ANNUAL TSM REPORT

2023

TENANT SATISFACTION MEASURES

Connect housing

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1. Overview

Tenant Satisfaction Measures (TSMs) were introduced in 2023 for all social housing providers with more than 1000 properties. The Regulator of Social Housing introduced them to establish how social landlords are performing against a common set of standards, to provide transparency, and to allow tenants to hold their landlords to account.

Further information about the measures can be found on the Government's website. The information is also available in an easy-read format.

The TSMs consist of two parts: a perception survey sent to tenants and a set of performance indicators.

2. The perception survey

The perception survey seeks to establish whether tenants feel that they are treated fairly and respectfully, and whether they feel listened to and can access services effectively.

2.1 Survey questions

The questions asked and their exact wording are set nationally by the Regulator to ensure consistency. Social housing providers are permitted to add their own questions to obtain further context to the answers.

The survey questions were asked in the order in which they appear in the TSM guidance documents. At the end of the survey, a Net Promoter Score question was asked "How likely is it that you would recommend Connect to a friend or colleague"; this is a measure of resident satisfaction that we include in several of our surveys.

At the end of the survey, respondents were asked if they wished to expand on any of the answers they had given. This free-text feedback allowed us to follow up on individual problems raised and to get a clearer indication of where we are doing well and where we can improve.

2.2 Survey method

We took a census-based approach to conducting the perception survey – a survey was sent to all rental dwelling units. The total primary-tenant population on 31 March, 2024 was 3182. There were 3016 LCRA dwelling units on 31 March, 2024 which were eligible for survey, excluding those that were vacant for the full year.

Twenty-four households were excluded due to the nature of their disability. Fifty-six households were asked to participate with the assistance of easy-read surveys. Responses from these residents have not been included in the return to the Regulator of Social Housing as the wording of the questions they received was different and this could have influenced their answers. Residents who participated using easy-read surveys have been included in the infographic (see Appendix A) and their responses are summarised separately in section 3.1.

The first survey was sent, and the first response received on April 21, 2023. The final survey was sent on February 1, 2024, with the final survey response being received on April 3, 2024. No incentives were offered to complete the survey.

The survey method for properties managed by Connect was based on the. type of contact details available in the order of preference of email first, then text message, then phone call for those with a landline number only.

Residents contacted by email and text message were sent a follow-up survey by the same method two days after the first survey, and a second follow-up by telephone approximately two weeks later.

An external contractor - NWA Social and Market Research Limited carried out the telephone surveys. The results from these were fed into the same software used internally for the collection of email and text-message surveys.

These contact methods are the same as are used for Connect's transactional surveys, they are chosen to maximise survey reach cost-effectively. Most households in schemes managed by an agent on behalf of Connect received in-person surveys; a small number were sent surveys by letter to complete independently. These contact methods were chosen to allow the residents to receive support in filling in the survey if they needed it.

Response rates by contact method are summarised below.

Survey contact method	Rental		Shared ownership	
	response rate	average satisfaction	response rate	average satisfaction
Email first contact	12.9%	64.1%	6.1%	50%
Email reminder	8.5%	67.0%	3.8%	33%
SMS first contact	11.2%	69.3%	4.8%	50%
SMS reminder	8.0%	69.6%	2.6%	0%
Letter	21.7%	80.0%	0.0%	n/a
Supported in-person	49.2%	81.3%	0.0%	n/a
Phone call first contact	60.0%	81.2%	28.6%	50%
Phone call second reminder	47.4%	82.1%	30.1%	78%

2.3 Survey representativeness summary

Responses were received from 1603 residents. We are required to assess whether enough responses have been received for the survey to be taken to reflect the resident population at a 95% confidence level. The minimum number of responses required to achieve that level is 501, so this level has been achieved. All eligible survey responses have been included in the survey reporting.

We are also required to assess whether the survey responses are representative of the resident population based on characteristics of the residents and of the properties. The characteristics of sex, age, disability and ethnicity were assessed as potential factors influencing tenant satisfaction along with housing category, and property type (assessed by bedroom numbers and the type of building).

Property location is suggested in the TSM guidance as a characteristic to assess, however, the properties owned by Connect are located in urban or suburban locations in four neighbouring local authorities, so it was not felt to be possible to create meaningful divisions based on geographic area.

The response sample was found to be representative in the tested metrics, except for the related metrics of age band and needs category. Responses in the age band 65+ and the needs category of housing for older people are over-represented. These characteristics were not found to be significant in the distribution of satisfaction at 95% confidence using a Chi-squared test indicating that they did not have a significant effect on the answers given.

If the survey responses were not representative of the resident population, a weighting measure would have had to be applied to the results to make them a better match to the resident population. The responses received were representative of the resident population and it was not necessary to weight them.

A summary of characteristics of the resident population compared to the survey response is below, the figures include residents who have said that they prefer not to say in relation to a particular characteristic or for whom we do not hold data.

Characteristic	Resident population (%)	Proportion of survey response (%)
Sex		
Female	62.5	62.2
Male	37.5	37.8
Age		
16-24	3.2	2.6
25-34	12.2	10.0
35-44	16.8	16.0
45-54	17.8	17.4
55-64	21.9	20.4
65+	28.0	33.7
Disability*		
Yes	38.2	40.1
No	61.8	59.9
Ethnicity		
Asian/Asian British: Total	5.4	6.3
Black/African/Caribbean/Black British: total	7.4	7.3
Mixed/multiple ethnic group: total	9.2	9.9
Other Ethnic Group: total	1.5	1.3

White: total	69.9	72.5
Housing category		
General needs, social rent	60.7	56.9
Supported housing, social rent	4.9	3.6
Housing for older people, social rent	26.3	30.1
Intermediate rent properties	1.8	1.4
General needs, affordable rent	4.4	3.9
Supported housing and housing for older people, affordable rent	1.5	1.1
Bedroom numbers		
1-bed	29.7	31.7
2-bed	39.1	39.4
3-bed	20.3	20.3
4-bed	5.6	5.5
5-bed	1.6	1.7
6-bed	0.1	0.1
bedsit	0.4	0.1
non-self-contained	3.2	1.2
Building type		
Room	0.6	0.4
Bedspace	2.7	1.1
Flat	44.5	47.5
House	52.2	51.0
*The disability characteristic has been historically under-recorded. Although figures are improving with an 84% data availability for tenancies commencing in 23-24, total disability data availability is at 49% for the primary tenant snapshot at 31/3/24.		

3. Results

3.1 Tenant perceptions

Description	Rental properties (responses submitted in the return to the Regulator of Social Housing)	Shared Ownership properties	Surveys filled in with the assistance of an easy-read help-sheet
Proportion of respondents who report that they are satisfied with the overall service from their landlord.	77.2%	67.9%	57.9%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	78.8%		85.7%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	76.8%		78.6%
Proportion of respondents who report that they are satisfied that their home is well maintained.	77.8%		89.5%
Proportion of respondents who report that they are satisfied that their home is safe.	82.3%	73.5%	88.9%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	65.2%	52.9%	53.8%
Proportion of respondents who report that they are satisfied that their landlord keeps them	73.5%	80.0%	72.7%

informed about things that matter to them.			
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	85.9%	77.1%	93.3%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	34.6%	33.3%	n/a
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	69.0%	16.7%	84.6%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	61.6%	42.9%	50.0%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	57.9%	57.1%	45.5%

3.1 Performance indicators

The performance indicators measure the performance of social housing providers numerically. In the areas of complaints and anti-social behaviour reports, the numbers of cases raised and timeliness in addressing problems are the measures assessed. In relation to housing quality, timeliness in completing repairs, the proportion of homes in which required safety checks have been carried out, and the proportion of homes which meet the Decent Homes Standard are assessed.

3.2.1 Complaints

Description	LCRA	LCHO
Number of stage one complaints received per 1,000 homes.	38.9	23.0
Number of stage two complaints received per 1,000 homes.	3.0	3.8
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	79.4%	83.3%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	90.0%	100%

3.2.2 Anti-Social Behaviour reports

Description	Combined rental and shared ownership
Number of anti-social behaviour cases, opened per 1,000 homes.	46.9
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.9

3.2.3 Decent Homes Standard and Repairs (rental residents only)

Description	Rental properties
Proportion of homes that do not meet the Decent Homes Standard.	0.7%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	89.6%
Proportion of emergency responsive repairs completed within the landlord's target timescale.	85.6%

3.2.4 Building Safety (rental residents only)

Description	Rental properties
Proportion of homes for which all required gas safety checks have been carried out.	99.9%
Proportion of homes for which all required fire risk assessments have been carried out.	99.8%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%
Proportion of homes for which all required legionella risk assessments have been carried out.	99.4%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	61.5%*

* Before year-end we struggled to contact the insurance providers who carry out the bi-annual LOLER inspections which is why our compliance rate is lower than usual. Appointments have now been made for most of the inspections, with only 2 lifts still to confirm dates, but discussions are underway with the insurers.

Appendix:

A: Results infographic

Tenant Satisfaction Measures 2023

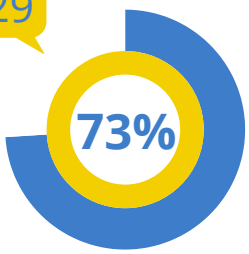
Connect housing

Residents in rental accommodation

1622 replies received

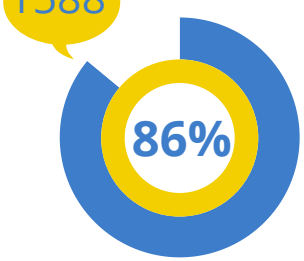
The Regulator of Social Housing requires us to ask you every year how we are doing as your landlord through the Tenant Satisfaction Measures survey.*

1529



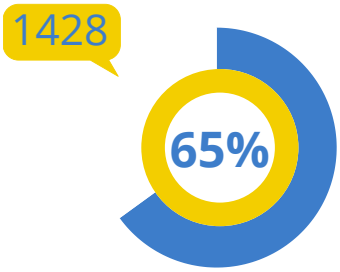
feel they are kept informed about things that matter to them.

1588



feel they are treated fairly and respectfully.

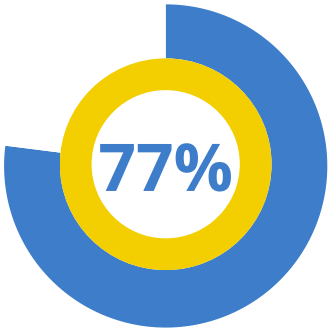
1428



feel we listen to their views and act on them.

"Connect Housing have done everything I've asked of them."

"Connect are a very good company to let from, great customer service - staff are polite, and always helpful."

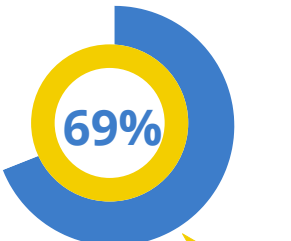


We flagged 430 survey responses for follow-up as a result of comments you made.

A resident raised a concern about accessibility.

The resident's door was re-hung to assist with access to their home.

Are satisfied overall with Connect



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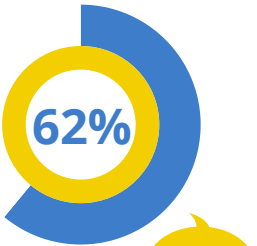
are satisfied that communal areas are clean and well maintained.



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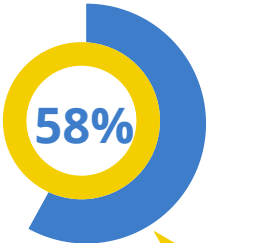
think we make a positive contribution to the neighbourhood.



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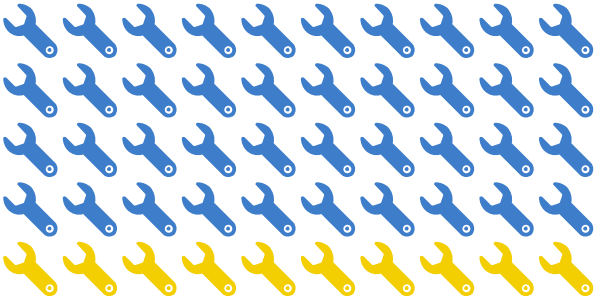
are satisfied with our approach to handling anti-social behaviour.

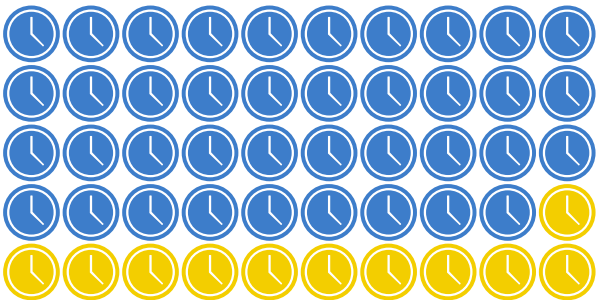


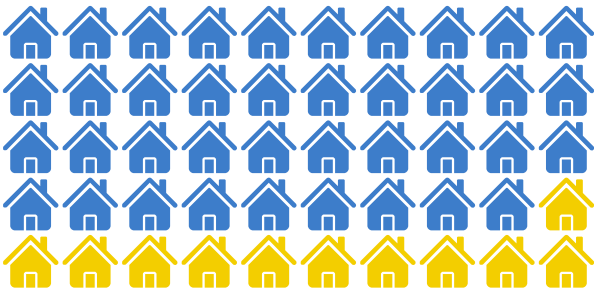
79%

are either satisfied or very satisfied with Connect's overall repairs service.

77%

are either satisfied or very satisfied with the time taken to complete their most recent repair.



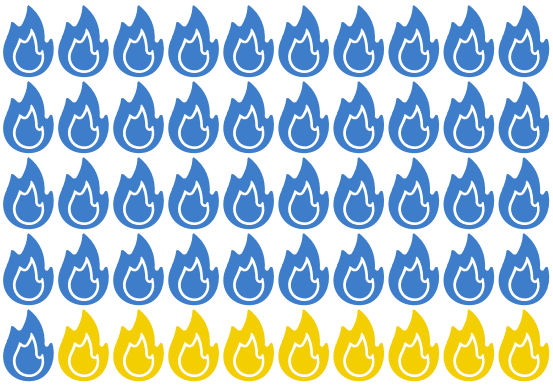


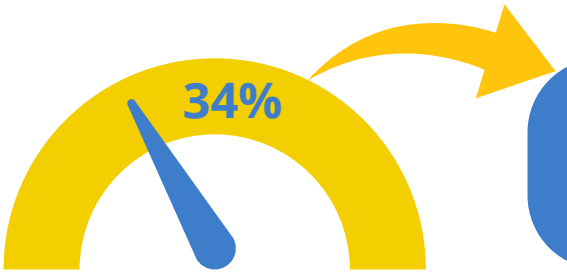
78%

feel their home is well maintained.

82%

feel their home is safe.





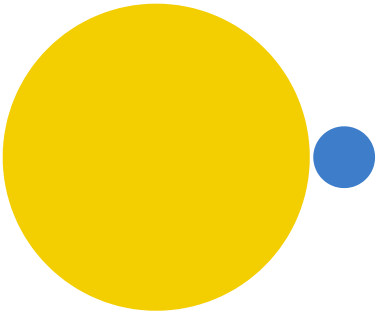
166 responses to this question were flagged for follow-up as a result of your comments.

are satisfied with our approach to complaints handling.

*A small number of residents received an 'easy-read' version of the survey. To ensure consistent results, these responses had to be excluded from the results sent to the Regulator, as they included slightly different wording. To best represent our tenant population, the results shown here include all survey responses.

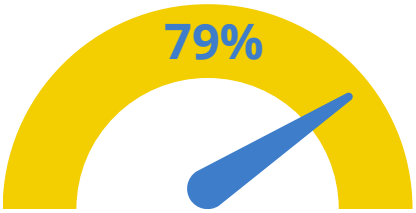
To see the results sent to the Regulator, please see: link.

Performance indicators

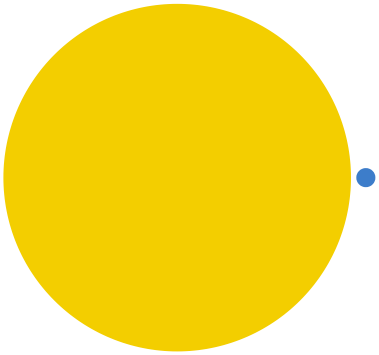


38.9

Stage 1 complaints received per 1000 homes.

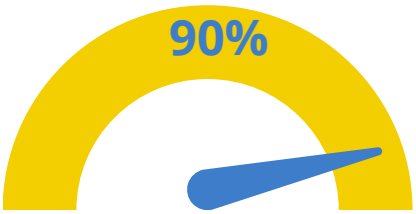


of stage 1 complaints were responded to on time.



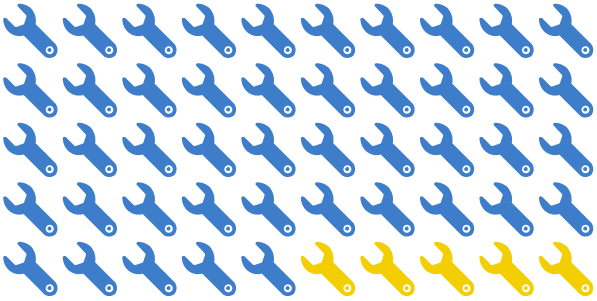
3.0

Stage 2 complaints received per 1000 homes



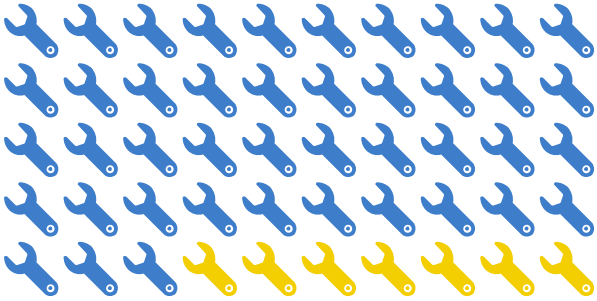
of stage 2 complaints were responded to on time.

Reports of anti-social behaviour per 1000 properties, combined shared ownership and rental figure. Of these, 0.9 per 1000 properties were involved in hate incidents.



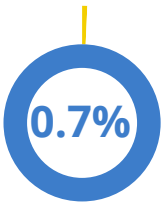
89.6%

of non-emergency repairs were completed within the target timescale.

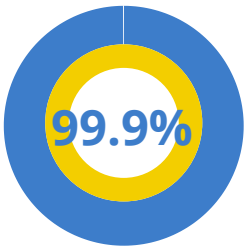


85.6%

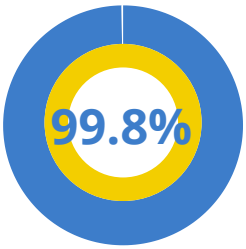
of emergency repairs were completed within the target timescale.



of homes do not meet the Decent Homes Standard.

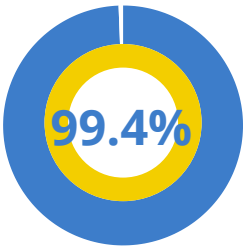


of homes have had all required gas safety checks.

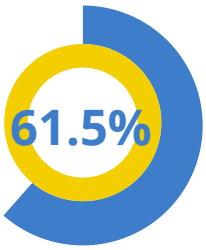


of homes have had all required fire risk assessments.

of homes have had all required asbestos management surveys or re-inspections.



of homes have had all required legionella risk assessments.



of homes have had their communal passenger lift safety checks carried out where required.*

*Before year-end we struggled to contact the insurance providers who carry our the bi-annual lift inspections, which is why our compliance rate is lower than usual. When this figure was published, appointments had been made for the inspections, with only two still to confirm.

Tenant Satisfaction Measures 2023

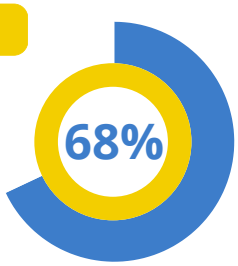
Connect housing

53 replies received

Shared ownership residents

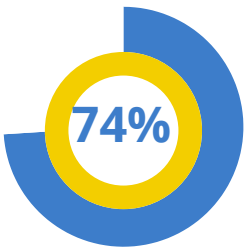
The Regulator of Social Housing requires us to ask you every year how we are doing as your landlord through the Tenant Satisfaction Measures survey.

53



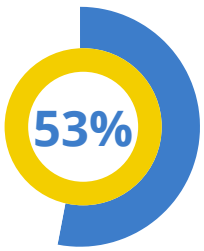
are satisfied overall with Connect.

49



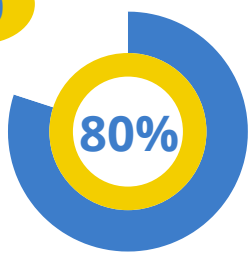
feel their home is safe.

34



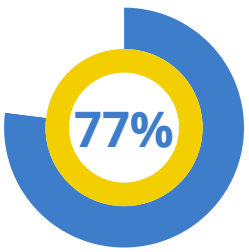
feel we listen to their views and act on them.

50



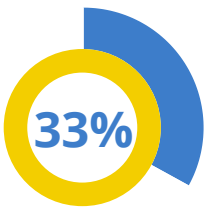
feel they are kept informed about things that matter to them.

48



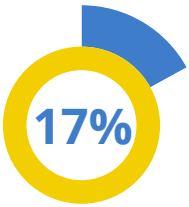
feel they are treated fairly and respectfully.

12



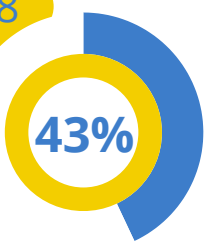
are satisfied with our approach to complaints handling.

6



are satisfied that communal areas are clean and well maintained.

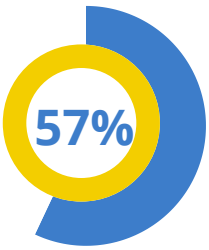
28



think that we make a positive contribution to the neighbourhood.

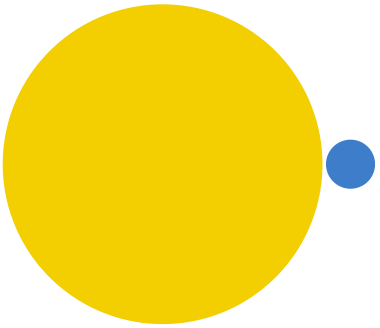
In response to your comments, gardening services at Bridge Street were increased.

21



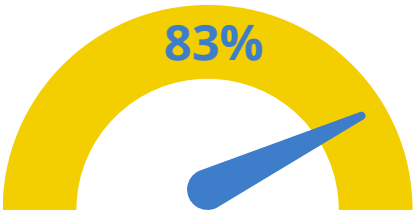
are satisfied with our approach to handling anti-social behaviour.

Performance indicators

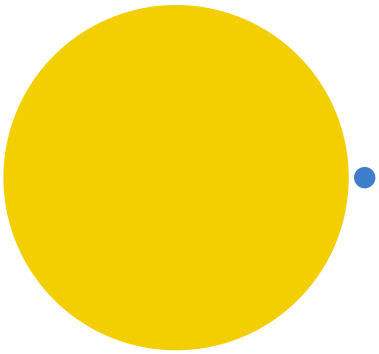


23.0

Stage 1 complaints received per 1000 homes.

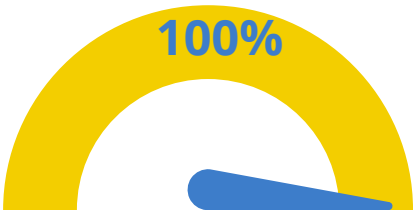


of stage 1 complaints were responded to on time.



3.8

Stage 2 complaints received per 1000 homes.



of stage 2 complaints were responded to on time.

Reports of anti-social behaviour per 1000 properties, combined shared ownership and rental figure.. Of these 0.9 per 1000 properties involved hate incidents.

B: Survey questions

Tenant Satisfaction Measures - Your views count

Thank you for taking the time to complete the survey for the Tenant Satisfaction Measures, the results of which will be published annually and reported to the Regulator of Social Housing.

This survey should take approximately 5 minutes to complete. Please provide as many answers and as much information as you can.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

- ☐ Very dissatisfied
- ☐ Fairly dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly satisfied
- ☐ Very satisfied

2. Has your landlord carried out a repair to your home in the last 12 months?

- ☐ Yes
- ☐ No (skip to question 3)

2a. If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

- ☐ Very dissatisfied
- ☐ Fairly dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly satisfied
- ☐ Very satisfied

2b. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- [ ] Very dissatisfied
- [ ] Fairly dissatisfied
- [ ] Neither satisfied nor dissatisfied
- [ ] Fairly satisfied
- [ ] Very satisfied

3. How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

- [ ] Very dissatisfied
- [ ] Fairly dissatisfied
- [ ] Neither satisfied nor dissatisfied
- [ ] Fairly satisfied
- [ ] Very satisfied

4. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

- [ ] Very dissatisfied
- [ ] Fairly dissatisfied
- [ ] Neither satisfied nor dissatisfied
- [ ] Fairly satisfied
- [ ] Very satisfied
- [ ] Not applicable / don't know

5. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

- [ ] Very dissatisfied
- [ ] Fairly dissatisfied
- [ ] Neither satisfied nor dissatisfied
- [ ] Fairly satisfied
- [ ] Very satisfied
- [ ] Not applicable / don't know

6. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

- ☐ Very dissatisfied
- ☐ Fairly dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly satisfied
- ☐ Very satisfied
- ☐ Not applicable / don't know

7. To what extent do you agree or disagree with the following: "my landlord treats me fairly and with respect"?

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither agree nor disagree
- ☐ Agree
- ☐ Strongly agree
- ☐ Not applicable / don't know

8. Have you made a complaint to your landlord in the last 12 months?

- ☐ Yes
- ☐ No (skip to question 9)

8a. If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

- ☐ Very dissatisfied
- ☐ Fairly dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly satisfied
- ☐ Very satisfied

9. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

- ☐ Yes

☐ No (skip to question 10)

☐ Don't Know (skip to question 10)

9a. If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

10. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

11. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

12. How likely is it that you would recommend Connect Housing to a friend or colleague?

☐☐☐☐☐☐☐☐☐☐☐

0 = Very unlikely 0 1 2 3 4 5 6 7 8 9 10 10 = Very likely

13. Please provide any comments explaining why you have answered any questions in the way you have, or to provide us with any further feedback

Name (optional):

Email (optional):

Equality and Diversity Monitoring Questions

Responses to the following questions will be used for monitoring purposes, to ensure obligations relating to diversity and inclusion set by the Regulator of Social Housing are met by your landlord.

13. What is your age?

- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+
- ☐ Prefer not to answer

Q14. What is your ethnicity?

- ☐ White: English, Welsh, Scottish, Northern Irish or British
- ☐ White: Irish
- ☐ White: Gypsy or Irish Traveller
- ☐ White: Roma
- ☐ White: Any other White background

- ☐ Mixed/ Multiple ethnic groups: White and Black Caribbean
- ☐ Mixed/ Multiple ethnic groups: White and Black African
- ☐ Mixed/ Multiple ethnic groups: White and Asian
- ☐ Mixed/ Multiple ethnic groups: Any other Mixed/ Multiple ethnic background

☐ Asian/ Asian British: Indian

☐ Asian/ Asian British: Pakistani

☐ Asian/ Asian British: Bangladeshi

☐ Asian/ Asian British: Chinese

☐ Asian/ Asian British: Any other Asian background

☐ Black/ African/ Caribbean/ Black British: African

☐ Black/ African/ Caribbean/ Black British: Caribbean

☐ Black/ African/ Caribbean/ Black British: Any other Black/ African/ Caribbean background

☐ Other ethnic group: Arab

☐ Ethnicity Other (Please describe):

☐ Prefer not to say

15. What is your sex?

☐ Female

☐ Male

☐ Prefer not to answer

16. Do you consider yourself to have a disability or long-term health condition?

☐ Yes

☐ No

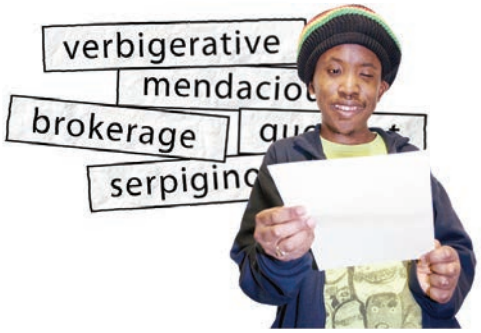
☐ Prefer not to answer

C: Survey questions - easy read version

Connect housing

Tenant Satisfaction Measures

Useful words



In this booklet we use some hard words. Understanding these words will make this booklet easier to read.

Landlord

The person or organisation who owns the homes that people rent.

Tenant

A person who lives in a house which is owned by a landlord. They pay rent to the landlord.

We will be asking you how **satisfied** or **dissatisfied** you are about different things.

Satisfied means you are happy with the things your landlords does.

For example:

A tenant is happy with their landlord because they fix things when they say they will.

Or a tenant feels safe because areas like stairs and hallways have lighting that works.

Dissatisfied means you are unhappy with the things your landlord does.

For example:

A tenant is not happy with their landlord. Their boiler is broken. It has been reported but not fixed for a long time.

Questions for tenants

Here are the questions we are asking you. We are asking them so we can find out what we are doing well as a landlord and what we need to improve.

Question 1: Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

This means:

Thinking about everything your landlord does. How happy are you with the service from your landlord.

Repairs

Repairs are when someone fixes something that is broken. Your landlord can do some repairs in your home.

Question 2: Repairs to your home

- Has your landlord 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 your landlord over the last 12 months?

This means:
Are you happy with any repairs your landlord has done in the last 12 months.

Question 3: How long it takes to repair your home

- Has your landlord 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?

This means:
Are you happy with how quickly your landlord did any repairs after you told them something was broken.

Question 4: A well-maintained home

- How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

This means:

Think about the building you live in.

How happy or unhappy are you that your landlord looks after your home.

Question 5: A safe home

- Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

This means:

How happy are you that your landlord makes sure your home is safe to live in.

Question 6: Listening to tenants

- How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

This means:

- how happy are you that your landlord listens to what you say

- then, if your landlord needs to do something they do it

Question 7: Keeping tenants informed

- How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

This means:
How happy are you that your landlord tells you any information you need to know.

Question 8: Treating tenants fairly and with respect

- To what extent do you agree or disagree with the following?

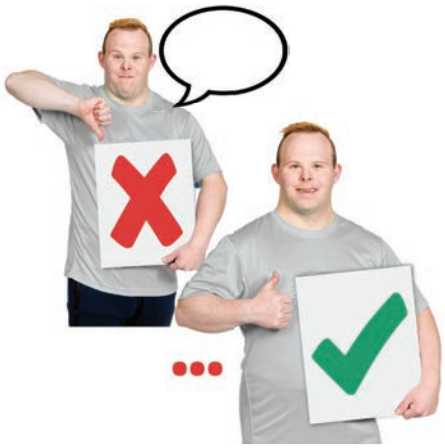
  My landlord treats me fairly and with respect

This means:
How much do you agree with this.

My landlord treats me fairly and they treat me with respect.

Question 9: How complaints are handled

- Have you made a complaint to your landlord in the last 12 months?
- If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?



A complaint means telling your landlord you are not happy about something they have done.

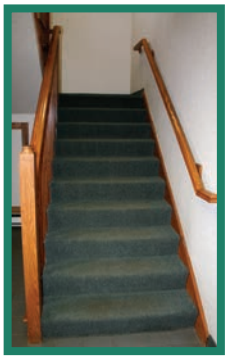
This means:
Are you happy with how your landlord sorted out your complaint?

Question 10: Communal areas

- Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

- If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

Communal areas are places you share with other people.



This can be inside or outside the building. Things like:

- hallways and stairs

- gardens and driveways

- rooms you share with other people

This means:
Does your landlord look after communal areas and keep them clean.

Question 11: Your local area

How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

This means:

Thinking about your landlord and the things they can do to make your neighbourhood a better place to live.

Are you happy with the things your landlord does?

Question 12: Anti-social behaviour

- How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

Anti-social behaviour is when people make you feel upset, worried or scared.

- This could be by playing music very loudly
- Shouting or swearing at you
- Letting their visitors do these things

This question means:
Are you happy with how your landlord sorts out anti-social behaviour?

D: Email and text message templates

Email first send:
Each year we survey our customers to find out how we are doing as part of the Tenant Satisfaction Measures.
The results of these surveys are reported to the Regulator of Social Housing who will use the data to understand how we are performing and how we compare to other landlords.
This is your chance to tell us how we are doing what we do well and where we can make improvements.
The survey will take less than five minutes to complete and we review all of the feedback we receive.

Email reminder:
A reminder of your chance to tell us how we are doing by filling in this short survey (less than five minutes to complete).

Your feedback will let us know what we are doing well and where we can make improvements. We will look at all the responses we receive.

The results of these surveys are part of the Tenant Satisfaction Measures which are reported to the Regulator of Social Housing who will use the data to understand how we are performing and how we compare to other landlords.

Text message first send:
Each year Connect Housing ask how we are doing as your landlord and report back to our Regulator. Please let us know via this short survey:

Text message reminder:
A reminder of your opportunity to give feedback to Connect Housing and the Regulator of Social Housing via this short survey: