



LODDON
HOMES

Tenant Satisfaction Measures Report to residents 2023/24



Welcome to our Tenant Satisfaction Measures (TSM) Report

This report has been produced as part of Loddon Homes' participation in the Regulator of Social Housing's pilot scheme for small landlords with fewer than 1,000 homes.

Loddon Homes provides affordable rented housing and shared ownership properties throughout Wokingham Borough, with over **50% of our homes** let to residents with individual support needs.

In April 2023, the **Regulator of Social Housing** introduced **22 Tenant Satisfaction Measures (TSMs)** which are designed to assess how well social landlords are doing in providing good quality homes and services. Whilst all social landlords must collect and publish TSM data, currently small landlords with 1,000 or fewer properties are only required to carry out TSM resident surveys every two years and are not required to submit their results to the Regulator.

In 2023 the Regulator launched a **pilot scheme** to inform their decision on whether to collect TSM data from small landlords in the future and Loddon Homes was invited to take part.



TSM themes

The TSMs focus on five key themes:

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

There are **22 measures** in total: 12 come directly from our resident survey using the questions provided by the Regulator – these are the **tenant perception measures** - and 10 come from information we hold in our systems on our operational activity and performance. **This report focuses on the Tenant Perception measures.**

How we collected our tenant perception TSMs

We collected the data for our tenant perception measures through our resident survey which was open between 30 May 2023 and 9 June 2023. All residents were sent a printed questionnaire with a pre-paid envelope for its return. Those residents for whom we hold an email address were also sent a link to complete the survey online via the survey platform, Survey Monkey. We offered residents an incentive of entry into a prize draw for a £50 voucher of choice for all surveys completed.

As part of our participation in the pilot scheme, **the Regulator set out strict requirements** for conducting our resident survey which meant that **we had to use the exact wording of the questions** they provided. We were also allowed to include some additional questions of our own that were designed to provide a deeper understanding of residents' views.

Because we always try to provide services to our residents that will reflect their individual needs, 38 of our tenants were sent an easy read version of the resident survey. To help them to better understand what each question meant, we included explanations against each question that were taken from the Regulator's "Tenant Satisfaction Measures, how you can see how well a social housing landlord is doing" brochure. A further eight of our residents with very complex needs would be unable to understand or articulate a response to the easy read survey, so we invited their parents to complete the standard survey on their son or daughter's behalf.

The Regulator stipulates that **only** responses to surveys which **stick to their exact question wording** can be included in our data return and in our published TSM performance data, so the results of our easy read surveys cannot be included in this report. As part of our **feedback to the Regulator**, we have written a letter expressing our **concern over a lack of representation of individuals with support requirements**; to exclude this group from such a positive stride in gathering views and opinions from residents seems at odds with the overall intention of the process (we have published the letter in full on our website).

Survey collection methods

In previous resident surveys we have sent those residents with email addresses a link to complete the survey online only. However, we found that some residents didn't open the email and so missed out on the opportunity to have their say. For this survey, in order to reach as many residents as we could, we decided to send everyone a postal version as well. A total of **125 non-easy read (standard) surveys** were sent out and we received **42 responses** (20 by post and 22 online) which is a **response rate of 33%**.

The table below shows the number of residents in each of our housing types who received the standard survey and the total number of surveys completed, along with the response rates:

Housing type	Relevant tenant population	Total survey responses
Sheltered housing	32	13 (40.6%)
Supported living*	18	2 (11%)
General needs housing	34	12 (35%)
Shared ownership	41	7 (17%)
Anonymous responses		8 (19%)

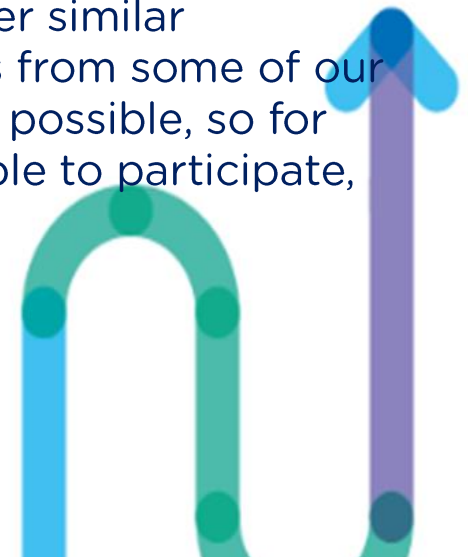
Summary of survey responses for each survey method used:

Housing type	Surveys returned by post	Surveys returned online
Sheltered housing	13	0
Supported living*	0	2
General needs housing	4	8
Shared ownership	2	5
Anonymous responses	1	7

* Parents of some of our residents with very complex needs were invited to complete the standard survey on their son/ daughter's behalf.

Improving our survey response rate

Whilst the response rate to this survey was broadly in line with other similar organisations, we were disappointed with the number of responses from some of our resident groups. We want to hear from as many of our residents as possible, so for future surveys, we will be working to introduce more ways for people to participate, giving everyone the maximum opportunity to have their say.



We welcome feedback from residents at any time

You don't have to wait for us to send you a survey to tell us what you think. You can **contact us at any time** with feedback about any of our services, with questions or suggestions about how we can do things better, or to tell us when you think we have done things well.

email us at hello@loddonhomes.co.uk

call us on **0118 908 8479**

We'd love to hear from you!

The Regulator's specified TSM questions and our results as reported to the Regulator

As mentioned previously, these results only represent the views of our residents who completed the standard version of our resident survey. The full results from all survey responses were reported in our annual report to residents earlier in the year.

Overall satisfaction: 'Taking everything into account, how satisfied or dissatisfied are you with the service provided by Loddon Homes?'

79% of residents told us they were either very satisfied or fairly satisfied

Satisfaction with repairs: 'Has Loddon Homes carried out a repair to your home in the last 12 months?' If yes, 'How satisfied or dissatisfied are you with the overall repairs service from Loddon Homes over the last 12 months?'

77% of residents told us they were either very satisfied or fairly satisfied

Satisfaction with time taken to complete most recent repair: 'Has Loddon Homes carried out a repair to your home in the last 12 months?' If yes, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'

73% of residents told us they were either very satisfied or fairly satisfied

Satisfaction that the home is well maintained: ‘How satisfied or dissatisfied are you that Loddon Homes provides a home that is well maintained?’

71% of residents told us they were either very satisfied or fairly satisfied

Satisfaction that the home is safe: ‘Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Loddon Homes provides a home that is safe?’

88% of residents told us they were either very satisfied or fairly satisfied

Satisfaction that we listen to tenant views and acts upon them: ‘How satisfied or dissatisfied are you that Loddon Homes listens to your views and acts upon them?’

68% of residents told us they were either very satisfied or fairly satisfied

Satisfaction that we keep tenants informed about things that matter to them: ‘How satisfied or dissatisfied are you that Loddon Homes keeps you informed about things that matter to you?’

74% of residents told us they were either very satisfied or fairly satisfied

Agreement that we treat tenants fairly and with respect: To what extent do you agree or disagree with the following “Loddon Homes treats me fairly and with respect”?’

75% of residents told us they either strongly agree or agree

Satisfaction with our approach to handling complaints: ‘Have you made a complaint to Loddon Homes in the last 12 months?’ If yes, ‘How satisfied or dissatisfied are you with Loddon Homes’ approach to complaints handling?’

10 residents said yes, they have made a complaint and **70%** (7/10) told us they were either very satisfied or fairly satisfied.

Historically, we have experienced a **very low number of formal complaints** with only **two reported in 2023-24**. Our complaints policy has recently been reviewed in line with the Housing Ombudsman’s new complaint handling code and this will help us to identify potential complaints and close the gap between those who feel they have complained, making sure the formal complaints process is followed.

Satisfaction that we keep communal areas clean and well maintained: ‘Do you live in a building with communal areas, either inside or outside, that Loddon Homes is responsible for maintaining?’ If yes, ‘How satisfied or dissatisfied are you that Loddon Homes keeps these communal areas clean and well maintained?’

31 residents said yes, they do live in a building with communal areas that we maintain and **58%** (18) told us they were either very satisfied or fairly satisfied.

On closer inspection of the data, we have been able to narrow down where residents are not happy, which will enable us to take the necessary steps to improve the service.

Satisfaction that we make a positive contribution to neighbourhoods: ‘How satisfied or dissatisfied are you that Loddon Homes makes a positive contribution to your neighbourhood?’

61% of residents told us they were either very satisfied or fairly satisfied.

Often we have a very small number of properties in one area and so are somewhat limited as to how much we can do to have an effect on the wider neighbourhood.

Satisfaction with our approach to handling anti-social behaviour: ‘How satisfied or dissatisfied are you with Loddon Homes’ approach to handling anti-social behaviour?’

60% of residents told us they were either very satisfied or fairly satisfied



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Loddon Homes is registered with the Regulator of Social Housing (Reg No 4827)

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