



Tenant Satisfaction Measures

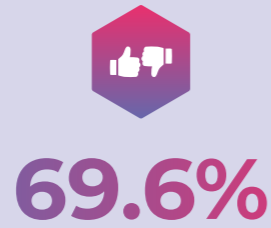
One Manchester | 2024

How we're doing: our Tenant Satisfaction Measures

Welcome to our first update on our Tenant Satisfaction Measures (TSMs). We'll be providing quarterly updates on our website. TSMs were introduced by the regulator for social housing in April 2023 and give our customers the chance to share views and feedback by answering questions on services like repairs and complaints. This helps us better understand your thoughts and experiences so we can improve our services to meet your needs.

This report covers our performance across these key areas using feedback from over 2300 customers from April 2023 to March 2024.

Overall satisfaction and repairs



Overall satisfaction with service provided

What you said about overall satisfaction

From your feedback, you felt most positive about the behaviour of our colleagues, that we're easy to deal with, and you liked the quality and speed of our repairs services, particularly when completed right first time.

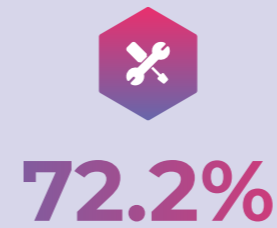
You also told us about areas you are dissatisfied with which included wait times for appointments, and feeling we didn't keep you updated on issues you've reported, meaning issues remained unresolved.

What improvements will we make in 2024/25?

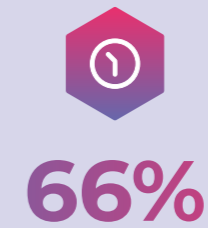
We introduced our new neighbourhood model in 2023 so we could deliver a more local service and do annual visits to your home. We've now visited over 50% of customers and the information we have gathered is helping us to support you better and improve our services. We'll continue using this information throughout 2024/25 to make further improvements.

We are also:

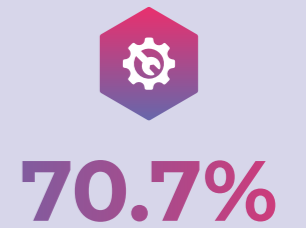
- Carrying out a review of our repairs service to improve processes and help us get things right first time
- Reviewing our customer experience to improve accessibility at all contact points



Satisfaction with repairs



Satisfaction with most recent repair time



Satisfaction that the home is well maintained



Home that don't meet the Decent Homes Standard



Non-emergency repairs completed within target timescale



Emergency repairs completed within target timescale

What you said about overall satisfaction and repairs

Lots of you said you felt most positively about our speed of response when we get things right first time, and the quality of the service once it was delivered. You also told us there were improvements needed when it came to appointment timescales.

What improvements will we make in 2024/25?

We'll be using your feedback to review our repairs processes to improve the service from start to finish.

We will also:

- Train our operatives to be multi-skilled, so we can increase first-time repair success
- Review our repairs diaries so we have more appointments available to complete emergency and urgent repairs



Responsible neighbourhood management



70%

Satisfaction that the landlord keeps communal areas clean and well maintained



66.3%

Satisfaction that the landlord makes a positive contribution to neighbourhoods



66.3

Anti-social behaviour cases per 1000 homes



64.7%

Satisfaction with the landlord's approach to handling anti-social behaviour

0.9

ASB cases involving a hate incident per 1000 homes

What you told us about responsible neighbourhood management

You told us that you appreciated our work to make communal areas clean and tidy. You felt there were frequent visits from caretakers, and were positive about the overall caretaker service. Areas you wanted to see improve included grass cutting, rubbish collection, and the overall cleanliness of communal spaces. Some customers felt we could further improve our ASB service.

What improvements will we make in 2024/25?

We've recently announced to our customers that we're doing regular neighbourhood inspections, where we can listen to your feedback and make improvements in your area.

We are also:

- Implementing new cleaning and maintenance procedures
- Improving processes and further training for ASB teams
- Registered as a hate crime reporting agency
- Working with partners to develop local neighbourhood plans, to tackle ASB

Maintaining building safety



77.3%

Satisfaction that the home is safe



99.9%

Gas safety checks



100%

Fire safety checks



100%

Asbestos safety checks



100%

Water safety checks



97%

Lift safety checks

What you said about maintaining building safety

You felt most positively about feeling safe in your home, and our approach to gas safety. You told us you were less satisfied about damp and mould, waiting times, and responsive repairs. We have also seen some customers link feeling "safe" and "secure" with fencing.

What improvements will we make in 2024/25?

We will continue our focus to achieve 100% compliance across areas of statutory compliance.

We will also:

- Increase resource in our Healthy Homes team to tackle damp and mould issues quickly
- Continue to repair fencing if it's a health a safety hazard and have a long-term programme for renewal



Respectful and helpful engagement



63%

Listens to tenant views



76.8%

Treats tenants fairly and with respect



70.4%

Keeps tenants informed

What you said about respectful and helpful engagement

You told us that you were most satisfied with the behaviour of our colleagues but we need to make improvements to keep you better updated and keep our promises.

What improvements will we make in 2024/25?

We've launched our new Customer Experience Strategy based on your feedback to improve your overall experience with us.

We will also:

- Create a new Customer Voice Strategy to give you lots of opportunities to have your say and so we can act on what you tell us
- Launch our new 'Service Style', to improve our communication with you



Effective handling of complaints



49.5%

Overall satisfaction with handling complaints



81.4

Stage 1

Complaints relative to the size of the landlord per 1000 homes



5.7

Stage 2

Complaints relative to the size of the landlord per 1000 homes



76%

Stage 1

Complaints responded to within complaint handling timescales per 1000 homes



73.5%

Stage 2

Complaints responded to within complaint handling timescales per 1000 homes

What you said about our approach to complaint handling

You told us our response to complaints was not quick enough. Many people who answered this question had not made a formal complaint, but based answers on their overall experience with us.

What improvements will we make in 2024/25?

We're improving our complaints process to speed up our response times.

We will also:

- Update our training around handling complaints
- Review our repairs service, as most complaints are about repairs



We're here to help

Thank you for reading.

Follow us on social:

 @OneManchesterCommunityPage

 @OneMcr

 @One_Manchester

 @One_manchester