

## Tenant Satisfaction Measures (TSMs) 2023-24

### What are TSMs?

The TSMs are made up of 22 satisfaction and performance measures, set out by the Regulator of Social Housing. Every housing association with more than 1,000 homes is required to report their performance each year.

### Why are they important?

The measures are aimed at helping improve standards for people living in social housing, by:

- Providing visibility by letting tenants see how well their landlord is doing, and enabling tenants to hold their landlords to account.
- Giving the Regulator insight into which landlords might need to improve things for their tenants.

### How did we determine our scores?

The TSMs are made up of 12 customer satisfaction measures (officially known as 'tenant perception measures') and 10 management information measures.

- Customer satisfaction measures: We appointed an independent agency, Tlf Research, to survey Hastoe tenants over the phone from 23 October to 18 November 2023. 543 tenants were surveyed, out of a total 4,152. 529 surveys were completed in full and 14 were partially completed. Customers were asked questions about how satisfied they were with the service Hastoe provides. Tenants were chosen at random and weighting was not necessary given the achieved sample size was representative of the total tenant population. No incentives were used.

Customers were asked if they were:

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

The calculation to work out the proportion of customers who were 'satisfied' is based on those who replied either 'very satisfied' or 'fairly satisfied'.

The option 'not applicable/don't know' was only a specified response to TP05, TP06, TP07, TP08, TP11 and TP12.

We used the survey to ask tenants an additional question which does not contribute towards our Tenant Satisfaction Measure performance figures but does help us to know what is most important to the majority of our tenants. The additional question was: "What one improvement would you like Hastoe to make in order to improve the service you receive?"

- Management information figures: This is performance data collected as of 31 March 2024.

## Tenant perception measures TP01-TP12

### TP01: Overall satisfaction

Proportion of respondents who report that they are satisfied with the overall service from Hastoe.	58.9%
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Question asked: "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Hastoe?"

	Responses
Very satisfied	129 (A)
Fairly satisfied	189 (B)
Neither satisfied nor dissatisfied	65
Fairly dissatisfied	84
Very dissatisfied	73
Total responses	540 (C)

TP01 calculation:  $[(129 (A) + 189 (B)) / 540 (C)] \times 100 = 58.9\%$

### TP02: Satisfaction with repairs

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	58.5%
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Question asked: "Has Hastoe carried out a repair to your home in the last 12 months?"  
If the response was 'yes' then the tenant was asked: "How satisfied or dissatisfied are you with the overall repairs service from Hastoe over the last 12 months?"

	Responses
Very satisfied	127 (A)
Fairly satisfied	90 (B)
Neither satisfied nor dissatisfied	27
Fairly dissatisfied	59
Very dissatisfied	68
Total responses	371 (C)

TP02 calculation:  $[(127 (A) + 90 (B)) / 371 (C)] \times 100 = 58.5\%$

### TP03: Satisfaction with time taken to complete most recent repair

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	55.2%
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Question asked: “Has Hastoe carried out a repair to your home in the last 12 months?”  
 If the response was yes, the tenant was then asked: “How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?”

	Responses
Very satisfied	120 (A)
Fairly satisfied	86 (B)
Neither satisfied nor dissatisfied	18
Fairly dissatisfied	43
Very dissatisfied	106
Total responses	373 (C)

TP03 calculation:  $[(120 (A) + 86 (B)) / 373 (C)] \times 100 = 55.2\%$

### TP04: Satisfaction that the home is well maintained

Proportion of respondents who report that they are satisfied that their home is well maintained.	61.7%
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Question asked: “How satisfied or dissatisfied are you that Hastoe provides a home that is well maintained?”

	Responses
Very satisfied	167 (A)
Fairly satisfied	158 (B)
Neither satisfied nor dissatisfied	61
Fairly dissatisfied	64
Very dissatisfied	77
Total responses	527 (C)

TP04 calculation:  $[(167 (A) + 158 (B)) / 527 (C)] \times 100 = 61.7\%$

### TP05: Satisfaction that the home is safe

Proportion of respondents who report that they are satisfied that their home is safe.	76.5%
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Question asked: "Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Hastoe provides a home that is safe?"

	Responses
Very satisfied	254 (A)
Fairly satisfied	154 (B)
Neither satisfied nor dissatisfied	52
Fairly dissatisfied	27
Very dissatisfied	46
Total responses	533 (C)

TP05 calculation:  $[(254 (A) + 154 (B)) / 533 (C)] \times 100 = 76.5\%$

2 tenants responded with the option "not applicable/don't know".

### TP06: Satisfaction that the landlord listens to tenant views and acts upon them

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	55.0%
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Question asked: "How satisfied or dissatisfied are you that Hastoe listens to your views and acts upon them?"

	Responses
Very satisfied	132 (A)
Fairly satisfied	138 (B)
Neither satisfied nor dissatisfied	72
Fairly dissatisfied	57
Very dissatisfied	92
Total responses	491 (C)

TP06 calculation:  $[(132 (A) + 138 (B)) / 491 (C)] \times 100 = 55.0\%$

43 tenants responded with the option "not applicable/don't know".

### TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	62.6%
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Question asked: “How satisfied or dissatisfied are you that Hastoe keeps you informed about things that matter to you?”

	Responses
Very satisfied	177 (A)
Fairly satisfied	140 (B)
Neither satisfied nor dissatisfied	79
Fairly dissatisfied	48
Very dissatisfied	62
Total responses	506 (C)

TP07 calculation:  $[(177 (A) + 140 (B)) / 506 (C)] \times 100 = 62.6\%$

28 tenants responded with the option “not applicable/don’t know”.

### TP08: Agreement that the landlord treats tenants fairly and with respect

Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	72.2%
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Question asked: “To what extent do you agree or disagree with the following ‘Hastoe treats me fairly and with respect?’”

	Responses
Very satisfied	158 (A)
Fairly satisfied	219 (B)
Neither satisfied nor dissatisfied	81
Fairly dissatisfied	37
Very dissatisfied	27
Total responses	522 (C)

TP08 calculation:  $[(158 (A) + 219 (B)) / 522 (C)] \times 100 = 72.2\%$

10 tenants responded with the option “not applicable/don’t know”.

### TP09: Satisfaction with the landlord’s approach to handling complaints

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord’s approach to complaints handling.	30.7%
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Question asked: “Have you made a complaint to Hastoe in the last 12 months?”  
 If the response was ‘yes’ then the tenant was asked: “How satisfied or dissatisfied are you with Hastoe’s approach to complaints handling?”

	Responses
Very satisfied	20 (A)
Fairly satisfied	35 (B)
Neither satisfied nor dissatisfied	20
Fairly dissatisfied	43
Very dissatisfied	61
Total responses	179 (C)

TP09 calculation:  $[(20 (A) + 35 (B)) / 179 (C)] \times 100 = 30.7\%$

### TP10: Satisfaction that the landlord keeps communal areas clean and well maintained

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	55.3%
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Question asked: “Do you live in a building with communal areas, either inside or outside, that Hastoe is responsible for maintaining?”  
 If the response was ‘yes’ then the tenant was asked: “How satisfied or dissatisfied are you that Hastoe keeps these communal areas clean and well maintained?”

	Responses
Very satisfied	76 (A)
Fairly satisfied	64 (B)
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	38
Very dissatisfied	52
Total responses	253 (C)

TP10 calculation:  $[(76 (A) + 64 (B)) / 253 (C)] \times 100 = 55.3\%$

### TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	49.2%
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Question asked: “How satisfied or dissatisfied are you that Hastoe makes a positive contribution to your neighbourhood?”

	Responses
Very satisfied	97 (A)
Fairly satisfied	108 (B)
Neither satisfied nor dissatisfied	92
Fairly dissatisfied	57
Very dissatisfied	63
Total responses	417 (C)

TP11 calculation:  $[(97 (A) + 108 (B)) / 417 (C)] \times 100 = 49.2\%$

114 tenants responded with the option “not applicable/don’t know”.

### TP12: Satisfaction with the landlord’s approach to handling anti-social behaviour

Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour.	56.9%
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Question asked: “How satisfied or dissatisfied are you with Hastoe’s approach to handling anti-social behaviour?”

	Responses
Very satisfied	100 (A)
Fairly satisfied	73 (B)
Neither satisfied nor dissatisfied	54
Fairly dissatisfied	30
Very dissatisfied	47
Total responses	304 (C)

TP11 calculation:  $[(100 (A) + 73 (B)) / 304 (C)] \times 100 = 56.9\%$

227 tenants responded with the option “not applicable/don’t know”.

## TSMs generated from management information

### CH01: Complaints relative to the size of the landlord

		%	Number
CH01 (1)	Number of stage one complaints received per 1,000 homes.	63.4%	271
CH01 (2)	Number of stage two complaints received per 1,000 homes.	7.7%	33

### CH02: Complaints responded to within Complaint Handling Code timescales

		%	Number
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	85.6%	232
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	93.9%	31

### NM01: Anti-social behaviour cases relative to the size of the landlord

		%	Number
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	53.4%	274
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.0%	0

### RP01: Homes that do not meet the Decent Homes Standard

		%	Number
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.4%	17

### RP02: Repairs completed within target timescale

		%	Number
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	74.7%	10,141
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	71.7%	2,311

### BS01-BS05: Safety checks

		%	Number
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.1%	2,518
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	96.2%	894
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%	574
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	97.4%	521
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	232