

Residents Satisfaction Report

2024



1. Introduction

The Tenant Satisfaction Measures (TSMs) have been introduced by the Regulator of Social Housing in England to assess how well landlords are doing in providing good quality homes and services.

There are 22 tenant satisfaction measures, covering five themes:

- Keeping properties in good repair
- Maintaining building safety
- Effective complaints handling
- Respectful and helpful customer engagement
- Responsible neighbourhood management

As directed by the Regulator of Social Housing, 10 of these measures were taken from our management records directly and 12 were measured by us carrying out a Residents Satisfaction Survey (Tenant Perception Survey) with in 2024.

2. The Residents Satisfaction Survey Methodology

- **Participants:** The survey was distributed to all residents by hand. To encourage residents to respond, all respondents were entered into a prize draw for £100. Out of 106 residents, 83 responded (a response rate of **78.3%**) which is considered excellent.
 - **Approach:** The survey was conducted using a paper questionnaire, with an electronic version made available upon request.
 - **Questions:** The key questions covered tenant satisfaction with overall services, repairs, safety, and resident engagement. Each question was rated on a scale of 1 to 5 (1 = very dissatisfied, 5 = very satisfied).
1. **Results:** Following the guidance of the Regulator of Social Housing, satisfaction was calculated by combining the 5s (very satisfied) and the 4s (fairly satisfied).



Thank you to all residents that took part in the survey.

3. Keeping Properties in Good Repair

Harborne Parish Lands Charity is committed to keeping homes in good repair.

99% of residents were satisfied with the repairs service overall. We will endeavour to keep this level of satisfaction by continuing to make it easy for residents to report repairs through their Building Manager. We will also continue to monitor the performance of the contractors on our approved list, taking note of feedback received from the repairs satisfaction forms which residents are encouraged to complete after every repair to their home.

Contractors are expected to adhere to our target timescales for repairs which are set out below:

Repair Priority	Description	Target Timescale for Completion
Emergency	Immediate action required to prevent danger to people or significant property damage	4 hours
Urgent	Serious but no life-threatening issues that should be fixed quickly to prevent further damage or significant inconvenience	4 days
Routine	Non-urgent repairs which should be fixed within a reasonable time frame but do not pose an immediate risk	10 days
Programmed	Planned work that takes time to complete such as redecoration of a property.	20 days

97% of repairs were completed in target timescale

94% of residents were satisfied with the time taken to complete their most recent repair.



96% of residents were satisfied that their home was well maintained.



99% of residents were satisfied that the communal areas were clean and well maintained.

4. Maintaining Building Safety

Ensuring the safety and wellbeing of residents is a top priority. Our commitment to maintaining high safety standards include regular inspections and servicing, prompt repairs and proactive risk management.

100% of residents were satisfied that their home is safe.



99% of residents were satisfied that HPLC keeps communal areas clean and well-maintained.

100% of homes with gas have a current gas safety certificate.

100% fire safety checks completed

100% of homes meet the Decent Homes Standard.

100% of asbestos checks completed.

100% of water checks completed.

Each year a Health & Safety inspection of all schemes is undertaken by Citation to confirm compliance with all aspects.

The Decent Homes Standard:

To ensure that all social housing meets specific criteria of quality and habitability. To be classified as 'decent' a home must:

1. **Meet the current statutory minimum standard for housing:** Compliance with safety regulations and absence of serious hazards.
2. **Be in a reasonable state of repair:** structural components should not need significant repair.
3. **Have reasonably modern facilities:** e.g. kitchen less than 20 years old and bathroom less than 30 years old
4. **Provide a reasonable degree of thermal comfort:** e.g. have efficient heating systems.

5. Effective Complaints Handling

At Harborne Parish Lands Charity we welcome feedback about the service we provide as this helps us to continue doing the things we do well and making improvements when needed.



On 1st April 2024, The Housing Ombudsman introduced the Complaint Handling Code which outlines standards aiming to ensure fairness and prompt resolution of complaints. All registered social landlords are required to comply to the Code. Information of how to complain can be found on your scheme noticeboard. Please ask your Building Manager if you would like a copy of

the Compliments, Comments and Complaints Policy and Procedure.

100% of residents who took part in the survey were satisfied with HPLC's approach to handling complaints.

100% of complaints were responded to within the complaint handling timescale.

Each year, we are required to submit a report to the Housing Ombudsman to inform them of any complaints received, action taken to resolve them, what we have learnt and service improvements that have been introduced consequently.

During the period 1st July 2023 30th June

2024, we received one complaint which was resolved at Stage 1 of the Complaints Procedure. No complaints were escalated to stage 2.



Anti-Social Behaviour (ASB) differs from Complaints in that they are criticisms about another resident rather than dissatisfaction with HPLC. We aim to deal with all ASB cases promptly and effectively to resolve them as quickly as possible. There were three anti-social behaviour cases opened between July 2023 and June 2024.

89% of those who responded were satisfied with HPLC's approach to handling anti-social behaviour (ASB).

6. Respectful and helpful customer engagement

We encourage residents to give us their views and help us to shape our services.

You can let us know your ideas and suggestions at:

- Coffee mornings where members of staff are always in attendance
- Support Officer Surgeries



- CEO Surgeries
- Annual Consultation Meetings
- Speaking to staff on scheme.

- Contacting members of staff or the almoner (contact details can be found on scheme noticeboards).
- Using the suggestion boxes which are located on each scheme.

HPLC is also re-introducing a Residents' Scrutiny Panel, joining with other housing associations to scrutinise various policies and procedures.

The results of the survey showed:

98% of residents who responded were satisfied that HPLC listens to their views and acts upon them.

95% were satisfied that HPLC keeps residents informed about things that matter to them.

98% of residents who responded agreed that HPLC treats them fairly and with respect.



7. Responsible neighbourhood management

HPLC considers the safety of residents in their home and neighbourhood to be of paramount importance. CCTV is installed on each scheme and the outside areas are kept well lit. We work with the local police, local authorities and other agencies whenever necessary to help them keep our areas protected.

85% of residents who responded were satisfied that HPLC makes a positive contribution to neighbourhoods.



As well as providing Almshouses, HPLC also runs a grant making programme which helps local organisations to continue to provide much needed programmes such as services for older people, and to help people with money management and dealing with debt. We also provide individual grants for essential items such as beds and fridges for local people in need.

8. Thank You

HPLC would once again like to thank everyone who took part in our survey which has given us valuable insight into our service management.

Staff are implementing the new policies and will receive regular training to ensure they are conversant with them.

In depth training has been arranged for all staff on the Housing Ombudsman's Complaint Handling Code.

We continue to welcome and take heed of your suggestions and strive for continuous improvement.