

Tenant Satisfaction Measures



City of
Stoke-on-Trent

Stoke-on-Trent City Council TSM Results 2023-2024

The Tenant Satisfaction Measures (**TSMs**) ensure your voice as our tenant is heard, helping us improve the services we provide from the feedback you provide through these surveys.

Here's why TSMs matter:

Putting Tenants First - TSMs focus on your needs, providing a standardised way to gather your feedback. This means your opinions directly influence our services.

Consistency Across Providers - All social housing providers in England follow the same guidelines, ensuring high standards and allowing performance comparisons.

Improving Service Quality - Your feedback on repairs, maintenance, safety, communication, and complaints helps us identify and address areas needing improvement.

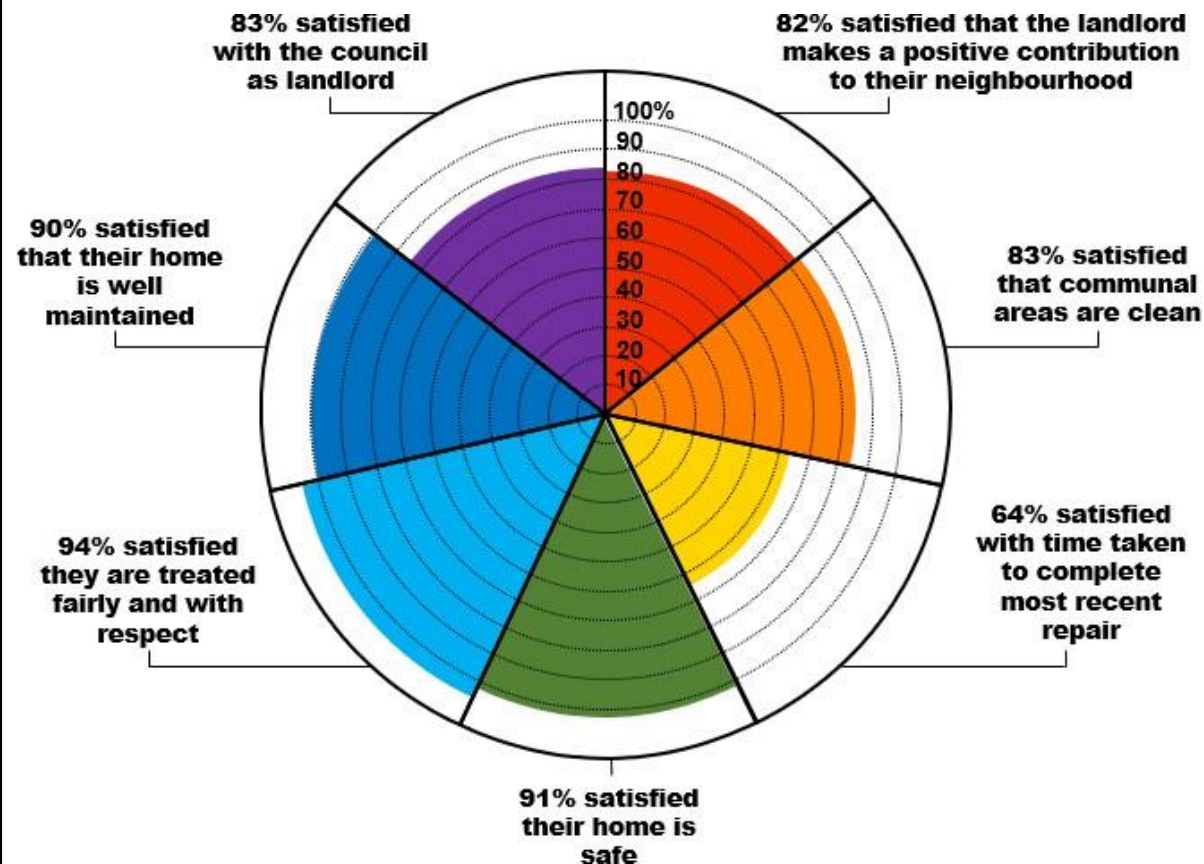
Enhancing Transparency and Accountability - Annual publication of survey results allows you to track our performance and holds us accountable for improvements based on your feedback.

Tailored to Your Needs - Surveys are inclusive, capturing experiences from all tenant groups, ensuring accurate representation of your satisfaction levels.

Ensuring Fairness – Our approach ensures diverse participation and unbiased feedback.

Confidentiality and Privacy - Your responses are confidential and encourage honest feedback essential for genuine service improvements.

By participating in these surveys, you directly contribute to enhancing the quality of the services that Stoke-on-Trent City Council provide to you.



Perception Measures

Stoke-on-Trent City Council TSM Results 2023-2024

| Measure Description | Satisfied | Dissatisfied |
|---|-----------|--------------|
| TP01 Overall satisfaction | 83.1% | 6.0% |
| TP02 Satisfaction with repairs | 63.0% | 21.6% |
| TP03 Satisfaction with time taken to complete most recent repair | 64.2% | 22.4% |
| TP04 Satisfaction that the home is well maintained | 89.7% | 4.6% |
| TP05 Satisfaction that the home is safe | 91.2% | 3.8% |
| TP06 Satisfaction that the landlord listens to tenant views and acts upon them | 73.3% | 9.1% |
| TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them | 86.6% | 5.7% |
| TP08 Agreement that the landlord treats tenants fairly and with respect | 94.2% | 2.6% |
| TP09 Satisfaction with the landlord's approach to handling complaints | 37.4% | 49.8% |
| TP10 Satisfaction that the landlord keeps communal areas clean and well maintained | 83.4% | 7.4% |
| TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods | 81.8% | 6.1% |
| TP12 Satisfaction with the landlord's approach to handling anti-social behaviour (ASB) | 50.0% | 9.9% |

TSM Measures

Stoke-on-Trent City Council TSM Results 2023-2024

| Measure Description | Performance for 2023-24 |
|---|-------------------------|
| BS01: Proportion of homes for which all required gas safety checks have been carried out | 100% |
| BS02: Proportion of homes for which all required fire risk assessments have been carried out | 100% |
| BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out | 100% |
| BS04: Proportion of homes for which all required legionella risk assessments have been carried out | 100% |
| BS05: Proportion of homes for all which are required communal passenger lift safety checks have been carried out | 97.1% |
| CH01 (1): Number of stage one complaints received per 1,000 homes | 79.5 |
| CH01 (2): Number of stage two complaints received per 1,000 homes | 6.9 |
| CH02 (1): Proportion of stage one complaints responded to within the Housing Ombudsman Complaint Handling code timescales | 62.6% |
| CH02 (2): Proportion of stage two complaints responded to within the Housing Ombudsman Complaint Handling code timescales | 70.2% |
| NM01 (1): Number of anti-social behaviour cases, opened per 1,000 homes | 87.5 |
| NM01 (2): Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes | 0.6 |
| RP01: Proportion of homes that do not meet the Decent Homes Standard | 2.9% |
| RP02 (1): Proportion of non-emergency responsive repairs completed within the landlords target | 81.3% |
| RP02 (2): Proportion of emergency responsive repairs completed within the landlords target timescale | 76.0% |

