



Tenant Satisfaction Measures performance report

2023/24



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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.

Our perception survey was issued to 7,644 households, which at the time comprised all of our customers. We received 832 responses, a return rate of close to 11%. All of our homes are Shared Ownership, so all responses were recorded as from Shared Owners.

As a mono tenure business, we applied no weighting to any particular customer group in the survey.

All surveys (including those sent in the first round in November 2023 and those in February 2024) were issued online via email and a link to complete the survey. A follow up reminder was sent by email, and by SMS text message. Therefore 100% of our responses this year were online. The use of online surveys is long established, and

we have used this methodology over recent years with a positive response. Online data collection also allows us better and faster analysis of the data and trends.

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.

We will also be using a better integration of our existing and new data in the survey this year, allowing us to better analyse the findings and interpret them against various other characteristics, including (but not limited to) geography, age and length of tenure of customers.

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	53.4%	25.2%	21.3%
Satisfied that Heylo provides a home that is safe	70.9%	18%	11.1%
Satisfied that Heylo listens to your views and acts upon them	39.4%	32.5%	28.1%
Satisfied that Heylo keeps you informed about things that matter to you	46.9%	29.8%	23.3%
Heylo treats me fairly and with respect	49%	36%	15%
Satisfied with Heylo's approach to complaints handling	15.6%	13.5%	70.9%
Satisfied that Heylo keeps communal areas clean and well maintained	33.3%	10.6%	56%
Satisfied with Heylo's approach to handling anti-social behaviour	20.4%	58.7%	20.9%
Satisfied that Heylo makes a positive contribution to the neighbourhood	30.6%	46%	23.3%

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.	73.7%
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	15.6%
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.	97.6%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	94.5%
Proportion of homes for which all required legionella risk assessments have been carried out.	93.9%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	87.7%



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