

Tenant Satisfaction Measures Report 2023-2024

The Regulator of Social Housing has introduced Tenant Satisfaction Measures, TSMs for short. This is to make sure housing providers are held to account for their actions and give customers greater visibility of their performance.

	TSM MEASURE	2023/24 RESULTS
Overall	TP01: Overall Satisfaction	76.2%
Keeping properties in good repair	RP01: Proportion of homes that do not meet Decent Homes Standard	1.6%
	RP02: Non-emergency repairs completed within target timescale of up to 28 calendar days	56.6%
	RP02: Emergency repairs completed within target timescale of within 24 hours	89.8%
	TP02: Satisfaction with repairs (if repair carried out by Rooftop in the last 12 months)	71.3%
	TP03: Satisfaction with time taken to complete most recent repair (if repair carried out by Rooftop in the last 12 months)	68.3%
	TP04: Satisfaction that the home is well maintained	76.0%
Maintaining building safety	BS01: Gas safety checks	100%
	BS02: Fire safety checks	100%
	BS03: Asbestos safety checks	100%
	BS04: Water (legionella) safety checks	100%
	BS05: Lift safety checks	100%
	TP05: Satisfaction that the home is safe	84.7%

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Respectful and helpful engagement	TP06: Satisfaction that we listen to tenant views and act upon them	66.4%
	TP07: Satisfaction that we keep tenants informed about things that matter to them	77.8%
	TP08: Agreement that we treat tenants fairly and with respect	87.1%
Effective handling of complaints	CH01: Stage 1 complaints relative to size (opened per 1,000 homes)	33.3
	CH01: Stage 2 complaints relative to size (opened per 1,000 homes)	6.1
	TP09: Satisfaction with our approach to handling complaints (if made a complaint to Rooftop in the last 12 months)	42.3%
	CH02: Proportion of Stage 1 complaints responded to within Ombudsman timescales	31.4%
	CH02: Proportion of Stage 2 complaints responded to within Ombudsman timescales	28.9%
Responsible neighbourhood management	NM01: Number of anti-social behaviour (ASB) cases relative to size (opened per 1,000 homes)	23.2
	NM01: Number of ASB cases that involve hate incidents relative to size (opened per 1,000 homes)	0.3
	TP10: Satisfaction we keep communal areas clean and well maintained (if live in a building with communal areas, either inside or outside, Rooftop is responsible for maintaining)	62.5%
	TP11: Satisfaction that we make a positive contribution to neighbourhoods	83.1%
	TP12: Satisfaction with our approach to handling ASB	70.9%

Note:

The tenant perception (TP01-TP12) measures are based on 554 surveys conducted across a random sample of 6,210 Low Cost Rental Accommodation households (Rooftop Housing Group LCRA stock in ownership as at 31 March 2024).

RP02: Non-emergency repairs completed within target timescale. We aim to carry out 80% of non-emergency repairs within 28 calendar days.