

TENANT SATISFACTION MEASURES REPORT 2025



TENANT SATISFACTION MEASURES

Report on Landlord Performance & Tenant Satisfaction measures

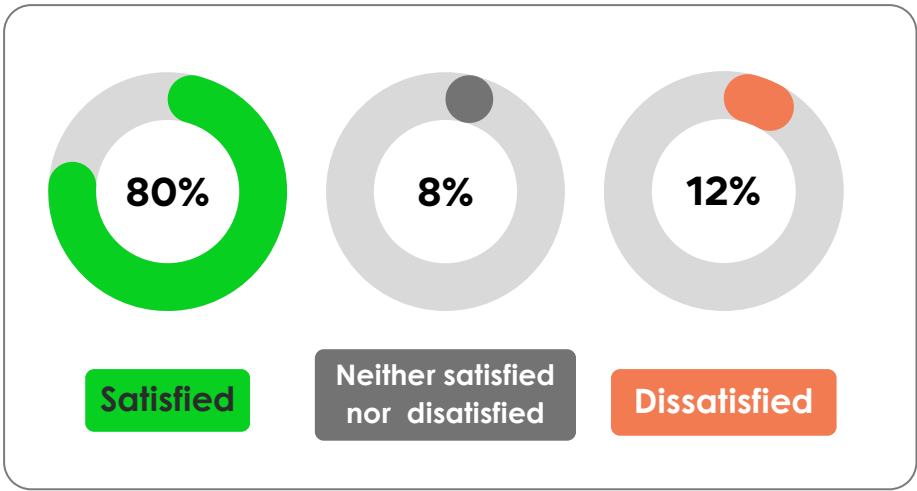
How we performed - Landlord Performance & Tenant perception. Providence Row Housing Association 2025

The Tenant Satisfaction Measures (TSMs) were introduced by the Regulator of Social Housing to help residents and tenants assess how their landlords was 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

This report shows PRHA's TSM data for the year 1st April 2024 to 31st March 2025. We use the results of the landlord TSM and the perception survey to identify areas that require improvement and to set out our action plans to achieve this.

Overall satisfaction with services provided by PRHA - 2025



100 residents responded to the 2025 survey. While it is good news that 80% of respondents indicated that they are satisfied (an increase on the 77% in our 2024 survey) we will be undertaking some work to find out more about the reasons that 12% or respondents are not satisfied. We will be discussing the survey results and the specific feedback provided to us via survey comments at our resident meetings, managers' surgeries and site visits.

We also review the learning from complaints regularly, as complaints received from residents help to highlight those service areas where residents are less satisfied with PRHA.

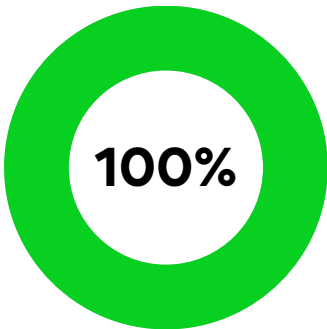


KEEPING PROPERTIES IN GOOD REPAIR.

The most important service we provide to our residents is maintaining the properties they live in. The results from our 2024-25 TSM data indicate improvements in repairs undertaken to timescale (for emergency repairs this improved from 91% in the prior year to 100% in 2024-25; and for non-emergency repairs this improved from 91% to 94%). More work is needed to further improve our non-emergency service.

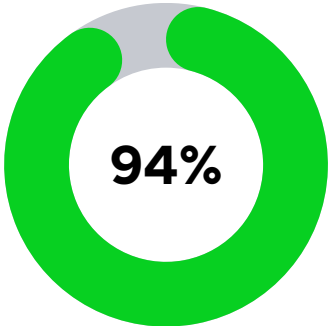
While resident satisfaction with our repairs service also improved relative to the prior survey, this is still below where we wish to be and improving satisfaction by addressing the feedback raised via the survey and from complaints about our repairs service is a priority for us.

Landlord Performance Measures:



Completed within target timeframe

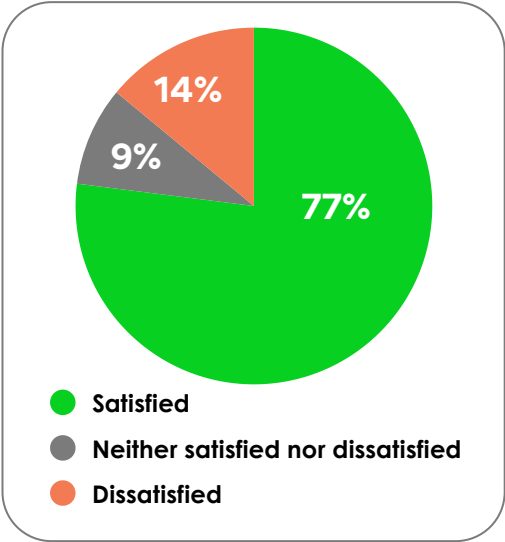
Emergency repairs to timescale



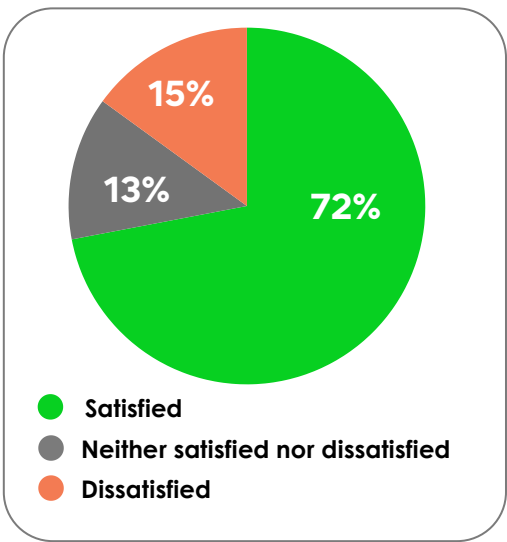
completed within target timeframe

Non-emergency repairs to timescale

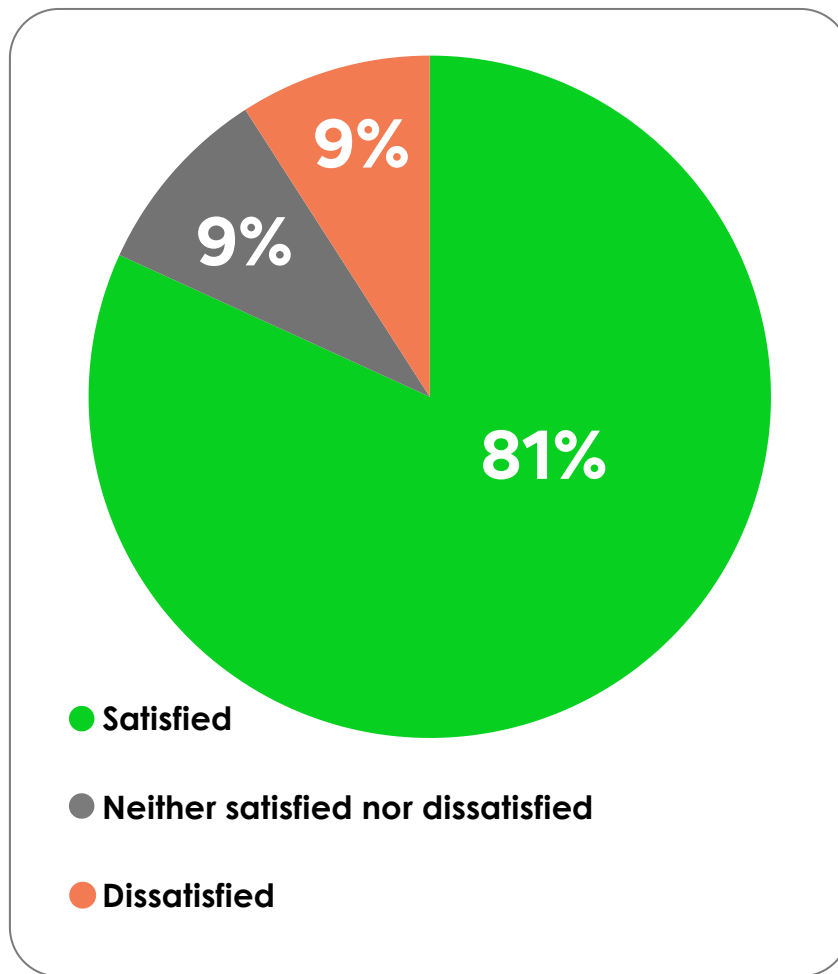
Satisfaction with the overall repairs service



Satisfaction with the time taken to complete the most recent repair



Satisfaction that PRHA provides a home that is well maintained



Please note that the satisfaction percentages above have been rounded to the nearest whole number and do not add up to 100% due to the resulting "rounding errors".

The unrounded percentages are 81.05%, 9.47%, 9.47%



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 to ensure 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 relating to building safety showing the proportion of homes where:

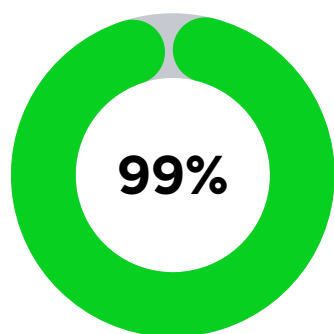
All required gas safety checks have been carried out: **99.7%**

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

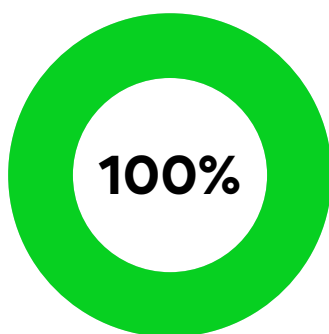
All required asbestos management surveys or re-inspections have been carried out: **100%**

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

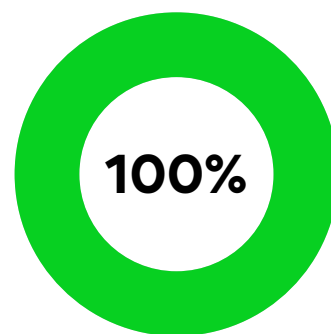
All required communal passenger lift safety checks have been carried out: **100%**



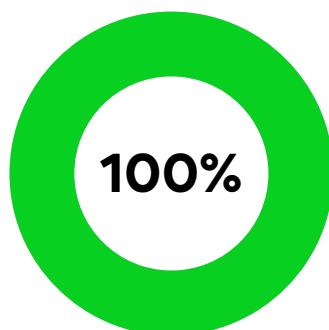
Gas Safety Checks



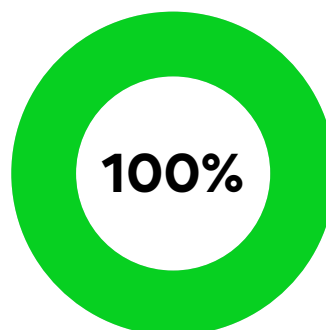
Fire Risk Assessments



Asbestos Surveys



Legionella Risk Assessments

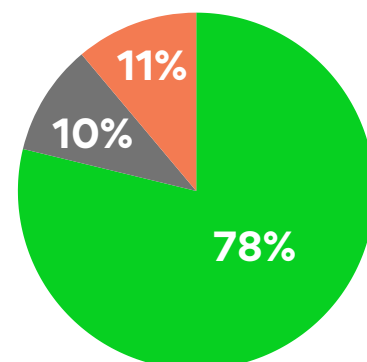


Communal Passenger Lift safety checks

Satisfaction that PRHA provides a Home that is safe:

Please note that as percentages have been rounded to the nearest whole number these may not always add up to 100% due to the resulting "rounding errors". The unrounded percentages are 78.4%, 10.3%, 11.3%

Compared with satisfaction data from 2023/24:
69% satisfied; 13% neither; 18% dissatisfied.



- Satisfied
- Neither satisfied nor dissatisfied
- Disatisfied

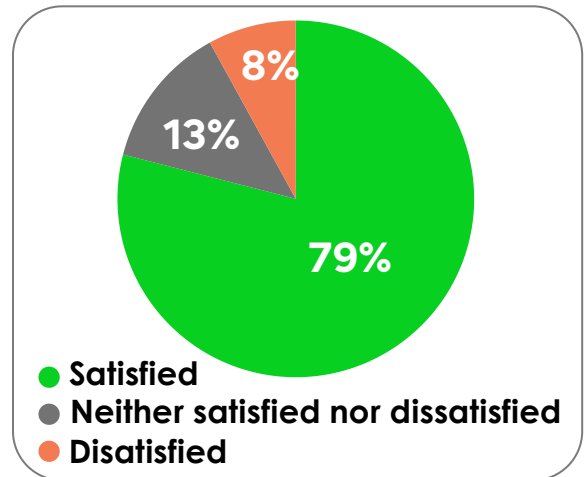
RESPECTFUL & HELPFUL ENGAGEMENT.

PRHA has always believed in listening to our residents and providing services that are informed by residents' views.

We have been reviewing our resident engagement programme and will be refreshing and re-launching our Resident Engagement Strategy during 2025-26, focusing on improving and expanding the opportunities residents have for shaping our service delivery.

Satisfaction that PRHA listens to views and acts upon them:

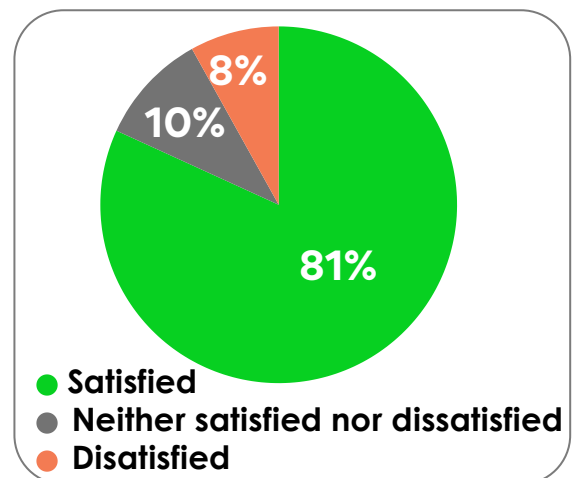
*Compared with satisfaction data from 2023/24:
71% satisfied; 16% neither; 13% dissatisfied.*



Satisfaction that PRHA keeps residents informed:

Please note that as percentages have been rounded to the nearest whole number these may not always add up to 100% due to the resulting "rounding errors". The unrounded percentages are 81.3%, 10.4%, 8.3%)

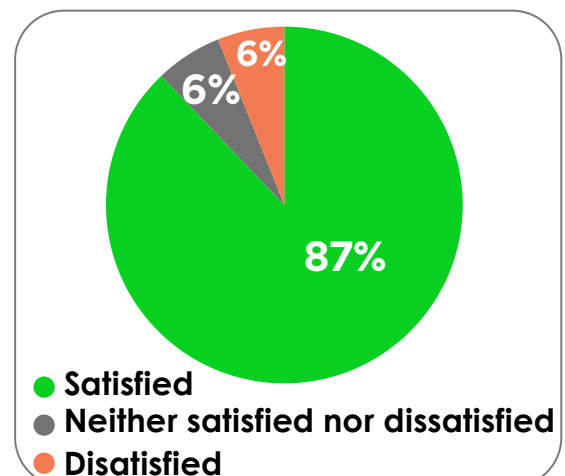
*Compared with satisfaction data from 2023/24:
72% satisfied; 13% neither; 14% dissatisfied.*



Agree that PRHA treats tenants fairly and with respect:

Please note that as percentages have been rounded to the nearest whole number these may not always add up to 100% due to the resulting "rounding errors". The unrounded percentages are 87.4%, 6.3%, 6.3%)

*Compared with satisfaction data from 2023/24:
83% satisfied; 12% neither; 5% dissatisfied.*



EFFECTIVE HANDLING OF COMPLAINTS

During 2024-25 we received 39 Stage 1 complaints. 7 of these were escalated to stage 2, so in total we received 46 formal complaints in the year.

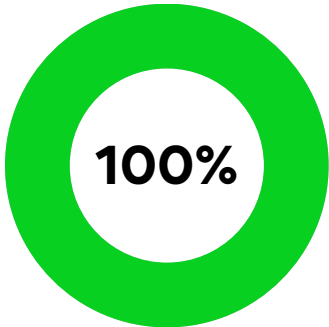
All formal complaints received were responded to within timescale this year (last year, while we responded to all Stage 2 complaints within timescale we only achieved 87% for Stage 1). This does include some complaints where we responded to timescale due to extensions being required, and while this is permitted by the Housing Ombudsman's Code we continue to work on reducing the number of extensions used to ensure our responses are timely.

27 respondents to our TSM survey indicated that they had made a complaint to PRHA in the last 12 months, and of those only 57% indicated that they were satisfied with how their complaint had been handled. This is an improvement on the prior year (49%) but indicates that we need to continue to work on this.

Improving satisfaction with our complaints handling process is a key objective for PRHA, and the feedback received from our residents from this survey and from individual complaints is reviewed and incorporated into our departmental action plans as part of this.

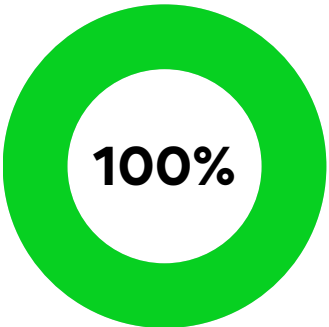
Stage 1 complaints responded to within Complaint Handling Code timescales:

Compared with performance data for 2023/24: 87%



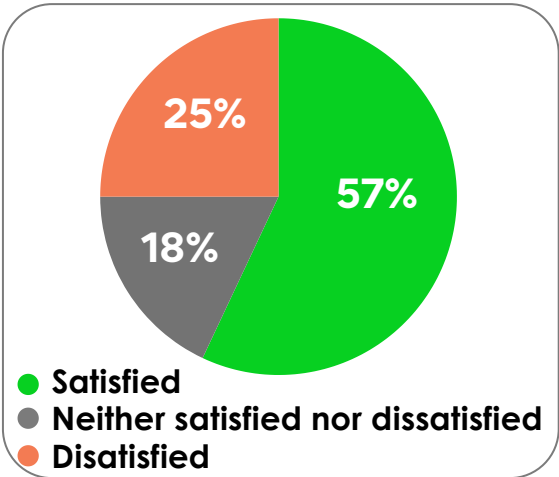
Stage 2 complaints responded to within Complaint Handling Code timescales:

Compared with performance data for 2023/24: 87%



Satisfied with PRHA's approach to complaints handling:

*Compared with satisfaction data from 2023/24:
49% satisfied; 14% neither; 38% dissatisfied.*



RESPONSIBLE NEIGHBOURHOOD MANAGEMENT.

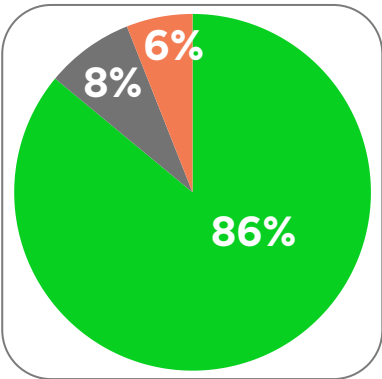
93% of the survey respondents live in a building with communal areas that PRHA are responsible for maintaining.

During 2024-25 we handled 17 reports of ASB. Two of these included hate crime elements.

PRHA takes all ASB very seriously (further information is available on the website).

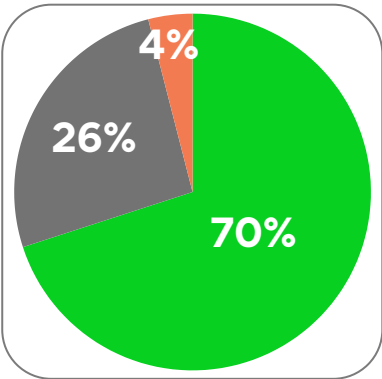
Satisfaction that PRHA keeps communal areas clean and well maintained:

Compared with satisfaction data from 2023/24:
85% satisfied; 10% neither; 5% dissatisfied.



Satisfaction that PRHA makes a positive contribution to the neighbourhood:

Compared with satisfaction data from 2023/24:
68% satisfied; 24% neither; 8% dissatisfied.



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

Please note that as percentages have been rounded to the nearest whole number these may not always add up to 100% due to the resulting "rounding errors".
The unrounded percentages are 79.3%, 10.3%, 10.3%)

Compared with satisfaction data from 2023/24:
68% satisfied; 20% neither; 12% dissatisfied.

