

Tenant Satisfaction Measures



There are 22 TSMs in total, split into two areas:

- 10 performance measures: these were collected through key performance data up to 31 March 2024.
- 12 customer perception survey measures: these were collected through contacting customers directly.

These are the areas that they cover:



Methodology



To complete the Tenant Satisfaction Measures survey we used the services of M.E.L Research to collect, generate and validate the perception measures.

Data collection took place in January and early February 2024. General needs, sheltered and supported tenants were all given the opportunity to share their views. These tenures are all classed as Low Cost Rental Accommodation and therefore are in scope for the Tenant Satisfaction Measures.



A mixed method (telephone and online) approach was used. Initially, tenants were contacted by telephone to take part. In the second week of fieldwork those yet to take part, for whom an email address was known, were sent an email providing details of how to complete the survey online. This was followed by 2 reminders emails to maximise participation.

All survey respondents were offered the opportunity to be part of a prize draw for three £100 vouchers.



In total we heard from 337 tenants, from a population of 1473. This provides data with a maximum margin of error of +/-4.7%. This is within the +/-5% margin of error required by the regulator for your stock size.

192 of the surveys were completed by telephone (57%) and 146 (43%) were completed online.

Data weighting and reporting



While the profile of the telephone interviews was controlled to ensure that this was representative, the overall (telephone and online) data set has been weighted, by these variables:

- Tenure type
- Property type
- Local authority
- Ethnicity



This weighting ensures that the results reported are from a fully representative sample of Tuntum Housing tenants. On the next slide the table shows an illustration of the summary of representativeness.

The TSM technical guidance prescribes which questions have 'don't know/ not applicable' options and which do not. In line with this guidance, where 'don't know' responses were possible, these responses have been excluded from the sample base/scoring in this report.

Data weighting: Summary of Representativeness



	Relevant tenant population (% total)	Total survey responses (% total)
Tenure type		
General Needs	89%	89%
General Needs - Sheltered	6%	6%
Specialist - Supported	5%	5%
Property type		
Bungalow	8%	8%
Flat	27%	27%
House	60%	60%
Other	4%	4%
Local authority		
Nottingham	65%	65%
Other LA	35%	35%
Ethnicity		
Asian	8%	8%
Black	18%	18%
Mixed	6%	6%
White	56%	56%
Other	3%	3%
Refused / Unknown	10%	10%

Year on year comparisons



Tuntum Housing

2023

2024

TP01(Q1). Taking everything into account, how satisfied or dissatisfied are you with the service provided by Tuntum as your housing landlord?

72%

68%



TP02 (Q2). How satisfied or dissatisfied are you with the overall repairs service from Tuntum over the last 12 months?

70%

72%

TP03 (Q3). How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

67%

67%



TP04 (Q4). How satisfied or dissatisfied are you that Tuntum provides a home that is well maintained?

68%

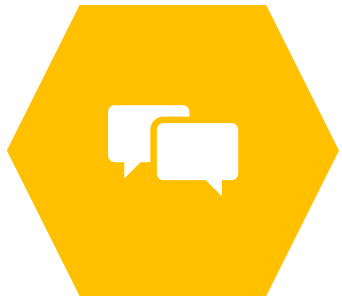
68%

TP05 (Q5). Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tuntum provides a home that is safe?

74%

73%

Year on year comparisons



Tuntum Housing	2023	2024
TP06 (Q6). How satisfied or dissatisfied are you that Tuntum listens to your views and acts upon them?	61%	60%
TP07 (Q7). How satisfied or dissatisfied are you that Tuntum keeps you informed about things that matter to you?	70%	68%
TP08 (Q8). To what extent do you agree or disagree with the following 'Tuntum treats me fairly and with respect'?	78%	80%
TP09.(Q9) How satisfied or dissatisfied are you with Tuntum's approach to complaints handling?	44%	46%
TP10 (Q10). How satisfied or dissatisfied are that Tuntum keeps these communal areas clean and well maintained?	63%	58%
TP11 (Q11). How satisfied or dissatisfied are you that Tuntum makes a positive contribution to your neighbourhood?	54%	50%
TP12 (Q12). How satisfied or dissatisfied are you with Tuntum's approach to handling anti-social behaviour?	62%	53%

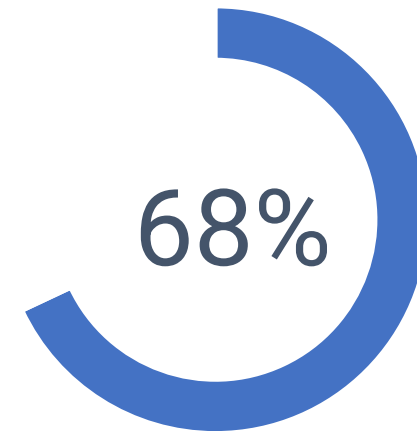
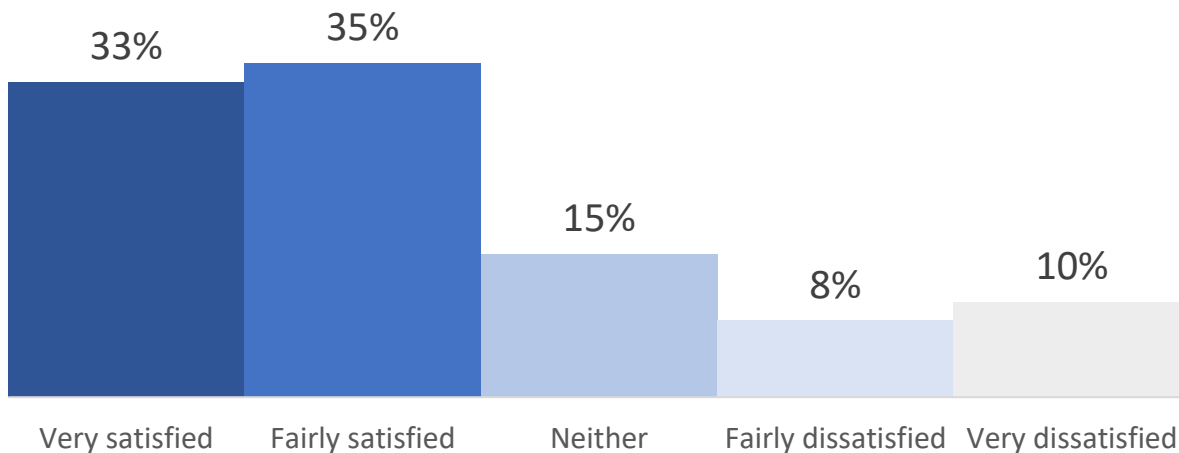
Overall satisfaction



TP01: Overall Satisfaction

68% of tenants are satisfied overall with the services we provide. While this is a 4 percentage point fall year on year, this is just inside the possible margin of error for the survey data.

Taking everything into account, how satisfied or dissatisfied are you with the overall services provided



72% in 2023

Base: 337

Sample base: 564
Percentages are rounded

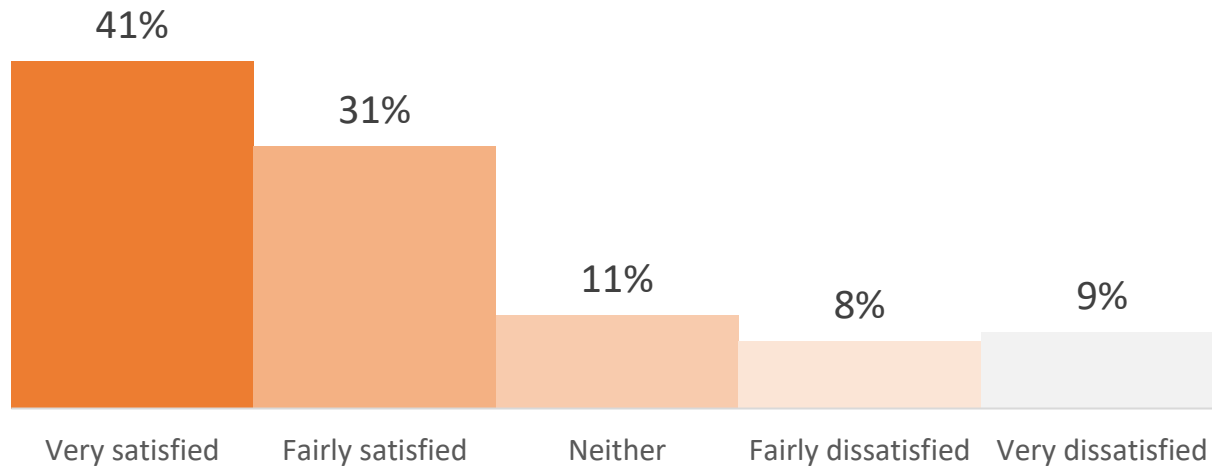
Keeping properties in good repair



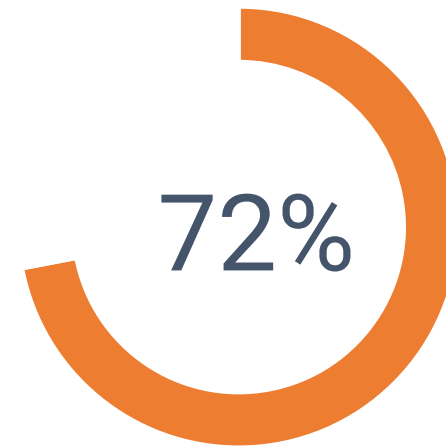
TP02: Satisfaction with repairs

77% of tenants stated they have had repairs in the last 12 months. Among those who had a repair in this period, 72% were satisfied with the service they received. This is in line with satisfaction recorded in 2023 (70%).

Overall repairs service from Tuntum Housing over the last 12 months



Percentages are rounded



70% in 2023

Base: 257

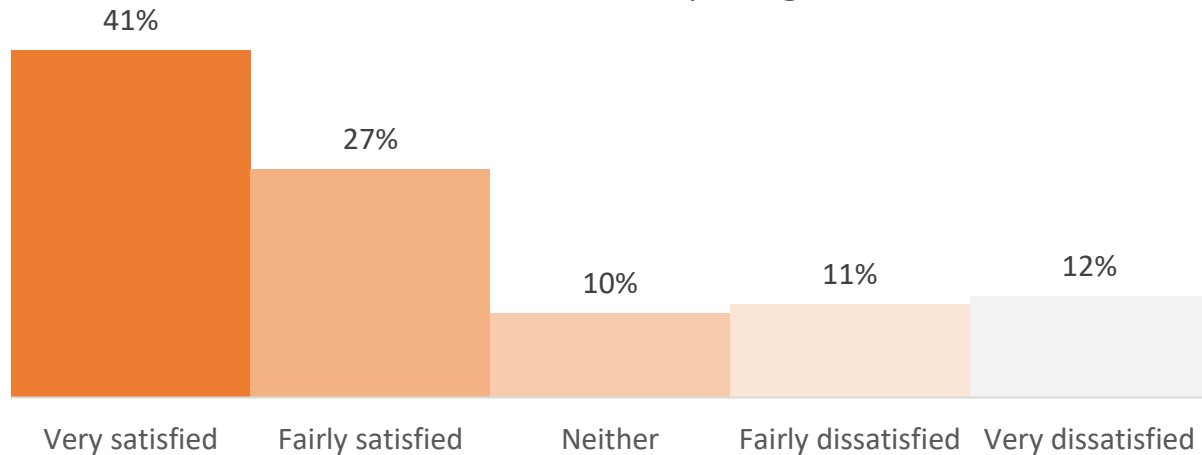
Keeping properties in good repair



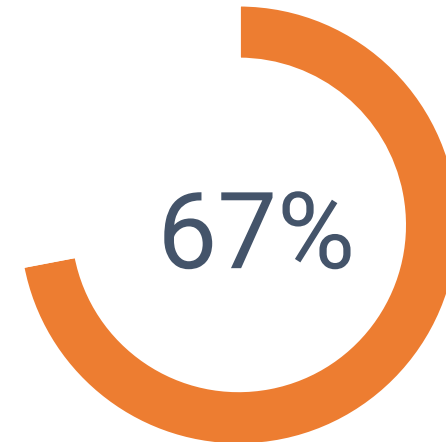
TP03: Satisfaction with the time taken to complete the repair

Of the 254 tenants who have had a repair in the last 12 months, two thirds (67%) were satisfied with the time taken to complete their most recent repair. This satisfaction level is stable year on year.

Satisfaction with time taken to complete the most recent repair after reporting it



Percentages are rounded



67% in 2023

Base: 254

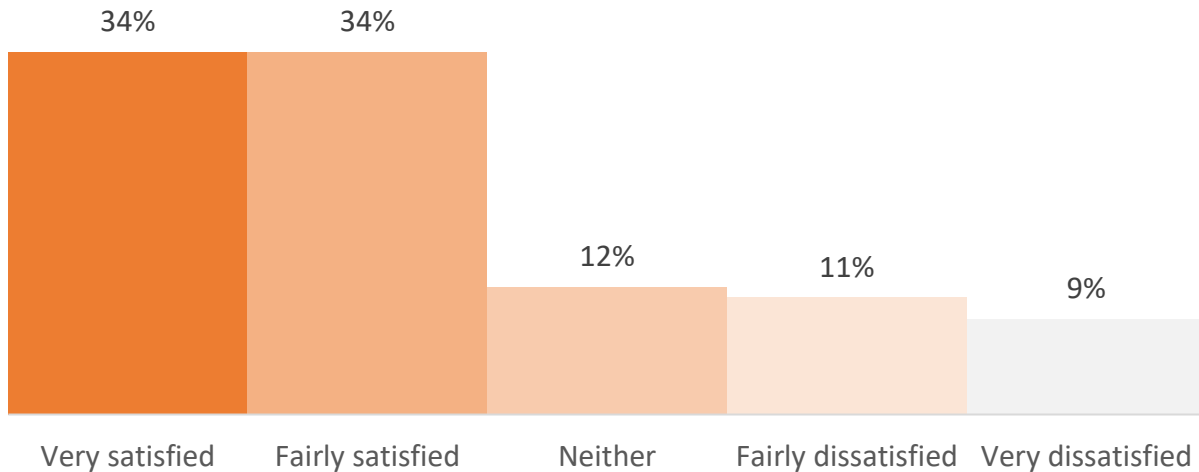
Keeping properties in good repair



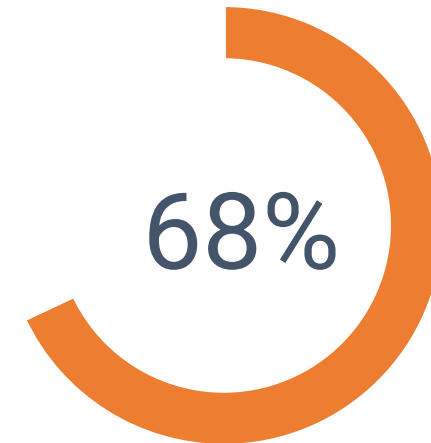
TP04: Satisfaction that the home is well maintained

68% of tenants are satisfied that we provide a home that is well maintained, including a third (35%) who are very satisfied.

Satisfaction with the home being well maintained



Percentages are rounded



68% in 2023

Base: 335

Keeping properties in good repair



Almost all our homes meet the Decent Homes Standard. We complete over 96% of our repairs within the timescales we set.

0.3% **RP01: Proportion of homes that do not meet the Decent Homes Standard.**

96.7% **RP02: Proportion of non-emergency responsive repairs completed within the landlord's target timescale.**

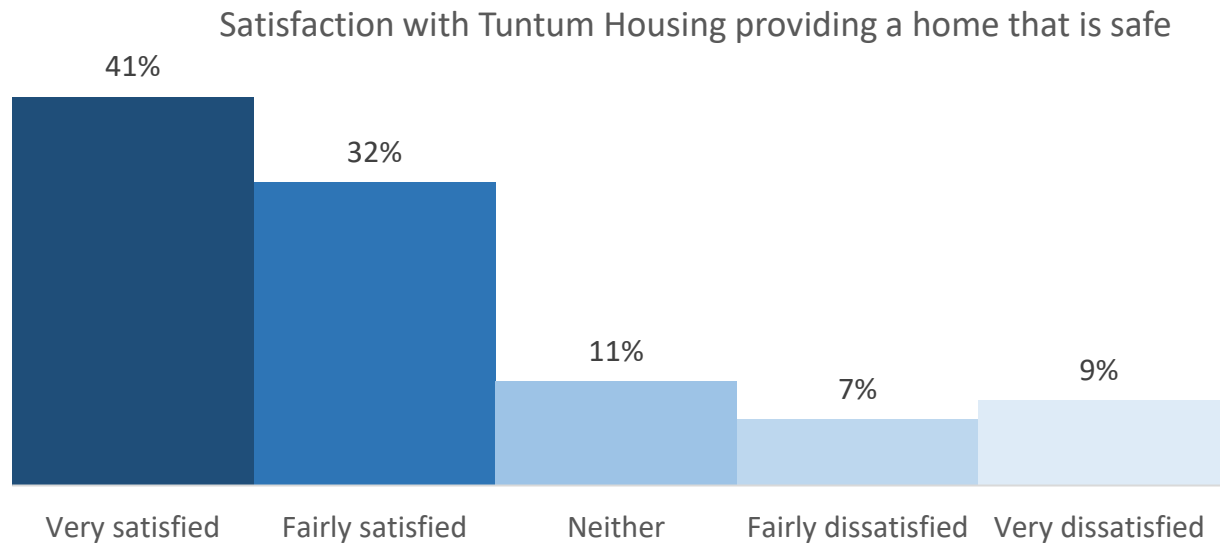
97.1% **RP02: Proportion of emergency responsive repairs completed within the landlord's target timescale.**

Maintaining building safety

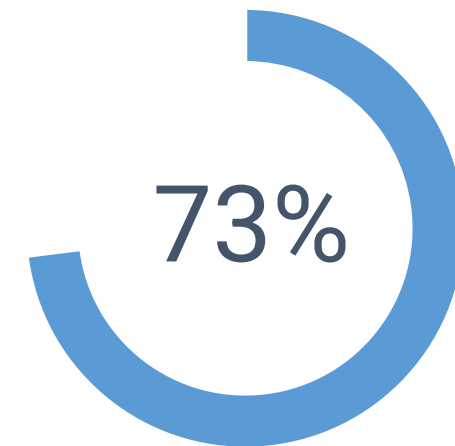


TP05: Satisfaction that the home is safe

Seven in ten (73%) of tenants are satisfied that we provide a home that is safe, including 41% who are very satisfied.



Percentages are rounded



72% in 2023

Base: 320

Maintaining building safety



At Tuntum we take your safety seriously and are proud of our achievements.

98.9% **BS01: Proportion of homes for which all required gas safety checks have been carried out.**

100% **BS02: Proportion of homes for which all required fire risk assessments have been carried out.**

100% **BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.**

100% **BS04: Proportion of homes for which all required legionella risk assessments have been carried out.**

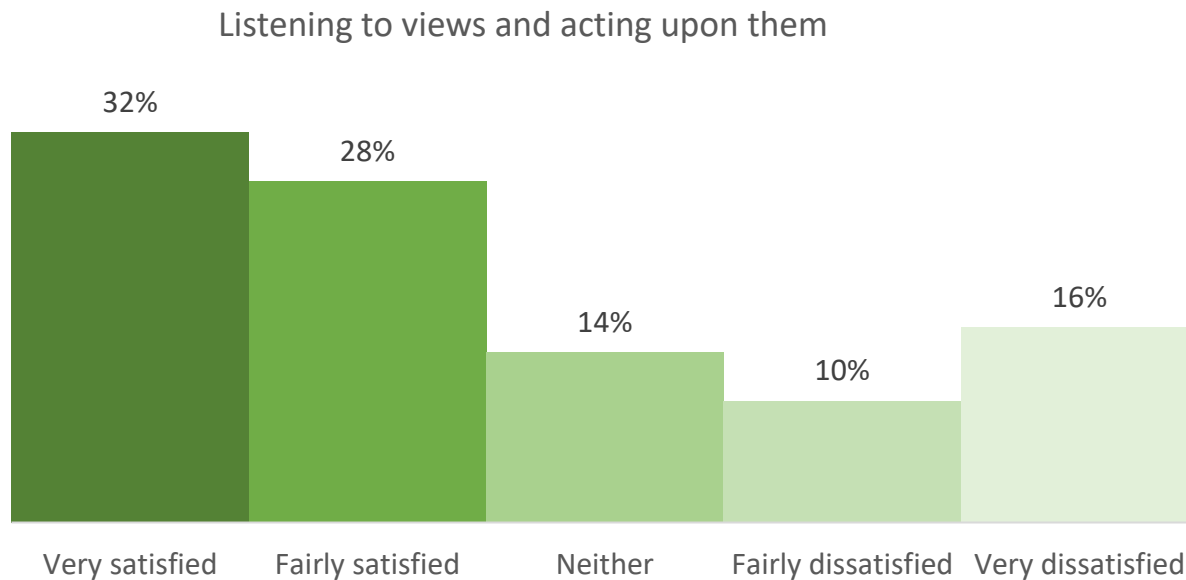
100% **BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out.**

Respectful and helpful engagement



TP06: Satisfaction that the landlord listens to views and act upon them

Six in ten (60%) of respondent's express satisfaction that their views are listened to and acted upon. This is line with the 61% recorded in 2023.



Percentages are rounded



61% in 2023

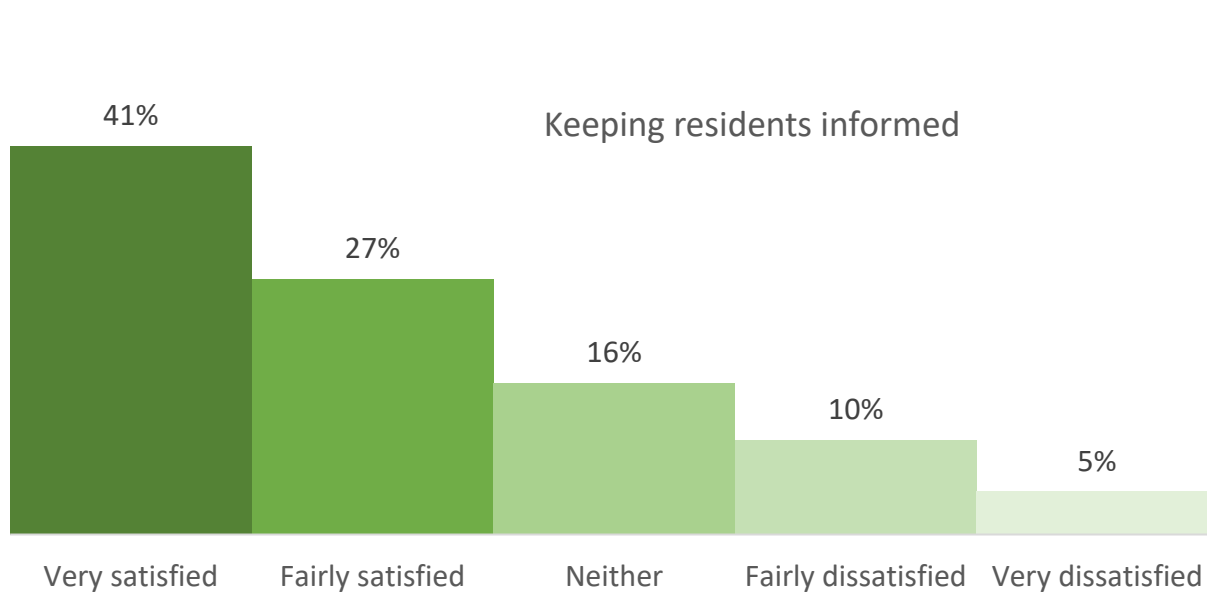
Base: 302

Respectful and helpful engagement

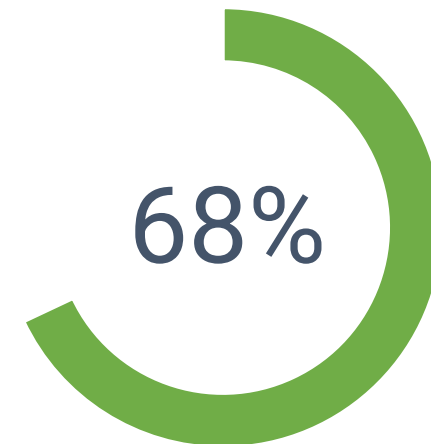


TP07: Satisfaction with keeping residents informed

Two-thirds (68%) of tenants express satisfaction that they are kept informed about things that may impact them as a tenant, including 41% who are very satisfied.



Percentages are rounded



70% in 2023

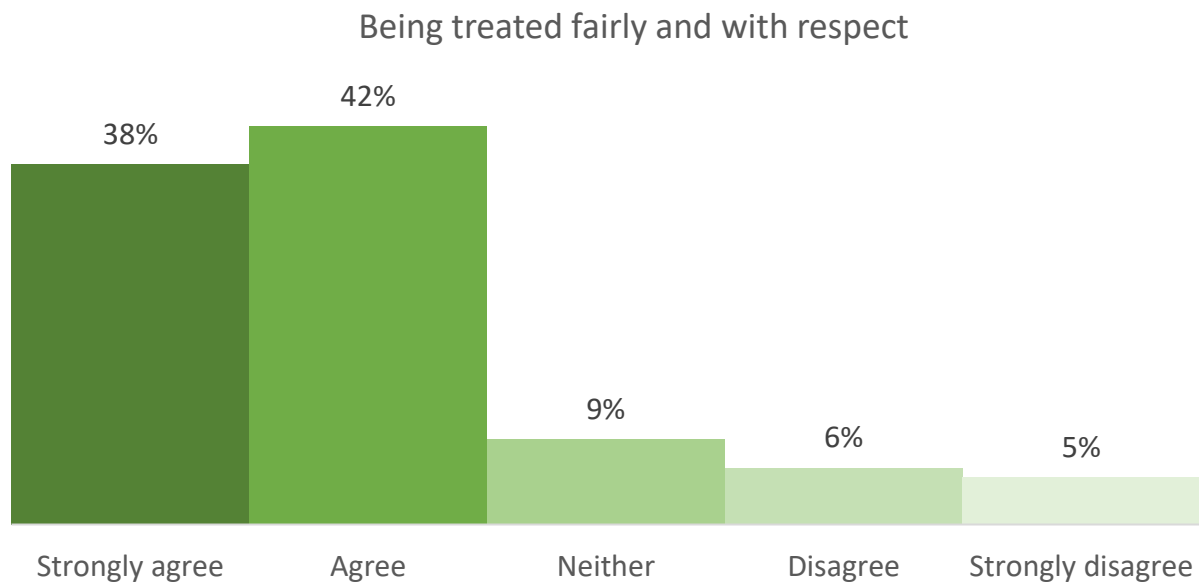
Base: 300

Respectful and helpful engagement

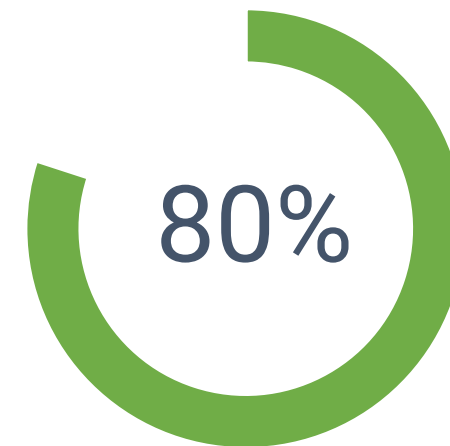


TP08: Agreement with being treated fairly and with respect

Four in five (80%) of tenants agree that they are treated fairly and with respect. Only 11% express dissatisfaction with this measure.



Percentages are rounded



78% in 2023

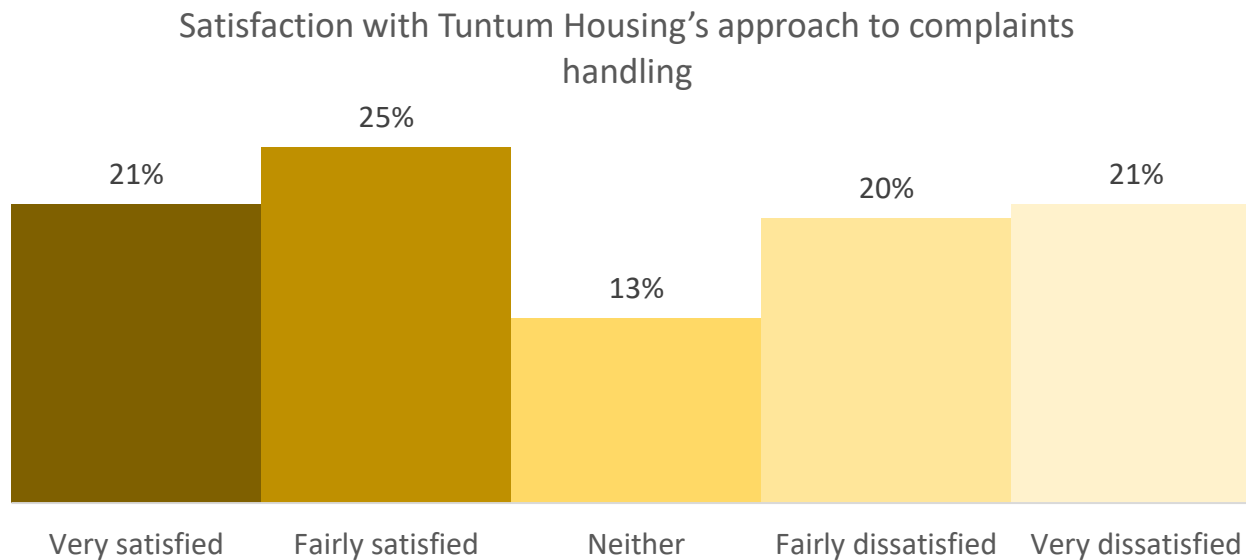
Base: 317

Effective handling of complaints



TP09: Satisfaction with landlord dealing with complaints handling

39% of respondents said that they have made a formal complaint in the last 12 months. Of these, less than half (46%) express satisfaction with our approach to handling their complaints.



46%

44% in 2023

Base: 337 / 130

Percentages are rounded

Effective handling of complaints



At Tuntum we learn from our complaints to improve the service we offer.

Stage 1 Complaints:

33.4 CH01: Number of stage one complaints received per 1,000 homes.

96% CH02: Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

Stage 2 Complaints:

6.0 CH01: Number of stage two complaints received per 1,000 homes.

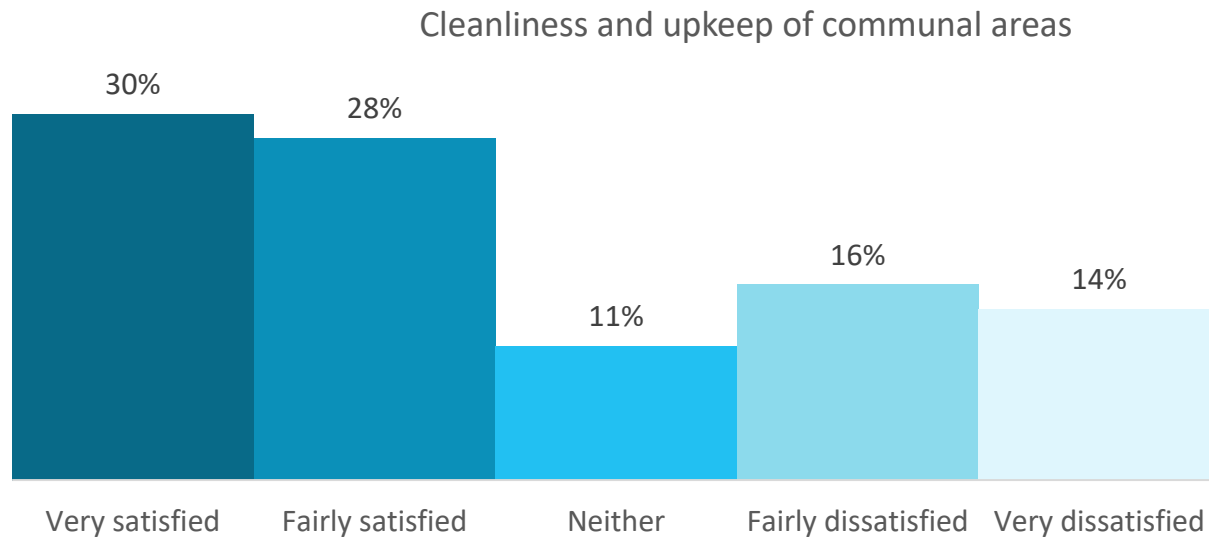
100% CH02: Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

Responsible neighbourhood management

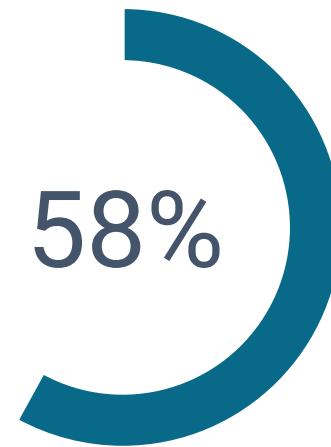


TP10: Satisfaction with maintenance and upkeep of communal areas.

41% of respondents said that they live in a property with communal areas that we are responsible for maintaining. Of those who did, almost six in ten (58%) express satisfaction that the communal areas are clean and well maintained.



Percentages are rounded



63% in 2023

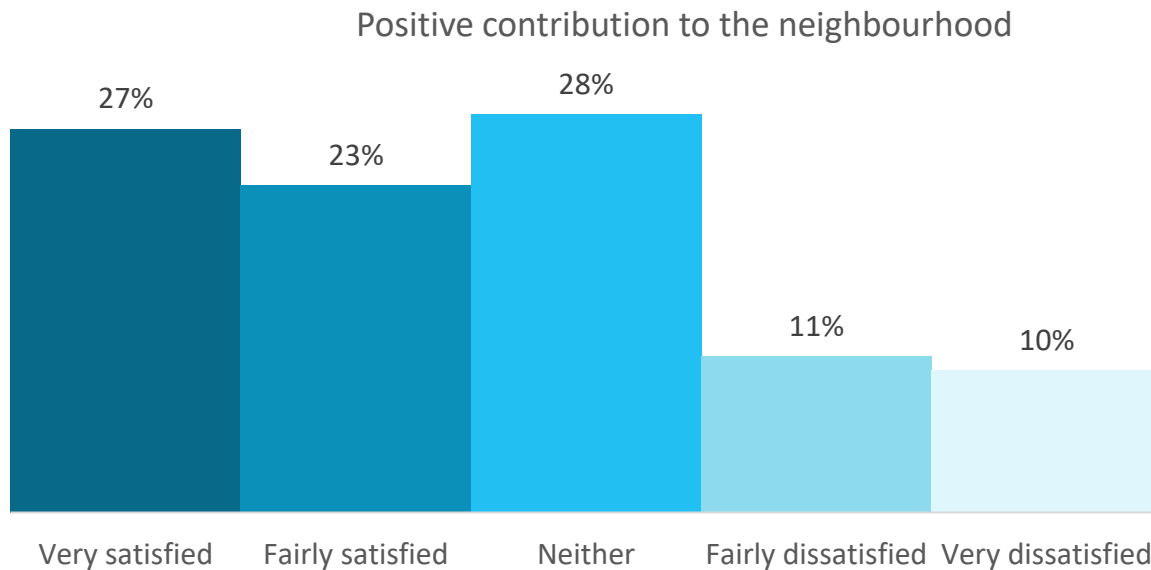
Base: 338 / 135

Responsible neighbourhood management



TP11: Satisfaction with landlord making a positive contribution to the neighbourhood

Half of tenants (50%) say that they are satisfied that we make a positive contribution to their neighbourhood.



Percentages are rounded

50%

54% in 2023

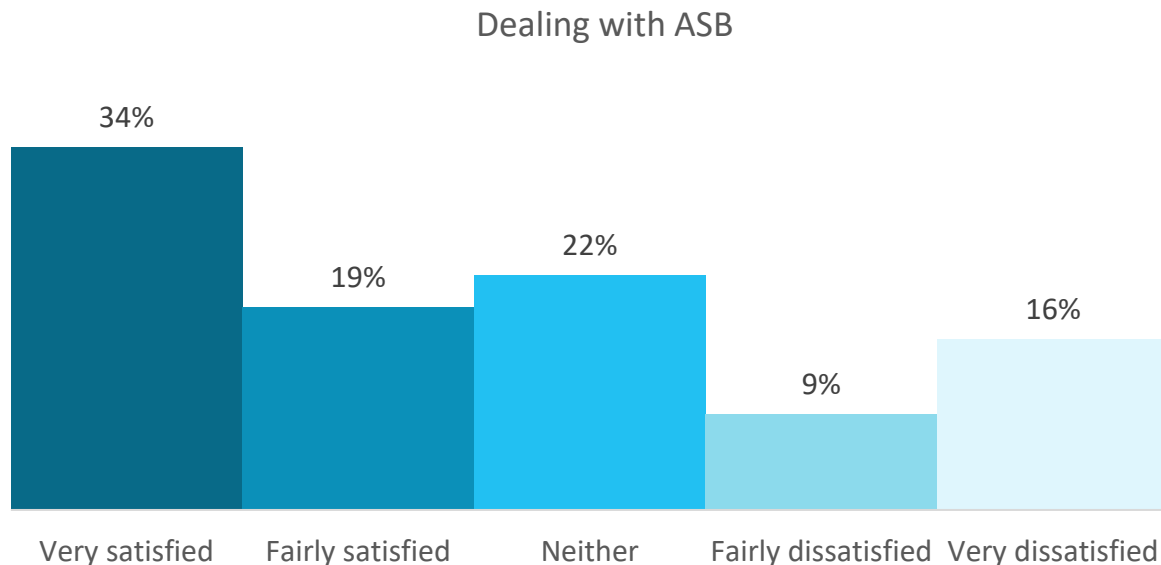
Base: 238

Responsible neighbourhood management



TP12: Satisfaction with landlord dealing with anti-social behaviour

Satisfaction with our approach to dealing with anti-social behaviour has fallen by 9 percentage points year on year to 53%.



Percentages are rounded

Responsible neighbourhood management



We work with our tenants to help to manage issues when they arise.

- 36.0** **NM01: Number of anti-social behaviour cases, opened per 1,000 homes.**

- 0.7** **NM01: Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes**

Areas for improvement



When tenants were asked to state in their own words what one thing we could do to improve, the responses given most commonly related to repairs and maintenance issues or general customer service.

Repairs and maintenance

Communication and customer service

Base: 289

