

Tenant Satisfaction Measures

Our performance for 2023 - 2024



Tenant Satisfaction Measures

What are Tenant Satisfaction Measures?

Tenant Satisfaction Measures (TSM) are a new way of measuring how social housing providers like Two Rivers Housing are performing. The Regulator of Social Housing developed these with tenants and housing providers to ensure that they measure the things that really matter to tenants.

In total, there are 22 satisfaction measures. These are a mix of questions that providers must ask tenants and performance measures that must be provided by the landlord. These must be submitted to the Regulator and published by the landlord each year.

Why do we do these surveys?

We have always completed customer satisfaction surveys to help us understand what we are doing well and where we need to make improvements. Before April 2023, we used the Housemark STAR questions.

In April 2023, the Regulator bought in the new Tenant Satisfaction Measures. These set out all 22 measures including the specific questions that we need to ask tenants and the number of tenants that providers have to ask based on their size. From April 2024, these must be submitted to the Regulator, who will publish them to help tenants understand how their landlord is performing.

How do we gather the data?

The Tenant Satisfaction Measures are split into two parts. There are 12 'perception measures', which are taken from responses provided by tenants in customer surveys. We use an independent research company to contact tenants and ask them to complete the survey. They gather the data and provide us with a report three times a year. In total they contact around 1,200 tenants each year.

The other 10 'performance measures' are gathered using information from our management systems. These are checked and verified before they are published.

How are the results calculated?

As part of the Tenant Satisfaction Measures, the Regulator provides detailed information on how the results should be calculated and reported. This means that all social housing providers are producing their Tenant Satisfaction Measures in the same way, so that tenants can easily compare how their landlord is performing. You can find more information about the Tenant Satisfaction Measures on the Regulator's website:

www.gov.uk/government/organisations/regulator-of-social-housing

The results shared in this document were measured between 1 April 2023 and 31 March 2024.

Learning and improving

Although the new Tenant Satisfaction Measures are mandatory, we have always asked for feedback from our tenants to find out what they think about their homes, the services we provide, and what we need to improve.

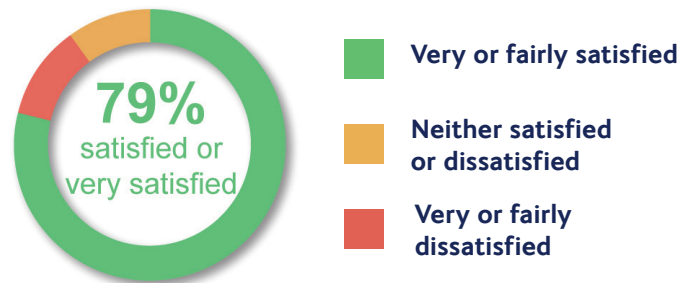
We use this feedback to make changes to how we do things, support decision making, and identify the areas that we need to focus on. This is a vital part of our planning process and helps ensure that the thoughts and opinions of our customers are at the heart of our decision making.

Over the last two years, we have worked with tenants to identify new ways for them to get involved and provide feedback. This has included embedding a new customer engagement framework that was co-designed with tenants, and the launch of our new Tenants' Voice Group, which provides tenants with a direct link to our Group Board. We are committed to working with and listening to our customers to make things better.

#Twogether we are learning, making improvements across the Group and strengthening the relationship between our organisation and its customers.

Overall satisfaction

Tenants were asked: Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?



- **Eight out of ten** (79%) of our tenants are satisfied with the overall service they receive.
- Just over **one in ten** (11%) are dissatisfied, this includes 6% who said they were very dissatisfied with the overall service we provide.

“It’s really important for us to understand how our tenants feel about their homes and the services we provide.”

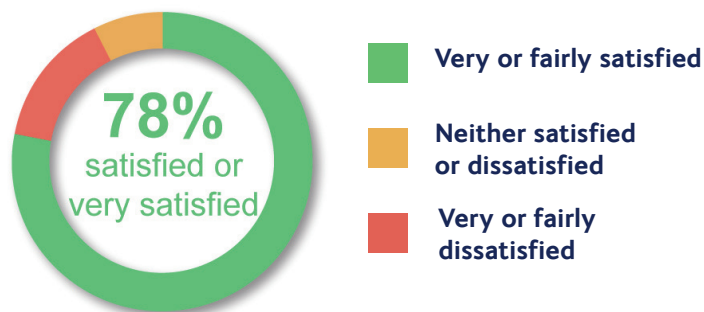
“Their feedback is crucial in helping us make improvements and plan for the future.”

Hayley Selway, Chief Executive Officer



Maintaining and repairing our homes

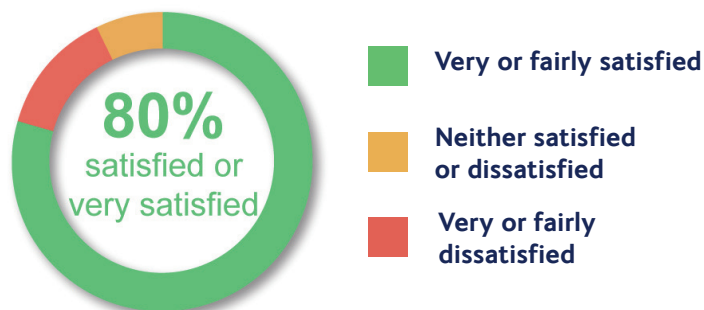
Tenants were asked: How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?



Of those tenants surveyed, 69% (804) said that they have had a repair completed in the previous 12 months. This group of tenants were asked further questions about the overall repairs service and the time taken to complete the repair.

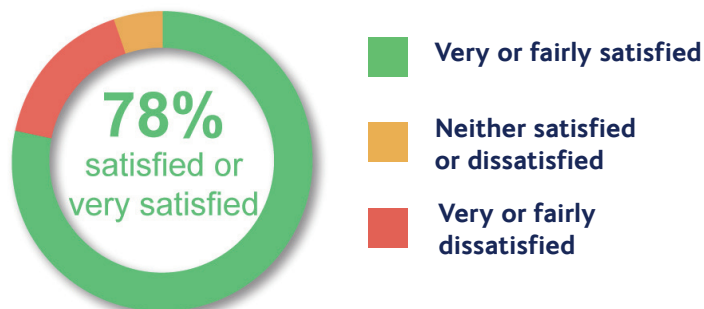
Tenants were asked: Has your landlord completed a repair in your home?

If yes, how satisfied or dissatisfied are you with the overall repairs service in your home?



Tenants were asked: Has your landlord completed a repair in your home?

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair?



Performance measures

Number of homes that do not meet the Decent Homes Standard:

0.1%

On 31 March 2024, three of our homes did not meet the Decent Homes Standard.

This was due to damp and mould issues within the properties. At the point of publishing this document, work had been completed at all three properties to resolve these issues.

Repairs completed in target time-scales:

56.9%

of non-emergency repairs were completed within target time-scales. (Five days for urgent and 20 days for routine repairs.) **This figures increases to 71.3% when appointments moved outside of the timescales at a tenants request are included.**

99.3%

of emergency repairs were completed within 24 hours.

Keeping our tenants safe in their homes

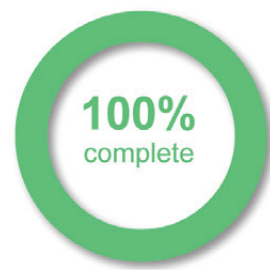
Tenants were asked:

Thinking about the condition of the property or building that you live in, how satisfied or dissatisfied are you that the home your landlord provides is safe?

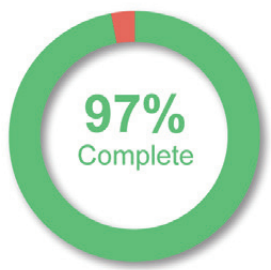


- Very or fairly satisfied
- Neither satisfied or dissatisfied
- Very or fairly dissatisfied

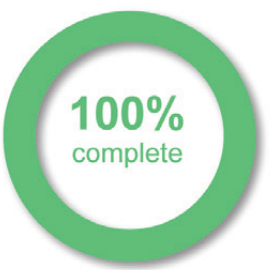
Performance measures



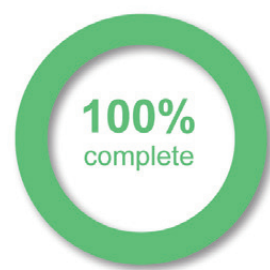
Asbestos safety checks



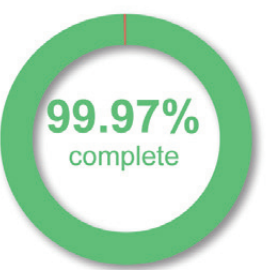
Water safety checks



Lift safety checks



Fire safety checks



Gas safety checks

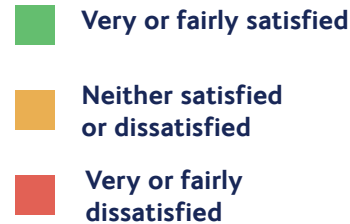
At 31 March 2024, we had one home that did not have an up-to-date gas safety certificate. This was due to the tenant refusing to let us into the property. We are currently going through our no access policy and taking legal action to gain entry and complete the safety checks.

We also had one outstanding water safety risk assessment that was over its two yearly review date. This has since been completed along with any remedial action that was identified.

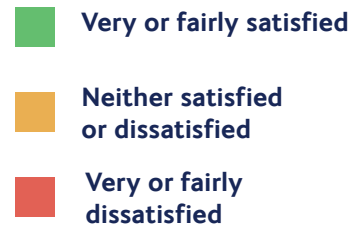


Working with tenants

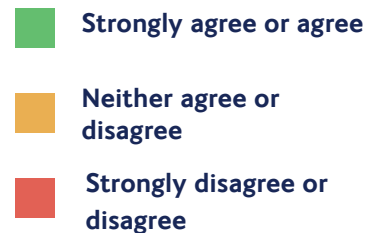
Tenants were asked: How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?



Tenants were asked: How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?



Tenants were asked: To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."



Tenants' Voice Committee

Two out of ten tenants told us that we need to do better when it comes to listening and acting on their views.

We have been working with tenants and engagement specialists Tpas to co-design a new customer engagement framework since 2023.

As part of this work, launched our new Tenants' Voice Committee at the beginning of 2024. Made up of tenants and members of the Board including our Group Chair, the Tenants' Voice Committee plays a vital part in holding our organisation to account and forms part of our governance structure.

#Twogether, the committee reviews the services we provide and challenges the decisions that we make. This not only gives tenants an opportunity to talk directly to the people who set the direction of our organisation, but also ensures that the voice of our tenants is heard right across the organisation.

You can find more information about our Tenants' Voice Committee on our website:

www.tworivershousing.org.uk

Dealing with complaints

Tenants were asked: Have you made a complaint to your landlord in the last 12 months?

If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?



- Very or fairly satisfied
- Neither satisfied or dissatisfied
- Very or fairly dissatisfied

294 tenants said that they had made a complaint in the last 12 months.

Performance measures

% of complaints responded to within the Complaints Handling Code time-scales

No. of complaints per 1,000 homes

29 Stage one complaints

3 Stage two complaints



Stage one complaints

69% of stage one complaints were responded to within 10 days.

A further 18% of complaints were extended with agreement from the customer and responded to within the Ombudsman Code guidelines. Our overall compliance was 87.6%.



Stage two complaints

73% of stage two complaints were responded to within 20 days.

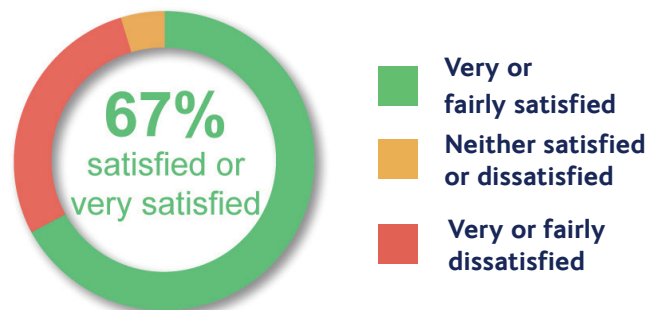
A further 27% of complaints were extended with agreement from the customer and responded to within the Ombudsman Code guidelines. Our overall compliance was 100%.



Managing our neighbourhoods

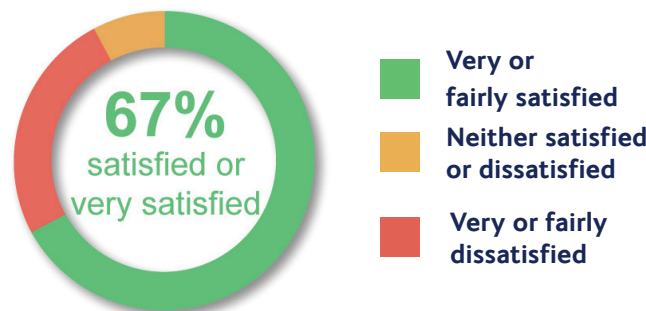
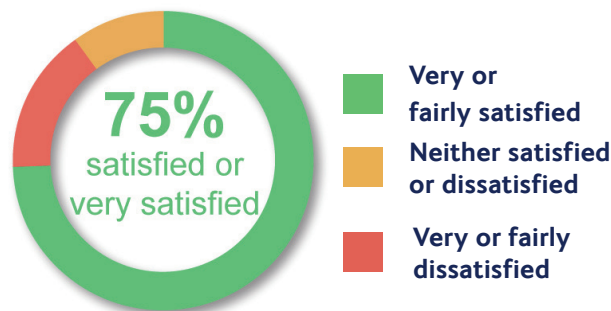
Tenants were asked: Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?



Tenants were asked: How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

Tenants were asked: How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?



Performance measures

No. of anti social behaviour cases per 1,000 homes.

39

- reported cases of anti-social behaviour for every 1,000 homes we manage.
- Less than one (0.44) hate crimes reported for every 1,000 homes we manage.

Using tenant feedback: grounds maintenance

Grounds maintenance and in particular, grass cutting, is very important to our tenants. We know that we still have work to do in this area, and will be reviewing this service with tenants in 2024/2025.

In March 2023, our Challenge & Change Group (a tenant group that was replaced by Tenants' Voice in 2024), conducted a review of our grounds maintenance service. As a result of their feedback, we made the following changes:

- Changed our approach to recruitment and established a full time grounds maintenance team, who will work on our estates throughout the year rather than hiring seasonal workers.
- Published our grass cutting schedules on our website and updated the information available to tenants about this service.
- Invested in new equipment that is more efficient and more environmentally friendly.

We will continue to work with tenants to make improvements to our grounds maintenance service in 2024/2025.

More about Two Rivers Housing

 www.tworivershousing.org.uk

 Rivers Meet, Cleeve Mill Lane, Newent, Gloucestershire, GL18 1DS

 www.linkedin.com/company/TwoRiversHousing

 www.facebook.com/TwoRiversHousing

 www.twitter.com/TRHousing

Company registration number: 4263691

Homes and Communities Agency number: L4385

Registered charity number: 1104723



Version 1a: October 2024

How to share your feedback

We are always happy to hear your feedback or suggestions on how we can improve our services.

You can share your feedback by email, telephone, post, through our website, on our official social media accounts or in person.

Email: customerservices@2rh.org.uk

Telephone: 0800 316 0897

The Board and the senior team at Two Rivers Housing are keen to hear from our tenants.

If you would like to get involved by joining our Tenants' Voice Committee, please get in touch with our community engagement team.

Email: communityengagement@2rh.org.uk

Telephone: 0800 316 0897