

## Tenant Satisfaction Measures 2023/2024

### 1. Introduction

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to generate and report TSMs as specified by the Regulator of Social Housing (RSH). This document provides details of Falcon Housing Association's C.I.C (FHA) reported TSMs for year ending 31 March 2024 and addresses the regulatory requirement to publish tenant satisfaction measures data.

### 2. Survey Approach

FHA's survey was completed at a single point in time with collection of data between 1 July 2023 and 30 June 2024. No external contractors were employed in the survey collection or analysis of data. No tenant incentives were used in the survey approach.

All surveys were delivered face to face with tenants, and their care supporters and/or families as required, via intensive housing management visits and events. The face-to-face method was the most appropriate given our tenant complexities, vulnerabilities and their support needs. For any tenants who lacked capacity surveys were provided to their advocates.

A copy of the questionnaire is appended which utilises the prescribed approach by the regulator with the addition of Emoji's which were to enable FHA to capture responses from tenants who might, without this, be excluded from expressing their own opinions. Emoji's are particularly useful to individuals on the autism spectrum and FHA have a significant number of tenants who engaged with the survey who may not have done if this visual aid had not been made available.

### 3. Summary of Sample Size / Number of Responses

The relevant tenant population for the purposes of the tenant perception measures was 791. FHA omitted 110 tenants whereby significant capacity issues were identified which would have prevented a meaningful response to the vast majority of the TSM questions. A census approach was applied with no sampling and in analysing the data no weighting has been applied.

226 responses were achieved = a **33%** response rate.

## 4. Published Tenant Satisfaction Measures

### 4.1 Building Safety

BS01	Proportion of homes for which all required gas safety checks have been carried out.	<b>100%</b>
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	<b>100%</b>
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>100%</b>
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	<b>100%</b>
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>88%</b>

### 4.2 Anti-Social Behaviour

NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	<b>19</b>
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	<b>0</b>

### 4.3 Decent Home Standards and Repairs

RP01	Proportion of homes that do not meet the Decent Homes Standard.	<b>0</b>
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	<b>83%</b>
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale (within 24 hours).	<b>82%</b>

### 4.4 Complaints

CH01 (1)	Number of stage one complaints received per 1,000 homes.	<b>23</b>
CH01 (02)	Number of stage two complaints received per 1,000 homes.	<b>0</b>

CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>78%</b>
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>N/A</b>

#### 4.5 Tenant Perception Measures

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	<b>82%</b>
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repair service.	<b>74%</b>
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.	<b>49%</b>
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	<b>80%</b>
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	<b>88%</b>
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	<b>76%</b>
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	<b>73%</b>
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	<b>94%</b>
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling.	<b>44%</b>
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	<b>80%</b>

TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	<b>83%</b>
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	<b>50%</b>

## 5. FHA – Tenant Satisfaction Measures Survey 2023-2024

### Tenant Perception Survey

Thank you for taking the time to complete the Tenant Perception Survey. The survey will be used to calculate Falcon Housing Association's C.I.C (FHA) annual tenant satisfaction which will be published by FHA in April 2024.

For each question please circle your answer.

#### 1. What method was used to complete this form?

Link via email or text	Post	Face to face	Face to face at tenant engagement event	Phone call
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#### 2. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied
				

#### 3. Has your landlord carried out a repair to your home in the last 12 months?

No	Yes
<input type="checkbox"/>	<input checked="" type="checkbox"/>

X

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

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied
				


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

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied
				




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

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied
				

5. 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?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
					

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

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
					

7. How satisfied or dissatisfied are you with the way your landlord keeps you informed about things that matter to you?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
					

8. To what extent do you agree or disagree with the following statement 'My landlord treats me fairly and with respect'?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
					

9. To what extent do you agree with the following statement: I trust my landlord to do what they said they would do?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
					

10. To what extent are you satisfied that your landlord is easy to deal with.

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
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11. Have you made a complaint to your landlord in the last 12 months?

No	Yes
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X

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

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied
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12. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

No	Yes	Not applicable/ don't know
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X

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

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
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13. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
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14. Have you experienced anti-social behaviour in your area in the last 12 months?

No	Yes	Not applicable/ don't know
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X

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

Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied/ Dissatisfied	Fairly Satisfied	Very Satisfied	Not applicable/ don't know
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