

## RSH TSM 12 Tenant Perception Survey Data Measures 2023-24

Tenant Satisfaction Measure (TSMs) Perception Survey for Stevenage Borough Council for 2023-2024 were undertaken between September 2023 and March 2024. The format and structure of the surveys was undertaken in line with the relevant guidance from the Regulator of Social Housing.

The total for each category is based on combining the responses for 'Very Satisfied' and 'Fairly Satisfied'.

Tenant Satisfaction Measure (TSM)	Description	%	Number of respondents
<b>TPO1: Overall Satisfaction</b>	Residents were asked, "Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by Stevenage Borough Council?"	<b>56.0</b>	<b>560</b>
Very Satisfied		24.5	245
Fairly Satisfied		31.5	315
Neither Satisfied nor Dissatisfied		22.7	227
Fairly Dissatisfied		11.1	111
Very Dissatisfied		10.2	102
<b>TPO2: Satisfaction with Repairs</b>		<b>62.7</b>	<b>379</b>
Very Satisfied		36.4	220

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Fairly Satisfied	Residents were asked, "How satisfied or dissatisfied are you with the overall repairs service from Stevenage Borough Council over the last 12 months?"	26.3	159
Neither Satisfied nor Dissatisfied		15.4	93
Fairly Dissatisfied		12.3	74
Very Dissatisfied		9.6	58
<b>TP03: Satisfaction with the time taken to complete the most recent repair</b>	Residents were asked, "How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?"	<b>52.4</b>	<b>314</b>
Very Satisfied		29.9	179
Fairly Satisfied		22.5	135
Neither Satisfied nor Dissatisfied		16.7	100
Fairly Dissatisfied		13.4	80
Very Dissatisfied		17.5	105

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<b>TP04: Satisfaction with the home being well maintained</b>	Residents were asked, "How satisfied or dissatisfied are you that Stevenage Borough Council provides a home that is well maintained?"	<b>59.2</b>	<b>575</b>
Very Satisfied		29.1	281
Fairly Satisfied		30.1	291
Neither Satisfied nor Dissatisfied		20.0	193
Fairly Dissatisfied		11.1	107
Very Dissatisfied		9.7	94
<b>TP05: Satisfaction with the safety of the home</b>		Residents were asked, "Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stevenage Borough Council provides a home that is safe?"	<b>69.9</b>
Very Satisfied	42.4		413
Fairly Satisfied	27.6		269
Neither Satisfied nor Dissatisfied	15.5		151

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Fairly Dissatisfied		7.2	70	
Very Dissatisfied		7.4	72	
<b>TP06: Satisfaction with listening to tenant views and acting upon them</b>		<b>44.9</b>	<b>382</b>	
Very Satisfied	Residents were asked, “How satisfied or dissatisfied are you that Stevenage Borough Council listens to your views and acts upon them?”	20.9	178	
Fairly Satisfied		24.0	204	
Neither Satisfied nor Dissatisfied		21.9	186	
Fairly Dissatisfied		14.1	120	
Very Dissatisfied		19.1	162	
<b>TP07: Satisfaction with keeping residents informed about things that matter to them</b>			<b>50.9</b>	<b>460</b>
Very Satisfied			23.8	215

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Fairly Satisfied	Residents were asked, “How satisfied or dissatisfied are you that Stevenage Borough Council service keeps you informed about things that matter to you?”	27.1	245
Neither Satisfied nor Dissatisfied		21.0	190
Fairly Dissatisfied		11.7	106
Very Dissatisfied		16.3	147
<b>TP08: Agreement that the landlord treats residents fairly and with respect</b>	Residents were asked, “To what extent do you agree or disagree with the following: “Stevenage Borough Council treats me fairly and with respect?”	<b>70.2</b>	<b>664</b>
Strongly Agree		36.8	348
Agree		33.4	316
Neither Agree nor disagree		16.2	153
Disagree		6.3	60
Strongly Disagree		7.3	69

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<b>TP09: Satisfaction with the landlord's approach to handling complaints</b>	Residents were asked, "How satisfied or dissatisfied are you with Stevenage Borough Council's approach to complaints handling?"	<b>22.8</b>	<b>66</b>
Very Satisfied		9.3	27
Fairly Satisfied		13.5	39
Neither Satisfied nor Dissatisfied		16.6	48
Fairly Dissatisfied		23.5	68
Very Dissatisfied			
<b>TP10: Satisfaction that the landlord keeps communal areas clean and well maintained</b>	Residents were asked, "How satisfied or dissatisfied are you that Stevenage Borough Council keeps these communal areas clean and well maintained?"	<b>53.3</b>	<b>185</b>
Very Satisfied		27.1	94
Fairly Satisfied		26.2	91
Neither Satisfied nor Dissatisfied		18.2	63

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Fairly Dissatisfied		15.3	53	
Very Dissatisfied		13.3	46	
<b>TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods</b>		<b>47.7</b>	<b>401</b>	
Very Satisfied	Residents were asked, “How satisfied or dissatisfied are you that Stevenage Borough Council make a positive contribution to your neighbourhood?”	19.4	163	
Fairly Satisfied		28.3	238	
Neither Satisfied nor Dissatisfied		31.7	267	
Fairly Dissatisfied		10.9	92	
Very Dissatisfied		9.6	81	
<b>TP12: Satisfaction with the landlord’s approach to handling anti-social behaviour</b>			<b>49.5</b>	<b>270</b>
Very Satisfied		Residents were asked, “How satisfied or dissatisfied are you	24.9	136

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Fairly Satisfied	with Stevenage Borough Council's approach to handling anti-social behaviour?"	24.5	134
Neither Satisfied nor Dissatisfied		21.2	116
Fairly Dissatisfied		12.5	68
Very Dissatisfied		16.8	92