

Tenant Satisfaction Measures Report 24/25

Provider: Homeless Action Resource Project

Reporting Year: 17 May 2024 – 16 May 2025

Total Relevant Social Housing Stock: 321 dwelling units (all LCRA)

Report Finalised: 01/06/2025

Survey Sample Size: 107 (census approach)

Executive Summary

This inaugural Tenant Satisfaction Measures (TSM) report marks a significant milestone for HARP, establishing our first comprehensive performance baseline in line with the Regulator of Social Housing's requirements. Covering the reporting period from May 2024 to May 2025, the report reflects feedback from 107 tenants—representing 32% of our supported accommodation stock—captured through a census-style perception survey. The results offer valuable insights into our current service delivery and highlight both our strengths and the areas where we must focus our improvement efforts.

HARP has achieved full compliance across all regulated safety measures, including the Decent Homes Standard and core building safety checks (gas, fire, water, asbestos, and lifts), reflecting our commitment to providing safe, secure accommodation for people experiencing homelessness. In terms of tenant experience, satisfaction scores exceeded 75% in eight of twelve perception-based measures. Key strengths include satisfaction with the safety of the home (84%), respectful and fair treatment by staff (81%), and the cleanliness and maintenance of communal areas (82%). However, results around complaint handling (68%) and the resolution of anti-social behaviour (65%) signal important areas for improvement, particularly as we continue to professionalise and grow our housing services.

Looking forward, this report will serve as a foundation for future service improvement and benchmarking. It supports the development of an enhanced resident engagement strategy, a targeted quality improvement plan, and new co-designed approaches to complaint resolution and neighbourhood management. As HARP continues to evolve as a regulated landlord delivering psychologically informed housing management, these findings will be embedded into our organisational learning, policy review cycles, and strategic planning—ensuring we remain responsive to the voices of our residents and accountable to those we serve.

Introduction

This report presents the results of our 2024/25 Tenant Satisfaction Measures (TSMs), as required by the Regulator of Social Housing (RSH). TSMs are designed to assess performance from the tenant perspective and improve transparency. This report includes all 22 required TSMs, based on a recent survey and our management records. As a small landlord, these results establish HARP's first performance baseline against TSMs

Survey Approach Methodology

A census-style Tenant Perception Survey (TPS) was conducted, all 321 homes that HARP provides as supported LCRA were invited to respond. The Survey was open for 6 weeks from April to May 2025.

Mixed-mode methods were used to encourage high response rates and ensure accessibility to the survey:

- Support Staff personally distributed surveys and invited the residents they keyworked to complete the survey
- Online links, both QR code and direct link, were circulated via emails and printouts
- Invitations were sent to all but 7 homes via SMS (*7 Homes had no contact number*)
- All paper & verbal responses were transcribed by support staff and entered via the online survey form to ensure anonymity and aggregate results

The Survey was anonymous and confidential. Tenants were not asked to provide names or addresses. The anonymity was highlighted in the materials to reassure tenants that their honest feedback could not be traced.

The Survey received 107 responses, all of which were complete and useable. With HARP's relevant housing stock of 321 it was not possible to take a sample size with a statistical accuracy of a +/- 5% margin at a 95% confidence level. For this reason, a census approach was taken to the TPS, with all residents being invited to respond.

Representativeness Review

The 32% response rate exceeded sector expectations for optional perception surveys. It must be acknowledged that with a stock of 321 the results have inherent precision limitations, particularly for questions which did not apply to all respondents. Every effort was made to capture all voices through mixed mode surveying, as well as offering all Households the option of support with the survey.

Tenant Perception Measures

(All results calculated from tenant survey responses; n=107)

TSM Code	Measure Description	Result
TP01	Overall satisfaction with landlord service	77%
TP02	Satisfaction with overall repairs service (among tenants who received repairs, n=69)	75%
TP03	Satisfaction with time taken for most recent repair (among tenants who received repairs, n=69)	75%
TP04	Satisfaction that home is well maintained	75%
TP05	Satisfaction that home is safe	84%
TP06	Satisfaction that landlord listens to tenant views and acts	78%
TP07	Satisfaction that landlord keeps tenants informed	79%
TP08	Agreement that landlord treats tenants fairly and respectfully	81%
TP09	Satisfaction with complaint handling (among tenants who made complaints, n=38)	68%
TP10	Satisfaction with communal area upkeep (among tenants with communal areas, n=85)	82%
TP11	Satisfaction that landlord contributes positively to neighbourhood	62%
TP12	Satisfaction with handling of anti-social behaviour	65%

TSMs Generated from Management Information*(All results based on 321 LCRA dwelling units)*

TSM Code	Measure Description	Result	Additional Notes
CH01	Stage 1 complaints per 1,000 homes	18	Total stage 1 complaints: 6 The ombudsman's requirements for reporting & handling complaints were implemented during this reporting year which may explain the discrepancy between stage 1 complaints made and respondents reporting to have made complaints.
	Stage 2 complaints per 1,000 homes	30	Total stage 2 complaints: 0
CH02	Stage 1 complaints resolved within Complaint Handling Code timescales	100%	Complaints resolved: 6 of 6
	Stage 2 complaints resolved within Complaint Handling Code timescales	N/A	Complaints resolved: 0/0
NM01	Anti-social behaviour cases per 1,000 homes	78	Total cases: 26

TSM Code	Measure Description	Result	Additional Notes
			Specialist supported housing clients contribute to a higher rate of reported ASB.
	ASB cases involving hate incidents per 1,000 homes	0	Total hate-related cases: 0
RP01	Homes not meeting Decent Homes Standard	0%	Non-decent homes: 0 of 321
RP02	Non-emergency repairs completed within target timescale	89	Urgent Timescale: 48 Hours (72 at weekends) Routine Timescale: 14 days
	Emergency repairs completed within target timescale	78%	Emergency Timescale: 24 hours
BS01	Homes with all required gas safety checks	100%	Compliant homes: 300 of 300 (21 homes are electric-only)
BS02	Homes with all required fire risk assessments	100%	Compliant homes: 321 of 321

TSM Code	Measure Description	Result	Additional Notes
BS03	Homes with all required asbestos checks	100%	All sites with >5% Asbestos inspected for damage & disturbance
BS04	Homes with all required water safety checks	100%	Temperature checks completed at 321 of 321 homes. Biennial LRAs conducted at all homes scheduled for this reporting year.
BS05	Homes with all required lift safety checks	100%	1 lift serving 18 dwelling units