

Tenant Satisfaction Measures 2023-24



St Mungo's in a nutshell

Our purpose is to end homelessness and rebuild lives.

- Last year we supported more than **28,300 people** experiencing or at risk of homelessness
- We provided **2,700 people** with somewhere with housing and support on any given night
- We ran more than **160 services** across London, the South East and the South West of England.

What are the Tenant Satisfaction Measures?

The Regulator for Social Housing requires landlords of social housing to report on how well they are performing their duties and how satisfied their tenants are - this set of indicators is called the 'Tenant Satisfaction Measures' (TSMs).

This is designed to improve things for people living in social housing by:

- Letting the regulator compare landlords and highlighting how they might need to improve in different areas
- Giving tenants (current and future) a chance to assess how their landlord is doing in relation to their needs

We also use this information internally to improve our services as much as possible to make sure our tenants (or 'clients') have a place they can call home.

Where does this information come from?

The TSMs information in this report comes from two sources.

- 1.** An annual client survey made up of a set of 12 'Tenant Perception' (TP) questions covering different areas of service provision.
- 2.** Ten performance and compliance measures of landlord performance such as building safety, ASB and complaints handling, covering the previous year from April 2023 – March 2024.

All questions and measurements presented here are standardised and in line with the requirements of the Regulator for Social Housing. However, St Mungo's does not just provide housing, it also provides direct housing related support for our clients in their unique journey towards living more independently. This means our performance is more comparable with other similar housing and support providers catering to various needs. This report only cover where St Mungo's has ownership of 'Low Cost Rental Accommodation' (LCRA), with other types of housing not applicable.

Summary of Approach

- The Survey was open from 06/11/2023 - 09/02/2024
- Surveys were collected through the following methods:
 - Paper Survey
 - Support staff providing tenants with printed survey (with opaque envelop) to complete and post back to St Mungo's central office
 - 9 Translated versions were also provided according to tenants' most common language needs
 - Digital Online Survey
 - Support staff providing URL to tenants to use on own device or communal device to complete
- We followed a 'Census' approach to sampling – where all residents in applicable social housing units invited and given access to participate in survey
- To encourage participation, clients had the choice to opt in to a prize draw for the chance to win one of 20 high street vouchers
- We informed tenants to be as honest as possible, however, due to the varying needs of our tenants in supported housing, staff were encouraged to support set up and complete the survey where tenants explicitly gave permission to do so and were not able to do so themselves.
- No weighting was applied to results at any point

This report includes results from:

18.22% of clients (286 responded to the survey)

and

1570 units of social housing
across different services



Tenant Satisfaction

#TP01

-Proportion of respondents who report that they are satisfied with the overall service from their landlord.

"Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Mungo's?"

83.8%

of 284 respondents
satisfied with overall
service



Tenant Satisfaction

#TP02

-Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service

"How satisfied or dissatisfied are you with the overall repairs service from St Mungo's over the last 12 months?"

75.3%

of 178 respondents satisfied with overall repairs service



Tenant Satisfaction

#TP03

-Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.

"How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?"

73.3%

of 176 respondents
satisfied with repair time



Tenant Satisfaction

#TP04

-Proportion of respondents who report that they are satisfied that their home is well maintained.

"How satisfied or dissatisfied are you that St Mungo's provides a home that is well maintained?"

80.9%

of 262 respondents
satisfied
with maintenance



Tenant Satisfaction

#TP05

-Proportion of respondents who report that they are satisfied that their home is safe.

"How satisfied or dissatisfied are you that St Mungo's provides a home that is safe?"

82.7%

of 266 respondents
satisfied that their
home is safe



Tenant Satisfaction

#TP06

-Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.

"How satisfied or dissatisfied are you that St Mungo's listens to your views and acts upon them?"

84.4%

of 270 respondents
satisfied views are
acted upon



Tenant Satisfaction

#TP07

-Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.

"How satisfied or dissatisfied are you that St Mungo's keeps you informed about things that matter to you?"

81.5%

of 275 respondents
satisfied about being
kept informed



Tenant Satisfaction

#TP08

-Proportion of respondents who report that they agree their landlord treats them fairly and with respect.

"To what extent do you agree or disagree with the following "St Mungo's treats me fairly and with respect"?"

87.6%

of 274 respondents agree they are treated with respect



Tenant Satisfaction

#TP09

-Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.

"How satisfied or dissatisfied are you with St Mungo's approach to complaints handling?"

46.0%

of 63 respondents
satisfied with complaints
approach



Tenant Satisfaction

#TP10

-Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.

"How satisfied or dissatisfied are you that St Mungo's keeps these communal areas clean and well maintained?"

83.5%

of 200 respondents
satisfied with communal
areas



Tenant Satisfaction

#TP11

-Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.

"How satisfied or dissatisfied are you that St Mungo's makes a positive contribution to your neighbourhood?"

82.6%

of 224 respondents
satisfied with contribution
to neighbourhood



Tenant Satisfaction

#TP12

-Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.

"How satisfied or dissatisfied are you with St Mungo's approach to handling anti-social behaviour? "

72.7%

of 216 respondents
satisfied with approach
to ASB



Building Safety

#BS01

-Proportion of homes for which all required gas safety checks have been carried out.

92.5%



Building Safety

#BS02

-Proportion of homes for which all required fire risk assessments have been carried out.

99.1%



Building Safety

#BS03

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

89.1%



Building Safety

#BS04

-Proportion of homes for which all required legionella risk assessments have been carried out.

89.8%



Building Safety

#BS05

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

85.5%



Anti-Social Behaviour

#NM01

*-Number of anti-social
behaviour cases, opened
per 1,000 homes.*

7.6



Anti-Social Behaviour

#NM02

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

0



DHS and Repairs

#RP01

-Proportion of homes that do not meet the Decent Homes Standard.

3.7%

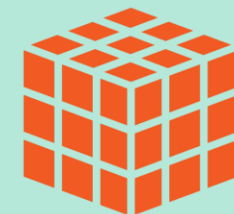


DHS and Repairs

#RP02 (1)

-Proportion of non-emergency responsive repairs completed within the landlord's target timescale.

84.4%



DHS and Repairs

#RP02 (2)

-Proportion of emergency responsive repairs completed within the landlord's target timescale.

79.8%



Complaints

#CH01 (1)

-Number of stage one complaints received per 1,000 homes.

167.5



Complaints

#CH01 (2)

-Number of stage two complaints received per 1,000 homes.

10.8



Complaints

#CH02 (1)

-Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

71.9%



Complaints

#CH02 (2)

-Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

82.4%



Current/Planned Improvements

Keeping Properties in Good Repair

- New maintenance contractors procured and starting in Summer 2024.
- New maintenance policies, procedures and processes developed.
- Repair reporting system upgraded.
- Communications plan developed to inform all stakeholders of the changes.
- Stakeholders to feed into contractor performance management reviews.
- Asset Management Strategy updated, with focus on maintaining and refurbishing our existing stock.
- Long term planned and cyclical maintenance programmes of work in place.

Current/Planned Improvements

Maintaining Building Safety and Safety Checks

- Building Safety Manager post created to manage our responsibilities under the Building Safety Act.
- Building Safety policy and procedure developed.
- Building Safety action plan developed and in progress.
- Damp, Mould and Condensation policy and procedure developed.
- Damp, Mould and Condensation action plan developed and in progress.

Current/Planned Improvements

Respectful and Helpful Engagement

- Updating the client page on our website.
- Review of feedback cards for services.
- Reviewing of consent to ensure that clients are contacted directly about things that matter to them.
- Client Advisory Board reviewed and improved to ensure clients are involved in decision making at a strategic level.
- New client strategy to be launched in Autumn 2024.
- New client engagement strategy for high rise buildings launched.

Current/Planned Improvements

Effective handling of complaints

- Emphasis the importance of investigators asking for satisfaction feedback before issuing a complaint response.
- Communicate the importance of the complaints survey to clients to encourage completion, and understand the root causes of low satisfaction.
- Continue with the complaints satisfaction sample survey conducted by the Quality Team.
- Continue to analyse trends and learnings from complaints.

Current/Planned Improvements

Responsible neighbourhood management

- Monitor the implementation of improvement plans in health and safety audits.
- Continue to promote the Anti-Social behaviour procedure when managing complaints and provide support to most complex cases that are brought to the Quality team.

StMungo's **Next Steps**



- All data is being reviewed by the relevant lead officers within the organisation to drive up compliance and performance where there are concerns.
- We will start to plan how to increase participation for next year's TSMs.
- With next year's report we will be able compare results and better understand what areas for improvement require the most focus.