

# Tenant Satisfaction Measures year-end report (2023/24).



## The Tenant Satisfaction Measures

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys to generate and report TSMs annually, as specified by the Regulator of Social Housing. TSMs are intended to make landlords' performance more visible to tenants and help tenants hold their landlords accountable.

The TSM standards consist of 22 measures: 14 management information measures and 12 satisfaction measures. They cover five key themes: keeping properties in good repair, maintaining building safety, respectful and helpful engagement, responsible neighbourhood management, and effective handling of complaints, alongside an additional measure for overall satisfaction with landlord services. All information must be accurate, reliable, and valid to provide a transparent reflection of performance.

You can find out about how customers were surveyed and the principles used by reading our Tenant Satisfaction Measures Assurance of Approach.

## Performance

The tables included show how RHP Group performed against the TSM measures from 1 April 2023 – 31 March 2024. We have included the results from the year before to show a comparison.

## Satisfaction

KPIs	22/23 Performance	23/24 Performance
Overall satisfaction	58.0%	59.0%
Satisfaction with repairs	52.0%	53.5%
Satisfaction with the time taken to complete the most recent repair	48.0%	51.4%
Satisfaction that the home is well-maintained	55.0%	58.5%
Satisfaction that the home is safe	66.0%	65.5%
Satisfaction that we listen and act	48.0%	46.9%
Satisfaction that we keep tenants informed	65.0%	64.7%
Agreement we treat tenants fairly and with respect	62.0%	66.4%
Satisfaction with complaints handling	23.0%	25.2%
Satisfaction communal areas are kept clean and well maintained	72.0%	71.0%
Satisfaction we make a positive contribution to the neighbourhood	58.0%	55.6%
Satisfaction with ASB handling	52.0%	50.5%

## Management

KPIs	22/23 Performance	23/24 Performance
Stage 1 complaints relative to the size of the landlord	73.2	105.2
Stage 2 complaints relative to the size of the landlord	18.6	33.3
Stage 1 complaints responded to within target	N/A	74.8%
Stage 2 complaints responded to within target	N/A	48.4%
Emergency repairs completed within target timescale	92.96%	89.10%
Non-emergency repairs completed within target timescale	76.93%	82.09%
Homes that do not meet the Decent Homes Standard	0%	0.27%
ASB cases opened per 1000 properties	N/A	20.74
Hate crime cases opened per 1000 properties	N/A	0.26
Gas safety checks	N/A	98.81%
Fire safety checks	N/A	98.81%
Asbestos safety checks	N/A	100.00%
Water safety checks	N/A	100.00%
Lift safety checks	N/A	95.15%

## Areas of strength

- Satisfaction with communal areas being cleaned and well-maintained is a relative strength, with around seven in ten (71%) customers with communal areas being satisfied.
- There was uplift across all engagement measures, with the proportion of customers that felt RHP treated them fairly and with respect increasing compared to 22/23.
- Keeping our customers and their homes safe continues to be our top priority, which is reflected by our strong compliance performance with gas, fire, asbestos, water, and lift safety checks all being close to 100%.

## Areas of improvement

- For most dissatisfied customers the frustration is repairs related in terms of outstanding work/ issues and time taken, and almost a quarter (23%) also mention lack of communication.
- Repairs issues were also the main reason for the increase in complaints that we saw throughout the year. Satisfaction with complaint handling was driven by the complaint being resolved promptly by RHP and being kept up to date along the way.
- Under half of RHP customers felt that RHP listened to their views and acted upon them. The main driver that contributed to customers feeling that they were listened to was RHP resolving the individual issue that they raised.

## Key outcomes delivered in 2023/24

- ▶ As well as putting in place corrective action to improve our repairs service, we restructured the operational side of the business to improve first-contact resolution. Since the launch of the new structure in April 2024, we have seen a significant reduction in call wait and handling times.
- ▶ Ensuring customer and home safety remains our top priority, and we have good levels of compliance across all areas, and continued our focus on tackling damp and mould issues. We invested £29 million in home maintenance and improvement, receiving positive feedback on our kitchen, bathroom, and roof replacement programmes.
- ▶ We continue to be a positive presence in our communities, with high levels of satisfaction with our caretaking and grounds maintenance services. We strengthened community partnerships, such as our work with Richmond Furniture Scheme, and expanded our Skills Academy, helping nearly 30 residents secure employment or further education.
- ▶ Despite a tricky development market, we completed the highest number of new homes we have for several years, providing 125 new affordable, accessible, and sustainable homes in the local area, including a number of much needed family size homes.

## How we'll continue to improve in 2024/25

- ▶ We continue to work with our repairs partner Kier on improving the delivery of responsive repairs and have recently agreed a seven-point plan to be delivered over the next three-month period. This is particularly aimed at adjusting the service to deal with higher volumes and strengthening the supply chain, along with operational management actions to improve performance.
- ▶ We have implemented a plan to improve complaints handling and since April this year, performance is much improved. Actions agreed as part of the complaints responses are tracked through to resolution. The table below shows the improvements in response times.

KPIs	April 23 - March 24	April 24 - May 24
Stage 1 complaints responded to within target	74.8%	92.7%
Stage 2 complaints responded to within target	48.4%	100.0%

- ▶ We have developed a new customer engagement strategy, which 120 customers fed into. This will help us provide a lot more opportunities for us to listen to our customers, and act on their feedback to improve and shape our services. In April 2024 we also introduced a new Community Engagement Team who are committed to work in partnership with customers to achieve outcomes that matter.