



BELGRAVE NEIGHBOURHOOD CO-OPERATIVE HOUSING ASSOCIATION

TENANT SATISFACTION MEASURES 2024

Q4a Building safety

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

	LCRA	LCHO	Combined
BS01			100.0
BS02			100.0
BS03			100.0
BS04			100.0
BS05			100.0

Q4c DHS and repairs

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

	LCRA	LCHO	Combined
RP01	2.9		
RP02 (1)	97.0		
RP02 (2)	99.0		

4b Anti-social behaviour

	LCRA	LCHO	Combined
M01 (1)			2.6
M01 (2)			0.0

Calculation (sum (numerator/denominator) * 100)	Numerator Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale	Denominator Number of stage one complaints made by tenants in the relevant stock type during the reporting year
100.0	10	10

CH02 Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

Numerator	Denominator
Number of stage	Number of stage

CH01 Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.

Calculation (sum (numerator/denominator) * 1000)	Numerator Number of stage two complaints made by tenants in the relevant stock type during the reporting year	Denominator Number of dwelling units owned of the relevant stock type at year end
5.3	2	378

CH01 Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.

Calculation (sum (numerator/denominator) * 100)	Numerator Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale	Denominator used in the calculation of the TSM as defined in TSM technical requirements
100.0	2	2

CH02 Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

	TP01	TP02	TP03	TP04	TP05	TP06
	Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?	How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.		113.0	113.0			
Number of respondents who responded 'No' to the filter question relevant to the perception measure.		38.0	38.0			
Very satisfied	75.0	48.0	53.0	66.0	62.0	63.0
Fairly satisfied	55.0	43.0	46.0	60.0	62.0	53.0
Neither satisfied nor dissatisfied	12.0	16.0	0.0	12.0	16.0	18.0
Fairly dissatisfied	7.0	3.0	7.0	10.0	10.0	14.0
Very dissatisfied	2.0	3.0	6.0	1.0	1.0	3.0
Not applicable/ don't know*					0.0	0.0
Calculated TSM: Proportion of respondents who report that they are satisfied	86.1	80.5	88.4	84.6	82.1	76.8

	TP07	TP08	TP09	TP10	TP11	TP12
	How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?	To what extent do you agree or disagree with the following "[my landlord] treats me fairly and with respect"?	How satisfied or dissatisfied are you with [your landlord]'s approach to complaints handling?	How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?	How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	How satisfied or dissatisfied are you with [your landlord]'s approach to handling anti-social behaviour?
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.			52.0	60.0		
Number of respondents who responded 'No' to the filter question relevant to the perception measure.			99.0	91.0		
Very satisfied (or Strongly agree for TP08)	76.0	77.0	15.0	29.0	61.0	60.0
Fairly satisfied (or Agree for TP08)	53.0	53.0	19.0	21.0	55.0	51.0
Neither satisfied nor dissatisfied (or Neither agree nor disagree for TP08)	17.0	16.0	5.0		31.0	36.0
Fairly dissatisfied (or Disagree for TP08)	4.0	4.0	7.0	6.0	2.0	2.0
Very dissatisfied (or Strongly disagree for TP08)	1.0	1.0	6.0	4.0	2.0	2.0
Not applicable/ don't know*	0.0	0.0			0.0	
Calculated TSM: Proportion of respondents who report that they are satisfied (or that they agree TP08)	85.4	86.1	65.4	83.3	76.8	73.5