

Tenant Satisfaction Surveys 24/25

Housing Improvement Board

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TSM survey review

Summary

- Results of open-ended question analysis
- Additional analysis by tenure, property type, district and ethnicity
- Actions so far
- Benchmarking overview – HouseMark report & current peer group position
- 25/26 survey preview – changes to questions & increased numbers of surveys

TSM summary

Measures set by and provided to the Regulator of Social Housing (RSH) annually from June 2024.

Measured by tenant perception survey (LBC data source: quarterly phone survey c250 tenants)
Measured by landlord
* HouseMark Median Benchmark - 23/24 year-end median for London councils/ALMOs. Q4 Lower, Q3 Lower Middle, Median, Q2 Upper Middle, Q1 Upper

TSM Reference	Description	24/25	Q1 25/26 June 25	Difference 24/25 vs 25/26	London LA 24/25 Benchmark*	
TP01	Overall satisfaction	53%	51%	-2%	Lower	61%
Keeping properties in good repair						
RP01	Homes that do not meet the Decent Homes Standard	7.16%	4.29%	-2.87%	Upper Middle	7.2%
RP02	Repairs completed within target timescale	90.6%	87.4%	-3.2%	Upper	84%
	1- Non-emergency					
	2- Emergency	89.8%	98.1%	+8.3%	Upper Middle	94%
TP02	Satisfaction with repairs	56%	59%	+3%	Lower Middle	63%
TP03	Satisfaction with time taken to complete most recent	49%	57%	+9%	Lower Middle	60%
TP04	Satisfaction that the home is well maintained	53%	54%	+2%	Lower	61%
Maintaining building safety						
BS01	Gas safety checks	99.75%	99.60%	+0.50%	Lower	99.8%
BS02	Fire safety checks	100.00%	100.00%	0.0%	Median	100.0%
BS03	Asbestos safety checks	100.00%	98.92%	-1.1%	Lower	100.0%
BS04	Water safety checks	100.00%	100.00%	0%	Median	100.0%
BS05	Lift safety checks	100.00%	100.00%	+2%	Upper	99.3%
TP05	Satisfaction that the home is safe	62%	63%	+1%	Lower Middle	69%

Respectful and helpful engagement					
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	43%	41%	-2%	Lower 53%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	61%	62%	+1%	Lower 71%
TP08	Agreement that the landlord treats tenants fairly and with respect	61%	59%	-3%	Lower 71%

TSM summary continued

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Effective handling of complaints						
CH01	Complaints relative to the size of the landlord Stage 1	Cases 949	Cases 324	Cases		
		Per 1,000 71.90	Per 1,000 24.29	Per 1,000	Upper	76.05
	Stage 2	Cases 148	Cases 23	Cases		
		Per 1,000 11.1	Per 1,000 1.72	Per 1,000	Upper	17.7
CH02	Complaints responded to within Complaint Handling Code timescales Stage 1	35.50%			Lower	77.85%
	Stage 2	12.20%			Lower	71.60%
TP09	Satisfaction with the landlord's approach to handling complaints	26%	28%	+2%	Upper Middle	26%

Responsible neighbourhood management						
NM01	Anti-social behaviour cases relative to the size of the landlord (per 1,000 homes)	Cases 170	Cases 31	Cases		
		Per 1,000 12.74	Per 1,000 2.32	Per 1,000	Upper	25.45
	Cases involving Hate incidents (per 1,000 homes)	Cases 8	Cases 1	Cases		
		Per 1,000 0.6	Per 1,000 0.1	Per 1,000	Upper	0.75
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	48%	56%	+8%	Lower	63%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	51%	55%	+4%	Lower	66%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	49%	47%	-2%	Lower	59%

TSM survey review - benchmarking

TSM Reference	Description	Croydon 24/25	London 24/25 HM quartile 3	London 24/25 HM median	London 24/25 HM quartile 1
TP01	Overall satisfaction	53%	54%	61%	66%
TP02	Satisfaction with repairs	56%	59%	54%	69%
TP03	Repairs time taken	49%	55%	61%	65%
TP04	Well maintained home	53%	55%	63%	67%
TP05	Safe home	62%	63%	69%	73%
TP06	Listens and acts	43%	44%	53%	59%
TP07	Keeps tenants informed	61%	63%	71%	74%
TP08	Treats fairly and with respect	61%	62%	71%	76%
TP09	Complaints handling	26%	23%	26%	29%
TP10	Comm. areas clean & well maint.	48%	58%	63%	67%
TP11	Contribution to neighbourhoods	51%	61%	66%	71%
TP12	Approach to handling ASB	49%	56%	59%	63%

- Latest HouseMark peer group results (London local authorities and ALMOs) for 24/25 data (currently 26 landlords – may increase)
- For complaints handling we are median, for all others we sit in the lowest quartile
- Areas showing poorest comparative performance:
 - Repairs time taken
 - Communal areas
 - Contribution to the neighbourhood
 - Handling ASB

TSM survey review - benchmarking

HouseMark early findings report

- Increase in overall satisfaction in the sector for the first time since before the pandemic. Some of this is due to a switch in survey methodology – decrease in online surveys and an increase in phone surveys with some doing face to face surveys
- HouseMark state that repairs performance remains the key driver to overall satisfaction. However, for Croydon, the key driver is ‘well-maintained’ property which links to both repairs and asset management.
- Satisfaction with ASB handling – this is asked of all but reported by relatively few. We should be promoting any work we are doing to tackle ASB to improve how this service is perceived.
- With nationwide comparison, we are in the lowest quartile throughout for survey results apart from complaint satisfaction. The next slide shows our benchmarking position against our London peer group.

TSM survey review - 25/26 surveys

Question changes

- Increasing open-ended questions from 4 to 5 (including probe on overall satisfaction)
- Trialling three of Acuity's new 'sentiment index' questions. These are asked of all (not just dissatisfied) and will also generate positive feedback. They look to provide very insightful summaries of customer responses
- Dropped 2 - overall satisfaction with repairs & maintenance (non-TSM) and e-news question

Survey numbers increased

- An additional 400 surveys (100 per quarter)
- Customer recovery - we will be hearing from a greater number of tenants and directing issues for resolution.
- Increased confidence levels - additional assurance in terms of accuracy and going beyond the minimum required

Follow-up work

- Further data analysis using PowerBI to combine survey data with info from e.g. transactional surveys, complaints to identify trends and areas for focus
- Requesting information about follow-up work completed from forwarded cases, to close the loop and demonstrate listening/taking action
- Using the data and feedback for improvement plans

TSM survey review - open-ended question analysis

Review of open-ended questions

1777 responses

Category	Times Raised	% Times Raised	% Open Responses
Outstanding repair	377	10.1	21.2
Time taken	293	7.8	16.5
No follow up	281	7.5	15.8
Caretaking	164	4.4	9.2
Damp and mould	164	4.4	9.2
Kitchen/Bathroom/Plumbing	129	3.4	7.3
Need to chase repair	115	3.1	6.5
Windows/doors	100	2.7	5.6
Poor quality	97	2.6	5.5
No news/Information	93	2.5	5.2
Leak/Flood	85	2.3	4.8
Other categories (57)	1,846		
Total	3,744	100.0	

- In 24/25, four open-ended questions were asked of those dissatisfied with services received
- These responses were coded in a deep-dive exercise – overall top issues:
 - Outstanding repairs
 - Time taken repairs
 - No follow up
 - Caretaking
 - Damp & Mould
- Main categories align fairly closely with previous work carried out by Acuity

TSM survey review - open-ended question analysis

Satisfaction that the home is well maintained / Satisfaction that the home is safe

492 responses

Category	Times Raised	% Times Raised	% Open Responses
Outstanding repair	221	16.4	44.9
Damp and mould	120	8.9	24.4
Time taken (repairs)	87	6.4	17.7
Kitchen/Bathroom/Plumbing	74	5.5	15.0
Windows/Doors	66	4.9	13.4
No follow up	55	4.1	11.2
Doors (Communal)	53	3.9	10.8
Leak/Flood	53	3.9	10.8
Asset renewal request	48	3.6	9.8
Need to chase repairs	42	3.1	8.5
Other categories (53)	530		
Total	1,349	100.0	

- Asked of those who were dissatisfied that we provided a well maintained and/or safe home
- Outstanding repairs mentioned in 45% of responses (only used if clear this was current, not historic)
- Damp & mould raised 120 times (if representative of all stock this suggests over 1500 properties could be affected)
- ASB was split into two categories – if combined there were 43 mentions of this

TSM survey review - open-ended question analysis

Satisfaction with the overall repairs & maintenance service (non TSM question)

538 responses

Category	Times Raised	% Times Raised	% Open Responses
Time taken	199	17.4	37.0
Outstanding repair	136	11.9	25.3
Poor quality	77	6.7	14.3
No follow up	69	6.0	12.8
Need to chase repair	60	5.3	11.2
Multiple visits incomplete	49	4.3	9.1
Kitchen/Bathroom/Plumbing	48	4.2	8.9
Poor communication (repairs)	47	4.1	8.7
Appts not kept	43	3.8	8.0
Other categories (36)	413		
Total	1,141	100.0	

- Asked of those who were dissatisfied with the overall repairs/maintenance service provided (non-TSM question)
- 8/9 categories at the top of this list are in respect of customer service
- Time taken to complete repairs was mentioned in nearly 200 responses
- 49 people stated that they had had multiple visits from operatives, yet the repair still wasn't completed

TSM survey review - open-ended question analysis

Satisfaction that communal areas are clean & well maintained

290 responses

Category	Times Raised	% Times Raised	% Open Responses
Caretaking	147	25.0	50.7
Grass Grounds maintenance	45	7.7	15.5
Bin areas	44	7.5	15.2
Flytipping/Litter	40	6.8	13.8
Visit frequency	40	6.8	13.8
ASB Other	30	5.1	10.3
Maintenance Issues	25	4.3	8.6
Doors (Communal)	20	3.4	6.9
Other Grounds maintenance	20	3.4	6.9
Stairwell	20	3.4	6.9
Other categories (30)	157		
Total	588	100.0	

- Asked of those who say they have communal areas and are dissatisfied that we keep them clean/well maintained
- Caretaking (keeping the inside of the block clean – mostly lack of service and quality of work) was mentioned in 51% of responses
- Other issues raised on multiple occasions included not getting value from their service charge, doing the work themselves and requests not being followed up.

TSM survey review - open-ended question analysis

Listens to views and acts on them / Keeps tenants informed about things that matter to them

Category	Times Raised	% Times Raised	% Open Responses
No follow up	143	21.5	31.3
No news/Information	90	13.5	19.7
Responsiveness	56	8.4	12.3
Communication	40	6.0	8.8
Complaint not dealt with	25	3.8	5.5
Tenancy management	24	3.6	5.3
Housing/Council does not care	22	3.3	4.8
Poor communication (repairs)	20	3.0	4.4
Other categories (35)	246		
Total	666	100.0	

457 responses

- Asked of anyone who wasn't satisfied that we listen and act and/or keep them informed about things that matter
- 'No follow up' cited in 31% of responses – where customers have raised issues but have not heard back or had the issue dealt with
- Other issues raised multiple times: outstanding repairs, ASB, staff attitude, customer service and getting hold of the right person.

TSM survey review – further analysis

General needs/sheltered & extra care

- Sheltered housing and extra care responses make up just under 10% of the total – quota'd to reflect our stock
- Across all indicators, those in sheltered housing and extra care are more satisfied
- This is most marked for satisfaction with communal areas (70% sheltered housing /extra care vs 44% general needs)
- Further analysis shows that those in extra care have higher satisfaction levels than those in sheltered accommodation, with the exception of 'easy to deal with' which is equal to that of general needs tenants – suggesting communication channels work less well for this group

TSM survey review – further analysis

District

- Quotas are set for this so surveys responses reflect the split across districts
- East district has slightly lower satisfaction across nearly all indicators, though not by a large margin. The exception to this is satisfaction with communal areas, where only 40% were satisfied in East compared to 45% in South Central and a much higher 59% in North district
- Work has been carried out looking at ward-based results to further pinpoint areas/estates. For communal area satisfaction there is a large range with the lowest being 29% for Shirley South (Shrublands) and 33% and 38% for New Addington South and North respectively. Satisfaction for some wards in the North of the borough reached over 70%. This data is being factored into locating roadshows.
- For well-maintained home, North had the lowest satisfaction at 50% and higher dissatisfaction at 40%.

TSM survey review – further analysis

Property type

- Not quota'd, but the surveys were broadly representative of our housing stock

Tenants in flats

- least likely to feel we provided a safe home with 58% satisfaction compared to average of 62% and 10% lower than those in bungalows and houses
- more likely to say they have reported ASB – 21% compared to average of 15%, but least likely to be satisfied with our approach to ASB - 45% satisfaction (other property types have satisfaction rate in mid-50%'s)

Tenants in maisonettes

- Show below average satisfaction that we provide a well-maintained home – 41% compared to 53%
- Only 33% of those with communal areas are satisfied with how we look after them, compared to 49% of those in flats
- Show greater dissatisfaction with neighbourhood contribution and across all customer service areas

TSM survey review – further analysis

Ethnicity

- Ethnicity is currently collected during the survey, numbers are not exactly representative but a cross-check with our NEC housing system data shows that this is reasonably close - slight over-representation of White British tenants and slight under-representation of Black British Caribbean
- Numbers for some groups are too low to draw conclusions – the three largest groups are:
 - White British tenants had average/above average satisfaction across all the questions, with the exception of listens and acts at 40%, compared to the average 43%. Less likely to have made a complaint - 27% compared to 35% average.
 - British Black Caribbean tenants appear to have marked lower levels of satisfaction for several questions including overall satisfaction, well-maintained home, overall repairs and maintenance, neighbourhood contribution and most of the customer service indicators. They are more likely to say they have reported ASB, but less likely to be satisfied with our approach. They are also more likely to say they've made a complaint.
 - British Black African tenants show levels of satisfaction that were average or above average for nearly all indicators. The exception to this was provision of a well maintained and safe home, for which they had lower satisfaction and higher dissatisfaction (by several percentage points). They were more likely to say they have reported ASB or made a complaint but were also more satisfied with the way these areas are handled.

TSM survey review

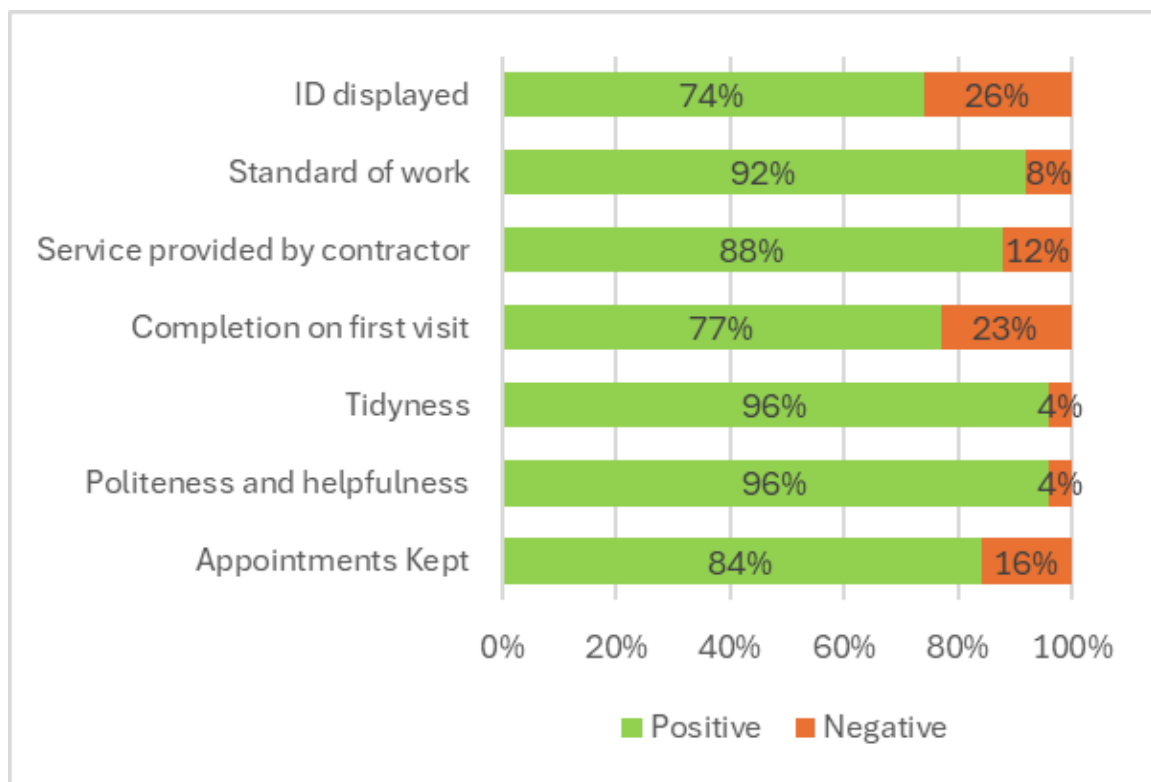
How we use the data

- ✓ Urgent issues forwarded to relevant teams during survey – majority to repairs, damp and mould team and tenancy management
- ✓ Open-ended responses reviewed and shared with different teams for customer recovery:
 - 92 to damp & mould
 - 290 to repairs services team
 - 363 to tenancy/caretaking/ASB
 - 15 to asset management
- ✓ Findings have been used to target roadshow locations. Engagement work is focussed on areas with lower dissatisfaction.
- ✓ Results shared each quarter with residents via Performance Monitoring Group and a yearly report on the website
- ✓ Further engagement/follow up work with some tenants who were interested in getting involved further
- ✓ New contact details used to update NEC housing system
- ✓ TSM submission & HouseMark benchmarking

Transactional surveys – Responsive Repairs

Results for April – June 25

905 telephone surveys



It should be noted that the transactional survey satisfaction score is significantly higher than the perception survey results.

We have a service improvement plan in place and are focusing on the following key areas:

Appointment Kept: we are sending a text reminder 24hrs prior to the appointment to encourage residents to avoid no access and reschedule their appointment if it is no longer convenient.

Showing ID: Operatives have been issued with a script to ensure they show ID. Contractor satisfaction surveys indicate ID is shown in 92+% of jobs.

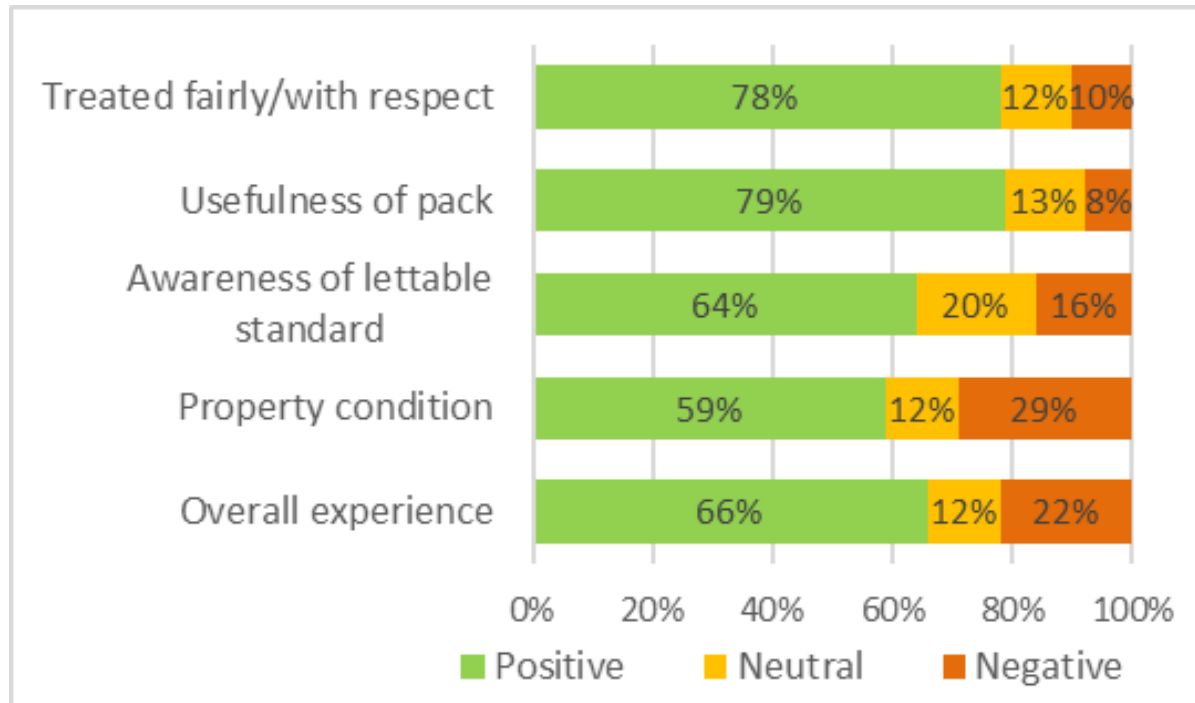
Contact first attempt: performance for this area has improved marginally over the last year. We launched an APP earlier this year so residents can track the operative to their front door and avoid 'no access'

Transactional surveys – Your New Home Surveys

Results last 12 months

253 surveys

52% completion rate
60% online / 40% phone



Survey outcomes

- Results discussed monthly with the void strategic group
- All property condition comments are forwarded to the void team for action
- Surveyors focus on issues that have been raised frequently e.g. heating/plumbing issues and doors/windows
- The void team now offer a post-let visit from a surveyor, including a snagging check list and option to show how heating/boiler works etc.
- Other issues raised are forwarded to the relevant teams e.g. Income team for financial assistance
- Residents' comments helped inform the revised lettable standard and revisions to the lettings pack
- New questions added and procedure changes made following recent consultation with survey respondents.

Improvement plans

TSM area	Action	Who	Timescale
TP12 ASB	<ul style="list-style-type: none">• Increasing communication with residents during the management of cases and on the outcomes of ASB cases• Enhancing reporting to monitor contact made with residents and introduce new case review monitoring arrangements• Reviewing and updating communication on how to report ASB• Roll out of Good Neighbourhood Agreement and the associated training• Use data and feedback - contacting all dissatisfied residents to establish and act on reasons for dissatisfaction• Maximise use of environmental improvement funding to create barriers to ASB• Roll out and evaluate mobile patrol and introduce deployable cameras	Mary Larbie	March 2026

Improvement plans continued

TSM area	Action	Who	Timescale
TP10 Communal areas	<ul style="list-style-type: none">• Fully embed the use of Photobook to increase the quality and consistency of cleaning• Embed performance monitoring and management by ensuring that all Estate Managers and Caretakers are using Photobook to record inspection scoring.• Increase the standards of cleaning by training all caretakers using the British Institute of Cleaning Science (assessors in place)• Increase use of data/customer feedback to improve quality and consistency of cleaning standards. Review feedback from TSM surveys/ feedback, Neighbourhood Voice, and Photobook inspections to inform a programme of deep cleans and estate improvement.• Create greater efficiency in the team by recruiting 8 additional caretakers, 2 handypeople, new bulk team, and review patches.	Mary Larbie	March 2026

Improvement plans continued

TSM Area	Action	Who	Timescale
RP01/RP02/ TP02; TP03;TP04	Service improvement plans in place with Wates, Mears and SureServe centered on achieving KPI contractual targets for repair completions, appointments made and kept, reducing no access via improved resident communications and encouraging more residents to report non-urgent repairs via the portal.	Sue Hanlon	March 2026
TP03	We have launched text messaging to advise residents in blocks when emergency repairs are required, e.g. lifts out of service, loss of water, loss of heating etc. We are tracking whether this reduces the number of calls into the contact centre and improves the resident experience.	Sue Hanlon	March 2026
TP05	We are focusing our communication with residents to demonstrate how we support keeping their home safe through compliance visits (LGSR/EICR/FRA). Regular articles in Open House and website has been updated.	Sue Hanlon	March 2026