



## Belle Isle TMO

### Tenant Satisfaction Measures (TSM's) Update May 2024

Tenant Satisfaction Measures are required to be reported by the Regulator of Social Housing from 1.4.24.

There are 12 tenant perception measures.

#### Tenant Satisfaction Measures

<b>TP01</b>	Overall satisfaction
<b>TP02</b>	Satisfaction with repairs
<b>TP03</b>	Satisfaction with time taken to complete most recent repair
<b>TP04</b>	Satisfaction that the home is well maintained
<b>TP05</b>	Satisfaction that the home is safe
<b>TP06</b>	Satisfaction that the landlord listens to tenant views and acts upon them
<b>TP07</b>	Satisfaction that the landlord keeps tenants informed about things that matter to them
<b>TP08</b>	Agreement that the landlord treats tenants fairly and with respect
<b>TP09</b>	Satisfaction with the landlord's approach to handling complaints
<b>TP10</b>	Satisfaction that the landlord keeps communal areas clean and well maintained
<b>TP11</b>	Satisfaction that the landlord makes a positive contribution to neighbourhoods
<b>TP12</b>	Satisfaction with the landlord's approach to handling anti-social behaviour

There are also 10 Management Information Measures required to be reported to the Regulator (via LCC). These are incorporated with the BITMO Key Performance Indicators and are not therefore dealt with in detail here.

## Management Information Measures

- CH01: Complaints relative to the size of the landlord
- CH02: Complaints responded to within Complaint Handling Code timescales
- NM01: Anti-social behaviour (ASB) cases relative to the size of the landlord
- RP01: Homes that do not meet the Decent Homes Standard
- RP02: Repairs completed within target timescale
- BS01: Gas safety checks
- BS02: Fire safety checks
- BS03: Asbestos safety checks
- BS04: Water safety checks
- BS05: Lift safety checks

## Tenant Satisfaction Measures

A rolling system of gathering sample data on behalf of LCC and BITMO tenants is undertaken by the firm Acuity.

Acuity have been asked to provide further data on some topics which are in addition to the TSM's.

TSM's Quarters 1-4 2023-24						
	TSM	BITMO	Leeds City Council	Variance	National Average	Variance
Overall Satisfaction	TP01	71%	66%	5%	71%	0%
Well Maintained Home	TP04	76%	67%	9%	71%	5%
Safe Home	TP05	80%	74%	6%	77%	3%
Repairs Last 12 Months	TP02	77%	70%	7%	73%	4%
Time Taken Repairs	TP03	73%	67%	6%	70%	3%
Communal Areas	TP10	79%	64%	15%	67%	12%
Neighbourhood Contribution	TP11	75%	60%	15%	67%	8%
Approach to ASB	TP12	55%	53%	2%	62%	-7%
Safety in neighbourhood		58%	63%	-5%	N/A	N/A
Neighbourhood Appearance		59%	58%	1%	N/A	N/A
Listens & Acts	TP06	62%	55%	7%	62%	0%
Kept Informed	TP07	75%	67%	8%	76%	-1%
Fairly & with Respect	TP08	80%	74%	6%	75%	5%
Complaints Handling	TP09	27%	29%	-2%	34%	-7%
Easy to Deal With		74%	65%	9%	72%	2%
Friendly Approachable		60%	62%	-2%	N/A	N/A
Advice & Support		56%	50%	6%	N/A	N/A
Good Reputation		54%	37%	17%	N/A	N/A
Rent VFM		65%	67%	-2%	83%	-18%
	TSM's					
	Non TSM questions					

### Comparison to Leeds:

Overall results are favourable compared to Leeds as a whole.

### Comparison to national comparator data (Quarters 1-3 2023-24) :

BITMO is below national comparators re:

- Approach to ASB
- Complaints Handling
- Rent value for money

### **Context**

The margin of error is calculated to be +/- 5% due to the sample sizes used. An increased proportion of BITMO tenants are sampled, compared to the rest of LCC housing stock, so as to make the results statistically valid for BITMO.

### **Post 2023-24**

Since the 2023-24 year end there have been further improvements in several areas, whilst challenges remain in others.

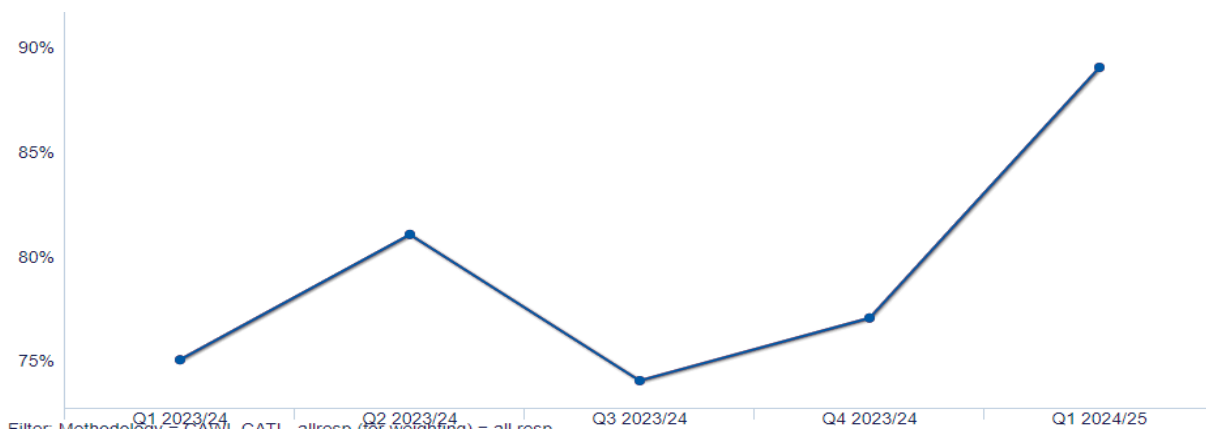
A] Overall satisfaction (Quarters 1-4 2023-24 plus Q1 2024-25)

Since the year end, overall satisfaction has increased for BITMO



Top line (Blue) BITMO  
Middle line (Red) LCC & BITMO  
Lower line (Green) Leeds

B] Satisfaction with BITMO repairs in the last five quarters:



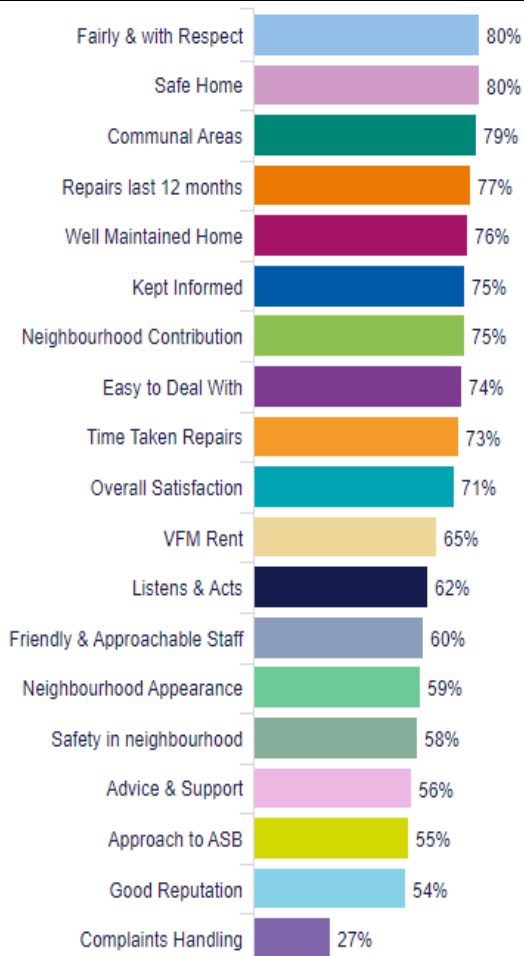
TSM Quarterly Trends

Question	Measurement	Period					Trend
		Q1	Q2	Q3	Q4	Q1	
		2023/24	2023/24	2023/24	2023/24	2024/25	
		%	%	%	%	%	
Overall Satisfaction	Satisfied	67.1	73.6	73.2	72.2	75.3	
Well Maintained Home	Satisfied	70.4	77.2	80.5	75.0	69.7	
Safe Home	Satisfied	76.5	81.0	84.2	77.3	83.3	
Repairs last 12 months	Satisfied	75.0	80.7	73.6	77.0	89.5	
Repairs in last 12 months?	Yes	64.2	71.3	66.3	79.5	74.4	
Time Taken Repairs	Satisfied	60.8	86.0	75.0	70.5	82.5	
Communal Areas	Satisfied	70.6	80.0	76.0	88.0	61.5	
Neighbourhood Contribution	Satisfied	71.9	78.0	76.7	71.7	70.0	
Approach to ASB	Satisfied	48.3	56.1	62.7	54.2	53.8	
Neighbourhood Appearance	Satisfied	50.0	54.5	87.5	38.5	46.7	
Safety in Neighbourhood	Safe	44.0	67.0	69.0	54.0	60.0	
Listens & Acts	Satisfied	56.8	67.2	68.9	56.1	62.9	
Fairly & with Respect	Agrees	75.0	80.0	84.1	81.8	78.9	
Kept Informed	Satisfied	73.8	73.6	82.2	69.0	76.6	
Easy to Deal With	Satisfied	73.2	73.8	78.9	72.0	72.0	
Friendly & Approachable Staff	Agrees	55.6	66.7	64.7	53.8	50.0	
Advice & Support	Agrees	50.0	58.3	58.8	58.3	50.0	
Good Reputation	Agrees	57.9	72.7	41.2	50.0	43.8	
Complaints Handling	Satisfied	22.2	27.3	33.3	26.3	33.3	
VFM Rent	Satisfied	50.0	75.0	76.5	61.5	56.3	

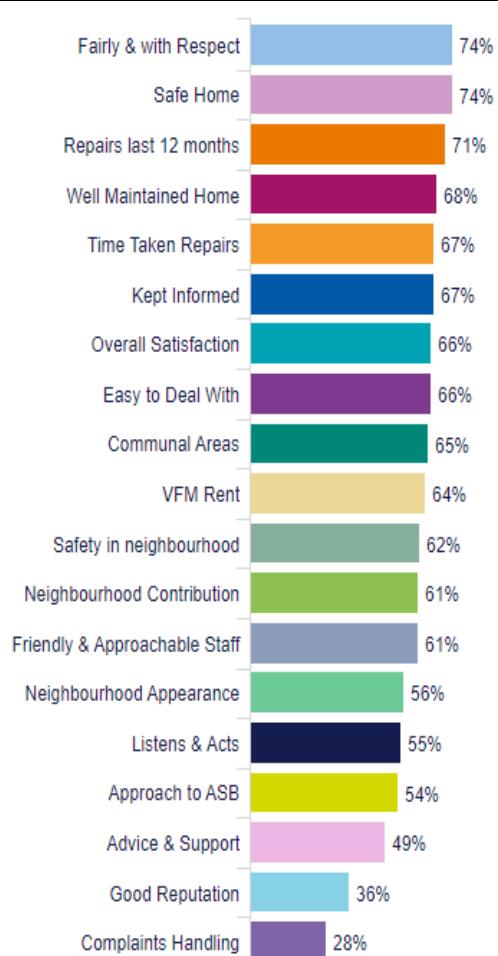
The number of residents included in the sample was 312 for 2023-24, with an average of 78 per quarter. Seventy five residents were contacted in Q1 2024-25.

## Strengths and weaknesses (satisfaction levels) Q1-4 2023-24

### BITMO

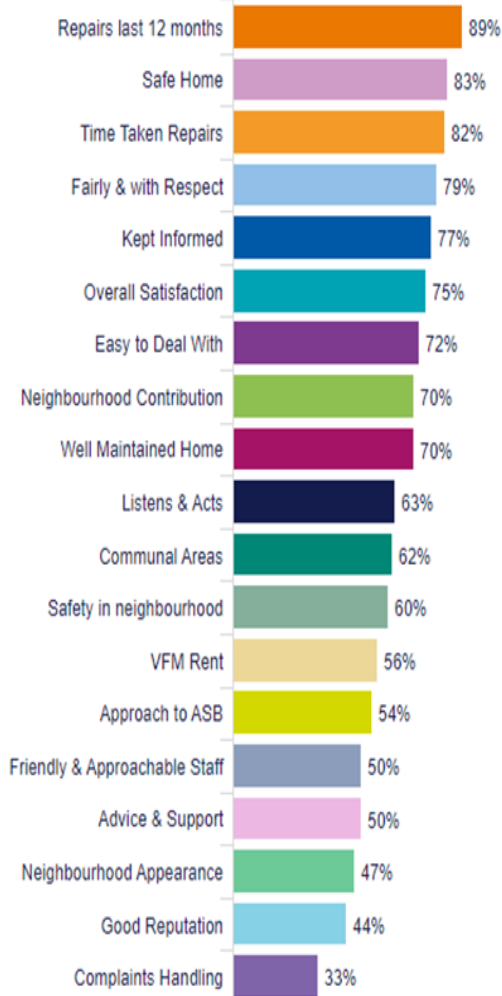


### LCC

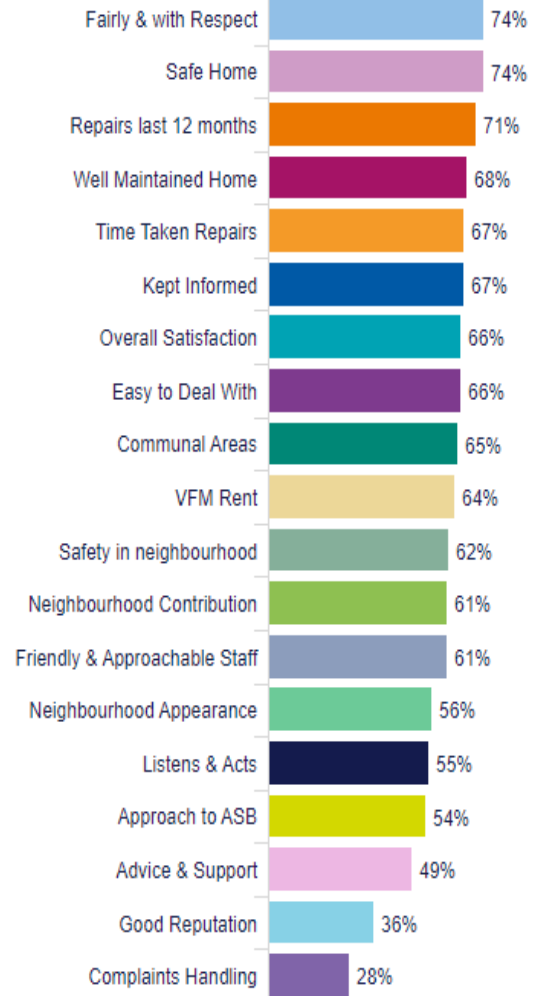


## Strengths and weaknesses (satisfaction levels) Q1 2024-25

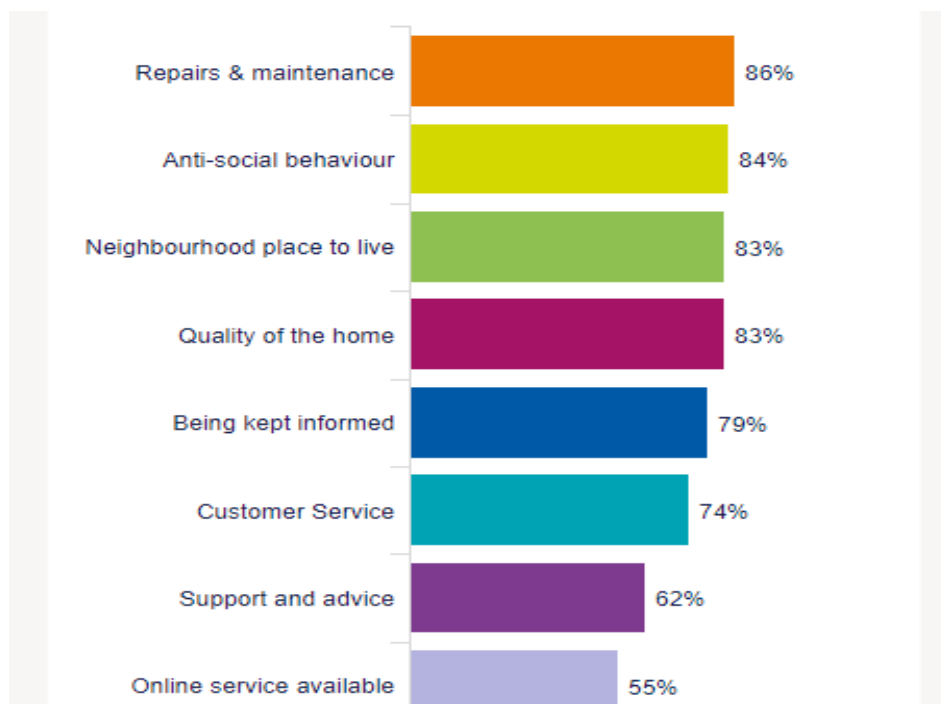
### BITMO



### LCC



## BITMO Residents Top Priorities 2023-24



## Conclusion

The year 2023-24 is the first year when TSM's have to be submitted to the Regulator of Social Housing. Statistics for BITMO will be submitted as part of the overall LCC results.

The figures obtained are of much use in reflecting on performance and challenges.

There are many areas of good and growing performance, whilst there are also some highlighted areas which need increased focus going forward.

