

# TENANT SATISFACTION MEASURES (TSM) REPORT: 2024

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**Thank you to everyone who completed the recent Tenant Satisfaction Survey.** This year we received 501 responses to the survey, approximately 20% of tenants.

As always, the feedback you have given will help us shape the service we provide, showing us where we are succeeding and what areas we need to focus on. Below shows our perception survey results for 2024 and our performance for the management measures.

## **The National Context from the Housing Ombudsman Service and Housemark**

From their initial TSM data, there have been slight increases in tenant satisfaction across the perception based survey questions. However, the Housing Service has seen decreases in tenant satisfaction, primarily driven by a below standard level of service by our repairs contractor in the last year. Housemark, as well as the Regulator for Social Housing, state that repairs continues to be the strongest driver of overall perception and significantly impact overall tenant satisfaction.

Best perceived landlords in tenant satisfaction for maintenance perceptions score 9.2 percentage points higher satisfaction levels overall than the national average.

Housing Associations are seeing higher levels of tenant satisfaction than Local Authorities, with Housemark reporting from their initial TSM data, that Local Authorities score lower than housing associations in terms of satisfaction, by an average of 8.6 percentage points.

Preliminary TSM data also shows satisfaction levels to be lower in London and the South East compared to the rest of the country.

# TENANT SATISFACTION MEASURES (TSM) REPORT: 2024

## Tenant Satisfaction Measures (TSM) Perception Metrics:



**64%** Overall Satisfaction



**65%** Satisfaction that home is well maintained



**68%** Satisfaction with repairs



**69%** Satisfaction that tenants' homes are safe



**70%** Satisfaction with time take to complete repairs



**45%** Approach to handling anti-social behaviour



**51%** Service listens to your views and acts upon them



**48%** Makes a positive contribution to neighbourhoods



**60%** Service keeps you informed on things that matter to you



**68%** Keeps communal areas clean and well maintained



**69%** Service treats tenants fairly and with respect



**38%** Approach to handling complaints

# Tenant Satisfaction Measures (TSM) Management Metrics:



100%

Proportion of homes for which all required gas safety checks have been carried out.



100%

Proportion of homes for which all required fire risk assessments have been carried out.



100%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.



100%

Proportion of homes for which all required legionella risk assessments have been carried out.



100%

Proportion of homes that do not meet the Decent Homes Standard.



86.1%

Proportion of non-emergency responsive repairs completed within target timescale.



88.9%

Proportion of emergency responsive repairs completed within target timescale.



46.6

Number of anti-social behaviour cases, opened per 1,000 homes



0

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



53.4

Number of stage one complaints received per 1,000 homes.



10.7

Number of stage two complaints received per 1,000 homes.



66.7%

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales



70.4%

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales



# Overall Satisfaction

**64%**

**Satisfied with the overall service provided.**

As stated above the decrease in overall satisfaction is primarily driven by the marked decrease in satisfaction with the repairs service. Tenants' perceptions of their landlord's repairs service is a major driver of overall satisfaction as this is tenants main priority in relation to their homes, which also affects the satisfaction scores for whether tenants perceive their homes are well maintained and safe.

The service also saw a high percentage of tenants, nearly a quarter of all respondents in each perception measure, respond to each question as being neither satisfied or dissatisfied, which had an impact on overall scores.

To improve our services, with the results of our TSM Survey, the Housing Service has implemented a 'Housing Improvement Programme', led by our senior management team and covering the breadth of the Service. This programme focuses on key concerns within the Service including (but not limited to) how we can better utilise information technology, ensure and maintain the safety of our housing stock, and improve our complaint handling processes.

We are also routinely assessing ourselves against new regulations that have come into force including the updated Consumer Standards, working alongside industry experts such as independent consultants to help identify where improvements need to be made. This will help us see what we need to do to work towards becoming a best-practice provider.

The report below highlights the service's Tenant Satisfaction Perception measure results from 2024 and some initiatives and changes being made in the coming year to improve on these results in 2025.

The Appendices at the end of the report highlight the service's results and shows comparative satisfaction and management information with three neighbouring local authorities to see how we compare.





# Responsive Repairs

68%

**Satisfied with the repairs service**

70%

**Satisfied with the time taken to complete most recent repair**

- In order to ensure increasing quality of repair works, improve the maintenance of tenants' homes, and decrease work completion times, the service is moving to a new repairs contractor. The new contract will also see a greater number of call handlers available than we have had in place with the previous contractor to respond to tenant queries, as well as an increased number of trade operatives available to complete works.
- Tenants will be sent text reminders five days before an appointment and on the day of a repair to help reduce missed appointments. Tenants will also be able to easily rearrange appointments if they know they will not be available.
- To ensure and maintain high levels of satisfaction the new contractor will be issuing satisfaction surveys after each repair is completed to monitor satisfaction levels and highlight areas of improvement.



## Safety and Maintenance of Homes

65%

**Satisfied that homes are well maintained**

69%

**Satisfied that homes are safe**

- The migration to a new responsive repairs contractor in June this year, with the focus on quality of works rather than the cost, will see a big improvement in the quality of the service, ensuring better maintenance and safety of tenants homes.
- We continue to invest in planned maintenance programs such as the replacement of windows and doors.
- The service is currently reviewing the management of compliance and building safety to ensure 100% of compliance checks are completed across the housing stock.
- The Asset and Maintenance Team will be undertaking new stock condition surveys of the housing stock to better understand the condition of properties and maintenance they may require.



## Communal Areas

68%

**Satisfied that communal areas are clean well maintained**

- The Service is re-writing all of its Building Safety and Compliance policies and procedures and undertaking a thorough consultation process for them to ensure all stakeholders, including our tenant volunteers, are satisfied the documents are fit for purpose.
- Officers within the Housing Management team routinely undertake neighbourhood inspections and block inspections to capture any potential maintenance and/or health and safety issues that may arise and report them to the relevant team in the Council to resolve.
- The Service has increased the frequency of communal inspections to every six weeks (previously every six months). This will ensure any maintenance issues are picked up and resolved as quickly as possible.



## Neighbourhood

45%

**Satisfied that the service provides a positive contribution to neighbourhoods**

- In the coming year our Housing Management Team have set up pop-up events to meet tenants in their neighbourhoods so we can hear first hand and discuss with them how we can contribute more to improve the areas they live in.
- We are improving the management of our grounds maintenance contractors to ensure all areas of the Borough are being maintained as they should be in line with the contract in place. This includes completing one-off jobs, such as grass cutting, when required.
- Last year we introduced a robust neighbourhood inspection regime, undertaken by Housing Officers, to identify any issues and ensure they are resolved by the relevant Housing Team or Council department and these inspections will continue across the Borough.
- We will review our Neighbourhood Management, anti-social behaviour and other neighbourhood related policies to ensure they are robust and fit for purpose and consult on them with our tenant volunteers.



# Tenant Views

**50%**

**Satisfied that tenants views are listened to and acted upon**

**60%**

**Satisfied that tenants are kept informed about the things that matter to them**

**68%**

**Agree that tenants are treated fairly and with respect**

- To improve satisfaction in these measures we will be introducing more regular satisfaction surveys across the service to understand if we have provided a service that does not meet expectations.
- Our Customer Care Team has developed a 'Lessons Learned' document which will be completed by our Service Managers following a formal complaint to capture key learning and preventative actions to avoid repeats of the same issue.
- A digital version of the Housing Matters magazine is being produced in partnership with our tenant volunteers to be delivered more frequently.
- A review of our website is also taking place to ensure that key information is accessible to all tenants and kept up to date. A series of frequently asked questions will also be included to provide answers to the most common questions/service requests that we receive.
- We will developing a fairness and respect policy in partnership with our tenant volunteers to ensure high customer service standards are delivered to all of our tenants.



## Anti-Social Behaviour (ASB)

**45%**

**Satisfied with the handling on anti-social behaviour**

- To increase satisfaction in the way the service handles ASB, we have realigned the ASB specialist function so the service now sits within the housing services. This provides a focused approach on the resolution of high level and complex cases.
- Conducting ongoing case reviews with Housing Officers to ensure ASB cases are being handled inline with our policy and procedure.
- Increase collaboration with other Council departments and external agencies
- Identifying areas within the Borough where ASB is more prevalent and focus resources in those areas.
- We are partnering with an organisation called Resolve, one of the UK's leading community safety experts, to help our Housing Officers deliver a best-practice service.
- We will be producing satisfaction surveys to send to victims of ASB to better understand levels of satisfaction and drive improvement in the service.





# Complaint Handling

**38%**

**Satisfied with the handling of complaints**

- To improve our complaint handling and satisfaction levels over the next year a 'Lessons Learned' form has been developed where managers capture key learning and preventative actions to avoid future complaints.
- We are currently in the process of working with our new responsive repairs contractor to ensure a robust complaints management process is ready for when they begin working with the service. Our responsive repairs service saw the highest number of complaints and delay notices issued from across all service areas and this new process will help mitigate those.
- Developing satisfaction surveys that will be sent to all complainants to gauge the satisfaction of how their complaint was handled and how we can improve the service from the feedback received.
- Our Customer Care Team will be undertaking Tenant Focus Groups to gain more feedback and information on how our complaints handling process can be improved.



## Appendix 1: TSM Perception and Management Results Comparison with three neighbouring local authorities in 2024

| TSM Perception Measures (LCRA)  | WBC Housing Service Result 2023 | WBC Housing Service Result 2024 | Woking Council Results 2024 | Slough Council Results 2024 | Reading Council Results 2024 |
|---|---------------------------------|---------------------------------|-----------------------------|-----------------------------|------------------------------|
| TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord.  | 81.0%                           | 64.1%                           | 58.2%                       | 45.1%                       | 82%                          |
| 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                          | 82.1%                           | 68.5%                           | 66.4%                       | 52.6%                       | 76%                          |
| 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. | 82.2%                           | 69.8%                           | 64.6%                       | 44.9%                       | 73%                          |
| TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.  | 81.4%                           | 64.6%                           | 56.0%                       | 49.5%                       | 84%                          |
| TP05: Proportion of respondents who report that they are satisfied that their home is safe.   | 85.4%                           | 68.6%                           | 64.8%                       | 58.7%                       | 88%                          |
| TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.  | 63.6%                           | 51.0%                           | 41.9%                       | 37.4%                       | 79%                          |

| TSM Perception Measures (LCRA)   | WBC Housing Service Result 2023 | WBC Housing Service Result 2024 | Woking Council Results 2024 | Slough Council Results 2024 | Reading Council Results 2024 |
|--|---------------------------------|---------------------------------|-----------------------------|-----------------------------|------------------------------|
| TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.                 | 67.4%                           | 59.9%                           | 56.3%                       | 42.3%                       | 87%                          |
| TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.   | 69.7%                           | 68.7%                           | 62.2%                       | 53.3%                       | 81%                          |
| 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. | 47.8%                           | 38.0%                           | 21.6%                       | 19.8%                       | 29%                          |
| TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.   | 69.1%                           | 67.9%                           | 52.7%                       | 53.1%                       | 70%                          |
| TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.                   | 47.8%                           | 45.3%                           | 45.8%                       | 42.0%                       | 75%                          |
| TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling antisocial behaviour.                          | 28.4%                           | 44.5%                           | 38.4%                       | 40.0%                       | 67%                          |

| TSM Management Measures (LCRA)   | WBC Housing Service Result 2023 | WBC Housing Service Result 2024 | Woking Council Results 2024 | Slough Council Results 2024 | Reading Council Results 2024 |
|--|---------------------------------|---------------------------------|-----------------------------|-----------------------------|------------------------------|
| BS01: Proportion of homes for which all required gas safety checks have been carried out.                            | 100%                            | 100%                            | 99.7%                       | 100%                        | 100%                         |
| BS02: Proportion of homes for which all required fire risk assessments have been carried out.                        | 100%                            | 100%                            | 95.5%                       | 100%                        | 100%                         |
| BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out | 100%                            | 100%                            | 87.4%                       | 100%                        | 100%                         |
| BS04: Proportion of homes for which all required legionella risk assessments have been carried out.                  | 100%                            | 100%                            | 100%                        | 100%                        | 100%                         |
| BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out.        | 99.1%                           | 100%                            | 97.1%                       | 100%                        | 88.57%                       |
| RP01: Proportion of homes that do not meet the Decent Homes Standard.  | 0.8%                            | 0.0%                            | 2.1%                        | 9.5%                        | 4.3%                         |
| RP02(1): Proportion of non-emergency responsive repairs completed within the landlord's target timescale.            | 85.2%                           | 86.1%                           | 90.1%                       | 76.7%                       | 80.3%                        |
| RP02(2): Proportion of emergency responsive repairs completed within the landlord's target timescale.                | 100%                            | 88.9%                           | N/A                         | 76.72%                      | 99.7%                        |

| <b>TSM Management Measures (LCRA)</b>   | <b>WBC Housing Service Result 2023</b> | <b>WBC Housing Service Result 2024</b> | <b>Woking Council Result 2024</b> | <b>Reading Council Result 2024</b> | <b>Slough Council Result 2024</b> |
|---|--|--|-----------------------------------|------------------------------------|-----------------------------------|
| NM01: Number of anti-social behaviour cases, opened per 1,000 homes   | 49.3                                   | 47.1                                   | 10.9                              | 40.3                               | 36.6                              |
| NM02: Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes                              | 0                                      | 0                                      | 0.0                               | 0.17                               | 0.0                               |
| CH01(1): Number of stage one complaints received per 1,000 homes.   | 39.1                                   | 53.4                                   | 25.8                              | 80.2                               | 55.9                              |
| CH01(2): Number of stage two complaints received per 1,000 homes  | 13.8                                   | 10.7                                   | 9.1                               | 5.1                                | 8.6                               |
| CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales  | 73.7%                                  | 66.7%                                  | 84.3%                             | 47.0%                              | 27.0%                             |
| CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 48.5%                                  | 70.4%                                  | 100%                              | 14.0%                              | 29.4%                             |