

June 2025

The Regulator of Social Housing requires the publication of the Tenant Satisfaction Measures on an annual basis. Habitare participated in the 'Small Providers Pilot' in 2024 and has undertaken a census survey again in 2025 to review our performance against the Tenant Satisfaction Measures.

Habitare is keen to understand the lived experience for its residents and we have shown the annual change against our 2024 measures to track performance. The survey was conducted by QA Research and formed a census survey of all 233 Habitare residents. The census survey included all residents in a Habitare home for the 2024 reporting year.

A total of 75 residents responded to the survey, 24 from rented homes and 51 shared owners

- The survey was undertaken during February to March 2025.
- All residents were contacted by telephone to complete the survey.
- A greater proportion of shared owners replied to the survey than renters. There were 24 (32%) responses from renters and 51 (68%) responses from shared owners. Overall shared owners make up 57% of our customer base.
- No weighting has been applied to the responses. We have published the responses by tenure.
- QA Research (company registration number 3186539) undertook all perception surveys and have prepared a summary report for the Habitare board.
- None of our households or responses have been excluded from the survey
- A prize draw was offered to incentivise the volume of responses. This was offered to both the electronic survey and the telephone survey with a top prize of £200. These prize draws have now been made and the winners notified.
- The survey does not need to be submitted to the Regulator of Social Housing but our management performance must be made available publicly. This report will be added to our website.

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The responses from our census survey are shown below by tenure:

		2025				2024	
		LCRA	Trend	LCHO	Trend	LCRA	LCHO
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	66.7	▲	42.9	▲	59.1	35.2
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	41.7	▼			83.3	
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	63.6	▼			66.7	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	54.2	▼			63.6	
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	83.3	▼	66.0	▲	90.9	53.7
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	40.0	▼	25.0	▼	47.4	26.9
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	87.5	▲	38.8	▲	61.9	29.4
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	79.2	▲	59.6	▲	77.3	33.3
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	40.0	▲	18.2	▲	33.3	12.5
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	26.7	▼	42.3	▲	85.7	21.4
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	68.4	▲	38.1	▲	65.0	18.2

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TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	87.5	▲	44.8	▲	73.3	18.8
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Our Performance against the management indicators is shown below:

		All homes	Trend
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%	=
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%	=
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	=
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%	▲
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	=
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	15	▼
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0	=
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0	=
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	84%	▼
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	72%	▼

		All homes	
CH01 (1)	Number of stage one complaints received per 1,000 homes.	123	▼
CH01 (2)	Number of stage two complaints received per 1,000 homes.	54	▼
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	96.9%	▲
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	▲

Whilst there is a positive trend in the majority of the Tenant Satisfaction Measures, we continue to work with our Managing Agents to improve the customer experience for our residents. We have implemented a number of changes to our services during 2024 including improved defects processes and complaints handling. We hope that these changes will result in a further increase to our customer experience in 2025.

We are working with managers on repairs as our homes move from defects in to day to day repairs to ensure that repairs are managed and undertaken in accordance with our published response times.

We would like to thank each of the customers who have taken part in the survey.