

brighter futures

HOUSING • HEALTH • HOPE



**TENANT SATISFACTION**

**MEASURES: THE RESULTS**

**(TSMS) 2024**

# TENANT SATISFACTION SURVEY

## Our Tenant Satisfaction Survey was conducted to gather customers' views on Brighter Futures' services.

The survey helps us to assess how well we perform against Tenant Satisfaction Measures (TSMs) and pinpoint areas where improvements may be needed. It will also ensure greater transparency about Brighter Futures' performance, allowing tenants to hold us accountable.

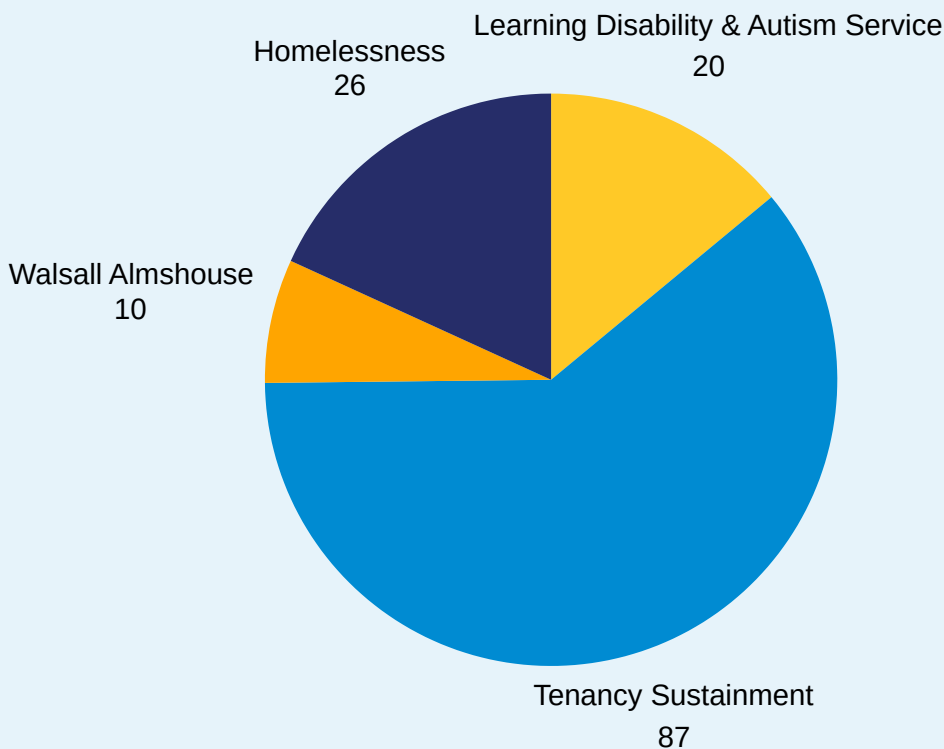
We would like to say a huge thank you to all customers who took part in the survey.

There was a significant increase in participation as the number of responses almost doubled, with 148 tenants responding in 2024 compared to 83 in 2023. However, 14 of these respondents live in managed properties so have been excluded from the TSM results.

This means the survey findings represents the opinion of 55% of Brighter Futures tenants.

The overall satisfaction level improved from 79% to 83% over the past year, indicating a positive shift in tenant satisfaction toward our services .

## WHO RESPONDED?



## HOW DID WE DO?

	Satisfied or agree	
	2023	2024
TP1 - Overall satisfaction	79%	83.6%
TP2 - Satisfaction with repairs	82%	82.4%
TP3 - Satisfaction with time taken to complete most recent repair	66%	78.7%
TP4 - Satisfaction that the home is well maintained	82%	79.9%
TP5 - Satisfaction that the home is safe	94%	90.9%
TP6 - Satisfaction that the landlord listens to tenant views and acts upon them	73%	81.8%
TP7 - Satisfaction that the landlord keeps tenants informed about things that matter to them	75%	81.9%
TP8 - Agreement that the landlord treats tenants fairly and with respect	85%	89.5%
TP9 - Satisfaction with the landlord's approach to handling complaints	48%	60.0%
*TP10 - Satisfaction that the landlord keeps communal areas clean and well maintained	79%	43.8%
TP11 - Satisfaction that the landlord makes a positive contribution to neighbourhoods	62%	78.9%
TP12 - Satisfaction with the landlord's approach to handling anti-social behaviour	71%	70.1%

\* For TP10, there was only 16 respondents, no expressions of actual dissatisfaction, with the majority of tenants voting neutrally.

## EXTRA QUESTIONS

Brighter Futures took advantage of the Tenant Satisfaction Survey and included an extra set of customer-focused questions in order to further understand customers' perceptions about our services.

The extra questions supported the high satisfaction levels found in the results of the TSM Survey, showing an increase in satisfaction compared to the same questions in last year's survey.

### HOW DID WE DO?

	Yes / Satisfied	
	2023	2024
BF1 - Taking everything into account, how satisfied are you with the overall service provided by Brighter Futures?	89%	94%
BF2 - Do you feel that Brighter Futures helps you to achieve your goals?	58%	84%
BF5 - Would you recommend Brighter Futures to your family or friends?	90%	91%

## OTHER MEASURES

In order to be truly transparent with our tenants, we also want to share the TSM Tenant Management Data.

This includes a summary of Complaints, Anti-Social Behaviour (ASB) and Property Compliance performance.

### HOW DID WE DO?

	2024
CH01 – Complaints relative to the size of the landlord (per 1,000 homes)	Stage 1: 33.4 Stage 2: 3.7
*CH02 – Complaints responded to within Complaint Handling Code timescale	Stage 1: 80% Stage 2: 0.0%
NM01 – Anti-social behaviour cases relative to the size of the landlord (per 1,000 units)	ASB: 181 Hate: 0
RP01 – Homes that do not meet the Decent Homes Standard	0.5%
RP02 – Repair completed within target timescale	Non-Emergency: 86.3% Emergency: 96.2%
BS01 – Gas safety checks	100.0%
BS02 – Fire safety checks	100.0%
BS03 – Asbestos safety checks	100.0%
BS04 – Water Safety Checks	100.0%
**BS05 – Lift Safety Checks	46.9%

\* CH02 represents 10 tenant complaints, so this small number has greatly affected the percentage score. There was just one Stage 2 complaint that required an extension for a full response.

\*\* BS05 is greatly affected by how this KPI is measured, which counts the total units receiving a lift. Since Brighter Futures has only 5 lifts, the lift at 90 Hope Street, which is currently out of service and serves 26 rooms, accounts for over half of the properties that have lift access.

## WHAT DO WE DO WELL?

Overall, customers expressed a high level of satisfaction with the support they receive and their relationship with their Support Worker. Respondents also highlighted the punctuality, reliability, and availability of their Support Workers whenever they needed assistance in resolving any concerns.

Customers also indicated they felt listened to, respected, and supported by Brighter Futures staff. Some customers mentioned that their Support Worker empowers them to independently handle tasks like reporting repairs, and many appreciate the non-judgmental listening provided by staff.

Additionally, customers agreed that Brighter Futures helps them to achieve their goals, such as fostering social connections, engaging in meaningful activities, volunteering, and building motivation.

Customers were satisfied that Brighter Futures provides a home that is safe as well as well-maintained. Customers were also satisfied with Brighter Futures' handling of anti-social behaviour. While some customers had never encountered any issues, others had faced problems like cuckooing and neighbour conflicts. However, they expressed their satisfaction in receiving full support from Brighter Futures, as the issues were quickly resolved.

“Feel like my needs are always met in a timely manner, I feel valued and listened to”

“My home is well-maintained and my worker is helping me to change my life around”

“Because I can always go to the staff if I need anything and the staff act upon it pretty quickly”

“Helped me to get voluntary work”

“My support worker is always on hand to help me”

“Brighter Futures have always provided me a safe home and any issues I reach out to my support worker”

“My daughter was adopted at 3 years old, and with support to write letters to my daughter resulted in me visiting and meeting my daughter for the first time”

“I’ve been given so much more help than I ever expected”

“I feel listened to and not judged”

“Fully supported when cuckooed”

“I feel very at ease in my flat”

“I feel my support worker ensures I am thriving in my life and feel she goes above and beyond her duties for me”

# WHERE CAN WE IMPROVE?

## HOW DID WE DO?

Feedback	Action	Target Completion Date
<b>Housing Sustainment Service</b>		
Customers would like more training on life skills and budgeting.	We will expand our life skills training and volunteering opportunities to help customers become job-ready. Our new Hospitality & Employability Manager will lead this work in collaboration with colleagues and customers.	Strategy implemented on 23/09/2024
Customers would like more diversionary activities	We have recruited a Customer Engagement and Initiatives Specialist role to lead on activities and added value projects. We will launch our new Customer Engagement Strategy.	
<b>Properties and Communal Areas</b>		
Customers expressed concerns that communal areas need monitoring and improving	We will introduce monthly inspection and reporting process as well as issuing building safety guidance to residents.	Inspections: 30/9/2024 Guidance: 31/12/2024
Customers felt that some repairs were not taken seriously, and some repairs were 'lost' or 'forgotten'	As of April 2024, Sustainment Workers must conduct monthly property inspections with customers to address repair issues and safeguard assets. Annual property surveys will also be completed to ensure well-maintained properties.	Inspections: Completed Property Surveys: 31/03/2025
Customers reported that they are confused about repair timescales.	We will publish a detailed repair classification guide for our tenants. This guide will explain how we classify repairs and the timeframes involved.	31/03/2025
Customers in non-Brighter Futures managed flat blocks have raised concerns about conditions and repair times.	We will continue to work with and pursue managing agents for items that outside of Brighter Futures' responsibility. We will produce an informative leaflet to outline responsibilities and contact information.	31/12/2024

Feedback	Action	Target Completion Date
<b>Anti-Social Behaviour</b>		
<p>Customers have reported Anti-Social Behaviour occurring around their homes.</p>	<p>In late 2023, a robust Anti-Social Behaviour procedure was introduced alongside specially trained staff to manage complaints of ASB. Please ask your Sustainment Workers for the Anti-Social Behaviour leaflet, or contact the Housing Services Team if you wish to discuss your concerns further.</p>	<p>Completed</p>
<b>Complaints</b>		
<p>Customers commented that they do not receive feedback from their complaints</p>	<p>Brighter Futures values all feedback, positive or negative, as an opportunity for learning. The Senior Leadership Team encourages customers to use all communication channels for feedback, including formal compliments or complaints</p> <p>We follow the Housing Ombudsman criteria and have 'How to Complain' guidance available (also available in customer approved Easy Read format).</p>	<p>Completed</p>
<b>Customer Services</b>		
<p>Customers reported poor service when contacting us on the phone</p>	<p>We have now created a new Customer Services Team who are a dedicated resource to ensure we are easily contactable. We have also invested in a new telephone system to ensure we can better handle income calls and track how well we are performing.</p>	<p>Completed</p>
<p>Customers wanted confirmation that all appointments will be pre-arranged.</p>	<p>It is expected that staff make appointments with customers before visiting however there may be exceptions such as emergencies. Repair visits will be scheduled with customers offering a morning or afternoon appointment. If we fail to gain access, we will leave a calling card so customers can rearrange the visit.</p>	<p>Completed</p>

Feedback	Action	Target Completion Date
<b>Letting Properties</b>		
Customers were dissatisfied with information regarding lettings, especially when moving between services.	We are reviewing our Lettings Procedure including information for customers when moving into properties for the first time, or between schemes. We will be looking for customers to provide us feedback on proposed 'letting packs' so please get in touch if you would like to get involved.	31/12/2024
Customers and staff are confused about the furnished properties we offer and how the inventory process is managed.	The financial year of 2024/2025 will see a new inventory process. This will give staff and customers more guidance around charges, and when non-standard fixtures will be replaced.	31/03/2025

Brighter Futures Housing Association Limited is registered with the Regulator of Social Housing (H4315); and is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (21244R) and is affiliated to The National Housing Federation. Brighter Futures Housing Association Limited's registered office is at Three Counties House, Festival Way, Stoke-on-Trent, ST1 5PX.