



# TENANT SATISFACTION SURVEY RESULTS

2023/24

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## Background.

In April 2023, the Regulator of Social Housing introduced new Tenant Satisfaction Measures (TSMs) to measure performance of landlords in areas such as repairs, safety, and complaints. The measures have been set to ensure that all landlords are consistent in how they measure tenant satisfaction.

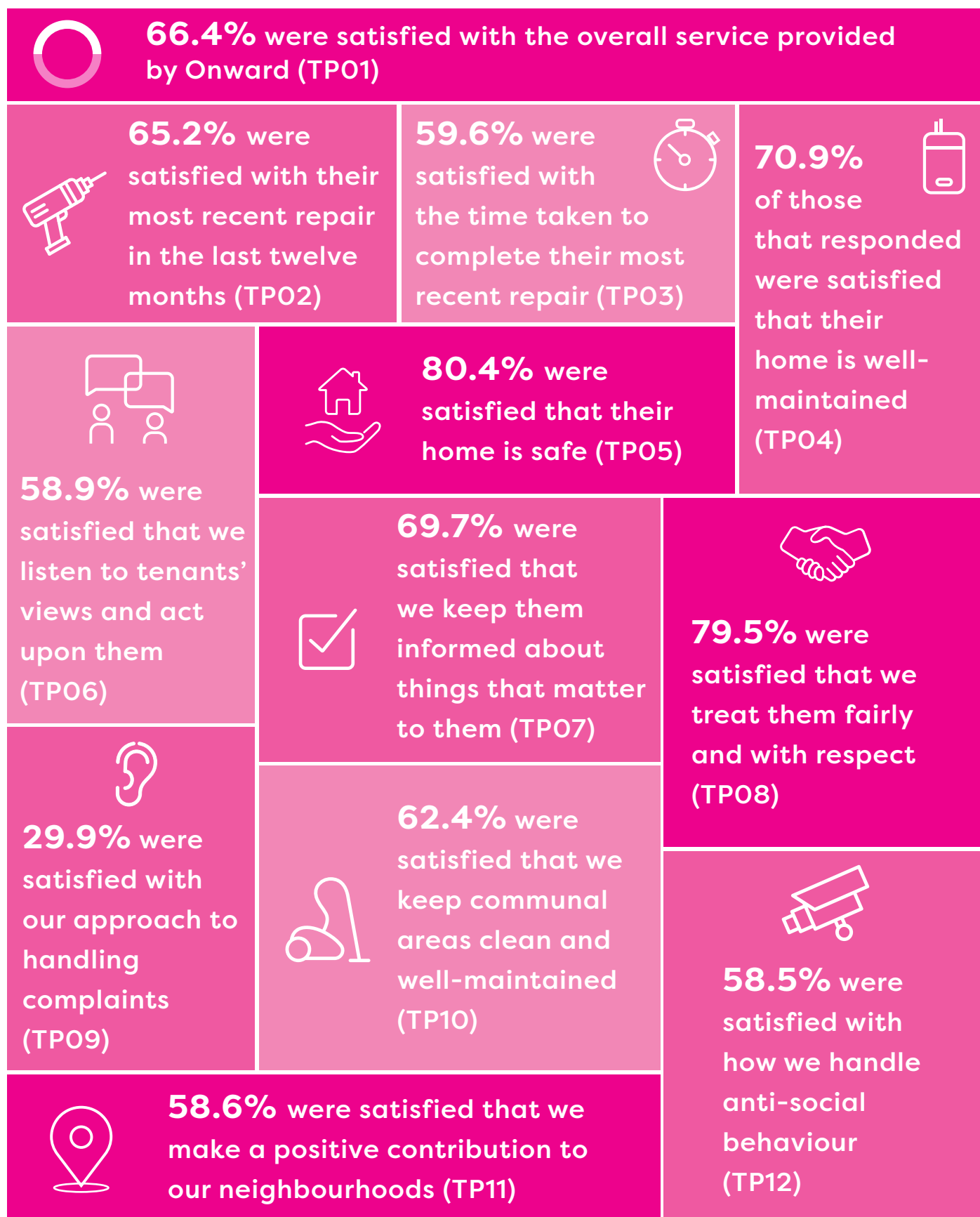
All registered providers are now required to carry out an annual survey with a sample of their low-cost rental and low-cost home ownership customers, asking for their views against the following TSMs:

- **TP01:** Overall satisfaction
- **TP02:** Satisfaction with repairs
- **TP03:** Satisfaction with time taken to complete most recent repair
- **TP04:** Satisfaction that the home is well-maintained
- **TP05:** Satisfaction that the home is safe
- **TP06:** Satisfaction that the landlord listens to tenant views and acts upon them
- **TP07:** Satisfaction that the landlord keeps tenants informed about things that matter to them
- **TP08:** Agreement that the landlord treats tenants fairly and with respect
- **TP09:** Satisfaction with the landlord's approach to handling complaints
- **TP10:** Satisfaction that the landlord keeps communal areas clean and well-maintained
- **TP11:** Satisfaction that the landlord makes a positive contribution to neighbourhoods
- **TP12:** Satisfaction with the landlord's approach to handling anti-social behaviour

In these next few pages, we look at our results in more detail, what we have learnt and how the survey was carried out. **You can find a full breakdown of the results in the Appendix.**

## Results for tenants.

In line with the requirements set out by the Regulator of Social Housing, we surveyed a representative sample of our customers. The Regulator refers to this group as low-cost rental accommodation (LCRA)\*. We spoke to 2,240 LCRA customers between 14th June 2023 and 15th March 2024. In summary, here's what they told us:



\*Low-Cost rental accommodation (LCRA). This includes for example, general needs, supported housing, intermediate rent and temporary social housing.



## Results for home ownership.

For the Tenant Satisfaction Survey, we are required to survey a smaller representative sample of our low-cost home ownership (LCHO) customers.\* In total, we spoke to 269 LCHO customers between 11th July and 7th November 2023. LCHO customers are not required to answer all TSMs. Here's what they told us for the relevant measures:



**50.9%** were satisfied with the overall service provided by Onward (TP01)



**74.9%** were satisfied that their home is safe (TP05)



**44.8%** were satisfied that we listen to tenants' views and act upon them (TP06)



**59.7%** were satisfied that we keep them informed about things that matter to them (TP07)



**66%** were satisfied that we treat them fairly and with respect (TP08)



**52.7%** were satisfied that we keep communal areas clean and well-maintained (TP10)



**21.6%** were satisfied with our approach to handling complaints (TP09)



**50.5%** were satisfied that we make a positive contribution to our neighbourhoods (TP11)



**43.9%** were satisfied with how we handle anti-social behaviour (TP12)

\*Low-cost home ownership (LCHO). This includes, for example, shared ownership properties (which have not been fully staircased).

## What we have learnt.

This is the first year of carrying out surveys based on the TSMs. We will use the feedback from the TSMs, along with other regular customer surveys, to continue to drive improvements in our homes and services.

Our TSM results show that there are areas where we need to improve and we have significant plans in place to do this, so that we can deliver better customer satisfaction year on year. These are some of the changes we are making in response to customer feedback:

We know that repairs is an important issue for our customers, which is reflected in the feedback from this survey and others that we carry out.

In response to this feedback and working with our involved customers, we have expanded Onward Repairs into Greater Manchester, following its success in Lancashire where we have seen higher levels of customer satisfaction. Bringing more services inhouse means that we can be more responsive, more efficient and flexible in how we deliver services for our customers.

We are also making improvements to our repairs service in Merseyside by increasing investment and resources. We will continue to use your feedback and work with involved customers through our Repairs Groups to improve the service we deliver in the future.



In response to customer feedback around performance, grounds maintenance, cleaning and waste management services have also transitioned from external contractors to our specialist inhouse team, Onward Environmental.

We have done this to give us more control over service delivery. As part of these changes, we've also introduced a new portal for customers to monitor the work that is completed by Onward Environmental. This is a quicker and easier way for customers to track what we are doing in their area.

We will continue to look at how we can make further improvements to the service in response to customer feedback.



We are always looking to improve how we respond to complaints from customers. Through our Customer Resolution Forum, involved customers have shaped changes to how we approach and respond to complaints and helped us to prepare new guidance to give customers more clarity around the service and support available.



The changes that we're making include training for colleagues so that we can deal with issues for our customers earlier in the process, a new approach to resolutions, and an improved process for handling complaints that gives us more opportunities to learn from these. You can find out more about how we're handling complaints by reading our Annual Complaints and Service Improvement Report [here](#).



Our Safer Neighbourhoods Team is here to help any customers that are concerned about anti-social behaviour in their neighbourhood. We work closely with partners across our neighbourhoods to deliver targeted interventions and are reviewing approaches to ensure these are tailored to customers.

There are lots of ways that customers can help to make our services better, whether that's through our regular surveys, or joining our active Customer Engagement Community which shapes and improves our services. Take a look at the [Get Involved](#) section of our website to find out more.

**Thank you to everyone that took the time to take part in the Tenant Satisfaction Survey. Your feedback enables us to continue to deliver improvements to our homes and services.**



## Keeping you safe and resolving complaints.

In addition to the performance against the 12 TSMs, we are also required to submit 'Management Information' to the Regulator of Social Housing on an annual basis. This covers things like health and safety checks and repairs timescales. Our performance in these areas is summarised in the tables below.

TSMs generated from management information (*where applicable to all properties we manage)		Overall
RP01	Homes that do not meet the Decent Homes Standard	0.0 (6 properties)
RP02 (pt1)	Non-emergency responsive repairs completed within timescale.	73.6%
RP02 (pt2)	Emergency responsive repairs completed within timescale.	82.5%
BS01	Gas safety checks	99.7%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	96.3%
BS04	Water safety checks	100%
BS05	Lift safety checks	97.6%
NM01 (pt1)	Anti-social behaviour cases relative to the size of the landlord (per 1,000 properties)	30.3 (908)
NM01 (pt2)	Anti-social behaviour cases that involve hate crime incidents (per 1,000 properties)	1.0 (32)

TSMs generated from management information (*by tenure)		LCRA	LCHO
CH01 (pt1)	Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	42.0	33.0
CH01 (pt2)	Stage 2 complaints relative to the size of the landlord (per 1,000 properties)	3.0	0.8
CH02 (pt1)	Stage 1 complaints responded to within Complaint Handling Code timescales	71.8% (868)	55.0% (22)
CH02 (pt2)	Stage 2 complaints responded to within Complaint Handling Code timescales	88.3% (83)	100% (1)

## How we carried out the survey.

In line with the requirements set out by the Regulator of Social Housing, we were required to survey a representative sample of 2,240 low-cost rental accommodation tenants based on a relevant tenant population of 28,378. 286 responses were required from low-cost home ownership customers based on a relevant tenant population of 1,111. A random stratified sample was used for LCRA. A census approach was adopted for LCHO.

Leaseholders were excluded from the sample due to them not forming part of the TSMs, as well as customers that have told us they do not wish to be surveyed and those where health and safety reasons meant surveys could not take place in person. Based on this, 442 low-cost rental and 3 low-cost home ownership customers were excluded from the sample. No incentives were used to collect responses. We have not carried out any additional surveys that include the TSMs.

## Methods.

Onward employees used a mix of face-to-face interviews, conducted by Onward employees, and telephone conversations to gather responses. The face-to-face method was chosen to reflect Onward's local approach and commitment to raising visibility in our neighbourhoods. It also provided us with an opportunity to meet more of our customers in person and spot any issues in their homes.

The remaining surveys were carried out via telephone by The Leadership Factor (TLF), an independent Market Research accredited research agency, to ensure capacity to complete the data collection exercise. In addition to data collection, TLF also reviewed our approach to the TSMs.

In total, 2240 responses were achieved from LCRA and 269 for LCHO customers. These responses were obtained through the following methods:

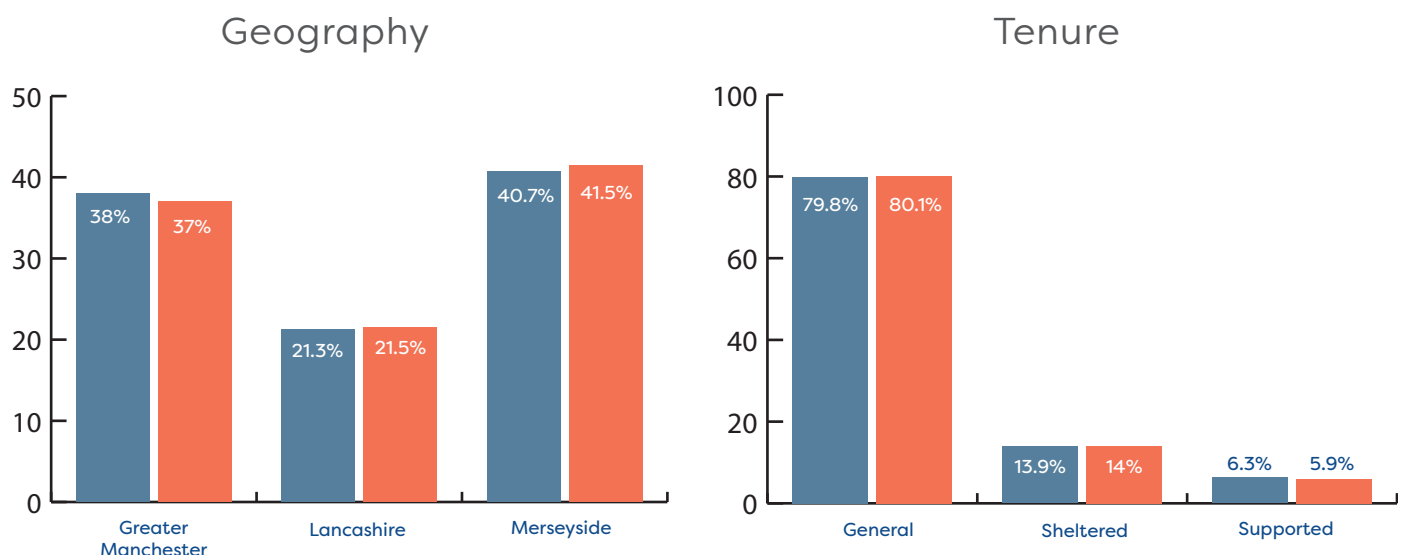


## Ensuring the results were representative.

We worked with TLF to ensure that the responses to the survey were representative of our overall customer base for both tenants and low cost home ownership customers. As we carried out the survey, we monitored different factors such as tenure type, geography, age, ethnicity and type of property to make sure that our responses were representative.

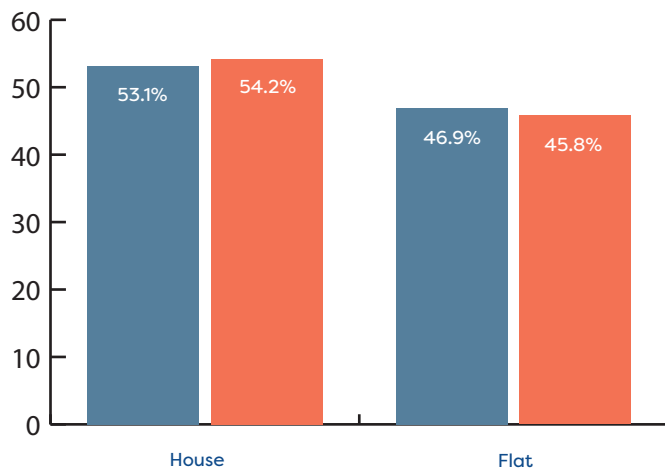
The graphs below compare the characteristics of our tenants and home ownership customers to the overall survey responses we received from those groups. As shown in the graphs below, our responses to the TSMs for both groups were representative and reflect our diverse customer base.

### Representativeness of responses for tenants.

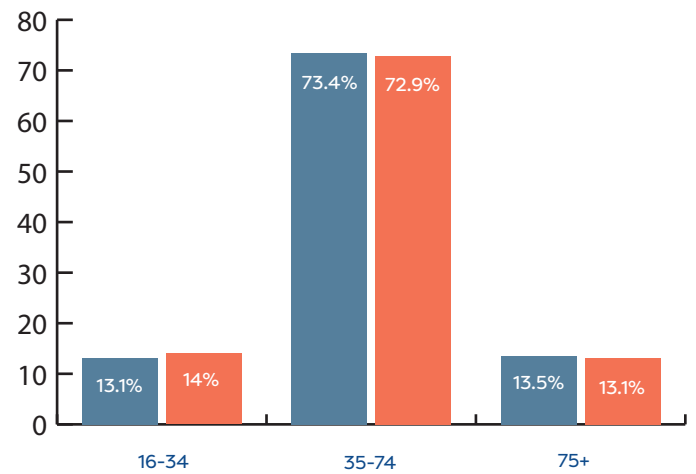




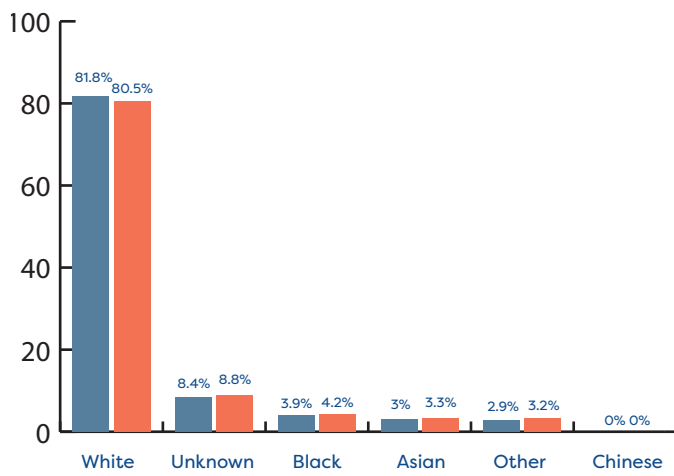
### Building type



### Age



### Ethnicity

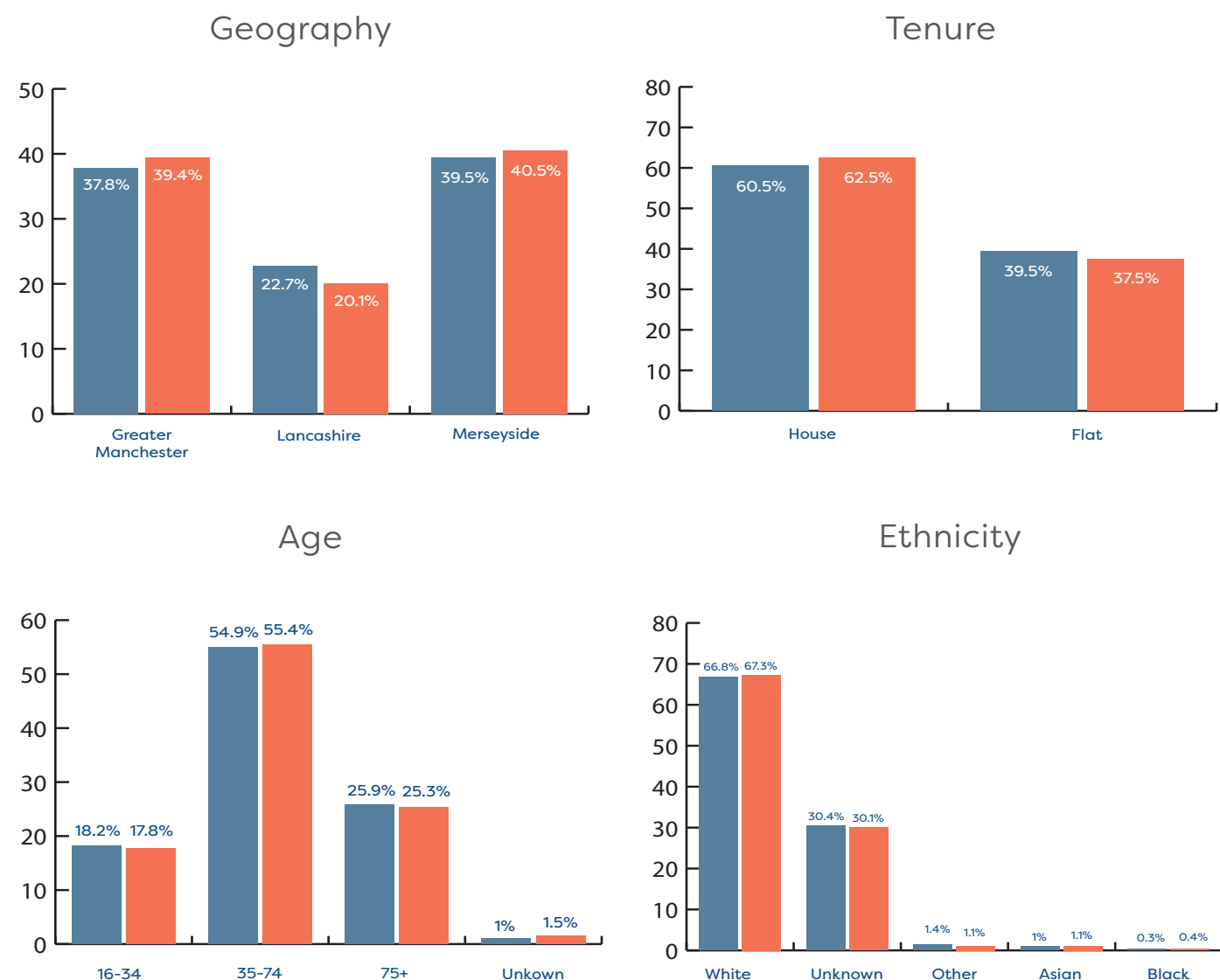


## Key

● Overall proportion of tenants (% total)
 ● Total Survey Responses (% total)



## Representativeness of responses for home ownership customers.



### Key

- Overall proportion of home ownership customers (% total)
- Total Survey Responses (% total)

### Accuracy of the results.

A 1.9% margin of confidence for low-cost rental accommodation was achieved and a 5.2% margin of error was achieved for low-cost home ownership. A census approach was taken for low-cost home ownership, which means that all customers were approached to take part.

All customers were contacted several times in person or by telephone over a period of 4 months. We will consider other methods to boost engagement with this group in the future, if needed.