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| Tenant satisfaction measuresAbbeyfield BERKHAMSTED AND HEMEL HEMPSTEAD SOCIETYREPORT 2023-2024 |
| Company NameStreet AddressTown/city, postcodePhoneEmail |



## Abbeyfield Berkhamsted and Hemel Hempstead Society

### **What is the TSM (Tenant Satisfaction Measures)**

The survey consisted of questions that are a specific to the relation of the home the tenant resides in and are set by the Regulator of Social Housing (RSH).

**Results of the 2023/24 Abbeyfield Berkhamsted and Hemel Hempstead Society Residents’ Survey and our response**

**The society received 87.5% response to the survey which was sent out to the residents across all three houses (Annett House, Sibleys Orchard and St Mary’s House).**

**Each resident was provided a paper copy of the survey to complete.**

**During the period of the survey 32 residents resided within the society and 28 residents responded. The survey was completed between the period of 5th January 2024 and 28th March 2024.**

The results from this year’s survey show that 93% of residents who responded are satisfied with the service provided by Abbeyfield.

#### Results of the survey

Question 1

*Taking everything into account, how satisfied or dissatisfied are you with the service provided by Abbeyfield Berkhamsted and Hemel Hempstead Society?*

**Taking everything into account, how satisfied or dissatisfied are you with the**

**Data shown in number of residents.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied |
| 20 | 6 | 1 | 1 | 0 |

Note: Response actuals based on returns from 28 residents within the society

Question 2erything into account, how satisfied or dissatisfied are you with the service provided b

*Has Abbeyfield Berkhamsted and Hemel Hempstead Society carried out a repair to your home in the last 12 months?*

**Data shown in number of residents.**

|  |  |
| --- | --- |
| Yes | No |
| 17 | 11 |

Note: Response actuals based on returns from 28 residents within the society.

*If yes, ‘How satisfied or dissatisfied are you with the overall repairs service from Abbeyfield Berkhamsted and Hemel Hempstead Society over the last 12 months?*

**Data shown in number of residents.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied |
| 8 | 7 | 9 | 0 | 0 |

Note: Response actuals based on returns from 24 residents within the society

Question 3

*How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?*

**Data shown in number of residents.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied |
| 14 | 7 | 3 | 4 | 0 |

Note: Response actuals based on returns from 28 residents within the society

Question 4

*How satisfied or dissatisfied are you that Abbeyfield Berkhamsted and Hemel Hempstead Society provides a home that is well maintained?*

**Data shown in number of residents.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied |
| 17 | 10 | 1 | 0 | 0 |

Note: Response actuals based on returns from 28 residents within the society

Question 5

*Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Abbeyfield?*

**Data shown in number of residents.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied |
| 17 | 9 | 2 | 0 | 0 |

Note: Response actuals based on returns from 28 residents within the society

Question 6

*How satisfied or dissatisfied are you that Abbeyfield Berkhamsted and Hemel Hempstead Society listens to your views and acts upon them?*

**Data shown in number of residents.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied |
| 14 | 10 | 2 | 2 | 0 |

Note: Response actuals based on returns from 28 residents within the society

Question 7

*How satisfied or dissatisfied are you that Abbeyfield Berkhamsted and Hemel Hempstead Society keeps you informed about things that matter to you?*

**Data shown in number of residents.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied |
| 14 | 9 | 4 | 1 | 0 |

Note: Response actuals based on returns from 28 residents within the society

Question 8

To what extent do you agree or disagree with the following Abbeyfield *Berkhamsted and Hemel Hempstead Society treats me fairly and with respect?*

**Data shown in number of residents.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied |
| 21 | 4 | 3 | 0 | 0 |

Note: Response actuals based on returns from 28 residents within the society

Question 9

*Have you made a complaint to Abbeyfield Berkhamsted and Hemel Hempstead Society in the last 12 months?*

**Data shown in number of residents.**

|  |  |
| --- | --- |
| Yes | No |
| 7 | 21 |

Note: Response actuals based on returns from 28 residents within the society.

*If yes, ‘How satisfied or dissatisfied are you with’ Abbeyfield Berkhamsted and Hemel Hempstead Society’s approach to complaints handling?*

**Data shown in number of residents.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied |
| 7 | 1 | 6 | 0 | 0 |

Note: Response actuals based on returns from 14 residents within the society

Question 10

*Do you live in a building with communal areas, either inside or outside, that Abbeyfield Berkhamsted and Hemel Hempstead Society is responsible for maintaining?*

If yes, ‘How satisfied or dissatisfied are you that Abbeyfield Berkhamsted and Hemel Hempstead Society keeps these communal areas clean and well maintained?

**Data shown in number of residents.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied |
| 15 | 9 | 3 | 1 | 0 |

Note: Response actuals based on returns from 28 residents within the society

Question 11

*How satisfied or dissatisfied are you that Abbeyfield Berkhamsted and Hemel Hempstead Society makes a positive contribution to your neighbourhood?*

**Data shown in number of residents.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied | Not applicable/Do not know |
| 9 | 4 | 5 | 1 | 0 | 9 |

Note: Response actuals based on returns from 28 residents within the society

Question 12

*How satisfied or dissatisfied are you with Abbeyfield Berkhamsted and Hemel Hempstead Society’s approach to handling anti-social behaviour?*

**Data shown in number of residents.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very satisfied  | Fairly satisfied  | Neither satisfied nor dissatisfied | Fairly dissatisfied  | Very dissatisfied | Not applicable/Do not know |
| 10 | 1 | 4 | 2 | 0 | 11 |

Note: Response actuals based on returns from 28 residents within the society

***Responses to the equality opportunity questionnaire***

***What is your gender?***

**Data shown in number of residents.**

|  |  |  |
| --- | --- | --- |
| Male | Female | Prefer not to say |
| 8 | 20 | 0 |

Note: Response actuals based on returns from 28 residents within the society

***What is your age?***

**Data shown in number of residents.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 55-65 | 66-75 | 76-85 | 86 and older | Prefer not to say |
| 0 | 2 | 11 | 15 | 0 |

Note: Response actuals based on returns from 28 residents within the society

***Which of the following best describes your current relationship status?***

**Data shown in number of residents.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Married | Widowed | Divorced | Separated | In a domesticPartnership or civil union | Single  | Prefer not to say |
| 0 | 19 | 2 | 1 | 0 | 5 | 1 |

Note: Response actuals based on returns from 28 residents within the society

***Do you consider yourself to have a disability?***

**Data shown in number of residents.**

|  |  |  |
| --- | --- | --- |
| Yes | No | Prefer not to say |
| 15 | 13 | 0 |

Note: Response actuals based on returns from 28 residents within the society

***What is your ethnicity?***

|  |  |  |  |
| --- | --- | --- | --- |
| White, British | White, Irish | White, Other | Mixed- White and Black Caribbean |
| 28 | 0 | 0 | 0 |

|  |  |  |  |
| --- | --- | --- | --- |
| Mixed- White and Black African | White and Asian | Asian or Asian British-Indian | Asian or Asian British-Pakistani |
| 0 | 0 | 0 | 0 |

|  |  |  |  |
| --- | --- | --- | --- |
| Asian or Asian British-Bangladeshi | Asian or Asian British- Chinese | Black or Black British- Caribbean | Black or Black British- African |
| 0 | 0 | 0 | 0 |

|  |  |  |  |
| --- | --- | --- | --- |
| Any other Asian background | Any other Black background | Arab | Other |
| 0 | 0 | 0 | 0 |

Note: Response actuals based on returns from 28 residents within the society

**Areas for Improvement**

Though the overall results are overwhelmingly positive we still have reviewed the results to identify any key themes for improvement.

While the results were largely positive, the following themes were identified with corresponding actions for improvement recognised.

* Engagement with the local area.
* Management of anti-social behaviour in the house.
* Improve the internal knowledge level of information required/wanted by residents.

**Comment from the Board**

We welcome all feedback from our residents and will continue to review our services and practices to ensure the best possible environment for all residents. In the last year, the society achieved a 94.9% response (129 out of 136) against our non-responsive repair’s timescale and 87.5% (7 out of 8) against our emergency response timescale.

Within our society we are committed to providing the best possible services within our scope and are driven to meet the needs of all where possible. We pride ourselves that we are fully compliant with the housing sector and intend to continue to be so.