

Tenant Satisfaction Measures

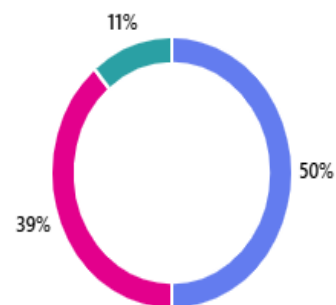
The Regulator of Social Housing introduced a new set of satisfaction measures called Tenant Satisfaction Measures. These measures are used to see how well social housing providers, including Co-ops like us, are doing at providing good quality homes and services.

Tenant satisfaction measures are intended to make landlords' performance more visible to tenants, and help tenants hold their landlords to account.

There are 12 tenant satisfaction measures that all social housing providers must report on. In January we distributed their survey with the prescribed questions. The results of which can be seen below.

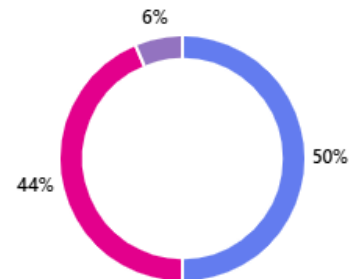
TP01 Overall Satisfaction Taking everything into account How satisfied or dissatisfied are you with the service provided by SHC?

● Very satisfied	9
● Fairly satisfied	7
● Neither satisfied nor dissatisfied	2
● Fairly dissatisfied	0
● Very dissatisfied	0



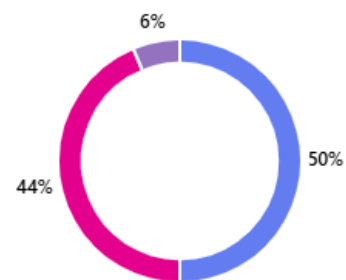
TP02 Satisfaction with repairs: Has SHC Carried out a repair to your home in the last 12 months? If yes how satisfied or dissatisfied are you with the overall repair service from SHC **over the last 12 months?**

Very satisfied	8
Fairly satisfied	7
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	1
Very dissatisfied	0



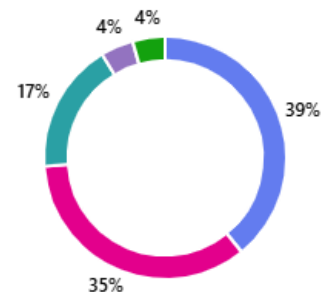
TP03 Satisfaction with time taken to complete the most recent repair Has SHC Carried out a repair to your home in the last 12 months? If yes how satisfied or dissatisfied are you with the time taken to **complete your most recent repair** after you reported it?

Very satisfied	8
Fairly satisfied	7
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	1
Very dissatisfied	0

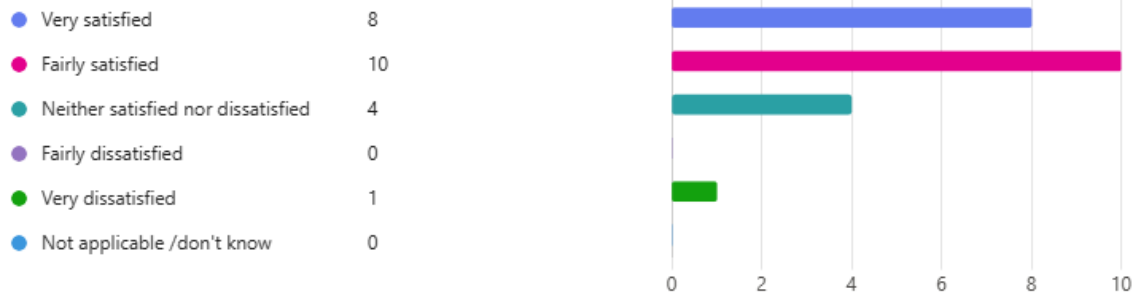


TP04 Satisfaction that your home is well maintained? How Satisfied or dissatisfied are you that SHC provides a home that is well maintained?

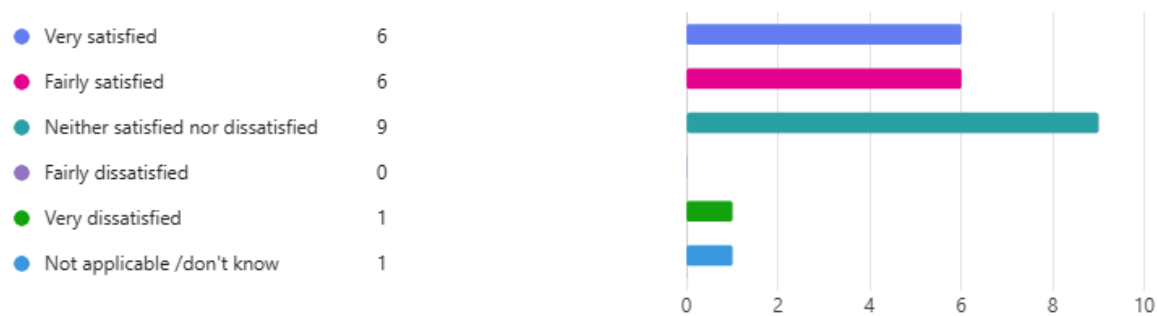
Very satisfied	9
Fairly satisfied	8
Neither satisfied nor dissatisfied	4
Fairly dissatisfied	1
Very dissatisfied	1



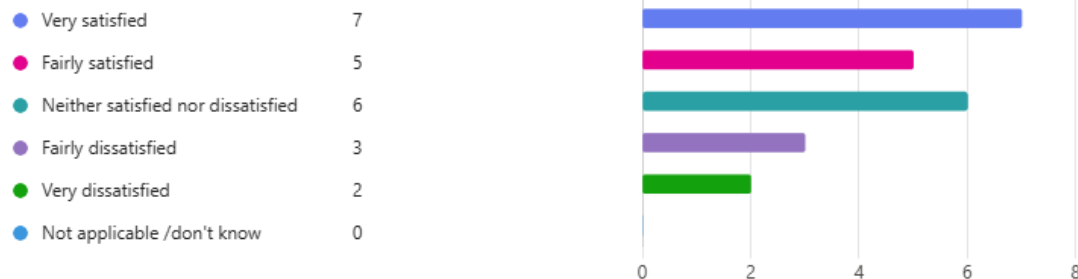
TP05 Satisfaction that your home is well maintained: Thinking about the condition of the property or building you live in how satisfied or dissatisfied are you that SHC provides a home that is safe?



TP06 Satisfaction that SHC listens to tenant views and acts upon them?

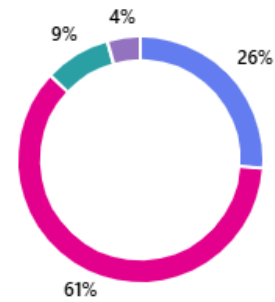


TP07 Satisfaction that SHC keeps tenants informed about things that matter to them? How satisfied or dissatisfied are you that SHC keeps you informed about things that matter to you



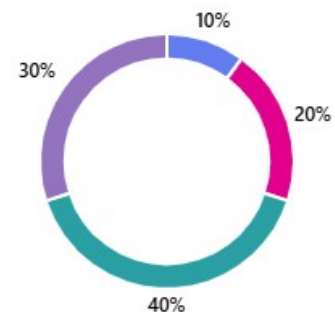
TP08 Agreement that SHC treats members fairly and with respect: To what extent do you agree or disagree with the following " Seymour Housing Co-op treats me fairly and with respect"?

Strongly Agree	6
Agree	14
Neither Agree or disagree	2
strongly disagree	1
not applicable /don't know	0



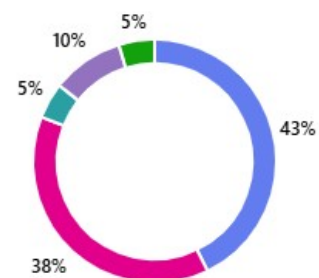
TP09 Satisfaction with SHC Handling of complaints. Have you made a complaint to the co-op in the last 12 months? If yes how satisfied are you with the SHC approach to complaints.

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	4
Fairly dissatisfied	3
Very dissatisfied	0

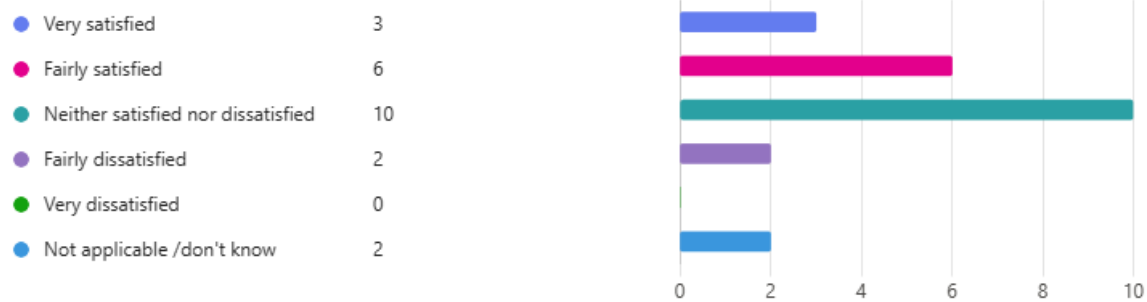


TP10 Satisfaction that SHC keeps the communal areas clean and well maintained: How satisfied or dissatisfied are you that SHC keeps these communal areas clean and well maintained.

Very satisfied	9
Fairly satisfied	8
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	2
Very dissatisfied	1

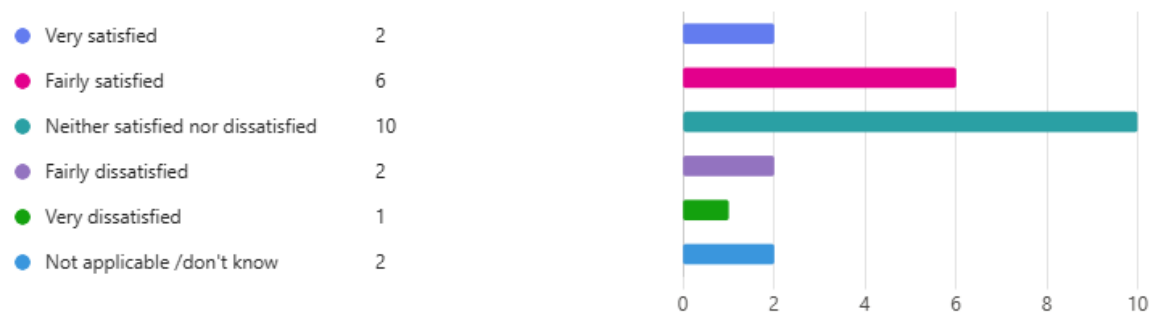


TP11 Satisfaction that SHC makes a positive contribution to neighbourhoods How satisfied or dissatisfied are you that SHC makes a positive contribution to your neighbourhood?



TP12 Satisfaction with the landlord's approach to handling anti-social behaviour.

How satisfied or dissatisfied are you that SHC's approach to handling ASB?



As you can see from the results above many responses are very or fairly satisfied. But due to the very small number of returns only approximately one fifth of members returned their survey one or two returns can impact on the outcomes. As this survey is a regulatory process, we will be repeating this exercise again I hope to get more responses next time to give us a more accurate reflection on how we are performing.