

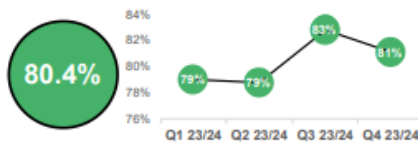


TENANT SATISFACTION MEASURES REPORT 2023/24

Tenant Satisfaction Measures (TSMs) were introduced from April 2023 as part of the Regulator of Social Housing’s (RSH) new consumer standards. We regard them as important in supporting the scrutiny of our landlord performance by customers, and allowing for comparison with other landlords.

This report shows our performance for all 22 TSMs for our rented homes in 2023/24, and we hope that you find it informative. 10 (RP01/02, NM01, BS01-05, CH01/02) are direct measures which are collected from our own management information and are shown in blue below. 12 (TP01 – TP12) are perception measures which are generated by surveys and are shown in green below.

TP01: Overall Satisfaction

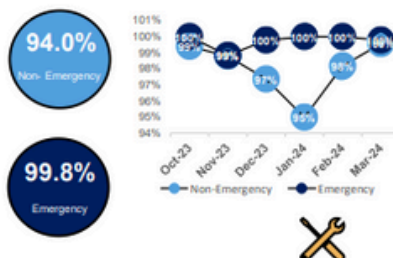


Keeping Properties in Good Repair

RP01: Homes That Do Not Meet the Decent Homes Standard



RP02: Repairs Completed Within Target Timescale



TP02: Satisfaction With Repairs



TP03: Satisfaction With Time Taken to Complete Most Recent Repair

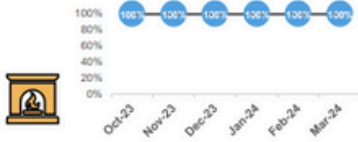


TP04: Satisfaction That the Home is Well Maintained



Maintaining Building Safety

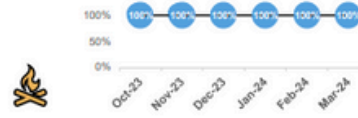
BS01: Gas Safety Checks



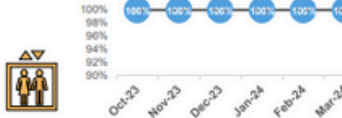
BS04: Water Safety Checks



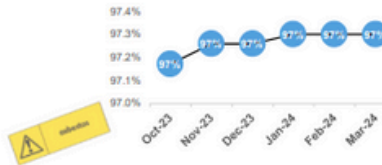
BS02: Fire Safety Checks



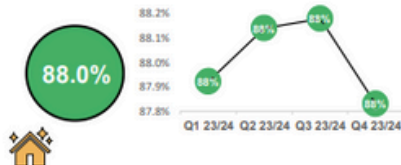
BS05: Lift Safety Checks



BS03: Asbestos Safety Checks

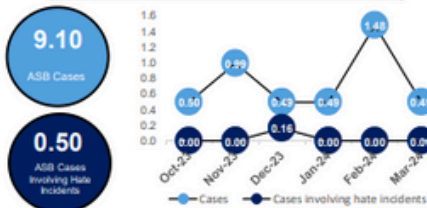


TP05: Satisfaction That the Home is Safe

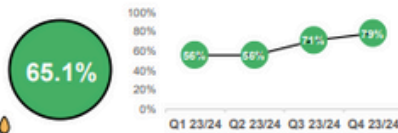


Responsible Neighbourhood Management

NM01: Anti-Social Behaviour Cases Relative to the Size of the Landlord



TP10: Satisfaction That the Landlord Keeps Communal Areas Clean and Well Maintained



TP11: Satisfaction That the Landlord Makes a Positive Contribution to Neighbourhoods

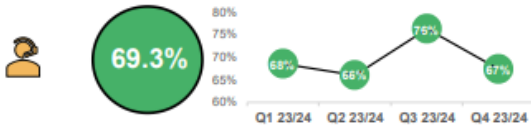


TP12: Satisfaction With the Landlord's Approach to Handling Anti-Social Behaviour

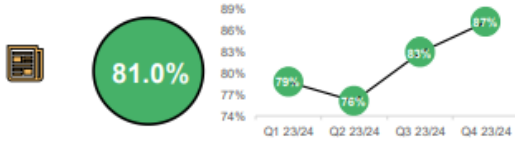


Respectful and Helpful Engagement

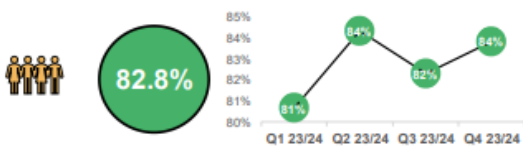
TP06: Satisfaction that the landlord listens to tenant views and acts upon them



TP07: Satisfaction That the Landlord Keeps Tenants Informed About Things That Matter to Them

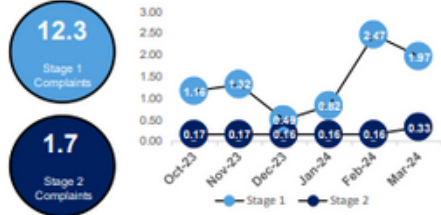


TP08: Agreement That the Landlord Treats Tenants Fairly and With Respect



Effective Handling of Complaints

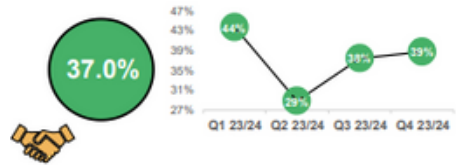
CH01: Complaints Relative to the Size of the Landlord



CH02: Complaints Responded to Within Complaint Handling Code Timescales

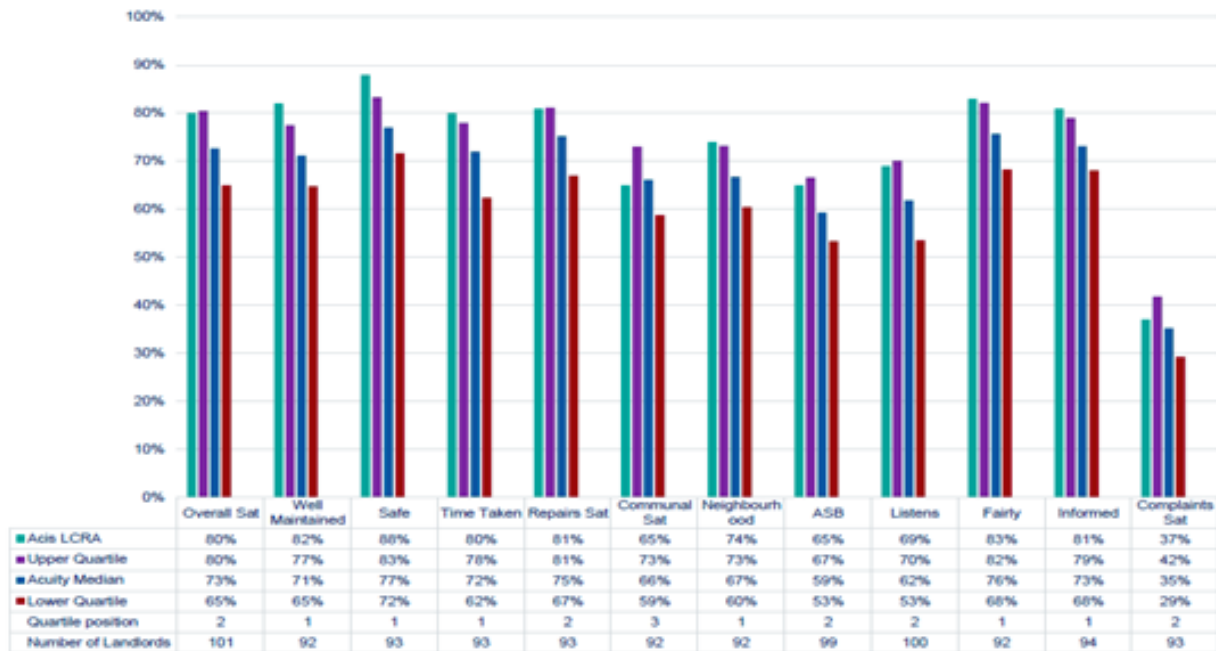


TP09: Satisfaction With the Landlords Approach to Handling Complaints



COMPARING OUR TSM PERFORMANCE

It has been most useful that Acuity Research and Practice, an independent specialist company who have carried out surveys and reported them to Acis, have been able to benchmark our 2023/24 performance for the perception measures against a significant number of other landlords, as shown in this table:



Our performance compares well, with all but one measure above the group median* and six in the top quartile**. Five measures fall into the second quartile, including overall satisfaction, with just satisfaction with the upkeep of the communal areas below the median and in the third quartile. We continue to review the TSMs on a quarterly basis, and give particular consideration to those where lower levels of satisfaction are evident.

The RSH will publish 2023/24 TSMs for all social landlords later in 2024, and create a large bank of information to allow for more extensive benchmarking in the future. A link to this will be posted on this section of our website, so please check back if you wish to view. If you are interested in getting involved in the scrutiny of our performance with other customers, please contact Yourvoice@acisgroup.co.uk or alternatively, you can find more information on our website <https://www.acisgroup.co.uk/your-home/your-voice/>

*The median (midpoint) values are drawn from the benchmarked (compared) results of a group of landlords also using Acuity to carry out perception surveys.

**The top quartile is the highest quarter of benchmarked (compared) results of a group of landlords also using Acuity to carry out perception surveys.

SUMMARY OF APPROACH – PERCEPTION MEASURES

The RSH requires that Acis must publish a summary of the survey approach that it has used to generate our published perception TSMs, and this is shown in the table below:

Sample size achieved (number of responses)	A sample size of 975 responses was achieved. For the overall results, the RSH recommends that providers with over 2,500 and under 10,000 properties (Acis has 6033 properties) achieve a margin of error of no more than +/-4% at a 95% confidence level. For Acis, the responses received were high enough to conclude that the findings were accurate to within +/-3.1% and the requirements met.																																																								
Timing of the survey(s)	Quarterly during 2023/24 with survey results aggregated at the year end																																																								
Collection method(s)	<p>Telephone with the option of an online link sent via email by the interviewer. This method was chosen because:</p> <ul style="list-style-type: none"> • It can be undertaken independently • The survey generates the level of response needed to meet the the prescribed requirements for the TSMs • Is confidential, with the results sent back to Acis being anonymous unless those surveyed give their permission to be identified • It gives Acis a quarterly insight ahead of the full year’s reporting and this allows for timely comparison of results with those from previous periods 																																																								
Sample method	<p>Random stratified (same persons not approached to take the survey more than once during 2023/24).</p> <p>The questionnaire used can be viewed by clicking this link: https://bit.ly/4cddbXQ</p>																																																								
Representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)	<table border="1" data-bbox="459 1144 1374 1447"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Population</th> <th colspan="2">Surveys</th> </tr> <tr> <th>Number</th> <th>%</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>General needs</td> <td>5801</td> <td>96%</td> <td>942</td> <td>97%</td> </tr> <tr> <td>Sheltered</td> <td>232</td> <td>4%</td> <td>33</td> <td>3%</td> </tr> <tr> <td>Total</td> <td>6033</td> <td>100%</td> <td>975</td> <td>100%</td> </tr> </tbody> </table> <table border="1" data-bbox="459 1491 1374 1832"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Population</th> <th colspan="2">Surveys</th> </tr> <tr> <th>Number</th> <th>%</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>3969</td> <td>66%</td> <td>633</td> <td>65%</td> </tr> <tr> <td>Female</td> <td>2060</td> <td>44%</td> <td>342</td> <td>35%</td> </tr> <tr> <td>Unknown</td> <td>4</td> <td>0%</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Total</td> <td>6033</td> <td>100%</td> <td>975</td> <td>100%</td> </tr> </tbody> </table>					Population		Surveys		Number	%	Number	%	General needs	5801	96%	942	97%	Sheltered	232	4%	33	3%	Total	6033	100%	975	100%		Population		Surveys		Number	%	Number	%	Male	3969	66%	633	65%	Female	2060	44%	342	35%	Unknown	4	0%	0	0%	Total	6033	100%	975	100%
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Unknown	4	0%	0	0%																																																					
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Any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)	None applied
The role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd Collecting, generating, and validating reported TSM perception measures
The number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances	None
Type and amount of any incentives offered to tenants to encourage survey completion	None
Any other methodological issues likely to have a material impact on the tenant perception measures reported.	None
The number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances	None

