



# Tenant satisfaction measures

A summary of our requirements

Measuring our performance – and your satisfaction





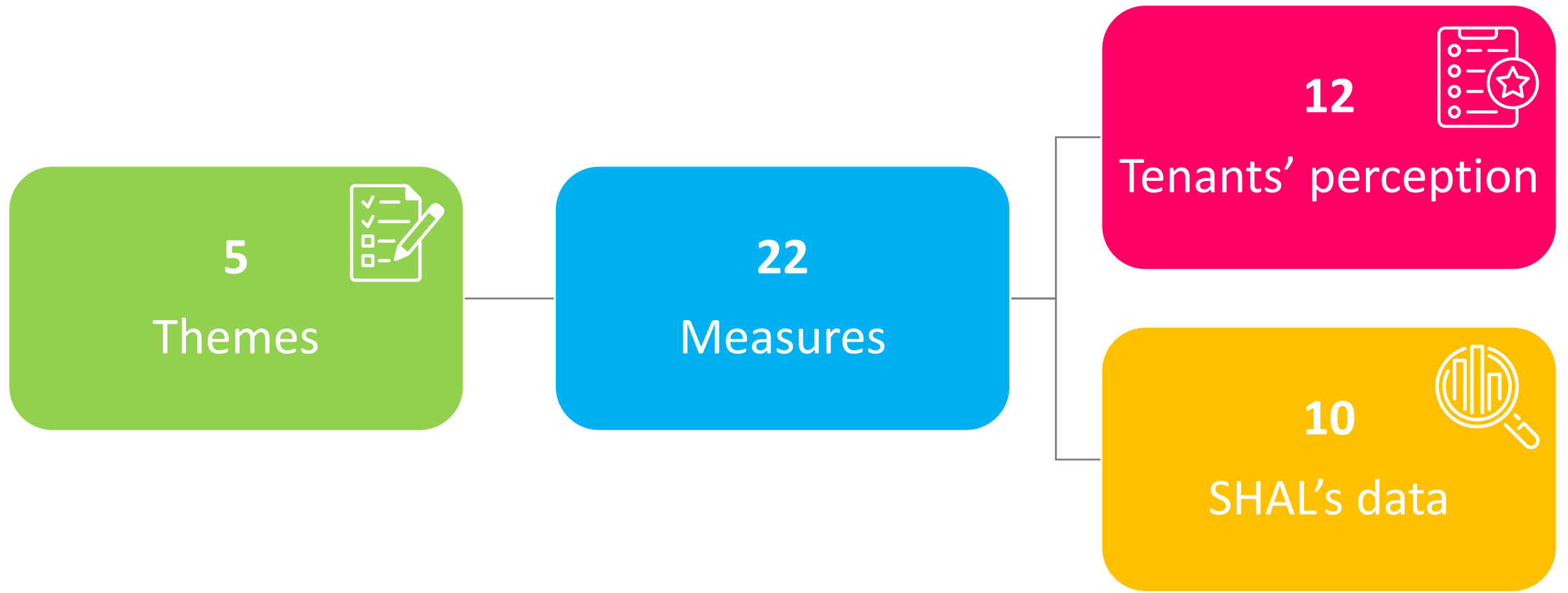
# Tenant satisfaction measures

A summary of our requirements

Back in October we mentioned the Tenant Satisfaction Measures (TSMs).

They'll be launched in April.



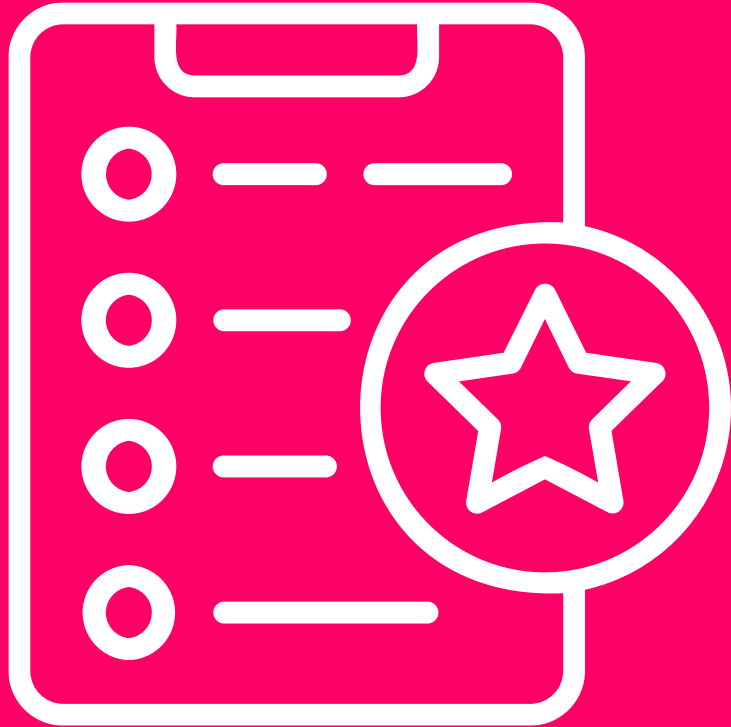


# Themes



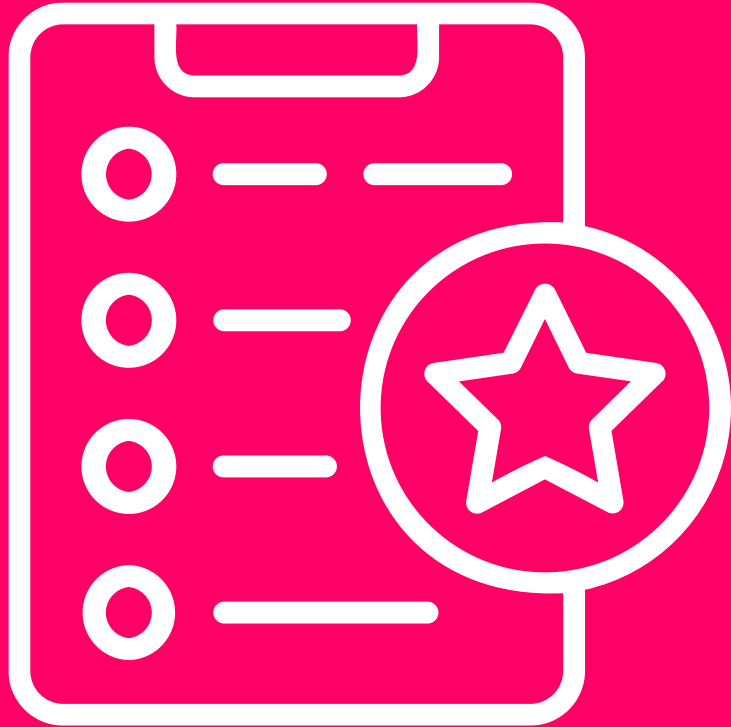
1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management

# Perception



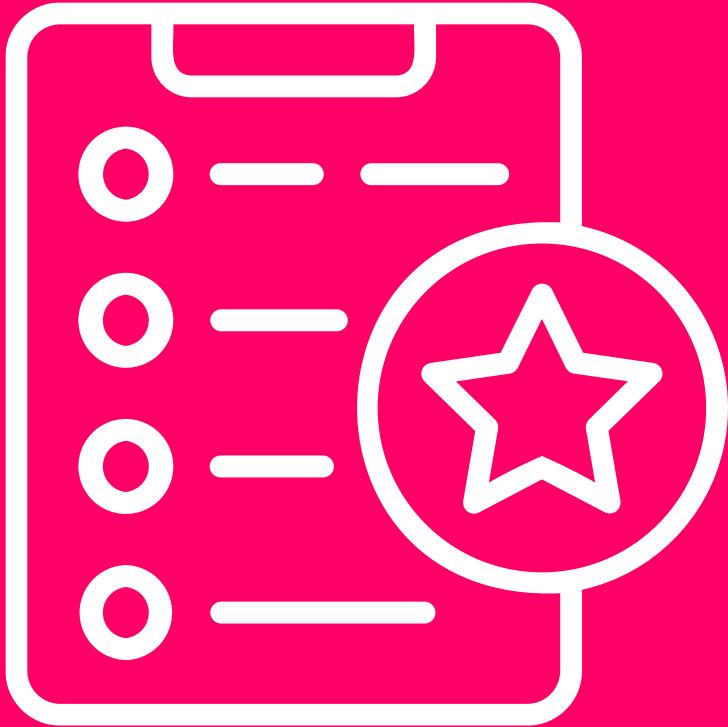
1. Overall satisfaction **(85%)**
2. Satisfaction with repairs **(95%)**
3. Satisfaction with time taken to complete most recent repair **(?)**
4. Satisfaction that the home is well maintained **(90%)**
5. Satisfaction that the home is safe **(90%)**

# Perception



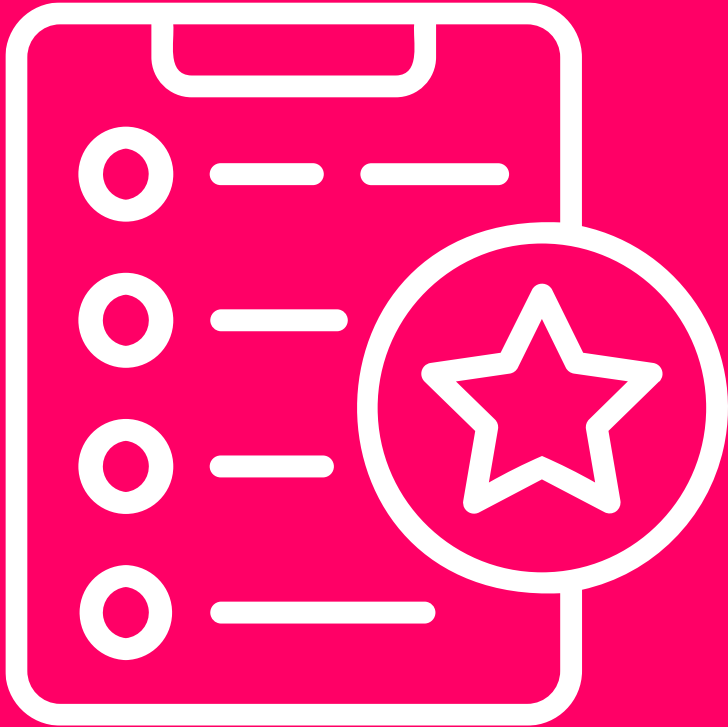
6. Satisfaction that SHAL listens to tenant views and acts on them **(82%)**
7. Satisfaction that SHAL keeps tenants informed about the things that matter to them **(81%)**
8. Agreement that SHAL treats tenants fairly **(85%)** and with respect **(94%)**

# Perception



9. Satisfaction with SHAL's approach to handling complaints (?)
10. Satisfaction that SHAL keeps communal areas cleans and well maintained (?)
11. Satisfaction that SHAL makes a positive contribution to neighbourhoods (?)

# Perception



12. Satisfaction with SHAL's approach to handling anti-social behaviour **(65%)**



# Data



1. Homes that do not meet the Decent Homes Standard
2. Repairs completed within target timescales **(66% & 84%)**

# Data



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%**)

# Data



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)

## Tenant Satisfaction Survey 2019



Mr A B Sample  
1 Sample Street  
Sample District  
Sample Town  
AB1 2CD

1234-1234

999999

Our tenants' views are very important to us, and this is your chance to make a real difference by telling us what you think of our services by filling in this short survey and returning it in the enclosed freepost envelope. We will use what you tell us to help plan our services over the next few years.

So please take a few minutes to fill in the survey if you are the resident at this address, or their partner, spouse or carer. It should be returned in the enclosed freepost envelope, or alternatively you can just fill it in online at the address printed below. Whichever you choose, your unique code will be entered into a draw to win one of six £50 shopping vouchers prizes!

The survey is being carried out on our behalf by an independent specialist called ARP Research. Anything you tell ARP Research is completely **confidential** and will be used only to look at the overall trends in tenant satisfaction.

If you have any questions or concerns about this survey, or need a copy in an alternative format, please contact SHAL on 01278 444344 or send an email to [information@shal.org](mailto:information@shal.org).

return by:

10 July 2019



6x £50 Prizes!

[www.arpsurveys.co.uk/shal](http://www.arpsurveys.co.uk/shal) your code: 9999XX

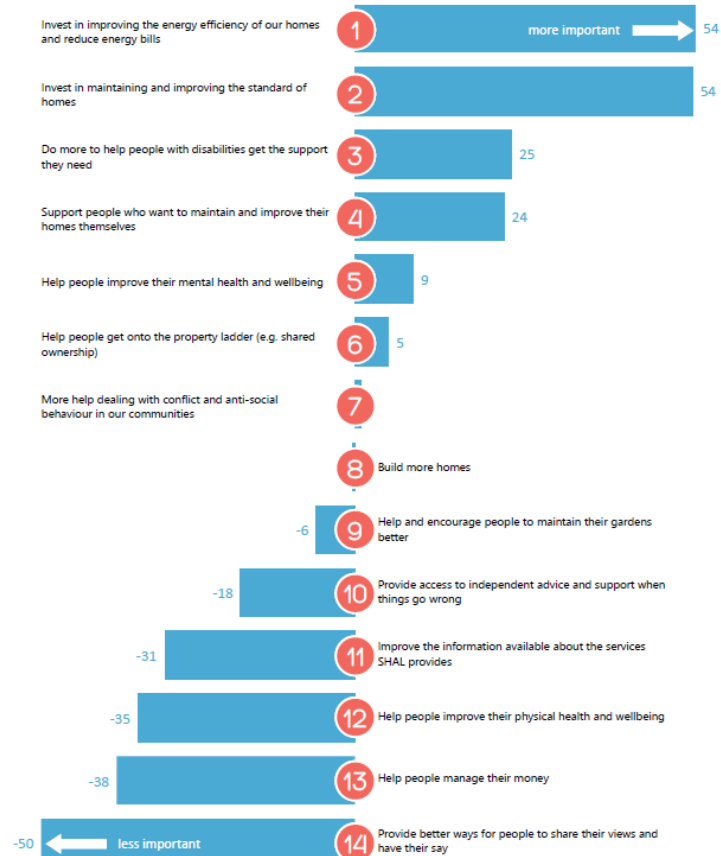
We'll be coming out to all tenants again this year and the TSMs will be included.

We had a 40% response rate in 2019 (which was fantastic) and we want to even better this time.



## 11. Priorities for Improvement

### 11.1 Which of the following improvements would be the **most important** for you?

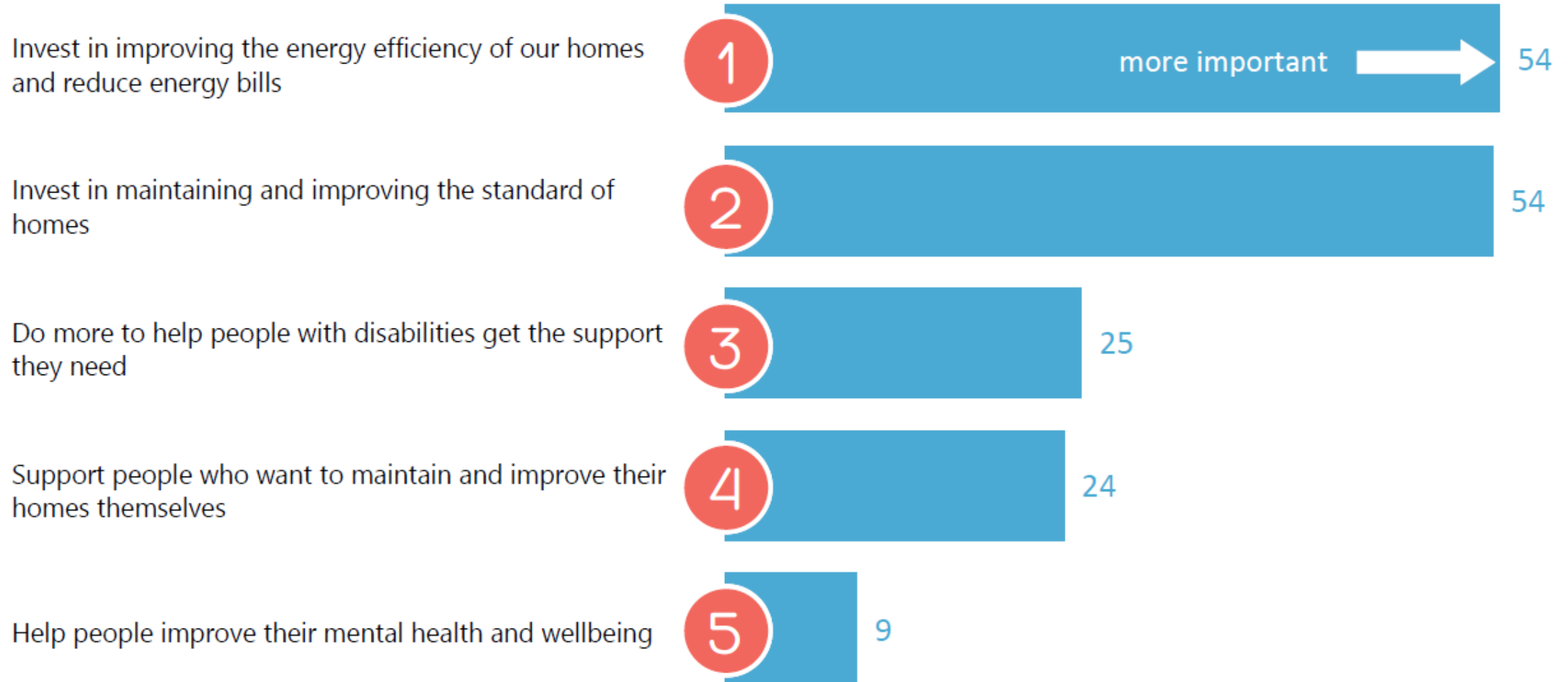


Weighted figures calculated by subtracting % who placed an item in the bottom third of the list from the % who placed it in the top third. Least significant difference at the 95% confidence level = 8.7 | Base 239

44

# What are your priorities?

Have the last couple of years changed what you think and how you feel?



Help people get onto the property ladder (e.g. shared ownership)



More help dealing with conflict and anti-social behaviour in our communities



Build more homes



Help and encourage people to maintain their gardens better



Provide access to independent advice and support when things go wrong

