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# **S4B Tenant Satisfaction Survey**

## **Survey 2024**

### **Report**

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Tenant Satisfaction Measure



# Executive Summary

## S4B Tenants Satisfaction Measures Survey 2024

The Tenants Satisfaction Survey became a legal requirement from the Regulator of Social Housing, on 1st April 2023. For all Registered Providers in England to collect and maintain information known as the Tenant Satisfaction Measures (TSMs) in connection with their tenants.

This new style version replaces the previous survey that was issued in January each year. The results from this survey will be used to calculate the annual TSM and the overall outcome will be published by S4B, and the data collected will be sent to the Regulator as part of Manchester City Council who will publish the results on their website.

The change notice for targets and timelines for this new survey remain outstanding. The contract performance is measured on two key questions which are set out in the original contract.

S4B will use the feedback information to drive improvements in service delivery by all S4B partners where applicable, and further enhance the customer experience. Including developing a clear “you said, we did” for residents.

### Response

The total number of respondents was 84 out of the 780 tenants who received the questionnaire. This is a response rate of 10.77%. It is important to note that not every respondent answered all questions. However overall satisfaction was a compulsory question.

### Results summary – Contract Questions

Satisfaction targets were not agreed for 2024 for the contractual questions. This can however be compared to previous years with understanding that 2023 is only tenants.

- **Overall Satisfaction for ‘*Services provided by S4B*’ was 89.29%**  
(KPI target of 83% in 2024)
- **Satisfaction for ‘*Opportunities available for resident involvement in Brunswick*’ was 84.15%**  
(KPI target of 70% in 2024)

The 2024 survey presents reduction in overall satisfaction rate for *Services provided by S4B* achieved for the Brunswick PFI but is set in the context of a different survey which is outlined in the full report.

## **Background & Context**

The annual Brunswick satisfaction survey on Neighbourhood and Housing Management services historically went out to all tenants, leaseholders and new build owners on the anniversary of Service Commencement from 2014 to 2022.

The last full survey of all residents was in 2022, with no survey completed in 2021 due to the pandemic in line with a request from Manchester City Council.

A full report was historically provided to the Local Authority by the end of March annually as stipulated in the PFI contract, under Clause 45.2 of the Project Agreement. The survey was undertaken by Onward Homes' with technical support being provided by Onward Homes Analytics and Insight Team.

With the change brought in by the Regulator of Social Housing in April 2023, this survey has gone to only social housing tenants and follows a set format provided by the regulator and Manchester City Council.

It is important to note that this new survey takes a much broader view of all services and includes repairs as well as review of customer opinion of the neighbourhood services provided by S4B in Brunswick.

Comparison with previous years will not be possible on many areas due to the changed format and audience.

This format of survey was revised to align with the Tenant Satisfaction Measures set out by the Regulator. Performance KPI remains until the new bandings and change notice are finalised with Manchester City Council. The return of information is still based on the original timeline for reporting, as new timeline requires formal agreement within the PFI contract between S4B and Manchester City Council by change notice.

The 2024 survey was delivered through paper based survey, promoted electronically by text and email and placed on the S4B website and promoted on social media.

Allowing residents to complete electronically. Whilst also available in the office.

Some were also completed by phone where residents expressed the desire to do this.

## **TSM Methodology.**

S4B undertook the 2024 survey using a Census approach as recommended for those with less than 1000 households as tenants.

In line with the TSM approach those replying with 'neither' to questions were not included as positives on any questions.

## **Survey**

In 2024, Tenants were the only group asked to complete the S4B Tenants Satisfaction Measures Survey. Surveys were available to 780 tenanted home and 84 (10.77%) responded. This compared to a return of, 22.93% in 2023.

## **Setting the Questions**

The questions included in the survey have been decided upon by the Regulator of social housing and provided by Manchester City Council to be comparable across the

City and with all other English registered providers. The regulator also set the order or the questions. These can be grouped into three themes:

1) **Original Contract Questions.** Two questions were required to fulfil the requirements of the PFI contract and come with key performance measures to meet, these are:

- Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by S4B (TP01)?
- How satisfied or dissatisfied are you with the opportunities available for resident involvement in Brunswick? (not in TSM)

## 2) Questions

**All registered providers are now required to carry out an annual survey with a sample of their low-cost rental and low-cost home ownership customers (S4B does not have any of these), asking for their views against the following TSMs:**

- **TP01: Overall satisfaction**
- **TP02: Satisfaction with repairs**
- **TP03: Satisfaction with time taken to complete most recent repair**
- **TP04: Satisfaction that the home is well-maintained**
- **TP05: Satisfaction that the home is safe**
- **TP06: Satisfaction that the landlord listens to tenant views and acts upon them**
- **TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them**
- **TP08: Agreement that the landlord treats tenants fairly and with respect**
- **TP09: Satisfaction with the landlord's approach to handling complaints**
- **TP10: Satisfaction that the landlord keeps communal areas clean and well-maintained**
- **TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods**
- **TP12: Satisfaction with the landlord's approach to handling anti-social behaviour**

## 3) Access to the survey

In order to reach as many tenants as possible, the survey information and guidance notes were translated into 7 languages, which are the most used in Brunswick.

The survey was also made available to be completed online and was added for direct access via smartphone and tablet. Links were text out to all tenants mobile phone on, as well as being promoted in the newsletter and by staff.

The survey was promoted via specific E-bulletin email allow people to complete the survey online via the link.

A paper survey was created and made available to all tenants.

Access to the survey was made available on the S4B website. A phone number for the office was also provided on the survey for any tenants who wanted to complete the survey over the phone, or if they required a telephone translation service.

Residents were asked to not try and avoid “neither” and summarise if they were overall more or less happy

### **Incentives**

To encourage the completion of the survey, a prize draw was advertised for which all respondents (one per household) were given the opportunity to win one of 3 shopping vouchers to the value of £50.

### **Results**

The results are outlined in the order provided to tenants and as specified by the Regulator of Social Housing. .

### **Overall Satisfaction**

Overall Satisfaction is a key measure for Brunswick PFI showing the summary of tenant’s opinions on services but also providing 1 of the 2 contractual questions.

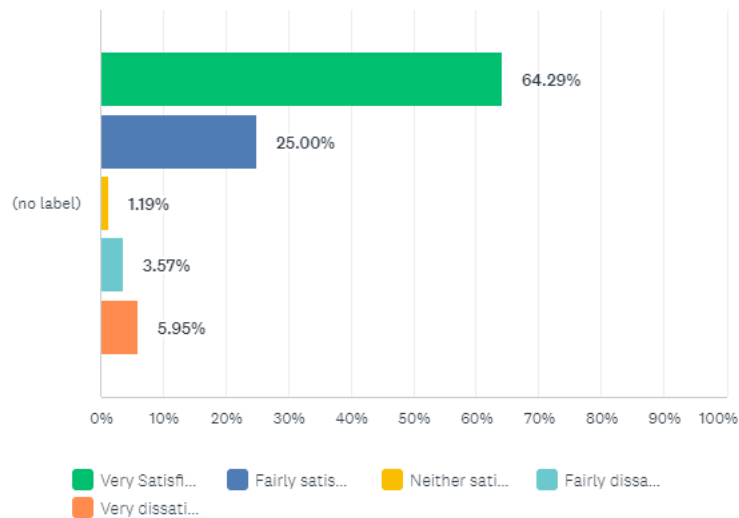
#### **TP01 Overall Satisfaction for ‘*Services provided by S4B*’ was 89.29%**

*(KPI target of 83% in 2023)*

In 2022 this overall satisfaction by all residents was 89.43% and in 2020 this was 86.3 %. (But these measures included those stating “neither” as satisfied).

Taking everything into account, how satisfied or dissatisfied are you with the service provided by S4B?

Answered: 84 Skipped: 0

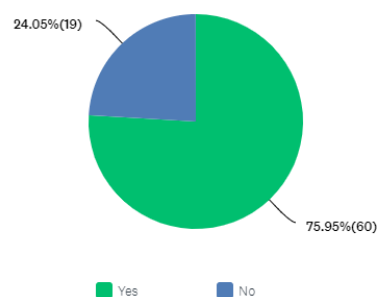


## Satisfaction with repairs

This that despite large scale refurbishment of Brunswick under the PFI, with almost 75% of those tenants who responded had received repairs in the last 12 months, up from 69% last year.

Has S4B carried out a repair to your home in the last 12 months? (if no go to Q6)

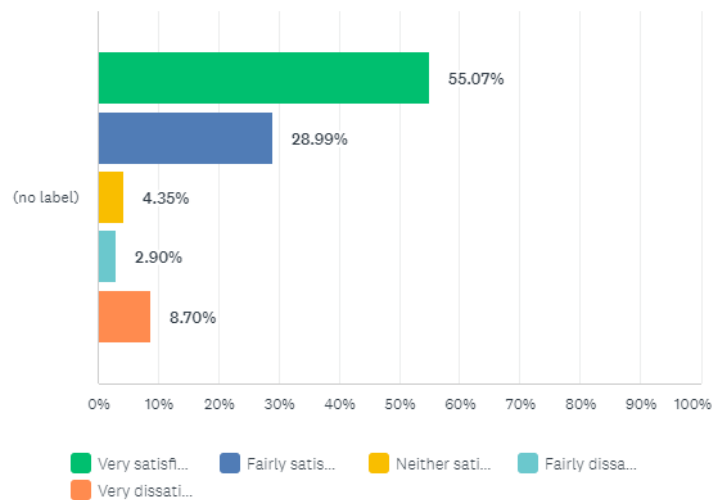
Answered: 79 Skipped: 5



**TP02 Overall repairs satisfaction with those who received repairs in the last 12 months showed that over 84.06% are very or fairly satisfied with the repairs service received. With 8.70% very dissatisfied.**

If yes, how satisfied or dissatisfied are you with the overall repairs service you have received to your home from S4B over the last 12 months?

Answered: 69 Skipped: 15

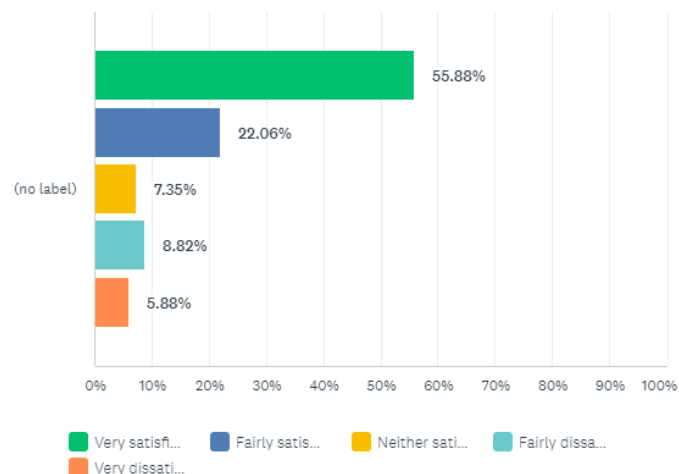


**TP03 The satisfaction with the time taken to complete the most recent repairs was 77.94%,** including those very and fairly satisfied with the repair time frame.

But just over 5.88% were very dissatisfied with the time taken. Details on comments from individual addresses can be found to address the issues of these repairs and these have been logged as jobs for action by the repairs team. This will also be included within the action plan for 2025.

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

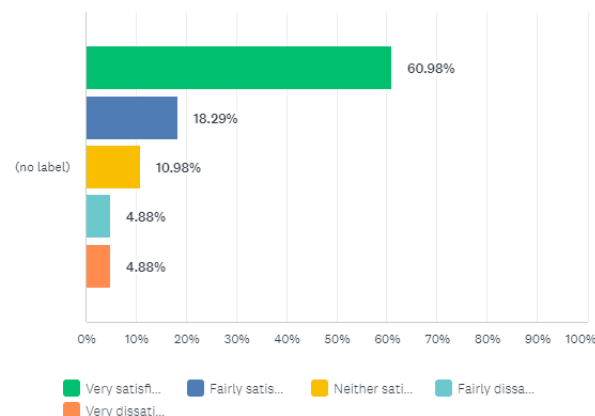
Answered: 68 Skipped: 16



**TP04 The satisfaction level is 79.27% including those fairly and very satisfied.** The level of satisfaction of the homes of tenants in Brunswick is high as you would expect following the investment, refurbishment, and regeneration of the Brunswick PFI. Those most dissatisfied will be a focus of the action plan to resolve outstanding concerns which have led to this.

How satisfied or dissatisfied are you that S4B provides a home that is well-maintained?

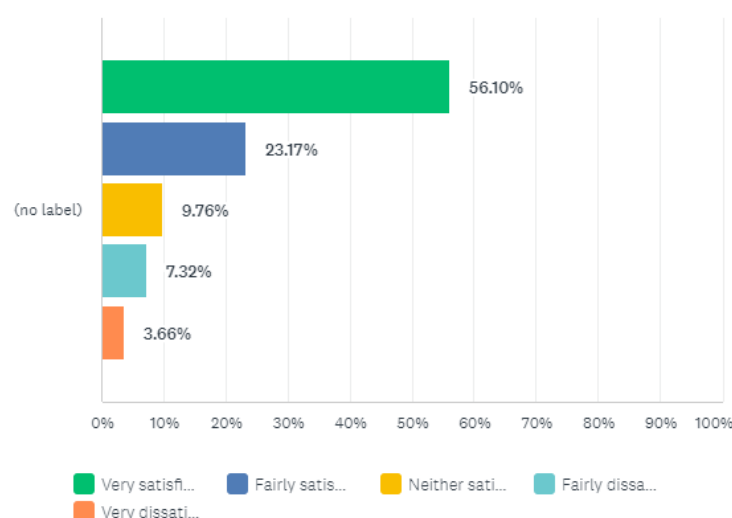
Answered: 82 Skipped: 2



**TP05 Tenants views of the safety of their home shows a high level of satisfaction at 79.27% including those very and fairly satisfied.** However, of concern and for investigation under the action plan is the 3.66% who are very dissatisfied and 7.32% fairly dissatisfied, that their property condition or building is safe. This will be included in the 2024 action plan to explore the data to extract which buildings are noted as concern and inspect.

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that S4B provides a home that is safe?

Answered: 82 Skipped: 2





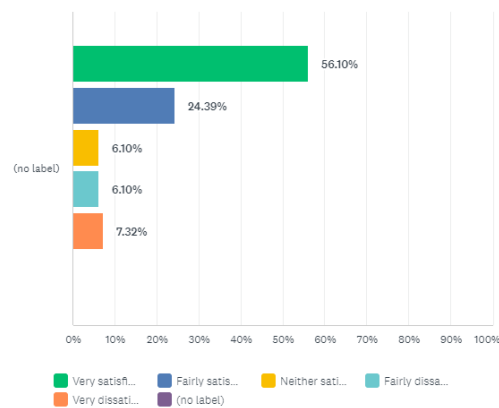
## Communication

**TP06 The survey showed that 80.39% were very or fairly satisfied with S4B listening and acting upon the views of tenants but 7.32% were very dissatisfied.**

Tenants were surveyed if they felt S4B listened to their views and acted upon the information. This will form a focus of the action plan for S4B to give feedback from residents exploring new ways and routes to do this.

How satisfied or dissatisfied are you that S4B listens to your views and acts upon them?

Answered: 82 Skipped: 2

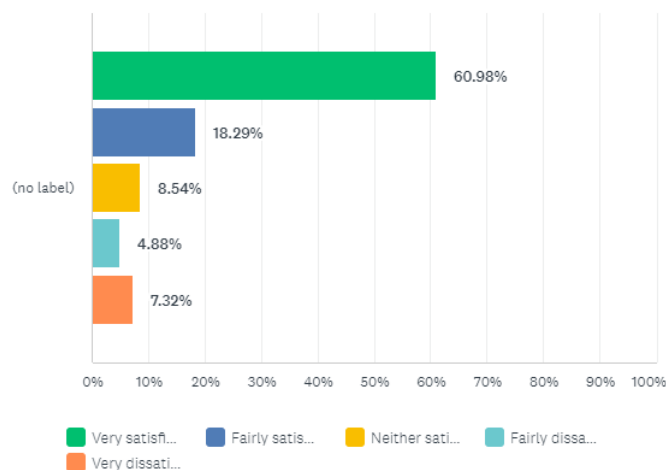


**TP07. 79.27%, this survey showed very high proportion of tenants were very or fairly satisfied with the information provided by S4B.**

Tenant feedback in 2024 showed that S4B tenants feel well informed about things most important to them, but those 7.32% who are very dissatisfied will inform service improvement.

How satisfied or dissatisfied are you that S4B keeps you informed about things that matter to you?

Answered: 82 Skipped: 2

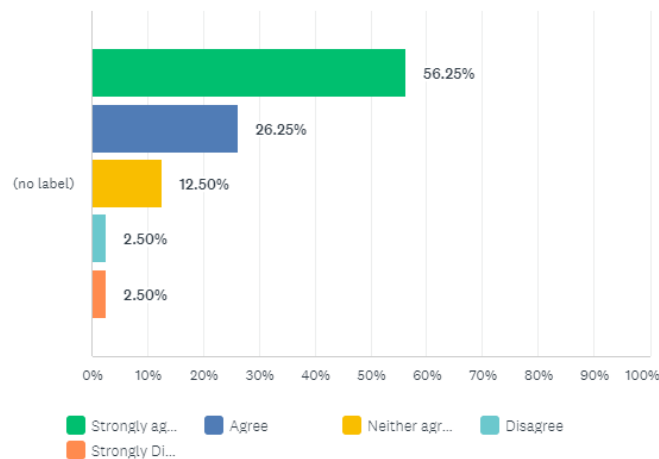


## Resident Involvement

**TP08 The survey showed that 82.50% were very or fairly satisfied that S4B treated tenants fairly and with respect.** Tenants provided very positive feedback that they felt treated fairly and with respect.

To what extent do you agree or disagree with the following? “S4B treats me fairly and with respect.”

Answered: 80 Skipped: 4

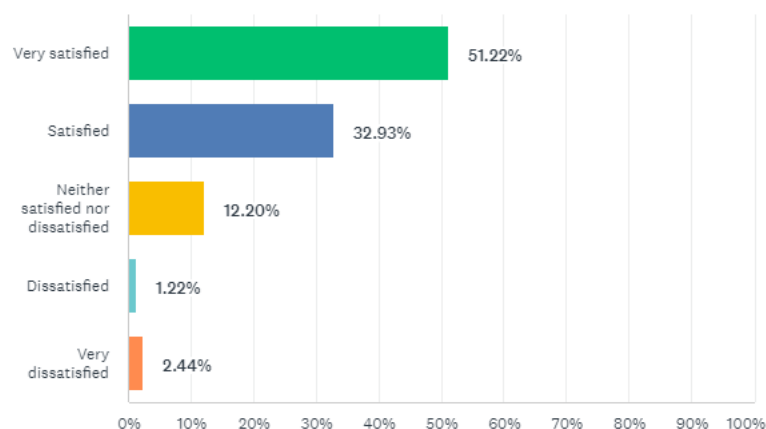


Tenant involvement in S4B was surveyed as part of the Tenant Satisfaction survey and forms a contractual key performance indicator (however targets for 2024 were not yet agreed).

- **Satisfaction for ‘Opportunities available for resident involvement in Brunswick’ was 84.15% (KPI target of 70% in 2023)**

How satisfied or dissatisfied are you with the opportunities available for resident involvement in your area?

Answered: 82 Skipped: 2

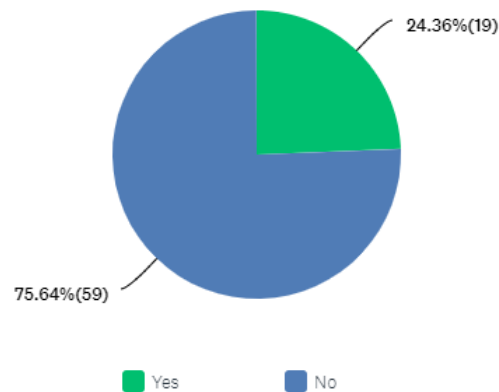


## Complaints

Tenants were surveyed on complaints. 24.36% made a complaint in the last year.

Have you made a complaint to S4B in the last 12 months? (If no got to Q14)

Answered: 78 Skipped: 6

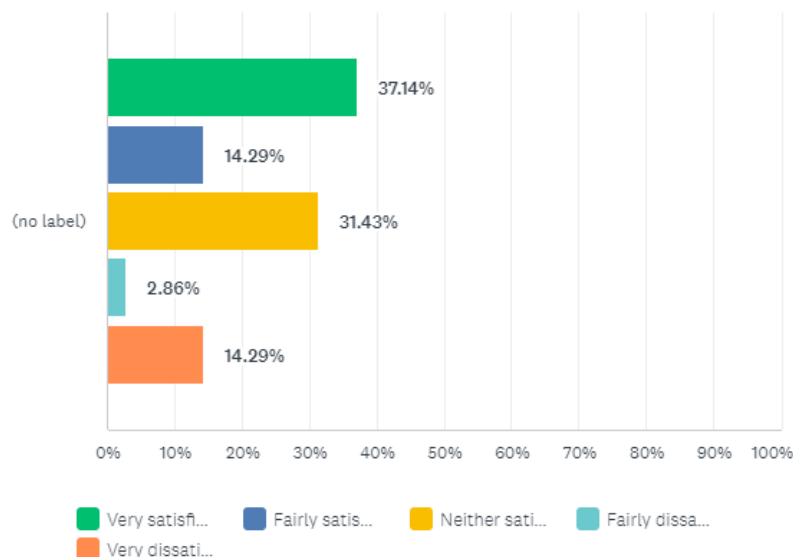


### TP09 51.43% were satisfied with S4B approach to complaints

Of the tenants who made a complaint it is important to note that 14.29% remained dissatisfied with the approach to complaints. This area will need to be included in the action plan for 2025

If yes, how satisfied or dissatisfied are you with S4B's approach to complaints handling?

Answered: 35 Skipped: 49



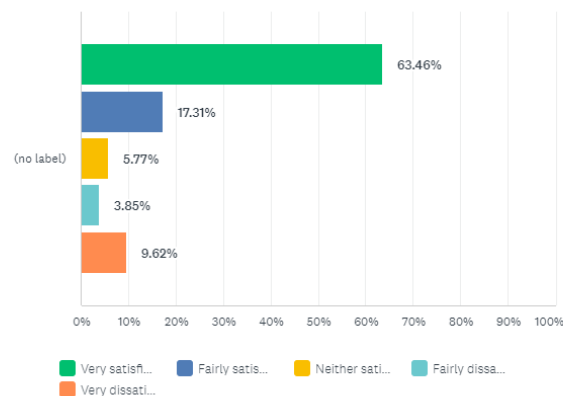
## TP10 Communal area Services

Tenants were surveyed about the communal areas within blocks of Brunswick. This showed that 54.43% lived in a building with a communal

TP10 Tenant satisfaction of 80.77% of residents felt at these communal areas are clean and well maintained. Demonstrating a very high standard of communal area management and tenant perception of this. The 9.62% very dissatisfied offer an focus are for continued improvement

If yes, how satisfied or dissatisfied are you that S4B keeps these communal areas clean and well-maintained?

Answered: 52 Skipped: 32



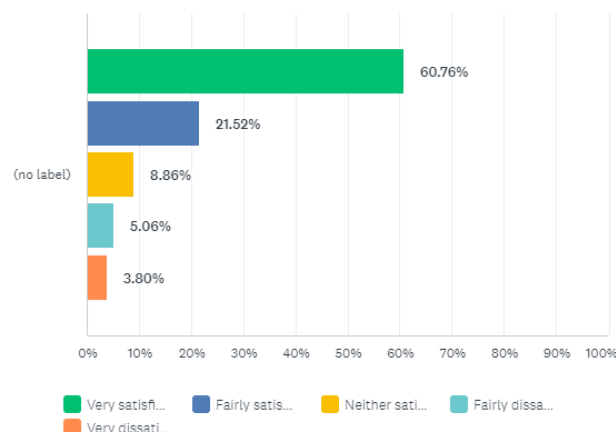
## Neighbourhood Management

**TP11 The survey showed that 82.28% were very or fairly satisfied with S4B's neighbourhood management**

Tenants were survey on how S4B managed the neighbourhood and if S4B makes a positive contribution to the neighbourhood. The survey showed a very high satisfaction of neighbourhood management, and positive impact.

How satisfied or dissatisfied are you that S4B makes a positive contribution to your neighbourhood?

Answered: 79 Skipped: 5

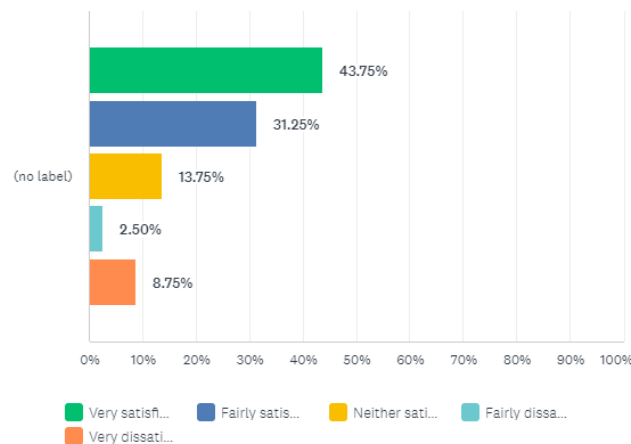


**TP12. Satisfaction with the landlord's approach to handling anti-social behaviour 75% either very or fairly satisfied by the S4B approach to ASB.**

Tenants affected by Anti-Social Behaviour were asked about their feedback on the approach taken by S4B With only 11.39% of tenants surveyed making an ASB complaint in the last year.

How satisfied or dissatisfied are you with S4B's approach to handling anti-social behaviour?

Answered: 80 Skipped: 4

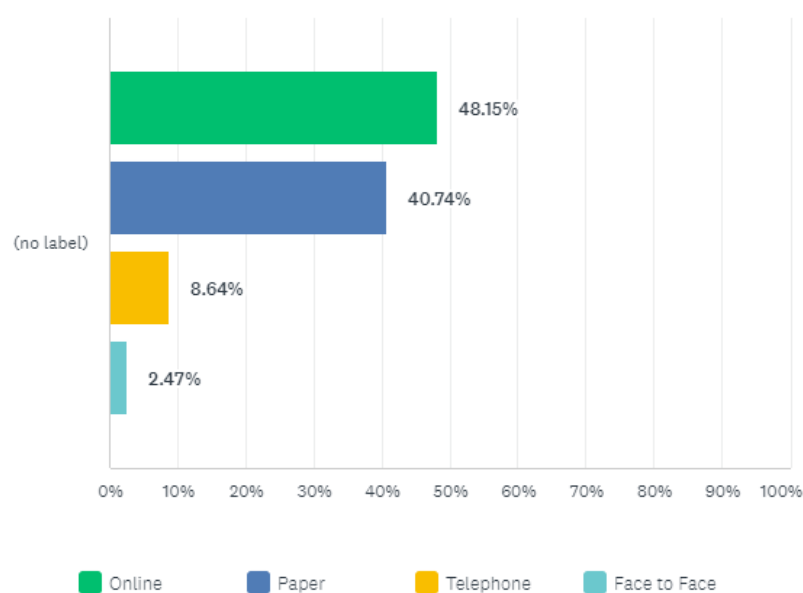


**Completion Methodology**

The survey was completed using different methods. With 48.15% completed online, 40.74% returned in paper surveys and 8.64% on the phone.

**Survey Method**

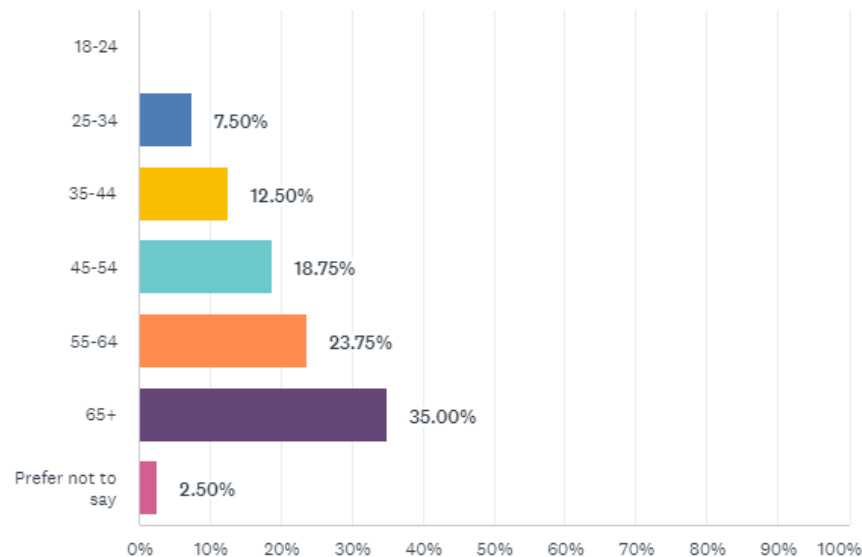
Answered: 81 Skipped: 3



The age range of those completing the surveys showed that responses from younger residents was limited with none from those 18-24. Offering an area for improvement in the action plan for 2025 focusing on getting stronger responses from our younger tenants.

### What age bracket best describes you?

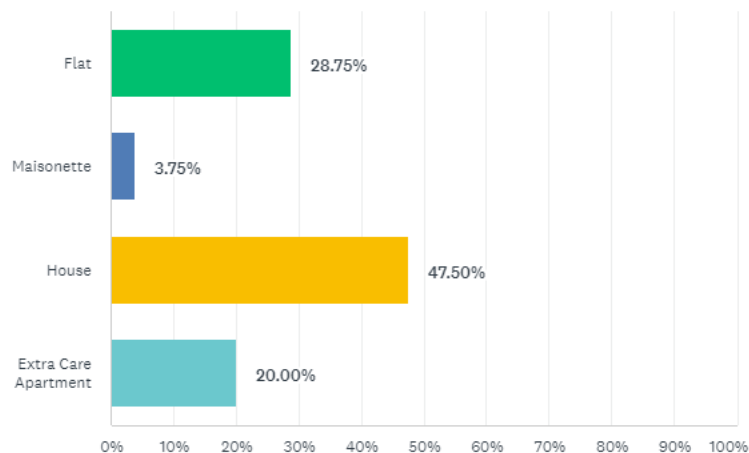
Answered: 80 Skipped: 4



Tenants responded from a range of different property types with the most responses coming from houses which make up the majority of the stock in Brunswick. The Extra Care provided a strong response from the single scheme.

### What type of property do you live in?

Answered: 80 Skipped: 4



## **Summary and Next Steps**

In order to use the information collected from this S4B annual satisfaction survey all the feedback and comments will be summarised and included in an action plan for 2025. The comments provided will inform the Neighbourhood Action plan which will be produced in 2025. This plan goes beyond the contract requirements to ensure that all S4B partners use the feedback from residents to enhance the services and delivery. The action plan will extract areas of focus for improvement and act as a focus for service improvement. Outcomes from the action planning will be shared with Manchester City Council via the Neighbourhood Management meeting.

A change notice to formalise this new approach is required with the Brunswick PFI

Benchmarking work will be available via the Regulator to allow the comparison of data provided compares with other social housing provider. Manchester City Council will be able to provide feedback on how S4B compares to MCC Housing Services and other PFI areas.

The 2024 Tenants Satisfaction Measures Survey provides some very good areas of satisfaction in S4B services and some areas for improvement.

Overall Satisfaction is exceptionally high and shows that the delivery of local services has reached satisfaction levels of 89%

Neighbourhood Management Satisfaction is very high along with high satisfaction for communal cleaning services. Also, tenants are happy with communication and feel well informed. The survey also shows very high satisfaction with involvement in Brunswick.

There are areas for focus under the action plan will be with those most dissatisfied with complaints, repairs, maintenance and not feeling their home is safe. More in depth resident scrutiny groups maybe needed to explore the more complex issues of repairs satisfaction. Or direct contact with those addresses most dissatisfied to understand concerns.

There is a need to ensure greater scales of engagement in the TSM surveys to increase the volumes of residents in 2025. A focus on getting younger residents under 34 involved in the TSM will be an area for the 2025 action plan also. Along with a clear publishing of "you said, we did".

The Satisfaction Survey 2025 is a good news story and good levels of satisfaction and many positive elements, especially the feedback on neighbourhood management, communication, and cleaning.

As required the TSM survey results will be published on the S4B website and shared in the S4B newsletter once agreed by Manchester City Council this will allow the feedback to be communicated to residents in detail.

The successes and positive overall feedback will be communicated in the S4B newsletter and via the S4B website. As well as announcing the prize draw winners to encourage participation in future surveys.

Whilst the S4B Satisfaction Survey only provides a snapshot annually, the information collated helps to inform all parts of the business and will be shared across S4B to allow for continued improvement.