

# Tenant Satisfaction Measures (TSMs)

Reporting Period 1<sup>st</sup> January 2024 to 31<sup>st</sup> December 2024

The Transparency, Influence and Accountability Standard requires all registered providers to generate and report tenant satisfaction measures (TSMs) as specified by the regulator. 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.

Information gathered through Tenant Survey and from the Management Information generated by Flint Housing will be used to help focus the efforts of the Company on improving areas of performance that are of greatest concern to our residents. Our approach to the Tenant Survey is set out in the Appendix to this document.

As a comparatively new Company, Flint Housing was managing just 44 properties at the time of our first TSM survey. Nonetheless, all feedback is helpful and is being reflected upon by the Company management team. Thank you for your participation in this exercise; please see our results below.

TSMs collected from tenant perception surveys	LCRA e.g. Affordable Rent	LCHO e.g. Shared Ownership	Overall Response	Explanatory Note
Overall satisfaction	76%	55%	69%	
Satisfaction with repairs	82%	100%	88%	This survey was undertaken in a period where the developer of the properties was responsible for repairing any defects. Flint Housing is aware that there were some delays in securing responses from the developer to carry out such work.
Satisfaction with time taken to complete most recent repair	64%	67%	65%	
Satisfaction that the home is well maintained	81%	64%	75%	
Satisfaction that the home is safe	95%	90%	94%	
Satisfaction that the landlord listens to tenant views and acts upon them	71%	67%	70%	
Satisfaction that the landlord keeps tenants informed about things that matter to them	62%	55%	59%	
Agreement that the landlord treats tenants fairly and with respect	80%	73%	77%	
Satisfaction with the landlord's approach to handling complaints	60%	50%	57%	
Satisfaction that the landlord keeps communal areas clean and well maintained	N/A	N/A	N/A	Flint Housing Limited does not have responsibility for Communal Areas across current properties.
Satisfaction that the landlord makes a positive contribution to neighbourhoods	70%	70%	70%	
Satisfaction with the landlord's approach to handling anti-social behaviour	80%	N/A	80%	

TSMs generated from management information	LCRA e.g. Affordable Rent	LCHO e.g. Shared Ownership	Overall Response	Explanatory Note
Complaints relative to the size of the landlord	N/A	N/A	N/A	No complaints were raised during the reporting period.
Complaints responded to within Complaint Handling Code timescales	N/A	N/A	N/A	
Anti-social behaviour cases relative to the size of the landlord			22.7*	* One case of ASB was reported across our 44 properties. This was not a hate incident. The reporting standard requires a figure to be calculated 'per thousand homes', which gives rise to the 22.7/1,000 figure stated.
Homes that do not meet the Decent Homes Standard	0%	0%	0%	
Repairs completed within target timescale	N/A	N/A	N/A	This survey was undertaken in a period where the developer of the properties was responsible for repairing any defects. Accordingly, Flint Housing was unable to set a timescale for repair over which it had full control.
Gas safety checks	100%	100%	100%	
Fire safety checks	N/A	N/A	N/A	No qualifying properties
Asbestos safety checks	N/A	N/A	N/A	Newly built properties; no asbestos
Water safety checks	N/A	N/A	N/A	No qualifying properties
Lift safety checks	N/A	N/A	N/A	No lifts in properties

## Appendix

Our Tenant Survey was carried out between March and May 2024, by our Managing Agent, Pinnacle, using Microsoft Forms and telephone follow-up calls.

No incentives were offered for participation in the survey, which was sent to all 44 of our customers.

Responses were received from 32 customers, representing a 73% response rate. Of these, 21 customers were LCRA tenants (84% of Total LCRA tenants) and 11 were LCHO tenants (58% of Total LCHO tenants.)

The questions asked are as shown, and in the order in which asked.

1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Flint Housing?
2	How satisfied or dissatisfied are you that Flint Housing listens to your views and acts upon them?
3	How satisfied or dissatisfied are you that Flint Housing keeps you informed about things that matter to you?
4	Do you live in a building with communal areas, either inside or outside, that Flint Housing are responsible for maintaining?
5	How satisfied or dissatisfied are you that Flint Housing keeps these communal areas clean and well maintained?
6	How satisfied or dissatisfied are you that Flint Housing makes a positive contribution to your neighbourhood?
7	How satisfied or dissatisfied are you with Flint Housing's approach to handling anti-social behaviour?
8	To what extent do you agree or disagree with the following "Flint Housing treats me fairly and with respect"?
9	Has Flint Housing carried out a repair to your home in the last 12 months?
10	How satisfied or dissatisfied are you with the overall repairs service provided by Flint Housing over the last 12 months?
11	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
12	How satisfied or dissatisfied are you that Flint Housing provides a home that is well maintained?
13	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Flint Housing provides a home that is safe?
14	Have you made a complaint to Flint Housing in the last 12 months?
15	How satisfied or dissatisfied are you with Flint Housing's approach to complaints handling?
	Should you wish to provide any additional feedback relating to this survey, please use the comment box provided below, or alternatively email: <a href="mailto:flinhousing@pinnaclegroup.co.uk">flinhousing@pinnaclegroup.co.uk</a>