Tenant Satisfaction Measures Report

March 2025

The Regulator of Social Housing requires all landlords to collect and publish performance information. The intention is to make landlords' performance more visible and accessible to residents.

The Tenant Satisfaction Measures (TSMs) are split into two categories. These are the Tenant Perception Measures which are collected by conducting a resident satisfaction survey.

You can find a copy of the questionnaire we used to collect satisfaction data in APPENDIX A (Page 4)

We adopted a census approach to collecting satisfaction data, this means we sent a survey to all residents that fit the criteria set by the Regulator of Social Housing. We took this approach as we wanted to ensure all our residents had an opportunity to express their views.

The other category uses management information to generate the results, these include how we deal with complaints and anti-social behaviour. We also report on how we are performing in relation to Health and Safety, such as fire regulations and water safety checks.
If you have any question regarding the TSMs please email sally.billinghurst@sidlife.uk

TSMs - Tenant Perception Measures	%
TP01: Overall satisfaction	100
TP02: Satisfaction with repairs	100
TP03: Satisfaction with time taken to complete most repairs	100
TP04: Satisfaction that the home is well maintained	100
TP05: Satisfaction that the home is safe	100
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	96
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	96
TP08: Agreement that the landlord treats tenants fairly and with respect	100
TP09: Satisfaction with the landlord's approach to handling complaints	100
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	100
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	100
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	96

TSMs - Generated from Management information	
CH01 Complaints relative to the size of the landlord	0
CH02 Complaints responded to within Complaint Handling Code timescales	N/A
NM01 Anti-social behaviour cases relative to the size of the landlord	0
RP01 Homes that do not meet the Decent Homes Standard	0
RP02 Repairs completed within target timescale	100%
BS01 Gas safety checks – COMMUNAL	100%
BS02 Fire safety checks	100%
BS03 Asbestos safety checks	100%
BS04 Water safety checks	100%
S05 Lift safety checks	100%

32 units (1 vacancy at time of survey): 31 surveys completed.

In addition to the Tenant Perception questions (TP1-TP12) we asked residents to feedback on anything else they wanted to say about their home and/or the services SidLife provides.

18 residents commented in total (58%):

- ✓ 10 out of 18 (55%)- Happy - "very happy", "lovely food", "great staff"
- ➢ 1 out of 18 (6%)- didn't like questionnaires
- ➢ 2 out of 18 (11%)- wanted to have different mealtimes
- ➢ 2 out of 18 (11%)- regarding making house/garden more disability friendly where possible (lighting and ramps)
- ➢ 1 out of 18 (6%)- request for more information regarding plans for maintenance/ improvement /future development

APPENDIX A

1. Purpose of the Survey

At SidLife, we always want to improve the services we provide. To help us do that, we review our performance regularly and appreciate all the feedback we receive, which helps us to do this.

The results are very important to us, and the feedback we receive will be used to help guide any changes are required. Reviewing our performance helps us to decide which services we may need to improve, and also if there are any areas we need to develop or look deeper into in future.

Tenant Satisfaction Measures (TSM's) were introduced as part of the Social Housing Regulation Act, to make sure that all social landlords are looking after homes and neighbourhoods, keeping people safe, effectively handling complaints, and treating customers with fairness and respect. The Regulator of Social Housing uses the measures to see how well social housing providers, which includes SidLife, are doing at providing good quality homes and services.

There are 22 tenant satisfaction measures that all social housing providers must report on. Twelve of these will be collected through a satisfaction survey that we carry out with our residents/ tenants every two years.

2. Tenant Satisfaction Survey

The Tenant Satisfaction Survey follows the principles set out in the TSM Survey and Technical Requirements guidelines and focuses on the key areas below:

- Overall satisfaction
- Keeping properties in good order
- Maintaining building safety
- Safety checks
- Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management

SidLife is only a small provider (with only 32 units) so we are adopting a census approach – where all households in the relevant tenant population are invited to participate in the survey.

Tenant Satisfaction Survey

We would be grateful if you could take a few minutes to tell us what you think of some of the service areas within SidLife.

We would appreciate if you could complete as many questions as possible, as this information will be used to help improve our services.

The survey will be used to calculate our tenant satisfaction measures and be reported to the Regulator of Social Housing.

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

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

Has SidLife carried out a repair to your home in the last 12 months?

Yes
No

If Yes, how satisfied or dissatisfied are you with the overall repairs service from SidLife over the last 12 months?'

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied were you with the time taken to complete your most recent repair after you reported it?

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that SidLife provides a home that is well maintained?

Tick one of the following

- [ ] Very Satisfied
- [ ] Fairly Satisfied
- [ ] Neither Satisfied nor Dissatisfied
- [ ] Fairly Dissatisfied
- [ ] Very Dissatisfied

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

Tick one of the following

- [ ] Very Satisfied
- [ ] Fairly Satisfied
- [ ] Neither Satisfied nor Dissatisfied
- [ ] Fairly Dissatisfied
- [ ] Very Dissatisfied
- [ ] Not applicable/ don't know

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

Tick one of the following

- [ ] Very Satisfied
- [ ] Fairly Satisfied
- [ ] Neither Satisfied nor Dissatisfied
- [ ] Fairly Dissatisfied
- [ ] Very Dissatisfied
- [ ] Not applicable/ don't know

How satisfied or dissatisfied are you that SidLife keeps you informed about things that matter to you?

Tick one of the following

- [ ] Very Satisfied
- [ ] Fairly Satisfied
- [ ] Neither Satisfied nor Dissatisfied
- [ ] Fairly Dissatisfied
- [ ] Very Dissatisfied
- [ ] Not applicable/ don't know

To what extent do you agree or disagree with the following “SidLife treats me fairly and with respect”?

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not applicable/ don’t know

Have you made a complaint to SidLife in the last 12 months?

Yes
No

If Yes, how satisfied or dissatisfied are you with SidLife’s approach to complaints handling?

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

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

Yes
No
Don’t Know

If Yes, how satisfied or dissatisfied are you that SidLife keeps these communal areas clean and well maintained?

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied

How satisfied or dissatisfied are you that SidLife makes a positive contribution to your neighbourhood (community)?

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not applicable/ don't know

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

Tick one of the following

- ☐ Very Satisfied
- ☐ Fairly Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Fairly Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not applicable/ don't know

Is there anything else you would like to say about your home and/or the services SidLife provides?

Thank you for taking the time to complete our survey!

If you have been dissatisfied with any of the services mentioned within this survey please contact your House Manager to make a complaint, alternatively if you have been satisfied with any of our services please give us your feedback.