

# Your Views

## Tenant Satisfaction Survey 2023/24

### About the Survey

In November 2023 many of you took part in an important survey. All tenants were invited to take part in the survey, by completing an online questionnaire.

Chartford Housing Limited (CHL) is our landlord arm of the organisation but you probably know us as Horton Housing. For the purpose of the survey, we referred to the landlord as Horton Housing. The survey focused on how happy you are with the way Horton Housing maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will provide a view of the main drivers behind satisfaction levels and the issues tenants are most concerned about, informing Horton Housing's future strategic and operational planning.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



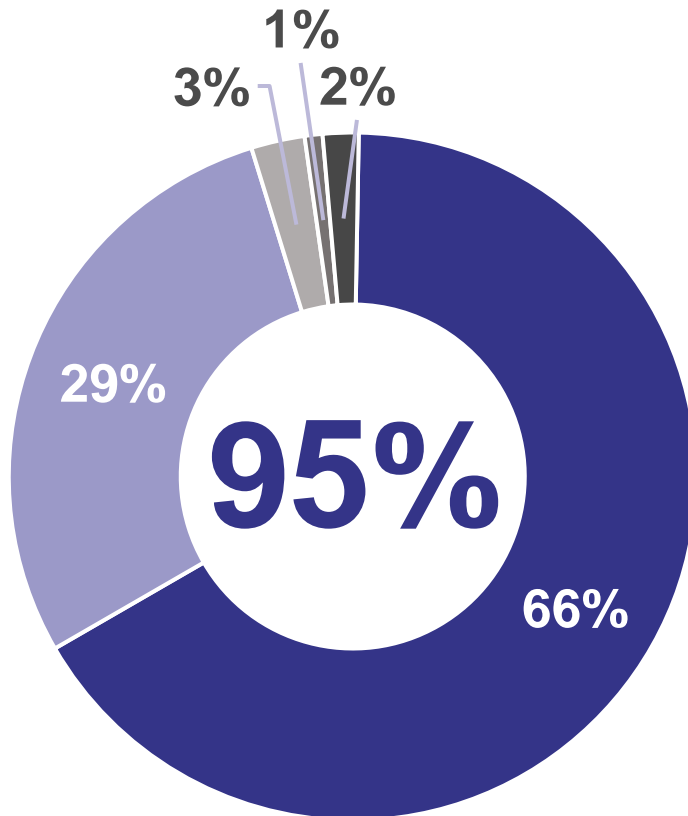
120  
tenants took  
part out of a  
total of 480

**A big thank you to everyone who took part!**

# Overall Service



Over nine out of ten tenants are satisfied with the overall service provided by Horton Housing (**95%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



# The Home and Communal Areas



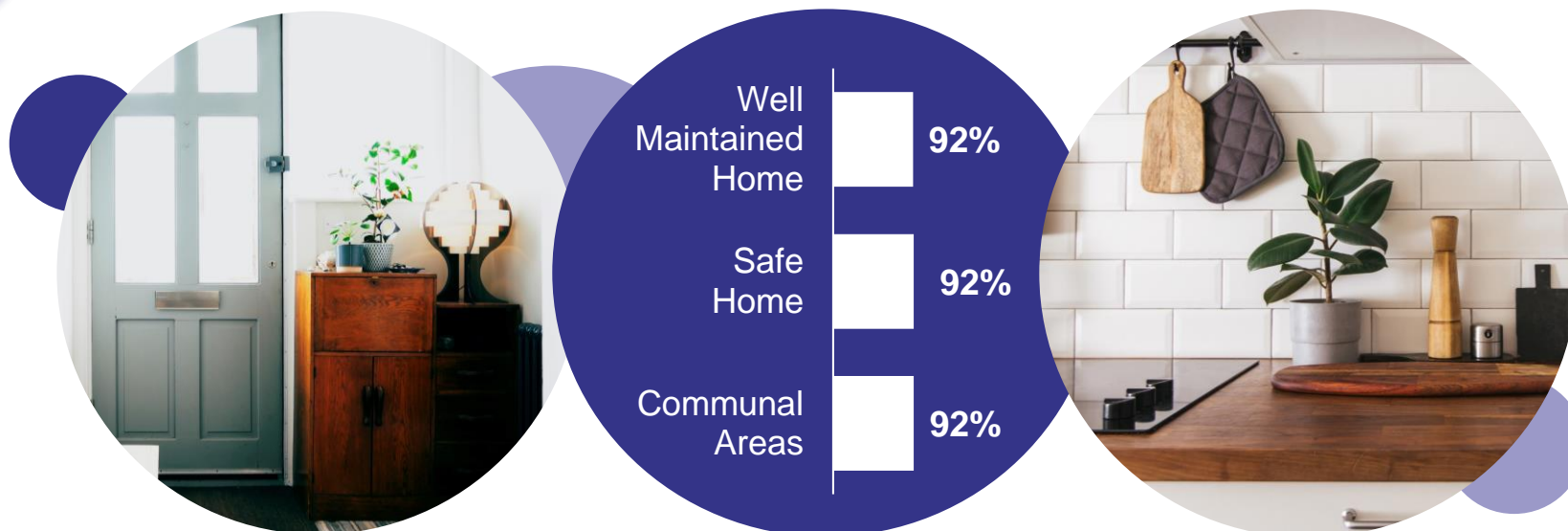
Around nine out of ten tenants are satisfied that they are provided with a home that is well maintained (**92%**).



Tenants are similarly satisfied that Horton Housing provides them with a home that is safe (**92%**).



Around nine out of ten tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**92%**).



# Repairs Service



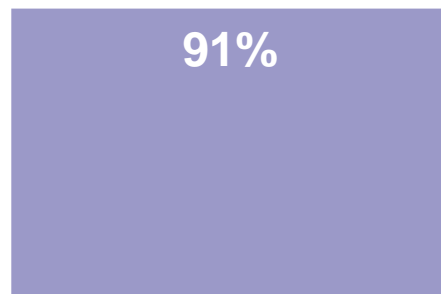
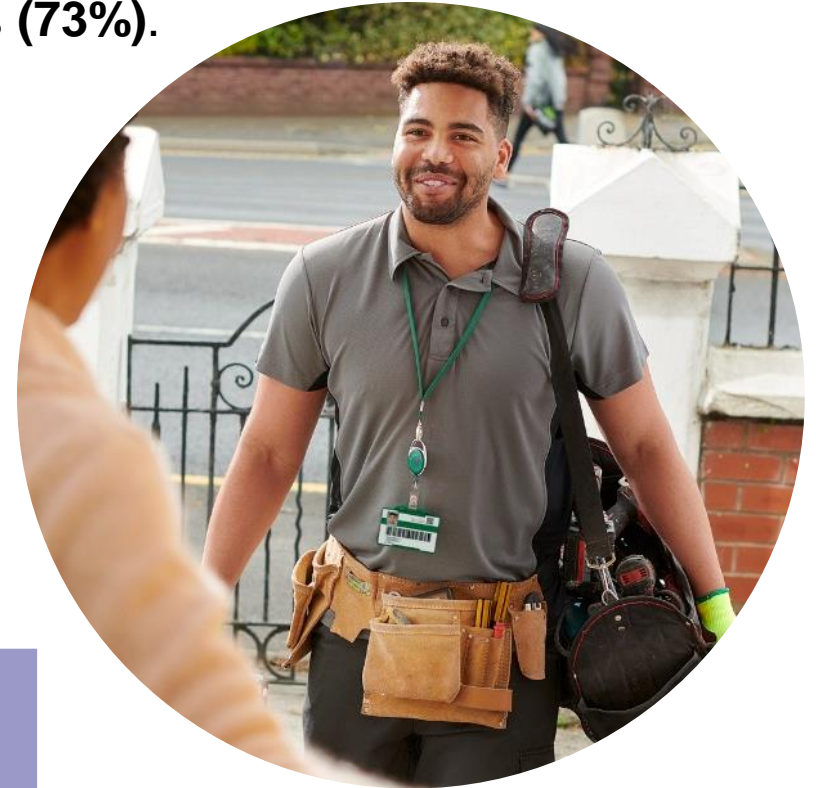
Around seven out of ten tenants said they had a repair carried out to their home in the last 12 months **(73%)**.



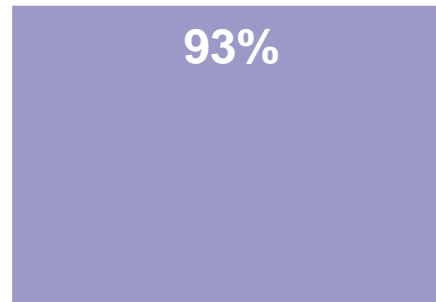
Nine out of ten of these tenants are satisfied with the overall repairs service from Horton Housing over the last 12 months **(91%)**.



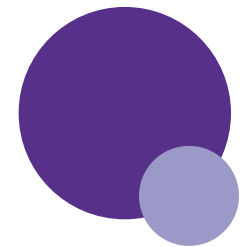
Slightly more tenants are satisfied with the time taken to complete their most recent repair after they reported it **(93%)**.



Overall Repairs Service  
(Last 12 months)



Time Taken to Complete  
Most Recent Repair



# The Neighbourhood



Over eight out of ten tenants are satisfied that Horton Housing makes a positive contribution to their neighbourhood (**85%**).



Slightly fewer tenants are satisfied with Horton Housing's approach to handling anti-social behaviour (**81%**).



# Communications and Tenant Engagement



Over nine out of ten tenants are satisfied that Horton Housing listens to their views and acts upon them **(94%)**.



Tenants are similarly satisfied that they are kept informed about things that matter to them **(94%)**.



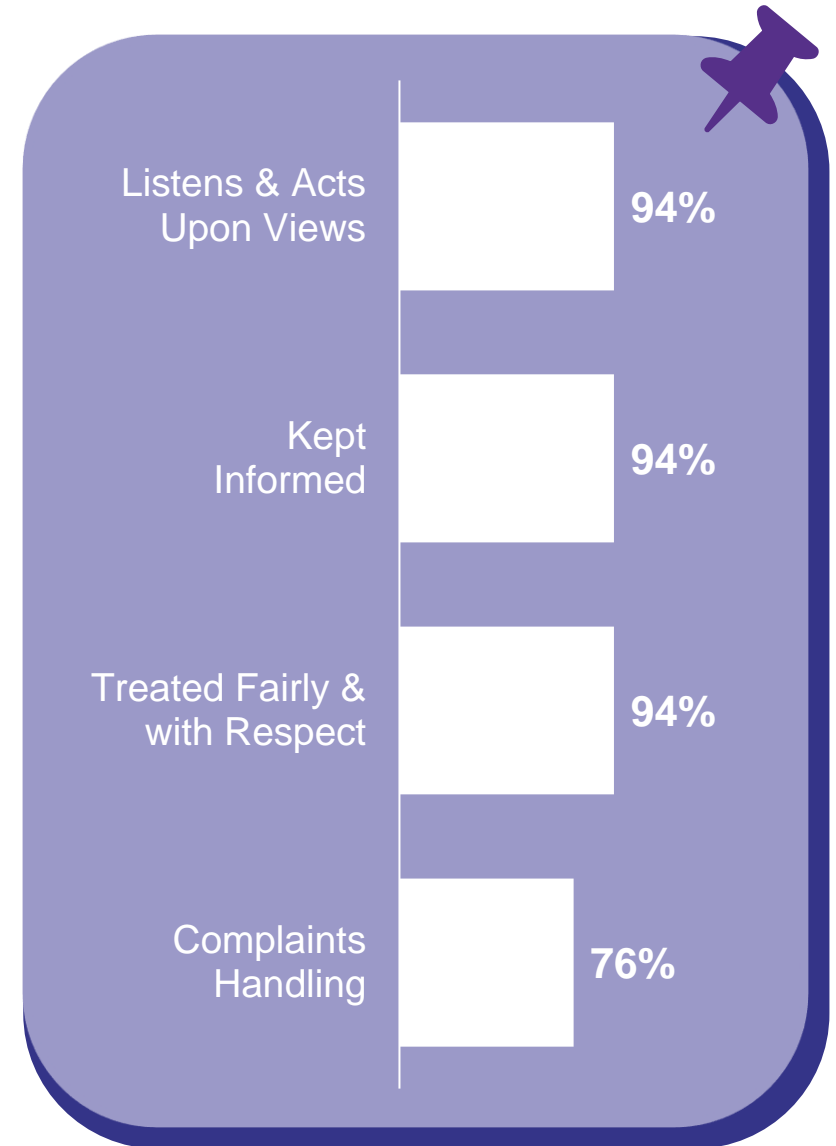
Over nine out of ten tenants also agree that they are treated fairly and with respect by Horton Housing **(94%)**.



One out of seven tenants said they had made a complaint to Horton Housing in the last 12 months **(15%)**.



Of these tenants, **76%** are satisfied with Horton Housing's approach to complaints handling.



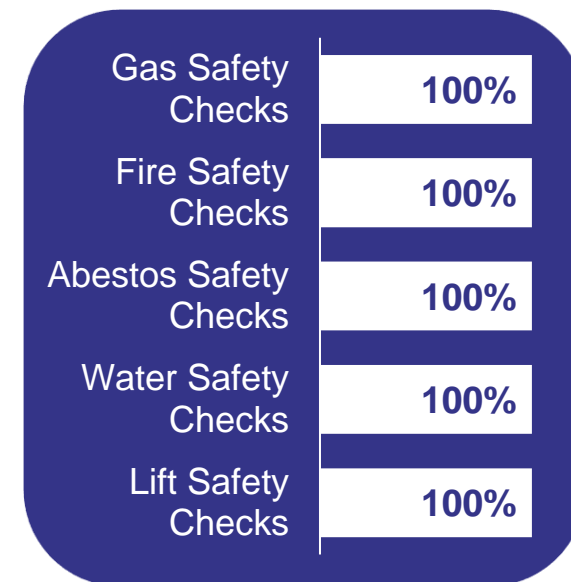
# Summary of Tenant Satisfaction Measures (TSM)

<b>TP01</b>	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	<b>95.0%</b>
<b>TP02</b>	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	<b>90.7%</b>
<b>TP03</b>	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.	<b>93.0%</b>
<b>TP04</b>	Proportion of respondents who report that they are satisfied that their home is well maintained.	<b>91.5%</b>
<b>TP05</b>	Proportion of respondents who report that they are satisfied that their home is safe.	<b>92.4%</b>
<b>TP06</b>	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	<b>94.1%</b>
<b>TP07</b>	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	<b>94.1%</b>
<b>TP08</b>	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	<b>94.1%</b>
<b>TP09</b>	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	<b>76.5%</b>
<b>TP10</b>	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	<b>92.4%</b>
<b>TP11</b>	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	<b>84.8%</b>
<b>TP12</b>	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	<b>81.0%</b>

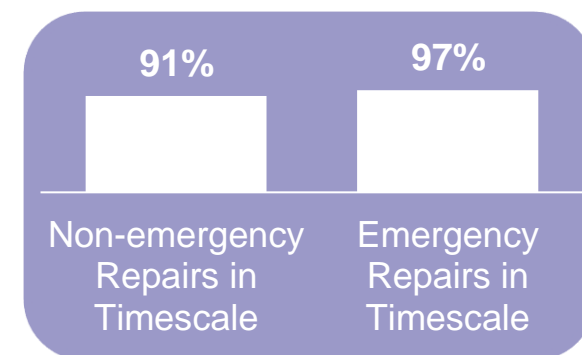
# TSM Management Information: Safety & Repairs

The following two pages include a summary of the TSMs generated from Horton Housing's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to Horton Housing.

<b>BS01</b>	Proportion of homes for which all required gas safety checks have been carried out.	<b>100.0%</b>
<b>BS02</b>	Proportion of homes for which all required fire risk assessments have been carried out.	<b>100.0%</b>
<b>BS03</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>100.0%</b>
<b>BS04</b>	Proportion of homes for which all required legionella risk assessments have been carried out.	<b>100.0%</b>
<b>BS05</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>100.0%</b>



<b>RP01</b>	Proportion of homes that do not meet the Decent Homes Standard.	<b>0.0</b>
<b>RP02 (1)</b>	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	<b>91.4%</b>
<b>RP02 (2)</b>	Proportion of emergency responsive repairs completed within the landlord's target timescale.	<b>96.9%</b>

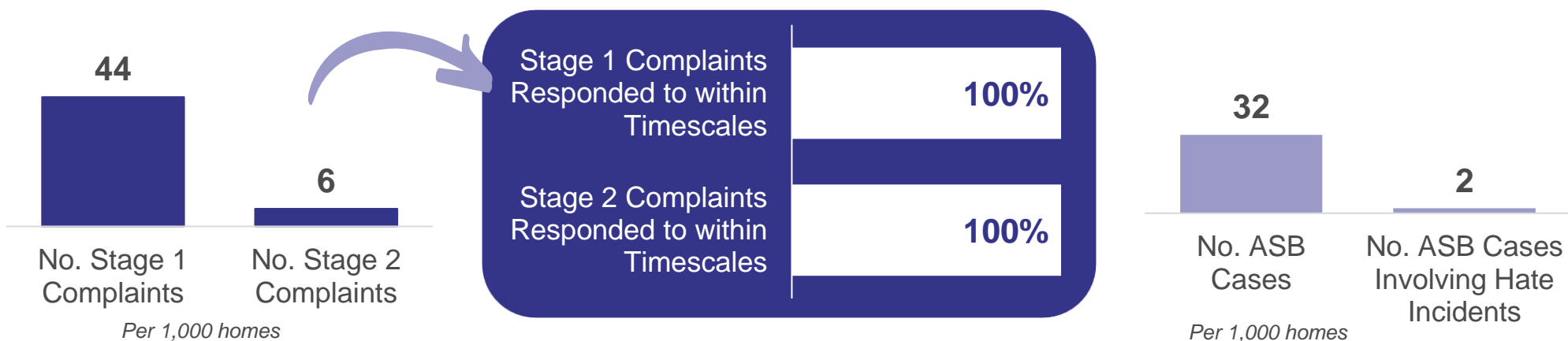




# TSM Management Information: Complaints & ASB

<b>CH01 (1)</b>	Number of stage one complaints received per 1,000 homes.	<b>44.0</b>
<b>CH01 (2)</b>	Number of stage two complaints received per 1,000 homes.	<b>6.0</b>
<b>CH02 (1)</b>	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>100.0</b>
<b>CH02 (2)</b>	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	<b>100.0</b>

<b>NM01 (1)</b>	Number of anti-social behaviour cases opened per 1,000 homes.	<b>31.9</b>
<b>NM01 (2)</b>	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	<b>2.0</b>



# Your Views

Horton Housing appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved.

Carrying out this survey is just part of the work Horton Housing does to involve you in developing services. As well as publishing the results of the survey, Horton Housing plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you  
once again to  
everyone who  
took part.



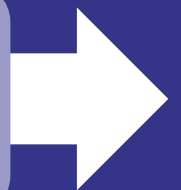
Publish findings to  
tenants



Use findings to plan  
and improve services,  
e.g., communications,  
complaints, and  
property condition



Involve tenants in  
shaping service  
improvements



# TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	120
B.	Timing of survey	01/11/2023 to 30/11/2023
C.	Collection method(s)	Online
D.	Sample method	Census
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	N/A
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	0
I.	Reasons for any failure to meet the required sample size requirements	N/A
J.	Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None