

## Tenant Satisfaction Measures (TSM) Results – 23/24

Tenant Satisfaction Measure	Result
TP01 – Overall Satisfaction	89%
TP02 – Repairs Satisfaction	84%
TP03 – Repairs: Satisfaction with time taken	83%
TP04 – Home is well maintained	88%
TP05 – Home is safe	85%
TP06 – Stoke on Trent Housing Society listens and acts on views	77%
TP07 – Stoke on Trent Housing Society keeps you informed	75%
TP08 – Stoke on Trent Housing Society treats me fairly and with respect	89%
TP09 – Satisfied with complaints handling	62%
TP10 – Satisfied communal areas are clean and well maintained	75%
TP11 – Stoke on Trent Housing Society makes a positive contribution to the neighbourhood	68%
TP12 – Satisfied with Stoke on Trent Housing Society’s approach to handling Anti-Social Behaviour	54%
CH01 – Complaints (Stage one) per 1,000 properties	8
CH01 – Complaints (Stage two) per 1,000 properties	1
CH02 – Complaints responded to within Complaint Handling Code timescales (Stage one)	88%
CH02 – Complaints responded to within Complaint Handling Code timescales (Stage two)	100%
NM01 – Anti-social behaviour cases per 1,000 properties	29
NM01 – Anti Social behaviour cases (hate incidents) per 1,000 properties	1
RP01 – Homes that do not meet the Decent Homes Standard	0%
RP02 – Repairs completed within target timescale (non-emergency)	79%
RP02 – Repairs completed within target timescale (emergency)	92%
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 risk assessments have been carried out	100%
BS03 – Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
BS04 – Proportion of homes for which all required legionella risk assessments have been carried out	100%
BS05 – Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%

### What the results tell us and what’s next

We are pleased that 89% of our customers are satisfied with the overall service that we provide and 89% feel that we treat them fairly and with respect, however the results tell us that we can do better in some areas. The team are working hard to:

- ✓ Improve communication, particularly regarding repairs and anti-social behaviour
- ✓ Provide better information on our services and what you can expect from us
- ✓ Keep tenants informed about things that matter to them
- ✓ Review how we deliver our repairs service

