

# 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.

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 social 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 five themes, which are:



**Keeping  
properties in  
good repair**



**Maintaining  
building safety**



**Respectful  
and helpful  
engagement**



**Effective  
handling of  
complaints**



**Responsible  
neighbourhood  
management**

“They are really helpful and whenever we have a problem they respond and they care.”

**Livv Customer**

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.



# How we measure our performance

There are 22 different Tenant Satisfaction Measures. 10 are based on information we hold about how we manage your homes and the services we provide (management information measures) and 12 are based on your views (perception measures), as our customers.

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
<b>Overall satisfaction</b>	
	<ul style="list-style-type: none"> <li>Overall satisfaction</li> </ul>
<b>Keeping properties in good repair</b>	
<ul style="list-style-type: none"> <li>Homes that do not meet the Decent Homes Standard</li> <li>Repairs completed within the target timescale</li> </ul>	<ul style="list-style-type: none"> <li>Satisfaction with repairs</li> <li>Satisfaction with the time taken to complete the most recent repair</li> <li>Satisfaction that the home is well maintained</li> </ul>
<b>Maintaining building safety</b>	
<ul style="list-style-type: none"> <li>Gas safety checks</li> <li>Fire safety checks</li> <li>Asbestos safety checks</li> <li>Water safety checks</li> <li>Lift safety checks</li> </ul>	<ul style="list-style-type: none"> <li>Satisfaction that the home is safe</li> </ul>




What we do	What you've told us
<b>Respectful and helpful engagement</b>	
	<ul style="list-style-type: none"> <li>• Satisfaction that the landlord listens to tenant views and acts upon them</li> <li>• Satisfaction that the landlord keeps tenants informed about things that matter to them</li> <li>• Agreement that the landlord treats tenants fairly and with respect</li> </ul>
<b>Effective handling of complaints</b>	
<ul style="list-style-type: none"> <li>• Complaints relative to the size of the landlord</li> <li>• Complaints responded to within Complaint Handling Code timescales</li> </ul>	<ul style="list-style-type: none"> <li>• Satisfaction with the landlord's approach to handling complaints</li> </ul>
<b>Responsible neighbourhood management</b>	
<ul style="list-style-type: none"> <li>• Anti-social behaviour cases (relative to the size of the landlord)</li> </ul>	<ul style="list-style-type: none"> <li>• Satisfaction that the landlord keeps communal areas clean and well maintained</li> <li>• Satisfaction that the landlord makes a positive contribution to neighbourhoods</li> <li>• Satisfaction with the landlord's approach to handling anti-social behaviour</li> </ul>



"I have never had any problems with Livv Housing Group. When I report repairs, they are carried out straightaway."

**Livv Customer**





“When you ring them,  
they speak to you with  
respect. I can’t think of  
anything negative.”

**Livv Customer**



## Overall satisfaction

# 69.3%

Overall satisfaction for our rental customers is higher than last year! We're pleased to have made improvements across 8 of the 12 perception measures scored.



We asked our satisfied customers what they think we do well and they said:



Speed of handling queries and repairs



Getting the job done



Our staff

We also asked our dissatisfied customers what they think we can improve on and they said:



Length of time to complete repairs



Maintenance of communal areas



Quality of repairs and contractors

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



That we listen and act



Well maintained homes

We saw that overall satisfaction varied between different customers and it was:



Higher for older customers



Lower for those living in flats



Lower for those living outside of Knowsley

# Keeping Properties in Good Repair

To understand how we're keeping our homes well-maintained and in good repair, we asked customers how satisfied they were with our repairs and maintenance services, which showed:

We also record the following management information:



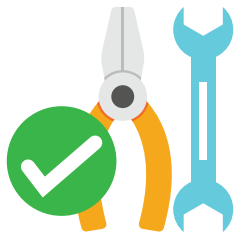
**72.6%**

Satisfaction with our Repairs Service (TP02)



**0.0%**

Homes that do not meet the Decent Homes Standard (RP01)



**72.3%**

Satisfaction with time taken to complete most recent repair (TP03)



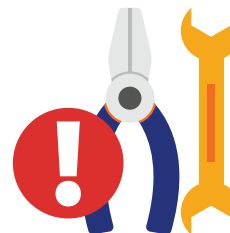
**82.7%**

Non-emergency repairs completed within target timescale of 40 working days (RP02.1)



**68.1%**

Satisfaction that the home is well maintained (TP04)



**90.1%**

Emergency repairs completed within target timescale of 24 hours (RP02.2)



## Improvements we've made this year

- Livv's customer scrutiny panel – QuIP – completed an in-depth review of repairs satisfaction and how we work with contractors. They then provided recommendations on how we can improve
- Reviewed the timescales for our repairs services
- Started using Locator Plus – a system designed to make it easier for repairs to be diagnosed

## Our next steps

- Increase focus on improving customer satisfaction in contractor procurement and contract management processes
- Reviewing the journey our customers take when reporting a repair to identify further improvements to your experience
- Improve the way we keep customers informed of the progress and next steps of their repairs

"I am satisfied because I've had a couple of issues with this house since I moved in but they've all been sorted straight away. When it's been an emergency they have been out within the hour and sorted or fixed it and then fixed it properly. I can't moan."

**Livv Customer**

"You go round in circles trying to get anything sorted and it always takes too long."

**Livv Customer**

Our Quality and Improvement Panel – or QuIP 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.



# Maintaining Building Safety

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



## 75%

Satisfaction that the home is safe (TP05)

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)

“A new kitchen and a new front door. The kitchen is very dated and it is just falling to pieces. The front door, the rubber seal comes off all the time and the knocker falls off.”

**Livv Customer**

“They maintain the properties well, communication is good if you need to report a repair. They come in a reasonable timescale. All round good.”

**Livv Customer**

## Improvements we've made this year

- Worked with customers to develop and launch our Building Safety Engagement Plans

## Our next steps

- Continue to work with our customers to understand what information they wish to receive 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



# 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 customers:



## 59.8%

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



## 66.1%

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



## 77.2%

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

## Improvements we've made this year

- Audited, reviewed and improved all our **customer letters** to make sure they're consistent, easy-to-understand, and tell you everything you need to know, simply
- Worked with customers to develop our new **Customer Handbook**. We wanted to understand what information was important to you and create a handy, accessible document that was useful and informative
- Worked with customers to develop our **Equality, Diversity and Inclusion Strategy** to help us understand how we can make sure everything we do is accessible to all our customers and ensure everyone has equitable access to our services and support
- Launched our **Knowing you, doing better survey** to help us find out more about the people who live in our homes and understand how best we can adapt our services to support them

## Our next steps

- 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
- Continue working to improve communication to customers across all Livv engagement channels to make sure you get the answers, service and support you need as quickly as possible
- Review our updated customer data to make sure all our services meet people's individual needs

“Let people know who their housing officer is and how to contact that person. Then for that person to contact you regarding the issue.”

**Livv Customer**

# Effective Complaints Handling

We want to understand our customers experience of our complaints handling service so monitor:



## Improvements we've made this year

- Restructured our Complaints Team and invested in our complaints management system
- Livv's customer scrutiny 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. Find out more by reading our case study –QulP Fix on page 15
- 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)



**96.4%**

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



**96.5%**

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



# Case study: QulP Fix

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

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.

What followed saw the QulP 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 QulP'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 QulP'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

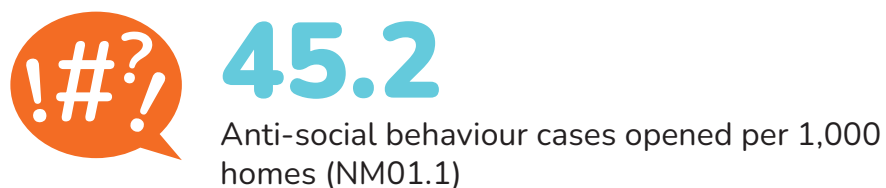


Although there's still work to be done, thanks to the QulP's recommendations, we've already recorded improvements in how satisfied customers are with our approach to complaints handling and how quickly we are responding to both Stage 1 and Stage 2 Complaints.

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 have tracked and reviewed the below data to see how happy you are in your community:



## Improvements we've made this year

- Livv's customer scrutiny panel – QulP – completed an [in-depth review of our approach to anti-social behaviour](#) and made 21 recommendations on how to improve our service. We've since completed these actions, and you can find out more by reading our case study – QulP Thinking on page 13
- In March 2024, we launched our Communal Areas Survey and asked customers to share their thoughts on the communal areas of their homes. We used what you told us to make over 300 improvements to communal areas and prioritise investment in the shared areas of our communities
- We recruited 11 new Housing Advisors and grew our team to make sure we're present in our communities, as much as possible, and help improve the customer service you receive
- Introduced a brand-new role – Community Activities Co-ordinator – to develop new, exciting and engaging activities for our Inspired Living customers to get involved with
- Continued to develop our community investment programmes, working alongside our customers in different ways such as manage their household bills and access cost-of-living help, training and employment opportunities, meet new people and improve their health and wellbeing

## Our next steps

- Roll out the Communal Areas Survey to all customers living in homes with shared, 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



# 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:

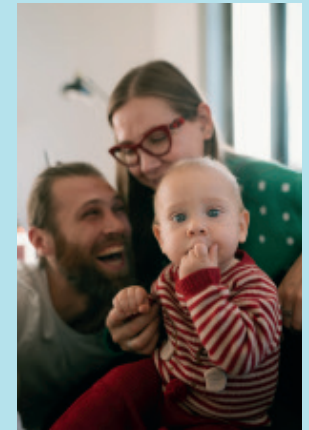
- Worked with the Advisory Services Manager to understand our ASB processes and procedures, including the journey customers take when reporting an ASB case
- Reviewed the quality assurance process for ASB cases and assessed our Action Plans, approach to triaging and opening ASB cases
- Reviewed the process 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.



# Let's talk. We're listening.

Did you know every comment, compliment and complaint helps us make improvements and changes that make our services better, for you?

There's lots of ways you can share your thoughts on our services and your experiences with Livv, so get involved now.



Customer panel



Customer feedback



Customer involvement



You tell us

We truly value our customers feedback and the time you take to share your Livved experiences so find out more and get involved – in a way that suits you – by visiting [livvhousinggroup.com/lets-talk](https://livvhousinggroup.com/lets-talk) now!

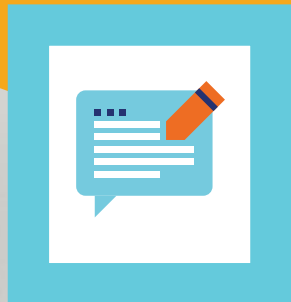








# Appendices



# 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 over 1,100 of you took part, with representation from all customer groups, ages, geographies and tenancy 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.

1,116 Livv customers were interviewed by phone, web and post: meeting and exceeding the required sample size of 1,000 participants. All customers were invited to take part, and no households were excluded due to exceptional circumstances. These interviews included:

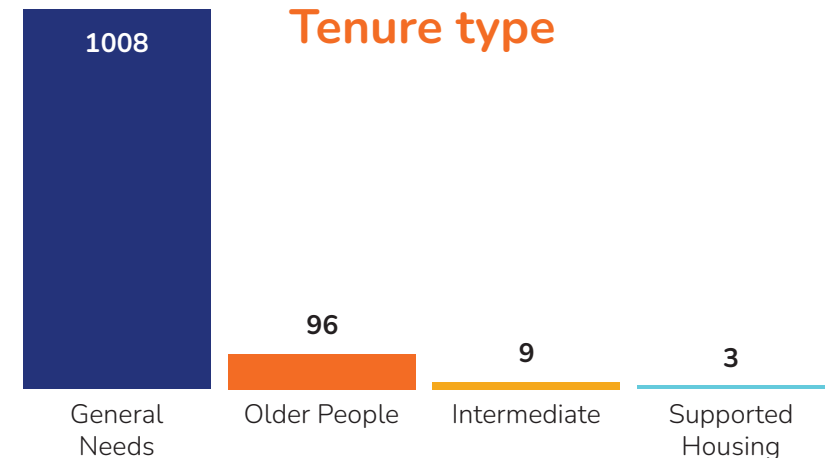


The data collected is representative of our total customer population by age group, tenure type and township. Weighting was not necessary because the sample is representative.

### Property type

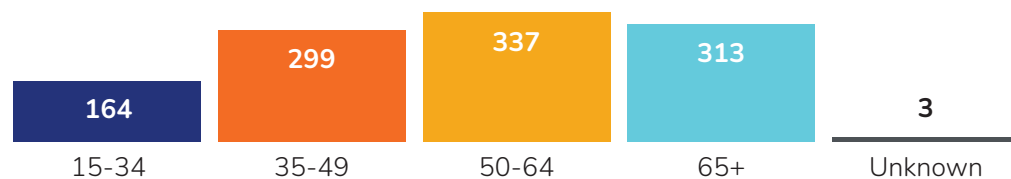


### Tenure type

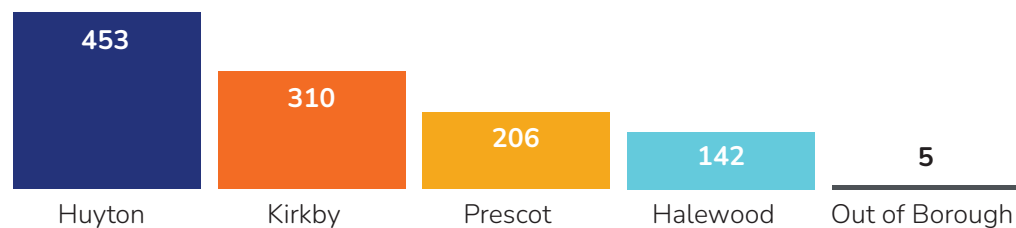




## Age group



## Township



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



“Always happy with the service. The guys who sorted my heating were brilliant. Also, the guys who do litter are great. I rang about litter in the alley by barracks and it was so clean in the next couple days. Thanks guys.”

**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	69.3%
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	72.6%
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 report	72.3%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	68.1%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	75.0%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	59.8%

## TSMs generated from tenant perception survey results

Code	Issue	2024/25 score
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	66.1%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	77.2%
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	34.7%
TP010	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	63.7%
TP011	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	61.1%
TP012	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	55.7%



## TSMs generated from management information

Measures		
Code	Issue	2024/25 score
<b>Complaints (LCRA)</b>		
CH01	Number of <b>Stage 1</b> Complaints made by tenants per 1,000 homes	37.2
	Number of <b>Stage 2</b> Complaints made by tenants per 1,000 homes	9.0
CH02	Proportion of <b>stage one</b> complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	96.4%
	Proportion of <b>stage two</b> complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	96.5%
<b>Repairs (LCRA)</b>		
RP01	Proportion of homes which failed the Decent Homes Standard at year end	0.0%
RP02	Proportion of non-emergency responsive repairs completed within the provider's target timescale (40 working days)	82.7%
	Proportion of emergency responsive repairs completed within the provider's target timescale (24 hours)	90.1%
<b>Anti-social behaviour (Combined)</b>		
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
<b>Compliance (Combined)</b>		
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)	1,116
b. Timing of survey	Collection start date: Friday 17 May 2024 Collection end date: Friday 14 March 2025
c. Collection method(s) used	Telephone: 523 Internet (email invites to an online survey): 583 Postal: 10
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, Tenure 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

