



HOW ARE WE PERFORMING?



This is a summary of our **Tenant Satisfaction Measures (TSM)** in 2024. All landlords must collect the same figures and report them to you, our customers, and to the government housing regulator.

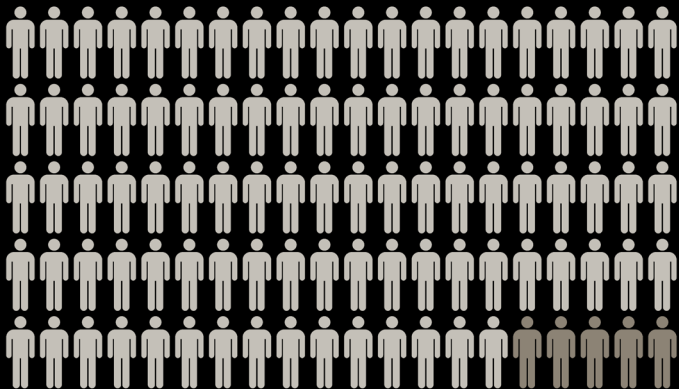
This isn't the only way we measure our performance but is important because you can easily check how we are doing compared to other landlords in England.

As part of this we ran our first TSM satisfaction survey in August and September to get your feedback on what we're doing well and where we can improve. **Thank you** to the 21 households that took the time to complete the survey online, which was 20% of all our customers at that time. However, we are growing quickly, so next time we run the survey we expect this number to be much higher,

We know that for now the sample size is small, but we are still pleased that virtually all those that responded are **satisfied with our services**. As we get many more customers this will inevitably go down, but our **target** for the next time we run this survey is 85% which is still much higher than the national average.

95%

are satisfied with our services overall



satisfied

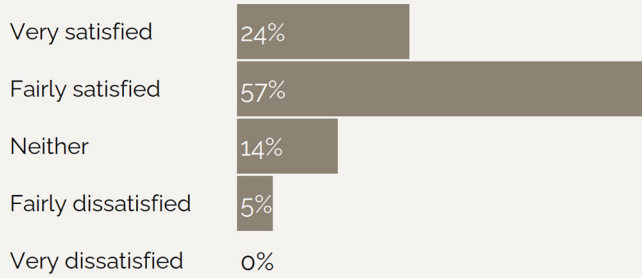
dissatisfied

PROPERTY REPAIR

Please note that the information covers **all our customers**, but the figures that we give to the housing regulator must be for affordable rent only (see the table on page 4).



81% WELL MAINTAINED HOME



80% SATISFIED REPAIRS LAST 12 MONTHS

69% SATISFIED TIME TAKEN ON LAST REPAIR



Satisfaction with the time taken on the **last repair** is on par with other landlords, but we aim to increase this to over 80% the next time we do this survey. We currently complete 89% of non-emergency repairs in the target **timescale**, but need to improve upon the 50% of emergency repairs that are completed to time.

BUILDING SAFETY

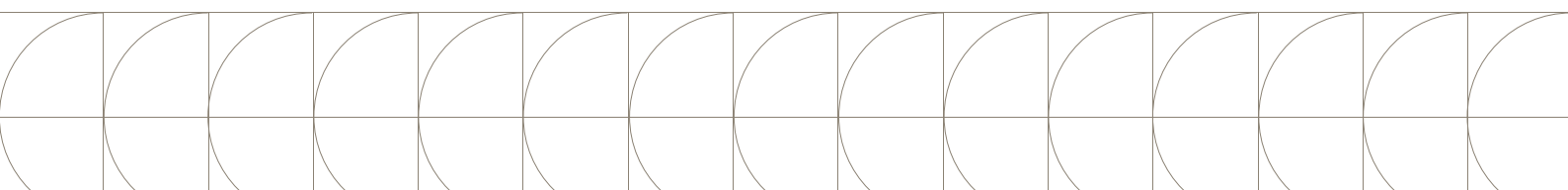


The safety of the building receives a **91%** satisfaction rating from our customers, which is well above the national average of 71%. Nobody who completed the survey is dissatisfied.

100% OF HOMES HAVE FIRE RISK ASSESSMENTS

100% OF HOMES HAVE WATER SAFETY RISK ASSESSMENTS

100% OF HOMES WITH A COMMUNAL LIFT HAVE IT SAFETY CHECKED



ENGAGEMENT



81% feel we **listen to your views** and act upon them



91% feel we treat customers **fairly and with respect**



91% say we **keep you informed** about things that matter to you

COMPLAINTS

We didn't receive any **formal** complaint from customers this year, but 6 of those who completed the survey (29%) said they complained in another way.



67% who **said they complained** are happy with our response. This is much better than the average score of 19% amongst other landlords.

NEIGHBOURHOODS



71% say we make a **positive contribution** to the neighbourhood, and only 5% are actively dissatisfied with our contribution.



56% amongst customers with **communal areas** feel that we keep them clean and well maintained. Although this is higher than average score of just 46% across England, we aim to do better.



71% of customers who express an opinion are satisfied with our approach to handling **anti-social behaviour**. Last year we had around 11 cases of anti-social behaviour per 1,000 homes, which is about a third of the national average. None of these were hate incidents.

FULL RESULTS

Here is a summary of every Tenant Satisfaction Measure we are reporting to the **Regulator of Social Housing**, alongside the average results for other similar landlords in England. We have also set targets for 2025.

TSM Code	Performance Indicator	* regulatory figures for affordable rent only	2024 results	2024 avg England	2025 Target
Overall					
TP01	Overall satisfaction		95.2%	49.5%	85.0%
Keeping properties in good repair					
RP01	Homes that do not meet the Decent Homes Standard		0.0%	0.5%	0.0%
RP02	Repairs completed within the target timescale non-emergency*		88.9%	81.3%	85.0%
	Repairs completed within the target timescale emergency*		50.0%	95.3%	85.0%
TP02	Satisfaction with repairs*		100.0%	72.3%	85.0%
TP03	Satisfaction with time taken to complete most recent repair*		100.0%	67.4%	85.0%
TP04	Satisfaction that the home is well maintained*		100.0%	70.8%	85.0%
Maintaining building safety					
BS01	Gas safety checks		n/a	99.9%	n/a
BS02	Fire safety checks		100.0%	100.0%	100.0%
BS03	Asbestos safety checks		n/a	100.0%	n/a
BS04	Water safety checks		100.0%	100.0%	100.0%
BS05	Lift safety checks		100.0%	100.0%	100.0%
TP05	Satisfaction that the home is safe		90.5%	70.6%	85.0%
Respectful and helpful engagement					
TP06	Satisfaction that we listen to tenant views and act upon them		81.0%	37.3%	85.0%
TP07	Satisfaction that we keep you informed about things that matter to you		90.5%	53.3%	85.0%
TP08	Agreement that we treat tenants fairly and with respect		90.5%	59.1%	85.0%
Effective handling of complaints					
CH01	Stage 1 complaints per 1,000 homes		0.0	35.2	n/a
	Stage 2 complaints per 1,000 homes		0.0	9.0	n/a
CH02	Stage 1 responded to within Complaint Handling Code timescales		n/a	73.5%	n/a
	Stage 2 responded to within Complaint Handling Code timescales		n/a	78.5%	n/a
TP09	Satisfaction with our approach to handling complaints		66.7%	19.2%	n/a
Responsible neighbourhood management					
NM01	Anti-social behaviour cases per 1,000 homes		11.44	35.5	n/a
	Anti-social behaviour cases per 1,000 homes that involve hate incidents		0.0	0.6	n/a
TP10	Satisfaction that we keep communal areas clean and well maintained		56.3%	46.2%	85.0%
TP11	Satisfaction that we make a positive contribution to neighbourhoods		71.4%	39.1%	85.0%
TP12	Satisfaction with our approach to handling anti-social behaviour		57.1%	37.1%	85.0%

THANK YOU

... once again to everyone who took part in the survey. We will take all the feedback into consideration when planning improvements to our services. Didn't complete our survey this time round? We will be running this survey again in the future so your chance will come around again, but we welcome our customers' feedback all year round.

 0333 666 0102

 customerservices@squareroots.co.uk

 @squarerootshomes

 SquareRootsHomes

 @SquareRootsHomes

 square-roots-london