

Tenant Satisfaction Measures 2024

1. Introduction


This report is based on the Tenant Perception Measures survey conducted by Harborne Parish Lands Charity in May 2024. The TPMs are part of the requirements set by the RSH to monitor resident satisfaction and ensure that social housing providers meet the needs of their residents. Twelve of the measures were taken from the survey, whilst the other 10 were taken from HPLC's records.

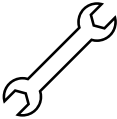








2. Survey Methodology



- **Survey 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.
- **Survey Approach:** The survey was conducted using a paper questionnaire, with an electronic version made available upon request.
- **Survey 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).

3. Survey Results

Following the guidance of the Regulator of Social Housing, satisfaction was calculated by combining the 5s (very satisfied) and the 4s (fairly satisfied). The results were as follows:

	Satisfaction Measure	Satisfied %
	TP01: Overall Satisfaction with Service Provided	99

	Satisfaction Measure	Satisfied %
	TP02: Satisfaction with Repairs	99%
	TP03: Satisfaction with time taken to complete most recent repair	94%
	TP04: Satisfaction that your home is well maintained	96%
	TP05: Satisfaction that your home is safe	100%
	TP06: Satisfaction that the landlord listens to resident views and acts upon them.	98%
	TP07: Satisfaction that the landlord keeps residents informed about things that matter to them.	95%
	TP08: Agreement that the landlord treats residents fairly and with respect	98%
	TP09: Satisfaction with HPLC's approach to handling complaints	100%
	TP10: Satisfaction that HPLC keeps communal areas clean and well-maintained.	99%

	Satisfaction Measure	Satisfied %
	TP11: Satisfaction that HPLC makes a positive contribution to neighbourhoods	85%
	TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	89%