

WELWYN HATFIELD BOROUGH COUNCIL  
CABINET HOUSING PANEL - 11 JUNE 2024  
REPORT OF THE EXECUTIVE DIRECTOR (RESIDENT SERVICES & CLIMATE  
CHANGE)

**THE WHBC TENANT SATISFACTION MEASURES RESULTS 2023-24**

**1 Executive Summary**

- 1.1 The purpose of this report is to provide the results of the Tenant Satisfaction Measures (TSMs) for 2023/24.
- 1.2 There are 22 Tenant Satisfaction Measures, of which 12 are measured through a perception survey. The other 10 are collected from management information and include data on repairs, safety checks, complaints and ASB cases.
- 1.3 For the 12 perception TSMs, we are required to run a survey each year under the Transparency, Influence and Accountability Standard of the Regulator of Social Housing's Consumer Standards.
- 1.4 The survey was conducted by ARP Research on behalf of the Council and ran between 22 January and 8 March 2024. The questionnaire used is at Appendix B.
- 1.5 A total of 805 tenant households took part in the survey; of which 190 were postal completions and 615 were online completions. This exceeded the sample size of 563 needed to ensure the statistical accuracy and the responses have been weighted as required to ensure they are representative of our tenant population.
- 1.6 Overall satisfaction with housing services was 60%. Statistical testing showed that the three of the key drivers towards overall satisfaction are satisfaction with the maintenance of homes, satisfaction with the repairs service and that tenants felt they were treated fairly and respectfully.
- 1.7 Satisfaction for the 12 perception TSMs in this survey ranged between 41% and 63%.
- 1.8 An action plan (Appendix A) has been developed to address and improve tenants' perception and satisfaction with our housing services.
- 1.9 Conducting these TSM surveys annually will give us information on trends and indications of further improvements that may be needed.
- 1.10 The majority of the management information TSMs are already reported to Cabinet and Cabinet Housing Panel on a quarterly basis. The majority of these are building safety compliance measures and mostly have achieved 100% during 2023/24.

1.11 The TSM survey results have been shared and discussed with the Tenants Panel.

## **2 Recommendation(s)**

2.1 Members are asked to note the Tenant Satisfaction Measure results, both those generated from the perception survey and those generated from management information.

2.2 Members are asked to note the action plan (Appendix A) to address the findings of the tenant's satisfaction survey results.

## **3 Explanation**

### **3.1 Tenant Satisfaction Measures – 12 perception measures**

3.2 The Tenant Satisfaction Measures are a core set of performance measures against which all registered providers of social housing must submit to the Regulator of Social Housing and also publish their performance.

3.3 There are 22 Tenant Satisfaction Measures, of which 12 are measured through a perception survey. The other 10 are collected from management information and include data on repairs, safety checks, complaints and ASB cases.

3.4 All providers with more than 1,000 dwellings must conduct a survey for the 12 perception measures annually. The reporting year runs from 1 April to 31 March.

3.5 There is strict guidance on how the 12 perception measures must be worded and the response options listed on the survey.

3.6 All social landlords are required to submit their annual survey results to the Regulator of Social Housing by 30 June each year, and subsequently publish the results.

### **Survey Methodology**

3.7 The survey was conducted by ARP Research on behalf of the council between 22 January and 8 March 2024. The questionnaire used is at Appendix B.

3.8 Of the council's 8,667 tenant households, a computer generated random selection of 2,890 households was selected to take part. Half of these received both a paper survey and an online invitation. The other half of the sample received only the online invitation.

3.9 Participation in the survey was incentivised with a free prize draw of 4x £100 shopping vouchers.

3.10 A total of 805 tenant households took part in the survey; of which 190 were postal completions and 615 were online completions. This exceeded the sample size of 563 needed to ensure the statistical accuracy.

3.11 The results have been statistically weighted by ARP Research to ensure they fully representative of our tenant population. This is in line with regulatory requirements.

### **Results**

3.12 Only the responses 'very satisfied' or 'fairly satisfied' can be included in the published results.

3.13 The compulsory questions for the TSM survey and their satisfaction ratings are:

<b>TSM Question</b>	<b>Satisfaction Result</b>
Taking everything into account, how satisfied or dissatisfied are you with the service provided by WHBC Housing Services?	60%
Has WHBC Housing Services carried out a repair to your home in the last 12 months? - -	76% Yes
<b>(If yes)</b> How satisfied or dissatisfied are you with the overall repairs service from WHBC Housing Services over the last 12 months? - -	61%
<b>(If yes)</b> How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	56%
How satisfied or dissatisfied are you that WHBC Housing Services provides a home that is well-maintained?	54%
How satisfied or dissatisfied are you that WHBC Housing Services provides a home that is safe?	60%
How satisfied or dissatisfied are you that WHBC Housing Services listens to your views and acts upon them?	42%
How satisfied or dissatisfied are you that WHBC Housing Services keeps you informed about things that matter to you?	53%
To what extent do you agree or disagree with the following? "WHBC Housing Services treats me fairly and with respect."	63%
Have you made a complaint to WHBC Housing Services in the last 12 months? - -	26% Yes
<b>(If yes)</b> How satisfied or dissatisfied are you with WHBC Housing Services' approach to complaints handling?	26%
Do you live in a building with communal areas, either inside or outside, that WHBC Housing Services is responsible for maintaining? - -	33% Yes
<b>(If yes)</b> How satisfied or dissatisfied are you that WHBC Housing Services keeps these communal areas clean and well-maintained?	47%
How satisfied or dissatisfied are you that WHBC Housing Services makes a positive contribution to your neighbourhood?	45%
How satisfied or dissatisfied are you with WHBC Housing Services approach to handling anti-social behaviour?	41%

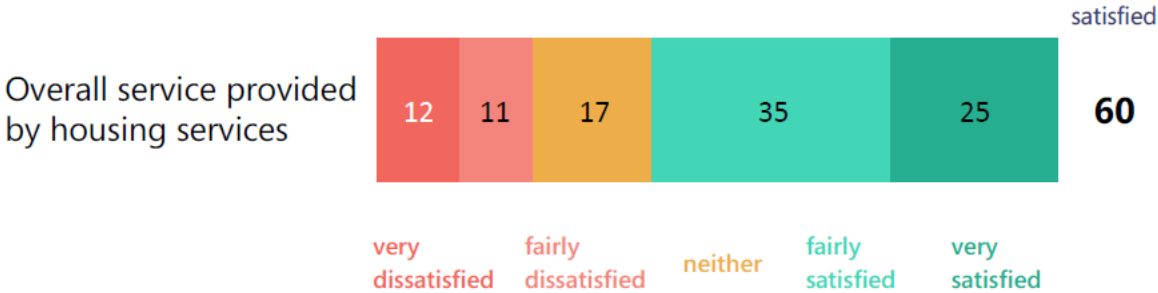
### Commentary

3.14 The purpose of this perceptions survey is to provide social landlords with information about satisfaction with housing services and to identify areas where improvement is needed. Successive surveys will allow for consideration of any trends.

3.15 **Overall satisfaction with Housing Services (60%):**

Overall satisfaction

% Base 803 | Excludes non respondents



3.16 ARP Research’s experience of tenant surveys is that since the Covid-19 pandemic, tenants satisfaction has generally decreased by 8% across the housing sector. In particular satisfaction related to property maintenance, with recovery further hampered tenants coping with the cost-of-living crisis, rent increases in the sector and high inflation.

3.17 This was highest in the over 65s (73%) and significantly lower amongst those aged 35 - 49 (51%). Satisfaction was higher for those living in sheltered accommodation (72%) than in general needs (57%).

3.18 Satisfaction was higher (69%) in those living in flats than pre-war (57%) and immediate post-war properties (55%).

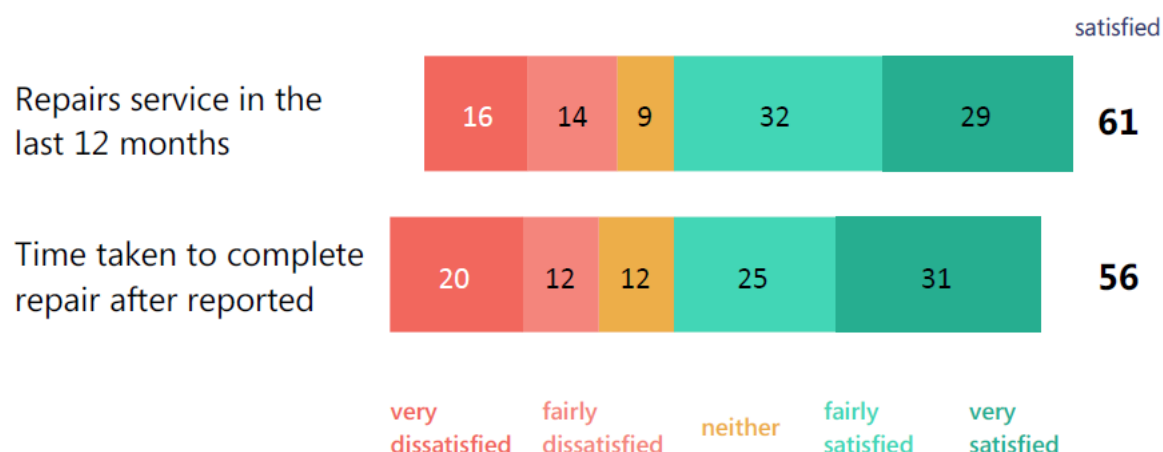
3.19 Those respondents from a Black or Minority Ethnic background (BAME) were more satisfied (65%) than White British respondents (59%).

3.20 **Satisfaction with the repairs service (61%):**

3.21 **Satisfaction with the time to complete the repair (56%)**

## Repairs service

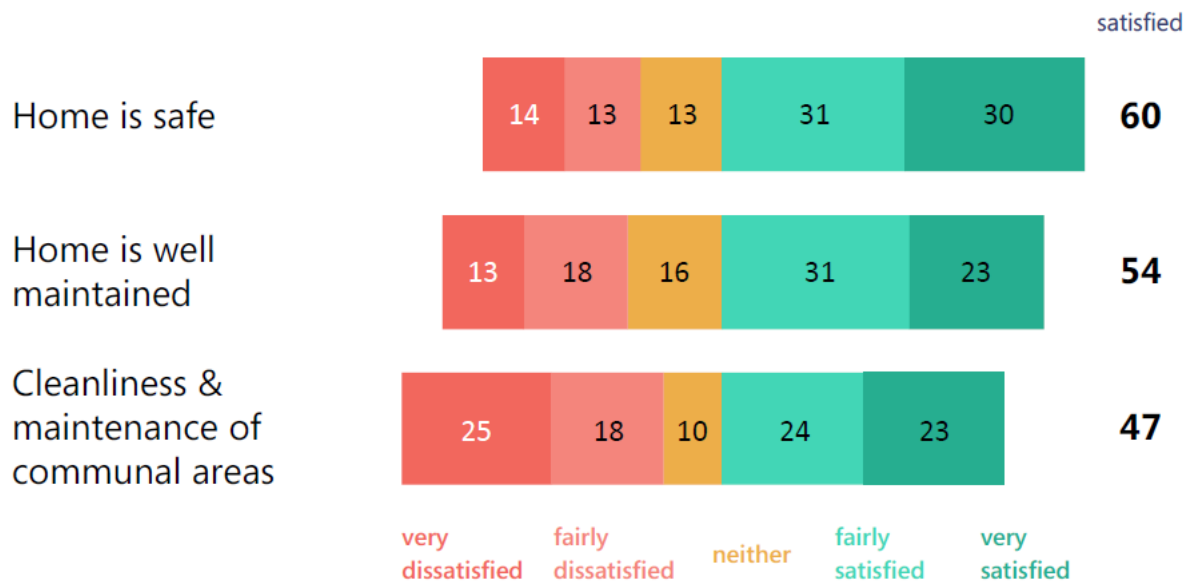
% Bases (descending) 609, 608 | Had a repair in the last year. Excludes non respondents



- 3.22 Repairs along with property maintenance was identified by ARP Research as one of the key drivers for overall satisfaction with housing services.
- 3.23 76% of survey respondents had received a repair in their home in the previous 12 months. Fewer than half of those under the age of 50 (working age) were satisfied with the time taken to complete their last repair, including just 36% of the under 35s.
- 3.24 Tenants in sheltered accommodation were more satisfied than tenants in general needs which is a general trend in the results and with the age profile.
- 3.25 **Satisfaction that their home is safe (60%)**
- 3.26 **Satisfaction that their home is well maintained (54%)**
- 3.27 **Satisfaction with the cleanliness and maintenance of communal areas (47%)**

## Satisfaction with the home

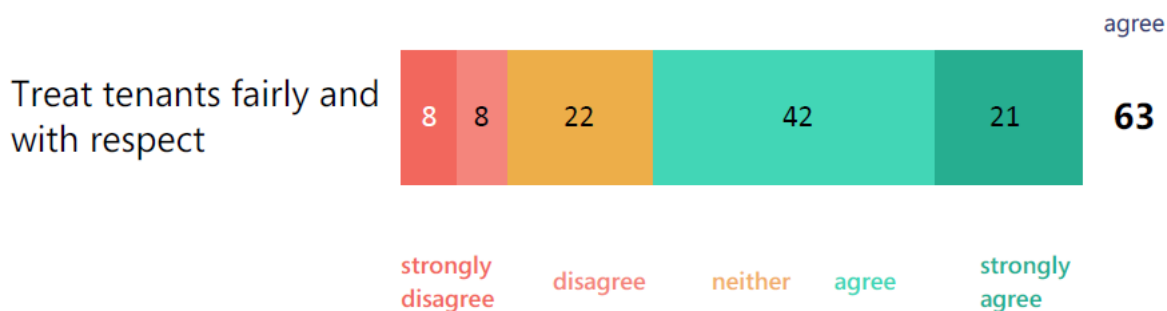
% Bases (descending) 778, 782, 256 | Excludes non respondents



- 3.28 Maintenance of the home is one of the strongest key drivers towards overall satisfaction with housing services, alongside repairs. This is a common pattern in tenant satisfaction surveys.
- 3.29 Tenants living in older properties, which tend to be houses, are generally less satisfied than those living in homes built after 1974 that are mostly flats.
- 3.30 Older tenants (over 65s) were more satisfied than those aged 35-49 years old as well as tenants living in sheltered accommodation (compared to general needs) for maintenance and safety of their homes, and cleanliness and maintenance of communal areas.
- 3.31 One specific aspect of property maintenance and building safety that is receiving increased regulatory focus is cleanliness and maintenance of communal areas. Around one-third of respondents live where there is a communal area and just under half of these respondents are satisfied with how these communal areas are cleaned and maintained.
- 3.32 **Satisfaction with being treated fairly and with respect (63%):**

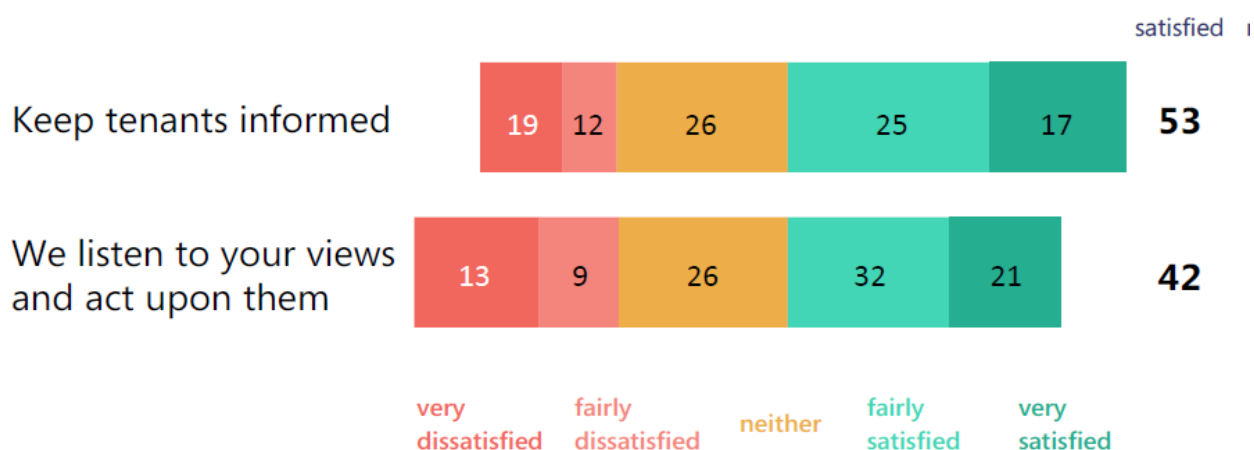
## Fairness and respect

% Bases (descending) 760 | Excludes non respondents



## Communication

% Bases (descending) 750, 733 | Excludes non respondents

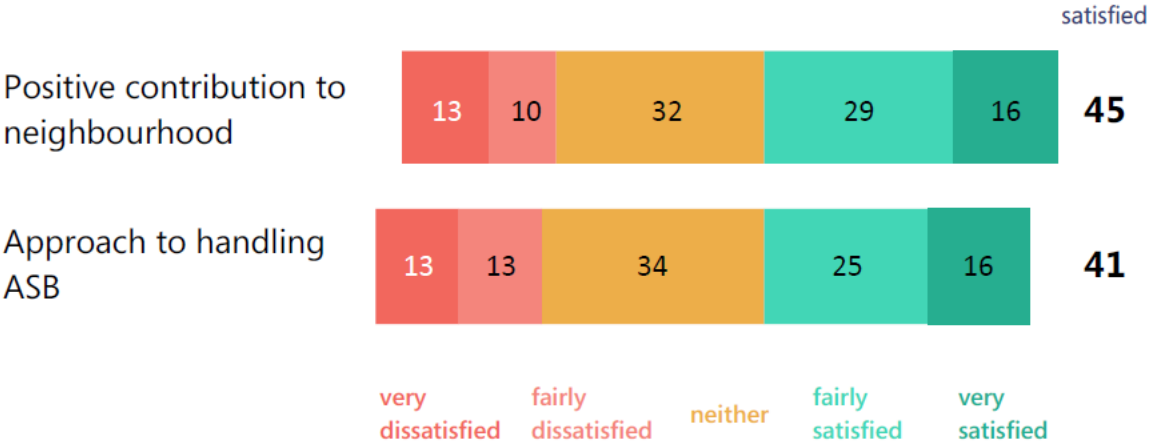


- 3.33 Treating tenants fairly and with respect is the most positive TSM rating (63%) from the survey compared to 16% who disagreed, and this measure is the third key driver towards overall satisfaction with housing services.
- 3.34 Respondents were also asked to rate the quality of the information provided to them regarding issues that might affect them. Just over half (53%) felt that housing services kept them informed.
- 3.35 However, one of the lowest TSM ratings in the survey was that only 42% of respondents who feel that housing services listens and act upon tenants' views. Experience of other similar surveys conducted by ARP Research has shown that respondents in answering this question are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation.
- 3.36 Again, older tenants (over 65s) were more satisfied for the above measures than those under 50, as were those living in sheltered accommodation compared to those living in general needs properties.
- 3.37 **Satisfaction with the extent to which the Housing Services' makes a positive contribution to the neighbourhood (45%):**

3.38 **Satisfaction with the approach to handling antisocial behaviour (41%):**

Neighbourhood

% Bases (descending) 722, 621 | Excludes non respondents

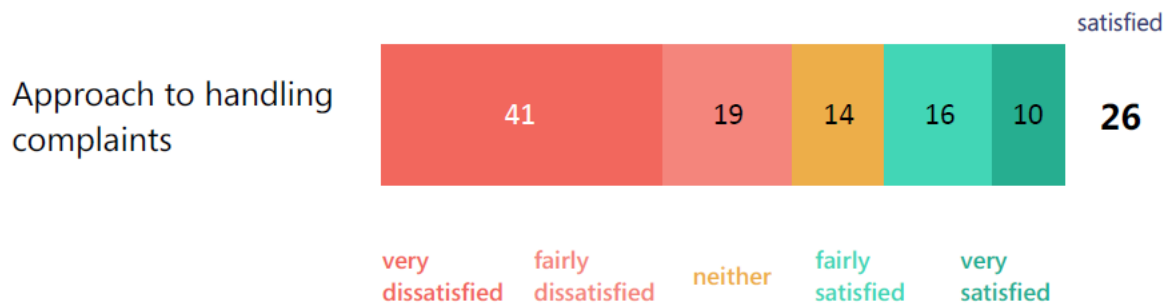


- 3.39 The TSM regulatory framework places more focus than before on those aspects of the local environment and community that are within the purview of their landlord.
- 3.40 For many residents the neighbourhood issue that has the biggest effect on their quality of life is anti-social behaviour. Fewer than half of the tenant population are satisfied with the Council’s approach to handling antisocial behaviour (41%), compared to a quarter that are dissatisfied (26%). ARP Research’s experience of tenant surveys is that it is difficult for any landlord to get a high score on this topic.
- 3.41 The Regulator of Social Housing requires that this question is asked of all respondents, not just those that may have experience of or reported ASB. 34% of respondents said they were neither satisfied nor dissatisfied with WHBC’s approach to handling ASB.
- 3.42 Again, for both of these measures, older tenants (over 65s) were more satisfied than those under 50, as were those living in sheltered accommodation compared to those living in general needs properties.
- 3.43 **Satisfaction with the Housing Services’ approach to complaints handling (26%):**



## Complaints

% Base 183 | Made a complaint in the last 12 month. Excludes non respondents



- 3.44 Just over a quarter of tenants that responded to the survey claim to have made a complaint to housing services in the last 12 months which is similar to other recent TSM surveys completed by ARP Research. Experience with this question has shown that it will include relatively few who used the formal complaints process. Instead, this group should be better understood as those who had some sort of issue, problem or a service request over the last 12 months that they believed housing services needed to solve, such as repairs.
- 3.45 Just over a quarter of respondents were satisfied with the handling of their complaint.
- 3.46 Working age tenants were more likely than over 65s to have made a complaint, and under 35s were least satisfied with their experience.
- 3.47 The Council must provide complaints data to the Regulator of Social Housing as part of the management data required by the TSMs.
- 3.48 **Additional questions:**
- 3.49 The survey presented an opportunity to ask tenants some additional questions and gauge satisfaction with general customer service when contacting the council's housing services.
- 3.50 79% said they had contacted the council's housing service in the last 12 months. Repairs (73%), Other (10%) and Rent Accounts (5%) were cited as the three top reasons for this contact, followed by grounds maintenance in communal areas (4%) and nuisance/ASB (4%).
- 3.51 The vast majority of respondents (82%) who have recently been in touch with housing services stated that staff are friendly and polite, whilst around 60% find

them easy to get hold of and able to deal with the query. Slightly fewer (52%) reported staff being able to resolve the query.

3.52 Satisfaction with staff being able to resolve the query was lower among those tenants who had contacted the council about communal grounds maintenance and ASB.

3.53 20% of respondents said they were interested in learning about opportunities to get involved with the council. Community events and offering virtual/online feedback were the most popular options.

3.54 **Tenant Satisfaction Measures - 10 management information measures**

3.55 In addition to the 12 perception TSMs there are 10 TSMs that are generated from management information and must also be reported to the Regulator of Social Housing by 30 June each year for the financial years 1 April to 31 March. The majority of these measures are already reported on a quarterly basis to Cabinet and Cabinet Housing Panel as part of the corporate performance report.

3.56 The performance for 2023/24 for the 10 management information TSMs are:

<b>Tenant Satisfaction Measure</b>	<b>Performance for 2023/24</b>
<b>Complaints relative to the size of the landlord</b> Stage1 complaints received per 1,000 homes	70.2
<b>Complaints relative to the size of the landlord</b> Stage 2 complaints received per 1,000 homes	9.7
<b>Complaints responded to within the Complaint Handling Code timescales</b> Proportion of Stage 1 complaints responded to within timescale	54.6
<b>Complaints responded to within the Complaint Handling Code timescales</b> Proportion of Stage 2 complaints responded to within timescale	47.6 (see note below)
<b>ASB cases relative to the size of the landlord</b> (ASB cases including hate crime cases opened per 1,000 homes)	28.3
<b>Homes that do not meet the Decent Homes Standard</b> (Proportion of homes that do not meet the standard)	1%
<b>Gas Safety Checks</b> (Proportion of homes for which all required gas safety checks have been carried out)	99.89% (see note below)
<b>Fire Safety Checks</b> (Proportion of homes for which all required fire safety checks have been carried out)	100%
<b>Asbestos Safety Checks</b> (Proportion of homes for which all required asbestos management surveys or re-inspection have been carried out)	100%

<b>Water Safety Checks</b> (Proportion of homes for which all required legionella risk assessments have been carried out)	100%
<b>Lift Safety Checks</b> (Proportion of homes for which all required communal passenger lift safety checks have been carried out)	100%
<b>Repairs</b> Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	93.93%
<b>Repairs</b> Proportion of emergency responsive repairs completed within the landlord's target timescale.	99.37%

3.57 Please note that for the properties that we have not been able to gain access to undertake the Gas Safety Checks are subject to the legal process to gain access.

3.58 Please note that for response to Stage 2 complaints we had been working to a stricter timescale than specified in the Housing Ombudsman Complaint Handling Code.

3.59 **Next Steps**

The Council must submit the TSM data to the Regulator of Social Housing by 30 June 2024. Thereafter the data will be published on our website and communicated to tenants.

**Implications**

**4 Legal Implication(s)**

4.1 As a social housing landlord, we are required to meet the requirements of the Regulatory Standards set by the Regulator of Social Housing in accordance with the Social Housing (Regulation) Act 2023.

4.2 One of the Standards (Transparency, Influence and Accountability Standard) requires us to measure, report and publish 22 Tenant Satisfaction Measures for the period 1 April to 31 March on an annual basis.

4.3 The TSM data must be reported to the Regulator of Social Housing by 30 June each year and published by the landlord thereafter..

**5 Financial Implication(s)**

5.1 There are no direct financial implications. Delivery of these housing services and measurement and reporting of the TSMs are included within existing budget and staff resources.

**6 Risk Management Implications**

- 6.1 There is the potential for reputational damage and regulatory action if we do not comply with the requirements to measure, report and publish the 22 Tenant Satisfaction Measures.
- 6.2 This includes a risk if the TSM data is not collated in accordance with the technical guidance produced by the Regulator of Social housing.
- 6.3 These risks are minimal as the data has been collated in accordance with the guidance and will be submitted by 30 June and published thereafter.

## **7 Security and Terrorism Implication(s)**

- 7.1 None

## **8 Procurement Implication(s)**

- 8.1 None

## **9 Climate Change Implication(s)**

- 9.1 None

## **10 Human Resources Implication(s)**

- 10.1 None

## **11 Health and Wellbeing Implication(s)**

- 11.1 Listening to tenants' views and taking these into consideration when looking at service improvements can contribute positively to supporting their health, wellbeing and safety.

## **12 Communication and Engagement Implication(s)**

- 12.1 We are required to submit the results of the TSM perception survey and TSM management information to the Regulator by 30 June 2024 and publish the results to tenants thereafter.
- 12.2 A specific webpage has been created on the Council's website to summarise the results and a set of frequently asked questions has also been published for the public to see. Officers are meeting with the Tenants Panel in early June to provide a detailed briefing on the survey results and the action plan. Regular updates on the progress of the action plan will be provided to the Cabinet Housing Panel, Tenants Panel, social media and Tenants Newsletter.

## **13 Link to Corporate Priorities**

- 13.1 The subject of this report is linked to the Council's Corporate Priorities: Homes to be proud of, Run an effective council and Together, create opportunities for our communities.

## **14 Equality and Diversity**

13.1 An EqlA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

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Date	3 June 2024

Appendices:

- Appendix A: Action Plan
- Appendix B: Questionnaire used for TSM perception survey