The Whiteley Homes Trust 2024/25 Tenant Satisfaction Survey Results

Introduction

The Tenant Satisfaction Measures (TSM) standards are set by the Regulator of Social Housing (RSH) and are specifically designed to measure how The Whiteley Homes Trust is performing as your landlord.

There are 22 TSMs covering 5 themes. Ten of these are measured by the Trust directly and 12 are measured through resident surveys. The resident surveys cover six key areas: overall satisfaction; keeping properties in good repair; maintaining building safety; respectful and helpful engagement; effective handling of complaints, and responsible neighbourhood management.

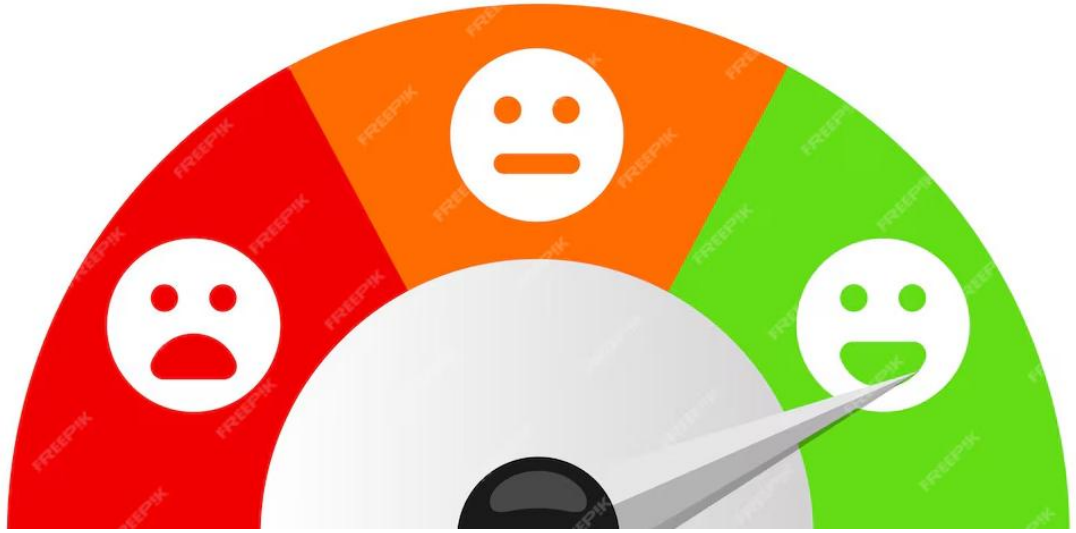
The TSMs allow residents to see how we are performing and help us understand where we may need to improve our homes and services.

In April 2025, we carried out our first TSM survey since becoming a Registered Provider.

To make it as easy as possible for all our residents to respond, we delivered paper copies of the survey to every property let to a beneficiary (315) plus residents at Coach House Mews (15). A total of 330 surveys were sent out and we received 138 responses (42%).

Overall Satisfaction

This is the main measure we use to monitor how well the Trust is performing overall.



65.4% Overall Resident Satisfaction in 24/25

Residents were most satisfied with the repairs service, homes being safe and our beautiful communal areas.

Over the next 12 months, we will be working with our residents to improve their experience of living in the village. Driving up overall resident satisfaction is a key priority for the Trust.

Keeping Properties in Good Repair

The Trust aims to ensure all our homes are well maintained and we strive to provide a good repairs service to all our residents.

63.7%
Satisfaction that the home is well maintained

72.2%
Satisfaction with repairs

70.9%
Satisfaction with time taken to complete the most recent repair in the last 12 months

- **95%** of all repairs were completed within target
- **100%** of emergency repairs were attended to within 24 hours
- **95%** of urgent repairs were completed within 7 days
- **94%** of routine repairs were completed within 28 days

Maintaining Building Safety

These measures focus on our duty as a landlord to maintain building safety, by carrying out all required building safety checks, ensuring our homes meet the Decent Homes Standard and getting feedback from residents about how satisfied they are that their home is safe.

75.2% Satisfaction that the home is safe

All our homes meet the Decent Homes Standard

Maintaining Building Safety

- **100%** completed gas safety checks
- **All** homes have an asbestos survey before any intrusive works are undertaken
- **94%** completed fire risk assessments (*1 FRA was outstanding at the end of March 2025)*
- **100%** lift safety checks were completed
- **60%** of legionella risk assessments were completed by the end of March 2025 (*4 out of 10 were outstanding*)

Respectful and Helpful Engagement

This section considers three important areas:

- Is the Trust listening to residents' views and acting upon them.
- Whether the Trust keeps residents informed about things that matter to them.
- If we treat residents fairly and with respect.

37.6%
Satisfaction
that we listen to residents' views and act on them

58.3%
Satisfaction
that we keep residents informed about the things that matter most to them

60.4%
Satisfaction
that we treat residents fairly and with respect

Effective Handling of Complaints

We became a Registered Provider of Social Housing in May 2024, and we changed the way we deal with complaints to align with the Housing Ombudsman's Complaint Handling Code.

We are committed to ensure that learning from complaints and broader resident feedback continues to shape the way we deliver our resident services.

18.5% Satisfaction with the approach to complaints handling

58% of complaints were responded to within the times set by the Housing Ombudsman

60 = number of total complaints per 1,000 properties

We have identified three key areas to focus on over the next 12 months:

Repairs Service - Embedding the changes we have made to improving our repairs service, which accounts for 68% of complaints

Communication – Getting better at keeping our residents informed and meeting the timescales set out by the Ombudsman

Learning from Complaints– Using the learning from complaints to continually improve our services

Responsible Neighbourhood Management

Our dedicated Estates Team and Community Coordinator work closely with community groups and residents, looking for ways we can improve the village community.

73.9%
Satisfaction
that we keep
communal areas
clean, safe and
well maintained

66.1%
Satisfaction
that we make a
positive
contribution to
neighbourhoods

27.8%
Satisfaction
with the approach to
handling ASB (anti-social
behaviour)

23.2 = number of ASB
reported cases per 1,000
properties

Message from our new Chief Executive

As a newly Registered Provider of Social Housing, this is the first year we have carried out a resident survey using the Tenant Satisfaction Measures (TSMs) set by the Regulator of Social Housing. The results provide us with a useful baseline to move forward and prioritise the things that matter most to our residents.

The year ahead, presents an important opportunity for the Trust to reset our relationship with residents. We want to build stronger, more open relationships based on trust, listening and action. Our goal is to work alongside residents to improve their experience of living in the village, not just in the services we provide but in how it feels to be part of this community.

Whiteley Village is a special and unique place —a safe and supportive environment for older people of limited means. Everyone who lives and works here plays a vital role in helping the community thrive. We want to make sure every resident feels empowered to contribute and to shape the future of the village.

Over the next 12 months, we will prioritise involving and engaging residents. We want to understand what matters most to residents today—and what they want their community to be in the future. This means creating more opportunities for residents to have their say, co-designing services and ensuring that feedback is not only heard but acted upon. Operationally, we are committed to embedding the improvements we've already begun. These include:

- Strengthening our repairs and maintenance service
- Improving how quickly and effectively we handle complaints
- Communicating more clearly and consistently with residents
- Learning from complaints and feedback to drive continuous improvement
- Creating more ways for residents to get involved and influence decisions

This survey marks the beginning of a new chapter. We are listening, we are learning, and we are determined to work together with our residents to make Whiteley Village an even better place to live.

Amina Graham, Chief Executive, The Whiteley Homes Trust


The Whiteley
Homes Trust