

At PCHA we are committed to providing excellent homes and services to residents and helping to build strong and sustainable communities where people can thrive. We want to be open and transparent about our performance. This annual report sets out our Tenant Satisfaction Measures for 2023–24.

Background

In 2020, the government published The Charter for Social Housing Residents white paper, which set out some significant changes to the role of the Regulator of Social Housing (RSH). The resulting Social Housing Regulation Act came into force in 2024.

This introduced a more proactive regulatory regime and, as a result, the RSH has set out its new consumer standards for social housing landlords, designed to protect residents and improve the services they receive.

Under the new standards landlords will need to:

- ♦ ensure residents are safe in their homes
- ♦ listen to residents' complaints and respond promptly to put things right
- ♦ be accountable to residents and treat them with fairness and respect
- ♦ know more about the condition of every home and the needs of the people who live in them
- ♦ collect and use data effectively across a range of areas, including repairs.

For the Regulator to enforce these standards they have introduced a set of tenant satisfaction measures (TSMs) for the RSH to assess the performance of housing associations like PCHA.

These TSMs are intended to:

- ♦ make a meaningful difference to residents
- ♦ be possible for landlords to carry out
- ♦ be something the RSH can regulate.

To achieve this, the tenant satisfaction measures are designed to be relevant, accurate, responsive and deliverable.

The TSMs came into force from April 2024, with all social landlords being required to publish their TSM data annually.

All social landlords will be responsible for running tenant perception surveys to collect data for the tenant satisfaction measures TP01–TP12. Smaller landlords, with fewer than 1,000 homes, will have the option of running this every year or every two years.

However, we have chosen to do this annually.

Tenant Satisfaction Measures 23/24

Code	Description	23-24 Annual TSM	Comments
Overall Satisfaction			
TP01	Overall satisfaction	76.3%	TSM Survey Sep 2023
Keeping properties in good repair			
TP02	Satisfaction with repairs	82.1%	TSM Survey Sep 2023
TP03	Satisfaction with time taken to complete most recent repair	83.7%	TSM Survey Sep 2023
TP04	Satisfaction that the home is well maintained	74.8%	TSM Survey Sep 2023
RP01	Homes that do not meet the Decent Homes Standard	0.2%	1 property - work in progress
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	89.3%	
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	91.1%	
Maintaining building safety			
TP05	Satisfaction that the home is safe	76.3%	TSM Survey Sep 2023
BS01	Gas safety checks	100%	
BS02	Fire safety checks	100%	
BS03	Asbestos safety checks	100%	
BS04	Water safety checks	N/A	None applicable during 2023-24
BS05	Lift safety checks	100%	

Respectful and helpful engagement			
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	70.1%	TSM Survey Sep 2023
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	81.1%	TSM Survey Sep 2023
TP08	Agreement that the landlord treats tenants fairly and with respect	80.5%	TSM Survey Sep 2023
Effective handling of complaints			
TP09	Satisfaction with the landlord's approach to handling complaints	43.5%	TSM Survey Sep 2023
CH01 (1)	Number of stage one complaints received per 1,000 homes.	2.4	1 complaint
CH01 (2)	Number of stage two complaints received per 1,000 homes.	7.3	3 complaints
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	
Responsible neighbourhood management			
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	64.3%	TSM Survey Sep 2023
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	68.1%	TSM Survey Sep 2023
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	68.3%	TSM Survey Sep 2023
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)	31.5	13 cases
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes) - ASB cases that involved hate incidents	0	

All the perception measures are taken from the annual TSM survey that we published last September. The summary is below:



The two key areas of focus for improvement were complaint handling and communal cleaning/gardening and we have been working hard to improve in these areas over the last 6 months or so.

We are currently carrying out the next TSM perception survey with the report due to be published in September.

Further information

If you would like more information or to discuss the TSMs with us please contact one of our team by phone on **0208 659 3055** or email housing@pcha.co.uk.