

# Tenant Satisfaction Measures Report 2024/2025



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# Introduction

**The Tenant Satisfaction Measures (TSMs) have been introduced by the Regulator of Social Housing (RSH) in England to measure how well landlords and registered providers are doing.**

In total there are 22 measures with 12 of the measures coming from our customer feedback surveys, whilst the other 10 are generated from our management information.

The TSMs are divided into five categories:

- Building Safety
- Anti-Social Behaviour
- Decent Homes Standard & Repairs
- Complaints
- Tenant Perception Measures

Your feedback is always important to us, and we see it as an opportunity to make positive changes where needed.

We'll also continue to work with our Customer Engagement Group using the insights and feedback to shape what we do going forward.

Thank you to everyone that took the time to take part in the survey.



# Summary of our approach to surveys

**Between 30th September 2024 and 25th October 2024, we conducted telephone interviews and a small number of face to face interviews with customers to gauge their level of Tenant Satisfaction.**

As we manage less than 1,000 Low-Cost Home Ownership (LCHO) properties, our reporting focuses solely on Low-Cost Rent Accommodation (LCRA).

The responses we received were considered to be representative of our wider customer base and we therefore did not need to add 'weighting' to any of the results to give greater balance.

There were no incentives offered to customers to complete the survey, and no household were excluded from the survey due to exceptional circumstances, as set out by the Regulator of Social Housing.

As well as the mandatory questions, respondents were also given the opportunity to say in their own words why they gave their overall satisfaction score and what they feel Arches Housing could do to improve their repairs service, complaint handling and the maintenance of communal areas.

## Key Information:

The results on the next page are based on **317** customer responses. This currently provides a margin of error of **+/- 4.71%** which is within the Regulator of Social Housing's guidelines and represents a response rate for Low-Cost Rental Accommodation of **26.7%**.

Out of the **317** responses, **301** were conducted by telephone and **16** were conducted by face-to-face interviews. The face-to-face interviews were conducted for our supported housing customers, as this was deemed more reflective of the level of care that they receive.

## Data Collection Partner:

We commissioned Housemark, the UK's leading data insight company, to carry out this Tenant Satisfaction Survey.

The Housemark logo, featuring a stylized white cross symbol followed by the word "housemark" in a white, lowercase, sans-serif font, all set against a dark blue rectangular background.

## Sample Data:

Ethnicity	Tenant Profile Count	Tenant Profile Percentage	Survey Profile Count	Survey Profile Percentage
White	535	46.8%	123	44.2%
Asian or Asian British	183	16.0%	48	17.3%
Black or Black British	175	15.3%	44	15.8%
Mixed	45	3.9%	11	4.0%
Gypsy/Romany/Irish Traveller	2	0.2%	1	0.4%
Other Ethnic Group	146	12.8%	41	14.7%
Refused	57	5.0%	10	3.6%
Total	1143	100.0%	278	100.0%

Age Band	Tenant Profile Count	Tenant Profile Percentage	Survey Profile Count	Survey Profile Percentage
Under 25	37	3.0%	11	3.7%
25-34	220	17.8%	55	18.3%
35-44	314	25.4%	74	24.6%
45-54	289	23.4%	69	22.9%
55-64	224	18.1%	56	18.6%
65-74	84	6.8%	18	6.0%
75+	68	5.5%	18	6.0%
Total	1,236	100.0%	301	100.0%

Gender	Tenant Profile Count	Tenant Profile Percentage	Survey Profile Count	Survey Profile Percentage
Male	405	32.5%	89	29.6%
Female	821	65.9%	210	69.8%
Transgender	1	0.1%	0	0.0%
Not Specified	3	0.2%	0	0.0%
Refused	16	1.3%	2	0.7%
Total	1,246	100%	301	100.0%

## Results:

We are pleased to announce satisfaction levels from customers across all 12 tenant satisfaction measures increased from previous year. With overall satisfaction increasing by **+7.4% to 83.9%**.

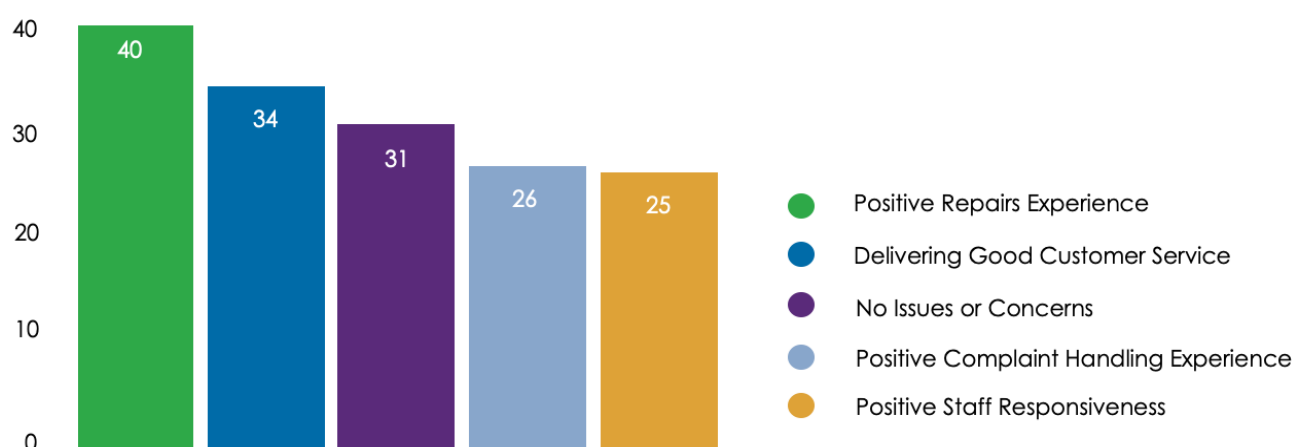
Ref	Question	TSM 2024/25	Previous year (2023/24)	Difference (+/-)
TP01	Overall satisfaction (n 317)	83.9%	76.5%	+7.4%
TP02	Repairs service overall (240)	85.0%	77.1%	+7.9%
TP03	Speed of repairs (238)	82.8%	75.3%	+7.5%
TP04	Home is well-maintained (309)	83.8%	74.0%	+9.8%
TP05	Home is safe (305)	88.2%	75.3%	+12.9%
TP06	Listens to views and acts (292)	79.1%	66.9%	+12.2%
TP07	Keeps tenants informed (288)	81.6%	71.8%	+9.8%
TP08	Treats tenants fairly and with respect (305)	88.2%	82.8%	+5.4%
TP09	Complaint handling (71)	49.3	42.2%	+7.1%
TP10	Communal areas are clean and well-maintained (78)	80.8%	66.8%	+14.0%
TP11	Contribution to neighbourhood (239)	75.7	66.9%	+8.8%
TP12	ASB handling (172)	71.5%	60.0%	+11.5%

# What you are telling us

## Satisfaction:

**All customers who completed the survey were asked to provide further feedback as to why they gave the score they did.**

When considering scores from customers indicating that they were either very or fairly satisfied, the top five themes can be found below:



We are delighted to see that our neighbourhood days were mentioned within our customers' reasons for satisfaction.

These days were a huge success last year and we will be continuing to hold them throughout 2025/2026.

## Reasons for Satisfaction:

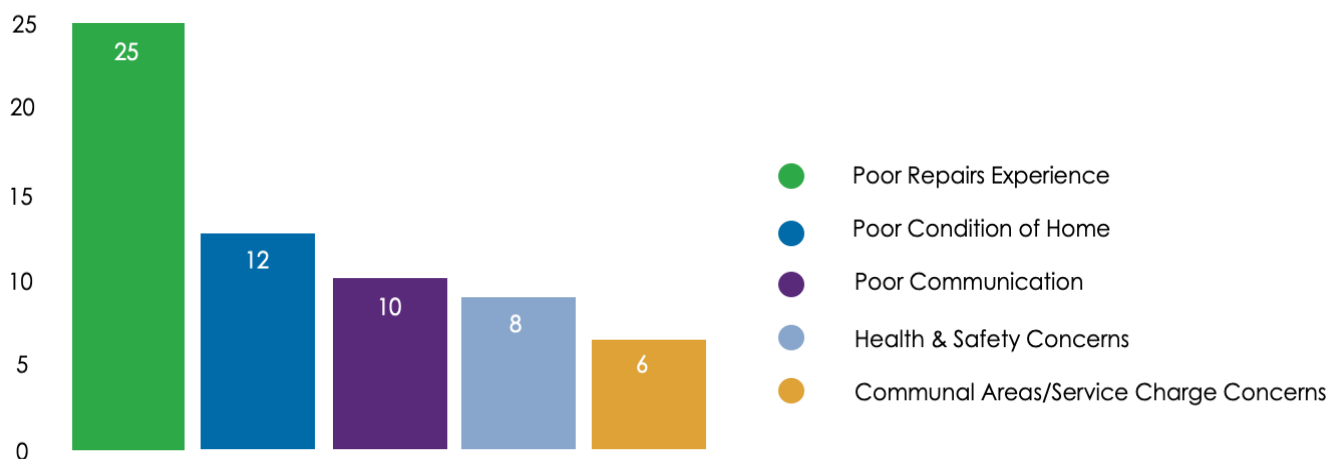


Please check our website for a full list of activities planned for your local area.

## Dissatisfaction:

### Any dissatisfied respondents were also asked to give feedback on the reasons for dissatisfaction.

When considering scores from customers indicating that they were either very or fairly dissatisfied, the top five themes can be found below:



The most common reason for dissatisfaction was the repairs experience, with customers reporting that waiting times were too long, and sometimes took multiple requests to report a repair properly.

Some comments also mentioned heating and boiler issues, with multiple residents reporting long-standing issues with their boiler.

The condition of properties was also mentioned, with people citing that upkeep such as plastering, painting or cleaning is

often overlooked, leading to a poor living environment.

Outdoor spaces, including fences were often mentioned. Communication was also a key factor, with customers citing unreturned calls and messages and a lack of transparency around processes being a reason for dissatisfaction.

Another common theme was around service charges and customers understanding what they did and didn't cover.









## Reasons for Dissatisfaction:



# What we are doing

**Our repairs service featured highly in both satisfied and dissatisfied customer's responses, highlighting that our repairs service is integral to our customer's satisfaction.**

We have developed an action plan to improve the services identified by customers as being a reason for dissatisfaction.

Action	Impacted Service Area	Expected Outcome For Customers	Target Date
Establish inspection regime for inspection of communal areas.	Communal Areas/ Service Charges 	Customers will see an improvement in the communal areas where they live	July 2025
Undertake monthly walkabouts with grounds maintenance contractor.	Communal Areas/ Service Charges 	Customers will see an improvement in the communal areas where they live. Customers will be able to engage with their landlord on the oversight of services deployed.	July 2025
Introduce photos for each completed repair to be sent to Arches following completion by operative.	Repairs Experience  	Providing photographic evidence will show Arches the quality of each completed repair and this should improve quality for customers.	July 2025
Introduce post inspections of a proportion of day-to-day repairs. This will be conducted by the maintenance officer role.	Repairs Experience 	This will improve the quality of repairs and remediation for customers and will improve the customer repair experience.	July 2025
Review accessibility of complaints for all main customer groups and where there are barriers, seek to introduce measures to improve accessibility.	Complaints	Equality of access to complaints will be improved for customers.	October 2025
Review the repairs end-to-end process as part of the Customer Journey Mapping Programme and implement changes. To include method and frequency of customer updates provided.	Repairs Experience 	Customers will have been able to review the way the repairs services are delivered including improving communication, which should improve the customer experience.	October 2025
Establish a separate outbound campaign linked to communal areas, including quality of last repair and general communal area management.	Communal Areas / Communication  	Tenants will be able to provide feedback to their landlord on the quality of services delivered and input into service improvements.	December 2025
Review repeat service requests in more real time to address duplicates and escalate to complaints.	Complaints	Tenants who have had to contact us more than once to resolve an issue will be dealt with as a formal complaint - providing a faster resolution to their issue.	March 2025
Develop method for identifying repeat service requests in real time	Complaints	Tenants who have had to contact us more than once to resolve an issue will be dealt with as a formal complaint - providing a faster resolution to their issue.	March 2025
Service requests - develop a method for providing brief feedback to tenants who have raised a service request. Explore texting as a method for this.	Complaints	Tenants will be provided with feedback on the action taken on their service.	March 2025



## Conclusion:

**We are pleased with the encouraging progress reflected in this year's Tenant Satisfaction Measures, with all satisfaction scores improving from the previous year.**

We are encouraged that many of our customers recognise the positive impact of our newly introduced initiatives, such as neighbourhood days, and they are satisfied with the services we provide.

However, feedback has highlighted key areas for improvement – particularly around repairs, communication, complaints and communal areas.

We acknowledge the feedback given and the actions we will take to address them; all of our action points have clear time frames attached to them to ensure accountability and continued improvement.

We remain committed to engaging with our customers and acting on any feedback received.

Feedback will continue to guide our efforts to deliver better services for our customers, and we thank all of our customers who took part in this year's survey and look forward to updating our customers on improvements to services in the coming year.





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