

# Report to Communities Scrutiny Committee

**Date of meeting: 25<sup>th</sup> of June 2024**

**Portfolio:** Property & Housing (Cllr Nigel Bedford)

**Subject:** Housing and Property Services  
Year End Performance & Tenant Satisfaction  
Measures Outcome



**Officer contact for further information:**

**Surjit Balu, Interim Director for Housing**  
([sbalu@eppingforestdc.gov.uk](mailto:sbalu@eppingforestdc.gov.uk))

**Democratic Services Officer:**

L Kirman: email: [DemocraticServices@eppingforestdc.gov.uk](mailto:DemocraticServices@eppingforestdc.gov.uk) tel:01992 564243)

---

## **Recommendations/Decisions Required:**

1. To consider and comment upon on the 2023-24 year-end Housing & Property services performance.
  - a. Key Performance Metrics
  - b. Tenant Satisfaction Measures

## **Report:**

### **1. Background**

#### **Housing & Property Services (Housing)**

Local performance measures enable us to track, forecast and improve performance. We have a suite of key performance indicators (KPIs) and measures that are monitored throughout the year, with service managers and teams being held accountable for performance through regular meetings.

A summary of the year-end performance position for 2023/24 is detailed in **Tables 1 & 2** below. The performance information has been separated into two key areas: Housing Management and Property Compliance. Performance has been strong across Housing during 2023/24 and the tables highlight the position for our headline KPIs. There is a range of additional management information monitored by Housing teams and for this year, 2024/25, we have expanded the range for performance information being gathered to gain a better understanding of our performance.

We have over the last year improved the quality of our data and systems for monitoring data, this further adds to data quality and data integrity.

More broadly, it is fair to say the regulatory landscape over the last couple of years has placed increasing demands on social housing providers to collect and use performance information to inform services and, to provide transparency to tenants. To note, our Annual Report to tenants also provides details of our key performance.

Last year, 2023/24 also saw the introduction of the new Tenant Satisfaction Measures (TSMs). The Regulator of Social Housing's new TSMs were introduced in April 2023 and required all social housing providers with more than 1,000 homes to report their results each financial year.

The TSMs are a core set of performance measures against which all providers must publish their performance. In addition to its specific expectations, the TSM Standard includes the required outcome that providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance.

The central aims of the TSMs are to provide tenants with greater transparency about their landlord's performance and inform the regulator about how a landlord is complying with consumer standards. To achieve these aims it is critical that TSMs are calculated and reported by providers on a consistent basis.

There are 22 TSMs, these are made up of 12 tenant perception measures (TPM), and 10 management information measures (MI). The themes and measures are summarised in **Table 3** and a summary of the outcomes is detailed in **Table 4**.

Most of the TSMs are captured through a tenant survey similar to the previous STAR survey that members may be familiar with. The STAR survey had been in place for many years prior to being replaced.

## **2. Housing Services Performance**

The performance information below has been broadly split into two key areas: Housing Management, and Property Services. Much of the performance information within Property Services as detailed below, will form part of the submission to the Regulator of Social Housing within the Tenant Satisfaction Measures requirement for the end of the current financial year.

In summary, we have a strong position in relation to current performance, the headlines of which are below.

**Table 1 - Housing Management – Year end 31<sup>st</sup> March 2024**

Measure	Target	Performance
Income management: Current Arrears	1.60%	1.31%  Improved from 1.67% in April 2023 Annual Rent roll £39.7m Arrears £519k
Number of households in Temporary Accommodation at any one time	<100	118  The number fluctuated between 106 and 123 households during the year
Number of families in B&B for 6 weeks or more  Statutory Obligation	0	0  No families were in B&B for more than 6 weeks
Lettings - % properties advertised within notice period (where possible)	85%	88%  The performance ranged from 78% to 91% throughout the year
Lettings - void properties let within 5 working days of being ready to let (post repairs)	85%	86%  Year-end position was 86%. The average performance for the year was 92.2%. Performance ranged from 88% to 100%.
Home Ownership  % of applications processed within statutory timescales	100%	100%  Performance maintained throughout year
Complaints  % of complaints received and resolved within set timescale	100%	94%  Target 100%

**Table 2 - Property – Compliance Performance**

Measure	Target	Performance
Gas Safety Inspections (LGSR)  Applicable to 5,796 domestic properties	100%	99.97%  Year-end – 2 properties overdue Non-access being tackled

Carbon Monoxide (CO) Detector Installation	100%	99.71%
Applicable to 5,784 domestic properties (with gas supply and solid fuel)		Year-end – 16 properties requiring CO  Note – over 800 CO detectors have been installed during the year. Non-access for the small number of remaining properties is being tackled.
Electrical Safety Inspections	100%	90.09%
Applicable to 6,467 domestic properties  5-year inspection cycle		The programme was re-set in Nov 24 from a 10-year inspection cycle to a 5-year cycle, thus impacting performance. Progress from Nov 23 continues to be made improving from 81.76% to over 90%.  Additional contractor resources via Qualis have been sourced. At present (June 24) 656 properties are overdue their inspection. Non-access continues to be tackled.
Asbestos Reinspection's	100%	100%
Water Hygiene Risk Assessments	100%	100%
Lift Inspections (LOLER)	100%	100%
Fire Risk Assessments	100%	100%

### 3. Tenant Satisfaction Measures

There are specific criteria in place for the TSMs survey to be carried out to ensure integrity and accuracy of data. EFDC commissioned Acuity, a specialist market research company, to undertake independent satisfaction surveys with our tenants to collect data on their opinions of, and attitudes towards, their landlord and the services provided. Acuity have also worked with EFDC in previous tenant surveys in 2020, and so are familiar with EFDC.

Social housing providers are required to survey at least 9% of their tenants and EFDC. EFDC have set a target to survey aims approximately 1,100 tenants. Residents took part across two waves of surveys predominantly completed by telephone for the best possible feedback and completion rates. In total, 1,148 households participated in the surveys. This provided extensive information on our services and what is important to our residents. The themes for the TSMs are as in Table 3 below.

**Table 3 – TSMs Themes and Measures**

Theme	Measure
<b>Overall</b>	<ul style="list-style-type: none"> <li>• <u>Overall Satisfaction</u></li> </ul>
<b>Keeping Properties in Good Repair</b>	<ul style="list-style-type: none"> <li>• Homes that do not meet the Decent Homes Standard</li> <li>• Repairs completed within target timescale</li> <li>• <u>Satisfaction with Repairs</u></li> <li>• <u>Satisfaction with time taken to complete the most recent repair</u></li> <li>• <u>Satisfaction that the home is well maintained</u></li> </ul>
<b>Maintaining Building Safety</b>	<ul style="list-style-type: none"> <li>• Gas Safety Checks</li> <li>• Fire Safety Checks</li> <li>• Asbestos Safety Checks</li> <li>• Water Safety Checks</li> <li>• Lift Safety Checks</li> <li>• <u>Satisfaction that the home is safe</u></li> </ul>
<b>Effective Handling of Complaints</b>	<ul style="list-style-type: none"> <li>• Complaints relative to the size of the landlord</li> <li>• Complaints responded to within complaint handling timescales</li> <li>• <u>Satisfaction with the landlords approach to handling complaints</u></li> </ul>
<b>Respectful &amp; Helpful Engagement</b>	<ul style="list-style-type: none"> <li>• <u>Satisfaction that the landlord listens to tenants views and acts on them</u></li> <li>• <u>Satisfaction that the landlord keeps tenants informed about things that matter to them</u></li> <li>• <u>Agreement that the landlord treats tenants fairly and with respect</u></li> </ul>
<b>Responsible Neighbourhood Management</b>	<ul style="list-style-type: none"> <li>• ASB cases relative to the size of the landlord</li> <li>• <u>Satisfaction that the landlord keeps communal areas clean and well maintained</u></li> <li>• <u>Satisfaction that the landlord makes a positive contribution to neighbourhoods</u></li> <li>• <u>Satisfaction with the landlords approach to handling ASB</u></li> </ul>

A summary of the TSMs outcomes is summarised in Table 4 below. The headline position for the TSMs is an **Overall Satisfaction of 75%** for EFDC. This means that of those people surveyed, three out of four tenants are satisfied with the overall service.

This is the first time a survey of this type and nature has been carried out and, as a sector, we are yet to understand how satisfaction levels have played out across the sector. There is a broad view across the sector of satisfaction levels reducing. Having spoken informally to other authorities, we believe our outcome is a good outcome for EFDC however, we do note there is further work to be done to improve our work with residents and our position.

Through the survey process, we gathered a rich source of feedback and over 1000 comments. The top three areas raised in comments relate to: Day to Day Repairs - time taken (7%), Day to Day Repairs – outstanding/forgotten, and Council, other services – Road repairs (4%). Teams have been working through the comments and contacting residents where contact details had been provided. The outcomes of the survey have also been shared with Qualis and information is being used to inform services.

A summary of the outcomes of the survey are as below in **Table 4**.

<b>Overall Satisfaction</b>	<b>75%</b>
<b>Home &amp; Communal Areas</b>	
Home that is well maintained	73%
Home that is safe	81%
Communal areas kept clean and well maintained	61%
<b>Repairs Service</b>	
Overall satisfaction where repair carried out in last 12 months	74%
Time taken to complete most recent repair	67%
Way EFDC deals with repairs and maintenance	69%
<b>Neighbourhood</b>	
EFDC makes positive contribution to neighbourhood	67%
EFDC approach to handling anti-social behaviour	61%
<b>Communications and Tenant Engagement</b>	
EFDC listens to view and acts upon them	59%
Kept informed about things that matter to them	74%
Treated fairly and with respect	78%
Easy to deal with	71%
Satisfied with complaints handling where complaint made last 12 months	36%

In addition to the outcome as in the table above, we took the opportunity to ask residents some additional questions about wellbeing. Headlines from these responses demonstrated that:

- 7% of residents said they were currently struggling to pay their rent and service charges.
- 23% were struggling with meeting the costs of household bills.
- 26% were having difficulties with utility/fuel bills.

In relation to their property, 73% of households were satisfied with the energy efficiency of their home and, 30% said they had issues of damp and mould with 72% saying they have reported the issue to EFDC.

We are digesting the results and comments from residents and in the process of action planning with a view to improving satisfaction levels. Some areas are lower than we had envisaged, particularly around listening & acting on views and, complaints handling.

Finally, the survey also provided EFDC with a 'Net Promoter Score', this is in relation to how likely residents were to recommend EFDC to other people, the outcome for this was a +5. This is considered to be a positive position where residents are likely to recommend EFDC to others.

#### **4. Tenant & Leaseholder Panel**

Feedback has been obtained from the T&L Panel during a meeting on 12<sup>th</sup> June.

In relation to KPIs - the Panel wished to see a broader range of performance data and context in relation to trends. The information in this version of the report has been expanded to take account of the views of the Panel.

In relation to TSMs – the panel noted the content of a 'tenant friendly' version of the TSM report produced by Acuity for EFDC. The Panel noted this was the first time this type of survey had been conducted and were keen to understand how areas of lower performance would be improved. The panel noted the outcomes were due to be reported to the Regulator for Social Housing later in June.

#### **5. Resource implications:**

There are no additional resource requirements within the scope of this report.

**6. Legal and Governance Implications, Relevant Statutory Powers:** None

**7. Corporate Plan Implications:**

Management of performance meets the requirements of the Corporate Plan and the Housing Strategy.

Management of performance meets the requirements of the Corporate Plan and the Housing Strategy.

**8. Background Papers:** None

**9. Risk Management:** N/A

**10. Equality:** N/A

**11. Key Decision:** (if required): None.