



Annual Tenant Satisfaction Measures Report

2024/25 | hilldale.org.uk

Each year our regulator expects us to ask a number of our tenants a set of questions as a survey, to see how happy you are with your home and our services. These are called tenant satisfaction measures, or TSMs.

If you took part in a survey between December and March; thank you. Our housing officers and leadership team members carried out these surveys by asking the questions face to face. A total of 410 people shared their views about what we do and the results of what you told us are below.



We're pleased to tell you we improved our score on 10 out of 12 of the questions. The two we didn't improve on are included in our improvement plans, highlighted at the end of this report.

This is what you told us...

Listening to You



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

89.2% satisfaction

Last year - 89.3%



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

84.0% satisfaction

Last year - 74.3%



How satisfied or dissatisfied are you with the way your landlord keeps you informed about things that matter to you?

80.8% satisfaction

Last year - 66.4%



To what extent do you agree or disagree with the following statement: My landlord treats me fairly and with respect?

90.3% satisfaction

Last year - 85.7%

We continue to hold our feedback forum and tenant voice panel meetings. We are launching a new customer involvement strategy with aims to grow the tenant voice panel and create more ways to hear your views. We have also established a customer committee who will strengthen our customer focus.



Repairs

Performance

Repairs completed within target timescale:

- 99.2% non-emergency repairs
-97.2% in 2023/24
- 99.6% emergency repairs
-98% in 2023/24



How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

83.1% satisfaction

Last year - 75.5%



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

79.5% satisfaction

Last year - 71.4%



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

87.3% satisfaction

Last year - 86.2%



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

88.9% satisfaction

Last year - 85.9%

When repairs are completed, tenants or care providers are now asked to sign off the work by giving a satisfaction rating.

Our repairs team reviews outstanding jobs twice a week and follows these up, giving tenants any necessary updates.

We've also launched a new repairs reporting form that is completed by the tenant, to gather all the information we need to log repairs accurately and as quickly as possible.



Your Safety

Performance: all 100%

100% gas safety checks - 99.2% in 2024/25

100% fire safety checks -
99.4% in 2024/25

100% asbestos
safety checks

100% water safety checks - 99.4% in 2024/25

Homes that don't meet the Decent Homes Standard – **0%**

The significant changes we'd already made to improve how we keep you safe in your home meant we completed all safety tests on time and so we'll continue to build on our improvements, as well as further enhancing our repairs service.



Complaints

Performance:

Complaints relative to the size of the landlord

1. 33.8 Stage 1 complaints
2. 1.90 Stage 2 complaints

Complaints responded to within Complaint Handling Code timescales.

1. 86.1% Stage 1 complaints response time
2. 100% Stage 2 complaints response time



How satisfied or dissatisfied are you with your landlord's approach to complaints handling?

70.6% satisfaction

Last year - 41.7%

We have strengthened our approach to how we deal with complaints by holding regular staff training.

We also promote the complaints service in a number of different ways and run campaigns to remind people every six months. When a complaint is closed, we send a survey to see how well we did.

Your Home and Neighbourhood

Performance

Anti-social behaviour (ASB) cases relative to the size of the landlord.

- 1.93 anti-social behaviour cases
- 2.090 anti-social behaviour cases that involve hate crimes



How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

64.7% satisfaction

Last year - 51.5%



How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

82.4% satisfaction

Last year - 79.6%



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

79.7% satisfaction

Last year - 75.4%

We have launched a new anti-social behaviour (ASB) policy and improved our process for dealing with ASB, to really focus on the person that has suffered the ASB. When an ASB case is closed, we send a survey to see how well we did.





Improvement Plan

In next year's survey, we will look to add extra questions to further understand why tenants may not be satisfied.

We've already developed a plan to improve our services and your satisfaction with the services you receive over the next 12 months. This includes:

- > Launching our new customer involvement strategy, to get even better at listening to tenants and communication.
- > Further improving our data, so we really know our tenants.

We will then use this to:

- > Tailor our repairs service and make it even better for you
- > Ensure you can communicate with who you want at Hilldale, in a way you want
- > Look even further into our satisfaction data to make more improvements



HILDALE 
housing association



High quality homes for people who need additional support.

If you'd like more information about anything in this report, or you'd like to get involved with Hilldale, please get in touch.

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