

Tenant Satisfaction Measures 2024/25

The Tenant Satisfaction Measures were introduced by the Regulator of Social Housing in April 2023. They are 22 different measures that help us to understand how well we are performing in areas such as health & safety, fixing repairs, engaging with our residents, neighbourhood management and responding to feedback.

To find out more about the **Tenant Satisfaction Measures** click [here](#), or scan the **QR code**



Management Information for Waythrough 2024-25

Number of stage one complaints received per 1,000 homes **47**

Number of stage two complaints received per 1,000 homes **2**

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales **88%**

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales **100%**

Number of anti-social behaviour cases, opened per 1,000 homes **198**

Number of anti-social behaviour cases that involve hate incidents, opened per 1,000 homes **0**

Proportion of homes that do not meet the Decent Homes Standard **0%**

Proportion of non-emergency responsive repairs completed within the target timescales **94% ***

Proportion of emergency responsive repairs completed within the target timescales **97% ***

Proportion of homes for which all required gas safety checks have been carried out **99%**

Proportion of homes for which all required fire risk assessments have been carried out **100%**

Proportion of homes for which all required asbestos safety checks have been carried out **100%**

Proportion of homes for which all required water safety checks have been carried out **100%**

Proportion of homes for which all required lift safety checks have been carried out **100%**

* Our non-emergency repairs targets are: 5 working days urgent, 9 working days non-urgent, 6 weeks routine. Our emergency repairs target is 24 hours

Tenant Perception 2023-24

Humankind and Richmond Fellowship merged in June 2024 to become Waythrough. The last tenant perception survey was conducted in 2023-24 and the results are below for the independent organisations.

Humankind	Tenant Perception Survey questions	Richmond Fellowship
96%	Proportion of respondents who report that they are satisfied with the overall service	90%
91%	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	90%
93%	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	83%
93%	Proportion of respondents who report that they are satisfied that their home is well maintained	98%
93%	Proportion of respondents who report that they are satisfied that their home is safe	90%
92%	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	87%
93%	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	85%
98%	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	91%
66%	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	69%
93%	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	94%
73%	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	74%
81%	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	77%

Humankind Satisfaction

To make it as easy as possible to complete the survey we communicated a range of ways to do this. Tenants could complete the survey via telephone with one of our Team members, face to face with a Housing Officer or via an online form.

We have shared the results of the Tenant Satisfaction Measures with our Board of Directors and in response to what respondents have told us we are taking several actions to continue to develop our services, including:

Increasing our network of contractors to maintain an excellent service and reduce the time taken to complete specialist repairs

Working closely with third parties to increase compliance of building safety checks

Updating all our records to make sure we know the best way to contact each of our residents

Developing our appointment reminder services

More meetings in our shared buildings to better understand how we can make a positive contribution to our neighbourhoods

Delivering additional training to our staff team on how to handle complaints effectively and anti-social behaviour

We would like to take this opportunity to thank everyone who submitted a response.

Richmond Fellowship Satisfaction

Between 1st April 2023 and 31st March 2024, A survey for the Tenants Satisfaction Measures (TSMs) was made available to our 290 residents at the time. Of these, 170 residents participated, representing a participation rate of 58.6%. To make the survey accessible, tenants could complete it with support from staff or via an online form.

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.

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

**We provide housing management and tenancy
sustainment services to help you live independently.**

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