

Tenant Satisfaction Measures (TSMs)

1. Introduction

- 1.1 Highstone Housing Association (HHA) primarily provides supported housing for residents with additional needs along with a small portfolio of unsupported general needs properties.
- 1.2 The TSMs comprise 22 performance indicators devised by the Regulator of Social Housing (RSH) which all registered providers (RPs) of social housing must adhere to and publish their performance against. 11 indicators are drawn from a resident survey and a further 11 are drawn from an RP's management information. The TSMs provide residents with information that they can use to assess their landlord's performance and to hold them to account whilst also providing RPs with useful information to improve their services and better meet the needs of their residents.
- 1.3 Between January 28th and March 31st 2025, HHA ran its first TSM survey. As a small provider with under 1000 properties, HHA adopted the census approach, rather than using sampling, whereby all residents were invited to participate in the survey. HHA offered all residents who completed the survey the chance to be entered into a prize draw to win a £100 amazon voucher.
- 1.4 HHA delivered its TSM survey in house without the involvement of third party contractors. HHA staff worked closely with the support providers at its properties to help residents complete the survey.
- 1.5 Of the 270 residents holding tenancies from HHA at March 31st 2025, 103 residents responded to the survey giving a response rate of 38%.

2 Results

- 2.1 HHA scored 80% or above in all tenant perception measures except TP09 Complaints where only 54% of respondents were satisfied with HHA's approach to the handling of complaints.

Table 1 – Tenant Perception Survey

TSM	Question	Responses	% Satisfied
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by HHA?	103	90%
TP02	How satisfied or dissatisfied are you with the overall repairs service from HHA over the last 12 months? ¹	76	86%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? ²	76	83%
TP04	How satisfied or dissatisfied are you that HHA provides a home that is well maintained?	103	90%
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that HHA provides a home that is safe?	103	94%
TP06	How satisfied or dissatisfied are you that HHA listens to your views and acts upon them?	103	84%
TP07	How satisfied or dissatisfied are you that HHA keeps you informed about things that matter to you?	103	85%
TP08	To what extent do you agree or disagree with the following: "HHA treats me fairly and with respect"?	103	93%
TP09	How satisfied or dissatisfied are you with HHA's approach to complaints handling? ³	13	54%
TP10	How satisfied or dissatisfied are you that HHA keeps these communal areas clean and well maintained? ⁴	91	84%

^{1,2,3,4} Residents completing the survey who had reported a repair or made a complaint within the last 12 months or live in a building with communal areas.

TP11	How satisfied or dissatisfied are you that HHA makes a positive contribution to your neighbourhood?	103	84%
TP12	How satisfied or dissatisfied are you with HHA's approach to handling anti-social behaviour?	103	80%

2.2 Of the remaining 11 measures, HHA achieved the result shown in Table 2 below. HHA is now fully compliant with BS03.

Table 2 – Management Information Measures

TSM	Category	Result
CH01	Stage 1 Complaints per 1000 homes	41.81
	Stage 2 Complaints per 1000 homes	3.48
CH02	Stage 1 Complaints responded to within Complaint Handling Code Timescales	83%
	Stage 1 Complaints responded to within Complaint Handling Code Timescales	100%
NM01	Anti-Social Behaviour Cases per 1000 homes	108.01
	Anti-Social Behaviour Cases involving hate per 1000 homes	0.00
RP01	Proportion of homes that do not meet the Decent Homes Standard	0%
RP02	Proportion of non-emergency repairs completed within target timescales	91%
	Proportion of emergency repairs completed within target timescales	98%
BS01	Proportion of gas safety checks completed	100%
BS02	Proportion of fire risk assessments completed	100%
BS03	Proportion of asbestos management or asbestos re-inspection checks completed	60%
BS04	Proportion of legionella risk assessments completed	100%
BS05	Proportion of LOLER inspections on passenger lifts completed	100%