

Your Views

Tenant perception survey 2024-25

About the survey

In November 2023, many of you took part in the Tenant Satisfaction Measures (TSM) survey. All tenants were invited to complete the survey which collected the TSM's required by the Housing Regulator.

The TSM survey report and actions are available to view on our website here:

<https://hortonhousing.co.uk/about-us/documents/>

As Horton is a landlord with less than 1,000 properties, we will run the survey every two years.

We will run a new TSM survey later in 2025. This survey is for tenants only.

We also run a separate Satisfaction Survey for everyone who accesses Horton's services. The Satisfaction Survey and the TSM Survey run on alternative years.

However, we will publish the technical data of the TSM's every 12 months.

The technical data is in this document.

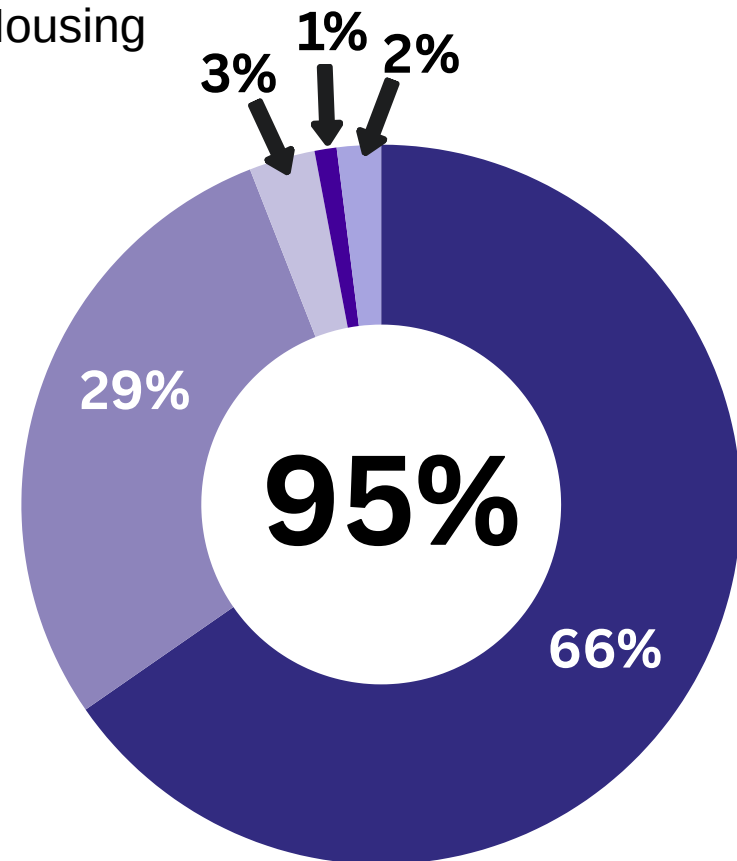


Overall service

Figures from the 2023-24 TSM survey:



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



Summary of Tenant Satisfaction Measures (TSM)

The following pages show our TSM technical data for 2024-25.

Last year's data is still available to view on the documents section of Horton Housing's website - see page 1 of this document for the link.

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	2023-24: 95.0%	2024-25: 95.0%
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.	2023-24: 90.7%	2024-25: 90.7%
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.	2023-24: 93.0%	2024-25: 93.0%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	2023-24: 91.5%	2024-25: 91.5%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	2023-24: 92.4%	2024-25: 92.4%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	2023-24: 94.1%	2024-25: 94.1%



Summary of Tenant Satisfaction Measures (TSM)

TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	2023-24: 94.1%	2024-25: 94.1%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	2023-24: 94.1%	2024-25: 94.1%
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.	2023-24: 76.5%	2024-25: 76.5%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	2023-24: 92.4%	2024-25: 92.4%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	2023-24: 84.8%	2024-25: 84.8%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	2023-24: 81.0%	2024-25: 81.0%

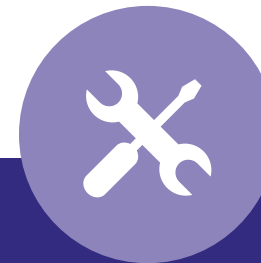


TSM Management Information: Safety & Repairs

The safety & repairs and complaints & ASB data are 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. Last year's data is still available on the documents section of Horton Housing's website.

BS01	Proportion of homes for which all required gas safety checks have been carried out.	2024-25: 100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	2024-25: 100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	2024-25: 100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	2024-25: 100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	2024-25: 100%

RP01	Proportion of homes that do not meet the Decent Homes Standard.	2024-25: 0
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	2024-25: 88.9%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	2024-25: 97.4%



TSM Management Information: Complaints & ASB



CH01 (1)	Number of stage one complaints received per 1,000 homes.	2024-25: 31.19%
CH01 (2)	Number of stage two complaints received per 1,000 homes.	2024-25: N/A
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	2024-25: 88.24%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	2024-25: N/A



NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.	2024-25: 47.71%
NM02 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	2024-25: 3.67%