



Tenant Satisfaction Measures

2024



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Introduction

It is very important that Lets for Life knows what tenants think about the housing and services they receive from Lets for Life.

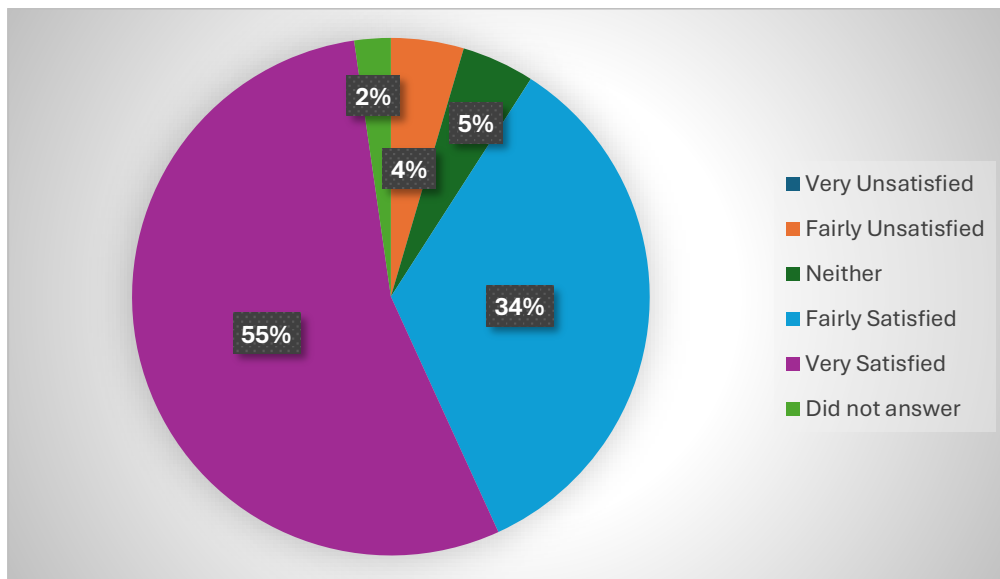
It is also important to the Regulator of Social Housing – who provide guidance and rules to Lets for Life about how we need to work.

The Regulator told Lets for Life what questions we needed to ask our tenants. This is called the Tenant Perception Survey. We asked these to our tenants last year, in 2023. We sent the questions out to all our tenants and some people who represent our tenants. We received 44 responses.

As well as asking tenants about their thoughts, Lets for Life also review Management Data – which is information about how well we’re doing things across all our properties and responding to things to our tenants.

Tenant Perception Survey

1. How satisfied or unsatisfied are you with Lets for Life overall? (TP01)

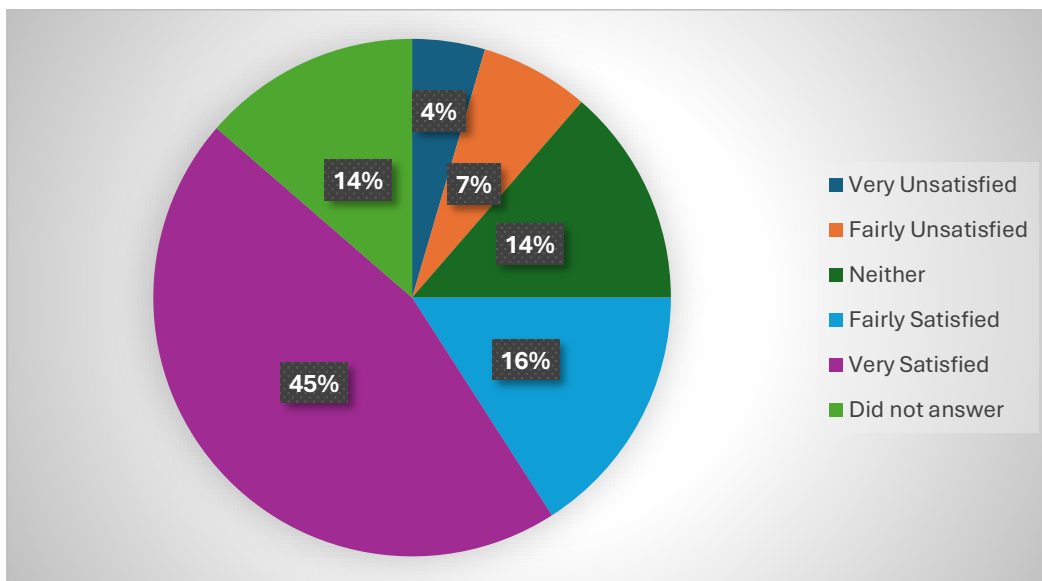


Very Unsatisfied	0
Fairly Unsatisfied	2
Neither	2
Fairly Satisfied	15
Very Satisfied	24
Did not answer	1
	44

2. Have Lets for Life carried out a repair to your home in the last 12 months? (TP01)

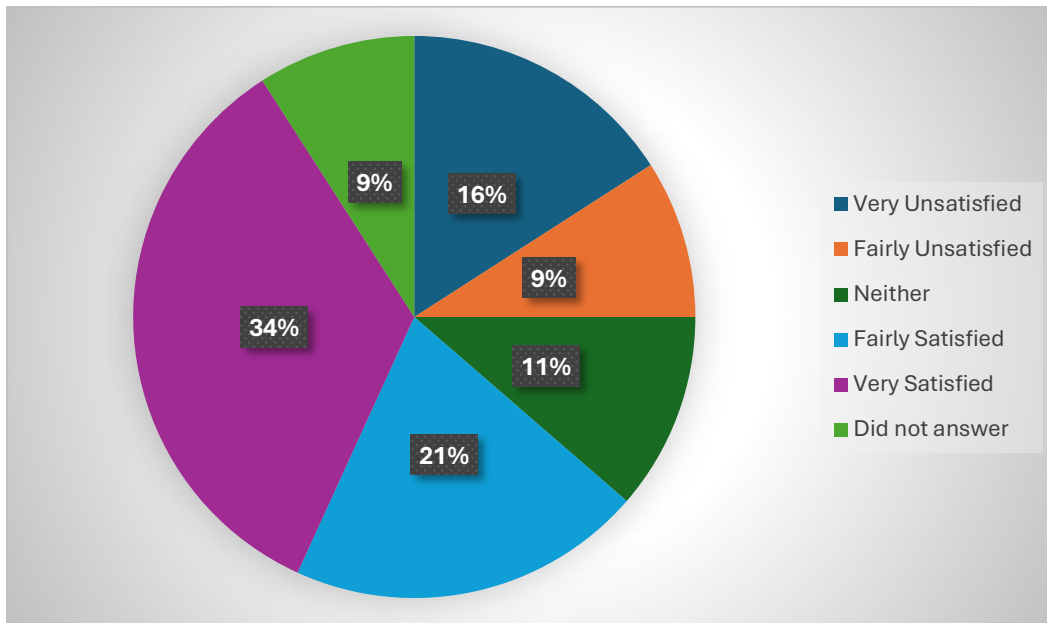
Yes	6
No	2
Did Not Answer	36
TOTAL	44

3. If yes, how satisfied or unsatisfied are you with the repairs service in the last 12 months? (TP02)



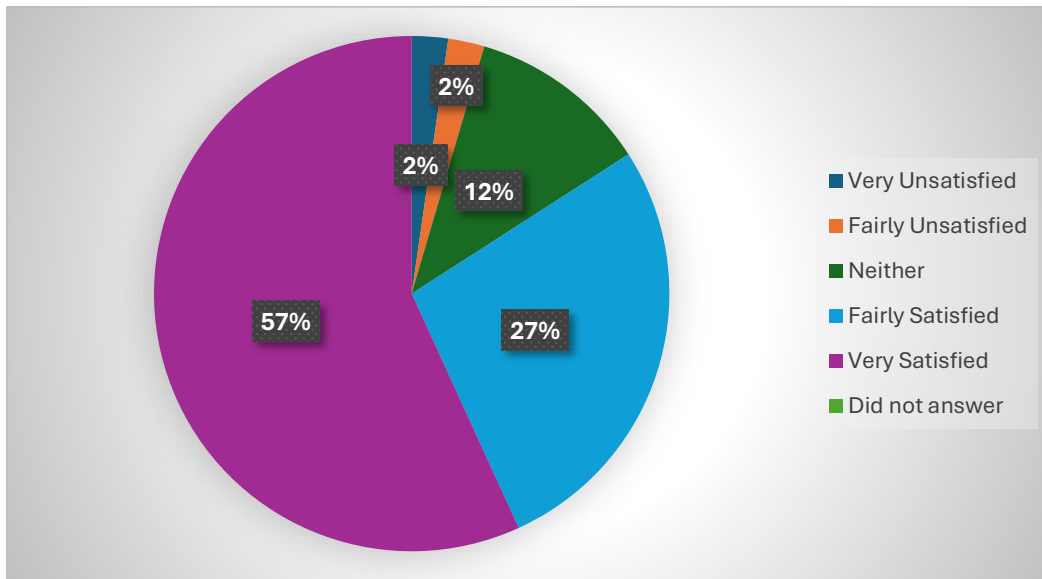
Very Unsatisfied	2
Fairly Unsatisfied	3
Neither	6
Fairly Satisfied	7
Very Satisfied	20
Did not answer	6
	44

4. If yes, How satisfied or unsatisfied are you with the time taken to complete the repair to your home? (TP03)



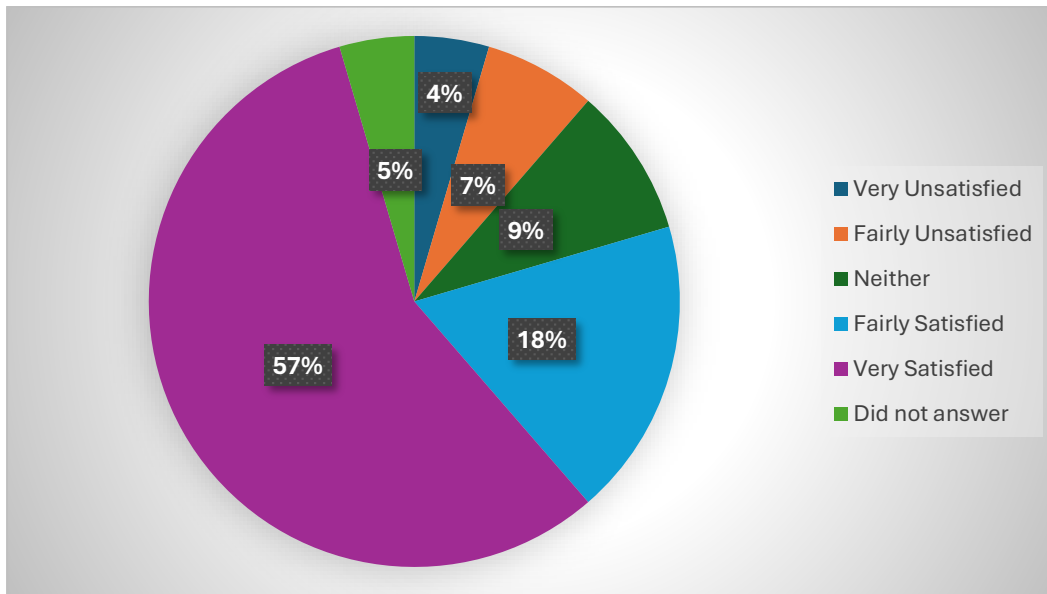
Very Unsatisfied	7
Fairly Unsatisfied	4
Neither	5
Fairly Satisfied	9
Very Satisfied	15
Did not answer	4
	44

5. How satisfied or unsatisfied are you that Lets for Life provides you with a home that is well looked after? (TP04)



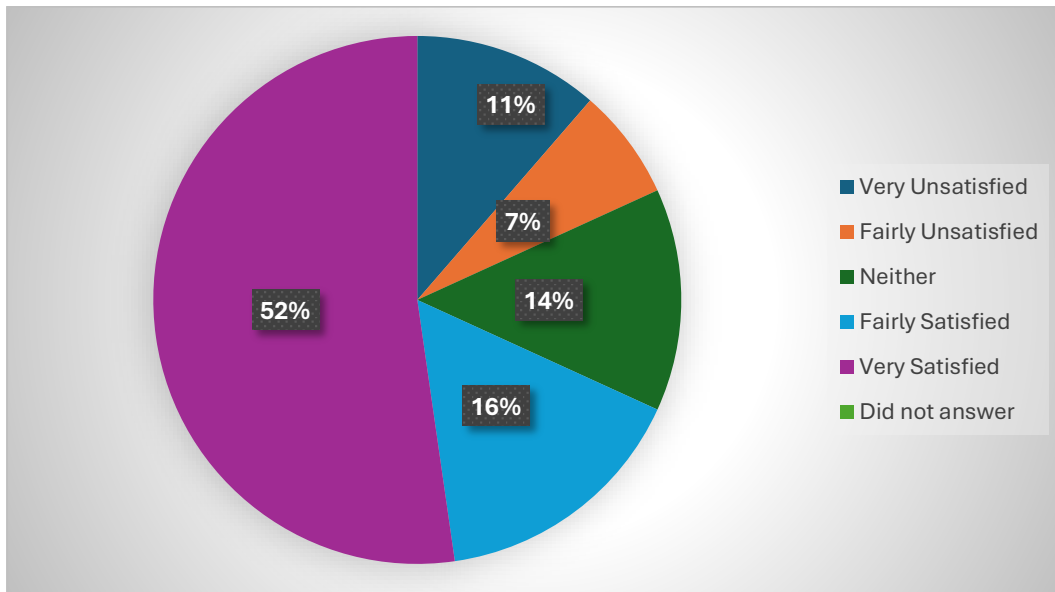
Very Unsatisfied	1
Fairly Unsatisfied	1
Neither	5
Fairly Satisfied	12
Very Satisfied	25
Did not answer	0
	44

7. How satisfied or unsatisfied are you that Lets for Life listens to your views and follows up on them? (TP06)



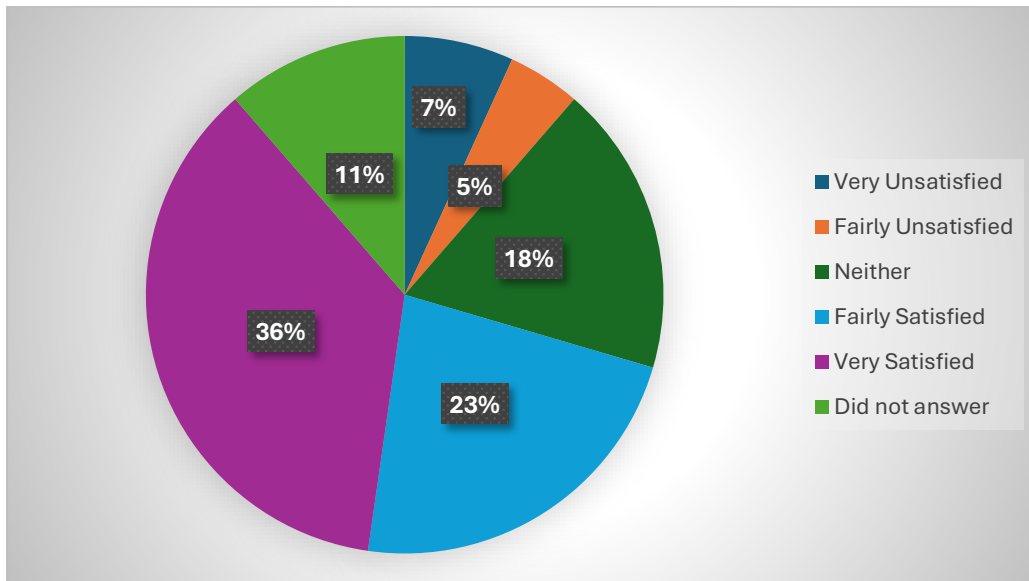
Very Unsatisfied	2
Fairly Unsatisfied	3
Neither	4
Fairly Satisfied	8
Very Satisfied	25
Did not answer	2
	44

8. How satisfied or unsatisfied are you that Lets for Life keeps you informed about things that matter to you? (TP07)



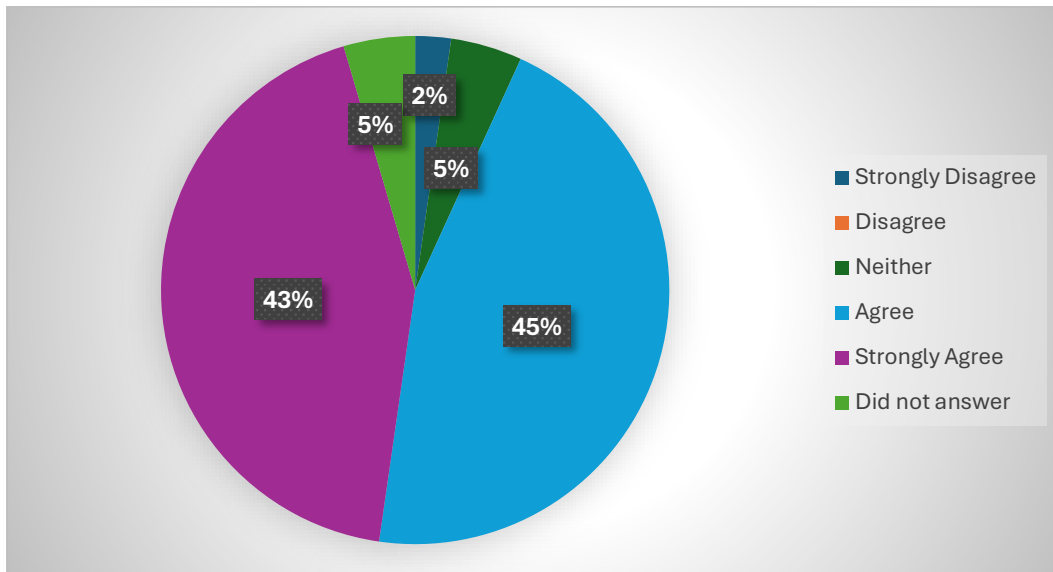
Very Unsatisfied	5
Fairly Unsatisfied	3
Neither	6
Fairly Satisfied	7
Very Satisfied	23
Did not answer	0
	44

9. How satisfied or unsatisfied are you that your landlord makes a positive contribution to your neighbourhood? (TP11)



Very Unsatisfied	3
Fairly Unsatisfied	2
Neither	8
Fairly Satisfied	10
Very Satisfied	16
Did not answer	5
	44

10. Do you agree or disagree with the following "Lets for Life treats me fairly and with respect?" (TP08)

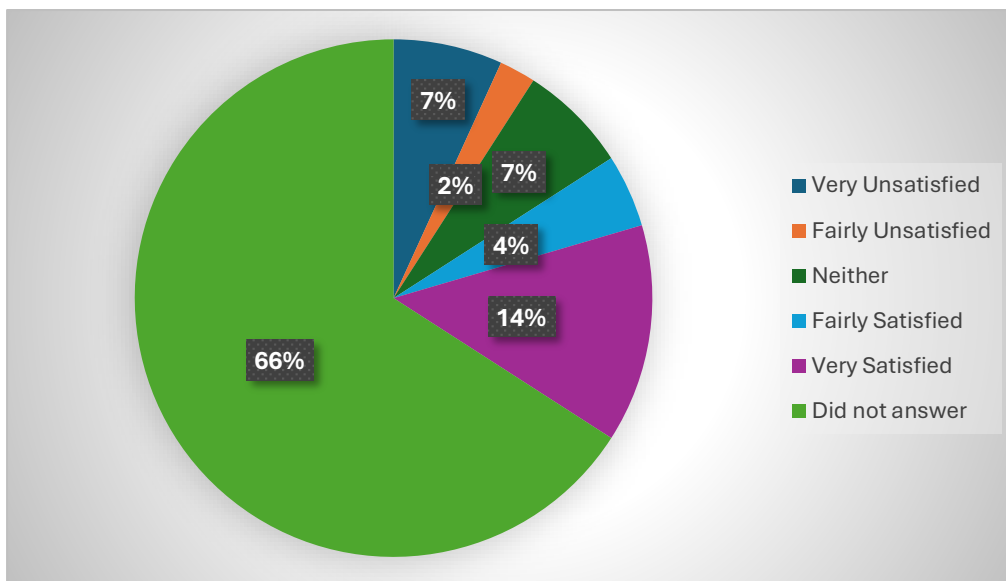


Strongly Disagree	1
Disagree	0
Neither	2
Agree	20
Strongly Agree	19
Did not answer	2
	44

11. Have you made a complaint to Lets for Life in the last 12 months?

Yes	0
No	18
Did Not Answer	26
	44

12. If yes, how satisfied or unsatisfied are you with how Lets for Life managed your complaint? (TP09)

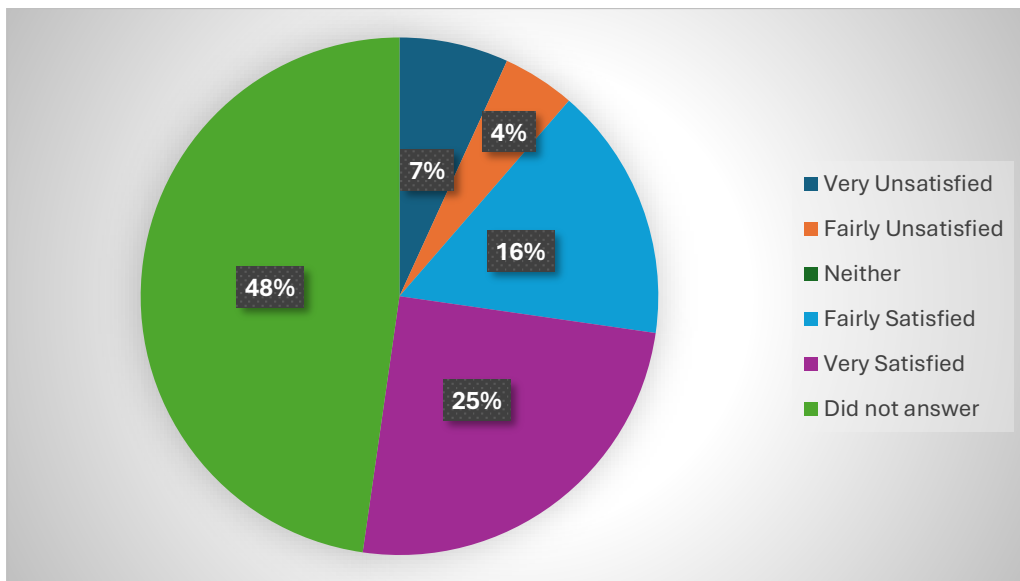


Very Unsatisfied	3
Fairly Unsatisfied	1
Neither	3
Fairly Satisfied	2
Very Satisfied	6
Did not answer	29
	44

13. Do you live in a building with communal areas, either inside or outside, that Lets for Life is responsible for maintaining?

Yes	0
No	18
Did Not Answer	26
	44

14. If yes, how satisfied or unsatisfied are you that Lets for Life keeps these communal areas clean and well maintained? (TP10)

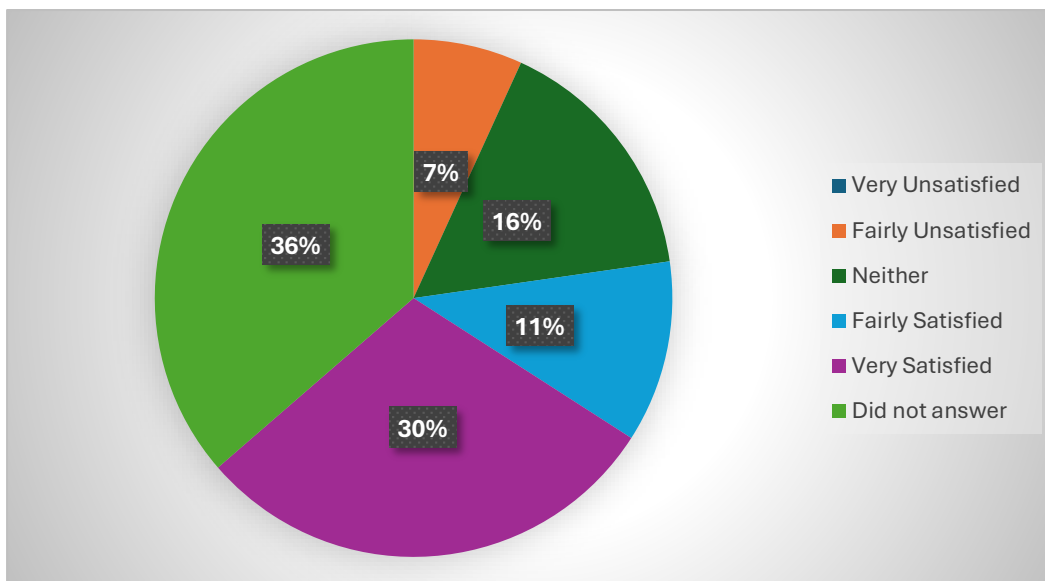


Very Unsatisfied	3
Fairly Unsatisfied	2
Neither	0
Fairly Satisfied	7
Very Satisfied	11
Did not answer	21
	44

15. Have you had any experiences of anti-social behaviour in the last 12 months?

Yes	0
No	9
Did Not Answer	35
	44

16. If yes, how satisfied or unsatisfied are you with how Lets for Life managed this? (TP12)



Very Unsatisfied	0
Fairly Unsatisfied	3
Neither	7
Fairly Satisfied	5
Very Satisfied	13
Did not answer	16
	44

Management Data

Building Safety		
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	95%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	85%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
Anti-social behaviour		
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	24
NM02 (1)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0
Decent Home Standard and Repairs		
RP01	Proportion of homes that do not meet the Decent Homes Standard.	1%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	94%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	97%
Complaints		
CH01 (1)	Number of stage one complaints received per 1,000 homes.	24
CH01 (2)	Number of stage two complaints received per 1,000 homes.	0
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%

Further information

If you would like to know more about this, then please contact us on:

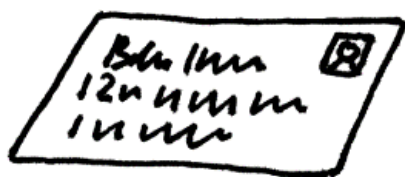


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