

## **Tenant Satisfaction Measures 2024/25**

The Tenant Satisfaction Measures (TSM's) were introduced by the Regulator of Social Housing (RSH) in April 2023. The TSM's are designed to evaluate the performance of social housing landlords in key areas, such as property maintenance, safety, tenant engagement and neighbourhood management, with the aim of ensuring that the quality of homes and services provided to tenants meet the highest standards.

### **Tenant Perception Survey - Summary of Approach**

The last Family Housing Association (FHA) tenant perception survey took place late in 2023. Our Customer Panel considered the frequency of these surveys during their meetings in 2024 and determined that a bi-annual survey of all tenants was the preferred option. The next survey is therefore due to be carried out towards the end of 2025, which was agreed by the Board.

The tenant perception measures were generated using data from the tenant perception survey only. Data used to generate the tenant perception measures were collected as part of the single integrated survey exercise completed between September and November 2023.

The perception survey question wording and response options were included exactly as required by the RSH, regardless of whether they were asked as part of the online survey, postal survey or asked by a reader as part of a telephone survey. The questions were asked in the exact order required by the RSH. The purpose of the tenant perception survey to collect TSMs was stated to tenants on the survey form or verbally when completed by phone.

In addition to the 12 tenant perception survey questions required by the RSH, further questions were asked to allow FHA to benchmark performance against other service areas. Questions were also asked about tenant characteristics so that FHA could ensure that the responses were representative of the tenant population.

Family Housing Association chose to conduct the survey and calculate perception measures in-house as it was felt this offered best value for money for our tenants. The costs to use external marketing specialist organisations felt disproportionately high. FHA took a Census Approach, meaning that every FHA tenant was invited to participate in the survey, rather than targeting just a proportion of tenants. FHA only provides Low Cost Rent Accommodation. It does not provide any accommodation for Low Cost Home Ownership.

Those tenants for whom FHA have an email address or mobile phone number were invited to complete the survey online using Google Forms. Those tenants for which FHA do not have an email address or mobile phone number or did not complete the online survey when invited to do so, were sent a postal version to complete and return in a free post envelope. Tenants were also advised in covering letters, text messages, and emails that they can also contact our office to complete the survey over the phone if they prefer.

FHA has not shared individual responses to survey questions internally or externally beyond the staff required to complete the TSMs. This is to protect respondent confidentiality and to give respondents confidence to give honest feedback.

In order to encourage participation and reward tenants for giving up their time, there was a prize draw for 5 prizes of £50 each, which was boosted to £75 for tenants who responded within 7 days.

## **Response**

When considering the survey results, it is important to consider whether those that responded are representative of the FHA tenant population.

- There were 199 respondents to the survey, out of a total of 394 properties, so this represents 50.51% of the tenant population.
- 68.21% of respondents said they were aged between 18 and 65. 70.14% of the FHA tenant population are aged between 18 and 65.
- 31.79% of respondents said they were aged over 65. 29.86% of the FHA tenant population are aged over 65.
- 17.08% of respondents were from sheltered housing. 14.21% of FHA stock is sheltered housing.
- 34.13% of respondents said they have a disability. 20.73% of the FHA tenant population have declared they have a disability.
- When asked when thinking about the equality strands of nationality, gender, sexuality, race, and religion, and whether respondents consider themselves part of a minority community, 16.45% said yes. At the time of collecting the Tenant Survey, FHA did not have comparative data about its entire tenant population.
- 120 of the responses were completed online in response to text messages and emails. 49 were done through postal survey. 30 were done through a telephone survey or online in response to a telephone call prompt.
- FHA believes this is statistically a good and balanced proportion representative of the tenant population.

## **TSM's measured by landlord**

The 10 TSMs that were measured directly by FHA for the reporting period were populated using data on our computer Housing Management System (HMS). The HMS has data about all aspects of tenancy management which is continuously updated and monitored in the day-to-day services FHA provides to our tenants.

## **Verification**

The 2023 survey was the subject of Internal Audit by Harvey Guinan, an independent Auditor, as part of a programme of Internal Audit work carried out during 2024. The Audit found that our approach was appropriate, the data collection accurate and that the statistics had been compiled correctly. The Audit findings provided assurance that the survey process undertaken was successful and the same approach will be used for the Customer Satisfaction Survey due to be carried out later in 2025.

## Results

<b>TSM</b>	<b>Service Area</b>	<b>Result</b>
TP01:	Overall Satisfaction*	97.99%
TP02:	Satisfaction with Repairs*	98.24%
TP03:	Satisfaction with time taken to complete most recent repair*	96.45%
TP04:	Satisfaction that the home is well maintained*	97.95%
TP05:	Satisfaction that the home is safe*	97.98%
TP06:	Satisfaction that the landlord listens to tenant views and acts upon them*	94.87%
TP07:	Satisfaction that the landlord keeps tenants informed about things that matter to them*	93.43%
TP08:	Agreement that the landlord treats tenants fairly and with respect*	96.98%
TP09:	Satisfaction with the landlord's approach to handling complaints*	78.95%
TP10:	Satisfaction that the landlord keeps communal areas clean and well maintained*	93.65%
TP11:	Satisfaction that the landlord makes a positive contribution to neighbourhoods*	85.88%
TP12:	Satisfaction with the landlord's approach to handling anti-social behaviour*	92.31%
RP01:	Homes that do not meet the Decent Homes Standard	0%
RP02:	Repairs completed within target timescale	
	Percentage of emergency repairs completed within target time	100.00%
	Percentage of non-emergency repairs completed within target time	92.78%
BS01:	Gas safety checks	100%
BS02:	Fire safety checks	100%
BS03:	Asbestos safety checks	100%
BS04:	Water safety checks **	N/A
BS05:	Lift safety checks **	N/A
CH01:	Complaints relative to the size of the landlord	
	Stage 1 complaints per 1000 homes	4.99
	Stage 2 complaints per 1000 homes	0
CH02:	Stage 1 complaint responses within timescales	100%
	Stage 2 complaint responses within timescales	N/A
NM01:	Anti-social behaviour cases relative to the size of the landlord	
	ASB cases per 1000 homes	72.32
	ASB cases (Hate incidents) per 1000 homes	4.99

\* Survey Tenant Perception Survey Results from 2023

\*\* FHA does not have properties with shared lifts or shared water facilities.

## Conclusions

Most of the feedback for the TSMs collected during the tenant perception survey are very positive. The results are generally very good and the Family Housing Association Staff Team were delighted. However, we recognise there are areas in which we can improve.

Complaint handling - It can be difficult to achieve a high satisfaction rating for complaints when they are upheld or the complainant has not got the outcome that they wanted. However, with implementing the new Housing Ombudsman's Complaint Handling Code into FHA processes, we aim to improve this rating. All staff have received training about the new Complaints Handling Code introduced in 2024 and are better equipped to recognise complaints and respond accordingly.

Contribution to the neighbourhood – As a small housing association it is more difficult to have a strong influence on the neighbourhood. However, we recognise that should not be an excuse to try and make a difference, and to improve our communication to tenants about how we have done this.

Similarly, the TSM's collected by FHA directly are all positive. The 4.99 rate of complaints per 1000 homes is very low. The overall high tenant satisfaction levels may explain why we have received so few complaints. However, we recognise that the low number of complaints could mean some tenants do not know how to complain, so FHA has continued to promote our complaints process through the website, social media, newsletter, annual report, surveys, and verbal communications.

The Board has received a positive Internal Audit report on the last tenant perception survey undertaken and the same survey process will be followed when the survey is repeated in 2025.

TSM results are benchmarked against other small local Housing Associations that are part of the Community Housing Partnership to allow FHA to compare its performance with other local similar organisations.


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## **ANNUAL TENANT SATISFACTION SURVEY**

Please complete this short survey and return in the envelope provided. Everyone returning a survey will be entered into a prize draw for 5 x £50 of Store Vouchers (boosted to £75 if you respond within 7 days). If you prefer, you can call the office on 0151 647 5000 and provide your answers over the phone. Please return your questionnaire before 6th November 2023. Your responses will be stored anonymously, so when analysing the results, we won't be able to identify

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Family Housing Association?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very	Fairly	Neither	Fairly	Very
Satisfied	Satisfied		Dissatisfied	Dissatisfied

Has Family Housing Association carried out a repair to your home in the last 12 months?

Yes ☒ No ☐

If yes, how satisfied or dissatisfied are you with the overall repairs service from Family Housing Association over the last 12 months?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very	Fairly	Neither	Fairly	Very
Satisfied	Satisfied		Dissatisfied	Dissatisfied

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very	Fairly	Neither	Fairly	Very
Satisfied	Satisfied		Dissatisfied	Dissatisfied

How satisfied or dissatisfied are you that Family Housing Association provides a home that is well maintained?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very	Fairly	Neither	Fairly	Very
Satisfied	Satisfied		Dissatisfied	Dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Family Housing Association provides a home that is safe?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very	Fairly	Neither	Fairly	Very
Satisfied	Satisfied		Dissatisfied	Dissatisfied

How satisfied or dissatisfied are you that Family Housing Association listens to your views and acts upon them?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very	Fairly	Neither	Fairly	Very
Satisfied	Satisfied		Dissatisfied	Dissatisfied

How satisfied or dissatisfied are you that Family Housing Association keeps you informed about things that matter to you?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very	Fairly	Neither	Fairly	Very
Satisfied	Satisfied		Dissatisfied	Dissatisfied

To what extent do you agree or disagree with the following "Family Housing Association treats me fairly and with respect"?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strongly	Agree	Neither	Disagree	Strongly
Agree				Disagree

**Please turn over to continue the survey**

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Have you made a complaint to Family Housing Association in the last 12 months?

Yes ☒ No ☒

If yes, how satisfied or dissatisfied are you with Family Housing Association's approach to complaints handling?

☐ Very Satisfied   ☐ Fairly Satisfied   ☐ Neither   ☐ Fairly Dissatisfied   ☐ Very Dissatisfied

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Do you live in a building with communal areas, either inside or outside, that Family Housing Association is responsible for maintaining?

Yes ☒ No ☒

If yes, how satisfied or dissatisfied are you that Family Housing Association keeps these communal areas clean and well maintained?

☐ Very Satisfied   ☐ Fairly Satisfied   ☐ Neither   ☐ Fairly Dissatisfied   ☐ Very Dissatisfied

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How satisfied or dissatisfied are you that Family Housing Association makes a positive contribution to your neighbourhood?

☐ Very Satisfied   ☐ Fairly Satisfied   ☐ Neither   ☐ Fairly Dissatisfied   ☐ Very Dissatisfied

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How satisfied or dissatisfied are you with Family Housing Association's approach to handling anti-social behaviour?

☐ Very Satisfied   ☐ Fairly Satisfied   ☐ Neither   ☐ Fairly Dissatisfied   ☐ Very Dissatisfied

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How satisfied or dissatisfied are you with your neighbourhood as a place to live?

☐ Very Satisfied   ☐ Fairly Satisfied   ☐ Neither   ☐ Fairly Dissatisfied   ☐ Very Dissatisfied

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How satisfied or dissatisfied are you with the quality of your home?

☐ Very Satisfied   ☐ Fairly Satisfied   ☐ Neither   ☐ Fairly Dissatisfied   ☐ Very Dissatisfied

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How satisfied or dissatisfied are you that Family Housing Association is easy to deal with?

☐ Very Satisfied   ☐ Fairly Satisfied   ☐ Neither   ☐ Fairly Dissatisfied   ☐ Very Dissatisfied

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How satisfied or dissatisfied are that your rent offers value for money?

☐ Very Satisfied   ☐ Fairly Satisfied   ☐ Neither   ☐ Fairly Dissatisfied   ☐ Very Dissatisfied

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If your rent includes a service charge, how satisfied or dissatisfied are you with the value for money for the service charge? ☒

N/A

☐ Very Satisfied   ☐ Fairly Satisfied   ☐ Neither   ☐ Fairly Dissatisfied   ☐ Very Dissatisfied

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**Equality questions are used to see if minority groups have a different experience of FHA**

Do you consider yourself disabled? Prefer not to say ☒ Yes ☒ No ☒

What is your age group? Prefer not to say ☒ 18-65 ☒ 65+ ☒

Thinking about nationality, gender, sexuality, race and religion, do you consider yourself part of a minority community? Prefer not to say ☒ Yes ☒ No ☒

**Thank you for taking the time to complete and return this questionnaire**