



# Tenant Satisfaction

## Measures Report (TSM)

## Introduction

In April 2023, the Regulator of Social Housing introduced Tenant Satisfaction Measures (TSMs).

These enable tenants to scrutinise their landlord's performance, give landlords insight about where they can do better, and allow the Regulator to see which landlords may need to make improvements.

## How we undertook our survey

Oak Housing instructed Mediatasks who is an independent company to carry out our annual survey taking in to account the lessons from our first satisfaction survey in 2023. The aim of the survey is to hear the voice of our customers to use the feedback so we can work collaboratively to improve our service to customers.

Our surveys tailored by scheme and by home ownership centred on all Tenant Satisfaction Measures as well as some additional questions where customers can share feedback about their experience.

Registered Provider	Number of Households	Number of Responses	Percentage
Oak Housing Low-Cost Rental (LCRA) accommodation	621	224	36%
Oak Housing Low-cost Home Ownership (LCHO)	57	12	21%
<b>Total</b>	<b>679</b>	<b>236</b>	<b>35%</b>

\*During the collection period we delivered 3.8k emails and 1100 SMS messages with a success rate of 98% to confirm our data accuracy. All data has been handled in accordance with GDPR with 98 opting out of the survey.

# Tenant Perception Survey Results – How are we're performing on TSMs

The results below show our performance for the financial year 2023/2024.







61%

Overall Satisfaction







68.5%

Easy Communication

*The following are figures for Low-Cost Rental Accommodation (LCRA) and Low-cost Home Ownership (LCHO) properties. To be clear on the scope of those properties LCRA includes results for all affordable housing products provided by Oak Housing. LCHO includes results for all Home Ownership **properties, except leasehold** (where staircased to 100%).*

		LCRA	LCHO
	Proportion of respondents who report that they are satisfied with the overall service from their Landlord (TSM 1)	63.3%	58.4%
	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service (TSM 2)	68%	N/A
	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 (TSM 3)	66%	N/A
	Proportion of respondents who report that they are satisfied that their home is well maintained (TSM 4)	66.6%	N/A
	Proportion of respondents who report that they are satisfied that their home is safe (TSM 5)	74%	88%
	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them (TSM 6)	65.6%	77%



		LCRA	LCHO
	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them (TSM 7)	68%	60%
	Proportion of respondents who report that they agree their landlord treats them fairly and with respect (TSM 8)	76%	86%
	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling (TSM 9)	67%	52%
	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained (TSM 10)	66.4%	42% (Provided by 3 <sup>rd</sup> party)
	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood (TSM 11)	69.1%	66%
	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour (TSM 12)	70.1%	64%

Putting things Right	LCRA	LCHO
Number of stage one complaints received per 1,000 homes (CHO1)	8	1
Number of stage two complaints received per 1,000 homes (CHO1)	2	0
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (CHO2)	87.5%	100%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescale (CHO2)	100%	N/A
Number of anti-social behaviour cases, opened per 1,000 homes (NM01)	1	0
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes (NMO1)	0	0
Proportion of homes that do not meet the Decent Homes Standard (RPO1)	0	0
Proportion of non-emergency responsive repairs completed within the landlord's target timescale (RP02)	79.8%	
Proportion of emergency responsive repairs completed within the landlord's target timescale (RP02)	92%	

Landlord Safety	LCRA	LCHO
Proportion of homes for which all required Gas Safety Checks completed (BS01)	99% (1 property is capped not tenanted)	Shared Owner liability
Proportion of homes for which all required Fire Safety Risk Assessments have been completed (BS02)	100%	N/A – All are houses
Proportion of homes for which all required asbestos surveys have been carried out (BS03)	100%	N/A - All homes new build post 2020
Proportion of homes for which all required legionella Risk Assessments have been completed (BS04)	100%	
Proportion of homes for which all passenger lift safety checks have been carried out (BS05)	100%	
Proportion of homes for which electrical safety checks are in date (EICR)	100%	
Proportion of homes for which we have an in-date EPC Certificates	100%	100%