

heylo

---

Tenant Satisfaction  
Measures  
performance report

2023/24



# Tenant Satisfaction Measures performance report 2023 / 24

We're committed to delivering a great service to our residents, especially in areas you've told us are important to you. We're also committed to sharing our performance, good and not so good.

In April 2024, the Regulator of Social Housing introduced a new set of measures for all social housing landlords, like us, to report on each year. These are called Tenant Satisfaction Measures (TSMs), and they will tell you how well we're doing at providing quality homes and services. All providers have to complete the survey in the same way, so you will also be able to compare how Heylo are performing compared to others.

Heylo only provide homes for Shared Ownership. In collecting the TSM data, providers are required to record separately for Shared Ownership customers if they have more than 1,000 Shared Ownership homes. This provides a more useful direct comparison.

The TSMs include a 'headline' overall satisfaction figure, but in addition to this, are made up of 22 performance indicators.

## The measures

The measures are split into two parts:

- 10 performance measures based on management performance information
- 12 tenant perception survey measures

These measures are broken down into the following five themes:

- Keeping homes in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management

The 12 tenant perception survey measures are collected by us surveying our customers.

## Our approach

We have been collecting customer satisfaction data through regular surveys (including through the sector recognised annual STAR survey), through periodic satisfaction surveys for specific customer groups and transactions (for example sales, resales, staircasing) and more recently through transactional satisfaction after customer contact with us.

We use a census approach to collect the tenant perception measures. This ensures everyone has an opportunity to participate.

In November 2023 a survey was issued to all customers, asking specifically the TSM questions, in addition to some broader demographic and background information. This was to start asking the questions in the prescribed format, and also to test response rates from customers. The survey was issued via email, with reminders sent over the following two weeks.

In February 2024, a second survey was issued, again asking the prescribed questions, with further context questions added.

With both surveys, we recognised that we should provide an introduction, clarifying the roles of different parties in managing our homes. Heylo are the Shared Ownership provider and landlord.

However all of our homes are of this tenure, and almost all that are flats also have an external managing agent looking after the building and communal spaces. As our stock is very young, many customers will also relate their purchase to a particular housebuilder that we will have partnered with.

We therefore wanted to provide clarity on this to customers when answering the survey – we often find that expressions of dissatisfaction are actually referring to a housebuilder (for example with snagging or defects issues) or a managing agent not employed by Heylo (for example communal areas, service charges etc).

Our response rate to the two surveys was sufficient to be compliant. With the second survey we offered an incentive, to add all respondents to a prize draw to win shopping vouchers. This is something that we will review for future surveys.

As we move forward, we are continually improving the technology that we use in collecting survey data. In addition, we will also be sending future surveys by post as well as email, and using outbound calling to increase uptake of the survey and to offer greater accessibility. We are also in discussion with specialist external agencies to support in delivering this,

The TSM results shown below have been shared with our Executive Team, our Customer Committee and our Board. They were submitted to the Regulator in June, and we expect them to publish sector wide statistics later in the Autumn.

Watch this space, as over the coming months we will be publishing more insight into the findings from this survey, things we have changed as a direct result of the feedback, and also plans for the survey to be carried out this year.

## Our results for 2023/24

We issued 7,644 surveys, and had 832 responses

|   | Very satisfied or satisfied | Neither satisfied nor dissatisfied | Dissatisfied or very dissatisfied |
|---|-----------------------------|------------------------------------|-----------------------------------|
| Satisfied with the services provided by Heylo                           | 53%                         | 25%                                | 21%                               |
| Satisfied that Heylo provides a home that is safe                       | 71%                         | 18%                                | 11%                               |
| Satisfied that Heylo listens to your views and acts upon them           | 39%                         | 32%                                | 28%                               |
| Satisfied that Heylo keeps you informed about things that matter to you | 40%                         | 30%                                | 23%                               |
| Heylo treats me fairly and with respect                                 | 49%                         | 36%                                | 15%                               |
| Satisfied with Heylo's approach to complaints handling                  | 15%                         | 13%                                | 70%                               |
| Satisfied that Heylo keeps communal areas clean and well maintained     | 33%                         | 10%                                | 55%                               |
| Satisfied with Heylo's approach to handling anti-social behaviour       | 20%                         | 59%                                | 21%                               |
| Satisfied that Heylo makes a positive contribution to the neighbourhood | 31%                         | 46%                                | 24%                               |

## Our results for 2023/24

|  |        |
|--|--------|
| Number of anti-social behaviour cases opened per 1,000 homes.  | 0.5    |
| Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.                            | 0.1    |
| Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes. | 13.4   |
| Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.   | 73.70% |
| Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes. | 1.5    |
| Satisfied with Heylo's approach to complaints handling   | 70%    |
| Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales    | 91.6   |
| Proportion of homes for which all required gas safety checks have been carried out                                   | 100%   |
| Proportion of homes for which all required fire risk assessments have been carried out.                              | 97.60% |
| Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.      | 94.60% |
| Proportion of homes for which all required legionella risk assessments have been carried out.                        | 94.00% |
| Proportion of homes for which all required communal passenger lift safety checks have been carried out.              | 87.80% |



Heylo Housing  
Level 6, Design Centre East  
Chelsea Harbour  
London, SW10 0XF

•  
0203 744 0415  
info@heylohousing.com  
heylohousing.com

•  
If you require this email in another  
format or language, please let  
us know and we'll do our best to  
accommodate your needs.

Heylo and Heylo Housing are trading names of Heylo Housing Group Limited (registered in England and Wales with company number 11104403) and its subsidiary companies.

The Registered Office of each of the group companies is:  
6 Wellington Place, 4th Floor (Ref: CSU), Leeds, LS1 4AP

HHRP is a private limited company (Companies House Number 06573772) and is a for profit Registered Provider (registration number 4668) regulated by the Regulator of Social Housing.

HHRP Registered Office: 6 Wellington Place, 4th Floor (Ref: CSU), Leeds, LS1 4AP

© All information in the document is copyright of Heylo Housing Group Limited. Information correct at time of publication