

Tenant Satisfaction Measures (TSMs) have been designed by the Regulator for Social Housing to raise standards and improve the quality of social housing by ensuring providers are accountable for the services they deliver.

There are 22 measures, 12 come directly from surveys completed by our residents, 10 come from operational information we hold on our systems.

The 22 TSM's are split across 5 themes:

- Keeping properties in a good state of repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management



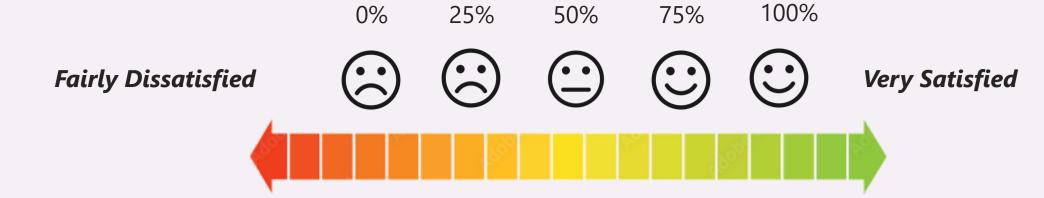
The survey results are for the time period 1stApril 2024 – 31st March 2025. We are now sharing our first year results with our residents, stakeholders, and the regulator. We will continue to report annually for each financial year.

The regulator will publish national league tables showing how we compare to all social landlords and local authorities across the country.

During the last financial year, we have been collecting surveys from residents. Due to GDPR and privacy laws we did not collect any identifying data from people completing the survey, but to ensure a fair sample was collected, the survey is available to any and all residents that would like to provide feedback available online and paper copies. Surveys were collected across all locations Ipswich, Bury, Cambridge and Peterborough, from a mix of resident's young people and adults across all of our projects.

For any residents that missed out of last years survey we encourage you to take part this year. Please speak to a member of staff who will advise you on how to access it.

We were not able to collect feedback from all 423 residents housed at the time the survey was conducted, and so have used a sampling method to report our feedback. 196 people responded to the TSM survey, providing 46% completion. Please see the results of this year's TSM from Page 2 onwards.





Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

91%



How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

85%



Has your landlord carried out a repair to your home in the last 12 months? (Yes/No)

69%



Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

84%



If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the past 12 months?

61%



How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

85%

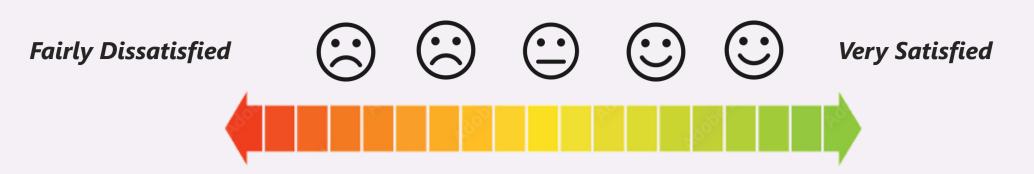


If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

56%



How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?





To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."? (Agree/disagree)

90%



If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

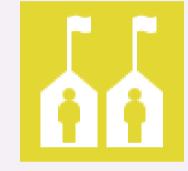
77%

100%



Have you made a complaint to your landlord in the last 12 months? (Yes/No)

63%



How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighborhood?

70%



If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

43%



How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behavior?

79%



Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? (Yes/No)



Complaints relative to the size of the landlord - Number of stage one complaints received per 1,000 homes:

116



Complaints relative to the size of the landlord - Number of stage two complaints received per 1,000 homes:

5



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

100%



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

100%



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

31



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

C



Proportion of homes that meet the Decent Homes Standard



Proportion of non-emergency repairs completed within the landlord's target timescale

99%



Asbestos safety checks

100%



Proportion of emergency repairs completed within the landlord's target timescale

99%

Mains water tap

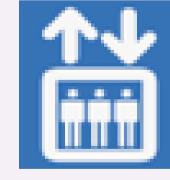
Water safety checks

100%



Gas safety checks

100%



Lift safety checks

100%



Fire safety checks



Future Improvements: Enhancing Resident Satisfaction



After reviewing the 2024-2025 feedback we realize that we have made improvements in all areas of focus last year. We are extremely happy about this. However, these three areas remain the lowest scoring of the TSM. Therefore will remain the focus for improvement this year

Repairs

We will ensure our residents are aware and prepared for repairs to take place. Ensuring they understand the expected timeframes, appointment times and that we seek feedback after each repair using the best communication methods for them.

Complaints

The managers will review complaints quarterly. Assessing whether the complaints handling code and our processes have been followed, and reviewing if any improvements, changes or training would help. Ensuring residents receive a quality and fair response.

Contribution to your neighbourhood

The feedback shows that residents are not aware of the work we are doing within our communities. We will improve our communication of how we contribute to the neighbourhood by working with our residents to develop improved, relevant and regular communication making use of social media and technology.