



# KESWICK COMMUNITY HOUSING TRUST

TENANT SATISFACTION MEASURES REPORT APRIL 2024

# INTRODUCTION

The Regulator of Social Housing has created a set of Tenant Satisfaction Measures to look at how we, and all social housing providers in England, are performing across the following five key areas:

- Keeping properties in good repair
- Maintaining building safety
- Effective complaints handling
- Respectful and helpful customer engagement
- Responsible neighbourhood management

In April, we sent a survey via email to all our residents, whether living in a home owned by KCHT– or in a home that KCHT manages on behalf of someone else, so that you all had the opportunity to let us know how you think we’re doing at completing repairs, keeping homes safe, and engaging with you.

This was a first for us in terms of doing a survey. **A big thank you to everyone who took part. We had responses from across all of our sites and for every size of home (1 – 4 bed).**

Your opinions and feedback are helpful to us – we wanted to know where we were doing well and also where in your opinion we could do better.

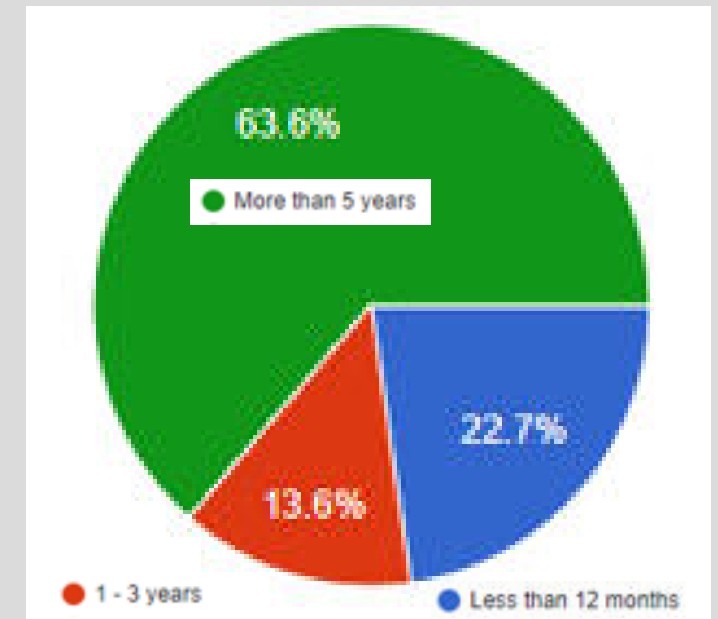
This report provides an overview of the key survey results.

## WHO RESPONDED?

22 responses received out of a possible 45 (49%)

16 rental (53%)  
&  
6 Shared Owners (40%)

## TIME WITH KCHT



# WHAT YOU SAID.....



**82%**  
Are satisfied with the overall service you receive from us



**91%**  
Are satisfied that your home is safe



**50%**  
Are satisfied with our approach to handling complaints



**92%**  
Are satisfied with the overall repair service we provide



**73%**  
Are satisfied we listen To your views and act on them



**50%**  
Are satisfied we keep communal areas clean and well maintained



**85%**  
Are satisfied with the time taken to do the repair



**73%**  
Are satisfied we keep you informed about Things that matter to you



**82%**  
Are satisfied we make a positive contribution to our neighbourhoods



**88%**  
Are satisfied that the home we provided is well maintained



**86%**  
Agree that we treat you fairly and with respect



**59%**  
Are satisfied with our handling of anti-social behaviour

# KCHT PERFORMANCE METRICS JAN-DEC 24

## BUILDING SAFETY

BS01	Proportion of homes for which all required gas safety checks have been carried out	BS02	Proportion of homes where required fire risk assessments have been completed.	BS03	Proportion of homes where required asbestos management surveys or re-inspections have been completed	BS04	Proportion of homes where required Legionella risk assessments have been done	BS05	Proportion of homes where required communal passenger lift safety checks have been completed
<b>100%</b>		<b>100%</b>		<b>N/A</b>		<b>N/A</b>		<b>N/A</b>	

## REPAIRS & DECENT HOMES STANDARDS

RP01	Proportion of homes that do not meet Decent Homes Standard	RPO2	Proportion of non-emergency responsive repairs completed within the landlord's target timescales	RP03	Proportion of emergency responsive repairs completed within the landlord's target timescales
<b>0%</b>		<b>88.2%</b>		<b>100%</b>	

## ANTI-SOCIAL BEHAVIOUR

NM01	Number of anti-social behaviour cases opened per 1000 homes	NM02	Number of anti-social behaviour cases that involve hate incidents opened per 1000 homes
<b>Zero</b>		<b>Zero</b>	

## COMPLAINTS

CH01 (1)	Number of stage 1 complaints per 1,000 homes	CH01 (2)	Number of stage 2 complaints per 1,000 homes	CH02 (1)	Proportion of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code	CH02 (2)	Proportion of stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code
<b>Zero</b>		<b>Zero</b>		<b>N/A</b>		<b>N/A</b>	



# AND IS THERE ANYTHING ELSE WE SHOULD DO.....

A little bit more information in the rent increase letter would have been nice. The last one we received was quite abrupt, and had no explanation as to why rent was going up and what the increase was going to cover. We pay a maintenance charge, yet the 'communal areas' aren't very well maintained. Perhaps there could be more community-based things, such as planters or play equipment for the kids. Could this come out of our maintenance payments? I believe there's a similar scheme on The Hopes?! We're not here for the meeting on Wednesday, but I'm interested to see what comes of this moving forward. I would just like to say that I have seen such a massive improvement in communication from KCHT, particularly Peter Toes, in the past few months. It's really appreciated and seems like a positive step forward.

When allocating the houses be more aware that by allowing a high number of families all with young children of a similar age means you have ALOT of young children all growing up together in a small area. This means the estate is overrun with unaccompanied kids. Maybe be a little more diverse and allow other sectors of people (older people, families with older children, single couples) in need of housing too to be offered housing, this would mean a more varied group of residents. A more regular update on the loft situation - we have never once been approached by KCHT, we have had to chase this problem every single time. I wrote to the admin last summer about antisocial children's behaviour and was met with an unsupportive email back. I heard nothing again from KCHT.

Not start charging more rent for people who already have a mortgage and now have to find the money for unexpected rental charges. Make safe the steps down to the roundabout and access to the railway line for prams and individuals with accessibility issues. The path of stones is difficult for prams and mobility users and raised drainage covers are a hazard. The path from the main exit of Calvert way onto the railway line is unusable due to its large muddy puddle and uneven surface making a safety issue for prams and mobility scooter

Contribute 50% towards any maintenance work on the shared ownership. After all, they own half?? Also, I can't believe we have been paying £100-£120 a year maintenance charge for over 7 years when absolutely nothing is ever maintained. I even had to push for the grass to be cut on Calvert Way.

Send out a clear message to parents of young children to play without leaving countless rubbish, stones ,sticks etc and to make clear they are not to play on or around parked cars and driveways. Some residents like to keep the estate tidy and not like a trashy council estate.

Organise community events. Make residents feel the home they live in is 'theirs'. Do not give dates time that you will be in someone's home for annual inspections and do not suggest you will let yourself in . Ask can we come in to your home and when ?

Move all fire alarms so they are accessible.

Fix the car parking situation

Stop putting up rental costs