

Southdown

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Tenant Satisfaction Measures

Results for 2024-25

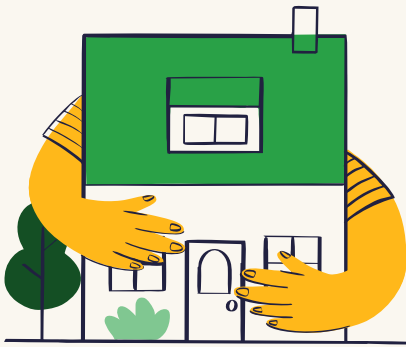
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Welcome

An introduction to the Tenant Satisfaction Measures (TSM).



The Tenant Satisfaction Measures (TSMs) are one way that tenants are able to assess the performance of their landlord in providing good quality homes and services. Introduced by the Regulator of Social Housing in England, summer 2025 will see the second years TSM results published - this year with the benefit of comparison with last year's figures and those from other, similar sized, peer-group landlords.

There are 22 tenant satisfaction measures in all. 12 of these measures are

Tenant Perception Measures with a further 10 Landlord Performance measures. By reporting on a standardised set of measures, tenants and shared owners can see how well Southdown are performing in relation to other landlords. These measures have been designed to drive up standards and improve the quality of social housing by ensuring housing providers are accountable for the services delivered to tenants

and shared owners. Tenants are able to gain meaningful insight into how their landlord is performing in order to better hold them to account.

Tenant Perception

(TP) measures relate to tenant and shared owners feedback given through tenant surveys against a standardised set of questions. Only positive sentiment - for example tenants describing themselves being '*satisfied*' or '*very satisfied*' in relation to Southdown's performance in a given area - counts towards a percentage score.

Landlord Performance

(LP) measures come from a variety of management information and relate to complaints, anti-social behaviour and our management of repairs and essential property safety and compliance.

To allow easy performance comparison across social landlords, no matter the size, the Regulator of Social

Housing asks providers for some measures to be averaged per 1000 homes.

Tenants were surveyed alongside clients of our care and support services over the summer of 2024. The survey questions and response ranges were dictated by the technical guidance from the Regulator of Social Housing. Due to varying requirements (both accessibility-related and externally mandated), we adapted our approach to meet the needs of different client groups.

The results below do not include those from our 'easy-read' version of the tenant survey since, at

present, the Regulator's technical guidance requires that we strictly adhere to the questions as they have worded them. We were advised that whilst we could reframe the questions, we should not include easy-read responses in our official return to the Regulator. These results are not reflected in our 'at a glance' overview below but are incorporated in our later 'in depth' section.



Our performance 2024-25

At a glance: Tenant Perception Measures

	Tenant Perception - Combined (Low-Cost Rental Accommodation (LCRA) & Low-Cost Home Ownership (LCHO)).	2024 TSM 23/24	2025 TSM 24/25	Trend	Median Acuity Benchmark 2023/24	Variance to Benchmark
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	79.0%	87.8%	↑	83.3%	+4.5%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	76.1%	88.6%	↑	79.0%	+9.6%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	75.6%	75.9%	≡	74.0%	+1.9%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	81.5%	88.9%	↑	80.9%	+8.0%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	84.1%	89.4%	↑	85.0%	+4.4%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	77.4%	78.3%	≡	78.6%	-0.3%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	72.6%	85.4%	↑	83.1%	+2.3%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	85.2%	95.8%	↑	85.1%	+10.7%

Tenant Perception - Combined (Low-Cost Rental Accommodation (LCRA) & Low-Cost Home Ownership (LCHO)).		2024 TSM 23/24	2025 TSM 24/25	Trend	Median Acuity Benchmark 2023/24	Variance to Benchmark
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	55.3%	85.7%	↑	55.6%	+30.1%
TP010	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	76.1%	86.1%	↑	83.8%	+2.3%
TP011	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	66.1%	65.1%	≡	71.0%	-5.9%
TP012	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	66.7%	75.0%	↑	76.5%	-1.5%



Landlord Performance Measures

At a glance

TSM Metric	2024 TSM 23/24	2025 TSM 24/25	Trend	Median Acuity Benchmark 2023/24	Variance to Benchmark
CH01 Stage1 - Stage 1 complaints per 1000 homes	6.0	4.4	↓	63.0	-58.6
CH01 Stage2 - Stage 2 complaints per 1000 homes	2.0	2.2	↑	1.8	+0.4
CH02 Stage1 - Stage 1 complaint responses within timescales	67.0%	100%	↑	92.0%	+8.0%
CH02 Stage2 - Stage 2 complaint responses within timescales	100%	100%	≡	100%	+0
NM01 ASB - ASB cases per 1000 homes	83.0	63.2	↓	34.7	+28.5
NM01 Hate - ASB cases (Hate incidents) per 1000 homes	0.0	2.2	↑	0	+2.2
RP01 - Percentage of homes that fail to meet the Decent Homes Standard	0.2%	0.0%	↓	0%	+0
RP02 Emergency - Percentage of emergency repairs completed within target time	93.8%	90.7%	↓	96.8%	-6.1%
RP02 non-emergency - Percentage of non-emergency repairs completed within target time	93.3%	91.5%	↓	89.8%	+1.7%
BS01 - Percentage of gas safety checks completed within target	100%	100%	≡	100%	+0
BS02 - Fire safety checks	100%	92.7%	↓	100%	-7.3%
BS03 - Asbestos safety checks	100%	100%	≡	100%	+0
BS04 - Water safety checks	100%	100%	≡	100%	+0
BS05 - Lift safety checks	100%	41.2%	↓	100%	-58.8%

All the Landlord Performance metrics are derived from our management system, as at 31 March 2025. Benchmark based on 2023/24 Acuity submissions from 33 similar sized Supported Housing organisations across England. A more detailed breakdown, with narrative, is included over the following pages.

TSMs in depth

A detailed overview of our performance 2024-25, comparison with the previous year and against sector peers.

Overall satisfaction

Overall, the general trend in Tenant Perception metrics was very positive with nine metrics improving year on year and only one declining: 'Making a Positive Contribution' [\[TP11\]](#) (-1.0%). Two metrics remained relatively static.

87.8% of tenants gave a positive response to overall satisfaction with the services provided by Southdown: [\[TP01\]](#)



2024/25 results showed an improvement of +8.8% over the previous year's results and +1.8% improvement over the last years performance reported by our peers.

When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric rose to 92.4%.

Repairs performance and satisfaction

88.6% of respondents who had received a repair in the last 12 months prior to the survey reported that they are satisfied with the overall repairs service [\[TP02\]](#)



2024/25 results were 12.5% more positive over the previous year's satisfaction level of 76.1% and 8.5% up on the average satisfaction with repairs levels reported in the previous year by our peers.

When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric rose to 90.0%.

75.9% of respondents, who had received a repair in the last 12 months, reported that they are satisfied with the time taken to complete their most recent repair [\[TP03\]](#)



2024/25 results showed a very small improvement of +0.3% over the previous year's results and +1.6% improvement over the previous years' performance reported by our peers.

When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric rose to 81.1%.

Action: these responses suggest there is a perception from tenants that repair target timescales themselves are too long. In the coming year Southdown will seek the views of tenants in developing its approach to repairs, suitable response times and the classification of repairs.

The number of emergency repairs Southdown's repairs contractors completed **90.7%** within their target time of 24 hours (458 of 505 repairs). [\[RP02i\]](#). This compares with 93.8% in the previous year (a drop in performance of 3.1%).

Southdown's repairs contractors completed **91.5%** (2313 of 2529) of non-emergency repairs within their target time of 28 days. [\[RP02ii\]](#). This compares with 93.3% in the previous year (a drop in performance of 1.9%).

Whilst performance remains above 90% we are working with our repairs contractors to understand the reasons for the decrease in performance and improve our real-time tracking of repairs delivery.

Quality of your home

88.9% of respondents were satisfied that their home is well maintained [\[TP04\]](#)



2024/25 results showed an improvement of +7.4% over the previous year's results and +7.9% improvement over the previous years' performance reported by our peers. When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric rose to 93.1%.

100% of Southdown's homes met the Decent Homes Standard. [\[RP01\]](#). The Decent Homes Standard is technical guidance issued by the Government as to the age and condition of properties.

Property safety

89.4% of respondents were satisfied that their homes are safe [\[TP05\]](#)



2024/25 results showed an improvement of +5.3% over the previous year's results and +4.4% improvement over the previous years' performance reported by our peers.

When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric rose to 95.0%.

100% of Gas Safety Checks: were complete and up to date as at the 31st March [\[BS01\]](#)

92.7% Fire Safety Checks were complete and up to date as at the 31st March [\[BS02\]](#) - one property missed its 12- monthly Fire Risk Assessment due to major works being undertaken at the property at that time following a severe flood, being successfully completed one month later prior to reoccupation.

The other overdue property had been temporarily left vacant as options for its redevelopment have been drawn up and negotiated. No tenants are currently living in this property and a new fire risk assessment would need to be completed before

they did.

100% Asbestos Safety Checks were completed in-year with 93 of 93 visual inspections undertaken and recorded [\[BS03\]](#).

100% Water Safety Checks were complete and up to date as at the 31st March completed with 156 of 156 water safety checks undertaken and recorded [\[BS04\]](#).

41.2% Lift Safety Checks were complete and up to date as at the 31st March - two properties missed their 6-monthly LOLER certification inspections at the end of February [\[BS05\]](#).

One lift, serving 10 homes due to the lift being out of order, following damage, and therefore being unable to be adequately inspected. The other property, with 10 homes all served by two lifts, was missed due to the unavailability of a member of Southdown staff to accompany the lift engineer. LOLER checks are arranged by our insurers and the earliest date we were able to rearrange for was in early April when the contractor was next available.

As at mid-April all lifts were all serviced and operational with LOLER checks up to date but there was learning for us in the need to have back-up contractors on hand to complete the necessary checks should we encounter difficulties in assisting engineers on visits.

We have carried out an in-house lessons-learned exercise to ensure that these issues are flagged more quickly internally, and we are able to put back-up arrangements in place where checks of this nature are missed.

Listening to your views, keeping you informed & treating you with fairness and respect

78.3% of respondents were satisfied that **we listen to your views and act on them** [\[TP06\]](#)



2024/25 results showed a very small improvement of +0.9% over the previous year's results but was slightly lower (by 0.7%) than the previous years' performance reported by our peers [79%].

When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric rose to 86.5%.

Action: whilst we involve tenants in developing our approach to housing and repairs, perhaps we do not adequately report back on we have done as a result of this feedback.

Our complaints process redesign is seeking to ensure we maintain Service Improvement Plans- these will ensure that tenants and clients' feedback that could help us improve the services we deliver is captured and implemented and communicated back to tenants.

85.4% of respondents were satisfied that we keep you informed about the things that matter to you as a tenant or shared owner [\[TP07\]](#)



2024/25 results showed an improvement of +12.8% over the previous year's results and +2.4% improvement over the previous years' performance reported by our peers.

When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric rose to 90.2%.

95.8% of respondents satisfied that we treat tenants with fairness and respect [\[TP08\]](#)



2024/25 results showed an improvement of +10.6% over the previous year's results and +10.8% improvement over the previous years' performance reported by our peers.

When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric rose to 93.0%.

Complaints and complaints handling

85.7% of respondents who reported making a complaint in the last 12 months were satisfied with their landlord's approach to complaints handling [\[TP09\]](#)



2024/25 results showed an improvement of +30.4% over the previous year's results and +28.7% improvement over the previous years' performance reported by our peers.

When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric reduced slightly to 85.4%.

Southdown received **two** Stage One complaints [CH01(1)] and **one** Stage Two complaint [CH01(2)] relating to its housing in the 2024-25 year. 100% of these were acknowledged and responded to within the Housing Ombudsman's timescales [CH02(1) & CH02(2)].

These figures were broadly in line with the previous year's figures where we received three stage one complaints and one stage two complaint.

We continue to see higher figures for people answering this question (14) than formally raising complaints in the year (2) which requires further investigation.

Action: Our complaints redesign process is underway (as at Spring 2025) and has incorporated the view of tenants and clients through specific focus groups. An aim of this redesign is to ensure that we are not potentially missing complaints. The redesign hopes to conclude in September 2025.

An anonymised summary of complaints raised with Southdown, as well as Southdown's self-assessment against the Housing Ombudsman's Complaint Handling Code can be found www.southdown.org/about-us/openness-transparency/.

Southdown value complaints as an essential way of recognising problems and driving service improvements, should you wish to make a complaint, provide feedback or make a recommendation for how we can improve the services we deliver, you can find further details here: www.southdown.org/feedback-contacts/.

Upkeep of communal areas and making a positive contribution

86.1% of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained [TP10]



2024/25 results showed an improvement of +10.0% over the previous year's results but -0.7% against the previous years' performance reported by our peers.

When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric increases to 91.7%.

65.1% of respondents reported that they are satisfied that their landlord makes a positive contribution to the neighbourhood [TP11]



2024/25 results were -1.0% less positive over the previous year's satisfaction level of 66.1% and -14.9% down on the average satisfaction reported in the previous year by our peers (80.0%).

When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric rose to 75.6%. Possibly our role as a specialist supported housing provider - with our housing distributed amongst other housing tenures – contributes to the lower score in this area.

Action and learning: Perhaps this lower score means that tenants and shared owners are not aware of Southdown's broader contribution to the local area or perhaps this lower score is an indication that we could do more, or do more in ways that are important to tenants.

We will raise the issue of the perceptions of Southdown's positive contribution through tenant involvement sessions over the coming year.

Responding to reports of Anti-Social Behaviour (ASB) & hate incidents

75.0% of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour [\[TP12\]](#)



2024/25 results showed an improvement of +8.3% over the previous year's results but with a slightly lower satisfaction [-1.0%] against the previous years' performance reported by our peers.

When the views of tenants responding to our easy-read survey are incorporated combined satisfaction against this metric increases significantly to 85.7%.

Overall the number of ASB cases from decreased year-to-year to 29 from 39 (63.2 cases per 1000 homes from 83.2 per 1000 homes in the 23/24 reporting year) [\[NM01_ASB\]](#) although there was one hate related incident of ASB (which equates to 2.2 per 1000 homes) compared to zero last year. [\[NM01_Hate\]](#).

Comparing number of ASB cases per 1000 homes with other landlords shows Southdown as higher than the benchmarked average by +28.5 cases. Deeper analysis into this statistic showed a very large variance in results between different types of providers (ranging from 14 to 150 cases per 1000 homes). It is felt that the higher than average number of cases Southdown records is largely due to the particular client groups we work with – other providers working with exclusively clients with learning disabilities were seen to typically record a lower number of cases.

We saw one incident of ASB that we recognised as hate crime in the year, escalating our concerns to the police, supporting the tenants and addressing with the alleged perpetrator in order to resolve. Over the year we have improved the information we share with tenants on reporting hate crime, including easy-read versions, to ensure our tenants are able to recognise hate incidents as such and that we are able to quickly identify the specific features linked to hate crime within the ASB that is reported to us.

Methodological notes and learning

Survey Distribution and

Response Rate: Tenant Satisfaction Measures surveys were distributed to all 469 tenants, with 126 tenants responding, resulting in a response rate of 26.9%. The surveys were sent by post between 22nd May and 12th June, accompanied by a freepost return envelope. To encourage participation, all addresses were handwritten, contributing to a 2.9% increase from the previous year's 24% return rate. Three responses were received from our 21 shared owners – a sample size so small it was hard to draw inference from. All responses were collected by 30th June 2024.

Survey Inclusion and

Accessibility: Given Southdown's portfolio of fewer than 1,000 units, surveys were sent to all tenants, including those with learning disabilities (LD) and Discharge to Access (D2A) tenants. An Easy Read version of the

survey was provided for tenants with a recognised learning disability, featuring visual enhancements to aid comprehension. Since this version did not adhere to RSH guidelines on specific wording, this resulted in only 50 of the 126 responses being usable for Southdown's TSM results. The standard survey version did not include additional visual features.

Sample Size Compliance:

By distributing surveys to all tenants, Southdown met the required sample size for reporting. Future surveys will ensure the Easy Read version adheres to RSH guidelines to improve the usable sample size for RSH

reporting.

Incentives for Participation:

To further encourage tenant engagement, respondents were offered a chance to win one of two £50 Tesco vouchers.

Data Collection and

Anonymity: Due to the decision not to use mail-merge during the survey distribution, all replies were fully anonymous unless the respondent chose to include their name. This anonymity limited Southdown's ability to identify specific pain points and hampered the collection of some quantitative data.



Plans for future surveys

In the desire to ensure anonymity we have lost some of the granularity of reporting of previous years which would allow us to understand whether any particular groups of tenants, or shared owners, are less likely to be satisfied with aspects of the service delivered than others.

Action: In future we will explore whether there are ways we can conduct surveys in such a way as to preserve anonymity whilst understanding which area of

housing the tenant may be reporting on.

We are researching ways of surveying throughout the year to prevent the big gap in reporting TSMs to tenants and to allow us to act on tenant feedback on an ongoing basis – and respond – rather than restricting our surveys to a single point in time.



Appendix 1

TSM results and sample sizes

TSM Metric	Numerator	Denominator	Result 24/25	Result 23/24	Movement YoY
TP01 Supported - Overall satisfaction Supported Housing tenants	43	49	87.8%	79.0%	8.8%
TP02 Support - Satisfaction with repairs Supported Housing tenants	31	35	88.6%	76.1%	12.5%
TP03 Support - Satisfaction with time taken to complete most recent repair - Supported Housing tenants	22	29	75.9%	75.6%	0.3%
TP04 Supported - Satisfaction that the home is well maintained - Supported Housing tenants	40	45	88.9%	81.5%	7.4%
TP05 Supported - Satisfaction that the home is safe - Supported Housing tenants	42	47	89.4%	84.1%	5.3%
TP06 Supported - Satisfaction that landlord listens and acts - Supported Housing tenants	36	46	78.3%	77.4%	0.9%
TP07 Supported - Satisfaction that landlord keeps Supported Housing tenants informed	41	48	85.4%	72.6%	12.8%
TP08 Supported - Satisfaction that landlord treats Supported Housing tenants fairly and with respect	46	48	95.8%	85.2%	10.6%
TP09 Supported - Satisfaction with complaint handling Supported Housing tenants	12	14	85.7%	55.3%	30.4%
TP10 Supported - Satisfaction that the landlord keeps communal areas clean and well maintained - Supported Housing tenants	31	36	86.1%	76.1%	10.0%
TP11 Supported - Satisfaction with landlord contribution to neighbourhood - Supported Housing tenants	28	43	65.1%	66.1%	-1.0%
TP12 Supported - Satisfaction with landlord handling of ASB - Supported Housing tenants	33	44	75.0%	66.7%	8.3%

TSM Metric	Numerator	Denominator	Result 24/25	Result 23/24	Movement YoY
CH01 Stage1 - Stage 1 complaints per 1000 homes	2	459	4.4	6.0	-27.4%
CH01 Stage2 - Stage 2 complaints per 1000 homes	1	459	2.2	2.0	8.9%
CH02 Stage1 - Stage 1 complaint responses within timescales	2	2	100.0%	67.0%	33.0%
CH02 Stage2 - Stage 2 complaint responses within timescales	1	1	100.0%	100.0%	0.0%
NM01 ASB - ASB cases per 1000 homes	29	459	63.2	83.0	-23.9%
NM01 Hate - ASB cases (Hate incidents) per 1000 homes	1	459	2.2	0.0	2.2
RP01 - Percentage of homes that fail to meet the Decent Homes Standard	0	374	0.0%	0.2%	-0.2%
RP02 Emergency - Percentage of emergency repairs completed within target time	458	505	90.7%	93.8%	-3.1%
RP02 non-emergency - Percentage of non-emergency repairs completed within target time	2313	2529	91.5%	93.3%	-1.9%
BS01 - Percentage of gas safety checks completed within target	390	390	100.0%	100.0%	-0.0%
BS02 - Fire safety checks	164	177	92.7%	100.0%	-7.3%
BS03 - Asbestos safety checks	93	93	100.0%	100.0%	0.0%
BS04 - Water safety checks	156	156	100.0%	100.0%	0.0%
BS05 - Lift safety checks	14	34	41.2%	100.0%	-58.8%

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Southdown is an exempt charity registered with the Regulator of Social Housing (L1829) and committed to the National Housing Federation's code of governance. Southdown is also a registered society under the Co-operative and Community Benefits Societies Act 2014 (20755R).