

# Tenant satisfaction measures summary of approach 2024-25

Tenant Satisfaction Measures (TSMs) were introduced in 2023/24 as a regulatory requirement for all landlords in England. There are 22 TSMs – of which 12 are sourced from a tenant perception survey. Social housing landlords must collect and provide information that allows their customers to effectively scrutinise the landlord's performance managing homes and neighbourhoods. We are required to collect this information annually and report our results to customers and the Regulator of Social Housing.

This report provides results for the period 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025. The results in this report are based on 1,460 responses collected by a combination of telephone interviews, online survey and postal survey.

This year we commissioned an external contractor, Housemark, to carry out the survey on our behalf. We used a sample approach to collect our results where a sample of relevant tenant households were invited to participate in the survey.

This year we did not offer any incentives to encourage tenants to complete the survey. We excluded 110 residents from the sample base population because of non-capacity. Based on a total of 9,773 properties and the 1,460 responses received this year the overall margin of error for the survey is **+/-2.37%** (compliance requiring +/-4.0% for low cost rental accommodation, LCRA). Of the 1,460 responses received, 940 were online, 200 via telephone and 320 by post.

As well as the mandatory questions, respondents were also given the opportunity to say in their own words why they gave the score they did on TP01 (overall satisfaction).

We received 1,460 responses from customers across the borough, living in the following types of accommodation; general purpose, sheltered, bungalows, flats, high-rise flats and caravans. We met the required number of survey responses needed to validate the survey sample rules.

The guidance states that the new survey process should start from April 2024; we are required to submit our results to the Regulator of Social Housing and publish our results to customers by the end of June 2025. Our survey ran from 18<sup>th</sup> November 2024 to 19<sup>th</sup> February 2025.

To ensure the anonymity of the respondents we allocated a reference number to each customer and asked them to include this in their survey. Only a handful of staff had access to this information. We included details of where to find the [privacy notice](#) for this survey in our hard copy information and on the survey.

We did not use any weighting methodology when compiling the results. We have no reason to believe that there were any other methodological issues likely to have a material impact on the tenant perception measures reported. We have not undertaken any other tenant perception surveys during the year apart from this survey.

**Q1 (TP01). Taking everything into account, how satisfied or dissatisfied are you with the service provided by Swindon Borough Council Housing Services?**

- Very satisfied: 22.4%
- Fairly satisfied: 31.2%
- Neither satisfied or dissatisfied: 16.5%
- Fairly dissatisfied: 16.8%
- Very dissatisfied: 13.0%

**Q2. Has Swindon Borough Council Housing Services carried out a repair to your home in the last 12 months?**

- Yes: 75.6%
- No: 24.4%

**Q3 (TP02). How satisfied or dissatisfied are you with the overall repairs service from Swindon Borough Council Housing Services over the last 12 months?**

- Very satisfied: 35.1%
- Fairly satisfied: 31.2%
- Neither satisfied or dissatisfied: 10.8%
- Fairly dissatisfied: 12.3%
- Very dissatisfied: 10.6%

**Q4 (TP03). How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

- Very satisfied: 35.1%
- Fairly satisfied: 27.7%
- Neither satisfied or dissatisfied: 9.7%
- Fairly dissatisfied: 11.6%
- Very dissatisfied: 15.8%

**Q5 (TP04). How satisfied or dissatisfied are you that Swindon Borough Council Housing Services provides a home that is well maintained?**

- Very satisfied: 25.0%
- Fairly satisfied: 28.2%
- Neither satisfied or dissatisfied: 16.7%
- Fairly dissatisfied: 15.2%
- Very dissatisfied: 14.8%

**Q6 (TP05). Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Swindon Borough Council Housing Services provides a home that is safe?**

- Very satisfied: 29.4%
- Fairly satisfied: 30.8%
- Neither satisfied or dissatisfied: 15.0%
- Fairly dissatisfied: 11.3%
- Very dissatisfied: 13.6%

**Q7 (TP06). How satisfied or dissatisfied are you that Swindon Borough Council Housing Services listens to your views and acts upon them?**

- Very satisfied: 16.9%
- Fairly satisfied: 24.2%
- Neither satisfied or dissatisfied: 23.9%
- Fairly dissatisfied: 12.7%
- Very dissatisfied: 22.3%

**Q8 (TP07). How satisfied or dissatisfied are you that Swindon Borough Council Housing Services keeps you informed about things that matter to you?**

- Very satisfied: 20.6%
- Fairly satisfied: 30.0%
- Neither satisfied or dissatisfied: 23.6%
- Fairly dissatisfied: 11.4%
- Very dissatisfied: 14.5%

**Q9 (TP08). To what extent do you agree or disagree with the following “Swindon Borough Council Housing Services treats me fairly and with respect”?**

- Very satisfied: 20.3%
- Fairly satisfied: 39.8%
- Neither satisfied or dissatisfied: 23.3%
- Fairly dissatisfied: 8.3%
- Very dissatisfied: 8.4%

**Q10. Have you made a complaint to Swindon Borough Council Housing Services in the last 12 months?**

- Yes: 26.9%
- No: 73.1%

**Q11 (TP09). How satisfied or dissatisfied are you with Swindon Borough Council Housing Services approach to complaints handling?**

- Very satisfied: 9.4%
- Fairly satisfied: 18.0%
- Neither satisfied or dissatisfied: 17.7%
- Fairly dissatisfied: 21.0%
- Very dissatisfied: 34.0%

**Q12. Do you live in a building with communal areas, either inside or outside, that Swindon Borough Council Housing Services is responsible for maintaining?**

- Yes: 37.2%
- No: 57.7%
- Don't know: 5.1%

**Q13 (TP10). How satisfied or dissatisfied are you that Swindon Borough Council Housing Services keeps these communal areas clean and well maintained?**

- Very satisfied: 25.3%
- Fairly satisfied: 24.7%
- Neither satisfied or dissatisfied: 14.9%
- Fairly dissatisfied: 12.5%
- Very dissatisfied: 22.5%

**Q14 (TP11). How satisfied or dissatisfied are you that Swindon Borough Council Housing Services makes a positive contribution to your neighbourhood?**

- Very satisfied: 16.7%
- Fairly satisfied: 29.2%
- Neither satisfied or dissatisfied: 28.9%
- Fairly dissatisfied: 10.7%
- Very dissatisfied: 14.4%

**Q15. How satisfied or dissatisfied are you with Swindon Borough Council Housing Services approach to handling anti-social behaviour?**

- Very satisfied: 16.8%
- Fairly satisfied: 24.5%
- Neither satisfied or dissatisfied: 31.3%
- Fairly dissatisfied: 10.3%
- Very dissatisfied: 17.1%

## Summary of representativeness

The tables below are a comparison of the survey respondent sample compared to the total tenant population.

These tables compare the tenants who completed the survey, either fully or partially, with Swindon Borough Council's total tenant population by:

- dwelling type
- tenant age
- location

We consider that given the profile of our tenant population, these characteristics provide assurance that the survey responses are fully representative of our tenant population.

### *Tenant perception measures – Housing type*

| <b>Tenant perception measures – Housing type</b> | <b>Total tenant population (% of total)</b> | <b>Total survey responses (% of total)</b> |
|--|---|--|
| General purpose                                  | 86.4%                                       | 89%  |
| Sheltered/elderly person housing                 | 13.6%                                       | 11%  |

### *Tenant perception measures – Age of respondent*

| <b>Tenant perception measures – Age of respondent</b> | <b>Total tenant population (% of total)</b> | <b>Total survey responses (% of total)</b> |
|---|---|--|
| 18-24   | 2.1%  | 1.4%                                       |
| 25-34   | 12.2%                                       | 12.0%                                      |
| 35-44   | 19.4%                                       | 18.2%                                      |
| 45-54   | 17.1%                                       | 16.4%                                      |
| 55-64   | 20.3%                                       | 20.3%                                      |
| 65-74   | 15.8%                                       | 17.6%                                      |
| 75-84   | 10.7%                                       | 10.4%                                      |
| 85+   | 4.4%  | 3.6%                                       |

*Location of dwelling*

| <b>Location of dwelling</b> | <b>Total tenant population<br/>(% of total)</b> | <b>Total survey responses<br/>(% of total)</b> |
|-----------------------------|---|--|
| Badbury                     | 0.1%  | 0.1%   |
| Bishopstone                 | 0.2%  | 0.4%   |
| Blunsdon                    | 0.6%  | 0.8%   |
| Castle Eaton                | 0.1%  | 0.3%   |
| Central                     | 5.1%  | 5.6%   |
| Chiseldon                   | 1.4%  | 2.5%   |
| Coleview                    | 0.4%  | 0.4%   |
| Covingham                   | 0.1%  | 0.1%   |
| Eldene                      | 2.2%  | 1.9%   |
| Freshbrook                  | 3.3%  | 2.7%   |
| Gorsehill                   | 1.4%  | 1.4%   |
| Hannington                  | 0.1%  | 0.3%   |
| Highworth                   | 4.0%  | 3.6%   |
| Haydon Wick                 | 0.9%  | 1.3%   |
| Liddington                  | 0.9%  | 1.1%   |
| Lower Penhill               | 2.3%  | 2.6%   |
| Liddington                  | 0.2%  | 0.1%   |
| Moredon                     | 6.6%  | 6.1%   |
| Park North                  | 9.7%  | 9.8%   |
| Park South                  | 9.1%  | 10.3%  |
| Penhill                     | 13.6%   | 11.9%  |
| Pinehurst                   | 11.3%   | 9.5%   |
| Rodbourne                   | 0.7%  | 0.8%   |
| Stanton Fitzwarren          | 0.1%  | 0.1%   |
| Shaw                        | 1.1%  | 0.9%   |
| South Marston               | 0.3%  | 0.3%   |
| Stratton                    | 7.0%  | 8.5%   |
| Toothill                    | 4.3%  | 4.2%   |
| Walcot                      | 9.8%  | 8.1%   |
| Wanborough                  | 0.3%  | 0.4%   |
| Wroughton                   | 2.7%  | 4.0%   |

## **Performance Information**

**The 10 performance measures below have been collected across the last year:**

### **Gas Safety Checks**

- Proportion of homes for which all required gas safety checks have been carried out: 100%

### **Fire safety checks**

- Proportion of homes for which all required fire risk assessments have been carried out: 100%

### **Asbestos safety checks**

- Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out: 100%

### **Water safety checks**

- Proportion of homes for which all required legionella risk assessments have been carried out: 100%

### **Lift safety checks**

- Proportion of homes for which all required communal passenger lift safety checks have been carried out: 97.2%

### **Complaints relative to the size of the landlord**

- Number of stage one complaints received per 1,000 homes: 56.6 Number of stage two complaints received per 1,000 homes: 5.3

### **Complaints responded to within Complaint Handling Code timescales**

- Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales: 93.7%
- Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales: 92.7%

### **Anti-social behaviour cases relative to the size of the landlord**

- Number of anti-social behaviour cases opened per 1,000 homes: 25.2
- Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes: 0.29

### **Homes that do not meet the Decent Homes Standard**

- Proportion of homes that do not meet the Decent Homes Standard: 12.8%



## Repairs completed within target timescale

- Proportion of Non-emergency responsive repairs completed within the landlord's target timescale: 80.3%
- Proportion of Emergency responsive repairs completed within the landlord's target timescale: 93.7%

To find out more about the performance measures visit: [Tenant Satisfaction Measures - Summary of RSH requirements \(accessible\) - GOV.UK](#).