

## **Summary of Tenant Satisfaction Requirements 2024-25**

### **Tenant Satisfaction Measures (TSMs) Overview**

Tenant Satisfaction Measures (TSMs) are regulatory requirements implemented in April 2023. Bury Housing Services have been collecting the TSM surveys since their introduction. The TSM's provide transparency to tenants on how we are performing as a landlord. TSM's and management derived regulatory required performance indicators (22 in total) are published on our webpage. [Our Performance - Bury Council](#)

### **Summary of achieved Sample Size**

Our property portfolio comprises 7,770 units.

A copy of our survey can be found [here](#). Two additional questions have been added to the survey to help tenants navigate their way around and encourage feedback.

No weighting was applied to generate the scores to the TSM's, and no tenants were excluded from the survey. A £50 prize draw has been in operation each month to encourage uptake and returns.

All responses to TSM surveys are acknowledged and triaged to the appropriate department for follow up if an expression of dissatisfaction has been made, to ensure all action is taken in response to issues raised. These management tasks are monitored for completion.

Based on the official guidance, our target TSM collection size was 560 responses. Guidance on collection methods, sample size, and ensuring a representative sample can be found [\[here\]](#).

For the 2024-2025 survey period, we digitally invited 6,291 households via text message and email, targeting tenants with mobile phones and/ or email addresses, 350 tenants without digital access were targeted using different methods. We also offered the survey at community events to reach non-digital residents. We collected a total of 958 responses compared with 858 for last year, which is 398 above the required minimum.

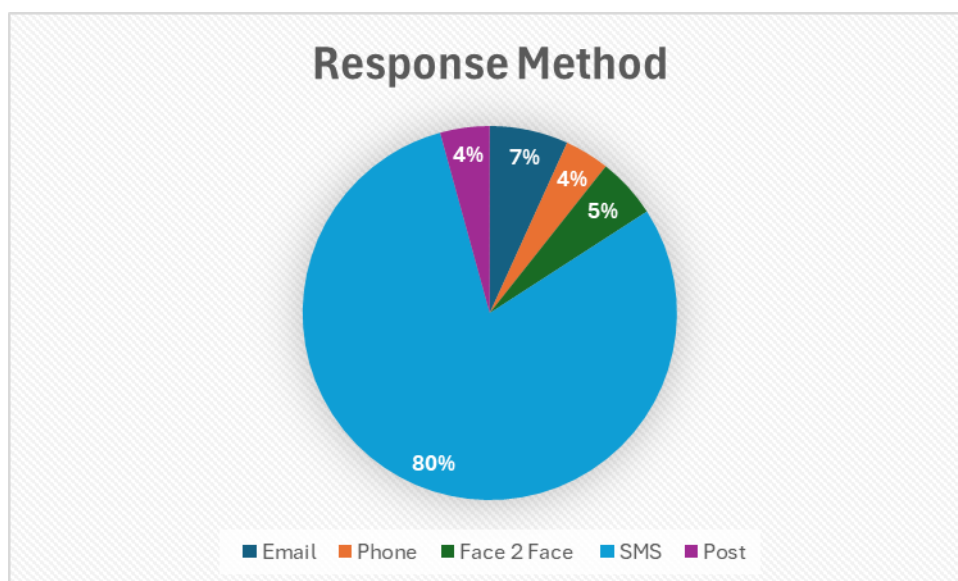
### **Collection Methods - via CX our third-party contractor.**

CX is a digital platform that automatically triggers the survey to be sent to tenants reaching their first-year anniversary. The responses are collected within the platform and survey reports are downloaded for performance tracking purposes, Bespoke dashboards have been created to help us to review the data.

The pie chart below illustrates the percentage of respondents by contact method

- SMS
- Email
- Phone
- Face to Face
- Post

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### Timing of the survey

TSM Invites are sent daily on the first-year anniversary of the tenancy via the CX platform.

Surveys are sent between 9am – 9pm and no reminders are sent.

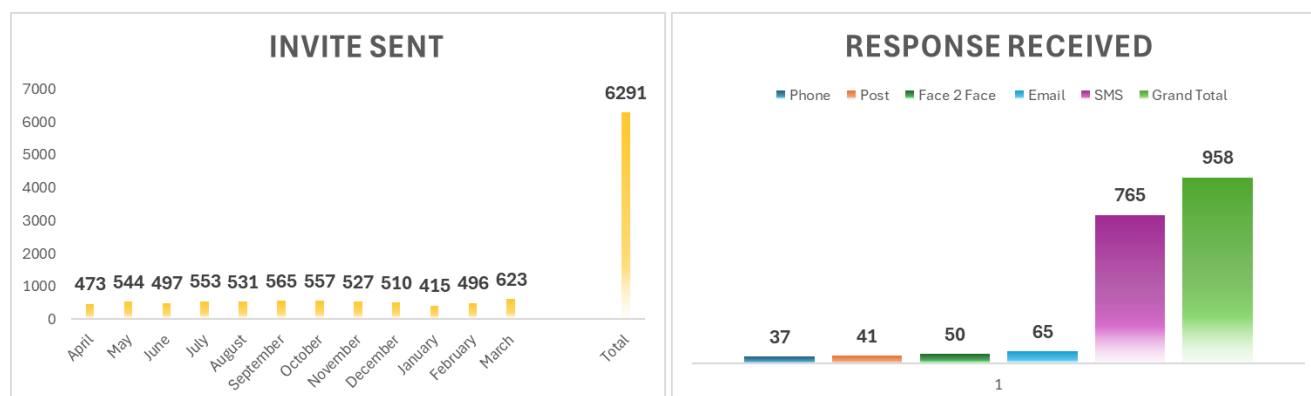
Our primary method of survey collection is digital, using text messages and emails.

To ensure inclusivity, we also reached out to tenants who only have landline access via telephone. Where this was unsuccessful, we followed up with postal surveys. Additionally, face-to-face surveys were conducted during Community Action Days, events, and at our sheltered housing schemes.

### Survey response rate and method.

- 6291 invites sent
- 958 tenants completed the survey
- A 15.25% return rate on digital invites
- Average response collection between 75 and 80 respondents per month
- 13% responses are from non-digital tenants.

The table below illustrate the invites sent each month compared to the invites received.



### Summary of representativeness.

Our survey responses were proportionate and represented our tenant demographic in the following areas stock type (e.g. general needs, housing for older people/sheltered housing, other supported housing, temporary social housing,), ethnicity, property type, property or household size, geographical area or estate, age.

The following links present the findings on representativeness, broken down by demographic groups and levels of satisfaction.

[Our assessment of representativeness can be accessed here by Demographic.](#)

[Our assessment of representativeness can be accessed here by Satisfaction.](#)

### Demographic Table

Invites by age

| Age Group | Demographics | % Invited to survey (6291) | % Responded (total 958) |
|-----------|--------------|----------------------------|-------------------------|
| 16–24     | 2.45%        | 2%                         | 2%                      |
| 25–34     | 10.22%       | 8%                         | 10%                     |
| 35–44     | 20.20%       | 20%                        | 15%                     |
| 45–54     | 18.40%       | 18%                        | 15%                     |
| 55–64     | 21.03%       | 21%                        | 21%                     |
| 65–74     | 15.53%       | 15%                        | 20%                     |
| 75–84     | 8.90%        | 10%                        | 14%                     |
| 85+       | 3.27%        | 3.27%                      | 4%                      |

We have identified that of the 210 tenancies held by young people on average there was 8% moved on meaning that these tenancies had not reached their 1-year anniversary to be surveyed. We have also identified that traditional survey methods are not attractive to the 16–34-year-old age bracket and as a result we are exploring the use of QR codes and WhatsApp as an alternative collection method. We hope that this will encourage uptake in these age brackets to enable us to achieve better representation of these groups. Care leavers have been re prioritised within our allocation offer this year and as a result 13 tenancies held by young people have not all yet reached their 1-year anniversary. We will continue to target the 75-85+ bracket with face to face and telephone surveys.

## Year-end performance

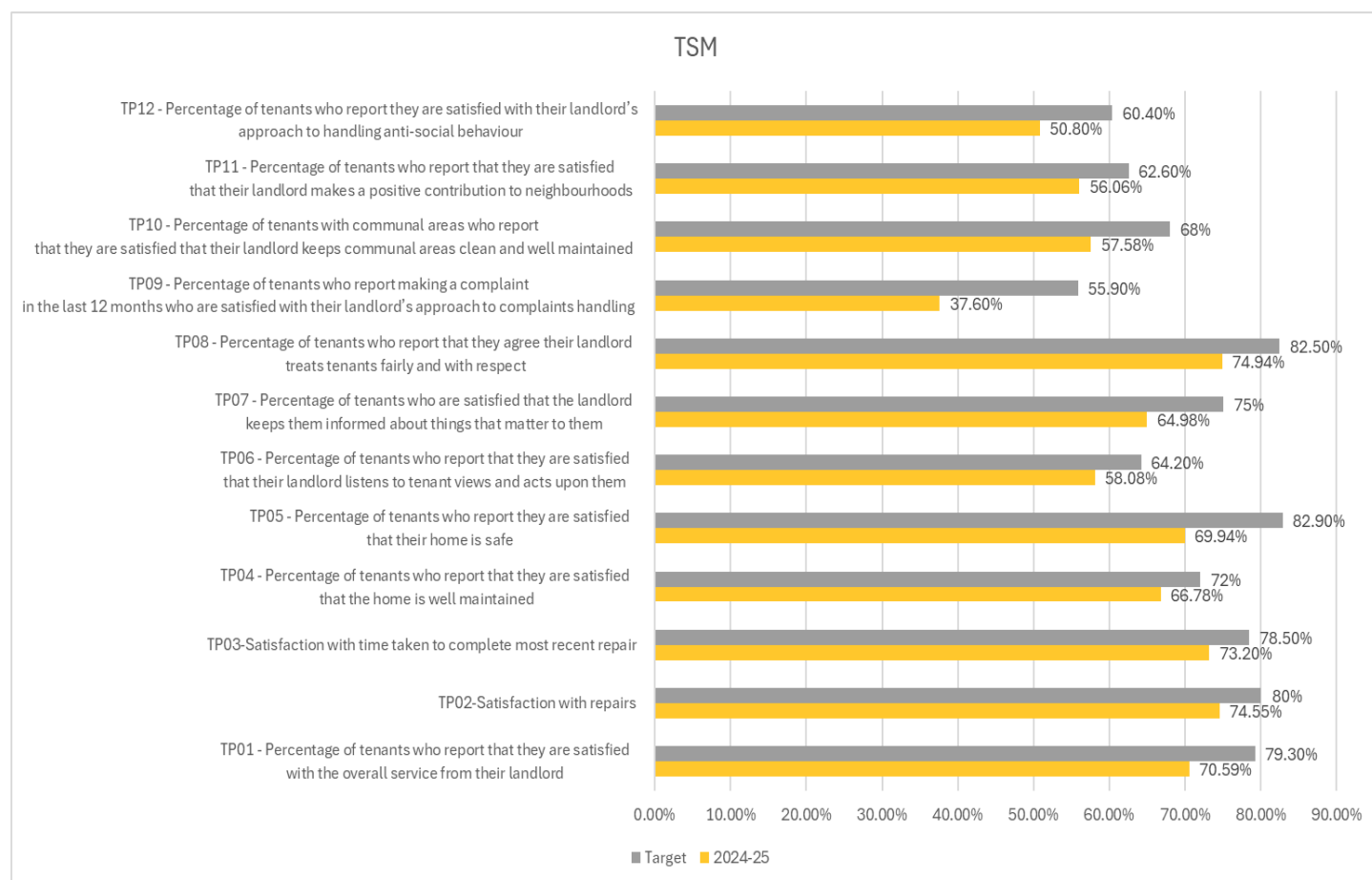
The table below outlines resident satisfaction across the 12 survey questions. The areas with the lowest levels of satisfaction were complaint handling and the landlord's contribution to the neighbourhood. In contrast, repairs and treating tenants fairly and with respect emerged as the strongest-performing areas by year-end. Although targets were not fully met, we have continued to strengthen our approach by working closely with tenants to implement improvements identified through their feedback. We remain committed to embedding a culture of collaboration and co-production and will continue to share our progress openly as we build better services together.

The table below shows year end performance compared to last year

| Code | Tenant Satisfaction Measures                                                           | 2023/24 YTD | 2024/25 YTD | Trend |
|------|----------------------------------------------------------------------------------------|-------------|-------------|-------|
| TP01 | Percentage of tenants satisfied with the overall service their landlord provides       | 73.62%      | 70.59%      | ↓     |
| TP02 | Satisfaction with repairs                                                              | 78.03%      | 74.90%      | ↓     |
| TP03 | Satisfaction with time taken to complete most recent repair                            | 73.74%      | 72.76%      | ↓     |
| TP04 | Satisfaction that the home is well maintained                                          | 70.97%      | 66.78%      | ↓     |
| TP05 | Satisfaction that the home is safe                                                     | 73.12%      | 69.54%      | ↓     |
| TP06 | Satisfaction that the landlord listens to tenant views and acts upon them              | 59.21%      | 58.60%      | ↓     |
| TP07 | Satisfaction that the landlord keeps tenants informed about things that matter to them | 64.86%      | 65.12%      | ↑     |
| TP08 | Agreement that the landlord treats tenants fairly and with respect                     | 73.75%      | 74.94%      | ↑     |
| TP09 | Satisfaction with the landlord's approach to handling complaints                       | 38.38%      | 36.61%      | ↓     |

|      |                                                                                |        |        |   |
|------|--------------------------------------------------------------------------------|--------|--------|---|
| TP10 | Satisfaction that the landlord keeps communal areas clean and well maintained  | 61.47% | 55.16% | ↓ |
| TP11 | Satisfaction that the landlord makes a positive contribution to neighbourhoods | 65.52% | 56.06% | ↓ |
| TP12 | Satisfaction with the landlord's approach to handling anti-social behaviour    | 50.39% | 50.72% | ↑ |

The graph below shows the cumulative score achieved through TSM's next to the TSM target.



## The table below shows management derived PI's Performance

We continue to perform well against our management-derived performance indicators, demonstrating consistent service delivery. Property safety remains a top priority, and we are maintaining strong outcomes in this area.

Our service action plans are actively supporting improvement efforts, particularly around complaint handling and anti-social behaviour (ASB). These targeted actions form a key part of our ongoing journey to enhance tenant satisfaction and service quality.

| Code | Building Safety                  | 2023/24 YTD | 2024/25 YTD | Trend |
|------|----------------------------------|-------------|-------------|-------|
| BS01 | Gas Safety Checks                | 99.96%      | 99.98%      | ↑     |
| BS02 | Fire Safety Checks               | 98.07%      | 100%        | ↑     |
| BS03 | Asbestos safety checks           | 96.38%      | 100%        | ↑     |
| BS04 | Water safety checks - Legionella | 100%        | 94.44%      | ↓     |
| BS05 | Lift safety checks               | 99.23%      | 100%        | ↑     |

BS01 was not at 100%-year end due to 3 properties being pursued by the legal team for access.

BS04 was not at 100% at year-end due to ongoing asbestos works that needed to be carried out in a communal roof space where the shared water tank resides. Alternative and additional testing is in place. Water supply remains safe.

| Code  | Complaints and Anti-social behaviour                                        | 2023/24 YTD | 2024/25 YTD | Trend |
|-------|-----------------------------------------------------------------------------|-------------|-------------|-------|
| CH01a | Complaints relative to the size of the landlord - Stage 1                   | 0.81        | 7.9         | ↓     |
| CH01b | Complaints relative to the size of the landlord Stage 2                     | 0.21        | 4.0         | ↑     |
| CH02a | Complaints responded to within Complaint Handling Code timescales - Stage 1 | 100%        | 100%        | —     |
| CH02b | Complaints responded to within Complaint Handling Code timescales - Stage2  | 100%        | 78%         | ↓     |
| NM01a | Anti-social behaviour cases relative to the size of the landlord            | 0.819       | 16.7        | ↑     |

|       |                                                                                              |   |     |                                                                                     |
|-------|----------------------------------------------------------------------------------------------|---|-----|-------------------------------------------------------------------------------------|
| NM01b | Anti-social behaviour cases relative to the size of the landlord that involve hate incidents | 1 | 0.4 |  |
|-------|----------------------------------------------------------------------------------------------|---|-----|-------------------------------------------------------------------------------------|

| Code  | Repairs and Decency                                                                  | 23/24 YTD | 24/25 YTD | Trend                                                                               |
|-------|--------------------------------------------------------------------------------------|-----------|-----------|-------------------------------------------------------------------------------------|
| RP01  | Homes that do not meet the Decent Homes Standard                                     | 0.96%     | 0.54%     |  |
| RP02A | Percentage of non-emergency repairs completed within the landlord's target timescale | 85.81%    | 78.73%    |  |
| RP02B | Percentage of emergency repairs completed within the landlord's target timescale     | 96.89%    | 98.37%    |  |

### Data analysis and early improvements.

The spikes in returns throughout the year (September, February & March) reflects our targeted outreach work and survey improvement:

- Improving the digital survey easier to complete with user prompts.
- Providing the opportunity to complete surveys at newly established community action days (face to face surveys were conducted.)
- Engagement officers targeting particularly hard-to-reach groups via drop-ins from within community venues and sheltered schemes.

Reviewing the survey return data allowed us to track trends with a means of understanding results and provide early improvements.

- Recurring themes are also captured via service plans to ensure improvements co-produced with the tenants
- One of the most frequent areas of tenant feedback was dissatisfaction with repair timescales. In response, we carried out a review, updated the timescales, and published the revised information. <https://www.bury.gov.uk/housing/housing-services/your-home/repairs/repair-appointments>
- We identified that tenants were dissatisfied with our approach to anti-social behaviour, as a result we have reviewed our ASB offer, aligned our policy with the Council's ASB policy and provided staff with internal and external training. Recruitment to enhance our enforcement offer is also underway. An ASB improvement action plan was developed including annual mandatory training and quality control.

- Tenants desire for better communication instigated considerable efforts to provide visible and tailored communication methods for targeted cohorts. For example, we have delivered 10 action days within our communities bringing advice and access to services for tenants on their doorsteps, we have developed bespoke tenant newsletters for socially isolated and vulnerable tenants who were less likely to be digitally savvy. This has allowed us to provide regular and relevant communication with our independent living and sheltered scheme tenants across the borough.
- Dissatisfaction has been expressed through TSM's about Communal cleaning, as a result we have reviewed our communal cleaning offer increased cleans from 6 weeks to 2 weekly cleans, increased resource, and provided structured monitoring
- Recurring themes from tenant feedback are captured within service plans to ensure that identified improvements are implemented and sustained