

Tenant Satisfaction Measures



Regulator of Social Housing

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 key 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 what proceeds into 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 2025. 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 2nd year of full performance (April 2024 – March 2025).

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 thing differently.

Our approach

Who takes part?

The Tenant Satisfaction Measure figures reported show Nehemiah Housings end of year performance (April 2024– March 2025). Performance measures from the satisfaction survey are based on **399** 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 2024, November 2024 and March 2025**. 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 selected 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
([Hyperlink to script](#))

How are we performing on TSMs

The results below show our end of year performance and are based on April 2024 – March 2025. Overall, **399** tenants gave their feedback – which means we were heard from 32% 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. **73%**

Satisfied the home we provide is well maintained. **79%**

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

Emergency repairs completed within target timescale: **88.2%**

Non - emergency repairs completed within target timescale: **93.5%**

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:

Improved Repairs and Maintenance:

- **Whole-System Heating Upgrades:** Nehemiah has been trialling and implementing property-wide heating upgrades instead of just replacing individual components. This means if parts of a heating system need upgrading (e.g., a boiler), they will do the *whole system* (boiler, pipework, radiators, insulation, new front doors if needed) at the same time, leading to more efficient and cost-effective planned maintenance. This was highlighted with an example at Sphinx Drive in Coventry.
- **Investment in Home Improvements:** Continued investment in our homes to support quality and sustainability. Spending £1.052m
- 1m on home improvements and £1.9m in routine repairs, which demonstrates continued investment in our existing housing stock.
- **Addressing Damp and Mould:** There is a strong focus on addressing issues related to damp and mould, particularly in light of Awaab's Law.
- **Toolbox Talks** with contractors to provide them with your feedback and discuss ways to improve.

Maintaining building safety

Satisfied your home is safe. **82.3%**

Gas safety checks completed: **100%**

Fire safety checks completed. **100%**

Asbestos checks completed: **100%**

Water safety checks completed: **100%**

Lift safety checks completed: **100%**

Your Safety is Our Priority

Maintaining your building's safety is non-negotiable for us. We're committed to making sure your home is a secure place to live.

Our performance insights guide us in **refining our services and ensuring we provide well-maintained, quality homes** for all tenants.

- **100% Safety Checks Complete:** We've made sure that all essential safety checks – like gas, fire, asbestos, water, and lift safety checks – are completed on time, every time. Your safety is our absolute priority, and we don't cut corners here.
- **Lift Safety Upgrades:** We're carrying out a **full, independent survey of all our lifts**. This helps us plan smart investments to ensure they are as safe and reliable as possible for years to come.
- Improvements have been made to our damp, mould and condensation processes to ensure we quickly and effectively deal with and resolve issues.

Respectful and Helpful Engagement

At Nehemiah Housing Association, we believe that open communication and respectful relationships with our tenants are vital. Your feedback is crucial in shaping our services, and your satisfaction scores show we're on the right track:

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

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

Satisfied we listen to your views and act on them **72%**

While these are strong results, we're always looking for ways to improve. Here are some of the key service improvements we've implemented in 2024/2025 to ensure even more respectful and helpful engagement:

Strengthening How We Listen and Act on Your Views

Even with 72% satisfaction, we know there's room to ensure everyone feels truly heard. We've focused on:

- **Diversifying Feedback Channels:** Beyond traditional surveys, we've actively promoted various ways for you to share your views. This includes dedicated tenant forums, online feedback forms, and ensuring our housing officers are approachable and accessible for direct conversations. The aim is to make it easier for every tenant to provide feedback in a way that suits them.
- **"You Said, We Did" Initiatives:** We've made a concerted effort to clearly communicate how tenant feedback leads to action. This means regularly sharing updates through newsletters, our website, and tenant meetings, demonstrating specific changes or improvements that have been directly influenced by your suggestions. This transparency builds trust and shows that your views genuinely lead to tangible outcomes.
- **Empowering Tenant Panels/Groups:** We've continued to support and empower our tenant panels and scrutiny groups. These groups play a vital role in reviewing our services and making recommendations for improvement. By actively engaging with these groups, we ensure that tenant perspectives are embedded in our decision-making processes.

Improving How We Keep You Informed

With 85% satisfaction on keeping you informed, our focus has been on making sure information is not only delivered but also received effectively and is relevant to you.

- **Targeted and Timely Communications:** We've refined our communication strategy to ensure you receive information that is directly relevant to your home or community. This includes more personalized updates via email or SMS for things like planned maintenance in your area, changes to services, or important safety information.
- **Accessible Information Formats:** We've reviewed our communication materials to ensure they are clear, easy to understand, and available in various formats where necessary. This includes using plain language, clear layouts, and ensuring our digital platforms are user-friendly.
- **Regular Updates on Key Issues:** We've committed to providing consistent and regular updates on topics that matter most to you, such as major repair programs, changes in housing policy, or community initiatives. This proactive approach ensures you're always in the loop.

Upholding Fairness and Respect in Every Interaction

Achieving 88% agreement on treating tenants fairly and with respect is a testament to our dedicated staff. Our improvements in this area focus on consistent excellence:

- **Ongoing Staff Training on Customer Service Excellence:** We've invested in continuous training for all staff members, particularly those in tenant-facing roles. This training emphasises active listening, empathy, clear communication, and ensuring every interaction is professional and respectful, even when dealing with challenging situations.
- **Robust Complaints and Feedback Process:** While striving for high satisfaction, we understand that sometimes things can go wrong. We've ensured our complaints process is transparent, easy to access, and that all complaints are handled fairly, thoroughly, and promptly. Learning from complaints is a key driver for improving how we interact with tenants.

- **Promoting a Culture of Inclusivity:** We continue to foster an inclusive environment where every tenant feels valued and respected, regardless of their background or circumstances. This is reflected in our policies, staff conduct, and the way we engage with our diverse communities.

Effective Handling of Complaints

We understand that sometimes things don't go as planned, and when they do, you need to know your concerns will be heard and addressed effectively. We've been looking closely at how we handle complaints, and while we've made some good progress in responding to you quicker, your overall satisfaction tells us we still have important work to do.

Satisfied with our approach to handling complaint: **41%**

Stage 1 complaints relative to the size of the landlord (per 1000 homes): **30.1**

Stage 2 complaints relative to the size of the landlord (per 1000 homes): **5.7**

Stage 1 complaints responded to within Complaint Handling timescales: **86.5%**

Stage 2 complaints responded to within Complaint Handling timescales **57.1**

Improved Complaint Handling Process

Nehemiah has made significant changes to how they manage complaints to ensure fairer and more efficient resolution.

While we're responding faster, we know that satisfaction with the *overall approach* is an area for improvement. This is a critical area of focus:

- **Emphasis on Early Resolution:** We are actively empowering our front-line teams to try and **resolve issues at the first point of contact** before they escalate into formal complaints. This includes better listening skills and a focus on finding immediate solutions where possible.
- **Clearer Communication During the Process:** We understand that not knowing what's happening can be frustrating. We've implemented new guidelines to ensure you receive **regular updates on the progress of your complaint**, including acknowledgement of receipt, estimated timelines, and explanations for any necessary delays.
- **Learning from Every Complaint:** Every single complaint, regardless of the outcome, is now used as a **valuable learning opportunity**. We are systematically analysing recurring themes from complaints to identify root causes and implement solutions across our services. This helps us prevent similar issues from arising for other tenants in the future.
- **Reinforcing Fairness and Respect:** We continue to emphasize the importance of treating every tenant fairly and with respect throughout the complaint process. Our staff are trained to listen actively, acknowledge your concerns empathetically, and communicate outcomes clearly and sensitively.

Responsible Neighbourhood Management

At Nehemiah Housing Association, we're dedicated to fostering thriving, safe, and clean neighbourhoods where all our residents feel proud to live. We constantly review our performance and listen to your feedback to ensure we're making a positive difference in your communities.

We're pleased to share strong tenant satisfaction with many aspects of our 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: 29.2

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

Our ASB case numbers also reflect our efforts:

- We received **29.2 general ASB cases per 1,000 homes**. This figure shows our ongoing commitment to addressing these issues effectively.
- Crucially, we recorded **0 Anti-Social Behaviour Hate Crime cases** relative to the size of Nehemiah Housing. This is a significant achievement and demonstrates our unwavering commitment to promoting inclusivity and tackling discrimination within our communities.

Based on these results, here are some of the key service improvements we've implemented during April 2024 to March 2025 to strengthen our neighbourhood management and make our communities even better:

Keeping Communal Areas Clean and Tidy

Maintaining shared spaces is crucial for a pleasant living environment, and we've focused on ensuring ours are consistently of a high standard:

- **Optimised Cleaning and Grounds Maintenance Schedules:** To maintain the high satisfaction (77%) in this area, we've continued to refine and, where beneficial, **adjust the frequency and scope of our cleaning and grounds maintenance services** in communal areas. This ensures spaces like shared gardens, stairwells, and pathways remain consistently clean, safe, and inviting.
- **Proactive Inspections and Responsive Action:** Our property services teams conduct **regular inspections of communal areas**. This proactive approach allows us to identify and address issues like littering, minor repairs, or overgrown areas quickly, preventing them from deteriorating and ensuring standards remain high.

Making Positive Contributions to Our Neighbourhoods

We believe in building strong, vibrant communities, not just managing properties. Our high satisfaction (78%) in this area reflects our ongoing efforts:

- **Continued Investment in Community Initiatives:** We've continued to **support and invest in local community projects and events** that bring residents together, foster neighbourly relations, and enhance the overall living environment. This include supporting resident-led activities, community clean-up days, or improvements to communal amenities.
- **Strengthening Local Partnerships:** We've intensified our **collaboration with local community groups, charities, and service providers in Birmingham and surrounding areas**. By working hand-in-hand, we can offer broader support and opportunities to our residents, addressing wider social needs and enriching community life.

Effective Handling of Anti-Social Behaviour (ASB) and Tackling Hate Crime

We understand that ASB can significantly impact residents' peace of mind, and our 74% satisfaction, along with a reduced number of general ASB cases and zero hate crime cases, shows our focused efforts:

- **Rapid ASB Response and Robust Case Management:** We have further **streamlined our ASB reporting and investigation processes** to ensure cases are acknowledged and acted upon swiftly. Our dedicated teams are equipped to gather evidence, apply appropriate interventions (from early resolution to enforcement action), and keep complainants informed throughout the process, contributing to the lower overall ASB case numbers.
- **Zero Tolerance on Hate Crime & Enhanced Reporting:** The achievement of **zero Anti-Social Behaviour Hate Crime cases reported (relative to size)** is a key indicator of our robust approach. We have reinforced our **clear policies and procedures for reporting and acting on hate crime**, ensuring staff are highly trained to identify and respond sensitively and effectively. We actively promote an environment where diversity is celebrated, and discriminatory behaviour is not tolerated, encouraging reporting and ensuring swift action.
- **Collaborative ASB Resolution:** We continue to strengthen our **partnerships with West Midlands Police and local authorities**. This multi-agency approach allows for more comprehensive and effective strategies to deter ASB, address its root causes, and support those affected, further contributing to a safer community environment.

