

Tenant Satisfaction Measures – January to December 2024 - Report for Members

This document will tell you how we're doing against the new performance measures set by the Regulator of Social Housing for all social housing providers.

The new measures are important, as they give you an overall view on how we're performing against the things that matter most to you.

They're a mix of results from things we do and monitor throughout the year, such as how long it takes us to deliver repairs and respond to complaints, and your views about your home and the service you receive from us.

- **Tenant Satisfaction Survey**

We're required to carry out a survey every two years to ask for your views. Our survey was carried out during the period 22nd February to 8th March 2025.

We emailed the survey to those members for whom we have an email address, which is the majority of members. We shared the survey on our Facebook Members page and on our WhatsApp groups, and we did door knocking to pick up those members who were not online and to remind others to complete the survey.

We received a total of 13 surveys back by the closing date which is almost half of our members. We've summarised the results in the table on the next pages and we're really pleased to see this positive feedback.

- **Acting on your feedback**

We have picked up on the lower levels of satisfaction with the grounds maintenance contract at Weston Street, and work is already underway to improve that.

We will follow up on the individual comments made about the repairs service to ensure that tenant members know what they can expect from us, and that contractors know what we all expect from them.

- **Complaints**

We're really pleased to report that we had no complaints last year, but that doesn't mean that we're complacent.

We've adopted a new Complaints Policy to bring us into line with the new Housing Ombudsman Complaints Handling Code, and we've produced a short guide to the complaints process. These can be found on our website.

- **Member involvement**

As ever, we remind everyone that while the Management Committee make day to day decisions, the co-op is made up of all its members. There are several ways you can give us your feedback throughout the year, and all members are very welcome to join any of our committee meetings to see how decisions are made and to feed back if things don't seem quite right.

March 2025

Table of Tenant Satisfaction Measures

Ref	Performance Measure	SHC Figures
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	100%
Repairs and Maintenance		
RP01	Proportion of homes that do not meet Decent Homes Standard	0%
RP02	Proportion of Emergency Repairs completed within target timescale	100% (9/9 jobs)
	Proportion of Non-Emergency Repairs completed within target timescale	78.6% (6/37 late jobs)
	<p>Narrative:</p> <p>There were 3 x urgent (5 working day) repairs completed out of time, primarily due to contractor delays. SHC/SH need to be clearer on expectations when issuing work orders, and liaise more closely with contractors to help ensure deadlines are met.</p> <p>There were 3 x routine (28 days) repairs completed out of time. There was no pattern to these.</p>	
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.	100%
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.	88.9% (1 neutral response)
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	92.3% (1 negative response)
<p>Narrative: Comments in this section relate to a missed appointment, a repair that has not resolved the issue and/or has been missed entirely. There is one comment relating to a service refusal, which would not align with our policy so we do not know when/why/if this person has been refused. We will address this by better communicating our service standards and encouraging tenant members to contact us if they are dissatisfied.</p>		

Complaints and Engagement		
CH01	Number of Stage 1 complaints received per 1000 homes	0
	Number of Stage 2 complaints received per 1000 homes	0
CH02	Proportion of Stage 1 complaints responded to within Complaint Handling Code timescales	N/A
	Proportion of Stage 1 complaints responded to within Complaint Handling Code timescales	N/A
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	92.3% (1 neutral response)
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	92.3% (1 neutral response)
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	100%
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.	N/A
Building Safety		
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 safety checks have been carried out.	N/A
BS03	Proportion of homes for which all required asbestos safety checks have been carried out.	100%*
BS04	Proportion of homes for which all required water safety checks have been carried out.	N/A
BS05	Proportion of homes for which all required lift safety checks have been carried out.	N/A
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	92.3% (1 neutral response)
	<p>Narrative: Comments repeat what is covered in repairs section.</p> <p>In relation to fire safety - SHC do not have any high-risk buildings.</p> <p>In relation to asbestos safety – SHC do not have any communal indoor or public areas but have completed a *sample survey of each property type to better understand the risk in our properties.</p>	

Neighbourhood and Anti-Social Behaviour		
NM01	Number of anti-social behaviour cases opened per 1000 homes	35 (1 case)
	Number of anti-social behaviour cases that involve hate incidents opened per 1000 homes	0
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	50% (2/4 neutral responses)
	<p>Narrative: Last year our grounds maintenance contract ended as tenant members did not feel they were getting value for money nor a good service. They decided to use the services of a handyman instead and this arrangement has been in place for a year. It's fair to say that this arrangement hasn't worked out as envisaged. Visits aren't completed as frequently we would like and there is a gap between expectations and what is delivered.</p> <p>Separate to the grounds maintenance, there is an ongoing issue with dog fouling which is being dealt with as a tenancy management issue. The survey results reflect this.</p> <p>In response, we've already met with our tenant members to consult with those affected and to propose a better grounds maintenance solution.</p> <p>We have already improved signage and have offered to install CCTV if tenant members agree. There are ongoing issues in the wider neighbourhood around fly tipping and nuisance parking which will need a partnership response.</p>	
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	92.3% (1 neutral response)
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	100%

Additional questions

- **Being informed**

We asked members how they kept informed about what is happening in the Co-op. The most popular answers were

1. Talking to other members (10)
2. Reading the co-ops newsletter (8)
3. Attending committee meetings (5)

These answers were also given as members' preferred way to keep informed. Four members indicated a preference for social events. One member offered to design an app to support communications.

- **Service charges (Weston Street)**

Only one member from four responses indicated that they would be willing to pay a higher service charge in return for higher quality services.

- **Which issues are most important to members?**

Members ranked the list of issues as follows

1. Genuinely affordable rent
2. Secure tenancy
3. Rent is put back into maintaining homes'
4. Quality of repairs
5. Members decide what the priorities are
6. Speed of repairs

- **Demographics of respondents**

9 responses were from members living in a house

4 responses were from members living in a flat

All age groups were represented.

No further breakdown can be reported due to low numbers.