



Tenant Satisfaction Measures Report

Customer Satisfaction Survey 2023/24



Listening and learning to grow stronger communities

About the Tenant Satisfaction Measures (TSMs) survey

Throughout the year, we carry out surveys to find out how happy our customers are with the way Torus delivers key services and maintains their homes. These surveys also collect the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing (RSH).

The TSMs were introduced by the Regulator of Social Housing in April 2023. Every social housing provider must collect and publish the same information on important services like repairs, safety, and complaints. This allows tenants to understand how their landlord is performing against other housing providers.

The survey is designed to be a snapshot and customers are chosen at random to take part. Sampling is used with quotas set on tenure, age group and geographical area to make sure we meet the Regulator's requirements and gain views from a wide range of customers.

This includes those customers in general needs, supported and homes for older people (Low Cost Rental Accommodation). We also survey a sample of our Shared Ownership customers (Low Cost Home Ownership), with a version of the survey also completed each Autumn with a sample of leaseholders.

The surveys are carried out by our trusted third party called IFF Research who conduct the customer feedback survey by email (23%) and telephone (77%). In 2023/24, 4,343 Low Cost Home Ownership and Low Cost Rental Accommodation customers took part in the survey.

This report contains key results from the survey in respect of customers' opinions about their homes and the services they receive.

You can find out more about TSMs at www.torus.co.uk/TSM



Overall satisfaction with the service provided by Torus

Throughout the year, Customers were asked, *“Taking everything into account, how satisfied or dissatisfied are you with the service provided by Torus?”*

- Seven out of ten customers are satisfied with the overall service provided by Torus (73%).
- Over seven out of ten customers are satisfied that their homes are well-maintained (75%)
- Slightly more customers were satisfied that Torus provides them with a home that is safe (79%).
- Around two-thirds of customers are satisfied that Torus keeps the communal areas associated with their homes clean and well maintained (67%).



73.01%

Customers satisfied with Torus's overall services



75.1%

Customers satisfied that their home is well maintained (78.87% safe)



60.34%

Customers satisfied that Torus make a positive contribution to neighbourhoods

Keeping properties in good repair and safe

Customers were asked about:

- Satisfaction with repairs
- Satisfaction with time taken to complete most recent repair
- Satisfaction that the home is well maintained
- Satisfaction that their home is safe, in relation to Gas safety checks, Fire safety checks, Asbestos safety checks, Water safety checks, and Lift safety checks

In 2023/24, Torus carried out 107,489 repairs (44,811 emergency repairs).



76.77%

Customers satisfied with the repairs service they received over the last 12 months



73.18%

Customers satisfied with the time taken to complete their last repair after they reported it



75.10%

Customers satisfied that their home is well maintained



78.87%

Customers satisfied that their home is safe



Communications, complaints and engagement

In 2023/24 Torus took 321,725 calls, an average of 1,286 a day, and assisted with 33,095 reception visits.

- 3,030 stage one complaints received (compared to 1,539 in the previous year), with 85% responded to within target.
- A third of customers were satisfied with our approach to handling complaints (34%).
- Nearly eight out of ten customers agree that Torus treats them fairly and with respect (77%)
- Six out of ten customers are satisfied that Torus listens to their views and acts upon them (61%).
- 72% were satisfied that Torus keep tenants informed about things that matter to them.



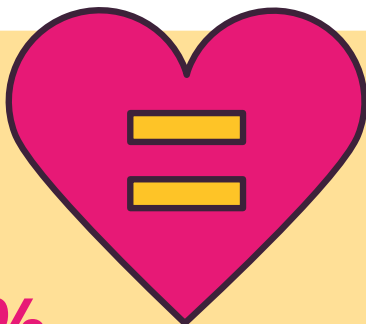
61.24%

Customers satisfied that Torus listen to tenant views and act upon them



71.74%

Customers satisfied that Torus keep tenants informed about things that matter to them



77.48%

Customers Agreement that Torus treat tenants fairly and with respect



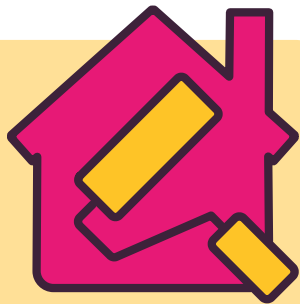
34.04%

Customers satisfied with Torus's approach to handling complaints

Neighbourhoods

Customers were asked about:

- Satisfaction that we keep communal areas clean and well maintained
- Satisfaction that we make a positive contribution to neighbourhoods
- Satisfaction with our approach to handling anti-social behaviour



67.44%

Customers satisfied that Torus keep communal areas clean and well maintained



60.34%

Customers satisfied that Torus make a positive contribution to neighbourhoods



58.07%

Customers satisfied with Torus's approach to anti-social behaviour





TSMs Annual Summary at a glance

Below shows the combined ratings for the Low-Cost Rental Accommodation and Low Cost Home Ownership carried out in 2023/24, for the twelve Tenant Satisfaction Measures (TSMs), which Torus is required to collect for the Regulator of Social Housing.



76.77%

Satisfaction with repairs



73.18%

Satisfaction with time taken to complete most recent repair



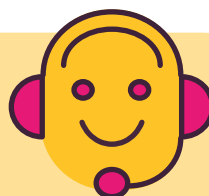
73.01%

Overall satisfaction with the service provided by Torus



75.10%

Satisfaction that the home is well maintained



34.04%

Satisfaction with our approach to handling complaints



67.44%

Satisfaction that we keep communal areas clean and well maintained



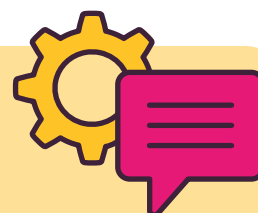
60.34%

Satisfaction that we make a positive contribution to neighbourhoods



58.07%

Satisfaction with our approach to handling ASB



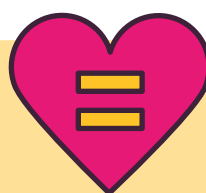
61.24%

Satisfaction that we listen to tenant views and act



71.74%

Satisfaction that we keep tenants informed



77.48%

Agree that we treat tenants fairly and with respect



78.87%

Satisfaction that a tenants home is safe

TSMs management information

Alongside the 12 Tenant Survey questions, there are 10 Management Information Measures which social housing providers must collect and publish. Our results for these measures are detailed here.

Building safety



99.9%

Of homes which require a gas safety check carried out

100%

Of homes requiring a fire risk assessment carried out

100%

Of home which require an asbestos management survey carried out

100%

Of homes requiring a legionella risk assessment carried out

100%

Of homes which required communal passenger lift checks carried out

Anti-social behaviour (ASB)



87.4

Cases opened*

2.8

Cases opened that involved hate crime*

*per 1,000 homes

Complaints



70.09

Stage one complaints received*

84.3%

Of stage one complaints responded to within the Housing Ombudsman's Complaints Handling Code

12.4

Stage two complaints received*

79.6%

Of stage two complaints responded to within the Housing Ombudsman's Complaints Handling Code

*per 1,000 homes

Decent Homes Standard (DHS) & repairs



0.5%

Of homes do not meet the DHS

98.5%

Of non-emergency responsive repairs completed within Torus's target timescale

99.7%

Of emergency responsive repairs completed within Torus's target timescale

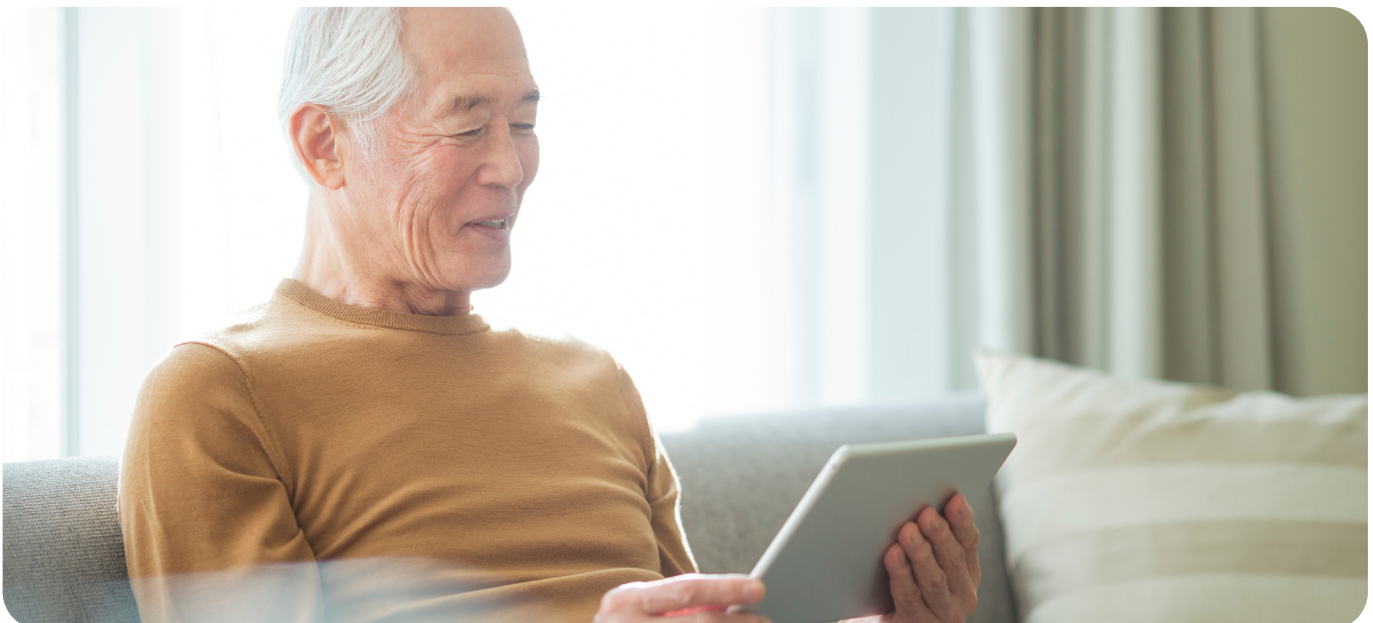
Text surveys - using your feedback to improve services

We also carry out 'Delighted' text message surveys, to increase our feedback from customers and run aside the Tenant Satisfaction survey. They are sent to customers when they have; had a repair completed, had support from our Safer Estates team regarding ASB following their gas / electrical safety check, had planned improvement works on their home, visited the reception, or signed up as a new tenant.

Across the year, we received 33,084 survey responses, getting a 31% response rate.

For 2023/24 the overall satisfaction results for the text survey were:

- 90% Responsive repairs
- 37% Anti-social behaviour
- 33% Complaints
- 93% Allocations & Lettings
- 79% Improvement (planned) works
- 97% Gas servicing
- 97% Electrical servicing
- 91% Reception survey



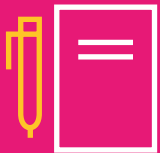
You say – we do

Carrying out surveys is just part of the work Torus does to involve customers in developing and improving services. As well as publishing the results, Torus plans to put the findings to good use by working with customers to further improve the services provided.

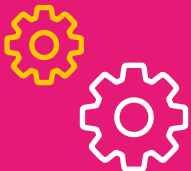
Torus will be submitting all the TSM results to the Regulator in summer 2024, with benchmarking results and learning outcomes to be shared when they are available later in the year.



Find out more about the different ways you can get involved and give your views at torus.co.uk/getinvolved



Publish findings to customers



Use findings to plan and improve services, e.g. improve repairs, external maintenance, property improvements and communications



Involve customers in shaping service improvements

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Alternative formats and accessibility

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You can also request a printed copy in an alternative format such as braille, large print, different languages by 30 August 2024, by calling **0800 678 1894** or emailing tenantvoice@torus.co.uk