

GMHP PILOT TSM RESULTS ANALYSIS REPORT

Report to	GMCA Housing Strategy Team
Report of	Ian Ankers, Sandra Coleing and Elaine Sams
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Report for	Information

Context

The Tenant Satisfaction Measures (TSM's) were developed following a national consultation programme with both registered providers and their tenants. Over a thousand responses were received and the Regulator for Social Housing established the TSM's based on tenants feedback on priorities.

In April 2023 Greater Manchester Housing Providers undertook a voluntary programme to test the TSM's with their tenants. The TSM pilot work was undertaken by fifteen of the twenty-four GMHP Members. The TSM pilot work was undertaken with a view to testing the guidelines being developed by the Regulator in anticipation of the Social Housing Bill.

These guidelines did not include a standard method for this work. It should therefore be noted that different organisations used different methodologies to collect their returns, leading to variances in the results they reported. For example, some undertook phone survey work, others used digital platforms and/or social media feeds. The results of this work should therefore be treated with care as different methodologies produce differing results, making comparisons difficult. Sample sizes also varied significantly per organisation, and in some cases involved small sample sizes compared to their stock size. Importantly these results have not been tested for diversity or to ensure they are representative of respective tenant populations as not all housing providers carried out the survey levels required to achieve this.

The GMHP recognise that these initial results highlighted areas for further work to be undertaken and this is reflected in current plans and priorities. It should be noted that work is now underway to establish a quarterly TSM survey, and the results of this survey will be reported to GMHP CEO's with a view to further sharing.

Results

- In total an estimated 6,500 contacts with tenants were made via the fifteen organisations involved in the pilots;
- Overall satisfaction ranged from 75% top quartile to 67% bottom quartile. As already highlighted variances will be influenced by survey method and sample size. Housemark have shared that satisfaction is typically lower in large urban areas and typically lower for large landlords who have less of a personal relationship with their residents. This will apply to some members;
- Satisfaction with the home is safe was one of the higher scoring areas ranging from 81% top quartile to 75% bottom quartile. Members report tenants raise a variety of reason for this such as damp and mould and outstanding repairs, in addition to building safety matter like high rise safety and appliance safety;
- The handling of complaints had the lowest score, although only tenants who have said they have made a complaint were asked this question, 43% top quartile to 32% bottom quartile. Members report that when this has been investigated a proportion were not recorded as logging a customer complaint;
- Satisfaction with how landlords listened and responded to customers was highlighted as an issue with scores ranging from 71% to 51%. The upper quartile scores for how tenants were kept informed about things that matter to them was 82%, and the upper quartile score for treating tenants fairly and with respect was 87%;
- Satisfaction with anti-social behaviour services ranged from 78% to 45%, with an upper quartile score of 66%.