

2025

TENANTS SATISFACTION SURVEY RESULTS



A life without limits for
the people we support



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**89% overall
satisfaction**



Executive Summary

The Tenant Satisfaction Measures (TSM's) were collated through January and February 2025 in line with the TSM standard stipulated by the Regulator for Social Housing.

A conscious effort was made to engage with customers to ascertain a wider view of our services, not only for the purposes of the TSM's but also for St Anne's management team's assurance around the perception of our performance.

125 responses were gathered this year in comparison to 88 responses last year. This is a great step forward in terms of engagement and further improves the statistical accuracy of the return.

Key areas for improvement from 2023/24 were complaints handling, positive contribution to neighbourhood and approach to anti-social behaviour. In 2024/25 these challenges remain the same and while "positive contribution to your neighbourhood" has improved our customer's perception of response to complaints and ASB has deteriorated. These remain areas of focus for the coming year.

It should be noted that 40 of the 124 respondents to the "positive contribution to your neighbourhood" responded "Don't know" and therefore could not be counted in the TSM's. This could be an indication of our communication with residents as to the work we are doing outside of their households.

As set out in the framework provided by The Regulator of Social Housing, all social housing landlords are required to publish their performance on tenant satisfaction measures for their tenants every year. As a smaller landlord with less than 1000 homes we could conduct a TSM survey every two years.

However, St Anne's have committed to conducting annual TSM surveys as this is viewed as an opportunity to gauge how our residents view our services and the areas that we need to focus on with regard to improvement.

87%
satisfaction
the home is
safe

Key Findings

Please see page 5 for the table of results and comparison to 2023/24 results, colour coding is with regard to comparison to last year's results and not necessarily an indication of good performance.

Overall satisfaction has risen significantly from 23/24 while dissatisfaction with Complaints and ASB has increased. That dissatisfaction has not impacted on the overall score however that may be down to the increased number of respondents this year, which gives greater statistical confidence.

• Areas of Pride

- It is encouraging to see that our resident's confidence in St Anne's keeping them safe in their home has improved significantly and also the feeling that their home is well maintained shows significant improvement.
- The overwhelming majority of our customers feel that they are treated fairly and with respect which again is a sign of our positive engagement with our customers.



• Areas of Improvement

- It is to be expected that satisfaction with Complaints will always be a challenge but at 47.50% this is a challenge that needs to be focussed on.
- Complainants may not always receive the response they require but the process and the way that a complaint is handled needs to be with respect and dignity.
- Similarly, how we address the handling of anti-social behaviour cases will need inspection as to why satisfaction has dropped and whether the dissatisfaction is emanating from complainants or perpetrators.
- It is also noticeable in the responses that many of our residents do not recognise the contribution we make to the wider community, and this is an area we will focus on in the coming year.



**91% the
home is
well
maintained**

Next Steps

- **Complaints**

Housing and Estates team are working with Quality team to continue to raise awareness about complaints and ensure we are following the Housing Ombudsman and CQC guidelines. Training on complaints was carried out last year and the Area Housing Manager is currently refreshing the training to ensure we have apposite complaints culture and that the training is embedded.

- **ASB**

A review of St Anne's approach to ASB is currently underway. This includes updating our Policy and Procedure guides. A working group has been set up which is being led by the Area Housing Manager and a clear action plan has been created which plots the progress of ASB throughout the year. The actions include training, e-learning, updated tools and resources and we will ensure there is co-production with customers throughout the journey.

- **Positive Contribution to Neighbourhoods**

We will be conducting a variety of customer engagement events and meetings to seek feedback about how we can improve in this area. There are plans being made for a campaign named The Big Conversation where colleagues across the organisation will visit neighbourhoods and speak to customers about the TSM results and seek feedback on how we can improve in this area. The Area Housing Manager has been contacting key partners to ensure we are working more collaboratively in neighbourhoods to jointly achieve positive outcomes for customers and jointly promote these.

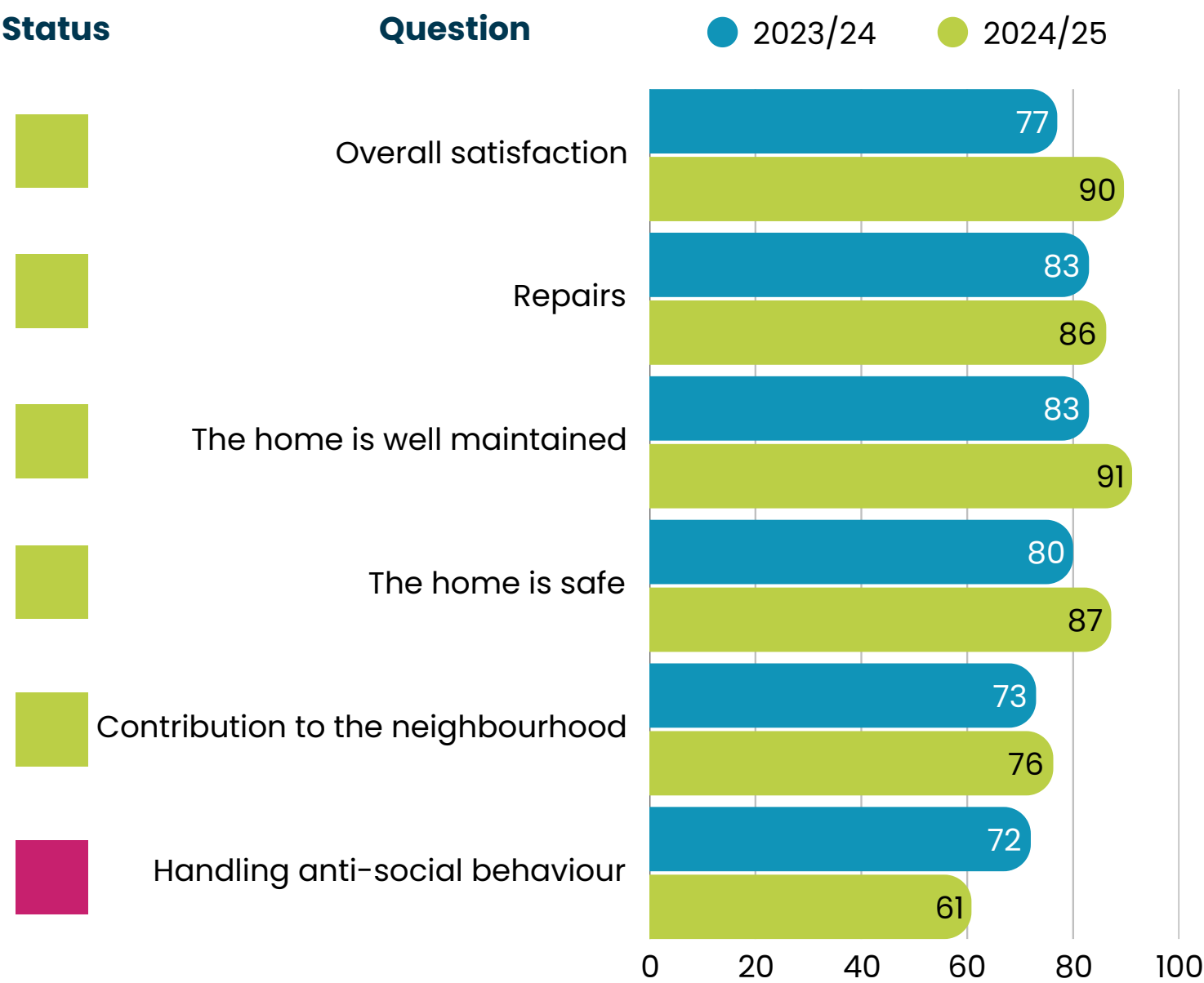
82% well informed

Tenant Satisfaction Measures – 2024/25

Tenant Satisfaction Measures		23/24	24/25
Code	From Survey	% positive	% positive
TP01	Overall satisfaction	77%	89.60%
TP02	Satisfaction with repairs	83%	86.25%
TP03	Satisfaction with time taken to complete most recent repair	80%	77.22%
TP04	Satisfaction that the home is well maintained	83%	91.13%
TP05	Satisfaction that the home is safe	80%	87.20%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	78%	81.60%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	82%	81.60%
TP08	Agreement that the landlord treats tenants fairly and with respect	83%	88.80%
TP09	Satisfaction with the landlord’s approach to handling complaints	59%	47.50%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	80%	83.33%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	73%	76.25%
TP12	Satisfaction with the landlord’s approach to handling anti-social behaviour	72%	60.80%

88%
tenants are
treat with
respect

Progress: 23/24 - 24/25



Complaints Data

2023-24 2024-25

• Complaints Relative to the Size of the Landlord	15	34
• Complaints responded to within Complaint Handling Timescales	50%	100%
• Anti-Social Behaviour cases relative to the size of the landlord	48	43
• Homes that do not meet the Decent Homes Standard	0%	0%
• Non-emergency repairs completed within the target timescale	95%	96%
• Emergency repairs completed within the target timescale	100%	99%
• Gas safety checks	100%	100%
• Fire safety checks	97%	100%
• Asbestos safety checks	100%	100%
• Water safety checks	100%	100%
• Lift safety checks	100%	100%

Note: Whilst complaints cases have increased, this is in line with our efforts to raise awareness of the process and improve our complaints culture. Additionally, we have made progress in meeting Complaint Handling Code timescales.

Complaints Process



Contact Us

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