

SHDC TENANT SATISFACTION MEASURE RESULTS 23/24

Tenant Satisfaction Measures are collected by social landlords according to requirements set by the Regulator of Social Housing. Tenant Satisfaction Measures are intended to be a tool to allow tenants to scrutinise their landlord's performance, give insights to landlords on where they might look to improve their services, and provide a source of intelligence to the regulator on how far landlords are meeting the outcomes of the new consumer standards.

Further information is available at [Tenant Satisfaction Measures - GOV.UK](https://www.gov.uk/government/collections/tenant-satisfaction-measures)

PERCEPTION SURVEY RESULTS		SHDC	National average	Variance
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	72.9%	71%	+1.9%
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.	69.9%	72%	-2.1%
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.	61.9%	67%	-5.1%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	71.4%	71%	+0.4%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	85.7%	77%	+8.7%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	60.1%	60%	+0.1%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	72.7%	70%	+2.7%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	83.5%	77%	+6.5%
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.	27.7%	35%	-7.3%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	67.3%	65%	+2.3%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	65.7%	63%	+2.7%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	49.7%	58%	-8.3%

MANAGEMENT INFORMATION RESULTS		SHDC	National average	Variance
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.9%	+0.01%	+0.03%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100.0%	0.00%	0.00%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%	0.00%	0.00%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%	0.00%	0.00%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	0.00%	0.00%
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	29.0	35.5	-6.5
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.5	0.6	-0.1
RP01	Proportion of homes that do not meet the Decent Homes Standard.	2.5%	0.5%	-2%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	91.0%	81.3%	+9.70%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	100.0%	95.3%	+4.70%
CH01 (1)	Number of stage one complaints received per 1,000 homes.	9.7	42.5	-32.8
CH01 (2)	Number of stage two complaints received per 1,000 homes.	0.0	5.7	-5.7
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	48.6%	82.3%	-33.7%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	n/a, 0 stage two complaints	83.6%	n/a

Our summary of approach can be found at [South Holland DC TSM survey 2023-24 Summary of Approach.pdf](#)

Survey questionnaire can be found at [South Holland DC TSM survey 23-24 questionnaire.pdf](#)