



**Tenant Satisfaction Measures (TSM)  
Results  
2023 – 2024**

Nuneaton and Bedworth Borough Council

Social Housing & Community Safety

## Foreword

As part of a commitment set out by the Regulator of Social Housing, in June 2023, we wrote to all tenants and asked them to complete a satisfaction survey to find out what we are doing well, where we can improve, and outline what are priorities for 2024/2025 will be.

The Tenant Satisfaction Measures (TSM) survey is an annual tenant satisfaction survey we are now conducting.

## What are the Tenant Satisfaction Measures (TSMs)?

The TSMs are a new way for all social housing providers to collect information from their tenants to understand better how they are performing in key areas such as building safety, complaints handling and anti-social behaviour.

## Our Results

The Council conducted its first tenant satisfaction survey in 2023, where a total of 1507 responses were received, equating to a 27% response rate.

We encourage as many tenants as possible to complete future surveys.

Following careful analysis, the findings are now ready to be presented. Based on your responses to the TSM survey, your tenant satisfaction results are:

### 1. Perception Survey Results

Theme	Code	Tenant Satisfaction Measure	% very & fairly satisfied
<b>Overall Satisfaction</b>	<b>TP01</b>	<b>Overall Satisfaction</b>	<b>80.85%</b>
Keeping properties in good repair	TP02	Satisfaction with repairs	<b>80.89%</b>
	TP03	Satisfaction with the time taken to complete most recent repair	<b>78.82%</b>
	TP04	Satisfaction that the home is well maintained	<b>79.56%</b>
Maintaining building safety	TP05	Satisfaction that the home is safe	<b>80.32%</b>

Respectful & helpful engagement	TP06	Satisfaction that the landlord listens to tenants views and acts upon them	<b>66.37%</b>
	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	<b>72.89%</b>
	TP08	Agreement that the landlord treats tenants fairly and with respect	<b>75.83%</b>
Effective handling of complaints	TP09	Satisfaction with the landlords approach to handling complaints	<b>49.96%</b>
Responsible neighbourhood management	TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	<b>70.04%</b>
	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	<b>58.37%</b>
	TP12	Satisfaction with the landlords approach to handling anti-social behaviour	<b>51.92%</b>

## 2. Management Information

Code	Tenant Satisfaction Measure	Result
<b>BS01</b>	Proportion of homes for which all required gas safety checks have been carried out.	<b>99.23%</b>

<b>BS02</b>	Proportion of homes for which all required fire risk assessments have been carried out.	<b>100%</b>
<b>BS03</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>100%</b>
<b>BS04</b>	Proportion of homes for which all required legionella risk assessments have been carried out.	<b>100%</b>
<b>BS05</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>100%</b>
<b>RP01</b>	Proportion of homes that do not meet the Decent Homes Standard.	<b>1.62%</b>
<b>RP02 (1)</b>	Proportion of <b>non-emergency</b> responsive repairs completed within the landlord's target timescale.	<b>46%</b>
<b>RP02 (2)</b>	Proportion of <b>emergency</b> responsive repairs completed within the landlord's target timescale.	<b>62%</b>
<b>Q6a</b>	Number of responsive repairs raised during the reporting year.	<b>14,260</b>
<b>Q6b</b>	Number of responsive repairs that were cancelled by the landlord during the reporting year (for any reason and including those cancelled at tenant request).	<b>565</b>
<b>Q6c</b>	Number of responsive repairs reclassified as planned or cyclical works during the reporting.	<b>0</b>
<b>Q6d</b>	Number of responsive repairs completed within the reporting year.	<b>10,312</b>
<b>Q6e</b>	Number of responsive repairs that have not been completed ('work-in-progress') at year end.	<b>3948</b>
<b>NM01</b>	Number of Anti-Social Behaviour cases, opened per 1,000 homes	<b>78</b>

<b>NM02</b>	Number of Anti-Social Behaviour cases that involve hate incidents per 1,000 homes	<b>0.9%</b>
<b>CH01 (1)</b>	Number of <b>stage one</b> complaints received per 1,000 homes	<b>47.5%</b>
<b>CH01 (2)</b>	Number of stage two complaints received per 1,000 homes	<b>6.2%</b>
<b>CH02 (1)</b>	Proportion of <b>stage one</b> complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>97%</b>
<b>CH02 (2)</b>	Proportion of <b>stage two</b> complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>91%</b>

## Summary

The results show that the Council is performing well in areas such as overall service, repairs and maintenance and its approach to complaints handling.

## What is next?

In areas identified as needing improvement, we will be implementing several proactive approaches to help improve satisfaction. These measures include:

- Using a tenant engagement van to improve direct tenant engagement.
- Ensuring that tenant profiling information is regularly updated to improve tenant understanding and responsiveness.
- Development of a new Tenant Engagement Strategy
- Improving tenant relationships to ensure new policies or strategies are reflective of tenant needs.
- Working towards a Tenant Participation Service (TPAS) accreditation to demonstrate the use of best practice in relation to engaging our tenants. TPAS is the acknowledged national umbrella organisation for tenant participation in the country.

- Undertaking more focus groups and tenant panels to ensure prominent tenant issues are identified and rectified promptly.
- Enhancing the complaints handling process by updating the Council's complaints system, implementing a new Complaints Policy, and providing staff training
- Implementing neighbourhood walkabouts with tenants, members, and Police
- Pursuing an anti-social behaviour accreditation, to ensure best practice when dealing with ASB related issues.