

# Tenant Satisfaction Measures

## 2023 - 2024

*Home Ownership*





**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 own their home - Low Cost Home Ownership (LCHO)

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



Nearly met

Met

Did not meet

## Management information

These measures are based on our performance information.

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

## Overall Satisfaction

We're really focused on improving satisfaction for our homeownership customers in a range of ways. We want to ensure colleagues take accountability for resolving your issues, that we provide clear and useful information, and that we use customer feedback and data to inform service improvement.

We're improving communication by creating customer handbooks bespoke to how you own your home. These have been created in partnership with our engaged customers who have helped us shape the content, ensuring we are providing the information on the topics most important to you as a homeowner.

From your feedback, we know how valuable your time is; and being well informed and having your queries or issues resolved quickly and completely is our priority.

As a result, we are reviewing all customer interactions to ensure that when you do need to speak to us we can fulfil this commitment and demonstrate what a great service looks like.

We want to make sure all of our colleagues are equipped to give you the best service possible so we'll be investing in training in all areas of our service as well as improving our systems and access to information so our colleagues can be informed when dealing with your enquiry.

You'll find more information on how we're working to improve overall satisfaction throughout this document.

## Keeping you informed

We're working to align our service level agreements (SLAs) across all homeownership services to ensure every interaction has a clear and consistent speed of response.

We are going to review the information we hold on customer queries to identify areas to improve communication (such as lease extensions and staircasing for example).

We're also going to simplify our contact channels, so customers get through to the right teams and receive a speedy response.



# What do the Tenant Satisfaction Measures actually measure?

## Treating you fairly and with respect

We are reviewing our processes and service delivery at each point of contact with homeowners to foster a more balanced and respectful relationship, considering customer circumstances and making reasonable adjustments where possible.

## Keeping properties in good repair

Largely, our homeowners are responsible for the repairs and maintenance in their home. We're improving the guidance we provide customers on which repairs they're responsible for and what we can help with, as well as information on the warranties in their home and revising the process for supporting customers with claiming under warranty or insurance where they need to.

## Listening to your views and acting on them

Listening to our customers is the key to helping us improve our services. Our engaged customers have already helped us to develop new guidebooks for homeowners covering all the key topics customers have told us they'd like more information on.

We will be working with engaged customers over the coming months, specifically focusing on the results of the Tenant Satisfaction Measures, to shape our services and communication.

## Handling your complaints

We're looking at the complaints we've received from our homeowners to identify root causes and themes, to improve the service and responses they receive, looking in particular at what specifically impacts homeowners.

By working with the Customer Relations Team, we aim to better understand the impact of our actions on homeowners, the themes for escalation and address complaints more effectively as soon as customers bring them to our attention.





# What do the Tenant Satisfaction Measures actually measure?

## **Making positive contributions to your neighbourhood**

We know when it comes to feeling happy where you live, enjoying your wider neighbourhood is just as important as your home.

Working in partnership with our colleagues in the Neighbourhoods team and our Community Champions, we're going to look at how we can ensure our Homeownership customers are satisfied with the services we provide in the neighbourhoods where you live.

## **Keeping your communal areas well maintained**

Customers have told us it's really important that our communal services meet their expectations. We're working to improve the visibility we have of the standard of work and have set out our expectations with our contracting partners.

We are working closely with our contracting partners to tackle areas of underperformance to ensure customers receive the service they pay for. It's also important that customers are fully aware of the service they should receive, you can find out more about this by visiting [bit.ly/SW\\_EstateServices](https://bit.ly/SW_EstateServices)

## **Handling Anti-social Behaviour**

We will work with our colleagues in the Resolution team to understand how we can improve the satisfaction levels with the handling of ASB for homeowners, reflecting on the differences in how we approach ASB with homeowners and ensuring we are clear on what action we can/can't take.

We will look deeper into the specific challenges homeowners are facing and learn from previous cases to ensure we are robust in our response.

