

# **Housing Overview and Scrutiny Committee**

## **Social Housing (Regulation) Act 2023 Report**

### **Appendix A – Tenant Satisfaction Measures and Indicative Benchmarking**

21 November 2023

## National Benchmarking – Perception Measures (Local Authorities Only)

Measure Number	Theme	Description	Quartile 1	Median	Quartile 3	Thurrock Score	Thurrock Quartile
TP01	Overall satisfaction	Overall satisfaction with service provider	81.28	74.2	65.25	<b>71.50</b>	<b>Q3</b>
TP02	Keeping properties in good repair	Satisfaction with the repairs service in the last 12 months	80.65	75.90	65.40	<b>75.10</b>	<b>Q3</b>
TP03	Keeping properties in good repair	Satisfaction with time taken to complete the most recent repair	76.05	66.00	57.50	<b>74.40</b>	<b>Q2</b>
TP04	Keeping properties in good repair	Satisfaction that home is well maintained	74.85	64.00	56.02	<b>68.70</b>	<b>Q2</b>
TP05	Maintaining building safety	Satisfaction that home is safe	84.02	79.80	71.05	<b>74.20</b>	<b>Q3</b>
TP06	Respectful/helpful engagement	Satisfaction that landlord listens to views and acts upon them	67.31	57.40	48.35	<b>61.80</b>	<b>Q2</b>
TP07	Respectful/helpful engagement	Satisfaction that landlord keeps tenants informed about things that matter to them	74.15	64.90	58.25	<b>74.30</b>	<b>Q1</b>
TP08	Respectful/helpful engagement	Agreement that landlord treats tenants fairly and with respect	80.50	72.40	64.00	<b>83.60</b>	<b>Q1</b>
TP09	Effective complaints handling	Satisfaction with landlord's approach to complaints handling	51.22	37.85	26.68	<b>27.50</b>	<b>Q3</b>
TP10	Responsible neighbourhood management	Satisfaction that landlord keeps communal areas clean and well maintained	72.00	64.80	55.00	<b>63.80</b>	<b>Q3</b>
TP11	Responsible neighbourhood management	Satisfaction that landlord makes a positive contribution to neighbourhoods	74.55	62.70	52.00	<b>68.60</b>	<b>Q2</b>
TP12	Responsible neighbourhood management	Satisfaction with the landlord's approach to ASB handling	61.15	51.40	44.75	<b>64.10</b>	<b>Q1</b>

## National Benchmarking – Perception Measures (All Providers)

Measure Number	Theme	Description	Quartile 1	Median	Quartile 3	Thurrock Score	Thurrock Quartile
TP01	Overall satisfaction	Overall satisfaction with service provider	84.00	78.20	70.00	<b>71.50</b>	<b>Q3</b>
TP02	Keeping properties in good repair	Satisfaction with the repairs service in the last 12 months	83.07	78.00	67.93	<b>75.10</b>	<b>Q3</b>
TP03	Keeping properties in good repair	Satisfaction with time taken to complete the most recent repair	76.70	70.30	59.50	<b>74.40</b>	<b>Q2</b>
TP04	Keeping properties in good repair	Satisfaction that home is well maintained	76.60	69.80	58.60	<b>68.70</b>	<b>Q3</b>
TP05	Maintaining building safety	Satisfaction that home is safe	86.96	81.35	75.52	<b>74.20</b>	<b>Q4</b>
TP06	Respectful/helpful engagement	Satisfaction that landlord listens to views and acts upon them	71.15	64.00	53.98	<b>61.80</b>	<b>Q3</b>
TP07	Respectful/helpful engagement	Satisfaction that landlord keeps tenants informed about things that matter to them	79.20	71.20	62.00	<b>74.30</b>	<b>Q2</b>
TP08	Respectful/helpful engagement	Agreement that landlord treats tenants fairly and with respect	83.55	76.50	68.00	<b>83.60</b>	<b>Q1</b>
TP09	Effective complaints handling	Satisfaction with landlord's approach to complaints handling	56.10	40.00	30.25	<b>27.50</b>	<b>Q4</b>
TP10	Responsible neighbourhood management	Satisfaction that landlord keeps communal areas clean and well maintained	74.30	67.00	60.00	<b>63.80</b>	<b>Q3</b>
TP11	Responsible neighbourhood management	Satisfaction that landlord makes a positive contribution to neighbourhoods	78.22	66.00	57.45	<b>68.60</b>	<b>Q2</b>
TP12	Responsible neighbourhood management	Satisfaction with the landlord's approach to ASB handling	65.95	56.90	49.35	<b>64.10</b>	<b>Q2</b>

## National Benchmarking – Non-Perception Measures (All Providers)

Measure Number	Theme	Description	Quartile 1	Median	Quartile 3	Thurrock Score	Thurrock Quartile
RP01	Keeping properties in good repair	Homes that do not meet decent homes standard	-	2.4%	-	4.7%	-
RP02	Keeping properties in good repair	Repairs completed within target timescale	93.4%	85.2%	79.6%	94.8%	Q1
BS01	Maintaining building safety	Gas safety checks	-	99.99%	-	TBC	-
BS02	Maintaining building safety	Fire safety checks	-	100%	-	100%	-
BS03	Maintaining building safety	Asbestos safety checks	-	100%	-	100%	-
BS04	Maintaining building safety	Water safety checks	-	100%	-	TBC	-
BS05	Maintaining building safety	Lift safety checks	-	100%	-	100%	-
CH01	Effective complaints handling	Complaints relative to size of landlord (rate per 1,000 properties)	12.70	27.40	46.10	56.15	Q4
CH02	Effective complaints handling	Complaints responded to within complaints handling code timescales	93.0%	80.3%	66.3%	92.6%	Q2
NM01	Responsible neighbourhood management	Anti-social behaviour cases relative to size of the landlord (rate per 1,000 properties)	23.50	49.90	76.80	68	Q3