ForHousing

TENANT SATISFACTION MEASURES (TSM) PERCEPTION SURVEY REPORT

2024

Tenant Satisfaction Measures (TSM) **PERCEPTION SURVEY REPORT**

This report summarises our approach to TSM Perception Survey requirements of the Regulator of Social Housing (RSH) for April 2023 - March 2024 inclusive.

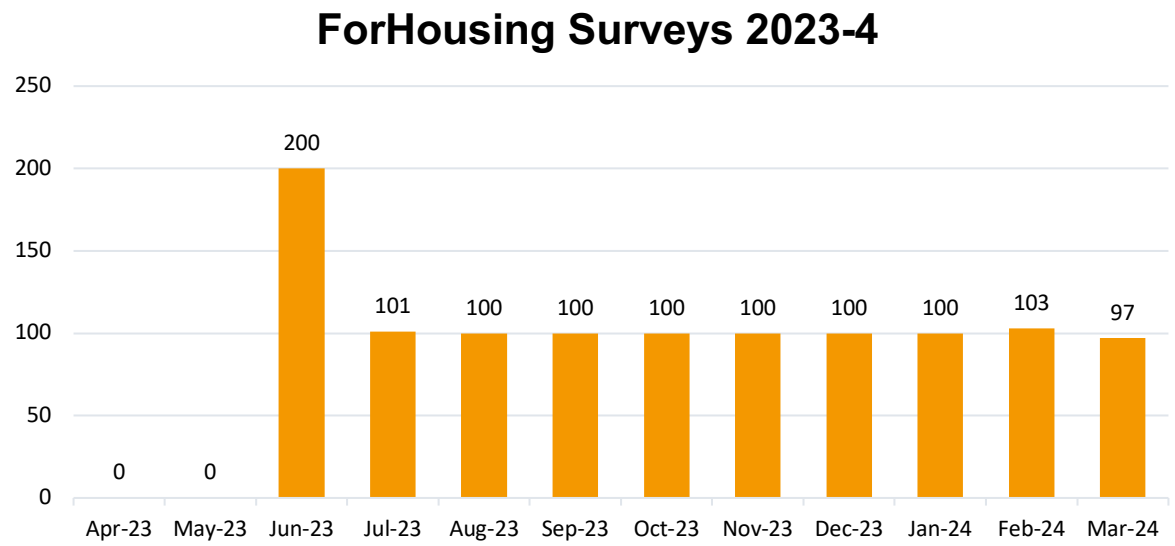
About our approach

In total we conducted 1,101 surveys, not every survey answered every question – our breakdown of responses is as follows:

Question:	Responses:
Satisfaction with service	1091
Comments about overall service	580
Repair carried out in home in last 12 months (642 did who were asked the next two questions)	1067
Satisfaction with repairs service over last 12 months	631
Satisfaction with time taken to complete most recent repair	619
Satisfaction that ForHousing provides a home that's well maintained	1040
Satisfaction that ForHousing provides a home that's safe to live in	1054
Comments on what ForHousing could do to improve safety of home	124
Satisfaction with extent ForHousing listens to views & acts upon them	1054
Satisfaction with way ForHousing keeps tenants informed	1052
Agreement that treated fairly & with respect	1047
Complaint made to ForHousing within the last 12 months	1045
Satisfaction with ForHousing's approach to complaint handling	240
Building has shared communal areas	1041
Satisfaction that communal areas are clean & well maintained	374
Satisfaction that ForHousing makes positive contribution to neighbourhood	1024
Comments on what ForHousing could do to improve satisfaction with neighbourhoods	84
Satisfaction with ForHousing's approach to handling anti-social behaviour	1029
How ForHousing could improve service	240

Timing of our surveys

We conducted our surveys between June 2023 and March 2024, the following chart shows how these were distributed:



How we surveyed our tenants

We conducted our surveys in conjunction with an external partner, Kwest Research. They conducted telephone interviews on our behalf.

Our sampling method

We shared the profile of our tenant data and worked with Kwest Research to select a suitable sample method. In order to achieve a highly representative response, a stratified sampling method was used, taking into account age, property type, area, and number of bedrooms.

Ensuring our sample was representative

We asked Kwest Research to baseline our data to ensure our sample was representative of ForHousing tenants along the following measures:

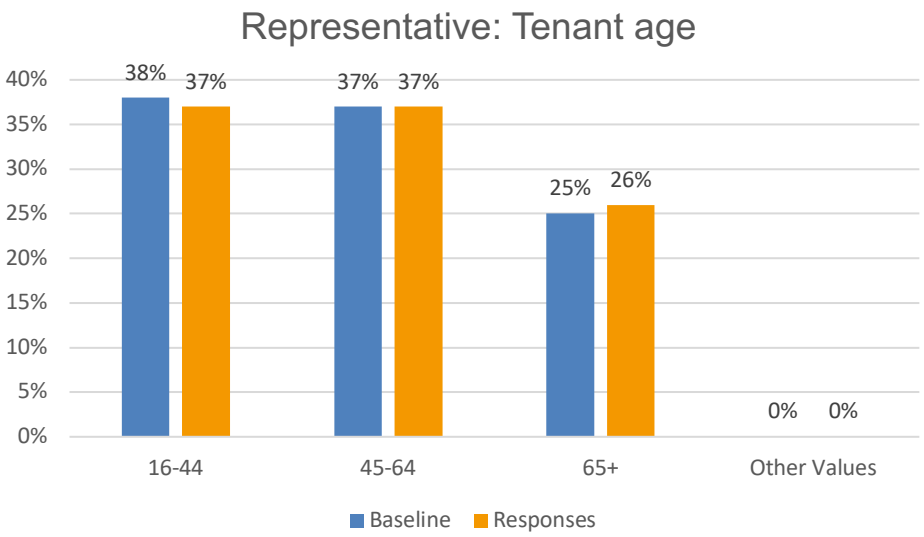
Tenant

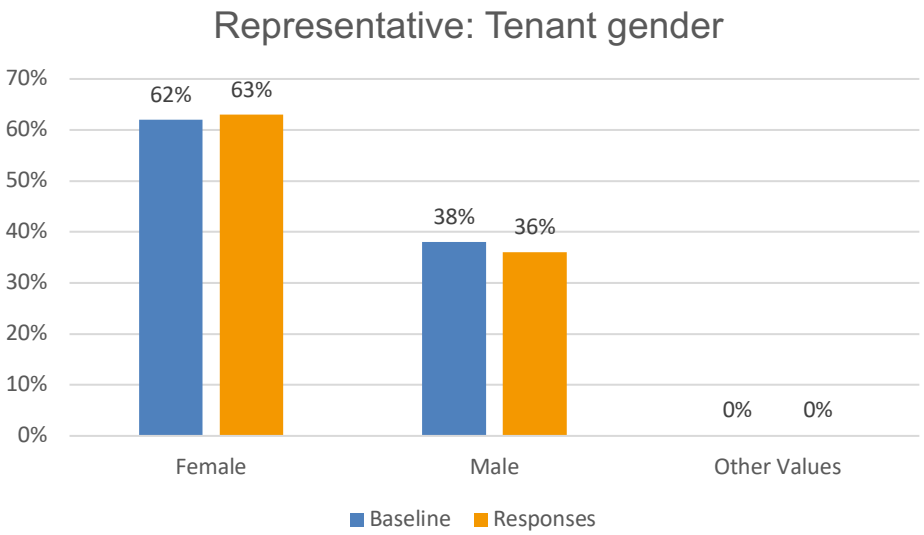
- Age
- Gender
- Sexual orientation
- Religion
- Tenancy type

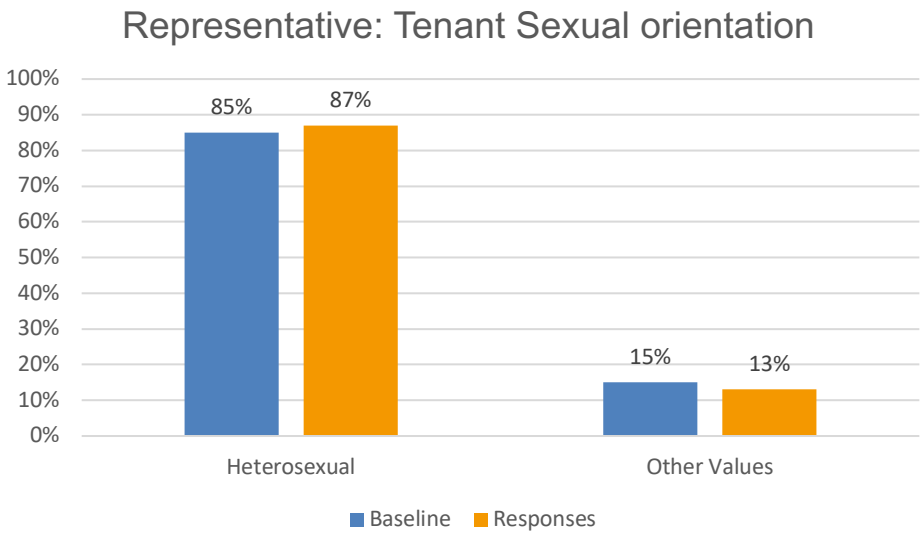
Property

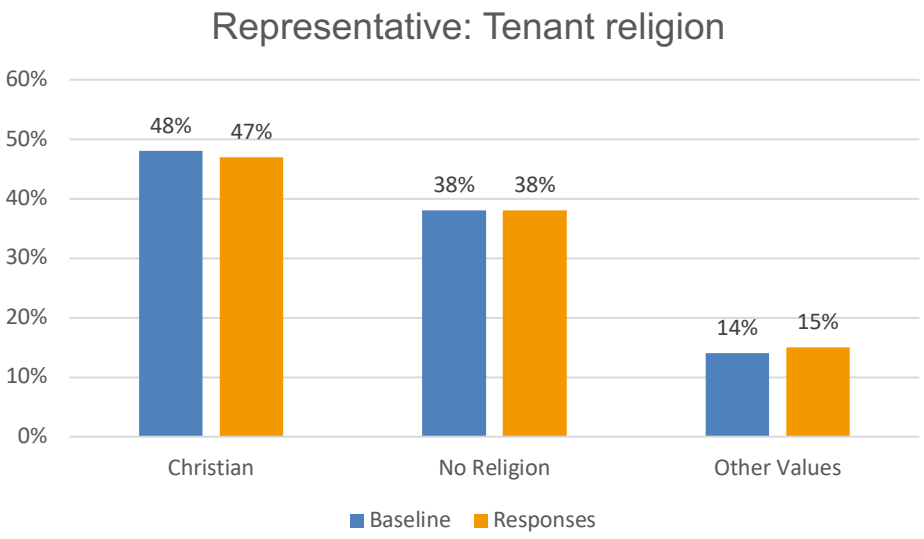
- Location
- Household size
- Property type
- Number of bedrooms

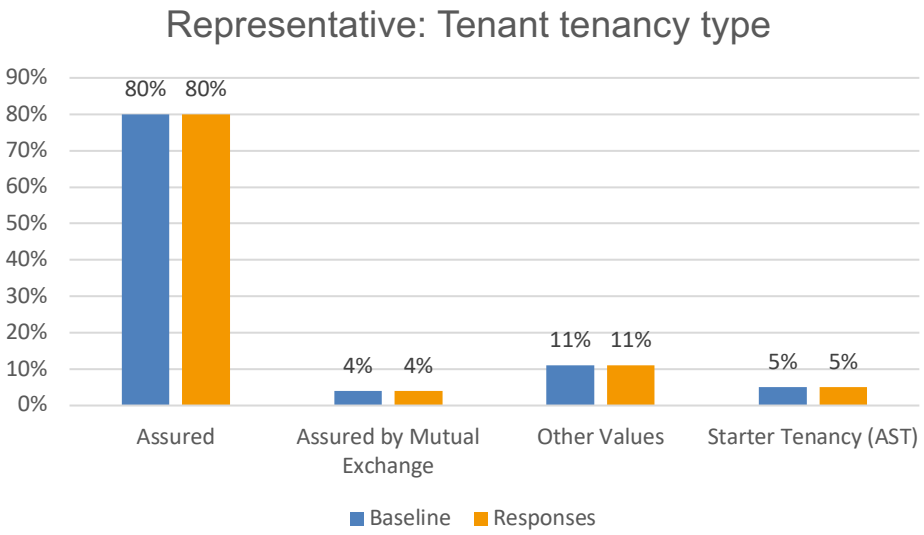
This is who our surveys were conducted with against a baseline of our data:

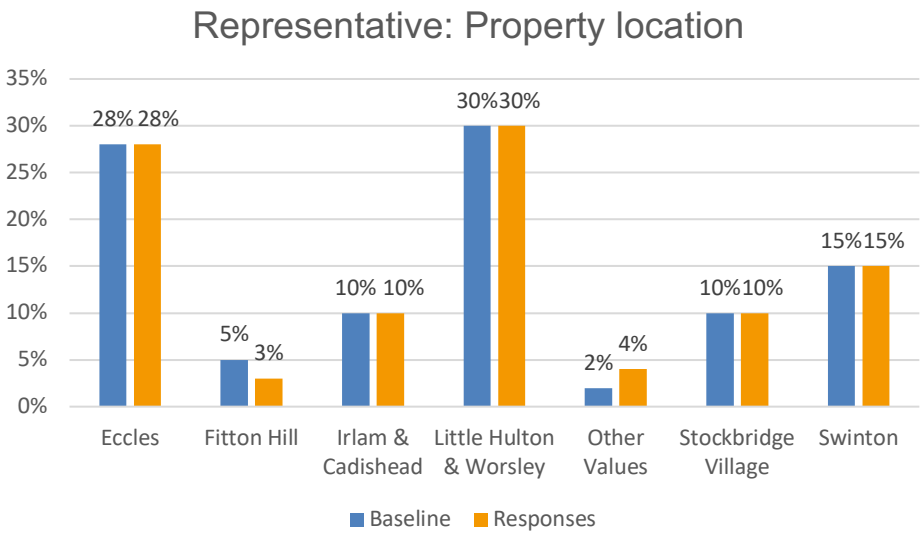


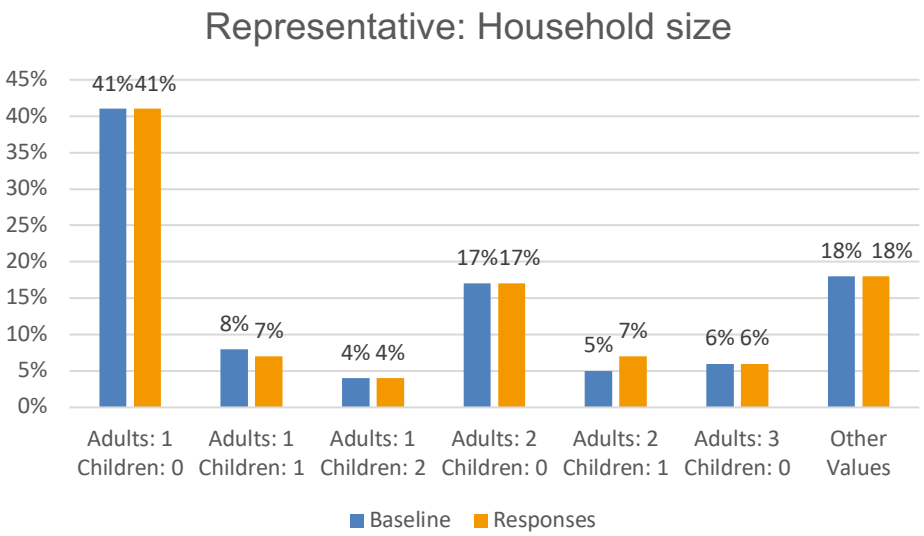


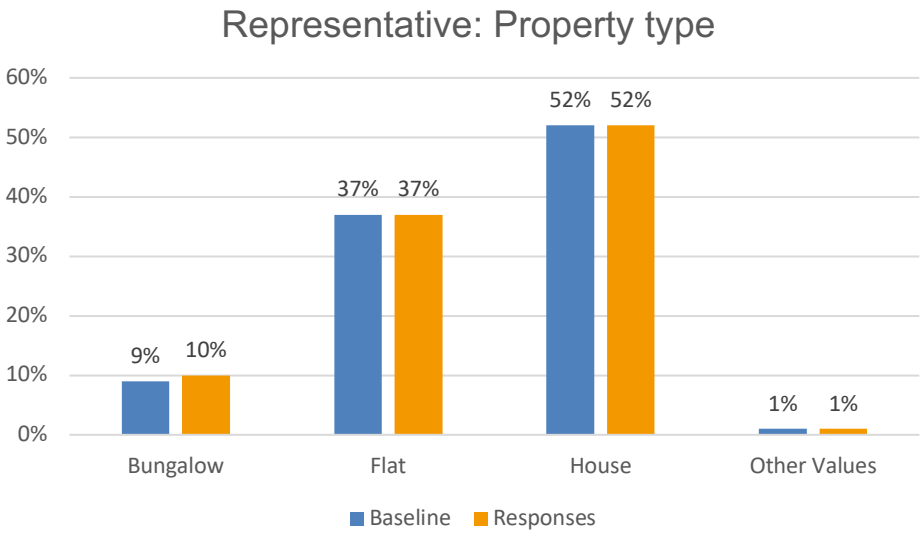


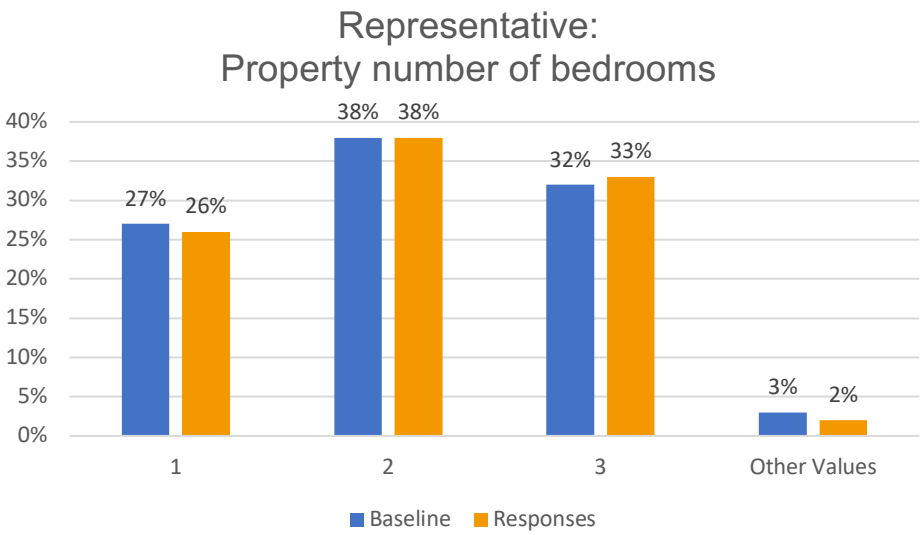

Representative: Tenant religion
60%
50%
40%
30%
20%
10%
0%
48%
47%
38%
38%
14%
15%
Christian
No Religion
Other Values
Baseline
Responses


Representative: Tenant tenancy type
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
80%
80%
4%
4%
11%
11%
5%
5%
Assured
Assured by Mutual Exchange
Other Values
Starter Tenancy (AST)
Baseline
Responses


Representative: Property location
35%
30%
25%
20%
15%
10%
5%
0%
28%
28%
5%
3%
10%
10%
30%
30%
2%
4%
10%
10%
15%
15%
Eccles
Fitton Hill
Irlam & Cadishead
Little Hulton & Worsley
Other Values
Stockbridge Village
Swinton
Baseline
Responses


Representative: Household size
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
41%41%
8% 7%
4% 4%
17%17%
5% 7%
6% 6%
18% 18%
Adults: 1 Children: 0
Adults: 1 Children: 1
Adults: 1 Children: 2
Adults: 2 Children: 0
Adults: 2 Children: 1
Adults: 3 Children: 0
Other Values
Baseline
Responses


Representative: Property type
60%
50%
40%
30%
20%
10%
0%
9% 10%
37% 37%
52% 52%
1% 1%
Bungalow
Flat
House
Other Values
Baseline
Responses


Representative:
Property number of bedrooms
40%
35%
30%
25%
20%
15%
10%
5%
0%
27% 26%
38% 38%
32% 33%
3% 2%
1
2
3
Other Values
Baseline
Responses

Sample weighting

Kwest Research ensured that we did not need to apply any weighting to our survey sample. Ongoing monitoring of the responses as the data was collected and the Representation Assessment gave us assurance that our sample was representative of our tenant population. This is demonstrated in the previous charts.

The role of our survey partner

Kwest Research were responsible for all elements of the survey after we supplied our tenant data to them.

Exclusions

Kwest Research identified that 251 Low-Cost Rental Accommodation households were excluded from the sampling frame because ForHousing did not hold valid telephone contact details for the household at the time of the survey. It is not believed that this will have any material impact on the results, which are still considered to be representative of all LCRA households. ForHousing are currently conducting an exercise to refresh tenant data ('Knowing our Tenant' which collects contact and other tenant data), therefore this should prevent this being an issue for future surveys.

Our sample size

We conducted 1,101 surveys out of our potential tenant population of 17,500 homes. This gives us +/- 2.85% @ 95% confidence level which exceeds the target set by RSH of +/- 3% @ 95% confidence level for a registered provider of our size.

Incentives

Neither ForHousing nor Kwest Research offered any incentives for tenants who took part in our surveys.

Any other methodological issues

There do not appear to be any other methodological issues that have a material impact on the tenant perception measures reported.

Tenant Satisfaction with ForHousing April 2023-March 2024	
Measure:	**Result**
TP01 – Proportion of respondents who report that they are satisfied with the overall service from ForHousing.	**69.8 %**
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.	**70.4 %**
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.	**68.7 %**
TP04 – Proportion of respondents who report that they are satisfied that their home is well maintained.	**73.6 %**
TP05 – Proportion of respondents who report that they are satisfied that their home is safe.	**78.5 %**
TP06 – Proportion of respondents who report that they are satisfied that ForHousing listens to tenant views and acts upon them.	**69.5 %**
TP07 – Proportion of respondents who report that they are satisfied that ForHousing keeps them informed about things that matter to them.	**76.4 %**
TP08 – Proportion of respondents who report that they agree ForHousing treats them fairly and with respect.	**82.6 %**
TP09 – Proportion of respondents who report making a complaint in the last 12 months who are satisfied with ForHousing's approach to complaints handling.	**33.8 %**
TP10 – Proportion of respondents with communal areas who report that they are satisfied that ForHousing keeps communal areas clean and well maintained.	**72.2 %**
TP11 – Proportion of respondents who report that they are satisfied that ForHousing makes a positive contribution to the neighbourhood.	**73.8 %**
TP12 – Proportion of respondents who report that they are satisfied with ForHousing's approach to handling anti-social behaviour.	**74.3 %**

Measure:	Result
CH01 – Number of stage one complaints received per 1,000 homes.	**151.5**
CH01 – Number of stage two complaints received per 1,000 homes.	**16.3**
CH02 – Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	**97%**
CH02 – Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	**99.7%**
NM01 – Number of anti-social behaviour cases opened per 1,000 homes.	**49.2**
NM01 – Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	**0.9**
RP01 – Proportion of homes that do not meet the Decent Homes Standard.	**0.0%**
RP02 – Proportion of non-emergency responsive repairs completed within ForHousing's target timescale of 30 days.	**97.0%**
RP02 – Proportion of emergency responsive repairs completed within ForHousing's target timescale of 24 hours.	**100%**
BS01 – Proportion of homes for which all required gas safety checks have been carried out.	**99.99%**
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%**

If you need this information in an alternative language please call

0161 605 7260

For other formats please call

0300 123 5522

@ForHousing @ForHousing

ForHousing

FHS23_28_0624