



TENANT SATISFACTION MEASURES REPORT

23/24

AT PLACES FOR PEOPLE

At Pfp, we believe we exist because of our Customers and we always aim to do the right thing. Therefore we take feedback and insight very seriously so we can understand where we can, and should, improve the service and support we provide.

The Tenant Satisfaction Measures (TSM) introduced by the Regulator of Social Housing are now a key way for us to gain the views of our Customers so that we can drive positive change.

WHAT ARE TENANT SATISFACTION MEASURES?

The Tenant Satisfaction Measures, or TSM for short, are a comprehensive set of performance measures that all housing providers in England must report on every year. These measures are collected by a Customer survey and through management performance information.

The TSM are designed to assess the quality of housing and services provided, empowering Customers with greater visibility into our performance against sector standards. Spanning a wide range of topics, from repair wait times to complaints handling and Anti-Social Behaviour (ASB), the TSM offer a complete view of our performance.

OUR APPROACH TO THE TSM SURVEY

When undertaking our first TSM Customer survey, we elected to get a very broad sample of Customer voices to ensure the feedback we obtained was representative of all our Customers. We want the TSM to be as valuable as possible to us so that we know what we're doing right and confirm what we already know the opportunities for improvement are.

The survey method we undertook therefore is known as a census approach. We carried out our survey between August 2023 and February 2024. We managed to obtain a total of 10,676 survey responses by email, telephone and face to face.

Rachel Crownshaw

Group Managing Director of Communities

Engaging our Customers and asking for their feedback is critical.

That's why the first year of Tenant Satisfaction Measures was so important to us, and why in undertaking our own survey, we left no stone unturned to get to the answers and detail we needed.

We're driven by making life better for every Customer so every voice matters.

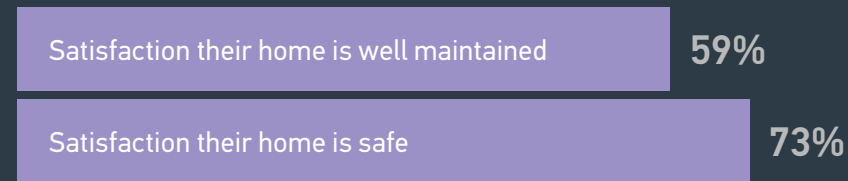
Establishing our baseline for change

We are pleased to share with you results of our TSM survey covering the financial year of 2023 to 2024. Thank you to all our Customers who contributed to this. We have a clear baseline now that will help us to build on the extensive work already underway to drive real and positive change.

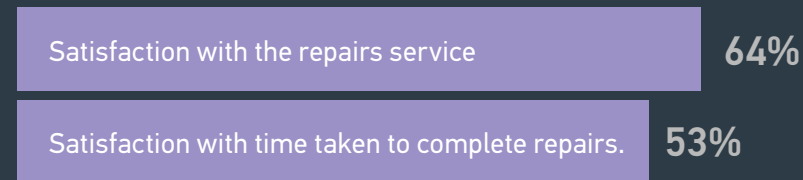
Overall Satisfaction

57%

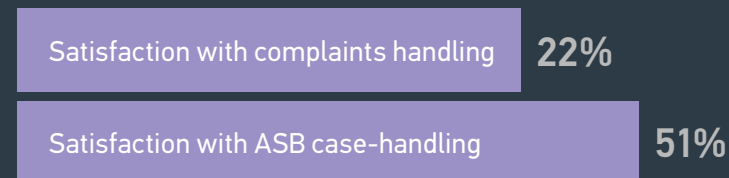
BUILDING QUALITY & SAFETY:



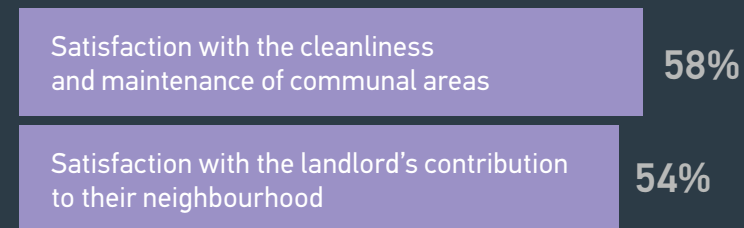
RESPONSIVE REPAIRS:



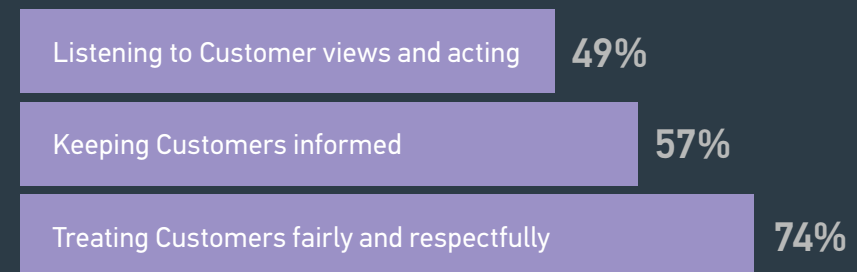
COMPLAINTS & ASB HANDLING:

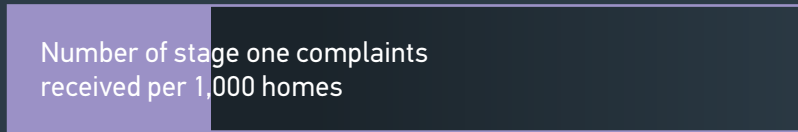


NEIGHBOURHOODS & COMMUNAL AREAS:

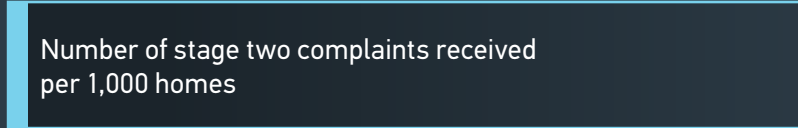


COMMUNICATION & RESPECT:

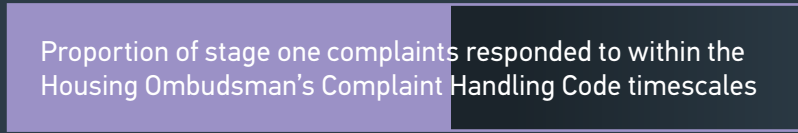




22.5



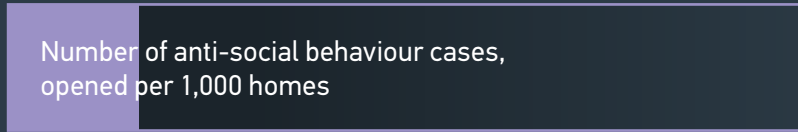
4.7



65.8%



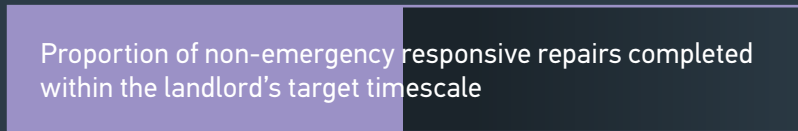
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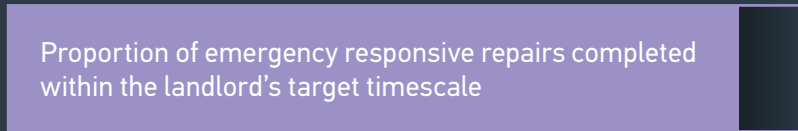
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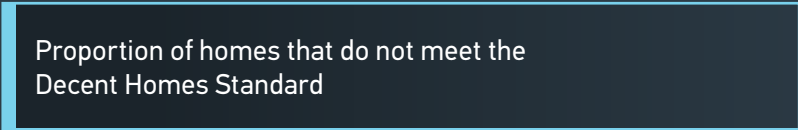
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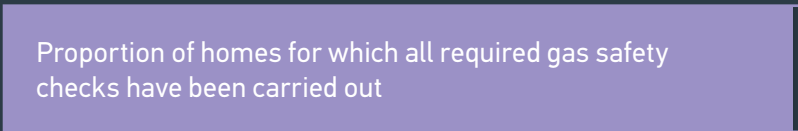
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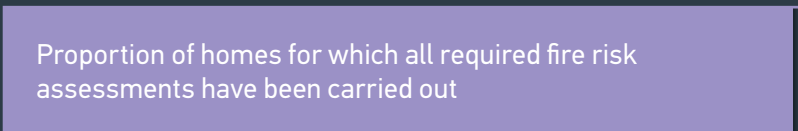
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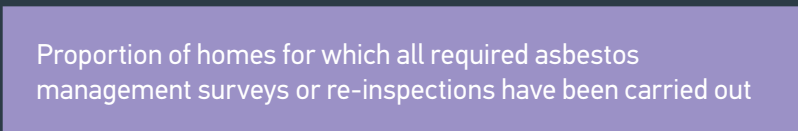
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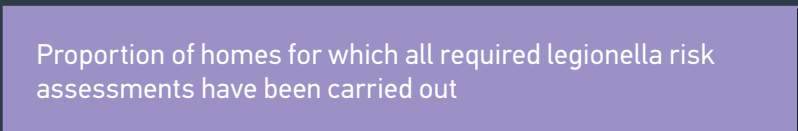
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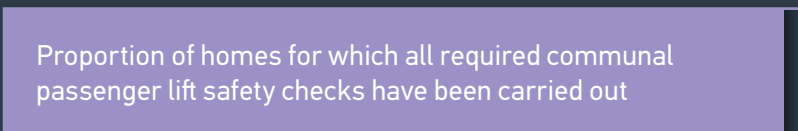
99.7%



100%



99.9%



96.6%

WORK THAT IS UNDERWAY

In the TSM, our Customers identified three areas as having opportunities for improvement. Here is the work that is already underway in each of those areas.

COMPLAINTS

To improve our complaints process, we've centralised management to ensure faster responses. We've increased the number of complaint handlers; we're also enhancing our governance and control over the Customer complaints journey to ensure issues are dealt with quickly and efficiently.

REPAIRS

For repairs, we're revolutionising appointment scheduling to improve efficiency and ensure timely communication. Through automation and training, your repairs will be handled swiftly and accurately giving you peace of mind that your needs are being met.

COMMUNITIES

Across all our Communities we're creating closer relationships with our Customers by reducing the number of homes our team supports by recruiting more Customer facing Colleagues. New technologies within our teams means they have access to all the support we offer. Customers will know who to turn to for assistance, ensuring a smoother and more tailored experience with Pfp.



WHAT HAPPENS NEXT

Our Customer's opinion is the most important thing to us, that's why we'll continue to monitor our results and use them to drive improvements to our services.

Thank you for taking part in this year's survey. We will be considering how we ask our Customers for their views in 2024 and are developing plans to make improvements and learn from the 2023 results.



Your feedback. Your Community. Your voice.

If you'd like to learn more about Tenant Satisfaction Measures, please visit the [Government's website](#).

If you need information about your home, such as how to report a repair, money advice or wellbeing support — please get in touch with us and we will help you.

Visit our website:
www.placesforpeople.co.uk