



Richmond Fellowship Tenant Satisfaction Measures 2023-24

Overall Satisfaction with services by Richmond
Fellowship: 90%

Under the new Social Housing Regulation Act, from 2024 onwards, all social housing landlords, must record performance against Tenant Satisfaction Measures (TSM's). This is to ensure customers are living in acceptable standards of housing and can hold landlords to account.

There are 22 tenant satisfaction measures, covering five themes. 12 of the 22 are measured by carrying out customer surveys that will tell us how satisfied our residents are with the services we provide.

This is one of the important ways that will help us understand our customer experiences in Richmond Fellowship and make improvements as a result.

The measures focus of five key themes

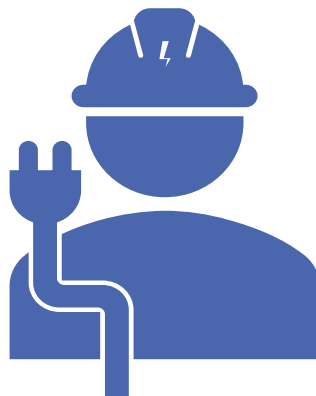
Keeping properties in good repair;

Maintaining building safety;

Respectful and helpful engagement;

Effective handling of complaints;

Responsible neighbourhood management;



How we're performing on TSMs

Residents that were satisfied with the overall service provided by Richmond Fellowship within the last 12 months:

90%

Residents' responding to the survey, that had a repair carried out in their home within the last 12 months:

70%

Residents' that were satisfied with the overall repairs service from Richmond Fellowship over the past 12 months:
90%

Residents Satisfaction with the time taken to complete a most recent repair after they reported it:
83%

Residents' satisfaction Richmond Fellowship provides a home that is well maintained:
98%

Residents Satisfaction on the condition of the building or property you live in and that their home is safe:
90%

Residents' satisfaction Richmond Fellowship listens to your views and acts upon them:
87%

Residents' satisfaction Richmond Fellowship keeps you informed about things that matter to you:
85%

Residents' satisfaction Richmond Fellowship treats me fairly and with respect:
91%

Residents' completing the survey that made a complaint to Richmond Fellowship in the last 12 months:
17%

Residents' satisfaction with our approach to complaints handling:
69%

Residents' satisfaction, residents that live in a building with communal areas either inside or outside, where Richmond Fellowship is responsible for maintaining:
79%

Residents' satisfaction Richmond Fellowship keeps the communal areas clean and well maintained:
94%

Residents' satisfaction Richmond Fellowship makes a positive contribution to your neighbourhood:

74%

Residents' satisfaction Richmond Fellowship's approach to handling Anti-social behaviour:

77%

Number of antisocial behaviour cases, opened per 1,000 homes

201

Number of anti-social behaviour cases that involved hate incidents, opened 1,000 homes.

1

Proportion of homes that do not meet the Decent Homes Standard.

0

Number of stage one complaints received per 1,000 homes.

77

Number of stage two complaints received per 1,000 homes.

3

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales.

52%

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales.

0%

Proportion of **non-emergency** and **emergency** responsive repairs completed within the landlord's targeted timescales:

Not available.

NB. We are working to ensure that we are compliant with our policy statement on repairs and timescales. We are committed to implementing a robust system to accurately track and record repair timescale.

Proportion of homes which all required **fire risk assessments** have been carried out.

100%

Proportion of homes which all required **asbestos safety checks** have been carried out.

85%

Proportion of homes for which all required **lift safety checks**.

100%

Proportion of homes for which all required **water safety checks** have been carried

93%

Proportion of homes for which all required **gas safety checks** have been carried out.

99%

For more information on the TSMs, the Regulator of Social Housing has published an 'easy read' Tenant Satisfaction Measures booklet, which provides more details on the questions asked and why they have been introduced. [Easy Read](#)

Areas for improvement during 2024/2025

Repairs Completion: With a current score of 83% for "overall satisfied" with the time taken to complete a most recent repair after they have reported it, we aim to raise this score to 85% during our next Tenant Satisfaction Measures perception survey, to ensure that customers are overall satisfied with the completion of repairs.

Complaints Handling: With a current score of **69%** for "Overall satisfied" in complaints handling. It is suggested that we aim to raise this score to **75%** during our next Tenant Satisfaction perception survey. We will work harder to streamline responses to give a more responsive service.

Anti-Social Behaviour: With a current score of **77%** for "overall satisfied" in RF's approach to handling ASB, it is suggested that we commit to keeping this score above **75%** during our next Tenant Satisfaction perception survey. We believe this can be achieved by implementing a new ASB reporting system, streamlining our existing ASB procedure, and supporting front line staff with building their

confidence in dealing with ASB, and being more supportive to our customer's needs.



Between 1st April 2023 and 31st March 2024, A survey for the Tenants Satisfaction Measures (TSM'S) was made available to our 290 residents at the time. Of these, 170 residents participated, representing a participation rate of 58.6%.

We value your feedback, and we will use this to improve your accommodation and support services.