

# Tenant Satisfaction Measures 2024

What you told us in our annual TSM satisfaction survey, and what we're doing about it.





**Léann Hearne**  
Chief Executive  
Livv Housing Group

# An introduction from our CEO

Welcome to our first Tenant Satisfaction Measures (TSM) report, which shows our performance for 2023/2024.

The Regulator of Social Housing has created a new system to see how well social housing landlords in England are doing at providing good quality homes and services. This includes a set of Tenant Satisfaction Measures (TSMs) in addition to the revised consumer standards, which were introduced in April 2024. These measures include a set of questions to help us, our Board, you (our customers), and the Regulator understand how we are performing.

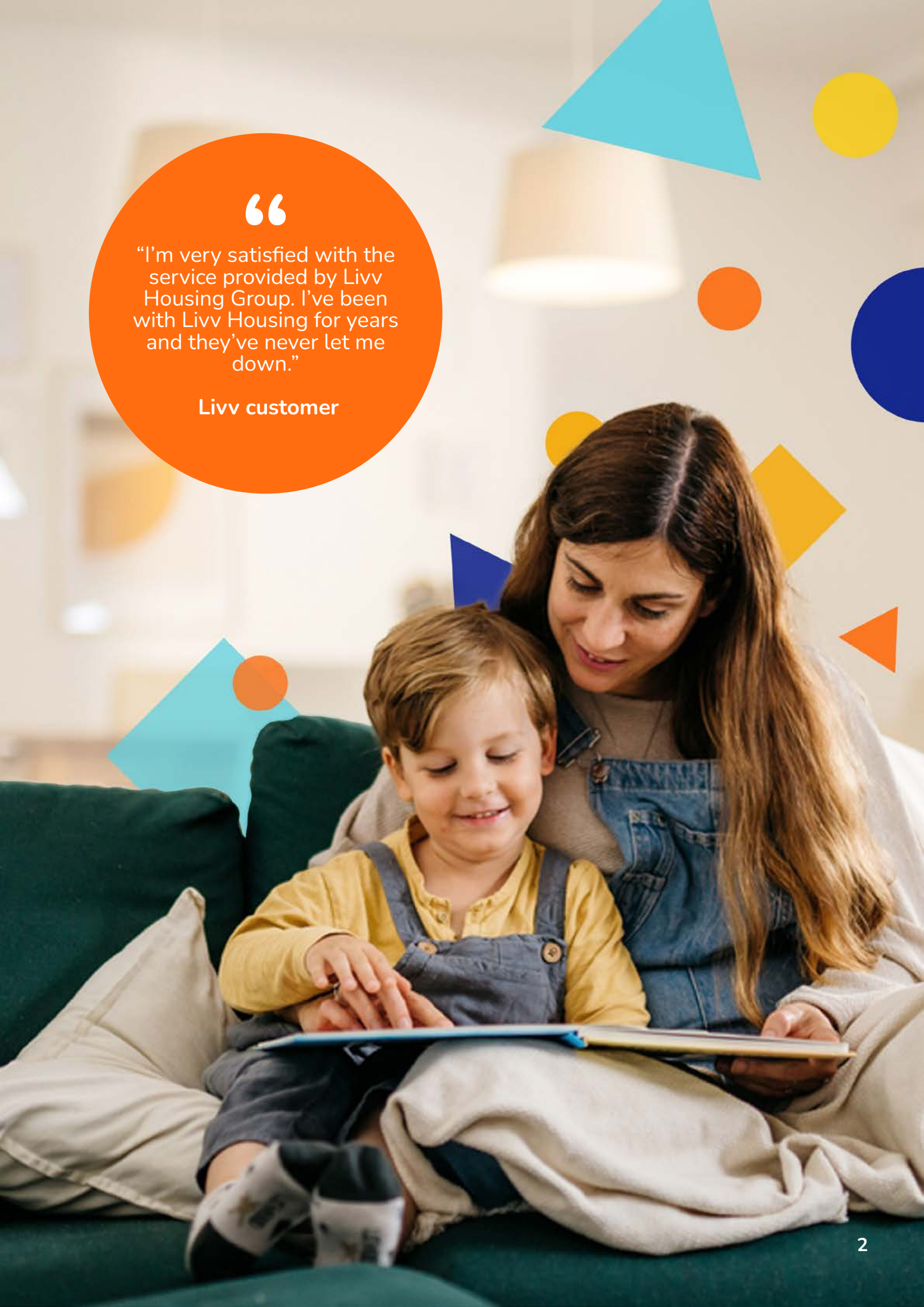
This report includes our tenant satisfaction measures for rented homes in 2023-24. It shows how we are performing based on the standards set by The Regulator of Social Housing. We'll also explain what we're doing with this feedback and where we're going to focus based on what you have told us.

Your feedback is really important to us. It helps us to improve, shape and develop our services to better meet your needs.

“

“I’m very satisfied with the service provided by Livv Housing Group. I’ve been with Livv Housing for years and they’ve never let me down.”

Livv customer



# Customer satisfaction survey

Here are the results from this year's surveys, which help us to identify what our priorities should be, and target improvement in the places where it's needed the most.

We'll also share how this compares to other landlords based on benchmarking by TLF Research.

As well as overall satisfaction, the TSM survey asks questions about:



Keeping homes in good repair



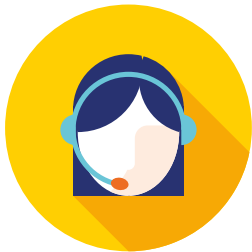
Effective handling of complaints



Maintaining building safety



Responsible neighbourhood management



Respectful and helpful engagement

“

“When I have needed any repairs done I have had them done fairly quickly, and when I need any help I normally get a good response.”

**Livv customer**



# Overall satisfaction



Overall satisfaction for our rental customers was

**68%**

We asked our satisfied customers what we've done well, and they highlighted:



Speed of handling queries or repairs



Getting the job done



Our staff

Customers who were dissatisfied said that the main reasons were:



Length of time to complete repairs



Mould/damp



Maintenance of communal areas

This tells us that the speed and quality of repairs is really important to you. When we get it right - you're satisfied, but if we miss the mark on any step within our process it causes dissatisfaction with the full service.

We've analysed the data to understand what makes the most difference to overall satisfaction. The top two things are:



Having a well maintained home



That we listen and act

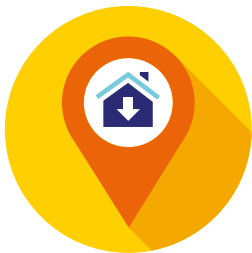
We saw that overall satisfaction varied across different types of customer. It was...



Higher for older customers



Lower for high rise flats



Lower in Halewood

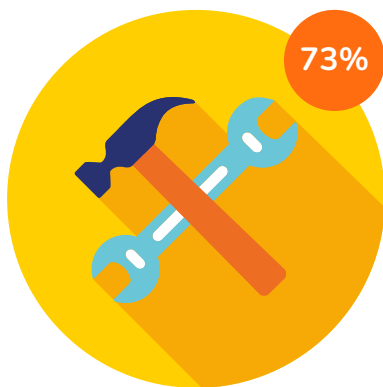


Higher for customers who have had a repair in the last 12 months

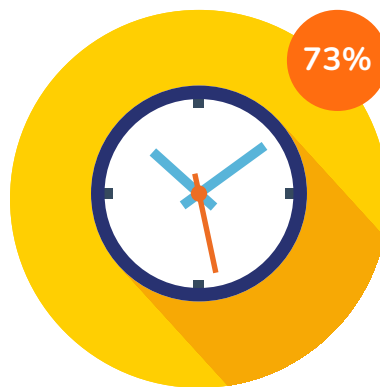
We'll be looking at these differences in more detail to understand why customers have different experiences with us, and how we can make their experiences more consistent.

# Keeping homes in good repair

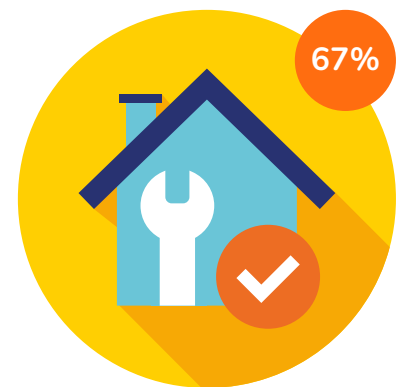
To understand how well we're keeping homes in good repair we ask customers to score three questions:



Satisfaction with our repairs service



Satisfaction with time taken to complete most recent repair



Satisfaction that your home is well maintained

**73%** of customers are very or fairly satisfied with our repairs performance.

Compared to other landlords we are average in satisfaction with our repairs service, and **above average** in time taken to complete repairs.

**67%** were satisfied that their home is well maintained, which is **below average**.

The repairs experience is not always consistent for customers. On the whole, most customers have a good repairs experience.



# Maintaining safe homes

This is based on one question:



**73%** of customers were fairly or very satisfied that their home is safe, which is a little **below average**.

We want everyone to feel safe in their home. So, based on this feedback we have added extra questions to the survey to help us understand the concerns that you have. We've also put processes in place to follow-up with customers who have identified a possible health and safety risk.

# Respectful and helpful engagement

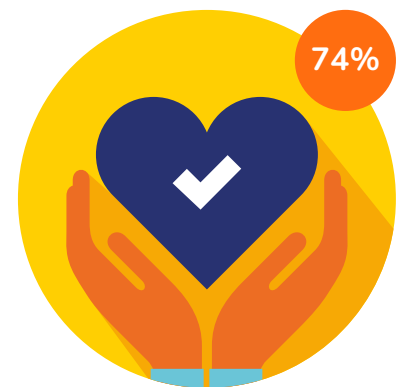
To understand how we're engaging we ask customers to score three questions:



Satisfaction that we listen to your views and act upon them



Satisfaction that we keep you informed about things that matter to you



Agreement that we treat you fairly and with respect

You scored us **61%** for listening to your views and acting on them, **66%** keeping you informed and **74%** for treating you fairly and with respect.

The score for keeping you informed about things that matter to you is **below average**.

We want you to be satisfied with how we act upon the feedback that you give us. We're looking at ways to better communicate with customers, and ensure that we keep you updated with progress when you report an issue to us.

# Effective handling of complaints

This is based on one question:



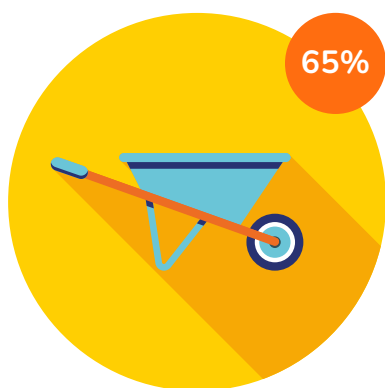
**33%** of customers who complained in the last year were very or fairly satisfied with our complaint handling, which is a little **below average**.

The main reason customers were unhappy is that they felt nothing had been done about their complaint. Some customers were unhappy with the time taken to deal with their complaint.

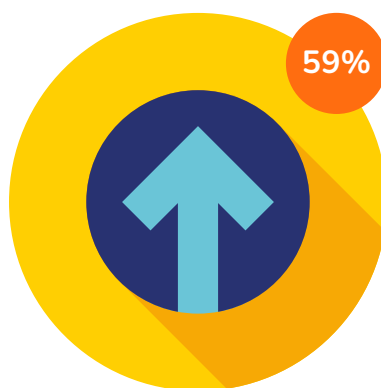
We want each and every customer to be happy with how we handle their complaint, so we're reviewing how we handle all forms of dissatisfaction raised by our customers.

# Responsible neighbourhood management

To understand how customers feel about their neighbourhood we ask them to score three questions:



Satisfaction that we keep communal areas clean and well maintained



Satisfaction that we make a positive contribution to your neighbourhood



Satisfaction with our approach to handling anti-social behaviour

Customers scored us **65%** for maintaining communal areas (which is **about average**), **59%** for making a positive contribution (**below average**) and **54%** for handling anti-social behaviour (**below average**).

We want to make sure that all customers are happy with how we handle their ASB case, maintain communal areas, and contribute positively towards their neighbourhood.

We're already putting plans in place to make improvements in these areas.

# What we're going to do

We've listened to what you told us in the survey, and we're going to make things better.

Here are some of our plans.



## Repairs

To improve our repairs process we have...

- introduced a new repairs management system, which will help us to make improvements to our service
- made efforts to ensure repairs are done quicker and completed on the first visit, where possible
- made it clearer for you to see how long repairs will take
- introduced automated text messaging to keep you updated on your repairs appointment.



## Maintenance of communal areas

To improve the cleanliness and maintenance of communal areas we have...

- developed a plan for improvements to communal areas
- introduced new systems to measure the quality of maintenance carried out
- recently changed our contractor and will be monitoring closely to make sure they're delivering high standards.



## Customer service

We've reviewed your feedback and are making changes to our processes including:

- launching a business-wide customer service training programme to ensure you receive great service every time
- ongoing training to make sure we maintain our standards.



## Complaint handling

To improve the way we handle any complaints we have...

- reviewed and improved our complaints process
- worked to understand more about the common causes of complaints
- reviewed our process and we'll make sure you know what's happening when we investigate your complaint.



## Antisocial behaviour

To improve the way we deal with antisocial behaviour we have...

- improved information about reporting antisocial behaviour in the Customer Handbook
- reviewed our process for handling reports of antisocial behaviour
- started to review all cases with customers before closing them.

# Appendix



# How the survey works

## Who we include

We invite a randomly selected sample of customers to take part in the survey every three months throughout the year. We make sure that all types of customers are included in the survey, and over 1000 of you took part this year. This means that the results give a fair read of what all customers think.

Even if you weren't invited to take part this year, we'll be giving all customers the opportunity to answer the survey next year.

## How we do it, and why

The survey was a mixture of telephone, online, and post. This is so that we can make sure that all customers have the opportunity take part, in whatever way works best for them.

## How the analysis works

Most of the questions on the survey ask customers to score us on a 5 point scale like this:



Very satisfied



Fairly satisfied



Neither satisfied nor dissatisfied



Fairly dissatisfied



Very dissatisfied

We add up the percentage of people who score "fairly satisfied" or "very satisfied" to see how many customers think we are doing a good job in each area.

## How the results are used

We use the results to work out where we need to improve, based on what customers have told us.

We also have to register our results with the Regulator of Social Housing so that they can compare how we perform with other housing associations.



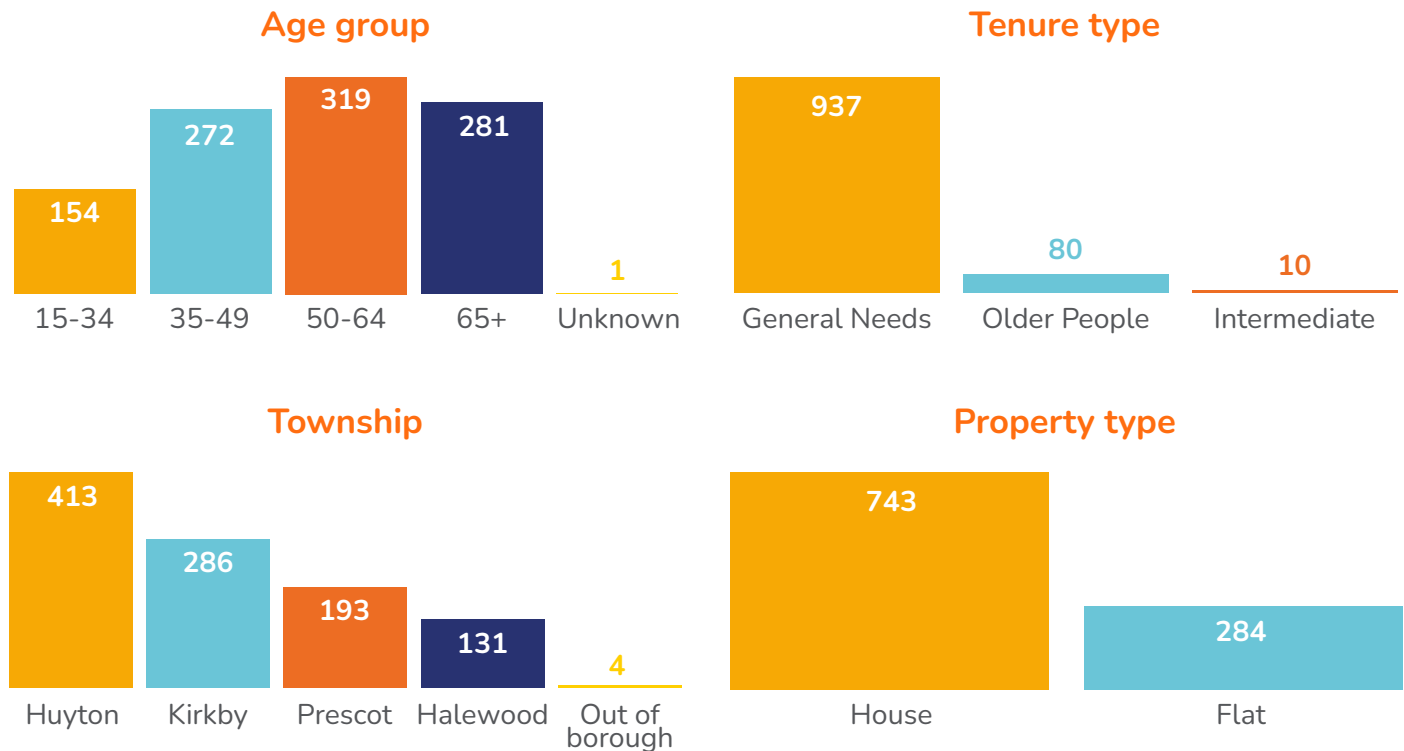
# Sample & methodology

The survey was conducted on our behalf by TLF Research, and was open from 17 October to 15 December, and 27 February to 29 March 2024.

1,027 customers were interviewed by phone, web and post, meeting the required sample size of 1,000. The sample was selected at random, and no customer households were excluded due to exceptional circumstances. These interviews included:



The data collected is representative of our total customer population by age group, tenure type and township. Weighting was not necessary because the sample is representative.



No incentives were used in the data collection for this survey, and no known methodological issues are likely to impact the scores reported.

# Summary of Tenant Satisfaction Measures

TSMs collected from tenant perception surveys

Code	Issue	2023/24 score
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	67.7%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	73.0%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	73.4%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	66.5%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	73.5%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	60.6%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	65.5%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	74.4%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	33.3%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	64.5%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	59.0%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	54.3%

## TSMs generated from management information

Code	Issue	2023/24 score	
CH01	<b>Complaints relative to the size of the landlord</b>	Number of stage one complaints received per 1,000 homes	<b>48.8</b>
		Number of stage two complaints received per 1,000 homes	<b>5.3</b>
CH02	<b>Complaints responded to within Complaint Handling Code timescales</b>	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	<b>89.9%</b>
		Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	<b>86.4%</b>
NM01	<b>Anti-social behaviour cases relative to the size of the landlord</b>	Number of anti-social behaviour cases opened per 1,000 homes	<b>44.0</b>
		Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	<b>0.8</b>
RP01	<b>Homes that do not meet the Decent Homes Standard</b>	Proportion of homes which failed the Decent Homes Standard at year end	<b>0.2%</b>
RP02	<b>Repairs completed within target timescale</b>	Proportion of non-emergency responsive repairs completed within the provider's target timescale	<b>81.7%</b>
		Proportion of emergency responsive repairs completed within the provider's target timescale	<b>96.9%</b>
BS01	<b>Gas safety checks</b>	Proportion of homes for which all required gas safety checks have been carried out	<b>99.4%</b>
BS02	<b>Fire safety checks</b>	Proportion of homes for which all required fire risk assessments have been carried out	<b>100%</b>
BS03	<b>Asbestos safety checks</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>100%</b>
BS04	<b>Water safety checks</b>	Proportion of homes for which all required legionella risk assessments have been carried out.	<b>100%</b>
BS05	<b>Lift safety checks</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>100%</b>

# Summary of approach

Summary	
a. a summary of achieved sample size (number of responses)	1027
b. timing of survey	Collection date start: 17th October 2023 Collection date end survey response: 29th March 2024
c. collection method(s) used	Telephone: 545 Internet (Email invites to an online survey): 478 Postal: 4
d. sample method	Random stratified sample
e. summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)	Age, Region, Property type
f. any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)	Unweighted - weighting was not required
g. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	External contractor - TLF Research was used to collect and generate the reported perception measures
h. the number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances described in paragraph 63 with a broad rationale for their removal	0 - No tenant households were excluded
i. reasons for any failure to meet the required sample size requirements summarised in Table 5	N/A the required sample size has been achieved
j. type and amount of any incentives offered to tenants to encourage survey completion	No incentives were offered
k. any other methodological issues likely to have a material impact on the tenant perception measures reported.	No known methodological issues

# Let's talk. We're listening.

Your feedback is really important to us. It helps us to improve, shape and develop services to meet your needs.

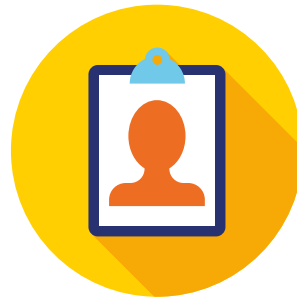
There are different ways to get involved, so you can decide what works best for you.



Customer panel



Customer feedback



Customer involvement



You tell us

For more information, please visit <https://livvhousinggroup.com/lets-talk> where you can find information on how to get involved.