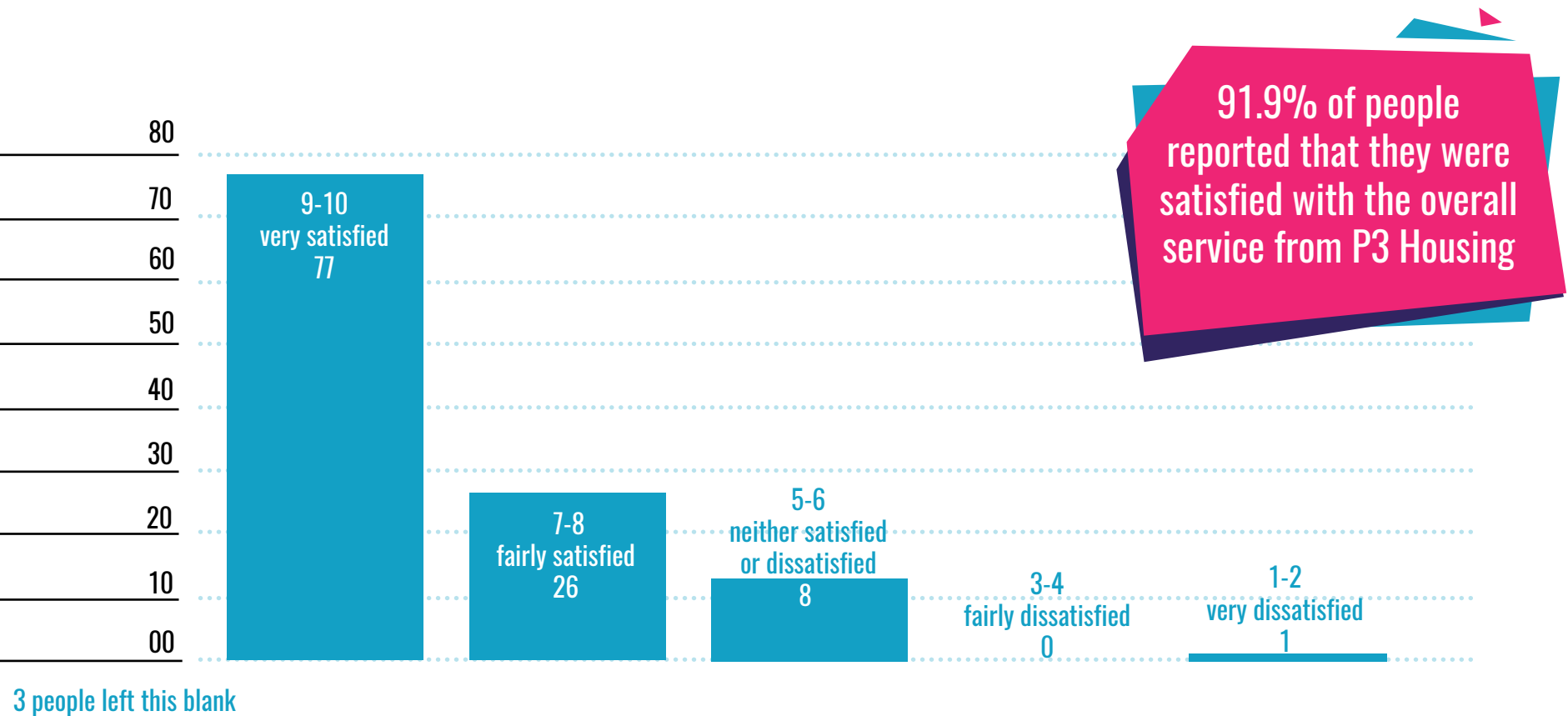




TSM Survey Results 2023/24

Q1: Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?
115 responses to date.



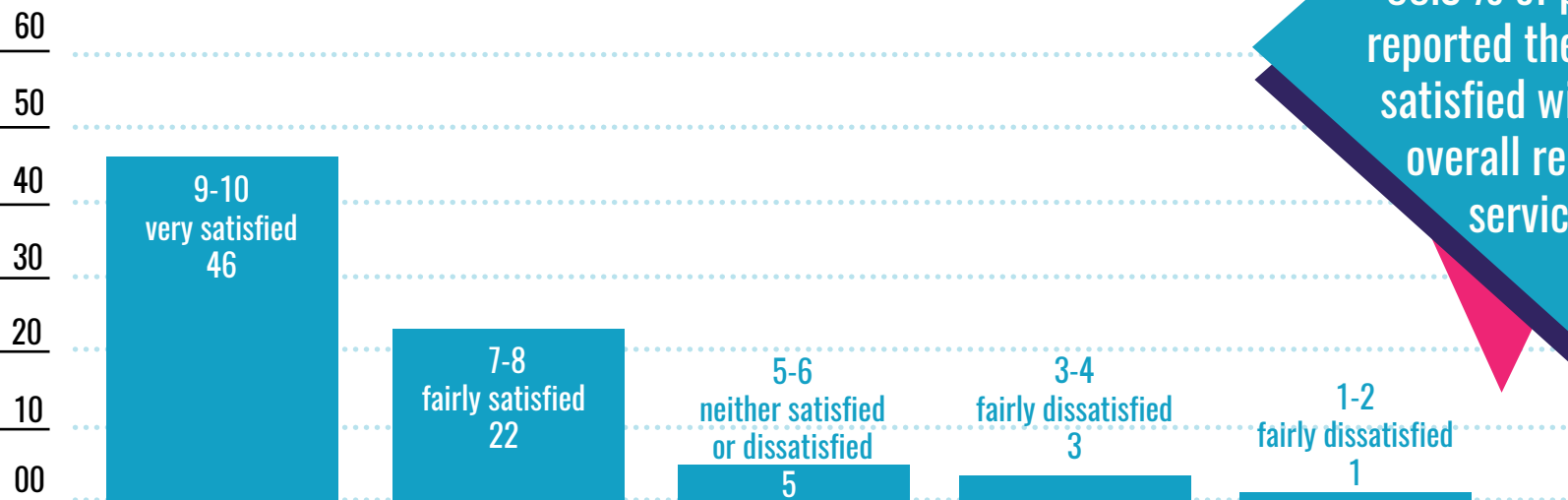


TSM Survey Results 2023/24

Q2: Has your land carried out a repair to your home in the last 12 months?

77 people responded
'Yes' to this question

Q3: How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?



88.3% of people reported they were satisfied with the overall repairs service



TSM Survey Results 2023/24

Q4: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

85.7%
of people reported
they were satisfied with
time taken to complete
repairs





TSM Survey Results 2023/24

Q5: Can you provide more details on how we could improve our repairs service based on your experience with us?
Of the 77 people who had reported a repair, we received the following feedback:

26 people were satisfied with the service with no suggestions for improvement.

1 commented on the standard of the repair.

Some of the comments included:
'The service was flawless',
'No Complaints',
'Excellent', 'Very happy',
'Efficient' and
'Carry on with what you're doing'.

16 people gave feedback and suggestions on how the service could be improved; breakdown as follows:

1 person said
'It's perfect, whenever I've raised a repair, it has been done as soon as possible'.

1 person said,
'Repair was carried out promptly after being reported'.

- 10 people said, 'Repairs could be done quicker'.
- 2 people said they were left without heating and hot water due to the repair taking too long and suggested they would like to see more maintenance men.
- 1 person said, 'Took six weeks to fix a radiator through winter'.
- 2 people would like more direct communication with maintenance, more notice or for them to book well in advance.
- 1 person said their repair took 4 people to fix.

TSM Survey Results 2023/24

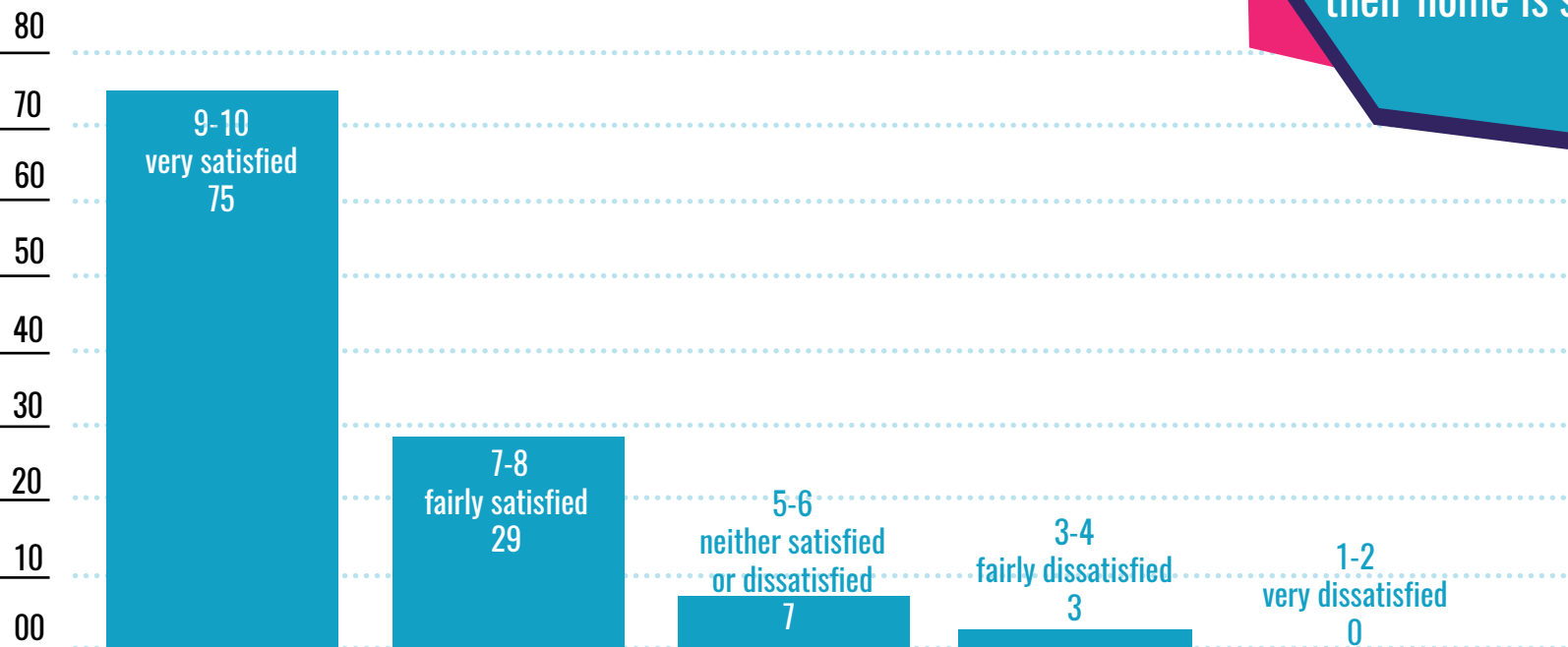
Q6: How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?



TSM Survey Results 2023/24

Q6: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

91.2% of people were satisfied that their home is safe

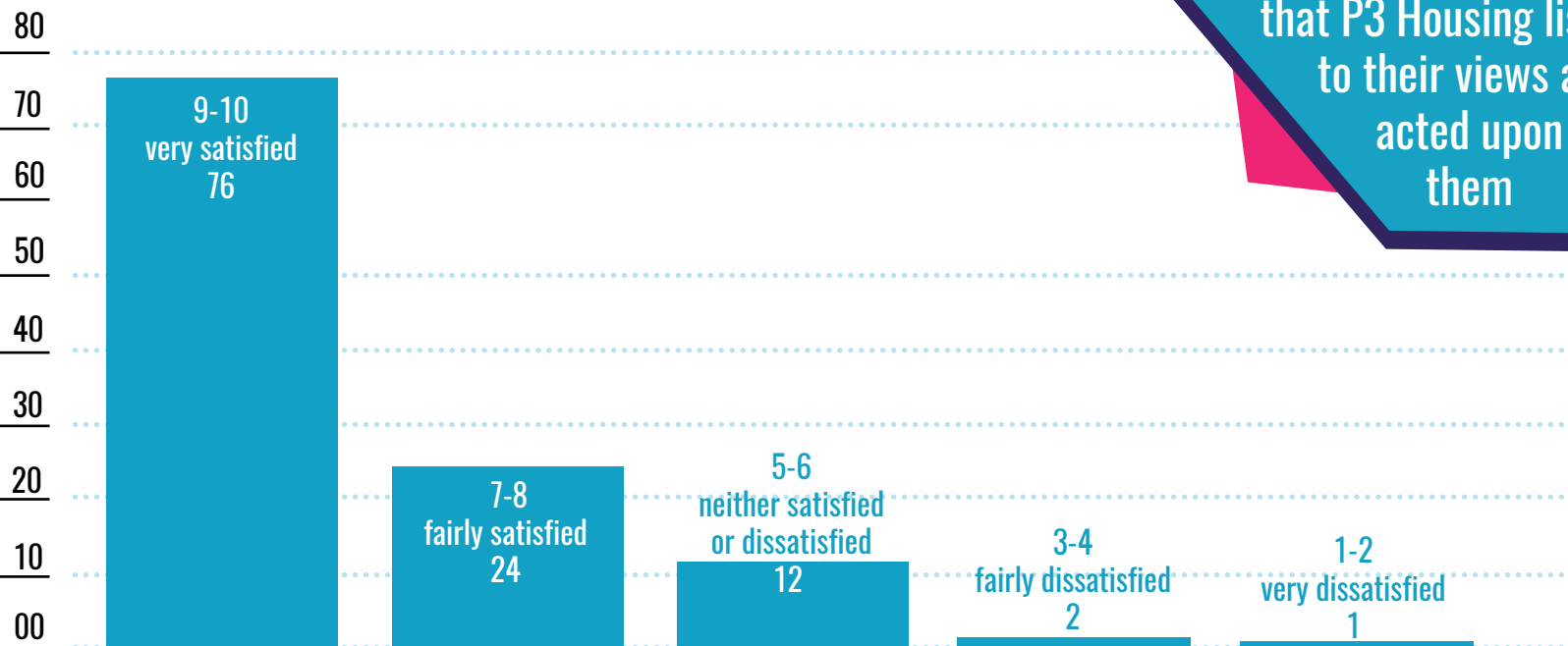


1 people left this blank



TSM Survey Results 2023/24

Q7: How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

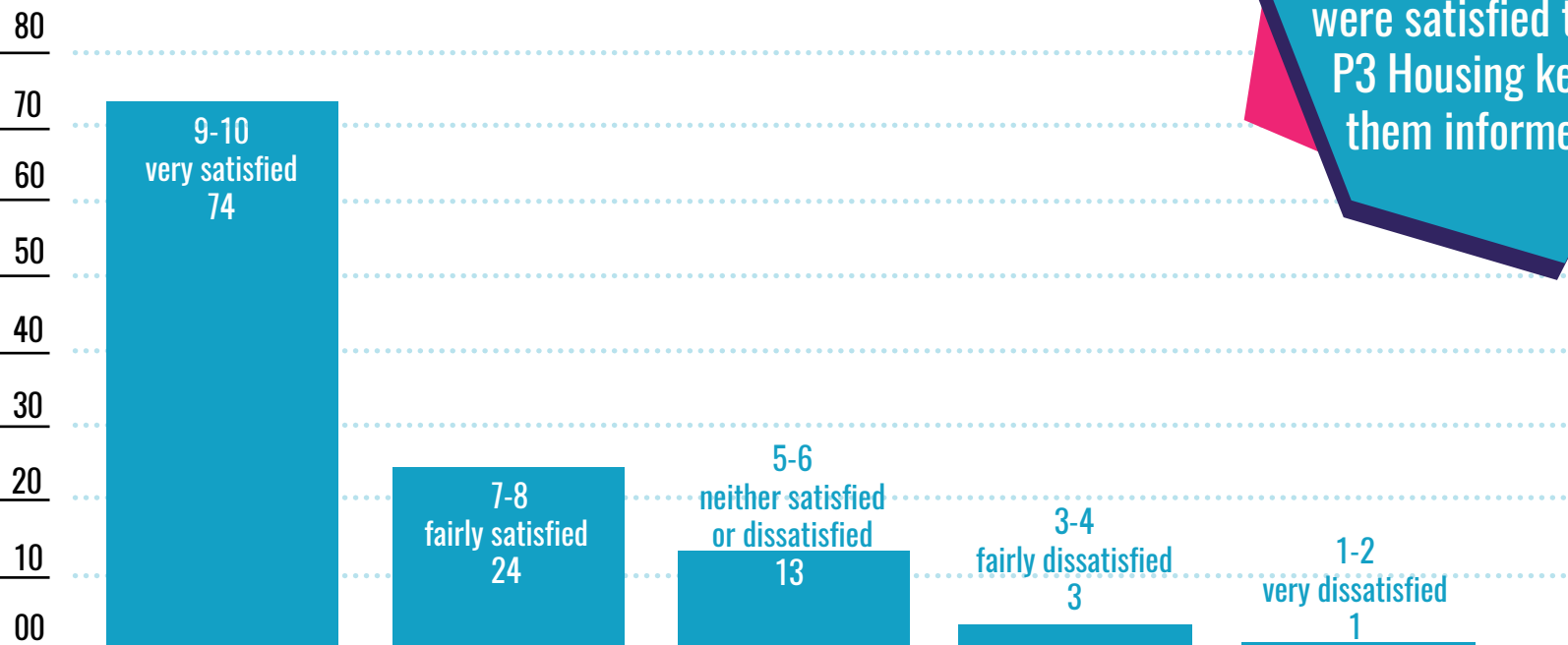


86.9% were satisfied that P3 Housing listened to their views and acted upon them



TSM Survey Results 2023/24

Q8: How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

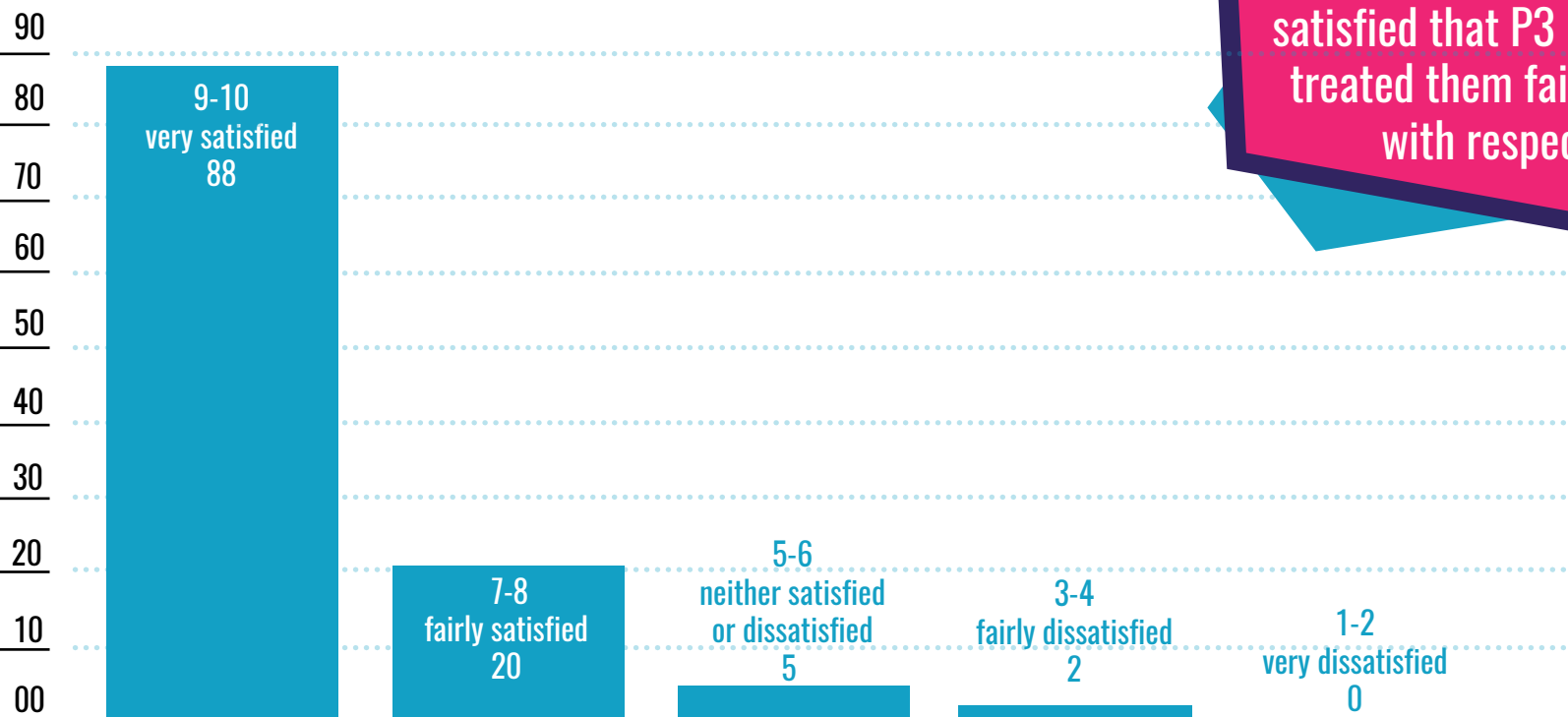


85.2% of people were satisfied that P3 Housing kept them informed



TSM Survey Results 2023/24

Q9: To what extent do you agree or disagree with the following?
“My landlord treats me fairly and with respect.”



93.9% of people were satisfied that P3 Housing treated them fairly and with respect



TSM Survey Results 2023/24

Q10: Do you know how to raise a complaint to us?

101 responded
with 'Yes'.

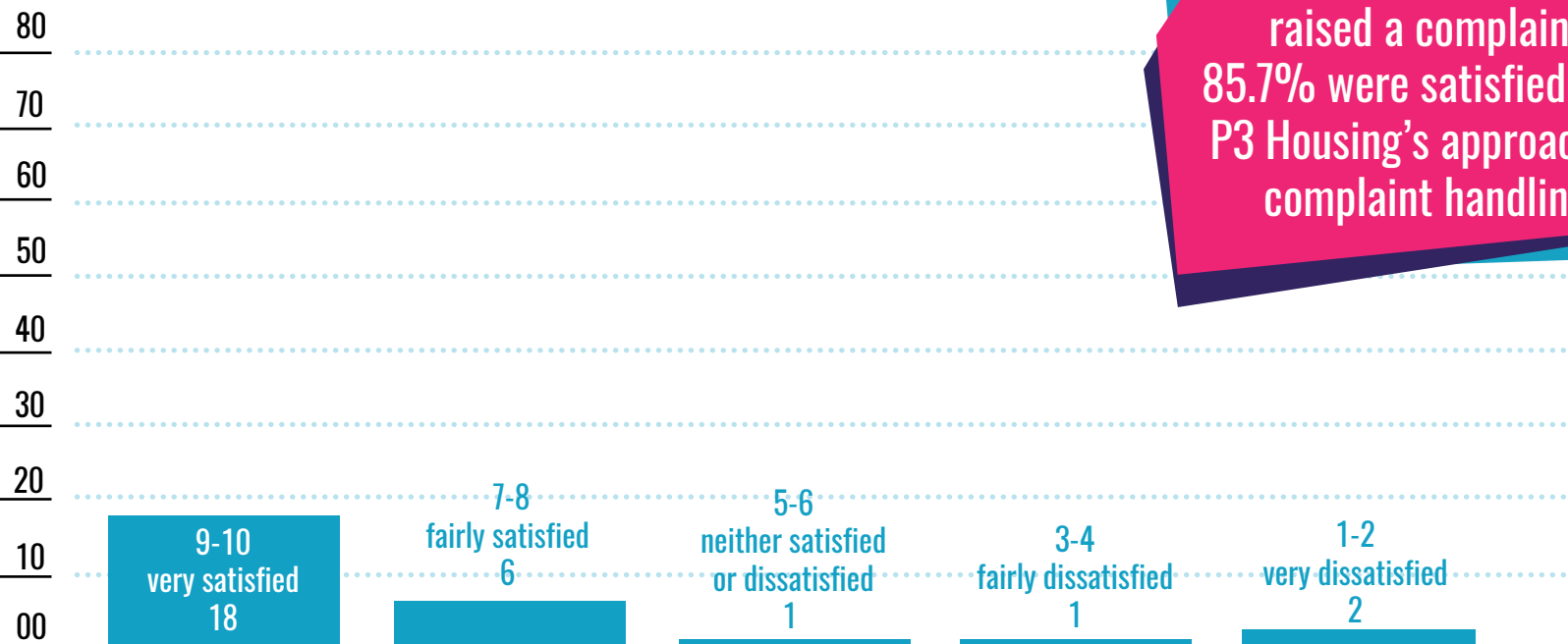
Q11: Have you made a complaint to your landlord in the last 12 months?

28 responded
with 'Yes'.



TSM Survey Results 2023/24

Q12: How satisfied or dissatisfied are you with your landlord's approach to complaints handling?



Of the 28 people that raised a complaint 85.7% were satisfied with P3 Housing's approach to complaint handling



TSM Survey Results 2023/24

Q13: Can you provide more details on how we could improve our complaints handling process based on your experience with us?

14 people were satisfied with the way their complaint was handled.

Some other comments included, 'complaint was dealt with quick and efficiently', 'Happy with the complaints process', 'Acted upon it straight away', 'Fantastic'.

2 people said staff don't listen and nothing gets done.

1 person said, 'Put more effort in to get things sorted'.

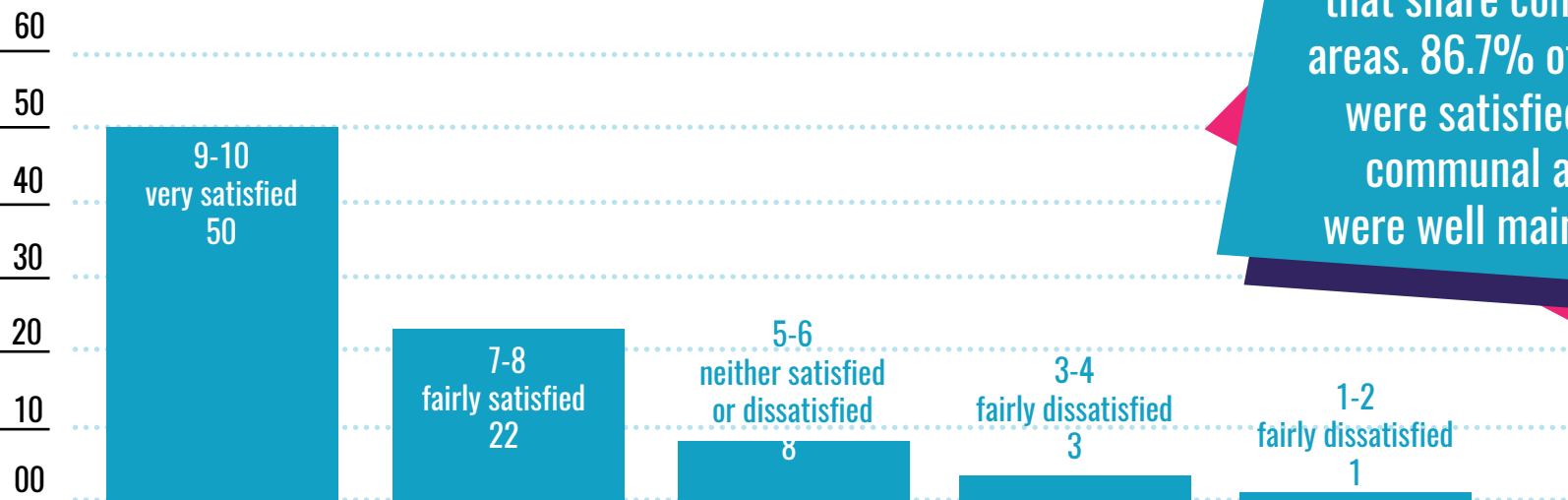
2 people suggested providing direct contact to escalate to a manager.

TSM Survey Results 2023/24

Q14: Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

83 people responded with 'Yes'.

Q15: How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?



Of the 83 people that share communal areas, 86.7% of people were satisfied that communal areas were well maintained



TSM Survey Results 2023/24

Q16: Can you provide more details on your experience around our communal areas and their standards or on how we could improve them?

Of the 83 people we received the following feedback:

35 people were satisfied that communal areas are well-maintained with no suggestions for improvement.

6 people said they clean themselves.

2 people suggested we teach people a life skill or run a course so people can clean up after themselves.

2 people commented on how the service could be improved with suggestions for some aids and adaptations.

3 people suggested kitchens and bathrooms need improving, updating, and maintaining better.

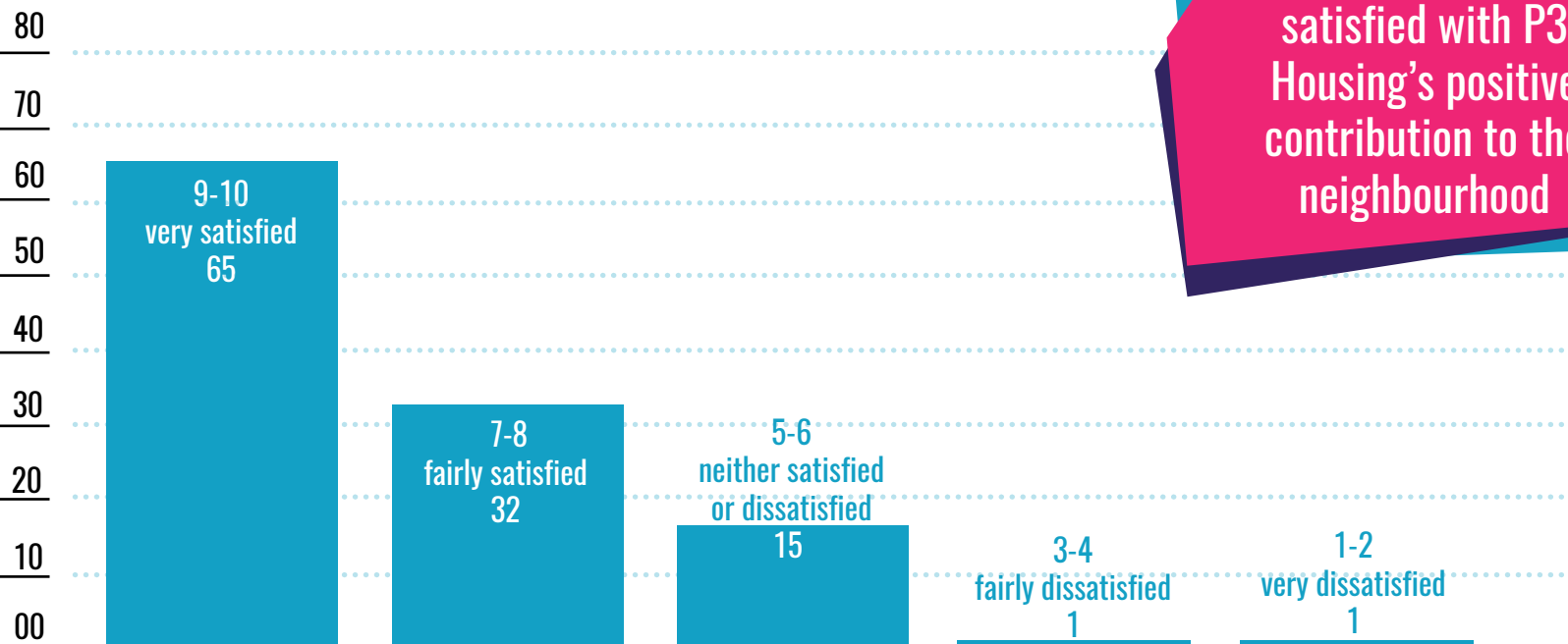
4 people said gardens need to be maintained better. Weeds are overgrown. Make plants more colourful.

Some other comments included 'hostels dirty and needs to be cleaned more often', 'Everywhere fantastic, always clean tidy, and up to scratch'.



TSM Survey Results 2023/24

Q17: How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?



85% of people were satisfied with P3 Housing's positive contribution to the neighbourhood

1 people left this blank



TSM Survey Results 2023/24

TSM Technical requirements – Management Information

Gas Safe Checks – 100%

Fire Risk Assessments – 97.7%

Asbestos surveys – 63.3%

Legionella assessments – 100%

Lifts safety surveys – 100%

ASB cases – 10

ASB including hate incidents – 2

Complaints – 0

Non emergency repairs completed in timescale – 75.5%

Emergency repairs completed in timescale – 87.9%

Proportion of homes that do not meet the Decent Homes Standard – 0%