



Ability

Tenant Satisfaction Measures (TSM) Survey Results

2023/2024

What are the Tenant Satisfaction Measures?

The tenant satisfaction surveys include questions which have been set by the Housing Regulator, which are specifically designed to measure how Ability, as your Landlord, is doing at:

1. Keeping your home in good repair
2. Maintaining the safety of your building
3. Giving you opportunities to have your say
4. Handling your complaints
5. Managing your neighbourhood

How the surveys were carried out

There is no rule set by the regulator which tells how we should collect your views. We chose to use a mix of contact methods, as it helps us collect different types of feedback and provides customers with various ways to participate.

47% of our customers took part in our most recent tenant satisfaction survey. We were able to communicate with our customers based on the contact preferences they informed us of within their most recent tenancy audit.

- 22.47% of customers responded via letter.
- 60.29% of customers participated by phone call.
- 22.47% of customers partook in a face-to-face survey.

This means that, although we didn't speak to every single customer, the customers we did talk to, represented a range of customer types, including a variety of ages, accommodation type, ethnicity and location. This was really important to make sure that the feedback and scores we gathered reflect the diverse views of our entire customer base.

Within this survey, we asked you for your satisfaction scores on how well we are doing with:

TP01: Overall Service at Ability Housing Association.



66.91% said they were satisfied.

TP02: Overall Repairs Service.



72.67% said they were satisfied.

TP03: Time taken to complete repair.



62.84% said they were satisfied.

TP04: Keeping your home well-maintained.



69.44% said they were satisfied.

TP05: Your home is safe.



77.81% said they were satisfied.

TP06: Listening and acting on your views.



53.08% said they were satisfied.

TP07: Keeping you informed.



56.19% said they were satisfied.

TP08: Treating you fairly and with respect.



73.44% said they were satisfied.

TP09: Approach to complaint handling.



37.49% said they were satisfied.

TP10: Keeping communal areas clean and well-maintained



68.49% said they were satisfied.

TP11: Making a positive contribution to your neighbourhood.



51.46% said they were satisfied.

TP12: Handling of anti-social behaviour.



49.24% said they were satisfied.

Quality of Housing management support.



If you have any questions, enquiries or feedback in relation to the TSM's, please contact on the details below:

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