

Tenant Satisfaction Measures



City of
Stoke-on-Trent

Stoke-on-Trent City Council TSM Results 2024-2025

The Tenant Satisfaction Measures (**TSMs**) ensure your voice as our tenant is heard, helping us improve the services we provide based on the feedback you give through these surveys.

Here's why TSMs matter:

Putting Tenants First - TSMs focus on your needs, providing a standardised way to gather your feedback. This means your opinions directly influence our services.

Consistency Across Providers - All social housing providers in England follow the same guidelines, ensuring high standards and allowing performance comparisons.

Improving Service Quality - Your feedback on repairs, maintenance, safety, communication, and complaints helps us identify and address areas needing improvement.

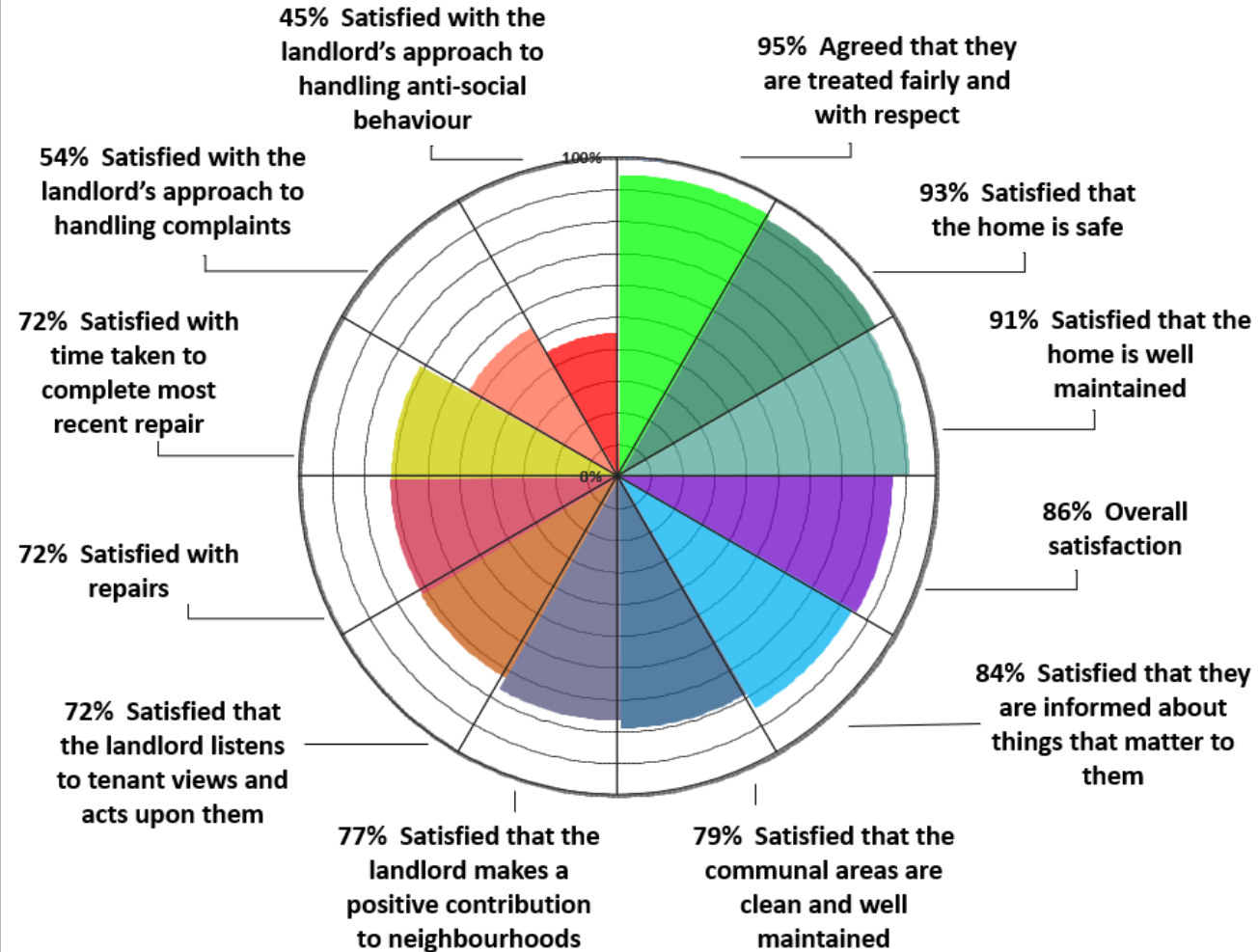
Enhancing Transparency and Accountability - Annual publication of survey results allows you to track our performance and holds us accountable for improvements based on your feedback.

Tailored to Your Needs - Surveys are inclusive, capturing experiences from all tenant groups, ensuring accurate representation of your satisfaction levels.

Ensuring Fairness – Our approach ensures diverse participation and unbiased feedback.

Confidentiality and Privacy - Your responses are confidential and encourage honest feedback essential for genuine service improvements.

By participating in these surveys, you directly contribute to enhancing the quality of the services that Stoke-on-Trent City Council provide to you.



Tenant Perception Measures

Stoke-on-Trent City Council TSM Results 2024-2025



City of
Stoke-on-Trent

TSM	Percentage Satisfied
TP01 Overall satisfaction	85.8%
TP02 Satisfaction with the repairs and maintenance service	71.9%
TP03 Satisfaction with time taken to complete most recent repair	71.5%
TP04 Satisfaction that the home is well maintained	91.1%
TP05 Satisfaction that the home is safe	93.3%
TP06 Satisfaction that the landlord listens to tenant views and acts upon them	72.4%
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	84.2%
TP08 Agreement that the landlord treats tenants fairly and with respect	94.7%
TP09 Satisfaction with the landlord's approach to handling complaints	54.4%
TP10 Satisfaction that the landlord keeps communal areas clean and well maintained	78.9%
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	76.5%
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour (ASB)	45.2%

TSM Management Information

Stoke-on-Trent City Council TSM Results 2024-2025



City of
Stoke-on-Trent

Measure	Performance for 2024-25
CH01 (1) Number of stage one complaints received per 1,000 homes	74.9
CH01 (2) Number of stage two complaints received per 1,000 homes	10.6
CH02 (1) Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	67.7%
CH02 (2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	55.2%
NM01 (1) Number of anti-social behaviour cases opened per 1,000 homes	75.9
NM01 (2) Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.5
RP01 Proportion of homes that do not meet the Decent Homes Standard	1.5%
RP02 (1) Proportion of non-emergency responsive repairs completed within the landlord's target timescale (20 working days)	77.9%
RP02 (2) Proportion of emergency responsive repairs completed within the landlord's target timescale (24 hours)	88.6%
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%