

Tenant Satisfaction Measures (TSMs)

Against each measure we have indicated the reporting category which will either be LCRA (low cost rented accommodation) LCHO (low cost home ownership) or Combined which includes both categories.

Anti-social behaviour (ASB)

Measure		Combined
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	97.1
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.1

Early indications show that the levels of ASB reported by Newlon residents are higher than average. We are doing some more detailed research to find out why this might be. We manage a large number of blocks and estates in inner London areas where lots of residents live in close proximity to each other and our most common complaints are to do with noise nuisance and misuse of communal areas. We hold regular meetings to identify patterns of complaints and work with colleagues and partners to implement practical solutions like improving door access systems or introducing security patrols. Whilst having a high rate of reported ASB is not positive in itself, we do think it demonstrates that the service is accessible to residents and we are glad that most residents who have used the service have been happy with the way we have handled their case.

Complaints

Measure		LCRA	LCHO
CHOI (1)	Number of stage one complaints received per 1,000 homes. Number of stage two complaints received per 1,000 homes.	100.2	83.9
CHOI (2)	Number of stage two complaints received per 1,000 homes.	20.8	20.3
RP02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	90.4	92.2
RP02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	92.8	100.0

We have published a full review of our complaints performance including a summary of the types of complaints we have received and what changes we have made as a result of the lessons we have learned from them. You can find that review here: [Compliance with the Housing Ombudsman's Complaint Handling Code - Newlon Housing Trust](#)

Decent homes and repairs

Measure		LCRA
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	80.1
RP02 (I)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	87.3

The Decent Homes Standard means that homes should be safe, warm, and in good condition. In March 2024, only two of our homes did not meet this standard. We are working with the residents of these homes to arrange access and complete the necessary repairs.

Throughout the year, we have invested heavily in improving the homes of existing residents. This includes a programme to identify and treat damp and mould, as well as replacing windows, boilers, roofs, kitchens, and bathrooms in many homes.

We have worked with our responsive repairs contractor throughout the year to ensure that performance is transparent and there is a joint commitment to improving the experience residents have when they report a repair. Whilst there is still room for considerable improvement, satisfaction surveys indicate that residents are beginning to see the benefit of some of the changes we have made.

Building Services

Measure		Combined
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.2
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	99.8
BS03	Proportion of homes for which all required asbestos management surveys or reinspections have been carried out.	100.0
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	96.3
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	96.7

We take our landlord health and safety responsibilities very seriously and completed over 99% of all the checks that we were responsible for ourselves. There are some buildings where Newlon has residents but is not responsible for some of the communal safety checks and, at the end of the year, there were still some buildings where we had not been able to obtain evidence that checks had been carried out. We have since established that most of these checks were completed by third parties in line with their responsibilities and were taking action in the four cases where we had still not received the appropriate assurance at the time of writing.

Tenant perception

Measure		LCRA	LCHO
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	60.2	30.4
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.	63.0	
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.	60.3	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	60.6	
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	68.7	42.4
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	52.4	21.1
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	69.9	42.1
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	70.9	50.4
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.	34.0	15.0
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66.2	48.8
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	67.1	34.5
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	56.8	25.1

Significant results and trends in resident satisfaction

- Overall Satisfaction is 60%, up 1% from March 2023 and 8% from March 2022. This is against a prolonged and continuing trend of declining satisfaction across the sector.
- Fewer residents (26%) expressed dissatisfaction with the overall service, an 8% drop over the course of the year. This trend was even more pronounced in the latest wave of surveys in February where 21% expressed dissatisfaction – closer to one in every five residents compared to one in every three a year ago.
- When it comes to satisfaction with repairs, maintenance and safety of the home, satisfaction is at similar levels to last year. However, the trend is now positive on all these indicators after a decline in satisfaction earlier in the year.
- There are some very positive results around maintenance of communal areas and contribution to the neighbourhood, where Newlon compares well to other London based landlords.
- Results from the LCHO survey are much less positive, with most metrics declining since last year. There are some uniquely challenging circumstances particular to our homeowners that might explain a negative trend: rising service charges and mortgage costs, long-term works and uncertainty over their ability to sell are all likely to be factors in declining satisfaction. We will need to look especially closely at the analysis of comments from this group when refreshing the Trust Newlon Plan.