

SHAL's Community Chat 2023-12

Tenant satisfaction survey – initial results

Lee Barrett shared the “headlines” from the recent satisfaction survey and SHAL’s first set of Tenant Satisfaction Measures (TSMs). All housing providers will have to make their TSMs available from April 2024 – and those over 1,000 homes will have to report them to the Regulator of Social Housing formally.

We had a great chat about SHAL and the services it provides.

One tenant commented communication is great (e.g. given a choice about the newsletter) and SHAL treats everyone as an individual.

It was agreed no longer having a reception has made accessing staff more difficult for some. Lee Martin-Scull commented we need to make sure contact details are easily available and tenants know who to contact. He also said we need to remind tenants we’re always more than happy to visit tenants at home when it’s convenient.

We also talked about how we’re working differently “post pandemic” and how it’s good to stop and think about what we’re doing and how we’re doing it.

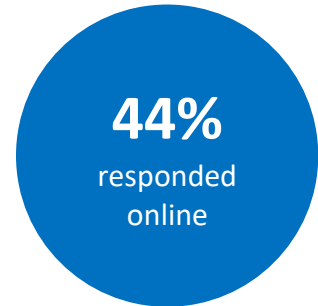
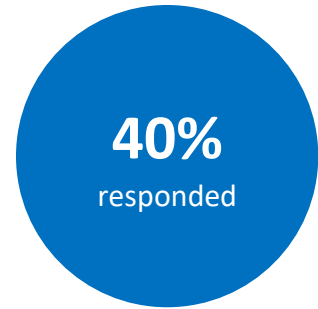
We had to work in a particular way during the pandemic. Have we continued doing the same things without questioning if it’s still working or suits everyone?

The survey suggests people who aren’t digitally active or online are feeling left behind.

We also talked about the priorities tenants have outlined. They’re broadly the same as 2019 but “support people who are struggling financially” has climbed to 3 from 13 in 2019. You can find out more on page

What did our survey say?

Bench mark	2019 result	Change over time	2023 result	Tenant Satisfaction Measure
72%	85%	↓	81%	satisfaction overall
72%	90%	↓	82%	home is safe
67%	N.A.		72%	home is well maintained
58%	N.A.		59%	communal areas clean and maintained
70%	N.A.		88%	repairs service in last 12 months
65%	N.A.		85%	time taken to complete last repair
57%	82%	↓	65%	listens to views and acts on them
61%	81%	↓	76%	being kept informed
72%	85%	↔	85%	treated fairly and with respect
33%	N.A.		47%	approach to handling complaints
58%	N.A.		48%	makes a positive contribution to area
52%	65%	↓	54%	approach to handling ASB



Context

It is always disappointing when satisfaction scores go down, however, it does have to be viewed in the context of events since the last survey.

The pandemic significantly suppressed customer satisfaction scores across the sector, especially those related to property maintenance, with recovery hampered by the fact that tenants are struggling to cope with the cost-of-living crisis. In addition, landlords are affected by high inflation with most having to increase rents and deal with shortages in labour and materials.

39% of you responded which was fantastic. There were 47 questions in total and we're grateful to everyone who took the time to answer them.

Is that it?

No. There's a lot more to work through in addition to the TSMs. It's far from "job done" and the full report will be used to open up and inform conversations, Community Chats and teams meetings. Each team will lead on reviewing the report and take a deeper dive into the areas they're responsible for.

1/10

don't know what they're required to do as a tenant

We'll also be sharing more information in the roadshows in the new year and we'll be able to provide specific feedback relating to the areas we visit.

Likewise, we'll also use it to structure our Community Chats in the future.

2/10

don't know what SHAL's required to do as a landlord



Priorities

