

Southdown's Tenant Satisfaction Measures

Annual Results 2023-24

The Tenant Satisfaction Measures (TSMs) have been introduced by the Regulator of Social Housing in England as a means of assessing how well landlords are doing in providing good quality homes and services.

These measures have been designed to drive up standards and improve the quality of social housing by ensuring housing providers are accountable for the services delivered to tenants and shared owners.

There are 22 tenant satisfaction measures in all. 12 of these measures relate to tenant and shared owners feedback given through tenant surveys, the remaining 10 measures come from a variety of management information and relate to complaints, anti-social behaviour and our management of repairs and essential property safety and compliance.

All social landlords are required to follow the same reporting requirements, tenants are able to gain meaningful insight into how their landlord is performing in order to better hold them to account.

To allow easy performance comparison across social landlords, no matter the size, the Regulator of Social Housing asks providers for some measures to be averaged per 1000 homes. At the end of March 2024, Southdown had 469 rented homes and 22 shared ownership properties.

Tenant perception measures

Tenants were surveyed alongside clients of our care and support services over the summer of 2023. The survey questions and response ranges were dictated by the technical guidance from the Regulator of Social Housing. The Regulator has asked that we report stats with 'neutral' not counting as positive, reducing the apparent percentage of positive results compared to previous satisfaction survey results we have traditionally published.

Due to varying requirements (both accessibility-related and externally mandated), we adapted our approach for different client groups. The results below do not include those from our easy-read version of the tenant survey. At present the Regulator's technical guidance requires that we strictly adhere to the questions as they are worded. We were advised that whilst we could reframe the questions, we should not include easy-read responses in our official return to the Regulator.

As the voice of our tenants with a learning disability is important to us, we will be including the easy-read results in future alongside our TSM results.

		Combined
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	79.0%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	76.1%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	75.6%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	81.5%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	84.1%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	77.4%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	72.6%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	85.2%

		Combined
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	55.3%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	76.1%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	66.1%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	66.7%

Overall we were pleased with these satisfaction results which compare well with other providers. We hope to use the experience of our tenants and shared owners to look further into the lower scores for satisfaction with our management of complaints, anti-social behaviour and making a positive contribution to the neighbourhood – possibly our role as a specialist supported housing provider - with our housing distributed amongst other housing tenures – contributes to the lower score in this area.

Complaints performance

A summary of complaints raised with Southdown, as well as Southdown's self-assessment against the Housing Ombudsman's Complaint Handling Code can be found at:

www.southdown.org/about-us/openness-transparency

		Total received	Per 1,000 homes
CH01 (1)	Number of stage one complaints	3	6.4
CH01 (2)	Number of stage two complaints received per 1,000 homes.	1	2.1

CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	66.8%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%

See www.southdown.org/feedback-contacts for further information as to how you can raise a complaint.

		Calculation (sum numerator/ denominator)	Numerator used in the calculation of the TSM as defined in the TSM requirements	Denominator used in the calculation of the TSM as defined in the TSM technical requirements
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100.0%	369	369
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100.0%	275	275
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%	91	91
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%	191	191
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	34	34

		Calculation (sum (numerator/ denominator) * 1000)	Numerator Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents)	Denominator Number of dwelling units owned of the relevant social housing stock at year end
NM01 (pt1)	Number of anti-social behaviour cases opened per 1,000 homes.	83.2	39	469

		Calculation (sum (numerator/ denominator) * 1000)	Numerator Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year	Denominator Number of dwelling units owned of the relevant social housing stock at year end
NM01 (pt2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.0	0	469

Decent homes

Southdown has undertaken a great deal of work over the previous year to collate data on its homes and address any problems identified with the age or condition of property components. At the end of the year we had one home that failed the Decent Homes Standard (down from 12 the previous year) – this home was assessed as having poor thermal performance – although complex to resolve planning is now underway to address this in a way that is least disruptive to the tenant.

		Calculation (sum numerator/ denominator)	Numerator used in the calculation of the TSM as defined in the TSM requirements	Denominator used in the calculation of the TSM as defined in the TSM technical requirements
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.2%	1	448
RP02 (pt1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	93.2%	1738	1864
RP02 (pt2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	93.6	558	596

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