

Tenant Satisfaction Measures



What is this?

From April 2023 social housing providers must collect data on a new set of tenant satisfaction measures (TSMs). These new measures have been developed as part of a new system by the Regulator of Social Housing to assess how well a social housing landlord is providing good quality homes and services.

There are 22 TSMs in total, 12 of these require landlords to conduct a tenant perception survey. You will see these referred to in this document as 'TP01-TP12'. The remaining 10 are management information measures.

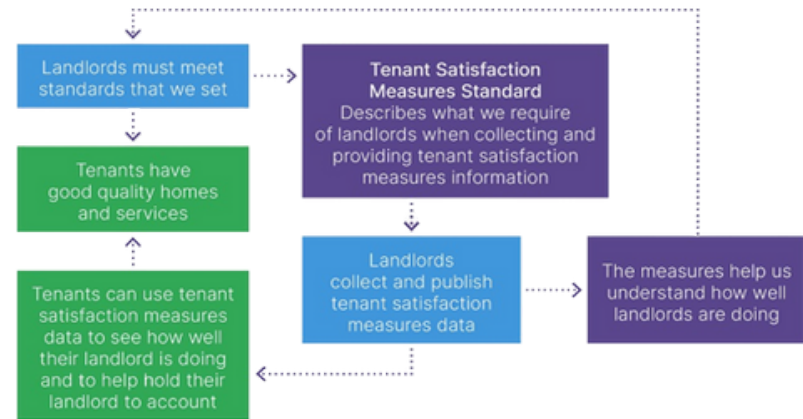
What is a tenant perception survey?

This is a survey conducted by landlords aimed at capturing tenants general views of landlord performance. This type of survey can happen via post, phone, face to face or online.

How does this affect you as a tenant?

The TSMs are great for tenants as they allow you to hold us accountable. The aim is to help improve standards by providing visibility and giving the regulator an insight into how we are performing.

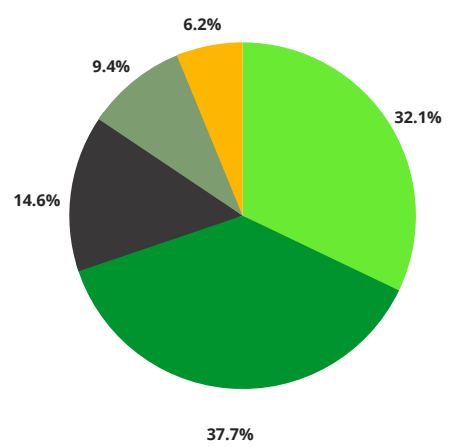
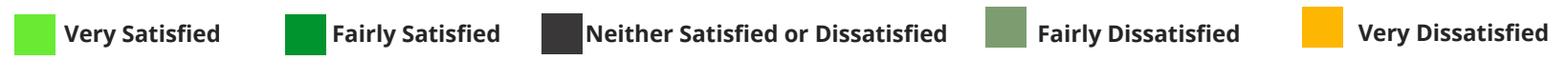
How will tenant satisfaction measures work?



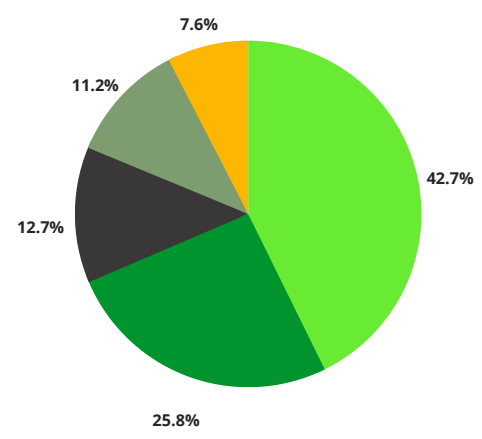
What happens now?

You may remember at the end of 2022 we conducted a survey asking you a series of questions from the condition of the home you live in to how well you think Mid Devon Housing listens to you. This document you are reading outlines the results of that survey so you can understand how, as a social housing landlord, we are currently performing. Towards the end of 2023 we will be conducting another survey like this one which will be the official data to be submitted to the Regulator to be published in Autumn 2024.

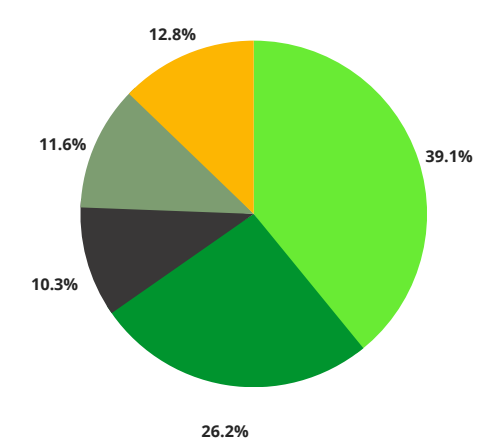
If you have any comments or questions please email tenantinvolvement@middevon.gov.uk



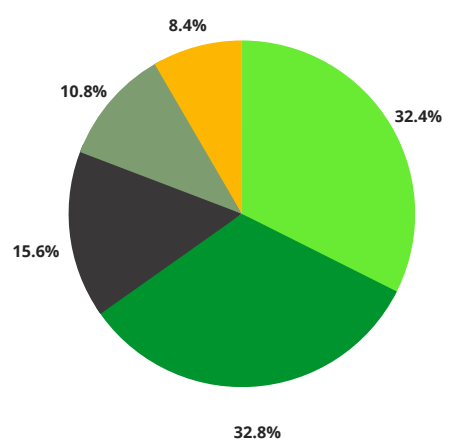
TP01: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Mid Devon Housing?



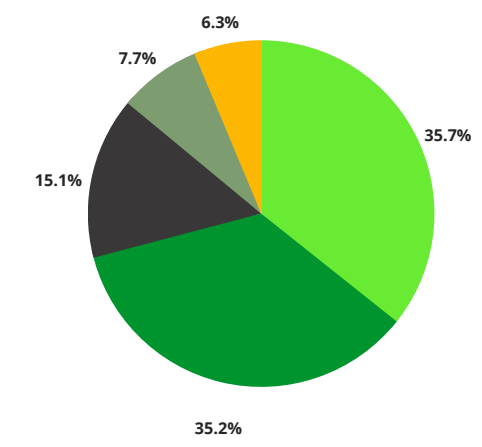
TP02: How satisfied or dissatisfied are you with the overall repairs service from Mid Devon Housing over the last 12 months?



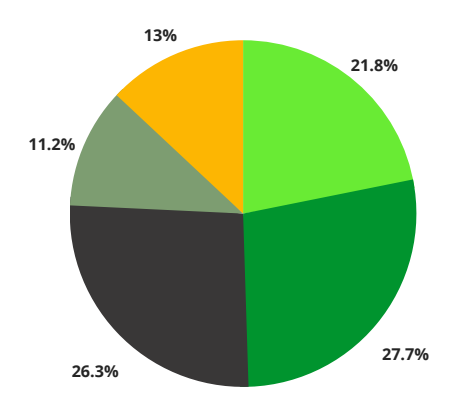
TP03: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



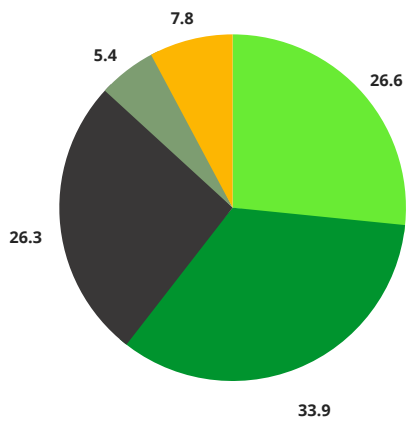
TP04: How satisfied or dissatisfied are you that Mid Devon Housing provides a home that is well maintained?



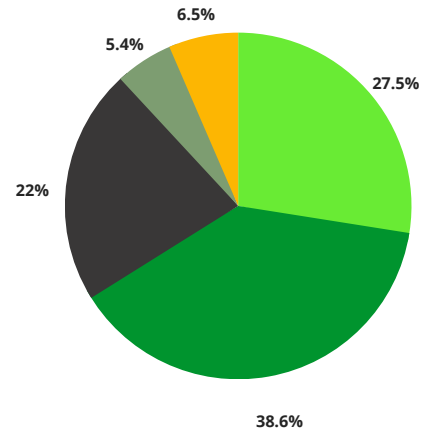
TP05: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Mid Devon Housing provides a home that is safe?



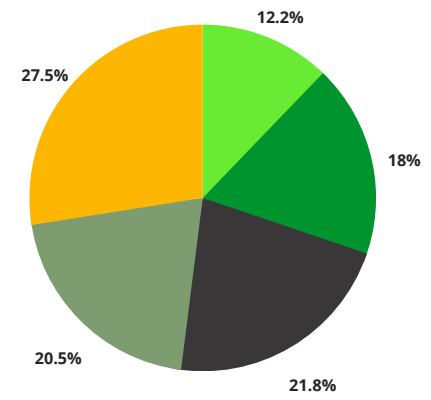
TP06: How satisfied or dissatisfied are you that Mid Devon Housing listens to your views and acts upon them?



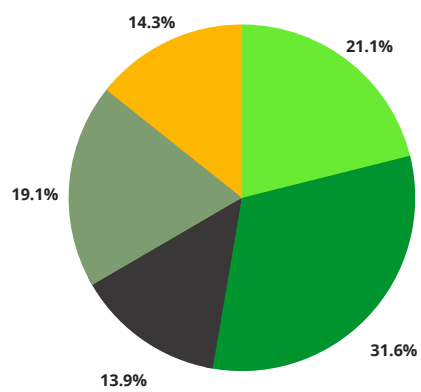
TP07: How satisfied or dissatisfied are you that Mid Devon Housing keeps you informed about things that matter to you?



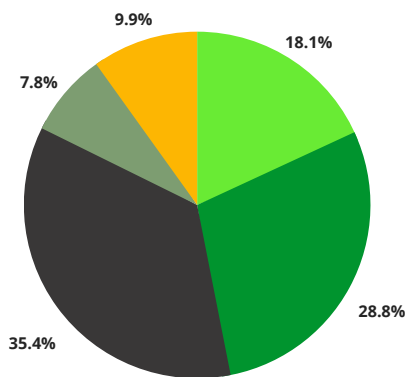
TP08: To what extent do you agree or disagree with the following "Mid Devon Housing treats me fairly and with respect"?



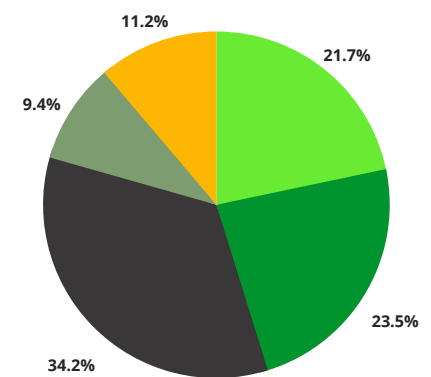
TP09: How satisfied or dissatisfied are you with Mid Devon Housing's approach to complaints handling?



TP10: How satisfied or dissatisfied are you that Mid Devon Housing keeps these communal areas clean and well maintained?*
*Asked to only those that answer yes to living in a building with a communal area



TP011: How satisfied or dissatisfied are you that Mid Devon Housing makes a positive contribution to your neighbourhood?



TP012: How satisfied or dissatisfied are you with Mid Devon Housing's approach to handling anti-social behaviour?



2128 invites were sent of this survey and we received 822 completed responses which represents a 36.6% response rate.

The chart below is a summary of all of the questions you have just looked through in detail. You can see that some questions were not answered by all 822 participants, this is because some screening questions were included. For example, for TP09, this was only asked to tenants who confirmed they had made a complaint in the last 12 months.

It is helpful to see the responses in this summary as you can understand which areas we are performing well in and which need improvements. The data from the pilot survey is being used to improve our service and we will continue to use the data in this way each year. You may remember we also included a question at the end of the survey asking you 'What type of tenant involvement activity may interest you and that you would like us to offer?' Your survey answers have informed our 'You Said, We Did' campaign.

We are committed to working with tenants and hearing what you have to say so taking part in this survey each year will help inform the changes needed to improve our service. If you have suggestions on how we can improve our performance please get in touch with the Tenant Involvement team via email: tenantinvolvement@middevon.gov.uk or call us on 01884 255255.

