

Tenant Satisfaction Measures Results 2023/2024: Nehemiah's Briefing for Tenants

The Regulator of Social Housing in England have introduced The Tenant Satisfaction Measures (TSMs) to assess how well landlords are performing in providing good quality services and homes.

The five keys themes that are measured are:

1. Keeping properties in good repair.
2. Maintaining building safety.
3. Respectful and helpful engagement.
4. Effective Complaint handling.
5. Responsible neighbourhood management

There are 22 measures, 12 of these measures come directly from our annual customer satisfaction survey, 10 come from information we hold in our internal measures on our operational activity.

These measures have been devised to guide standards and improve the quality of social housing by ensuring housing providers are accountable for the services delivered to their tenants.

What Do Our Results Tell Us?

We have been monitoring our performance over several years using measures of a similar nature, to help us understand what's important to our tenants and this aids towards influencing our Customer Service Improvement plans.

As TSMs is a regulatory requirement for all social landlords, we can now compare our performance with other social landlords, when the regulator publishes all landlord's results later in 2024. With us collecting data moving forward against the TSM we will also be able to share any trends and changes in our performance from year on year.

Our Ongoing Surveys

Nehemiah Housing will continue to run ongoing perception surveys on a yearly basis within three intervals, i.e. July, November, and March to understand how tenants feel about the services we provide. Within the survey we gain your replies on the Tenant Satisfaction Measures alongside additional measures which help us gain information on areas that we think are important.

Before the TSMs framework was introduced, we were already conducting regular customer surveys and therefore it has always been important for Nehemiah Housing to hear how we're performing from our tenant's perspective.

The first year of formal TSMs data collection started April 2023, and we are now here in the current season to the report to the regulators and our tenants the full year performance (April 2023 – March 2024).

This ongoing survey is carried out by our research partner, MEL Research, who are very experienced in overseeing these surveys on behalf of landlords. They will contact our tenants by phone to ask the questions **attached (questions from the survey)**. The tenants will be chosen at random to take part in the survey. Not all of Nehemiah housing tenants are included within the TSMs as Leaseholders (shareholders) are not part of the TSMs.

This feedback is used to direct our improvement plans, influence decision making and enable our tenants to check in on our performance.

Your views matter to us. We dedicate time to reviewing your comments to understand how you feel and what we need to do to improve on our performance. Where tenants respond with dissatisfaction, we aim to follow up directly so we can get a better understanding with the hope of doing things differently.

Our Approach

Who Takes Part?

The Tenant Satisfaction Measure figures reported shows Nehemiah Housing's end of year performance (April 2023– March 2024). Performance measures from the satisfaction survey are based on 342 responses received during that time. If you have taken part, thank you for sharing your views. This provides us with an accurate picture of how our customers are feeling about the services they receive from us. MEL Research carry this survey out on behalf of Nehemiah Housing. As a thank you to all tenants that had participated, they would be entered into a prize draw with a chance to win a £50 Love to Shop Voucher.

Mel Research selects participants at random, ensuring that they receive feedback from tenants across our different regions and tenures.

We also check that we are hearing views from all background – looking into age group, ethnicity, disability, gender, sexuality, and religion.

When?

With the survey being conducted throughout the year where the fieldwork was split over three periods: **July 2023, November 2023 and March 2024**. This will enable us to listen to the very latest views and respond quickly. Results are reported and comments are reviewed on an ongoing basis by the relevant teams.

On a quarterly basis we carry out deep dives into the topics which need attention, so we can ensure the relevant strategic and local action is carried out. If customers have told us that they are happy to be contacted about their response, and where concerns are raised, our Housing Services team will get in touch to discuss how we can put things right. Where comments are raised which are deemed a cause for concern such as safeguarding or welfare, these are confidentially passed on to the relevant colleague to act on efficiently. Where we receive staff praise and positive feedback, we also always ensure that is passed onto the relevant teams.

How?

MEL Research hears tenant feedback for our TSM performance through our perception survey.

What?

We ask a set of questions set out by the regulator, which have to be asked a specific order and use specific wording to enabling comparison to other landlords. [The regulator's guidance is here.](#)

The questions asked by MEL Research would align to the regulator's guidelines

How Are We Performing on TSMs

The results below show our end of year performance and are based on April 2023 – March 2024. Overall, **342** tenants gave their feedback – which means were heard from 29% of tenants.

Overall satisfaction with the service provided by us.
78%

Keeping Properties in Good Repair

Satisfied with repairs we carry out on your property **79%**

Satisfied with the time taken to complete your repair. **76%**

Satisfied the home we provide is well maintained. **84%**

Homes that did not meet the decent homes standard: **0%**

Emergency repairs completed within target timescale: **91%**

Non-emergency repairs completed within target timescale: **87%**

We use the performance information to recognise areas of improvement. And in turn to help shape our services and provide good quality homes for our tenants.

As a result of customer feedback, here are some of the improvements we have made:

- ***Regular Toolbox Talks with Property Services operatives to provide them with your feedback and discuss ways to improve.***
- ***Property Services operatives to attend customer service training to help improve their interactions with customers, and ensure an excellent service is delivered at all times.***
- ***Improvements have been made to the CRM systems that will enable tenant to log their repairs and track operative jobs, providing better updates on what time you can expect them to arrive at your home.***

- *Change to repairs and maintenance contractor and call centre, selection made following consultation with our tenants*
- *Monthly meetings held with contractors to assist mobilisation and transition to NHA. (Contractors have access to the office daily to resolve raise queries)*
- *To follow up during December reporting*
- *Continued investment in our homes to support quality and sustainability.*

Maintaining Building Safety

Satisfied your home is safe. **87%**

Gas safety checks completed: **100%**

Fire safety checks completed. **100%**

Asbestos checks completed: **100%**

Water safety checks completed: **100%**

Lift safety checks completed: **100%**

We use the performance information to areas we need to improve, to help shape our services and provide good quality homes for our tenants.

As a result of customer feedback, here are some of the improvements we have made:

- *Improvements have been made to our damp, mould and condensation processes to ensure we quickly and effectively deal with and resolve issues.*
- *Continue to ensure that we maintain 100% compliance and health and safety standards.*

Respectful and Helpful Engagement

Satisfied we listen to your views and act on them **76%**

Satisfied we keep you informed about things that matter to you: **85%**

Agreement we treat tenants fairly and with respect: **88%**

We use the performance information to recognise areas we need to improve, to help outline our services and provide good quality homes for our tenants.

As a result of customer feedback, here are some of the improvements we have made:

- ***We have revised our Customer Engagement Strategy, increasing our emphasis on the tenant's involvement, with committed tenants to enable us to better connect with our tenants, and the community in which they live and in turn gaining a greater understanding of what matters to them.***
- ***Continuing to development our website, ensuring information is accurate and up to date. Additional information has been included to provide further guidance on damp, mould and condensation and reporting repairs. A cost of living page has been published to provide signposting and support.***
 - <https://nehemiah.co.uk/your-home/report-a-repair>
 - <https://nehemiah.co.uk/your-home/damp-and-mould>
 - <https://nehemiah.co.uk/your-home/tenant-wellbeing/cost-of-living-help>

Effective Handling of Complaints

Satisfied with our approach to handling complaint: **53%**

Number of complaints received relative to the size of us a Landlord* Stage 1: **42.1**

Number of complaints received relative to the size of us as a Landlord* Stage 2: **4.9**

Complaint responded to within Complaints handling code timescales Stage 1: **60%**

Complaint responded to within Complaints handling code timescales Stage 2: **33%**

*Calculated as the number of complaints case per 1000 homes

We use the performance information to recognise areas of improvement. And in turn to help shape our services and provide good quality homes for our tenants.

As a result of customer feedback, here are some of the improvements we have made:

- ***Conduct complaint management review sessions on a fortnightly basis to aid towards driving improvements to the experience our tenants receive and ensuring the complaints are dealt with effectively.***
- ***Conducting refresher training for staff periodically around complaints, reviewing of the policy***
- ***Identifying lesson learnt from each complaint (where applicable)***

Responsible Neighbourhood Management

Satisfied we keep communal areas clean and well maintained. **77%**

Satisfied we make positive contributions to neighbourhoods. **78%**

Satisfied with the handling of anti-social behaviour. **74%**

Number of ASB cases relative to size of our organisation **32.4**

Number of Anti-Social behaviour hate crime cases relative to the size of Nehemiah Housing **0%**

We use the performance information to recognise areas of improvement. And in turn to help shape our services and provide good quality homes for our tenants.

As a result of customer feedback, here are some of the improvements we have made:

- ***All areas of dissatisfaction around communal cleaning are investigated on a case-by-case basis, and block visits carried out to ensure work has been completed to specification.***
- ***Housing Officer along with the property service team carry out estate visits and complete reports on the condition of the neighbourhood. Areas of concerns are investigated and addressed where appropriate.***
- ***Recurring issues of fly-tipping are investigated, and action taken in line with tenancy agreements, through our partnerships with local authorities.***
- ***Cleaner community events, days of action and walkabouts are taking place in our communities, with new mechanisms in place to report issues.***
- ***We have appointed a designated Tenants Service Officer, dealing with ASB cases offering an air of consistency.***

We will continue to gather TSM data and share it with our tenants on a regular basis to ensure we are transparent about our performance and provide tenants with certainty in the services we deliver.