

Shared Owners Tenant Satisfaction Measures

2025

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

Livv
housing group



Introduction from our Executive Director



Welcome to our second Tenant Satisfaction Measures (TSM) report which shows how we've performed in 2024/25.

The TSMs have helped us understand how we're performing, where we can improve and how we can incorporate our customers lived experience into the services we deliver every day. Helping us deliver exceptional customer-centred services, we've welcomed the introduction of the TSMs as they're giving us an insight into our customers we've never had before.

TSMs are acting as a catalyst for conversations that may be difficult to hear but are necessary for us to improve. We thank everyone that's taken the time to share their thoughts on their experience of Livv, your comments really are having an impact on how we work.

This year, we've been taking a closer look at areas we know are important to our customers and

focusing on understanding how we can make our services and support more accessible and equitable for shared owners.

Safe to say it's been a busy, but productive and insightful year!

This work hasn't happened in isolation and has been guided and informed directly by you, our customers. So, however you've shared your thoughts, thank you, we're listening!

We know there's a way to go and that there are still some things we need to work on. Still, I'm proud that our journey has begun and I hope you enjoy our latest TSM Report. We look forward to hearing from you even more in the coming year, so we can become a landlord that not only acts in your best interests but also helps you thrive in your home and community.

Sharon

Sharon Marsh

Executive Director – Customer Insight

What are Tenant Satisfaction Measures?

In April 2024, the Regulator of Social Housing introduced new measures that housing providers, such as Livv, must report against. These are Tenant Satisfaction Measures (TSMs), used to help us, our Board, our customers and the Regulator understand how we are performing.

As well as overall satisfaction the TSMs are grouped into four themes, which are:



Maintaining building safety



Respectful and helpful engagement



Effective handling of complaints

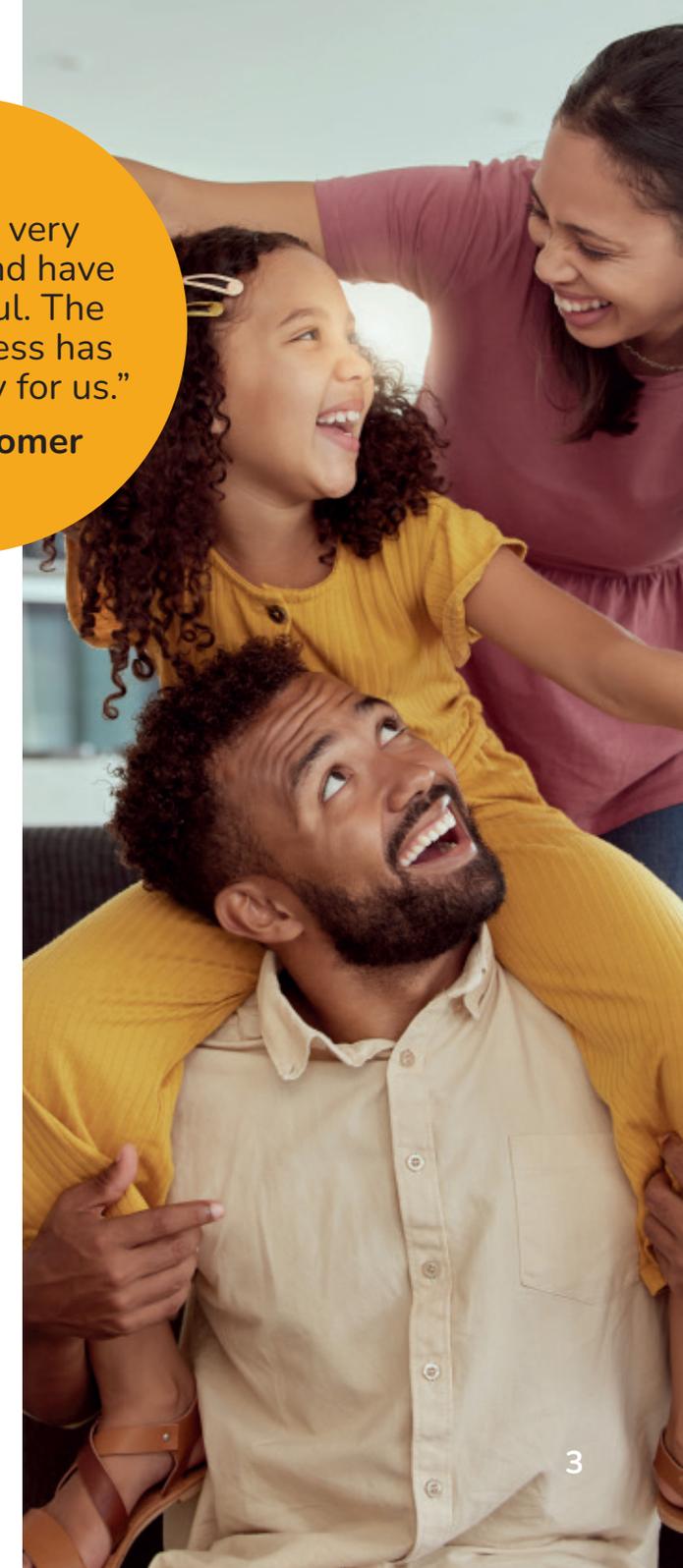


Responsible neighbourhood management

This report will delve deeper into how we're performing against each TSM theme, and you can discover, for yourself, how we're working hard to improve.

"They are very thorough and have been helpful. The whole process has run smoothly for us."

Livv Customer



How we measure our performance

There are 17 different Tenant Satisfaction Measures – some are based on information we hold about how we manage your homes and the services we provide, and some are based on your views.

What we do	What you've told us
Data and information we have about how we managed our homes and services between 1 April 2024 and 31 March 2025	Percentage of our customers who've said they were satisfied with their experiences of Livv
Overall satisfaction	
	<ul style="list-style-type: none"> • Overall satisfaction
Maintaining building safety	
<ul style="list-style-type: none"> • Gas safety checks • Fire safety checks • Asbestos safety checks • Water safety checks • Lift safety checks 	<ul style="list-style-type: none"> • Satisfaction that the home is safe
Respectful and helpful engagement	
	<ul style="list-style-type: none"> • Satisfaction that the landlord listens to tenant views and acts upon them • Satisfaction that the landlord keeps tenants informed about things that matter to them • Agreement that the landlord treats tenants fairly and with respect

What we do	What you've told us
Effective handling of complaints	
<ul style="list-style-type: none"> • Complaints relative to the size of the landlord • Complaints relative to the size of the landlord • Complaints responded to within Complaint Handling Code Timescales • Complaints responded to within Complaint Handling Code Timescales 	<ul style="list-style-type: none"> • Satisfaction with the landlord's approach to handling complaints
Responsible neighbourhood management	
<ul style="list-style-type: none"> • Anti-social behaviour cases (relative to the size of the landlord) • Anti-social behaviour cases involving hate crime (relative to the size of the landlord) 	<ul style="list-style-type: none"> • Satisfaction that the landlord keeps communal areas clean and well maintained • Satisfaction that the landlord makes a positive contribution to neighbourhoods • Satisfaction with the landlord's approach to handling anti-social behaviour



“I do not seem to have any problems. If I do have anything, Livv tend to deal with it quickly.”
Livv Customer

“Pricing of building insurance has gone up and they won't do anything to help those financially struggling.”
Livv Customer

“The communication,
and the rent and
service charge going
up.”

Livv Customer

“The team at Livv
Homes are very
responsive and helpful
and always follow up
on issues logged.”

Livv Customer

Overall satisfaction

48.9%

overall satisfaction for our shared owners – although this is above average for the sector, we recognise that there's been a drop in satisfaction since last year.



We asked our satisfied shared owners to highlight what we do well, and they highlighted the following:



Speed of handling queries and repairs



Had no problems with services



Our staff



Our dissatisfied shared owners told us what we can improve on, and they highlighted the following:



Service charges



Speed of handling queries



Dealing with complaints

We've analysed feedback and our data to gain a deeper understanding of what makes the most difference in how satisfied our shared owners are with the services they receive. The top two things impacting overall satisfaction are:



That we listen and act



Treats me fairly

Maintaining Building Safety

To make sure our homes are safe and exceed all current health and safety standards, we monitor:



74.6%

Satisfaction that the home is safe (TP05)

Improvements we've made this year

- Worked to improve our contract and defects management processes

Our next steps

- Continue to engage with shared owners and provide clear and timely information about safety
- Introduce new ways for customers to engage with us so they can have their say on their communal areas and feedback on issues such as maintenance, property condition, anti-social behaviour, security and neighbourhood issues

“When I first moved in, they could have made sure **the snags** in the house were fixed.”

Livv Customer

“Unable to purchase own shared **ownership buildings insurance** to help reduce monthly rent costs.”

Livv Customer

We also record the following management information:



99.0%

Gas safety checks (BS01)



100%

Fire safety checks (BS02)



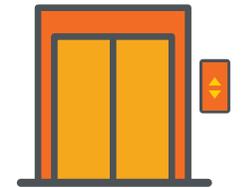
100%

Asbestos safety checks (BS03)



100%

Water safety checks (BS04)



100%

Lift safety checks (BS05)

Respectful and Helpful Engagement

To understand how we're engaging with you and to make sure you're happy that we're listening to and acting on your feedback, we review the data below, provided by our shared owners:



44.6%

Satisfaction that the landlord listens to tenant views and acts upon them (TP06)



56.6%

Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)



63.2%

Agreement that the landlord treats tenants fairly and with respect (TP08)

Improvements we've made this year

- Developed and integrated a new CRM system to help new shared owners navigate the buying process seamlessly
- Invested in the customer experience, and recruited a new Sales and Leaseholder Assistant to support shared owners and provide quick responses to any queries they may have

Our next steps

- Develop a specific Customer Handbook for both shared owners and leaseholders to share information relating to their tenancies
- Improve and develop information available to shared owners and leaseholders on the Livv Homes and Livv Housing Group websites
- Roll out Customer Service training to every Livv colleague to make sure you get the service you need – and deserve – no matter who you're talking to
- Procure a new insurance provider to make sure we get the best possible value for money and can pass any savings onto our customers
- Provide updates about any changes to insurance costs quickly, so customers have more notice of any impacts it could have on their household bills

We believe that our continued investment in customer processes, strategies, and two-way communication will benefit even more of our shared owners, and as our next steps for this theme have been guided and shaped by customer feedback and their priorities, we're hopeful that all TSMs will increase next year.

Effective Complaints Handling



Satisfaction with the landlord's approach to handling complaints (TP09)

Improvements we've made this year

- Livv's customer panel – QulP – completed an [in-depth review of our complaints handling process](#) and shared their recommendations for how to improve customers' experience of the complaints journey
- Rolled out Complaints Training to every customer-facing colleague to make sure whoever you talk to can support you appropriately

Our next steps

- Roll out more Complaints Training and continue improving colleagues' skills and knowledge of how we handle complaints, so we can help resolve or escalate your complaints quickly and appropriately
- Continue to incorporate a 'learning from complaints' approach to our process so we're constantly improving and adapting our processes to our customers' experiences and feedback

We also record the following management information:



Number of Stage 1 Complaints made by tenants per 1,000 homes (CH01.1)



Number of Stage 2 Complaints made by tenants per 1,000 homes (CH01.2)



Stage 1 complaints responded to within Complaint Handling Code Timescales (CH02.1)



Stage 2 complaints responded to within Complaint Handling Code Timescales (CH02.2)

Our Quality and Improvement Panel – or QulP for short – is a group of Livv customers who scrutinise our services and help us prioritise improvements. They conduct two in-depth reviews of our services each year and choose the focus of each based on what's important to our customers. They then report their findings and recommendations directly to our Board.

Case study: QuIP Fix

Building our services around customers feedback and suggestions is already proving successful, thanks to the input of our customer panel – QuIP.

After being presented the results of our Customer Census in June 2023, the QuIP decided to investigate how we handle complaints as our approach had the lowest satisfaction and highest dissatisfaction scores, at that time.

What followed saw the QuIP conduct an in-depth review of our complaints process, which included:

- working with the Complex Queries and Complaints Manager to understand the journey a customer goes on when making a complaint
- reviewing customer feedback on complaints, staff training and complaint letters
- reviewing how customers accessed information about raising a complaint
- researched how other landlords approached the complaints handling process

The QuIP's findings were then presented to Livv's Customer Service Committee in February 2024, with 24 actions and recommendations designed to improve our approach to complaints handling. Since the end of the QuIP's review, we've:

- Introduced a new Complaints Team to the business, with additional members of staff appointed to help manage the complaints process from beginning to end
- Improved the availability and accessibility of complaints information for customers on our website, in leaflets and Livving Magazine
- Developed new systems that track all agreed actions agreed as part of a complaint, meaning everything will be monitored right through to completion
- Reviewed and updated all complaint letters so they're clear, informative and detail any further information customers may need
- Improved processes for checking the quality of complaints responses
- Developed and rolled-out Complaints Training to all customer-facing colleagues
- Implemented feedback surveys across our complaints journey so customers can update us on their experience of logging a complaint
- Implemented a 'learning from complaints' culture across the Complaints Team to make sure we're learning from and adapting to customer feedback



Although there's still work to be done, thanks to the QuIP's recommendations, we've already recorded improvements in how satisfied customers are with our approach to complaints handling and how quickly we are responding to both Stage 1 and Stage 2 Complaints.

These improvements highlight the importance of listening to our customers to get things right for them and we're thrilled that our investment is already improving their experience of Livv.

Responsible Neighbourhood Management

We want to understand how you feel about the neighbourhood you call home, so we have tracked and reviewed the data below to see how happy you are in your community:



53.3%

Satisfaction that the landlord keeps communal areas clean and well maintained (TP10)



47.7%

Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP11)



55.8%

Satisfaction with the landlord's approach to handling anti-social behaviour (TP12)



45.2

Anti-social behaviour cases opened per 1,000 homes (NM01.1)



0.90

Anti-social behaviour cases that involve hate incidents opened per 1,000 homes (NM01.2)



Improvements we've made this year

- We made over 300 improvements to communal areas and prioritised investment in the shared areas of our communities, based on customer feedback
- Livv's customer panel – QulP – completed an [in-depth review of our approach to anti-social behaviour](#)

Our next steps

- Roll out a Communal Areas Survey to all shared owners living in homes with communal space to help prioritise our ongoing programme of improvements
- We'll introduce even more ways for customers to share their views on communal areas and update us in real-time
- Increase the number of team members working in our communities so customers have regular, sustained access to help, advice and support, if needed

Case study: QulP Thinking

To improve and deliver our services in a way that meet the needs and expectations of our customers, it's important that we focus our attention on improving areas you tell us you're dissatisfied with. This is why our customer scrutiny panel – the QulP – decided to complete an in-depth review of how we handle cases of anti-social behaviour (ASB) in our communities.

After being presented the results of our Customer Census in June 2023, the QulP decided to investigate how we handle complaints as our approach had the lowest satisfaction and highest dissatisfaction scores, at that time.

Our June 2023 Customer Census highlighted that our customers weren't satisfied with our approach to ASB. Because of this, the QulP:

- Worked with the Advisory Services Manager to understand our ASB processes and procedures, including the journey customers take when reporting an ASB case
- Reviewed the quality assurance process for ASB cases and assessed our Action Plans, approach to triaging and opening ASB cases
- Reviewed the process for closing an ASB case, along with how it's agreed and communicated
- Looked at how customers are updated throughout the process and how feedback and information is collected, used and shared
- Assessed all our communication channels including our letters, leaflets and website

The QulP's findings and recommendations were then presented to our Customer Service Committee in July 2024, with 21 actions proposed to improve our approach to ASB. Since the QulP's review, we've:

- Increased the number of ASB Advisors in our team, who all have their own neighbourhoods and geographical areas to focus on
- Increased the number of Housing Advisors in our team to enable them to proactively support and address any issues in their communities
- Improved the availability and accessibility of information about ASB and reviewed, edited and updated all letters customers receive during and on closure of an ASB case
- Developed Action Plans which provide clear next steps and an explanation of our approach to each individual ASB case
- Shared success stories with customers

We're still working with the QulP, our customers and communities to continue improving our approach to ASB and how we support and manage our neighbourhoods. However, we're pleased to note an uplift in customers satisfaction with our approach to handling ASB since last year. This highlights that we're on the right track and hopefully next year, this trend will continue.

This shows the importance of tackling ASB proactively and collaboratively and we're happy to note that our approach is already being positively felt by our customers.



Appendices



“They could keep the **gardens in better shape** around here and get us our window cleaner back.”

Livv Customer

Appendices

How the survey works

Every customer is invited to take part in our TSM survey over the course of the year.

We invite 25% of our customers to complete the survey every three months, so that we can get an understanding of how satisfaction with our services changes over the course of the year.

This year 93 of you took part, with representation from all customer groups, ages, geographies and property types, meaning that the results give us a fair overview of what all customers think.

How we do it, and why

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

How the results are used

We use the results to work out where we need to improve, based on what our customers tell 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.

How the analysis works

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



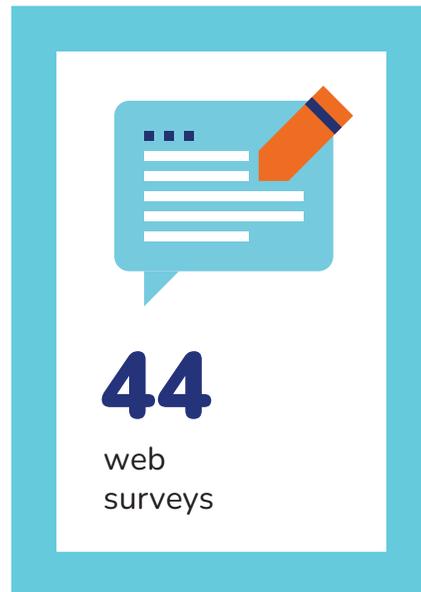
We then add up the percentage of people who score 'fairly satisfied' or 'very satisfied' to see how many customers think we're doing a good job in each area.

Appendices

Sample and methodology

The survey was conducted on our behalf by TLF Research and was open from Friday 17 May 2024 to Friday 14 March 2025.

93 shared owners took part by phone or web. The sample was selected at random, and no customer households were excluded due to exceptional circumstances. These interviews included:



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



“They have helped me in the last few years. I had an operation and had to go on Universal Credit and they helped me with that as well. The staff are really helpful and passed me to right people.”

Livv Customer

Summary of Tenant Satisfaction Measures

TSMs generated from tenant perception survey results

Code	Issue	2024/25 score
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	48.9%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	74.6%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	44.6%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	56.6%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	63.2%
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%
TP010	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	53.3%
TP011	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	47.7%
TP012	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	55.8%

Summary of Tenant Satisfaction Measures

TSMs generated from management information

Code	Issue	2024/25 score
Complaints (LCHO)		
CH01	Number of Stage 1 Complaints made by tenants per 1,000 homes	72.3
	Number of Stage 2 Complaints made by tenants per 1,000 homes	37.3
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	90.3%
	Proportion of stage two complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	100.0%
Anti-social behaviour (Combined)		
NM01	Number of anti-social behaviour cases opened per 1,000 homes	45.2
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.90

Code	Issue	2024/25 score
Compliance (Combined)		
RP01	Proportion of homes which failed the Decent Homes Standard at year end	0.0%
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.0%
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 which all required communal passenger lift safety checks have been carried out	100%

Summary of approach

Summary	
a. Summary of achieved sample size (number of responses)	93
b. Timing of survey	Collection start date: Friday 17 May 2024 Collection end date: Friday 14 March 2025
c. Collection method(s) used	Telephone: 49 Internet (email invites to an online survey): 44
d. Sample method	Census
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
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