

# Tenant Satisfaction Measures – 2024

Tenant Satisfaction Measures (TSMs) were introduced by the Regulator of Social Housing in April 2023 and are a new way for our residents to understand our performance.

Our Service User and Resident Association (SURA) have reviewed our results and RAG rated any areas of particular interest. These have been colour coded on the tables on the following pages.

Tenant Satisfaction Measure		Score
TPO1	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	88%
TPO2	Proportion of respondents who report that they are satisfied with the overall repairs service from SSJ over the last 12 months.	86%
TPO3	Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it?	94%
TPO4	Proportion of respondents who report that they are satisfied SSJ provides a home that is well maintained?	94%
TPO5	Proportion of respondents who report that they are satisfied that SSJ provides a home that is safe?	89%
TPO6	Proportion of respondents who report that they are satisfied that SSJ listens to their views and acts upon them.	75%
TPO7	Proportion of respondents who report that they are satisfied that SSJ keeps them informed about things that matter to them.	75%

## SSJ's Comment

We are pleased that  $\frac{3}{4}$  of the tenants surveyed were satisfied, however, we need to ensure that SURA and other methods of dialogue are readily available to all residents and their voice influences the decisions we take and we provide feedback wherever possible.



023 8063 4596



info@ssj.org.uk



ssj.org.uk

SSJ is a registered charity based at 125 Albert Road South, Southampton, SO14 3FR. Charity Reg: 1043664

# Tenant Satisfaction Measures – 2024

Tenant Satisfaction Measure		Score
TPO8	Proportion of respondents who report that they agree that SSJ treats them fairly and with respect.	90%
<b>SSJ's Comment</b> We aim to be transparent and respectful towards our tenants at all times and are pleased with this result but we do take note that 1 in 10 of our residents do not feel they are treated fairly or with respect.		
TPO9	Proportion of respondents who report that they are satisfied with SSJ's approach to complaints handling.	54%
<b>SSJ's Comment</b> The data shows that all 97 respondents answered this question despite only 25 having actually made a complaint. SSJ hopes to get a better understanding as to resident satisfaction to complaints handling following the introduction of our new Complaints Policy and processes.		
TP10	Proportion of respondents who report that they are satisfied that SSJ keeps communal areas clean and well maintained?'	81%
<b>SSJ's Comment</b> Our housekeeping team work hard to maintain cleanliness in the majority of our communal areas and given the intensity of some of our projects we are pleased with this result however, we will continue to review and improve as we can.		
TP11	Proportion of respondents who report that they are satisfied that SSJ makes a positive contribution to your neighbourhood.	65%
TP12	Proportion of respondents who report that they are satisfied with SSJ's approach to handling anti-social behaviour?	54%
<b>SSJ's Comment</b> We recognise that anti-social behaviour in neighbourhoods is deeply impactful and detrimental. We will always try to respond to reports of ASB and we work within the law to take appropriate steps to resolve. We acknowledge that this may not always be a swift resolution. Our out of hours security team are a positive factor available to our tenants.		



023 8063 4596



info@ssj.org.uk



ssj.org.uk

SSJ is a registered charity based at 125 Albert Road South, Southampton, SO14 3FR. Charity Reg: 1043664

# Tenant Satisfaction Measures – 2024

Tenant Satisfaction Measure		Score
MO1	Proportion of respondents who report that they are satisfied with the ease of reporting a repair.	94%
MO2	Proportion of respondents who report that they are satisfied that SSJ maintenance communicates well with them when works need to be undertaken.	79%
MO3	Proportion of respondents who report that they are satisfied that SSJ contractors leave the work area tidy.	92%
MO4	Proportion of respondents who report that they are satisfied that SSJ contractors treat them fairly and with respect.	90%
CH01	1. Number of stage one complaints received per 1,000 homes 2. Number of stage two complaints received per 1,000 homes	25 1
CH02	1. Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales 2. Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	44% 0%
NM01	1. Number of anti-social behaviour cases opened per 1,000 homes 2. Number of anti-social behaviour cases, of which anti-social behaviour cases that involve hate crimes	34 0
RPO1	Proportion of homes that do not meet the Decent Homes Standard	1%



023 8063 4596



info@ssj.org.uk



ssj.org.uk

SSJ is a registered charity based at 125 Albert Road South, Southampton, SO14 3FR. Charity Reg: 1043664

# Tenant Satisfaction Measures – 2024

Tenant Satisfaction Measure		Score
RPO2	1. Proportion of non-emergency responsive repairs completed within the landlord's target timescales	92%
	2. Proportion of emergency responsive repairs completed within the landlord's target timescale	86%
<b>SSJ's Comment</b> We attend all emergency response repairs within the target timescale, but depending on the work required we may not always complete the works in that same time.		
BS01	Proportion of homes for which all required gas safety checks have been carried out.	97%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%



023 8063 4596



info@ssj.org.uk



ssj.org.uk

SSJ is a registered charity based at 125 Albert Road South, Southampton, SO14 3FR. Charity Reg: 1043664