01 (ii): Number of stage two complaints received per 1000 homes: **20.1**

Housemark median: **5.3**

CH02 (i): Proportion of stage one complaints responded to within the Housing Ombudsman's handling code timescale: **100%**

Housemark median: **84.6%**

CH02 (i): Proportion of stage two complaints responded to within the Housing Ombudsman's handling code timescale: **80%**

Housemark median: **81.6%**

NM01 (i): Number of antisocial behaviour cases opened per 1000 homes: **66.9**

Housemark median: **34.4**

NM01 (i): Number of antisocial behaviour cases that involved hate crime per 1000 homes: **0**

Housemark median: **0.6**

RP01: Homes that did not meet the Decent Homes standard: **1.7%**

Housemark median: **0.5%**

RP02 (i): Proportion of non-emergency responsive repairs completed within the landlord's timescale: **93.7%**

Housemark median: **81.3%**

RP02 (ii): Proportion of emergency responsive repairs completed within the landlord's timescale: **97.5%**

Housemark median: **94.8%**

BS01: Proportion of homes with all required gas safety checks carried out: **99%**

Housemark median: **100%**

BS02: Proportion of homes with all required fire risk assessments carried out: **100%**

Housemark median: **100%**

BS03: Proportion of homes with all required asbestos management surveys or reinspections carried out: **100%**

Housemark median: **100%**

BS04: Proportion of homes with all required legionella risk assessments carried out: **100%**

Housemark median: **100%**

BS05: Proportion of homes with all required communal passenger lift safety checks carried out: **100%**

Housemark median: **100%**

Census of occupied properties at the time of the survey									
	population		sample			population		sample	
general needs	266	90%	128	85%	under 25	1	0%	0	0%
sheltered	30	10%	23	15%	25-34	33	11%	8	5%
	296		151		35-44	53	18%	25	17%
					45-54	54	18%	29	19%
	population		sample		55-59	36	12%	21	14%
Barnsbury East	235	79%	114	75%	60-64	28	9%	17	11%
Highbury Fields	40	14%	28	19%	65-74	37	13%	21	14%
Lower Holloway	15	5%	6	4%	75-84	39	13%	24	16%
Angel	4	1%	2	1%	85+	13	4%	6	4%
Caledonian Road	2	1%	1	1%	no data	2	1%	0	0%
	296		151			296		151	

NB The figures for the **CH, NM and RD indicators** are for the 12 months to 31 March 2024. The **BS** indicators give the state of play at 31 March 2024.

Who took part in the Acuity survey of your views and when?

Just over half of you (151) responded to Acuity's invitation to give your views on our services between 20 October and 1 November 2023.

Of those 78 took part online, 21 posted your questionnaire and 50 gave responses by phone. This last group was notably more positive about our services.

How did Acuity know the people who took part gave a reliable test of all your views?

We have less than 1000 homes so Acuity used the Census above to check that those who answered the questions made up a representative sample of tenanted households and age groups in each neighbourhood.

Did Acuity offer incentives to encourage tenants to complete the survey?

Yes. All names were entered into a prize draw, with the three winners each getting a £50 shopping voucher.