

SHAL's Community Chat 2023-02

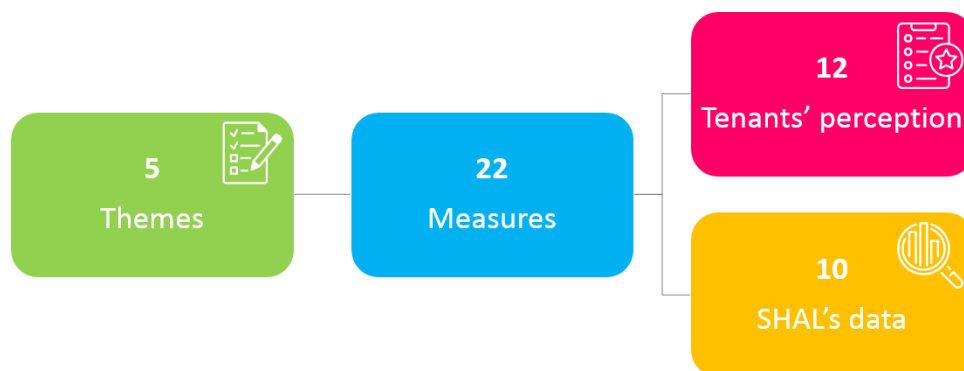
Tenant Satisfaction Measures (TSMs), performance and surveys

Lee Barrett led a chat about the TSMs that come into effect in April.

However, first we all shared one thing we can feel positive about – as it feels like it's all doom and gloom out there sometimes. [The Action for Happiness calendar](#) for March 2023 is "Mindful March" and the theme for Thursday 2 March (the data of the chat) was "notice 3 things you find beautiful in the world."

Spring, sunshine and longer days was a common theme as well as seeing spring flowers and bulbs appearing and hearing birds singing. One commented his new home was on a great estate and as a former travelling salesman he'd seen many housing estates and where he lives now was great in comparison.

The TSMs will be a new way in which the Regulator for Social Housing measures landlord's performance (and tenant satisfaction) across 5 themes and 22 measures:



Themes

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management

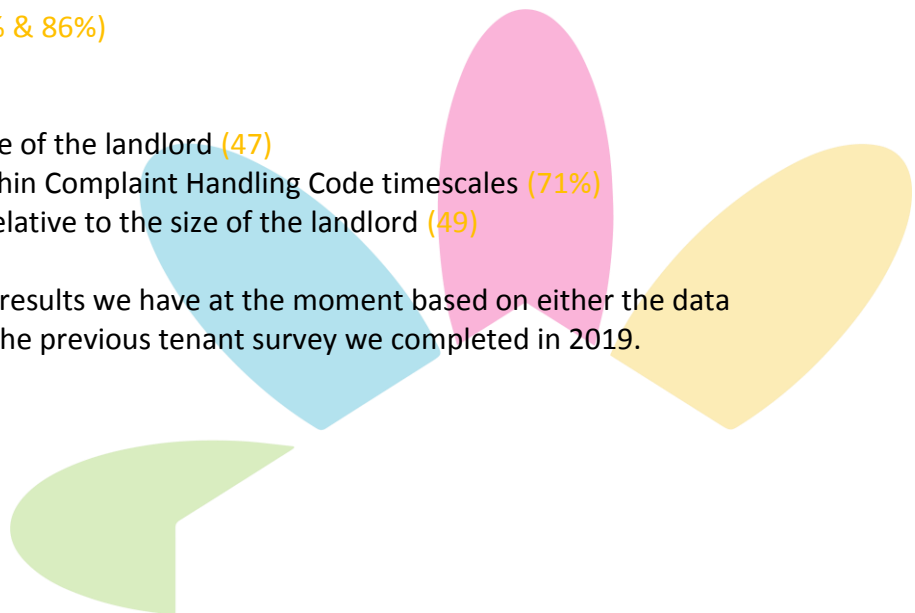
Measures (perception)

1. Overall satisfaction (85%)
2. Satisfaction with repairs (95%)
3. Satisfaction with time taken to complete most recent repair (?)
4. Satisfaction that the home is well maintained (90%)
5. Satisfaction that the home is safe (90%)
6. Satisfaction that SHAL listens to tenant views and acts on them (82%)
7. Satisfaction that SHAL keeps tenants informed about the things that matter to them (81%)
8. Agreement that SHAL treats tenants fairly (85%) and with respect (94%)
9. Satisfaction with SHAL's approach to handling complaints (?)
10. Satisfaction that SHAL keeps communal areas clean and well maintained (?)
11. Satisfaction that SHAL makes a positive contribution to neighbourhoods (?)
12. Satisfaction with SHAL's approach to handling anti-social behaviour (65%)

Measures (data)

1. Homes that do not meet the Decent Homes Standard
2. Repairs completed within target timescales (66% & 84%)
3. Gas safety checks (100%)
4. Fire safety checks (100%)
5. Asbestos safety checks (100% & 86%)
6. Water safety checks (N/A)
7. Lift safety checks (100%)
8. Complaints relative to the size of the landlord (47)
9. Complaints responded to within Complaint Handling Code timescales (71%)
10. Anti-social behaviour cases relative to the size of the landlord (49)

The figures and percentages are the results we have at the moment based on either the data we run monthly or the results from the previous tenant survey we completed in 2019.



We'll be coming out to tenants again this year to complete another satisfaction survey in which we'll ask the core questions so we can measure how things have changed but we'll also be asking about the TSMs as well as our commitments and your priorities. We shared the priorities from the 2019 survey and asked if the last few years have changed what you think and how you feel.

Priorities – is there anything missing?

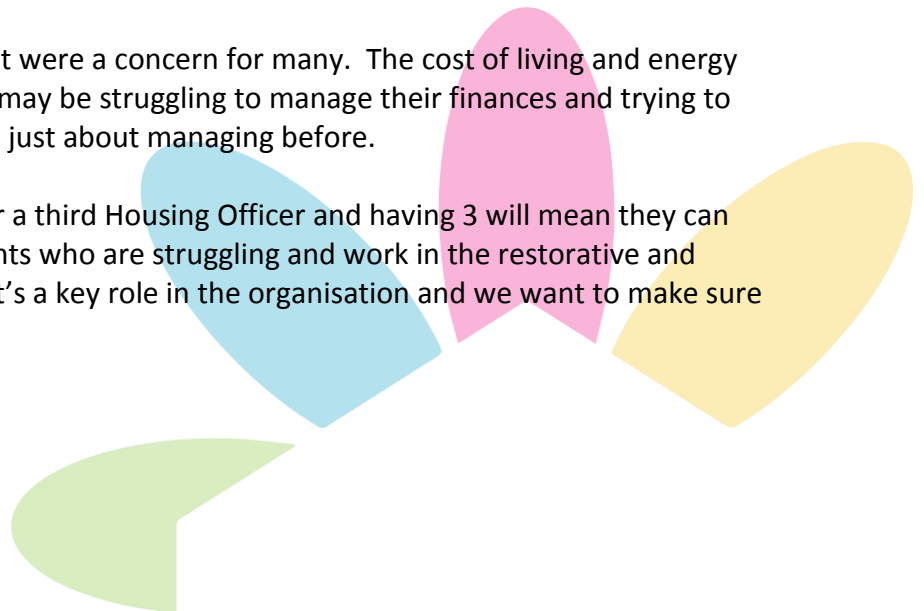
1. Invest in improving the energy efficiency of our homes and reduce energy bills
2. Invest in maintaining and improving the standard of our homes
3. Do more to help people with disabilities get the support they need
4. Support people who want to maintain and improve their homes themselves
5. Help people improve their mental health and wellbeing
6. Help people get onto the property ladder
7. More help dealing with conflict and anti-social behaviour in our communities
8. Build more homes
9. Help encourage people to maintain their gardens better
10. Provide access to independent advice and support when things go wrong
11. Improve the information available about the services SHAL provides
12. Help people improve their physical health and wellbeing
13. Help people manage their money
14. Provide better ways for people to share their views and have their say

Have priorities that were towards the bottom of the list in 2019 become more important and vice versa?

It was agreed energy efficiency and investing in our homes was still a priority as well as supporting people who want to maintain and improve their homes themselves. Simon White gave an overview of the work needed to get all our homes to at least an EPC rating of C by 2030 and the different ways in which SHAL is thinking about working to meet that target and be more effective and efficient.

It was agreed mental health and debt were a concern for many. The cost of living and energy costs have meant that many people may be struggling to manage their finances and trying to budget for the first time if they were just about managing before.

We're in the process of recruiting for a third Housing Officer and having 3 will mean they can invest more time in supporting tenants who are struggling and work in the restorative and trauma-informed way we want to. It's a key role in the organisation and we want to make sure we get the right person.



Someone commented it's a privilege to be able to help people. Sometimes we may not be able to solve all the problems at once but we can "plant seeds" and keep going back to them and encourage improvement and development in different ways.

We chatted about how we can promote the Community Chats and encourage more people to join – although we agreed that while they were small they were perfectly formed and the conversations we have are very useful. Someone commented it was a great opportunity for tenants to come together and have their say, especially if there opportunities to meet and chat with people elsewhere are limited.

We agreed we'd continue to share the topic of the Community Chat in advance to encourage people who may have something to say on that subject to join in.

