

Tenant Satisfaction Measures 2023 - 2024

How did we do?



It's really important that you have access to information about how we're performing as your landlord.

We share our performance with you in lots of ways throughout the year, including through our quarterly customer commitments reports, complaints performance reports and annual review for customers.

The Regulator of Social Housing has created a new way to assess how well social housing landlords like us are doing at providing good quality homes and services. This involves a set of tenant satisfaction measures (TSMs) that we must report on.

The measures cover areas that matter to you. Including things like repairs, complaints and anti-social behaviour.

There are 22 Tenant Satisfaction Measures. 12 of these measures come from the answers our customers give us on our perception survey and the remaining 10 come from information we collect on our performance.

We work with a company called TLF to collect survey results from our customers. Over the financial year (April 2023 to March 2024) they surveyed 3378 Stonewater customers.

We're really grateful to all of the customers who took the time to answer these questions, your views and opinions will help us to improve our services for all customers.

The tenant satisfaction measures are just one way we collect feedback from our customers. For more ways to get involved visit [Stonewater.org](https://www.stonewater.org)

*Dave Lockerman
Director of Housing Operations*

*We are proud to make things personal;
if it matters to our customers, it matters to us.*



How did we do?

In this section you'll find the full results of our Tenant Satisfaction Measures perception survey.

If you'd like a breakdown of our results for Greenoak, Mount Green, or the region where you live, visit our dedicated TSMs page on our website.

Customers who rent their home - Low Cost Rental Accommodation (LCRA)

	Proportion of respondents:	Results
TP01	Who report that they are satisfied with the overall service from their landlord.	60.6%
TP02	Who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	62.6%
TP03	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.	62.6%
TP04	Who report that they are satisfied that their home is well maintained.	65.3%
TP05	Who report that they are satisfied that their home is safe.	73.8%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them.	52.8%
TP07	Who report that they are satisfied that their landlord keeps them informed.	65.4%
TP08	Who report that they agree their landlord treats them fairly and with respect.	71.1%
TP09	Who report making a complaint in the last 12 months who are satisfied with their landlords approach to complaint handling.	27.7%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	55.9%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	50.9%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	52.9%



Customers who own their home - Low Cost Home Ownership (LCHO)

	Proportion of respondents:	Results
TP01	Who report that they are satisfied with the overall service from their landlord.	41.1%
TP05	Who report that they are satisfied that their home is safe.	67.7%
TP06	Who report that they are satisfied that their landlord listens to tenant views and acts upon them.	31.3%
TP07	Who report that they are satisfied that their landlord keeps them informed.	49.2%
TP08	Who report that they agree their landlord treats them fairly and with respect.	49.9%
TP09	Who report making a complaint in the last 12 months who are satisfied with their landlords approach to complaint handling.	15.7%
TP10	With communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	31.9%
TP11	Who report that they are satisfied that their landlord makes a positive contribution to your neighbourhood.	29.3%
TP12	Who report that they are satisfied with their landlord's approach to handling ASB.	30.9%



Our Vision

For everyone to have the opportunity to have a place that they can call home.

Nearly met

Met

Did not meet

Management information

These measures are based on our performance information.

BS Building Safety - Homes, Proportion of homes for which all required:		
BS01	Gas safety checks have been carried out. (LCRA and LCHO)	99.8%
BS02	Fire risk assessments have been carried out.	99.9%
BS03	Asbestos management surveys or re-inspections have been carried out.	96.8%
BS04	Legionella risk assessments have been carried out.	99.8%
BS05	Communal passenger lift safety checks have been carried out.	91.3%
RP Repairs		
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.2%
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	69.1%
RP02	Proportion of emergency responsive repairs completed within the landlord's target timescale.	82.1%
NM Neighbourhood Management - Customer Experience		
NM01	Number of anti-social behaviour cases, opened per 1,000 homes.	10.1
NM01	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.4
CH Complaint Handling - LCRA - Customer Experience		
CH01	Number of stage one complaints received per 1,000 homes.	110.2
CH01	Number of stage two complaints received per 1,000 homes.	26.3
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	82.9%
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95.8%
CH Complaint Handling - LCHO - Customer Experience		
CH01	Number of stage one complaints received per 1,000 homes.	58.3
CH01	Number of stage two complaints received per 1,000 homes.	17.3
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	82.7%
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95.5%

What do the Tenant Satisfaction Measures actually measure?

Keeping properties in good repair

Customers who responded to the survey told us that sometimes, it takes too long for repairs to be completed. We've seen a significant increase in repairs reported in the last year, and we've not always kept up with the demand.

We're really committed to fixing this for our customers and we're working closely with our contracting partners to make sure we can deliver repairs within our agreed timelines and to the quality you expect.

An important part of this is communication – we know our customers want to know when we're attending and what we'll be doing and we're working to improve the information you receive when you book a repair.

Responsible neighbourhood management

When it comes to feeling happy and proud of where you live, we know your neighbourhood is just as important as your home. Our Customer Partners and Neighbourhood Partners frequently visit our areas, to respond to customer reports and check everything is okay where you live. We've heard your feedback that you'd like to see Stonewater colleagues around more often and we're trialling some new ways of working to make it easier for you to get issues resolved in your area.

We know our Estate Services didn't always meet the standards you'd expect last year, so we've been doing lots of work to improve this. This has included putting action plans together with our contracting partners, making it easier to report anything we may have missed and also to find out when we're coming to your area.



What do the Tenant Satisfaction Measures actually measure?

Respectful and helpful tenant engagement

It's really important that you feel your views are heard and acted upon. We provide lots of ways for you to tell us how you feel, from individual feedback surveys to engagement opportunities such as our Customer Scrutiny Panel and Customer hubb.

We know that you want every interaction you have with Stonewater to have a positive outcome. We report regularly on what we're learning from what customers tell us through complaints, engagement and general feedback so you know that what you tell us really makes a difference.

Maintaining building safety

Our primary strategic aim is to deliver safe homes for our customers. It is important to us that our customers feel safe and can enjoy their homes. We've made a lot of changes to our internal processes over the last two years to make sure your homes are as safe as possible.

We now have dedicated Building Safety and Fire Safety teams, as well as a Resident Building Safety Group who make sure all of our communications about safety in your home are accessible and as informative as possible for customers.

Effective complaints handling

You shouldn't have to make a complaint, but if you do we want to make sure we investigate it thoroughly, and put things right for you as soon as possible. It's really important to us that our customers can express dissatisfaction if they need to, and we've made our guide accessible in different languages and formats to make raising a complaint with us even easier.

We're working really hard to improve satisfaction with complaints handling. We've seen an increase in the number of complaints received from our customers, and we've responded by hiring more people to help deal with them and improving our policy. We're also working with all of our colleagues to tackle the causes of dissatisfaction, such as reducing outstanding repairs.

