

## Vine Housing Co-operative

### April 2023 - March 2024 Tenant Satisfaction Measures

1. Vine Housing Co-operative ("the Co-op") is publishing Tenant Satisfaction Measures (TSMs) for 1 April 2023/31 March 24. We are publishing TSMs in line with the [guidance published](#) by the Regulator of Social Housing.
2. To develop the TSMs, the Co-op:
  - a. Conducted an anonymous tenant perception survey. The Co-op contacted all members via email asking them to complete the survey. This survey was conducted between July and October 2023 using Google Forms. 32 responses to the survey were received. This represents a response rate of approximately 40% of the then number of tenants at the time the survey was conducted.
  - b. Used management information to develop TSMs. This draw on information provided by various sub-groups of the Co-op.
3. The Management Committee of the Co-op agreed in 2023 that this information would be published on the Co-op's website, in line with the requirement by the Regulator of Social Housing. Information will be provided directly to the Regulator if requested.
4. Information is provided below for each of the TSMs.
5. Outcome percentages are summarised at the end of the report

# Tenant Perception Measures

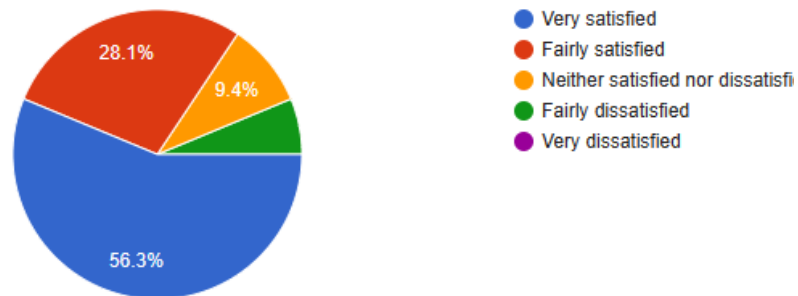
## TP01 Overall satisfaction with Vine Cooperative

TSM Calculation  $27 \div 32 \times 100 = 84.4\%$

Of the 32 responses, 27 indicated they were fairly or very satisfied.

1. Overall satisfaction: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Vine Housing Co-operative?

32 responses



## **TP02 Satisfaction with repairs**

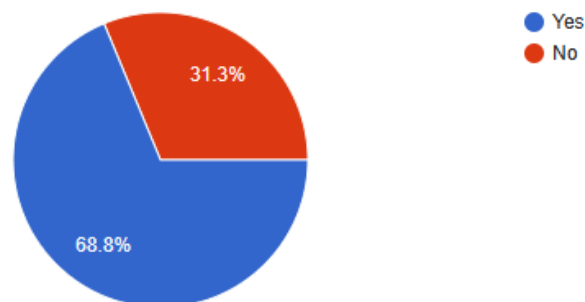
**TSM Calculation**  $21 \div 23 \times 100 = 91.3\%$

Of the 32 responses, 25 indicated they had had repairs completed in the last 12 months. 21 of those who had had repairs carried out were very satisfied or satisfied as to their quality. 2 were very dissatisfied and 2 were neither satisfied or dissatisfied.

2. Satisfaction with repairs: Has Vine Housing Co-operative carried out a repair to your home in the last 12 months?

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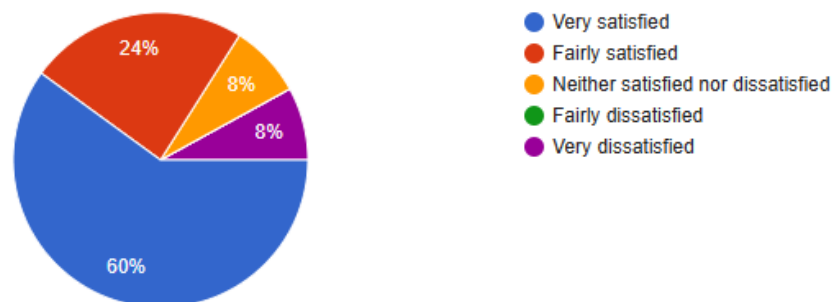
32 responses



3. Satisfaction with repairs: If yes to the above question, how satisfied or dissatisfied are you with the overall repairs service from Vine Housing Co-operative over the last 12 months?

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25 responses



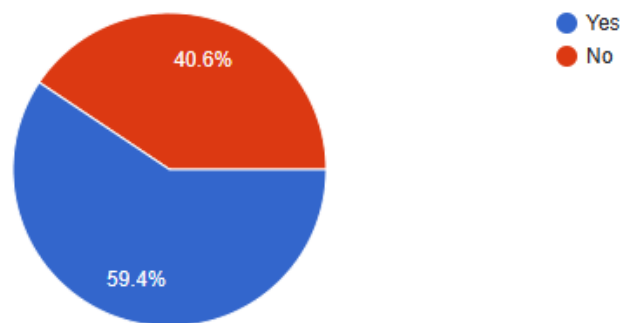
### **TP03 Satisfaction with time taken to complete most recent repair**

TSM Calculation  $17 \div 22 \times 100 = 77.3\%$

Of the 22 responses, 17 indicated they were fairly or very satisfied.

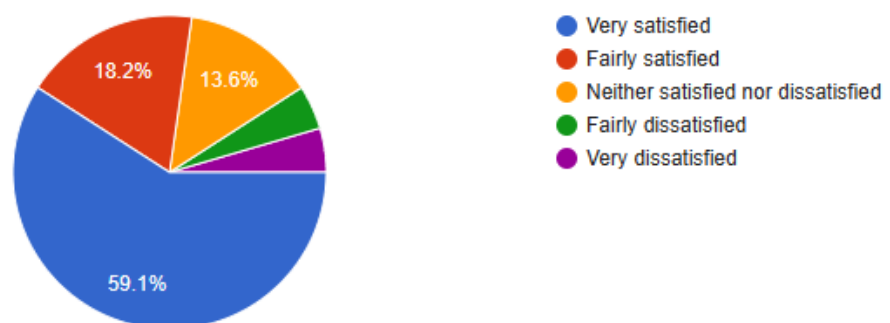
4. Satisfaction with time taken to complete most recent repair: Has Vine Housing Co-operative carried out a repair to your home in the last 12 months?

32 responses



5. Satisfaction with time taken to complete most recent repair: If yes to the above question, how satisfied or dissatisfied are you with the overall repairs service from Vine Housing Co-operative over the last 12 months?

22 responses



#### **TP04 Satisfaction that the home is well maintained**

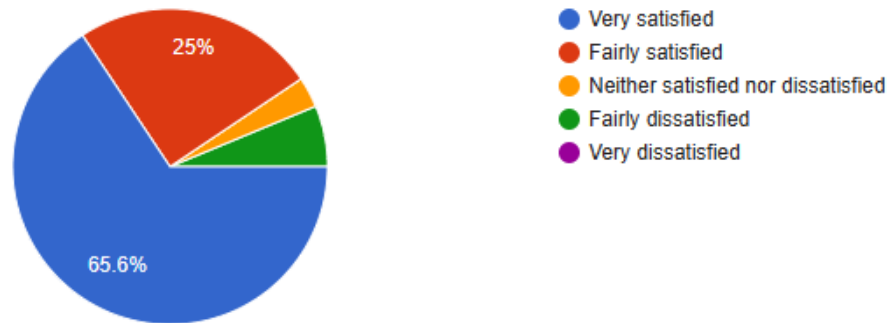
TSM Calculation  $29 \div 32 \times 100 = 90.6\%$

Of the 32 responses, 29 indicated they were fairly or very satisfied.

6. Satisfaction that the home is well maintained: How satisfied or dissatisfied are you that Vine Housing Co-operative provides a home that is well maintained?



32 responses



#### **TP05 Satisfaction that the home is safe**

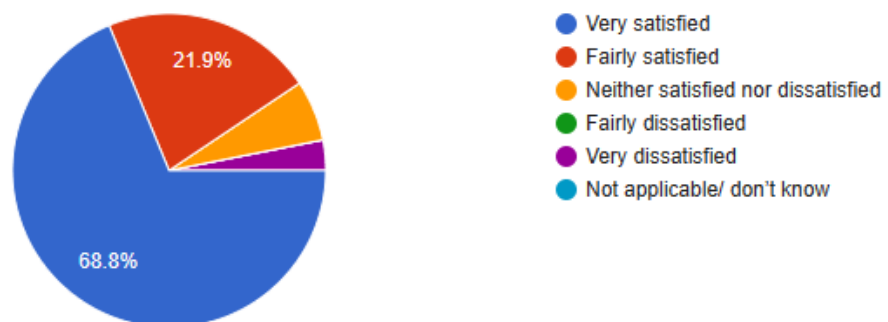
TSM Calculation  $29 \div 31 \times 100 = 93.5\%$

Of the 32 responses, 29 indicated they were fairly or very satisfied.

7. Satisfaction that the home is safe: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Vine Housing Co-operative provides a home that is safe?



32 responses



#### **TP06 Satisfaction that the landlord listens to tenant views and acts upon them**

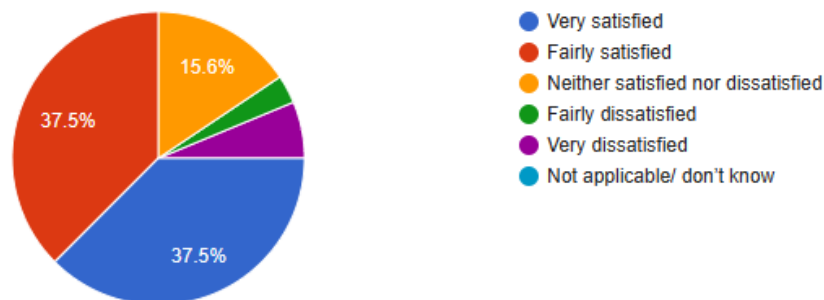
TSM Calculation  $24 \div 32 \times 100 = 75\%$

Of the 32 responses, 24 indicated they were fairly or very satisfied.

8. Satisfaction that the landlord listens to tenant views and acts upon them: How satisfied or dissatisfied are you that Vine Housing Co-operative listens to your views and acts upon them?



32 responses



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#### **TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them**

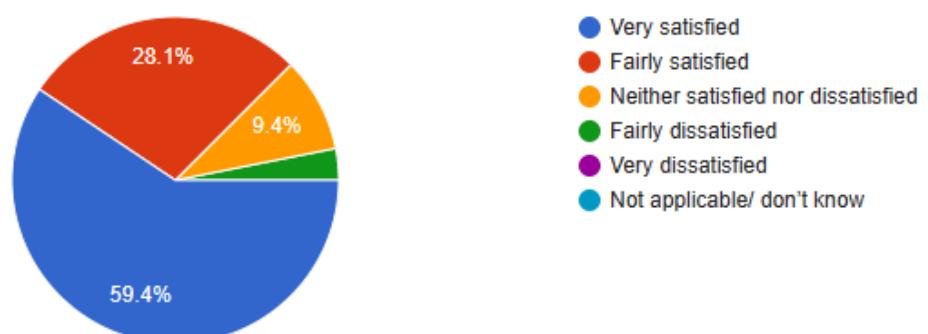
TSM Calculation  $28 \div 32 \times 100 = 87.5\%$

Of the 32 responses, 28 indicated they were fairly or very satisfied.

9. Satisfaction that the landlord keeps tenants informed about things that matter to them: How satisfied or dissatisfied are you that Vine Housing Co-operative keeps you informed about things that matter to you?



32 responses



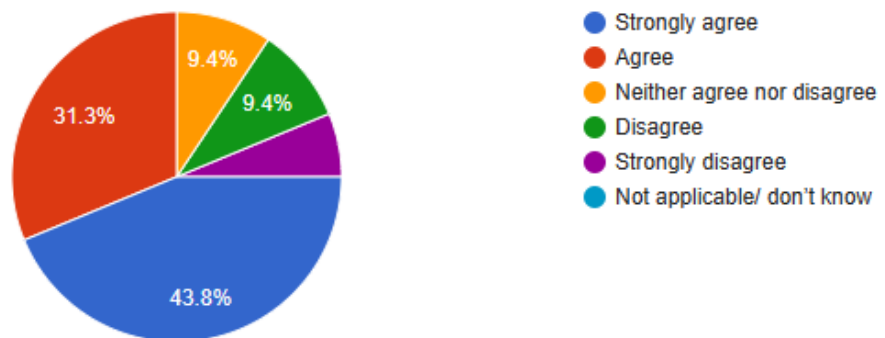
**TP08 Agreement that the landlord treats tenants fairly and with respect**

TSM Calculation  $24 \div 32 \times 100 = 75$

Of the 32 responses, 24 indicated they strongly agreed or agreed.

10. Agreement that the landlord treats tenants fairly and with respect: To what extent do you agree or disagree with the following "Vine Housing Co-operative treats me fairly and with respect"?

32 responses



## **TP09 Satisfaction with the landlord's approach to handling complaints**

TSM Calculation  $1 \div 2 \times 100 = 50\%$

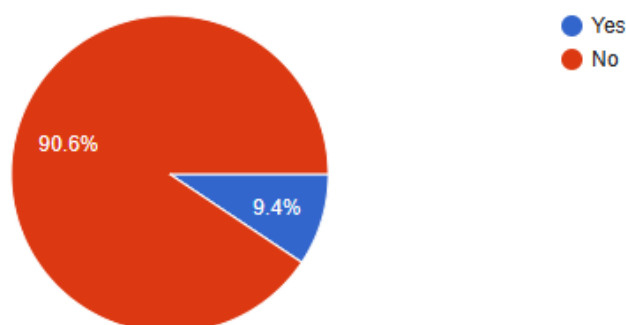
Of the 32 responses, 3 indicated they had made a complaint in the past 12 months.

Of 10 responses about the Co-op's handling of complaints, 4 indicated they were fairly satisfied, 4 indicated they were neither satisfied nor dissatisfied, and 2 indicated they were very dissatisfied.

\*NB Some respondents answered this question despite not having made a complaint making it difficult to calculate the TSM percentage. Given there is 40% view of fairly satisfied, 40% of neither satisfied nor dissatisfied, and 20% view of very dissatisfied, we extrapolate from that (for the TSM calculation) that out of 3 actual complaints; 1 person is fairly satisfied, 1 person is neither satisfied nor dissatisfied, and 1 person is very dissatisfied. Therefore,  $1 \div 2 \times 100 = 50\%$

### **11. Satisfaction with the landlord's approach to handling complaints: Have you made a complaint to Vine Housing Co-operative in the last 12 months?**

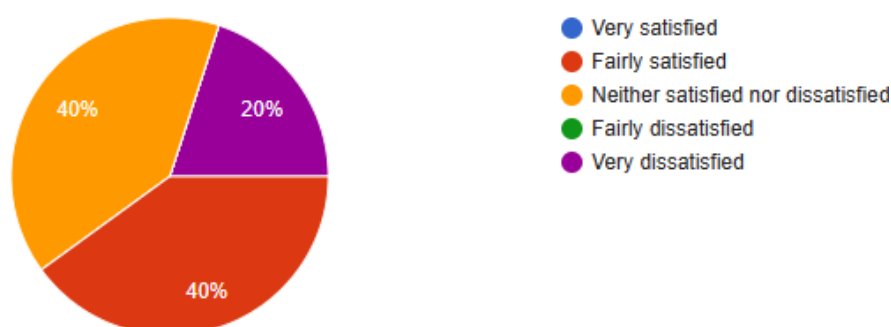
32 responses



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### **12. Satisfaction with the landlord's approach to handling complaints: If yes to the above question, how satisfied or dissatisfied are you with Vine Housing Co-operative's approach to complaints handling?**

10 responses





## **TP10 Satisfaction that the landlord keeps communal areas clean and well maintained**

TSM Calculation  $12 \div 19 \times 100 = 63.2\%$

Of the 32 responses, 19 indicated they lived in properties with communal areas that the Co-op was responsible for maintaining, whilst 13 indicated they did not.

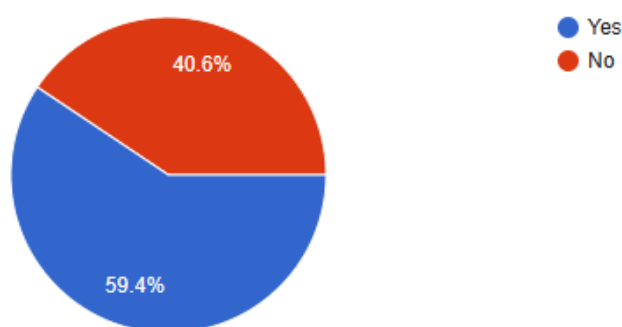
Of 21 responses about the quality of this maintenance, 12 indicated they were fairly or very satisfied.

13. Satisfaction that the landlord keeps communal areas clean and well maintained:



Do you live in a building with communal areas, either inside or outside, that Vine Housing Co-operative is responsible for maintaining?

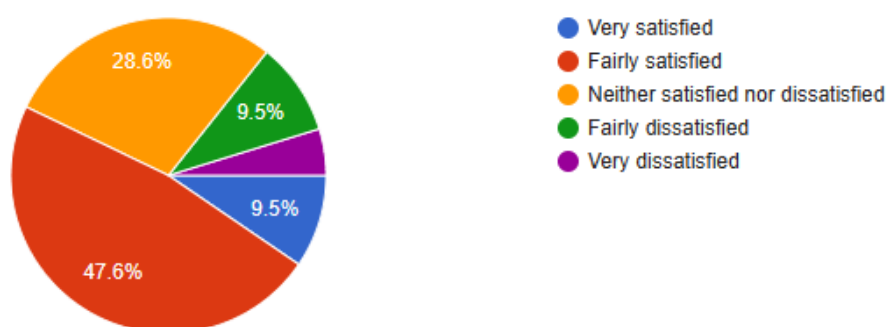
32 responses



14. Satisfaction that the landlord keeps communal areas clean and well maintained: If yes to the above question, how satisfied or dissatisfied are you that Vine Housing Co-operative keeps these communal areas clean and well maintained?



21 responses



### **TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods**

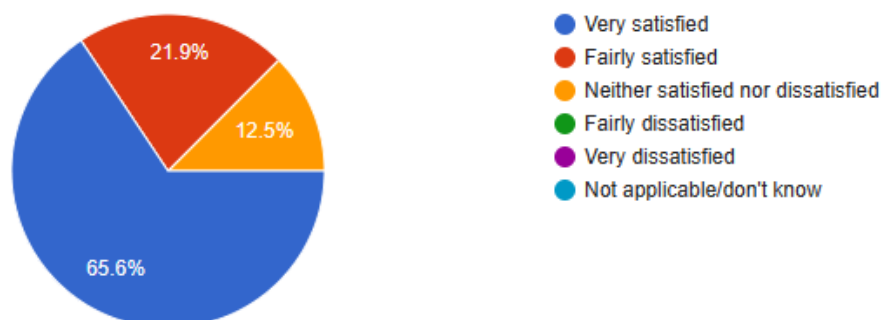
TSM Calculation  $28 \div 32 \times 100 = 87.5\%$

Of the 32 responses, 28 indicated they were fairly or very satisfied.

15. Satisfaction that the landlord makes a positive contribution to neighbourhood:  
How satisfied or dissatisfied are you that Vine Housing Co-operative makes a positive contribution to your neighbourhood?



32 responses



### **TP12 Satisfaction with the landlord's approach to handling anti-social behaviour**

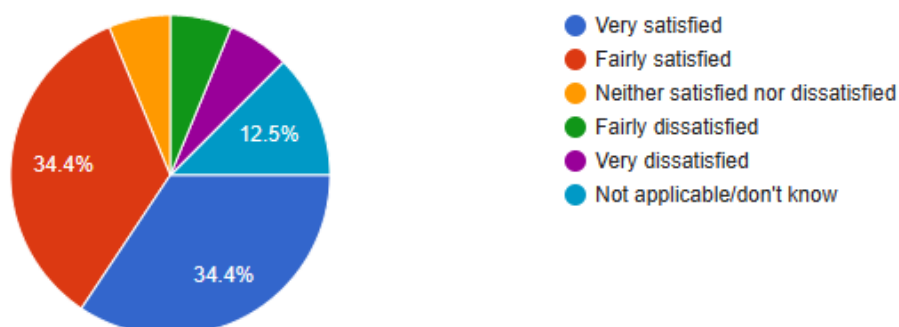
TSM Calculations  $22 \div 28 \times 100 = 78.6\%$

Of the 32 responses, 22 indicated they were fairly or very satisfied. 4 answered not applicable/ don't know.

16. Satisfaction with the landlord's approach to handling anti-social behaviour: How satisfied or dissatisfied are you with Vine Housing Co-operative's approach to handling anti-social behaviour?



32 responses



## TSMs generated from Management Information

### CH01 - Complaints relative to the size of the landlord

7 Complaints at Stage 1

TSM calculation  $7 \div 50 \times 100 = 14\%$

0 Complaints at Stage 2

TSM calculation  $0 \div 50 \times 100 = 0\%$

### CH02 - Complaints responded to within Complaint Handling Code timescales

TSM calculation  $7 \div 7 \times 100 = 100\%$

### NM01 - Anti-social behaviour cases relative to the size of the landlord

0 cases

TSM calculation 0%

### RPO1 - Homes that do not meet the Decent Homes Standard

0 homes TSM calculation 0%

Our dedication to quality extends to the installation of new or replacement kitchens and bathrooms, where we meticulously adhere to Decent Homes Standards, ensuring comfortable and safe living spaces for all residents.

### RP02 - Repairs completed within target timescale

1) Non-emergency  $72 \div 78 \times 100 = 92\%$

2) Emergency  $3 \div 3 = 100\%$

### BS01 - Gas safety checks - Proportion of homes for which all required gas safety checks have been carried out.

$50 \div 50 \times 100 = 100\%$

### BS02 - Fire safety checks - Proportion of homes for which all required fire risk assessments have been carried out.

**Unable to calculate TSM** as Maintenance Subgroup report this is under review and that communal houses benefit from yearly fire safety contracts, ensuring proactive measures to mitigate fire risks. Additionally, other buildings with communal areas receive regular fire safety advice, maintaining a comprehensive approach to fire prevention.

### BS03 - Asbestos safety checks

N/A No Vine properties contain asbestos, eliminating any associated health risks for our residents and staff.

### BS04 - Water safety checks

N/A no water tanks within the Coop

### BS05 - Lift safety checks

N/A no lifts within the Coop

## Overview of Findings

- Overall satisfaction = 84.4%
- Satisfaction with repairs = 91.3%
- Satisfaction with time taken to complete most recent repair = 77.3%
- Satisfaction that the home is well maintained = 90.6%
- Satisfaction that the home is safe = 93.5%
- Satisfaction that the landlord listens to tenant views and acts upon them = 75%
- Satisfaction that the landlord keeps tenants informed about things that matter to them = 87.5%
- Agreement that the landlord treats tenants fairly and with respect = 75%
- Satisfaction with the landlord's approach to handling complaints = 50%\* (***Complaints policy/procedures review planned for 2025***)
- Satisfaction that the landlord keeps communal areas clean and well maintained = 63.2% (**Outcome highlighted to Maintenance Subgroup**)
- Satisfaction that the landlord makes a positive contribution to neighbourhoods = 87.5%
- Satisfaction with the landlord's approach to handling anti-social behaviour = 78.6%
- Complaints relative to the size of the landlord = 14%
- Complaints responded to within Complaint Handling Code timescales = 100%
- Anti-social behaviour cases relative to the size of the landlord = 0%
- RPO1 - Homes that do not meet the Decent Homes Standard = 0%
- RP02 – Non Emergency Repairs completed within target timescale = 92 %
  - Emergency Repairs completed within target timescale = 100%
- BS01 – Gas safety checks carried out = 100%
- Fire Safety Checks - under review

- Report compiled by P&PR members Josh Vuglar and Jodie Boyd Nov 2024

**TSMs are reported on every 2 years in line with the [guidance published](#) by the Regulator of Social Housing.**

**The next TSM survey is due to be carried out for April 2025 - March 2026**