

## Tenant satisfaction measures (TSMs)

The Tenant Satisfaction Measures (TSMs) have been introduced by the Regulator of Social Housing in England to assess how well landlords are doing in providing good quality homes and services.

The new measures show how well we:

- Keep homes in a good state of repair
- Engage with tenants
- Maintain building safety
- Handle complaints
- Contribute to neighbourhood management

There are 22 measures, 12 of these are tenant perception measures, which are measured through our tenant perception survey and 10 are Management Information Measures which are measured through information we hold on our systems.

These measures have been designed to drive up standards and improve the quality of social housing by:

- Providing tenants with information on their landlord's performance, enabling them to hold their landlord to account
- Giving the Regulator insight about landlord performance, and about which landlords might need to improve things for their customers

### Do survey responses accurately reflect the views of all tenants?

We received 277 responses in total with a fair representation of all dwelling unit types from the different localities in which we operate. The proportion of responses gives us confidence that the outcomes are a good reflection of our tenants' perceptions.

### Who conducted AIHA's Tenant Perception Survey?

The Tenant Perception Survey is managed in-house by AIHA staff along with guidance from Acuity Research & Practice ([www.arap.co.uk](http://www.arap.co.uk)).

### Who participated in the survey?

All tenants in LCRA (low cost rental accommodation) and LCHO (low cost home ownership) were invited to participate. The tables below illustrate the response rate:

LOCALITY	AIHA HOUSING STOCK (%)	RESPONSE RATE (% of all survey responses)
Hackney	77	81
Barnet	5	5
Salford	15	9
Essex	2	4

DWELLING TYPE	AIHA HOUSING STOCK (%)	RESPONSE RATE (% of all survey responses)
Estates	53	61
Shared Ownership	10	14
Street Properties	17	15
HFOP/Supported Living	20	10

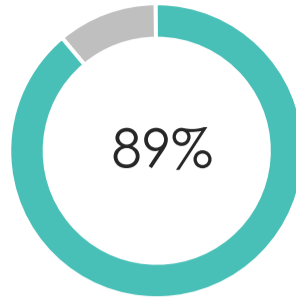
### What do our results tell us?

We have been monitoring our performance on similar measures over the past few years to help us understand what matters most to our customers and to help influence improvement plans.

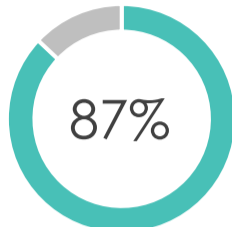
With TSMs now being a regulatory requirement for all social landlords, we will be able to compare our performance to others when the regulator publishes all landlords' results later in 2024. In subsequent rounds of TSMs collection we will also be able to share details around performance trends .

## How are we performing on TSMs

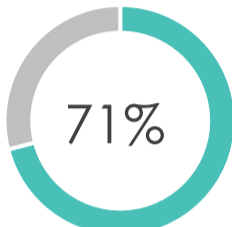
OVERALL SATISFACTION



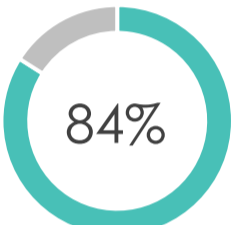
## Keeping properties in a good state of repair



SATISFACTION WITH REPAIRS



SATISFACTION WITH TIME TAKEN TO COMPLETE MOST RECENT REPAIR



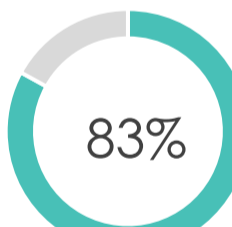
SATISFACTION THAT THE HOME IS WELL MAINTAINED



HOMES THAT MEET THE DECENT HOMES STANDARD

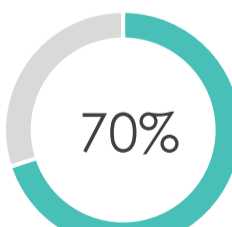


EMERGENCY REPAIRS COMPLETED WITHIN TARGET TIMESCALES

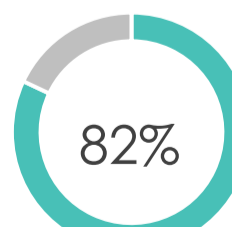


NON-EMERGENCY REPAIRS COMPLETED WITHIN TARGET TIMESCALES

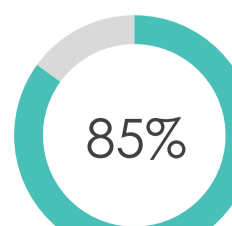
## Respectful and helpful engagement



SATISFACTION THAT AIHA LISTENS TO TENANT VIEWS AND ACTS UPON THEM

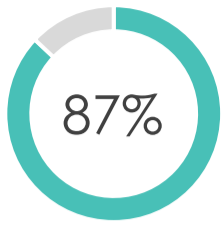


SATISFACTION THAT AIHA KEEPS TENANTS INFORMED ABOUT THINGS THAT MATTER TO THEM



AGREEMENT THAT AIHA TREATS TENANTS FAIRLY AND WITH RESPECT

## Maintaining building safety



SATISFACTION THAT THE HOME IS SAFE



GAS SAFETY CHECKS



FIRE SAFETY CHECKS



ASBESTOS SAFETY CHECKS

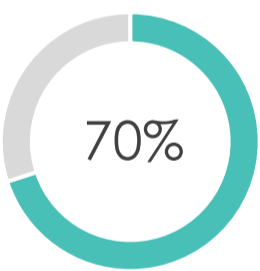


WATER SAFETY CHECKS

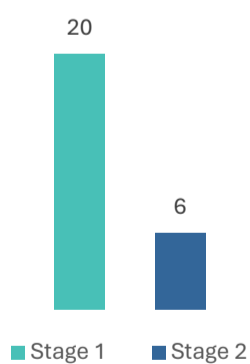


LIFT SAFETY CHECKS

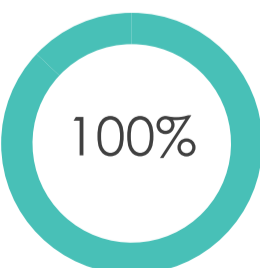
## Effective complaint handling



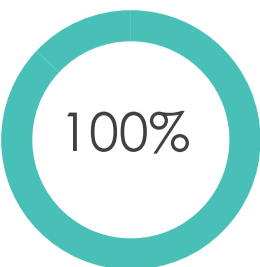
SATISFACTION WITH AIHA'S APPROACH TO COMPLAINTS HANDLING



NUMBER OF COMPLAINTS RECEIVED RELATIVE TO SIZE OF LANDLORD  
(RATE PER 1000 HOMES)

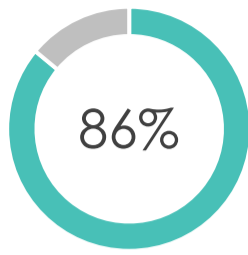


STAGE 1 COMPLAINTS RESPONDED TO WITHIN COMPLAINT HANDLING CODE TIME

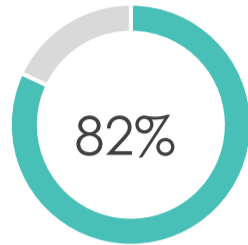


STAGE 2 COMPLAINTS RESPONDED TO WITHIN COMPLAINT HANDLING CODE TIME

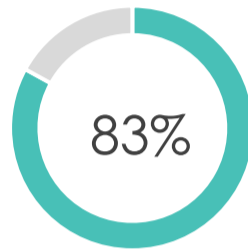
## Responsible neighbourhood management



SATISFACTION THAT AIHA MAKES A POSITIVE CONTRIBUTION TO NEIGHBOURHOODS



SATISFACTION WITH AIHA'S APPROACH TO ANTI-SOCIAL BEHAVIOUR



SATISFACTION THAT AIHA KEEPS COMMUNAL AREAS CLEAN AND WELL MAINTAINED



NUMBER OF ASB COMPLAINTS RECEIVED RELATIVE TO SIZE OF LANDLORD  
(RATE PER 1000 HOMES)

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Agudas Israel Housing Association is registered with the Regulator of Social Housing under the Housing and Regeneration Act 2008 No. LH 3673.

A charity registered under the Co-operative and Community Benefit Societies Act 2014 No. 23535 R