

Tenant Satisfaction Measures 2024-2025

Report

Measuring Standards

The Tenant Satisfaction Measures (TSM) Standard requires all social housing providers to collect and report 22 performance measures. Twelve of these will be via perception surveys and 10 relate to management performance.

We submitted our results to the Regulator of Social Housing on 27 June (see infographics on the next two pages). The Regulator for Social Housing will be publishing results of all social housing providers and local authorities.

The survey questions and management performance information required is listed here.

TP - Satisfaction measured by tenant perception surveys

TP01: Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

TP02: Has your landlord carried out a repair to your home in the last 12 months? If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

TP03: Has your landlord carried out a repair to your home in the last 12 months? If yes, 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 your landlord provides a home that is well-maintained?

RP - Keeping properties in good repair

RP01: Homes that do not meet the Decent Homes Standard measured by: landlords' management information.

RP02(1): Proportion of non emergency repairs completed within target timescale measured by: landlords' management information.

RP02(2): Proportion of emergency repairs completed within the landlord's target timescale.

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

BS - Maintaining building safety

BS01: Gas safety checks measured by: landlords' management information. This measure will be based on the percentage of homes that have had all the necessary gas safety checks.

BS02: Fire safety checks measured by: landlords' management information. This measure will be based on the percentage of homes in buildings that have had all the necessary fire risk assessments.

BS03: Asbestos safety checks measured by: landlords' management information. This measure will be based on the percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections.

BS04: Water safety checks measured by: landlords' management information. This measure will be based on the percentage of homes that have had all the necessary legionella risk assessments.

BS05: Lift safety checks measured by: landlords' management information. This measure will be based on the percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks.

Respectful and helpful engagement

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

TP07: How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

TP08: To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."

TP09: Have you made a complaint to your landlord in the last 12 months? If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

CH - Effective handling of complaints

CH01: Complaints relative to the size of the landlord measured by: landlords' management information. This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.

CH02: Complaints responded to within Complaint Handling Code timescales measured by: landlords' management information.

TP10: Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

TP11: How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

TP12: How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

NM - Responsible neighbourhood management

NM01: Anti-social behaviour cases relative to the size of the landlord measured by: landlords' management information. This measure will be based on the number of anti-social behaviour cases opened for each 1,000 homes the landlord owns, including the number of cases that involve hate incidents.

TENANT SATISFACTION SURVEY 2024

The Regulator of Social Housing requires all social housing providers, including local authorities, to gather resident feedback using their Tenant Satisfaction Measures (TSM) framework, starting in the financial year 2023/24.

Tenant satisfaction measures are intended to make our performance more visible to you our tenants, and help you to hold us as your landlord to account.

Data was gathered between 9th October to 24th November 2024, thank you to those of you who have responded to the survey. We are required to submit the data to the Regulator by 30 June 2025.

The results will be used to drive service improvements. Senior management are currently working on an improvement plan, this will be published later this year.

A sample of tenants were invited to take part either online or by telephone.

Sample of tenants who
responded

714

Data relating to Health and
Safety checks of all stock

5955

TP01

45.1%

satisfied with the overall service
provided by Slough Borough
Council Housing



TP02

52.6%

satisfied with the overall repairs
service



TP03

44.9%

satisfied with the time taken to
complete most recent repair

RP01

4.3%

of homes do not meet the
Decent Homes Standard



RP02(1)

80.3%

of non emergency repairs
completed within the
landlord's target timescale
(20 days)

RP02(2)

99.7%

of emergency responsive
repairs completed within
the landlord's target
timescale (24hrs)



49.5%

satisfied that the council provides a
home that is well maintained

TP04



58.7%

satisfied that the council
provides a home that is safe

TP05

BS01

100%of required gas
safety checks
carried outout, of 5,890
properties

BS02

100%of fire risk
assessments
carried outon the required
2,947 properties

BS03

100%of required
asbestos
management
surveys or
re-inspections
carried out
on 2,257, of 2,257,
properties

BS04

100%of required
legionella risk
assessments
carried out298 of 298
properties

BS05

100%of communal
passenger lift
safety checks
carried outcovering 273
properties**37.4%**satisfied that
the council listens to
their views and acts
upon them

TP06

42.3%satisfied that
the council keeps them
informed about things that
matter to them

TP07

53.3%agree that
the council treats
them fairly and with
respect

TP08



TP09

19.8%satisfied with the council's
approach to complaints
handling

Stage

55.9stage 1 complaints received per
1,000 homes**1****30.0%**of stage 1 complaints responded to
within the housing ombudsman
complaint handling code timescales

CH01 & CH02

Stage

8.7stage 2 complaints received per
1,000 homes**2****32.7%**of stage 2 complaints responded to
within the housing ombudsman
complaint handling code timescales

CH01 & CH02



TP10

53.1%satisfied that the council keeps
communal areas clean and well
maintained**42.0%**satisfied that the council
makes a positive
contribution
to their neighbourhood

TP11

40.0%satisfied with the council's
approach to handling anti-social
behaviour

TP12

14.3of anti-social behaviour cases
opened per 1,000 homes ***0.0**of anti-social behaviour cases that
involve hate incidents opened per
1,000 homes *

NM01

Important to note:**Anti-social behaviour and complaints ***

Data relating to tenant stock of 5,955 homes

Weighting applied to survey responses, was age
of respondent interlocked with building type.

TENANT SATISFACTION MEASURES

In 2024, M.E.L Research was commissioned to carry out the TSM (Tenant Satisfaction Measures) survey for Slough Borough Council's Housing Service. The aim of the research was to provide insight into resident satisfaction which is used to inform policy, decision making, and performance management across the business, and to ensure that the voice of the Borough's residents remain central to the planning of housing services.

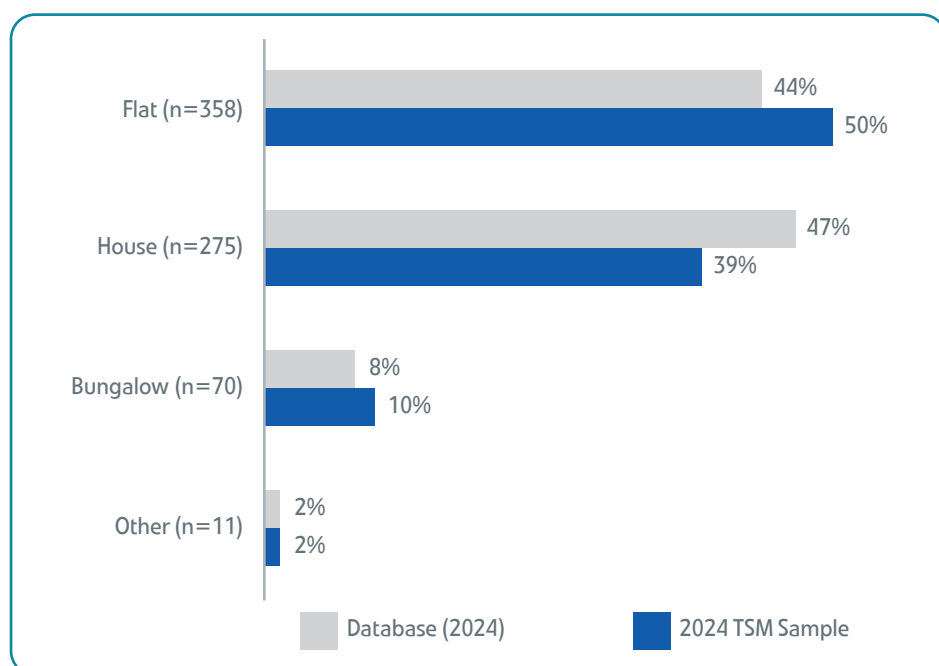
The survey was conducted using a mixed methods approach and carried out between 4 November and 13 December 2024. During the survey, all General Needs and Sheltered Housing tenants were invited to share their views via online survey. Where an email address wasn't available, tenants were offered the chance to complete the survey via telephone. Concurrently, all those with available telephone number were contacted by telephone. In total we heard back from 714 General Needs tenants.

Summary of the assessment of representativeness of the sample against the relevant tenant population.

Below is a summary of the assessment of representativeness of the sample of tenants surveyed by M.E.L Research for TSMs during 2024-25 against the relevant tenant population data set provided to M.E.L Research, including the characteristics against which representativeness has been assessed.

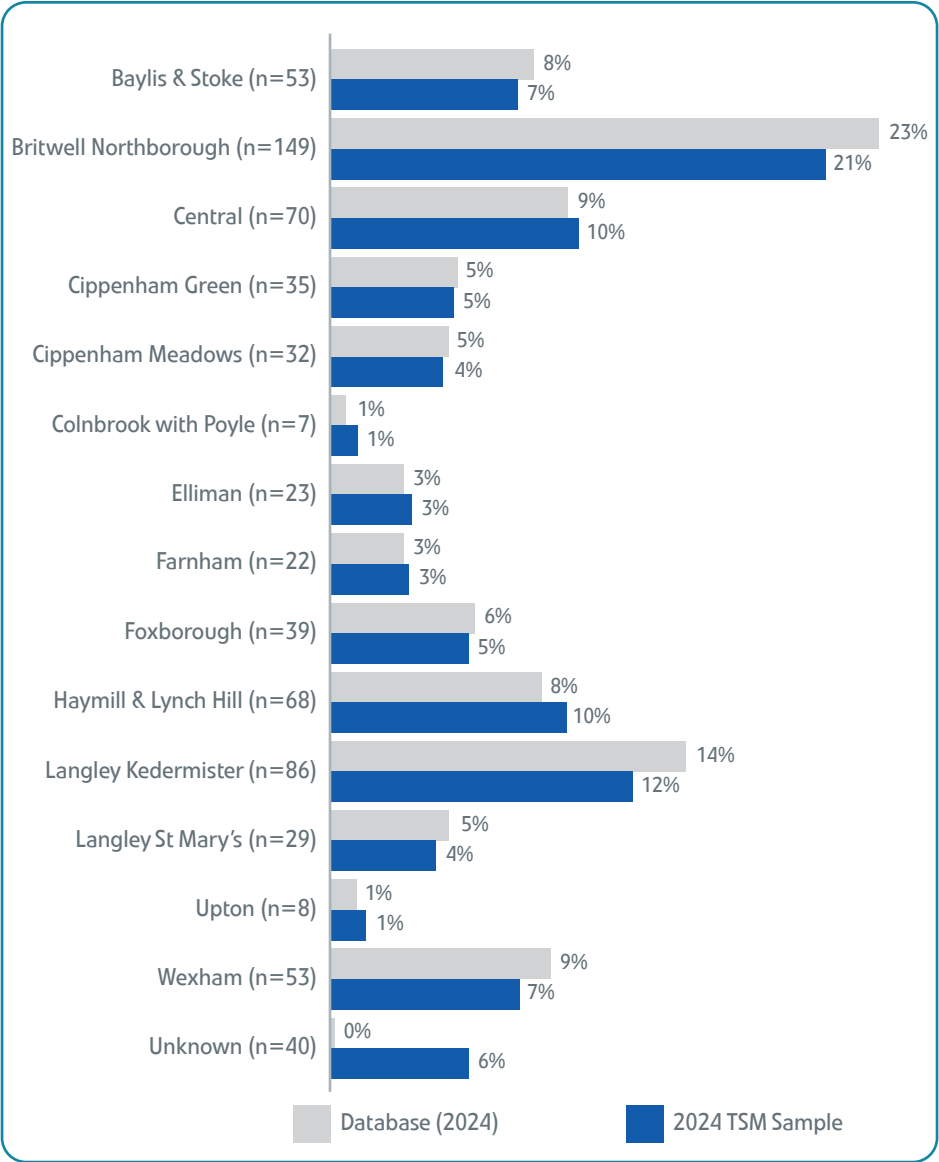
Property type

2024 all tenants from dataset	6,172	%	24/25 TSM Sample	714	%
Bungalow	496	8%		70	10%
Flat	2,702	44%		358	50%
House	2,877	47%		275	39%
Other	97	2%		11	2%
	6,172	100%		714	100%



Ward

2024 all tenants from dataset	6,172	%	24/25 TSM Sample	714	%
Baylis & Stoke	503	8%		53	7%
Britwell Northborough	1,435	23%		149	21%
Central	586	9%		70	10%
Cippenham Green	314	5%		35	5%
Cippenham Meadows	289	5%		32	4%
Colnbrook with Polye	34	1%		7	1%
Elliman	182	3%		23	3%
Farnham	180	3%		22	3%
Foxborough	354	6%		39	5%
Haymill & Lynch Hill	518	8%		68	10%
Langley Kedermister	873	14%		86	12%
Langley St Marys	289	5%		29	4%
Upton	63	1%		8	1%
Wexham	541	9%		53	7%
Unknown	11	0%		40	6%
	6,172	100%		714	100%



Age

2024 all tenants from dataset	6,172	%	24/25 TSM Sample	714	%
18-34	530	9%		60	8%
35-54	2,379	39%		241	34%
55-74	2,387	39%		288	40%
75+	875	14%		125	18%
	6,171	100%		714	100%

