

# Tenant Satisfaction Measures 2024/25 half yearly report

We made a commitment that we would continue to keep you informed about the results of the Tenant Satisfaction Measures surveys that we've been running for the last year and a half.

We published a half and full year report of our 2023/24 TSM results in past editions of our newsletter and they're also available to read on our website at [www.ncchousing.org.uk/tsm](http://www.ncchousing.org.uk/tsm).

All social landlords, with more than 1,000 homes, must report their results to the Regulator of Social Housing each year. We sent our 2023/24 results to the Regulator earlier in the summer.

In October, The Regulator completed an inspection of our housing services. The inspection used information from what you've told us in the surveys to help inform their inspection. They used this to question and scrutinise us on areas where you have said we need to improve.

We'll find out the results of their inspection in the new year and will let you know this through our website and in the next edition of our newsletter.

## 2024/25 half yearly report

At the time of publication, we're halfway through the third round of surveys for this year – and many thanks, as always, to everybody who has taken the time to give us their views so far.

As you know, we carry out four surveys each year, talking to at least 550 tenants each time so that we can be confident that what you tell us is representative of all our residents. We use a specialist social housing company, Acuity, to do the surveys on our behalf. The number to look out for if you're called is **0115 794 0061**.













The final set of surveys for this year will take place between **Monday 17 February to Saturday 8 March**. Once completed, we'll publish the results for the whole year.

To find out all about the telephone surveys, go to [www.ncchousing.org.uk/TSM-survey](http://www.ncchousing.org.uk/TSM-survey).

In the meantime, we're publishing the results from the first two surveys we've run from this year. You can see these results, as well as the overall result from 2023/24 for comparison, in the table over the page.

We're also required to publish the results of a series of management information measures, that demonstrates how we're performing in different areas. They are available on our website at [www.ncchousing.org.uk/TSM-2425-half-year-report](http://www.ncchousing.org.uk/TSM-2425-half-year-report).



TSM satisfaction-based measure	2024 / 25 half-year result	2023 / 24 annual result	Trend
 Overall satisfaction with services provided	58%	61%	↓
 Satisfaction that your home is safe	78%	72%	↑
 Satisfaction that we treat you fairly and with respect	77%	71%	↑
 Satisfaction that we keep you informed about things that matter to you	74%	71%	↑
 Satisfaction with the way we deal with anti-social behaviour	65%	64%	↑
 Satisfaction that your home is well-maintained	64%	63%	↑
 Satisfaction that we make a positive contribution to your neighbourhood	62%	65%	↓
 Satisfaction with repairs that we've done in the last 12 months	63%	64%	↓
 Satisfaction that we keep communal areas clean and well-maintained	60%	61%	↓
 Satisfaction with the time taken to complete your most recent repair	56%	57%	↓
 Satisfaction that we listen to your views and act on what you say	55%	52%	↑
 Satisfaction with the way we handle complaints	35%	27%	↑

**Overall satisfaction – 58%**

Although overall satisfaction for the first half of this year is down slightly on last year's overall result, satisfaction levels have been increasing across the last three surveys we've completed – from 56% in February to 61% satisfaction in September. There is clearly much work still to do to see higher satisfaction levels but we're hopeful that this upward trend over the last three surveys will continue.

## Where we're continuing to improve

There are areas where satisfaction levels have increased from last year's overall result – notably satisfaction that your home is safe, that we treat you fairly and with respect and that we keep you informed about things that matter to you. These increases in satisfaction are from an already high-level and is something that we will work hard to maintain.



Your safety is, and always will be, our number one priority and it's pleasing that the hard work we put in to making sure you feel safe in your home is shown in this result.

The safety of our high-rise residents is something that we've been particularly focussed on and something we continue to do a lot of work on. This is having a positive impact that's shown by the fact that it is our high-rise residents who feel most satisfied that their home is safe.

Treating you fairly and with respect is so important to be able to build strong relationships with you and we'll continue to make sure that we do that. And through our newsletter, website and social media, as well as through targeted communications as required, we'll continue to keep you informed and up-to-date with important and useful information to help you live safely and happily in your home.

## Complaints

The way we handle complaints remains the lowest of our satisfaction measures at 35%. This is, however, the largest increase in satisfaction that we have seen across all our Tenant Satisfaction Measures – up eight percentage points from last year's overall result of 27%.



There's a long way to go, but we are hopeful that the work we've been doing over the last 18 months to improve is starting to have an impact. The number of complaints we're receiving is now at the lowest for 12 months, with the number of compliments we've received almost doubled.

We continue to hold weekly complaints clinics with senior managers looking at complaints we receive to help us understand what's gone wrong and how to stop it happening.

As a part of the satisfaction survey, we've introduced some new follow-up questions about complaints. This is helping us to understand where in the complaints process we're not getting things right.

To find out more about the process to follow if you need to make a complaint, go to [www.ncchousing.org.uk/complaints](http://www.ncchousing.org.uk/complaints).

## Listening to and acting on what you say

Like with complaints, satisfaction levels on listening and acting on what you say are much lower than we would like, at **55%**. But this has been the second largest increase in satisfaction – up three percentage points compared to last year's overall result.

We've been doing a number of things recently to address this, which we're hopeful will make an impact. Our new Housing Assurance Board is now in place. Made up of 13 tenants and leaseholders, their role is to scrutinise our services, make recommendations and hold us to account on what we'll say we'll do to improve.



Through our Tenant Involvement Team, we hold regular 'diary room' sessions with tenants to get your views on camera. We share these with our teams to help us understand the frustrations you have, and your ideas of ways we can improve.

Our Menu of Involvement is our new way of letting you know about the many ways you can get involved with us to make a difference.

## Where we've still got work to do

These results show that in a number of areas there is still work to do to improve, with satisfaction levels remaining lower than where we would want them to be across a number of the measures.

Satisfaction with repairs, maintenance of communal areas and that we make positive contribution to your neighbourhood have all seen a small drop in satisfaction from last year.

In respect of repairs, we've updated our Repairs Service Standards that outline what you can expect from us in terms of repairs. You can read those on our website at [www.ncchousing.org.uk/repairs-service-standards](http://www.ncchousing.org.uk/repairs-service-standards).

We've appointed a firm of surveyors, Savills, to check the condition of all the homes that we own so we can better understand the condition of your home and plan how best to maintain it in the future.

We've taken on more trades staff – including multi-skilled people who can fix more than one issue when you report them to us. And we're working with two contractor partners, **Lovell** and **United Living** who are doing some repairs work on our behalf – focussing on repairs that have been outstanding for a long time.

For tenants who are experiencing issues of damp, mould and condensation, we have a specialist team to help. There's also lots of advice and useful information on our website at [www.ncchousing.org.uk/damp-and-mould](http://www.ncchousing.org.uk/damp-and-mould).

And if, when we carry out the telephone surveys, you mention an issue with damp and mould we look into it straight away.

**We know that it will take time for the improvements we are making to have a real impact on satisfaction levels, but we're determined to continue to improve across all areas.**

## Find out more about performance on our website

We have a whole section on our website about our performance. Not only does it have all the information about Tenant Satisfaction Measures, we also publish monthly performance monitoring information about rents, repairs, staffing, complaints and compliance (including gas/electric safety checks).

These reports are critical to us improving services and senior leaders, Councillors and our newly formed Housing Assurance Board have the opportunity to scrutinise and challenge us on these.

They're available to view at [www.ncchousing.org.uk/performance](http://www.ncchousing.org.uk/performance).

