

## Tenant Satisfaction Survey 2023/24

### About the Survey

Between March and April 2024, many of you took part in an important survey. All tenants were invited to take part in the survey, by completing either a telephone, online or postal questionnaire.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way Tamil Housing maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

The findings will provide a view of the key drivers behind satisfaction levels and the issues tenants are most concerned about, informing Tamil Housing's future strategic and operational planning.

This report contains key results from the survey in respect of tenants' opinions about their homes and the services received.



**175**

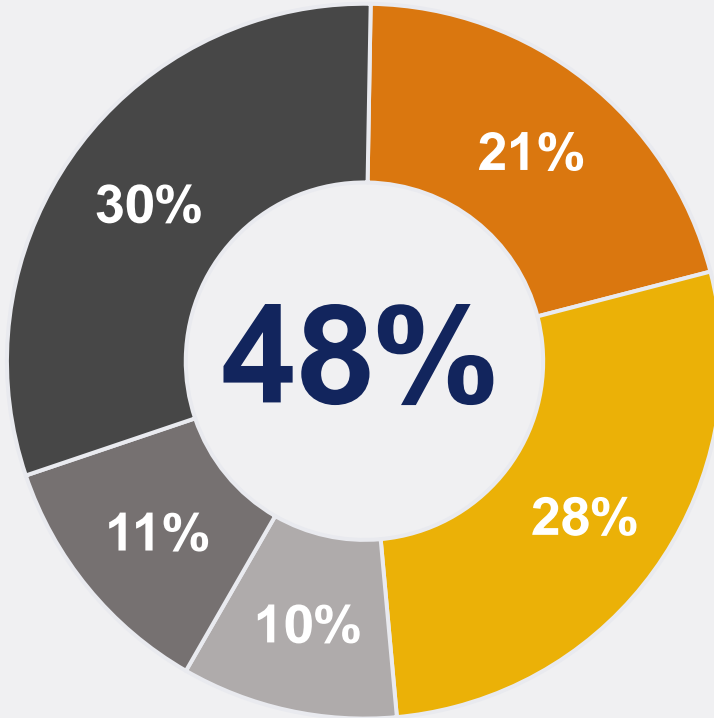
tenants took part  
(113 online, 24  
by post and 38  
by telephone)  
out of a total of  
318

**A big thank you to**  
**everyone who took part!**

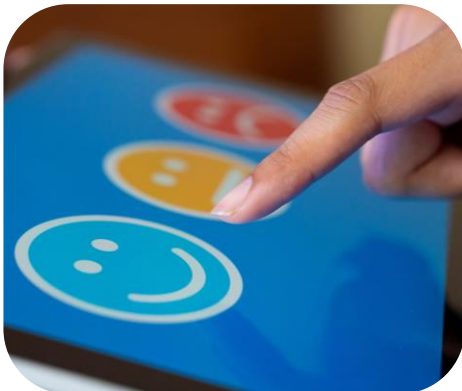
# Overall Service



Around half of tenants are satisfied with the overall service provided by Tamil Housing (48%).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



# The Home



Over four out of ten tenants are satisfied they are provided with a home that is well maintained (**45%**).



Half of tenants are satisfied that Tamil Housing provides a home that is safe (**50%**).



Tenants in Newham are the most satisfied that their homes are well maintained and safe, with those in Hertsmere the least satisfied.

Well  
Maintained  
Home

45%

Safe  
Home

50%



# Repairs and Maintenance



Over half of tenants said they had a repair carried out by Tamil Housing in the last 12 months **(54%)**.



Half of these tenants are satisfied with the overall repairs service from Tamil Housing over the last 12 months **(49%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(44%)**.



Tenants in Haringey are the most satisfied with the overall repairs service and the time taken **(71%)**.

Overall Repairs Service (Last 12 months)

49%

Time Taken to Complete Most Recent Repair

44%

# Neighbourhood Management



Over half of tenants with communal areas are satisfied that Tamil Housing keeps these areas clean and well maintained (**55%**).



Around three out of seven tenants are satisfied that Tamil Housing makes a positive contribution to their neighbourhood (**46%**).



Slightly more tenants are satisfied with Tamil Housing's approach to handling anti-social behaviour (**53%**).



Communal Areas Clean & Maintained

**55%**

Positive Contribution to Neighbourhood

**46%**

Approach to Handling ASB

**53%**

**67%** of tenants said they have communal areas that Tamil Housing is responsible for maintaining.



# Communications and Engagement



Around half of tenants agree they are treated fairly and with respect by Tamil Housing (**49%**).



Tenants are similarly satisfied that they are kept informed about things that matter to them (**47%**).



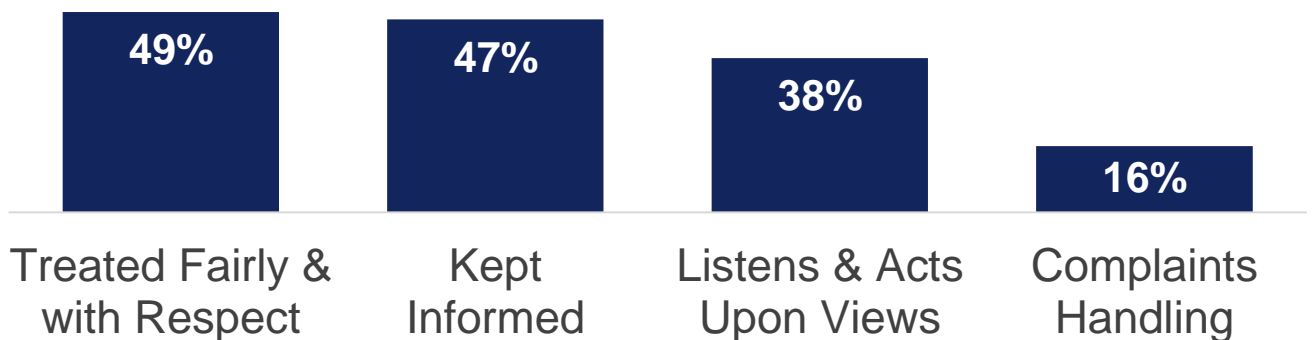
Around four out of ten tenants are satisfied Tamil Housing listens to and acts upon their views (**38%**).



Half of tenants said they had made a complaint to Tamil Housing in the last 12 months (**51%**).



Of these tenants, **16%** are satisfied with Tamil Housing's approach to complaints handling.





# Your Views

Tamil Housing appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved. Where you have said that you are happy for us to, we might contact you to discuss an issue you have raised, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Tamil Housing does to involve you in developing services. As well as publishing the results of the survey, Tamil Housing plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you  
once again to  
everyone who  
took part.



Publish findings for  
tenants



Use findings to plan  
and improve  
services, e.g.,  
repairs and  
communications



Involve tenants in  
shaping service  
improvements

If you would like further information about the survey,  
please get in touch with Tamil Housing by emailing:  
[service@tamilhousing.org.uk](mailto:service@tamilhousing.org.uk)

# TSM Summary of Results & Approach

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	48%
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.	49%
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.	44%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	45%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	50%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	38%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	47%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	49%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	16%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	55%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	46%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	53%

A.	A summary of achieved sample size (number of responses)	175
B.	Timing of survey	25/03/2024 to 04/04/2024
C.	Collection method(s)	Telephone, online and postal
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representativeness checks carried out by organisation, age group, gender and district
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	N/A
I.	Reasons for any failure to meet the required sample size requirements	N/A
J.	Type and amount of any incentives offered to tenants to encourage survey completion	N/A
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	N/A