



St Mungo's Tenant Satisfaction Measures 2024-25



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 and make sure our tenants (or 'clients') have a place they can call home.

Where has this information come from?

The Tenant Satisfaction Measures in this report comes from two sources:

- a) 12 'Tenant Perception' (TP) measures collected through an annual survey
 - 473 responses from 41 different services
 - 1410 social housing units in scope, with a total response rate of 33.5%
- b) 10 performance and compliance measures generated from management information held by St Mungo's on areas including repairs, complaints and building safety

All questions and measurements presented in this report are in line with the requirements of the Regulator for Social Housing. St Mungo's does not only provide housing; it also provides direct housing related support for our clients in their 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 covers, where St Mungo's has ownership of 'Low Cost Rental Accommodation' (LCRA). Other types of housing and services we provide are not in scope of this report.

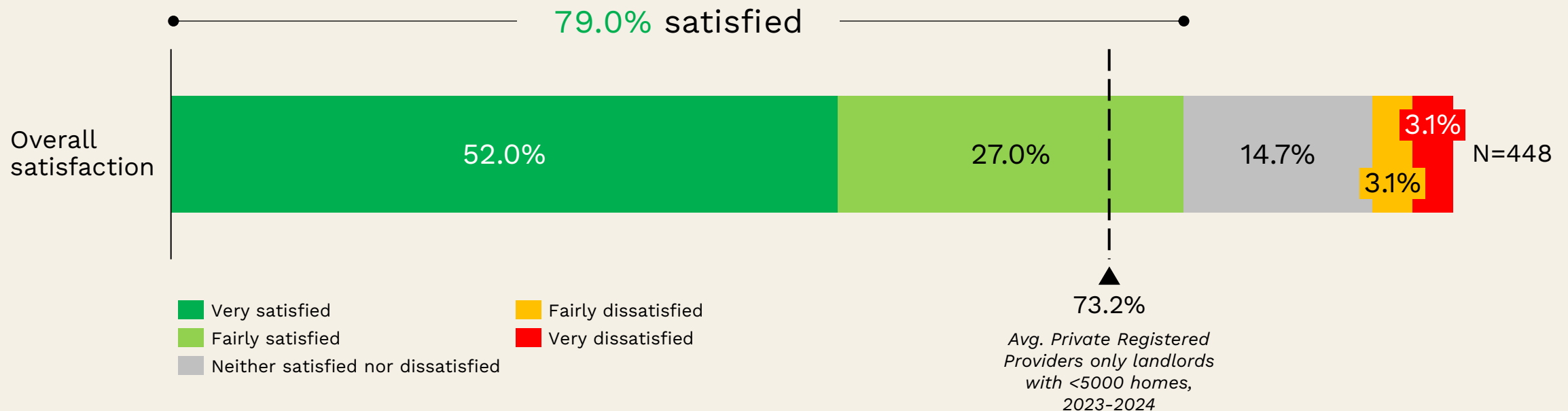
Tenant Perception Survey

These are a set of 12 questions measured using a perception survey to understand tenants' views on their experience of St Mungo's as a landlord.

We have benchmarked our results from this year against the average for Private Registered Providers (PRPs) with fewer than 5,000 units from last year's TSM data release, as we deem these providers to be the most comparable to ourselves.

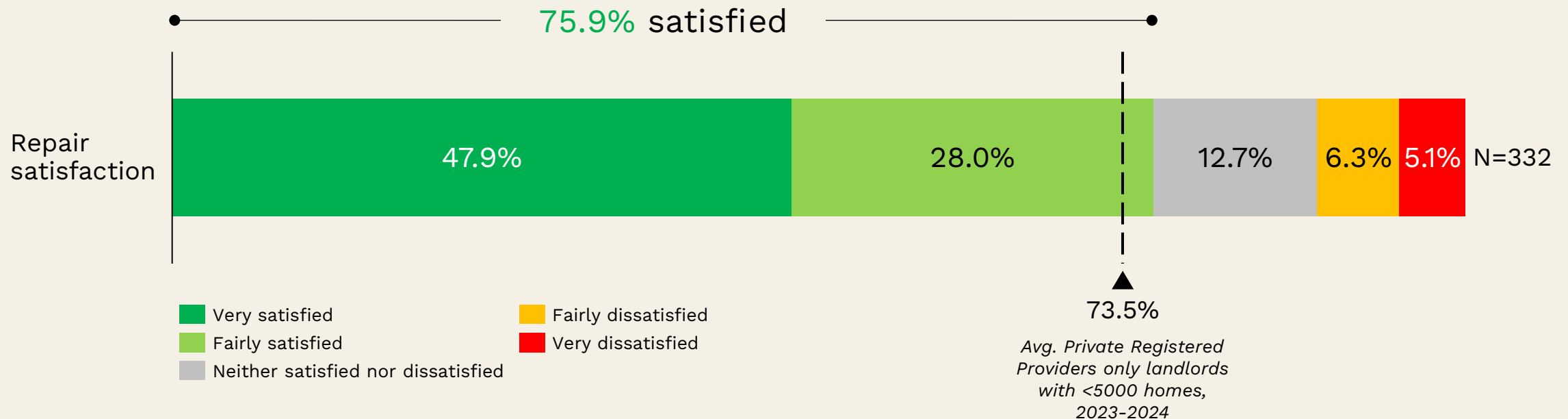
79% of respondents satisfied with service provided by St Mungo's

TP01: "Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Mungo's?"



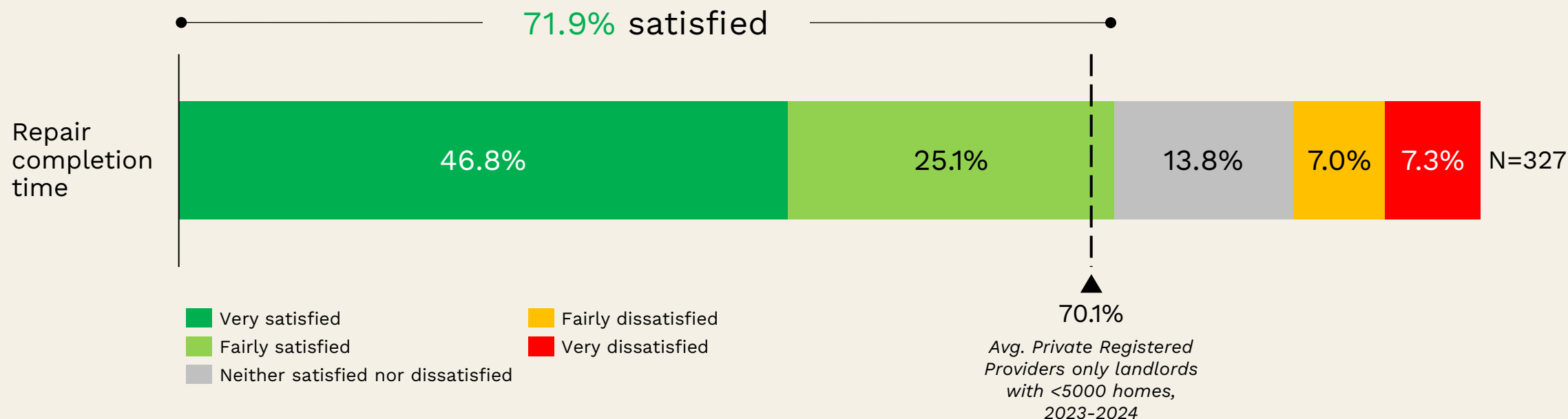
76% of respondents satisfied with overall repairs service

TP02: "How satisfied or dissatisfied are you with the overall repairs service from St Mungo's over the last 12 months?"



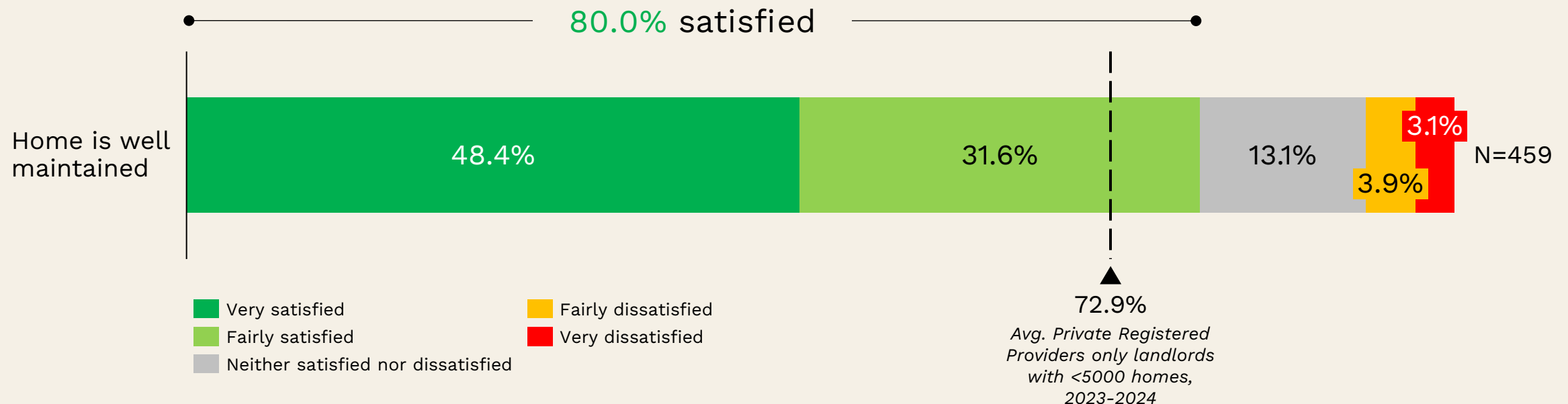
72% of respondents satisfied with repair completion time

TP03: "How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?"



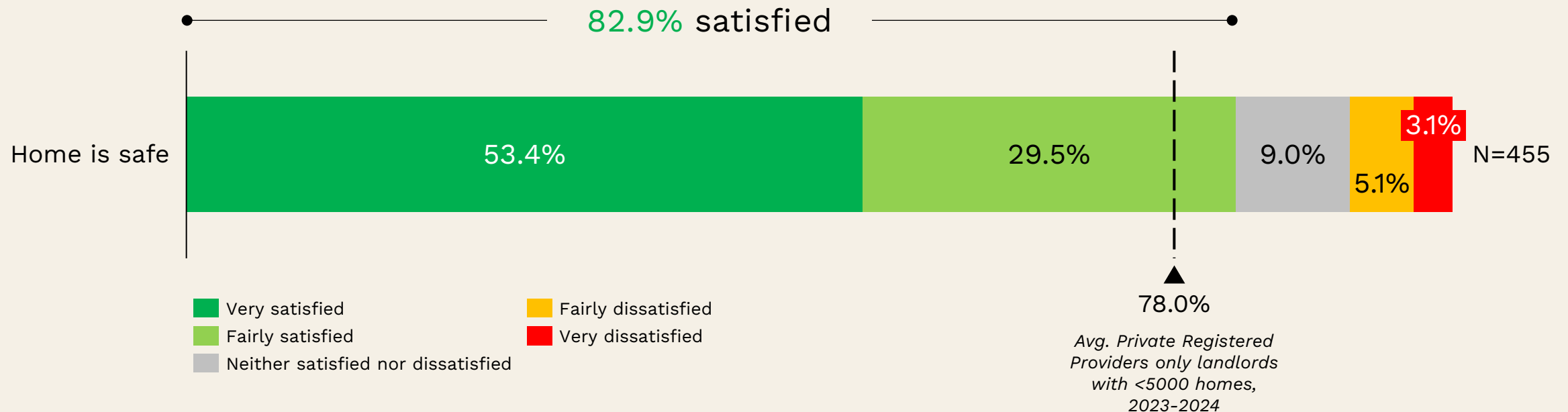
80% of respondents satisfied that their home is well-maintained

TP04: "How satisfied or dissatisfied are you that St Mungo's provides a home that is well-maintained?"



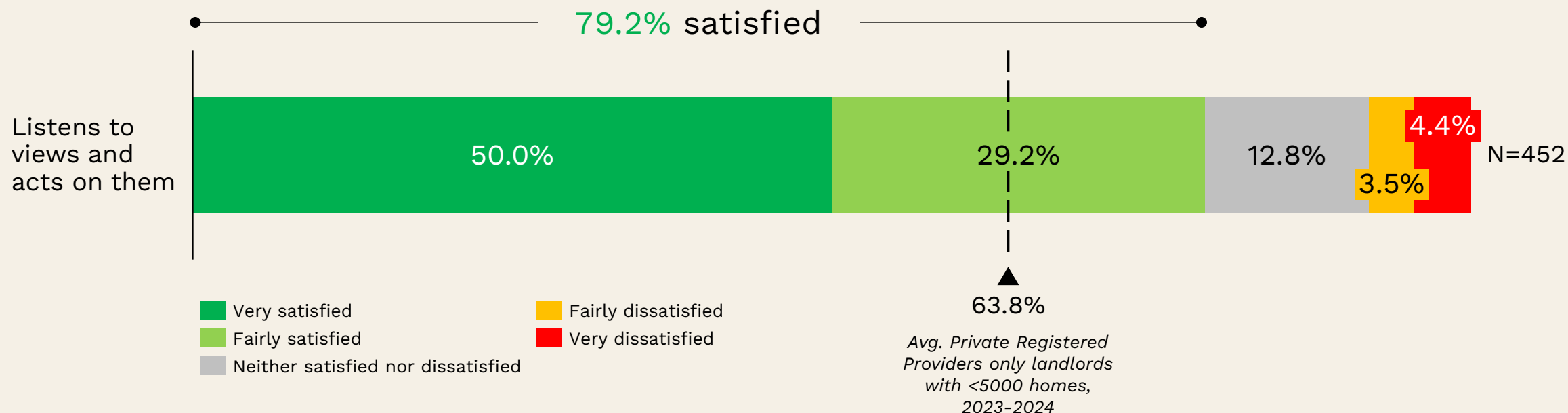
83% of respondents satisfied that their home is safe

TP05: "How satisfied or dissatisfied are you that St Mungo's provides a home that is safe?"



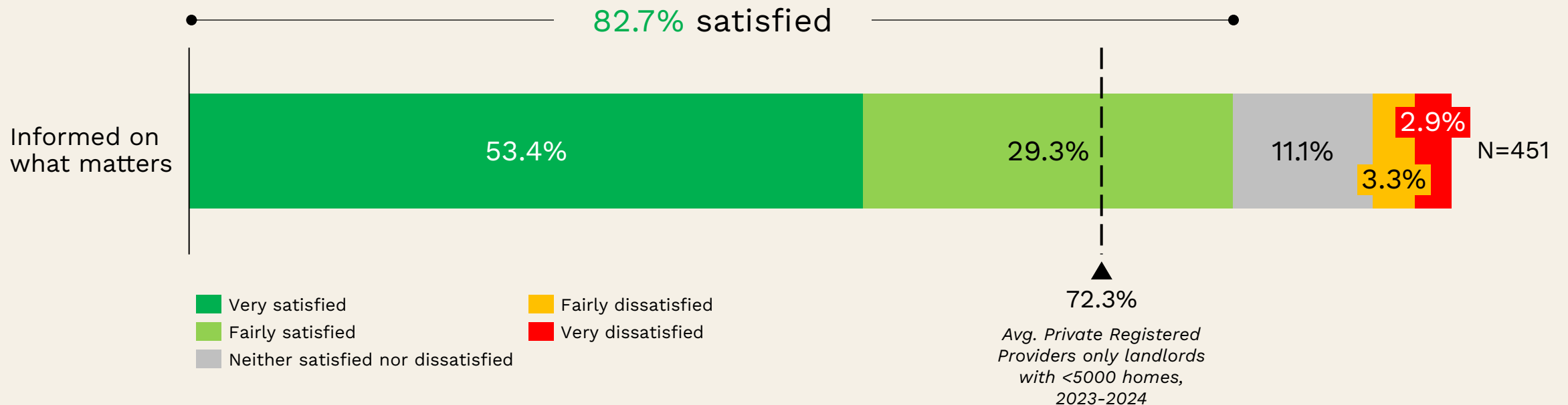
79% of respondents satisfied St Mungo's listens to my views and acts on them

TP06: "How satisfied or dissatisfied are you that St Mungo's listens to your views and acts upon them?"



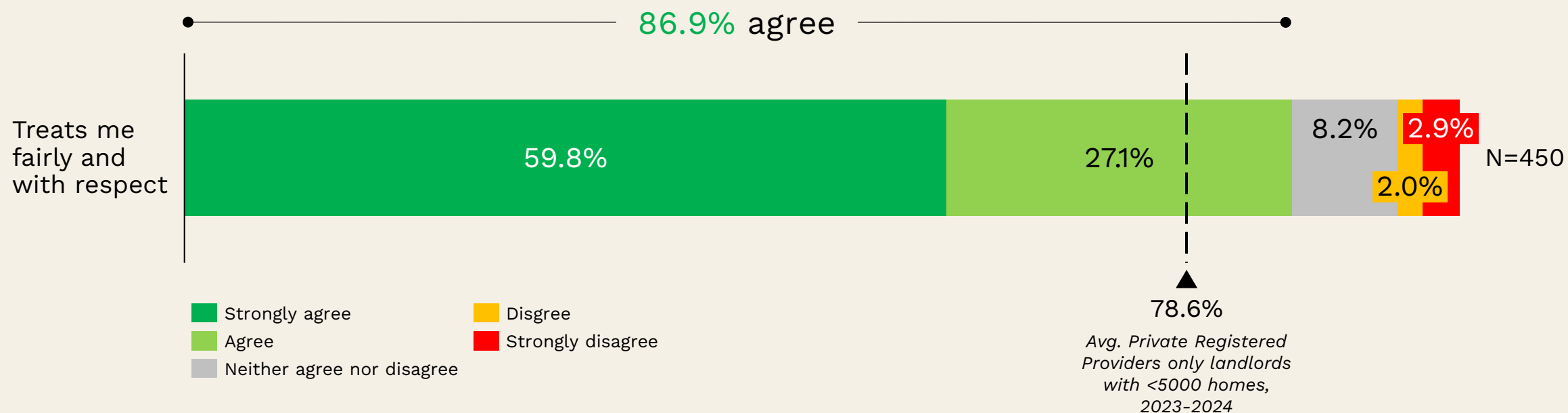
83% of respondents satisfied St Mungo's keeps them informed on what matters

TP07: "How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?"



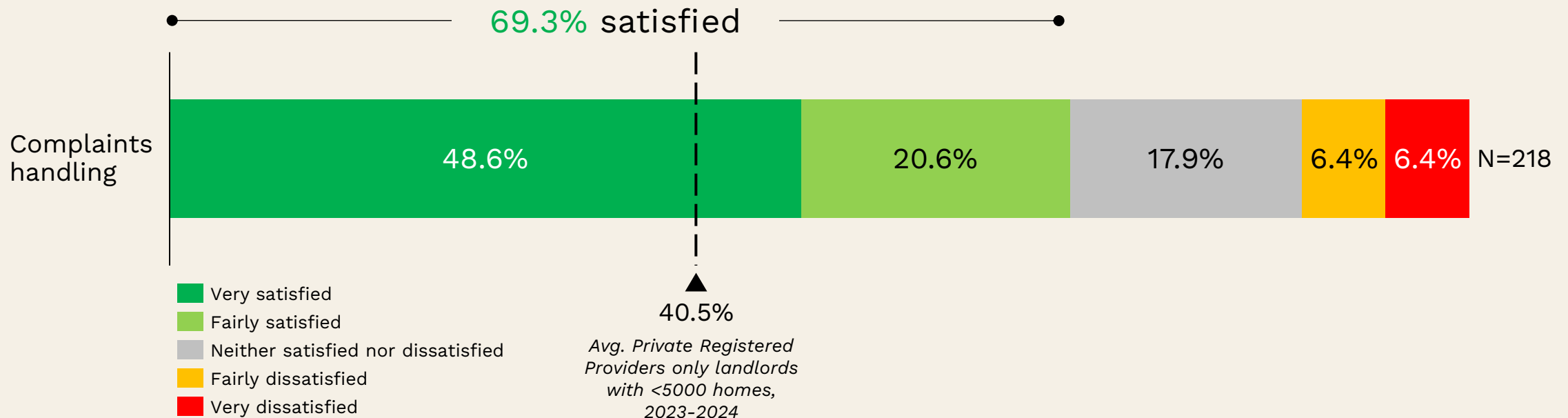
87% of respondents satisfied that they are treated fairly and with respect

TP08: "To what extent do you agree or disagree with the following St Mungo's treats me fairly and with respect?"



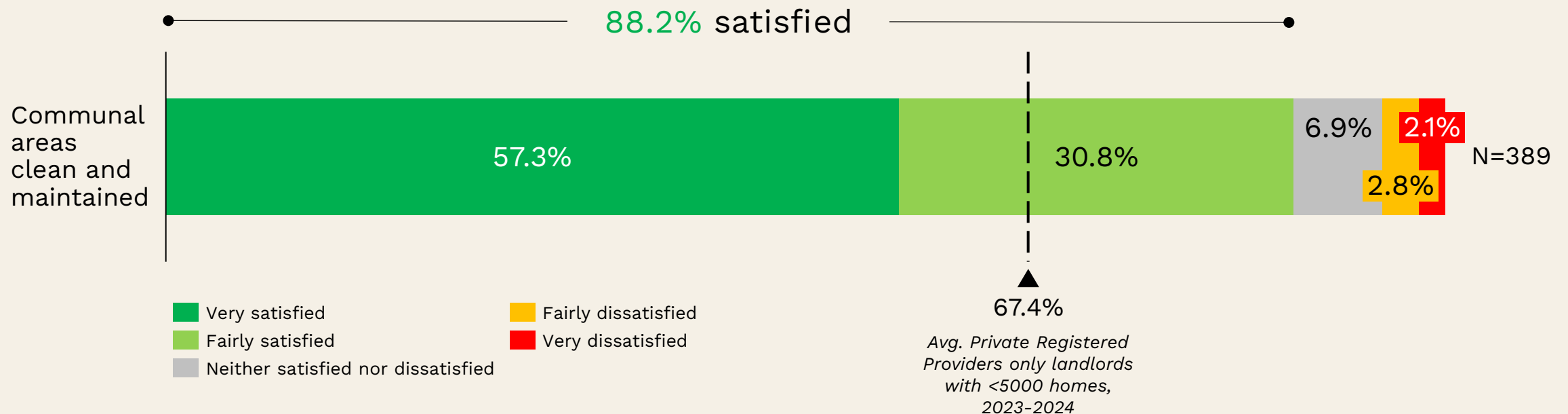
69% of respondents were satisfied with complaints handling

TP09: "How satisfied or dissatisfied are you with St Mungo's complaints handling?"



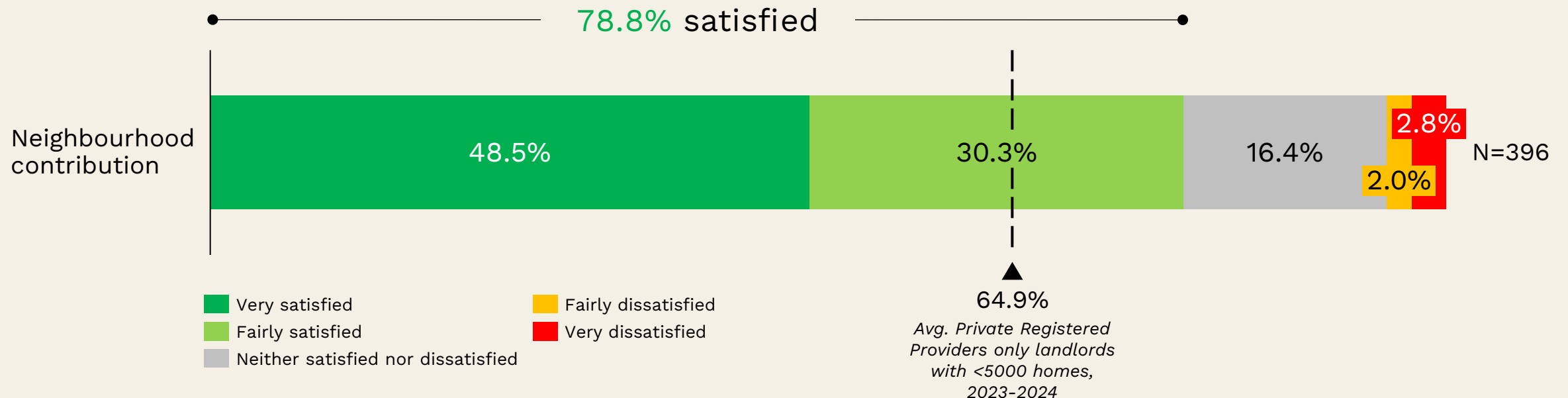
88% of respondents satisfied communal areas are clean and well maintained

TP10: "How satisfied or dissatisfied are you that St Mungo's keeps these communal areas clean and well maintained?"



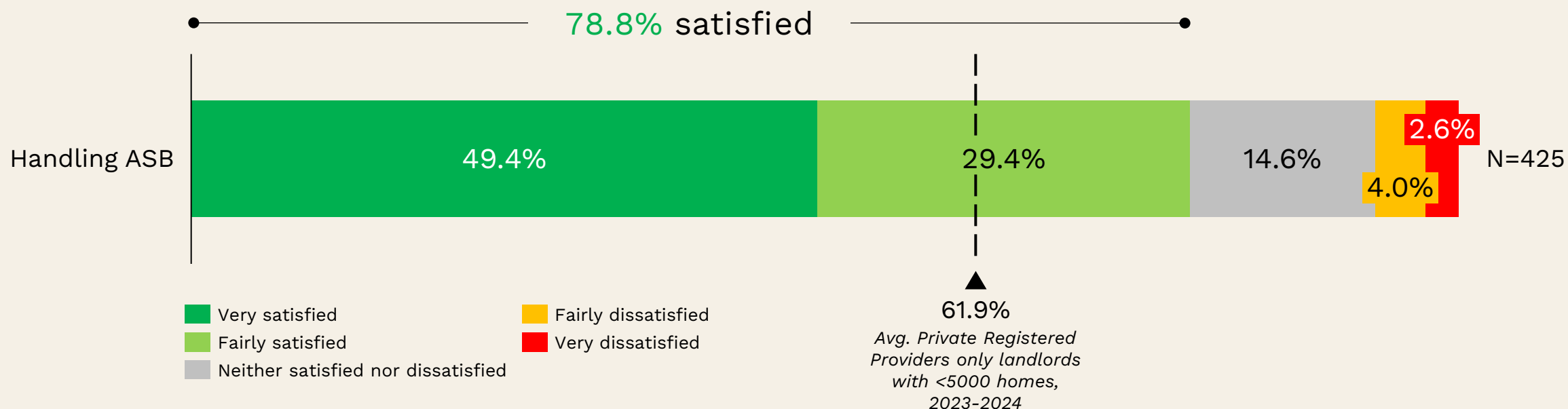
79% of respondents satisfied with contribution to neighbourhood

TP11: "How satisfied or dissatisfied are you that St Mungo's makes a positive contribution to your neighbourhood?"



79% of respondents satisfied with approach to handling ASB

TP12: "How satisfied or dissatisfied are you with St Mungo's approach to handling anti-social behaviour?"



Management Information Measures

The following 10 measures are completed using information from St Mungo's' management systems and records.



Management Information Measures Report 2024-25

Theme	Code	Measure	Calculation	Result
Keeping properties in good repair	RP01:	• Homes that do not meet the Decent Homes Standard	• Proportion of homes that do not meet the Decent Homes Standard	3.8%
	RP02	• Repairs completed within target timescale	• Proportion of non-emergency responsive repairs completed within the landlord's target time scale (by appointment – 20 days, complex - 60 days)	87.0%
			• Proportion of emergency responsive repairs completed within the landlord's target time scale (24 hours)	76.7%
Maintaining building safety	BS01	• Gas safety checks	• Proportion of homes for which all required gas safety checks have been carried out	99.5%
	BS02	• Fire safety checks	• Proportion of homes for which all required fire risk assessments have been carried out	99.6%
	BS03	• Asbestos safety checks	• Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	98.9%
	BS04	• Water safety checks	• Proportion of homes for which all required legionella risk assessments have been carried out	92.0%
	BS05	• Lift safety checks	• Proportion of homes for which all required communal passenger lift safety checks have been carried out	86.6%
Effective handling of complaints	CH01	• Complaints relative to the size of the landlord	• Number of stage one complaints received per 1,000 homes	139.7
			• Number of stage two complaints received per 1,000 homes	13.5
	CH02	• Complaints responded to within Complaint Handling Code timescales	• Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling timescale	76.1%
			• Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling timescale	94.7%
Responsible neighbourhood management	NM01	• Anti-social behaviour cases relative to the size of the landlord	• Number of anti-social behaviour cases opened per 1,000 homes	10.6
			• Number of anti-social behaviour cases, that involve hate incidents opened per 1,000 homes	0

Action plan

The following action plan has been informed by the results of this year's Tenant Satisfaction Measures and designed to further improve our service.



Action plan from Tenant Satisfaction Measures

Theme	Progress since TSM 2023/2024	Objectives for 2025/26	Actions for 2025/26	Timeline (FY 25-26)	Owner
Keeping properties in good repair & maintaining building safety	<ul style="list-style-type: none"> Published a refreshed Asset Management Strategy Created and recruited to a new role of 'Building Safety Manager' 	<ul style="list-style-type: none"> Deliver Asset Management Compliance to ensure we provide housing that is the safe, comfortable and compliant Increase proportion of repairs completed within target timescale 	Implement damp and mould monitors into self-contained apartments	Q3	Director of Property Services
			Ensure all properties have a stock condition survey	Q3	
			Use data to ensure clients are living in good quality accommodation	Q3	
			Develop St Mungo's Homes Standard	Q4	
			Delivery of Warm Homes funding to improve EPC ratings	Q4	
Respectful and helpful engagement	<ul style="list-style-type: none"> Published a refreshed Client Involvement Strategy Reviewed and refreshed our Client Advisory Board to ensure clients are involved at strategic level decisions 	<ul style="list-style-type: none"> Implement Client Involvement Strategy Year 1 Delivery Plan to ensure clients are at the centre of everything we do 	Ensure 95% of repairs requests are completed within target timescale	Q2	Head of Client Involvement and Volunteering, Apprenticeships and Student Placements
			Publish Client Communications Strategy	Q1	
			Introduce protected time for Client Involvement Lead Workers	Q1	
			Ensure the feedback loop is closed, using client input to improve services and feeding back what changes were made	Ongoing	
Effective handling of complaints	<ul style="list-style-type: none"> Emphasised the importance of investigators asking for satisfaction feedback before issuing a complaint response 	<ul style="list-style-type: none"> Improve issue resolution by increasing proportion of complaints responded to within target timescale 	Deliver Client Involvement week in October and Client Challenge	Q3	Director of Governance and Compliance & Director of Property Services
			Ensure 95% of complaints are responded to within the target timescale	Q2	
			Increase in complaints handling satisfaction rate next year against previous year's results	Q4	