



North  
Tyneside  
Council

# Social Housing Regulation & Tenant Satisfaction Perception Survey

Secure Sub-Committee

4 February 2025

# Context

- Social Housing (Regulation) Act 2023 received Royal Assent on 20 July 2023.
- The Act builds on the:
  - I. Changes identified in the wake of the Grenfell Tower tragedy in 2017
  - II. Social Housing White Paper 2020: the charter for social housing residents
  - III. Awab Ishaq – Prevention of future deaths report
- The Act aims to drive up social housing standards, providing safe warm and decent homes.

# Inspection

- From 1 April 2024 there is a new way that we will be regulated on our social housing. Once we have been inspected, within 4 years, we will be given a grade between C1-C4 judged against four key standards:
  - A. The Safety and Quality Standard
  - B. The Transparency, Influence and Accountability Standard
  - C. The Neighbourhood and Community Standard
  - D. The Tenancy Standard
- The new standards will make sure we:
  - I. ensure our tenants are safe in their homes
  - II. listen to our tenants' complaints and respond quickly to put things right
  - III. are accountable to our tenants and treat them with fairness and respect
  - IV. know more about the condition of every home and the needs of the people who live in them
  - V. collect and use data effectively across a range of areas, including repairs
- Tenant Satisfaction Measures (TSMs) will also be used to assess our performance

<b>Grading</b>	<b>Description</b>
C1	Our judgement is that overall the landlord is delivering the outcomes of the consumer standards. The landlord has demonstrated that it identifies when issues occur and puts plans in place to remedy and minimise recurrence.
C2	Our judgement is that there are some weaknesses in the landlord delivering the outcomes of the consumer standards and improvement is needed.
C3	Our judgement is that there are serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed.
C4	Our judgement is that there are very serious failings in the landlord delivering the outcomes of the consumer standards. The landlord must make fundamental changes so that improved outcomes are delivered.

# How others are doing

- Local Authorities on average are being scored at C3 – serious failings and significant improvement needed
- Only one at C1 (Barnsley Council) and one at C4 (London Borough of Newham)
- In the region:
  - I. Northumberland were part of pilot but still unpublished as had failings they are yet to rectify
  - II. Gateshead due inspected in January 2025
  - III. Newcastle City Council rated as a C3
  - IV. Gentoo C1 rating

# Safety and Quality Standard

- We have a clear programme of investment to maintain decency
- We have invested more resources in tackling condensation, damp and mould including more staff trained on HHSRS assessment
- Our repairs service performs well and there is good customer satisfaction
- A strong corporate response to dealing with H&S – gas, fire, legionella, electrical

But....

- Our electrical inspection regime needs to be refreshed (money in the plan – 18 months); and,
- Our stock condition data needs renewed (money in the plan – 36 months)

# Transparency, Influence and Accountability Standard

- Renewed approach to customer complaints
- New tenant engagement strategy and engagement hub
- New tenant governance
- Equality Impact Assessment process fully imbedded

But....

- Continued work on involvement
- Our information to tenants could be better
- Need to make sure we are using our tenant profile to inform all decisions
- Performance reporting needs strengthened

# Neighbourhood and Community Standard

- NEAT streets having an impact
- Strong partnership working within Safer North Tyneside
- Domestic Abuse Housing Accreditation (DAHA)

But.....

- We can still do more to improve tenant perception of our services
- Communicate our successes



# Tenancy Standard

- We understand housing need – a clear strategy
- A new Lettings Policy
- Tenancy Strategy – secure tenancies
- Tackling tenancy fraud
- Rent Policy and tenancy sustainment team making a difference to tenants

But.....

- Need to make sure strategies and policies remain up to date; and,
- That teams on the ground are implementing

# Tenant Satisfaction Perception Survey

- Perception survey to be completed annually
- 12 questions
- Completed between 23 September and 20 November 2024
- Sent to 5,000 tenants (representative sample of our tenants)
- 1,018 returns
- Final response rate of 20% and a margin of error of  $\pm 2.95\%$
- Positive set of results and direction of travel

# Headline – Tenant Perception Measures for 2024/25

Tenant Satisfaction measure (Perception)	2023/24	2024/25 Topline figures rounded %'s		2023/24 Headline report Nov 2024 - Average Median	2023/24 Headline report Nov 2024 – Median Benchmark for Local Authorities
Overall tenant satisfaction (TPO1)	69%	<b>71%</b>		71.3%	68.2%
Satisfaction with repairs (TP02)	70.2%	<b>70%</b>		72.3%	70.5%
Satisfaction with time taken to complete most recent repair (TP03)	65%	<b>67%</b>		67.4%	66.1%
Satisfaction that home is well maintained (TP04)	66.2%	<b>67%</b>		70.8%	66.9%
Satisfaction that the home is safe (TP05)	69.4%	<b>74%</b>		76.7%	73.5%
Satisfaction that the landlord listens to tenants views and acts upon them (TP06)	48.4%	<b>50%</b>		60.4%	55.8%
Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)	60.1%	<b>63%</b>		70.3%	67.0%
Satisfaction that the landlord treats tenants fairly and with respect (TP08)	69.7%	<b>71%</b>		76.8%	73.5%
Satisfaction with the landlord’s approach to handling complaints (TP09)	33.1%	<b>42%</b>		34.5%	29.1%
Satisfaction that the landlord keeps communal areas clean and well maintained (TP010)	54.4%	<b>57%</b>		65.1%	63.1%
Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP011)	51.8%	<b>54%</b>		63.1%	59.5%
Satisfaction with the landlord’s approach to handling anti-social behaviour (TP012)	43.5%	<b>52%</b>		57.8%	54%

# What's next?

- Full self-assessment against standards to be taken to Cabinet and Landlord Panel – March 2025
- Report any potential compliance gaps to the regulator and tenants
- Programme Board and Improvement action plan in place and progress will be reported through Lead Member
- Inspection within next three years