

# TENANT SATISFACTION MEASURES 2023 – 2024

## OVERVIEW

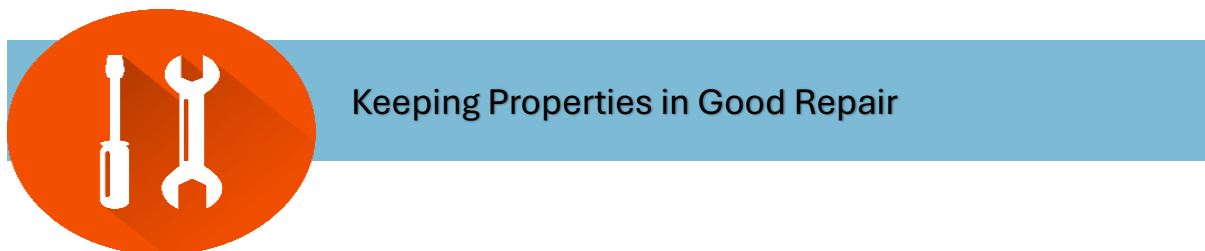
In April 2023, the Regulator of Social Housing (RSH) introduced Tenant Satisfaction Measures (TSM). All social housing landlords must provide the RSH with information on their performance. This helps the regulator to assess how well social housing landlords are doing at providing good quality homes and services.

There is a set of 22 performance measures used by all social housing landlords. 10 of these are measured by landlords already collating the information and a further 12 which was measured by landlords carrying out tenant perception surveys. The TSMs focus on 5 key themes which contribute to the overall satisfaction levels.

## AUCKLAND HOME SOLUTIONS – TENANT SATISFACTION MEASURE RESULTS 2023 – 2024



**OVERALL SATISFACTION = 81.7%**



- Proportion of homes that do meet the Decent Homes Standard = 99.8%
- Repairs completed within target timescales = 90%
- Satisfied with repairs we carry out = 70%
- Satisfied with the time taken to complete your repair = 55.7%
- Satisfied that your home is well maintained = 79.4%



## Maintaining Building

Checks which have been carried out at the properties:

- Gas safety checks = 99.4%
- Fire Risk Assessments = 100%
- Asbestos Management Surveys = 100%
- Legionella Risk Assessments = 100%
- Communal Passenger Lift Safety Checks = 100%
- Satisfied that your home is safe = 79.4%



## Relationships With Auckland Home Solutions

- Satisfied that we listen to your views and act upon them = 76.1%
- Satisfied that we keep you informed about things that matter to you = 66.2%
- Agreement we treat tenants fairly and with respect = 83.8%



## Effective Handling of Complaints

- Satisfied with our approach to handling complaints = 63.6%
- Number of Stage 1 complaints received = 13
- Number of Stage 2 complaints received = 2

- Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales = 92.3%
- Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales = 100%



## Your Neighbourhood & Community

- Anti-social behaviour cases – 34
- Anti-social behaviour cases involving hate crime = 0
- Satisfied with our handling of anti-social behaviour = 59.3%
- Satisfied we keep communal areas clean and well maintained = 79.4%