

Tenant Satisfaction Measures 2023

We would like to thank everyone who participated in our Tenant Satisfaction Measures (TSM) survey in Spring 2023.

96% of our general need's accommodation took part via phone, text, email, and post, which gave us a really good basis to work from.

The surveys are part of a requirement of the Government's charter for social housing residents: social housing white paper and were published by the Regulator of Social Housing in order to ensure the sector commits to providing good quality homes and services and works to overcome any structural inequalities.

Part of the requirements is to provide transparency. We have already shared the results with our Board and Tenant Engagement Panel (TEP), but we want to share our results with everyone else too.

Areas that provided sector beating results



Areas that we feel we can work on to improve



How did we Do compared to Others?

Reference	Indicator	Result	B/Mark
TP01 LCRA	Overall satisfaction LCRA	92%	80%
TP02 LCRA	Repairs satisfaction LCRA	68%	82%
TP03 LCRA	Repair Time satisfaction LCRA	66%	79%
TP04 LCRA	Home well maintained satisfaction LCRA	91%	79%
TP05 LCRA	Home is safe satisfaction LCRA	94%	85%
TP06 LCRA	Listens and acts LCRA	81%	70%
TP07 LCRA	Keep informed LCRA	91%	80%
TP08 LCRA	Satisfaction landlord fairness & respect LCRA	93%	83%
TP09 LCRA	Satisfaction with complaint handling LCRA	53%	42%
TP10 LCRA	Satisfaction : communal areas LCRA	95%	73%
TP11 LCRA	Satisfaction: contribution to n/hood LCRA	75%	74%
TP12 LCRA	Satisfaction: ASB handling LCRA	38%	75%

What are we doing to improve services?

Action
1. Work in collaboration with the relevant persons, e.g., Hampshire Highways, to resolve matters which fall outside of PHA Homes responsibilities (e.g., streetlights not working or grass which is not part of our land)
2. Improve communication between PHA Homes, contractors, and tenants by keeping them informed better
3. Share our results from the TSM surveys with our Tenant Engagement Panel during the Q2 TEP meeting
4. Display our results on our website for openness and transparency
5. Discuss the possibility of providing more flexible appointments for visits / repairs for tenants that work full time
6. Contact all unsatisfied respondents to discuss in person, or over the phone, wherever possible
7. Explain our processes to those that provided dissatisfied responses around ASB to give reassurance and educate those who feel we may not be addressing such matters
8. Arrange some additional training on ASB for front line staff members
9. Query the non-applicable elements with the Regulator of Social Housing for clarity next time
10. Complete leaseholder and Shared Owner TSM's
11. Update any changes to household, contact or vulnerability details which may have been noted on the call to ensure our records are fully up to date

