

**Tenant Satisfaction Measures**

We have captured a 3 month portion of the 2024-2025 year, during September, October and November, and the headline results are below:

The survey was mostly carried out via paper form with a small proportion carried out by email and telephone. We used existing internal resources to carry out the survey. We contacted 54 residents and had 18 residents who responded to the request for the survey, which is a 33.3% response. Although this response is low it is an increase on the response attained last year and it is not wholly unexpected as the properties are used for interim and temporary accommodation and the cohort is extremely transient.

South Norfolk Council owned the following properties to be used as temporary accommodation during the 2024-25 year:- 5 x 3 bed homes for single households, 27 self-contained one and two bed flats for small families, 6 self-contained disability adapted flats for small families and singles; 2 x 4 bed HMO’s for single persons (1 of which is disability adapted); and 1 x 5 bed HMO for single persons.

**TSM’s Collected from Tenant Perception Surveys**

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| TP01 - 100% Overall Satisfaction | TP02 - 100% Satisfaction with Repairs | TP03 - 100% Satisfaction with Time taken to complete the most recent repair |
| TP04 - 100% Satisfaction that the property is well maintained | TP05 - 94.44% Satisfaction that the home is safe | TP06 - 100% Satisfaction that the landlord listens to tenant views and acts upon them |
| TP07 - 100% Satisfaction that the landlord keeps tenants informed about things that matter to them | TP08 - 100% Agreement that the landlord treats tenants fairly and with respect | TP09 - 100% Satisfaction with the landlord’s approach to handling complaints |
| TP10 - 85.72% Satisfaction that the landlord keeps communal areas clean and well maintained | TP11 - 94.44% Satisfaction that the landlord makes a positive contribution to neighbourhoods | TP12 - 88.88% Satisfaction with the landlords approach to handling anti-social behaviour |

**TSM’s Generated from Management Information**

**Building Safety**

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| --- | --- | --- |
| BS01 – 100% All required gas safety checks have been carried out | BS02 – 100% All required fire risk assessments have been carried out | BS03 – 100% All required asbestos management surveys or re-inspections have been carried out |
| BS04 – 100% All required legionella risk assessments have been carried out | BS05 – Not applicable as there are no lifts within the owned property stock |  |

**Anti-social Behaviour**

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| NM01 (pt 1) – 1 x anti-social behaviour case opened |
| NM01 (pt 2) – 0 x anti-social behaviour cases that involve hate incidents opened |

**Decent Homes Standard and Repairs**

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| --- | --- | --- |
| RP01 – 1.96% of properties that do not meet the Decent Homes Standard. *This equates to one property which falls just below the Decent Homes Standard and the works required to improve it have been scheduled into this current year’s plan of works.* | RP02 (1) – 74.68% Proportion of non-emergency responsive repairs completed within the landlord’s target timescale | RP02 (2) – 100% Proportion of emergency responsive repairs completed within the landlord’s target timescale |

**Complaints**

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| --- | --- |
| CH01 (1) – 1 x Number of stage one complaints received | CH01 (2) – 0 x Number of stage two complaints received |
| CH02 (1) – 100% Proportion of stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales | CH02 (2) – n/a- Proportion of stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales |

South Norfolk Council continues to invest in supporting the residents housed in its temporary and interim accommodation and these results show that the council positively helps its residents during the period they are homeless.