

TENANT SATISFACTION MEASURES REPORT 2024



TENANT SATISFACTION MEASURES

Report on Landlord Performance & Tenant Satisfaction measures

How we performed - Landlord Performance & Tenant perception.

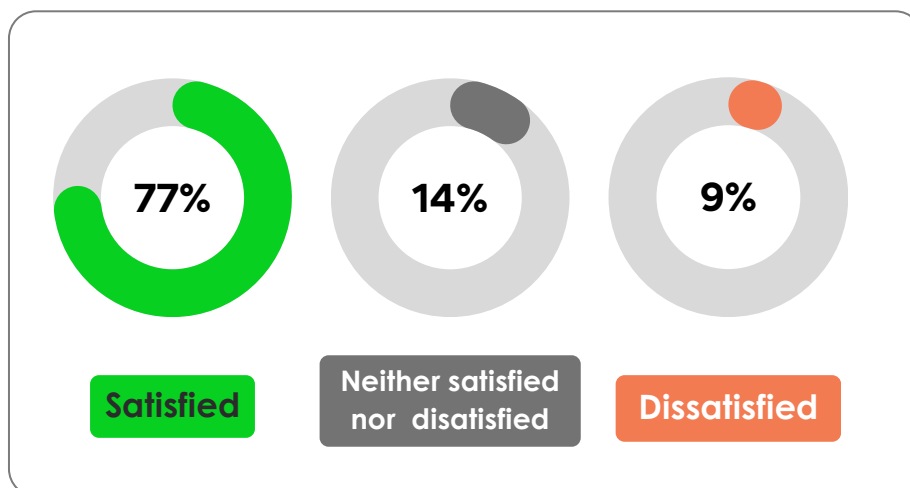
Providence Row Housing Association 2024

The Tenant Satisfaction Measures (TSMs) have been introduced by the Regulator of Social Housing to assess how well landlords are doing in providing good quality homes and services. There are 22 measures in total:

- 12 are collected through a tenant perception survey
- 10 measures are taken from performance information from our systems.

We use the results of the surveys to identify areas that require improvement and set out action plans to achieve this.

Overall satisfaction with services provided by PRHA



140 residents responded to the 2024 survey. While it is good news that 77% of our residents are satisfied we do want to find out more about why 9% are not satisfied. We will be discussing this at our resident meetings, managers' surgeries and site visits. We also review the learning from complaints received regularly.

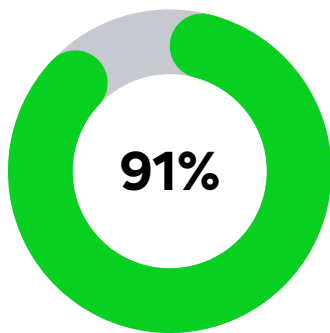


KEEPING PROPERTIES IN GOOD REPAIR.

The most important service we provide to our residents is maintaining the properties they live in. During 2023 we know our service wasn't up to the usual standard because we had difficulty with our main contractors and replaced them halfway through the year.

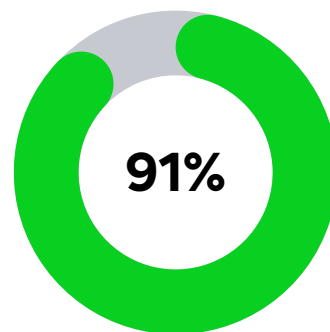
We also employed a second in-house operative to speed up more minor repairs. We are receiving positive feedback about the new contractors but we know it takes a while to rebuild trust. One of our priorities for next year is working with residents to set expectations for an excellent repairs service.

Landlord Performance Measures:



Completed within target timeframe

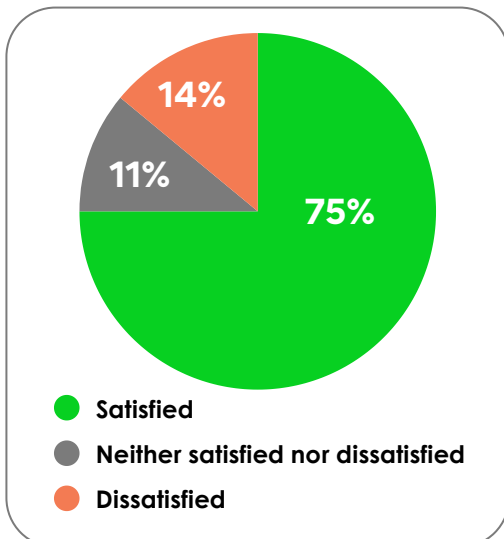
Emergency Repairs



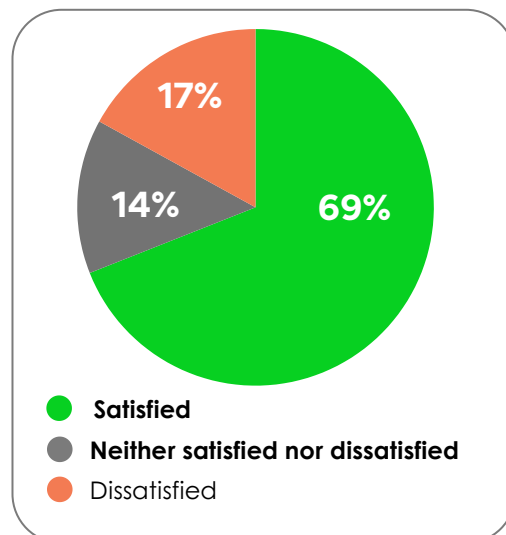
completed within target timeframe

Non Emergency Repairs

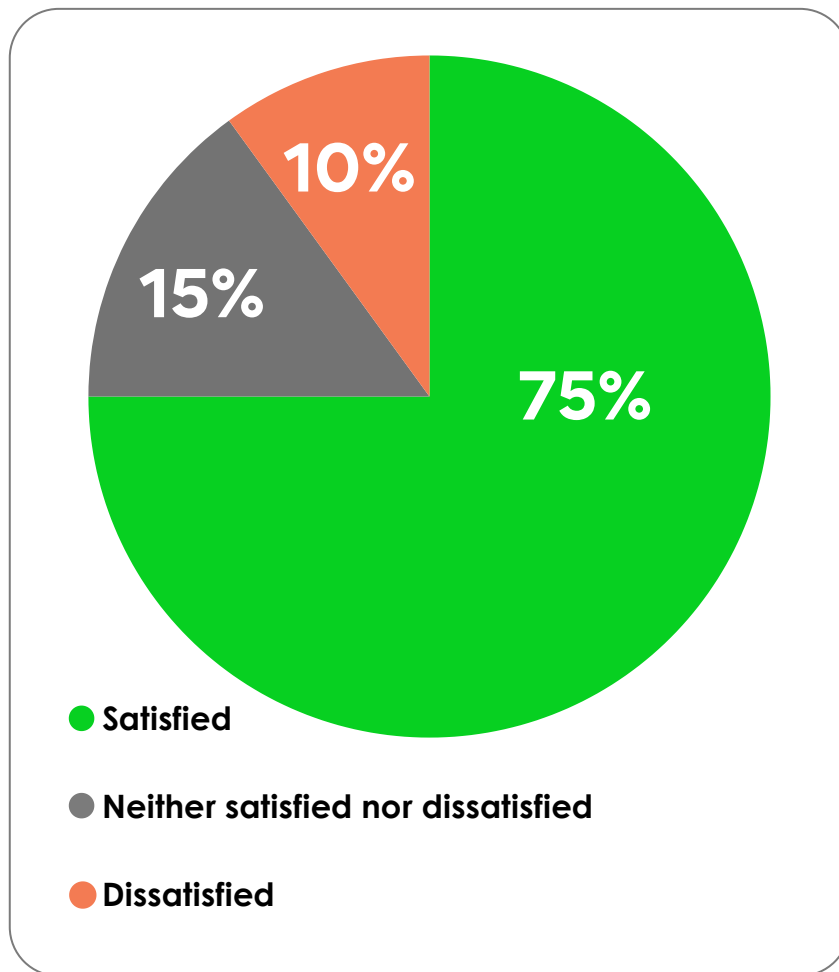
Satisfaction with the overall repairs service



Satisfaction with the time taken to complete the most recent repair



Satisfaction that PRHA provides a home that is well maintained



MAINTAINING BUILDING SAFETY.

Ensuring that our properties are well maintained and are safe is the highest priority for PRHA. We have contractors working all year round on ensuring key safety components are inspected and maintained. We also have fire risk assessments and fire safety inspections of all of our buildings on a rolling programme. This is monitored centrally and any areas of concern are escalated for urgent action

We have attempted to check all of our properties for gas safety- the majority of residents have allowed access for this. All homes met the Decent Homes Standard as set out by Government.

Landlord performance indicators relating to building safety showing the proportion of homes where:

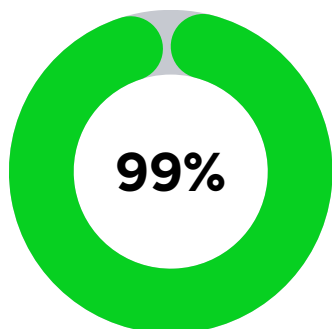
All required gas safety checks have been carried out: **99.6%**

All required fire risk assessments have been carried out: **100%**

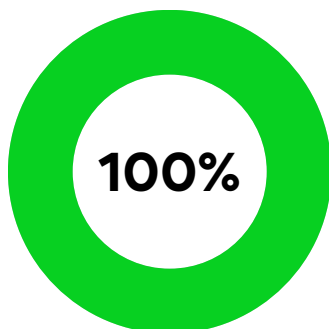
All required asbestos management surveys or re-inspections have been carried out: **100%**

All required legionella risk assessments have been carried out: **100%**

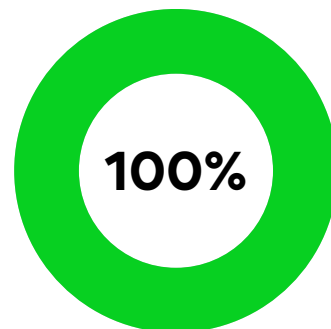
All required communal passenger lift safety checks have been carried out: **100%**



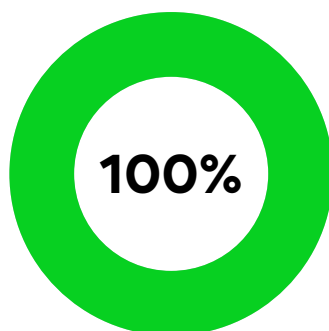
Gas Safety Checks



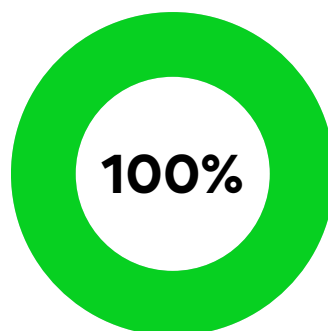
Fire Risk Assessments



Asbestos Surveys

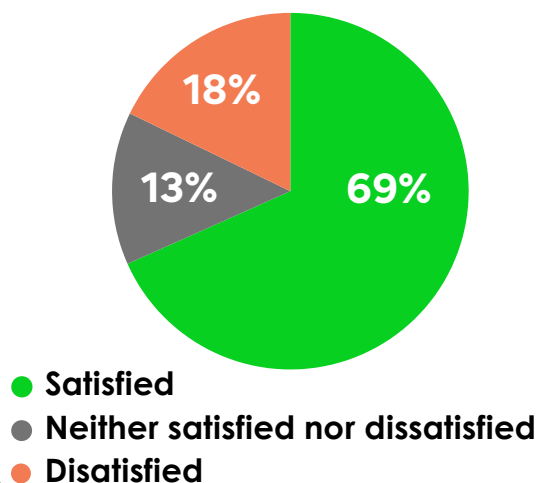


Legionella Risk Assessments



Communal Passenger Lift safety checks

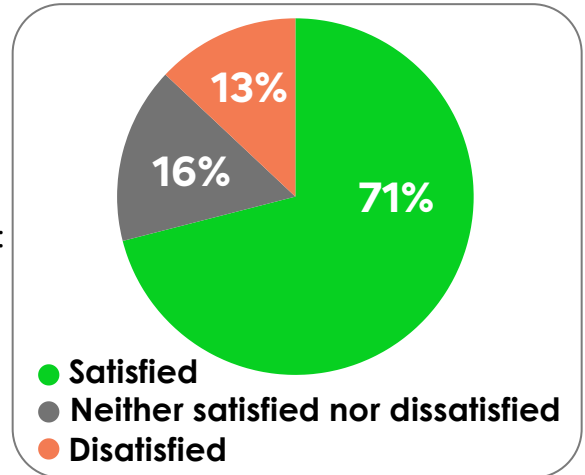
Satisfaction that PRHA provides a Home that is safe:



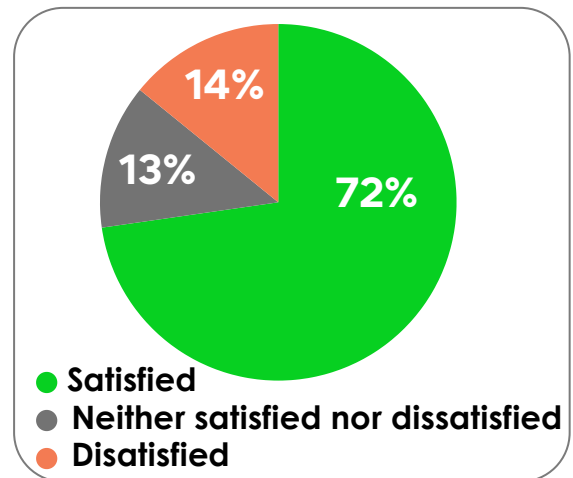
RESPECTFUL & HELPFUL ENGAGEMENT.

PRHA has always believed in listening to our residents and providing services that are informed by residents' views. During the pandemic we struggled to replace face to face meetings with "virtual" ones but we are pleased that now residents meetings are generally well attended. This year the Residents advisory panel reviewed our customer care standards and all staff are made aware of these.

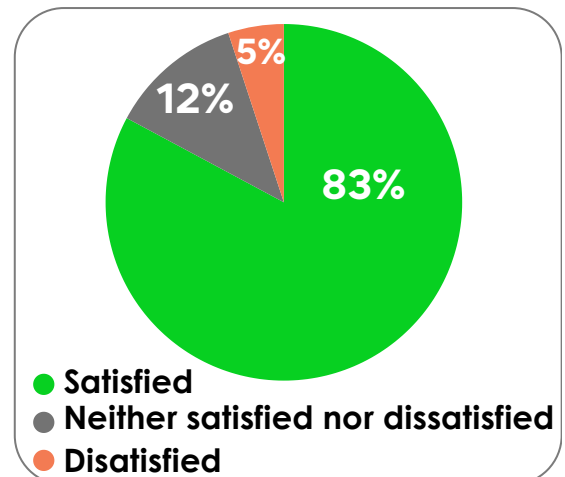
Satisfaction that PRHA listens to views and acts upon them:



Satisfaction that PRHA keeps residents informed:



Agree that PRHA treats tenants fairly and with respect:

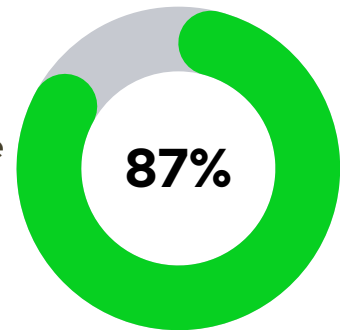


EFFECTIVE HANDLING OF COMPLAINTS.

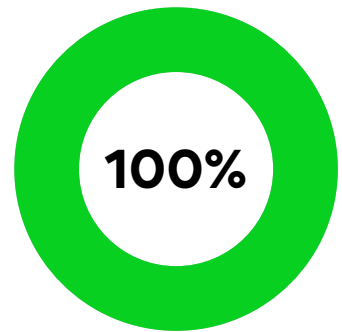
During 2023-24 we received 45 Stage 1 complaints. 6 of these went on to stage 2. 37 residents indicated that they had made a complaint to PRHA in the last 12 months. Their experience of the process is reflected below. Improving satisfaction with our complaints handling processes are a key objective for PRHA. The feedback received from our residents in relation to this question are being reviewed and incorporated into our departmental action plans as part of this.

One change we have made to the process to date has resulted in all Stage 1 complaints received after October 2023 being responded to within timescale.

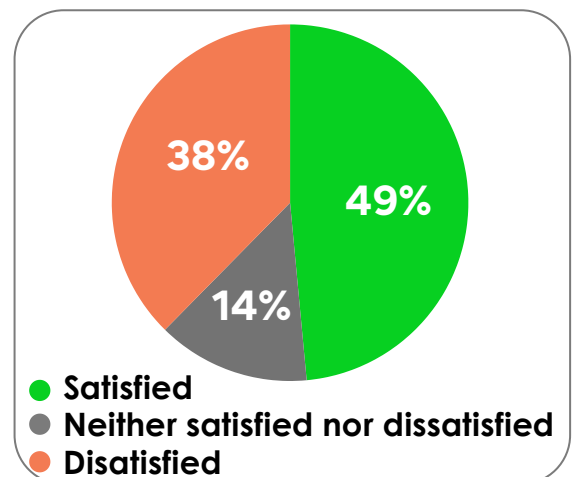
Stage 1 complaints responded to within Complaint Handling Code timescales:



Stage 2 complaints responded to within Complaint Handling Code timescales:



Satisfied with PRHA's approach to complaints handling:



RESPONSIBLE NEIGHBOURHOOD MANAGEMENT.

93% of the survey respondents live in a building with communal areas that PRHA are responsible for maintaining.

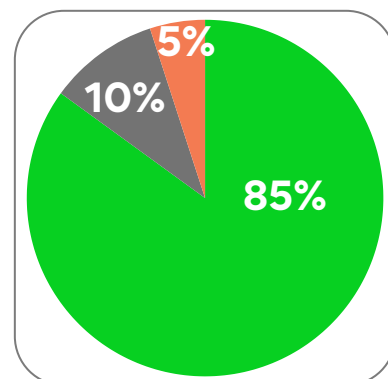
During 2023-24 we handled 26 reports of ASB. None of these were recorded as hate incidents. PRHA takes all ASB very seriously (further information is available on the website).

Satisfaction that PRHA keeps communal areas clean and well maintained:

85% were satisfied

10% were neither satisfied nor dissatisfied

5% were dissatisfied

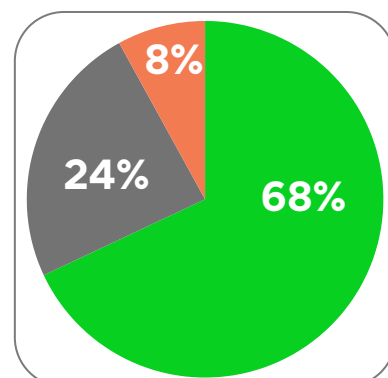


Satisfaction that PRHA makes a positive contribution to the neighbourhood:

68% were satisfied

24% were neither satisfied nor dissatisfied

8% were dissatisfied



Satisfaction with PRHA's approach to handling Anti-social behaviour:

68% were satisfied

20% were neither satisfied nor dissatisfied

12% were dissatisfied

