



Tenant Satisfaction Measures

One Manchester | 2024

Introduction

Tenant Satisfaction Measures (TSM's) give customers the chance to share views and feedback by answering questions on services like repairs and complaints.

We've been looking at your satisfaction with us over the past year through Tenant Satisfaction Measures (TSM's.) This helps us better understand your thoughts and experiences so we can improve our services to meet your needs.

The Regulator of Social Housing (RSH) introduced 22 TSMs in April 2023 to check how social housing providers are doing at providing good quality homes and services, and see if we're meeting standards.

12 of the TSMs are around tenant's opinions and cover a range of services in the following areas:

-  Overall landlord satisfaction
-  Keeping properties in good repair and maintaining building safety
-  Respectful and helpful engagement
-  Effective handling of complaints
-  Responsible neighbourhood management

This report covers our performance across these key areas using feedback from over 2300 customers from April 2023 to March 2024. IFF randomly select customers but make sure it's representative of our customer base.

We've collected information about your satisfaction in these areas every month, through an independent third-party research agency (**IFF**).



Scan the QR code or click the [link](#) to check out IFF

They do surveys by phone and email to get a wide range of opinions. It's important that you can trust the information in the report, so you know it truly reflects what you're saying about your experiences. That's why the information in this report is impartial and reviewed by external auditors and our Customer Scrutiny Panel.

You can view further information about our ongoing performance and the additional TSM's on our website and more about your feedback and our actions through our **Customer Annual Report**.



Scan the QR code or click the link to read more about TSMs on our website



Scan the QR code or click the [link](#) to check out our Customer Annual Report





Contents

2. Introduction

4. Summary

10. TSMs in-depth review

10. Overall satisfaction

18. Keeping properties in good repair

20. Respectful and helpful engagement

18. Effective handling of complaints

22. Responsible neighbourhood management



Summary

Here are some key highlights from the report, and what you told us about how we're performing against the TSM's. We've also included what actions we're taking where we've identified improvements are needed.



70%

Overall satisfaction

Customer feedback:

- ◆ **Positive:** Colleague behaviour, repairs, and maintenance services
- ◆ **Negative:** Home safety, wait times, and communication issues

What we will do:

- ◆ We're launching our 'Repairs Intervention' project to improve processes and enhance first-time service success
- ◆ We're reviewing customer experience to improve accessibility and communication

Keeping properties in good repair and maintaining building safety



66%

Satisfaction with most recent repair time



72%

Satisfaction with repairs



71%

Satisfaction that the home is well maintained



77%

Satisfaction that the home is safe

Customer feedback:

- ◆ **Positive:** Quick response and quality service when repairs are done right the first time
- ◆ **Negative:** Appointment scheduling and timescales

What we will do:

- ◆ We're implementing the 'Repairs Intervention' project to improve the full repairs process
- ◆ We'll be doing regular monitoring and training to make sure our operatives are multi-skilled, and we'll improve our appointment management

Respectful and helpful engagement

Satisfaction that landlord:



63%

Listens to tenant views



70%

Treats tenants fairly and with respect



70%

Keeps tenants informed

Customer feedback:

- ◆ **Positive:** Colleague behaviour
- ◆ **Negative:** Communication and keeping their promises

What we will do:

- ◆ We're introducing the new Customer Experience Strategy and One Manchester 'Service Style' to improve our communication and connection with our customers.
- ◆ We're implementing the new Customer Voice Strategy for better customer engagement

Summary continued →



Effective handling of complaints



50%

Overall satisfaction

Customer feedback:

- 🟢 **Negative:** Slow response times

What we will do:

- 🟢 We updated training for clearer complaint handling expectations
- 🟢 Managers are focusing on providing prompt responses and we've already seen performance improvements
- 🟢 We've launched our 'Repairs Intervention' project to improve our repairs process
- 🟢 We've implemented a new triage process and training for better complaint handling
- 🟢 We're now reviewing all of our Stage 1 complaints to make sure thorough investigations have taken place and appropriate responses are given



Responsible neighbourhood management



70%

Communal area cleanliness

Customer feedback:

- ◆ **Positive:** Cleanliness, caretaker service, building more homes, and good at supporting the community
- ◆ **Negative:** Grass cutting, rubbish, and cleanliness of communal areas

What we will do:

- ◆ Our Facilities and Environmental teams have a new structure and better ways of working
- ◆ We're improving our communication and scrutiny around service delivery standards
- ◆ We've implemented new ways of working, particularly in our Neighbourhoods and Repairs teams, to increase the benefits for customers



66%

Positive contribution to neighbourhoods

Customer feedback:

- ◆ **Negative:** Insufficient action on ASB issues like neighbour problems and drug dealing

What we will do:

- ◆ We're updating training for colleagues handling ASB to improve case management
- ◆ Our Neighbourhood Model is being used to identify and address hotspots
- ◆ We're creating specific action plans for identified neighbourhoods with ASB issues

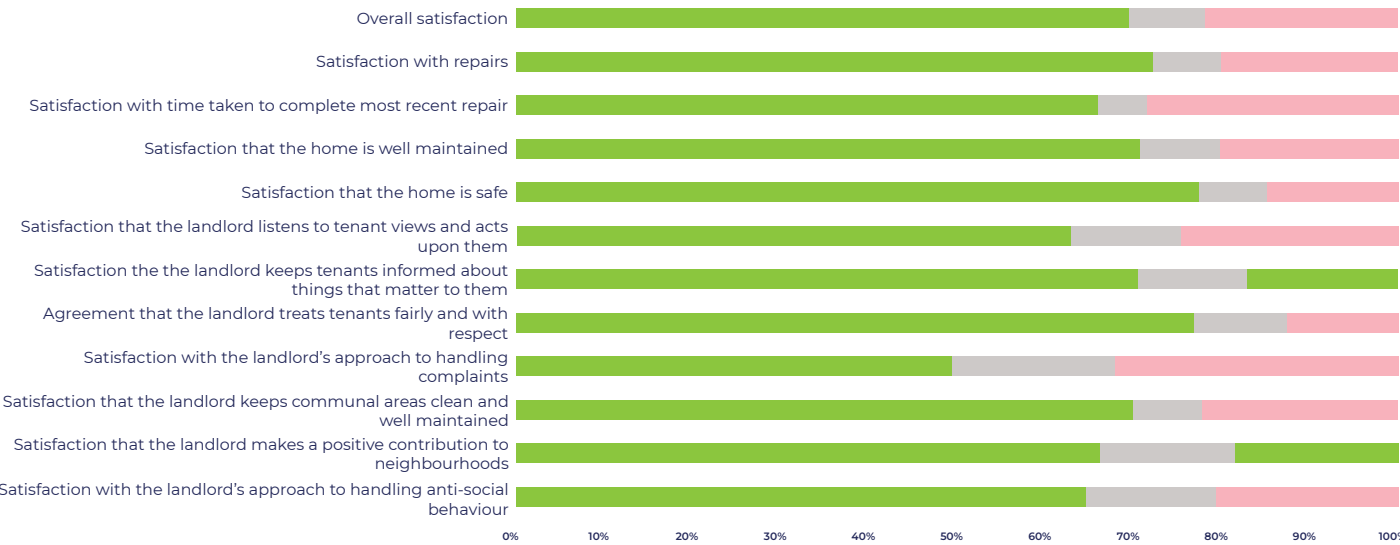
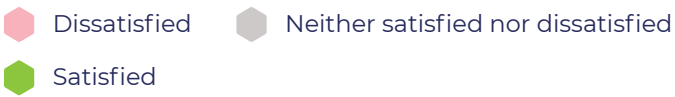


65%

Satisfaction with handling ASB



Summary table



Links between survey answers

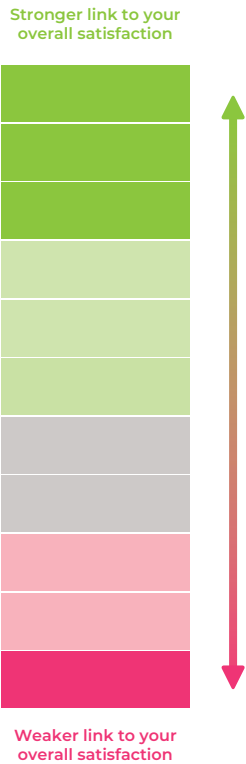
We looked to find links between survey questions and your overall satisfaction. Below are the results, showing the strength of the link between each survey question and your satisfaction. Green shows a strong link and red shows a weaker link. This means from the graph, we can see satisfaction with repairs, satisfaction that the home is well maintained and satisfaction that the landlord listens to views and acts upon them all have a strong link to overall satisfaction.

Agreement that the landlord treats tenants fairly and with respect, for example, has less of a link to overall satisfaction.

The below graph has been put in priority order, from the areas that have the most impact on your overall satisfaction, to the least.

Link to your overall satisfaction

- Satisfaction with repairs
- Satisfaction that the home is well maintained
- Satisfaction that the landlord listens to tenant views and acts upon them
- Satisfaction with time taken to complete most recent repair
- Satisfaction that the landlord keeps tenants informed about things that matter to them
- Satisfaction with the landlord's approach to handling complaints
- Satisfaction that the home is safe
- Satisfaction that the landlord makes a positive contribution to neighbourhoods
- Satisfaction that the landlord keeps communal areas clean and well-maintained
- Satisfaction with the landlord's approach to handling anti-social behaviour
- Agreement that the landlord treats tenants fairly and with respect



** Please note, to make the graphs easier to read, we have joined 'Very' and 'Fairly' Satisfied figures, and 'Fairly' and 'Very' Dissatisfied figures**



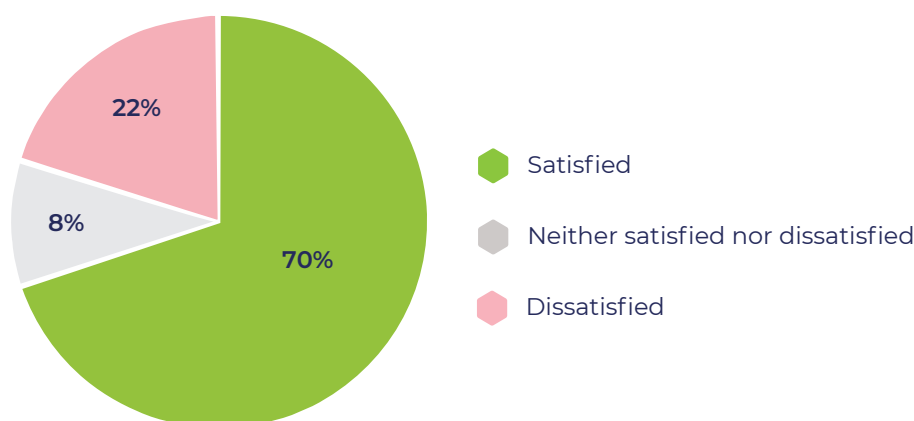
Tenant Satisfaction Measures: an in-depth review

Overall satisfaction



70%

are very or fairly satisfied with the overall services provided by One Manchester



What you said about overall satisfaction

- ◆ **Positive:** You were positive about colleague behaviour, repairs, and maintenance services
- ◆ **Negative:** Concerns were raised around safety of the home, wait times, and communication

One Manchester is taking steps to streamline systems and improve communication on issues reported to us.

What we will do:

We're carrying out a 'Repairs Intervention' project to improve our processes. The project aims to improve service delivery and help us get things right first time. We're also doing a review of the customer experience to improve accessibility and communication when we're delivering a service to you.



Gender

Our customer base is mostly female (56%) compared to male (44%). Those identifying as 'Other' are the most satisfied gender group, however, they are a very small group at less than 1%.

	Other	Male	Anonymous	Female	Total
Satisfied	75%	73%	68%	67%	70%
Neither satisfied nor dissatisfied	25%	7%	11%	9%	8%
Dissatisfied	0%	20%	21%	24%	22%
Total	100%	100%	100%	100%	100%
Number of responses	4	869	308	1113	2294

Sexual Orientation

Bisexual scores the highest satisfaction percentage, but is our smallest group of people. Heterosexual or Straight makes up almost two thirds of our customer base.

	Bisexual	Refused to answer	Gay or lesbian	Hetero-sexual	Other	Missing	Total
Satisfied	89%	73%	72%	71%	69%	63%	70%
Neither satisfied nor dissatisfied	0%	8%	4%	8%	6%	11%	8%
Dissatisfied	11%	20%	24%	21%	25%	26%	22%
Total	100%	100%	100%	100%	100%	100%	100%
Number of responses	9	66	25	1464	16	714	2294

Ethnic group

Our most satisfied ethnicity group are Asian closely followed by Black. Our largest ethnicity group is White.

	Asian	Black	Mixed	Other	Unknown	White	Anonymous	Total
Satisfied	74%	73%	56%	70%	68%	66%	68%	70%
Neither satisfied nor dissatisfied	10%	7%	14%	11%	9%	9%	11%	8%
Dissatisfied	16%	20%	30%	19%	23%	25%	21%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Number of responses	157	455	70	83	733	796	153	2294

Age

Our older customers, (over 65 year olds) are our most satisfied customers.

	<25	25-34	35-44	45-54	55-64	65-74	75+	Anonymous	Total
Satisfied	68%	68%	56%	70%	68%	73%	72%	89%	70%
Neither satisfied nor dissatisfied	9%	9%	13%	8%	10%	6%	8%	1%	8%
Dissatisfied	23%	23%	32%	22%	22%	22%	20%	10%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of responses	599	141	232	281	278	232	531	153	2294

Vulnerability or disability

Customers with an impairment are slightly more dissatisfied than those customers without an impairment.

	No impairment	Impaired	Unknown	Anonymous	Total
Satisfied	75%	71%	69%	68%	70%
Neither satisfied nor dissatisfied	9%	7%	8%	11%	8%
Dissatisfied	16%	22%	23%	21%	22%
Total	100%	100%	100%	100%	100%
Number of responses	138	817	1031	308	2294

Religion/fairness

Some of our smaller religious groups show high levels of satisfaction. The Church of England is our largest group followed by Muslim and 'no religion'.

	Missing	Any other religion	Baptist	Buddhist	Christian - other	Church of England/Ireland/Scotland	Hindu	Jewish	Methodist	Muslim	No religion	Prefer not to say	Presbyterian	Protestant - other	Roman Catholic	Sikh	Unknown	Total
Satisfied	61%	68%	50%	0%	71%	76%	100%	0%	89%	73%	66%	56%	100%	75%	67%	100%	82%	70%
Neither satisfied nor	11%	11%	0%	100%	6%	8%	0%	100%	0%	9%	9%	15%	0%	8%	8%	0%	0%	8%
Dissatisfied	28%	21%	50%	0%	23%	16%	0%	0%	11%	18%	24%	30%	0%	17%	25%	0%	18%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of responses	533	56	2	1	424	146	4	1	9	349	356	27	1	128	231	1	22	2294

Economic Status

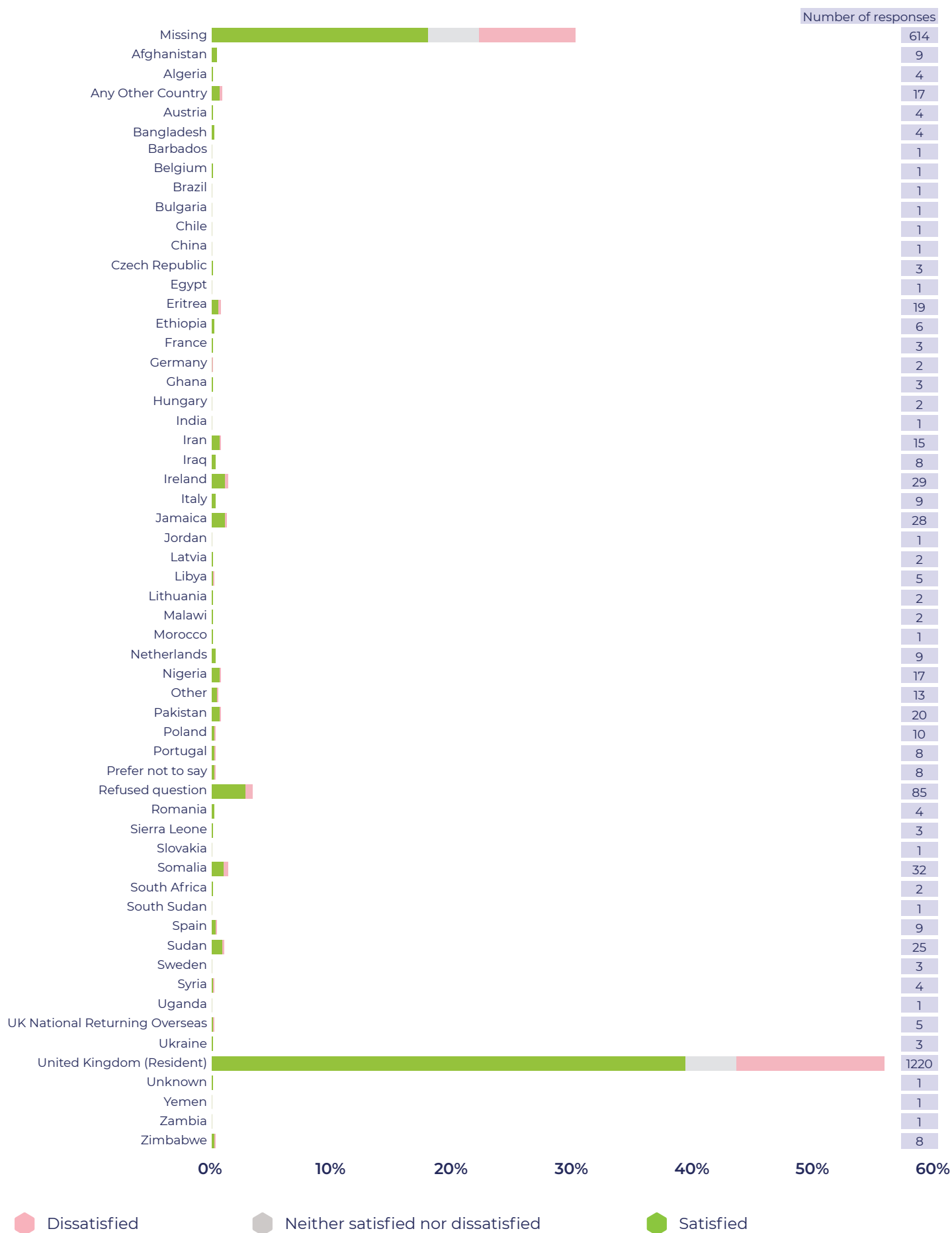
Customers who are fully retired are more satisfied than all other categories.

	Gov training new deal	Fully retired	Not seeking work	Other	Full time education	Part time paid work	Unemployed looking for work	Looking after home	Anonymous	Carer	Unemployed health/disability	Full time paid work	Unknown	Refused	Self employed	Child under 10	Total
Satisfied	100%	81%	74%	73%	72%	70%	69%	69%	68%	68%	67%	66%	65%	57%	56%	33%	70%
Neither satisfied nor	0%	4%	8%	8%	12%	9%	13%	8%	11%	8%	7%	9%	6%	14%	16%	67%	8%
Dissatisfied	0%	15%	18%	19%	16%	21%	19%	22%	21%	24%	26%	25%	29%	29%	27%	0%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of responses	2	339	92	26	25	232	143	36	308	63	386	409	161	7	62	3	2294



Nationality

A number of the smaller nationalities within our customer base have high satisfaction.



Property type

Customers who live in bungalows are our most satisfied group, our customer base in bungalows also has the highest average age.

	Bungalow	House	Flat	Anonymous	Total
Satisfied	75%	70%	69%	68%	70%
Neither satisfied nor dissatisfied	8%	7%	9%	11%	8%
Dissatisfied	17%	23%	22%	21%	22%
Total	100%	100%	100%	100%	100%
Number of responses	12	1149	825	308	2294

Property build year

Customers living in houses built during 1991-2000 are the most satisfied, this is only a small portion of our stock with the largest group of our stock being built between 1965 to 1980.

	Pre 1919	1919 to 1944	1945 to 1964	1965 to 1980	1981 to 1990	1991 to 2000	2001 to 2010	2011 to 2020	Post 2020	Anonymous	Total
Satisfied	76%	70%	60%	71%	70%	85%	70%	69%	75%	68%	70%
Neither satisfied nor dissatisfied	7%	7%	13%	8%	10%	8%	7%	0%	9%	11%	8%
Dissatisfied	17%	23%	28%	21%	21%	8%	22%	31%	16%	21%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of responses	58	599	160	940	141	13	27	16	32	308	2294

Tenancy length

Customers who have been with us the longest time are the most satisfied.

	<2 years	3-5 years	6-10 years	11-15 years	16-20 years	21-25 years	>26 years	Anonymous	Total
Satisfied	72%	72%	67%	64%	70%	68%	77%	68%	70%
Neither satisfied nor dissatisfied	7%	8%	8%	11%	8%	11%	4%	11%	8%
Dissatisfied	21%	20%	25%	25%	23%	21%	19%	21%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of responses	286	214	377	321	230	217	341	308	2294





Neighbourhood region

Our South region has our highest satisfaction percentage, and Central has our highest dissatisfaction.

	South	East	Central	Anonymous	Total
Satisfied	76%	71%	65%	59%	70%
Neither satisfied nor dissatisfied	6%	8%	9%	15%	8%
Dissatisfied	18%	21%	26%	26%	22%
Total	100%	100%	100%	100%	100%
Count	657	682	647	308	2294

What will we do about the links between satisfaction and customer type?

At the moment, you can see some information about our customers is incomplete. We want to work with you to get more information, so we can investigate what this means, and then focus and tailor our services to improve your satisfaction.

Last year we launched our new **Neighbourhood Model**, introducing 27 Neighbourhood Officers to work across smaller areas. They meet every customer each year through Tenancy Experience visits to each home, and have met over 5,500 customers so far. Through these meetings, we can get to know you better, so we can find out more about how our services can meet your needs.

We take your data and data security very seriously, so your information is safe with us. When you contact us, we may also try to get any missing information about you, so please share what you can, so we can learn more about your needs as a customer.

This year we're also renewing our Customer Voice strategy. This will give you opportunities to speak to us and get involved in how we shape our future services. We'll be running customer focus groups as part of this, aimed at understanding specific areas of improvement, for specific groups of customers.

We're also introducing a new Vulnerability strategy to understand specific customer needs and develop how we can provide a better quality service to all customers.

Through all these efforts, we're hoping to get to know you better and use the information to take action.

Keeping properties in good repair



66%

Satisfaction with most recent repair time



72%

Satisfaction with repairs



71%

Satisfaction that the home is well maintained

What you said about satisfaction with repairs:

- ◆ **Positive:** You said you felt most positively about our speed of response when we get things right first time, and the quality of service.
- ◆ **Negative:** The largest negative was about timescales linked to our appointments.

What we will do:

The 'Repairs Intervention' project mentioned earlier will have a big impact on our entire repairs service. We'll be using your feedback from the TSMs and Big Listen to shape the outcomes. Before we can make these changes, we've also introduced regular meetings to monitor diaries of our workload to make sure everyone has the time to carry out repairs within fair timescales. We're also continuing to train our operatives so as many as possible are multi-skilled and can do lots of different jobs. This will reduce the demand on diaries in the long-term by improving the number of repairs we complete first-time.



77%

Satisfaction that the home is safe

What you said about satisfaction that your home is safe:

- ◆ **Positive:** You felt most positively about feeling safe in the home, and our approach to gas safety
- ◆ **Negative:** The largest negative feelings were about damp and mould, wait times, and responsive repairs. We've also seen a strong link between customers feeling "safe" and "secure", with many customers talking about fencing being a cause for being dissatisfied

What we will do:

We've fully staffed our Healthy Homes team and are using inspection resources flexibly to tackle damp and mould issues quickly. This approach cleared a backlog of cases by February 2024. Our new Repairs structure and emergency intervention have cut waiting times. Implementing the Neighbourhood Model and reporting additional repairs also aim to increase your feelings of safety at home. We repair fencing if it's a health and safety hazard and have a small fencing programme for the next 10 years. Our main priority is upgrading 10,000 kitchens and bathrooms.

What links have we found in our repairs and maintenance feedback?

Please note, the figures in the below graphs have been rounded up or down to the nearest decimal place.

Repair orders by priority (last 12 months)

Customers who received an appointable repair in the last 12 months feel most satisfied.

	Appointable	Emergency	Urgent
Satisfied	22.6%	12.2%	10.8%
Neither satisfied nor dissatisfied	2%	1%	1%
Dissatisfied	9.6%	4.9%	4.3%
Total	35%	18%	17%
Number of responses	1130	853	743

Repair orders by number (last 12 months)

Customers with two repair orders in the last 12 months are most satisfied.

	1	2	3	4	5+
Satisfied	27%	24%	12%	2%	1%
Neither satisfied nor dissatisfied	3%	3%	1%	0%	0%
Dissatisfied	10%	9%	5%	1%	0%
Total	40%	36%	18%	3%	1%
Number of responses	1153	1025	504	113	61

Repair orders by trade type (last 12 months)

Customers who had joinery or plumbing repairs in the last 12 months are most satisfied.

	Joiner	Plumber	Gas Engineer	Electrician	Plasterer	Roofer	Brick layer	Painter	Ground works	Damp/mould	Door entry	Electrical servicing
Satisfied	15%	15%	14%	13%	2%	2%	1%	1%	0%	0%	0%	0%
Neither satisfied nor dissatisfied	2%	1%	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%
Dissatisfied	6%	6%	5%	6%	2%	1%	0.5%	0%	0%	0%	0%	0%
Total	23%	22%	20%	21%	4%	3%	1%	1%	0%	0%	0%	0%
Number of responses	719	728	684	672	146	133	83	33	23	7	4	1

Respectful and helpful engagement



63%

Satisfaction that the landlord listens to tenant views and acts upon them



70%

Satisfaction that the landlord keeps tenants informed about things that matter to them



77%

Agreement that the landlord treats tenants fairly and with respect

What you said about respectful and helpful engagement:

- **Positive:** You were most happy with the behaviour of our colleagues
- **Negative:** You told us we need to make improvements to the way we interact with our customers, keep you better informed, and keep our promises

What we will do:

We've finished our new Customer Experience Strategy and will introduce our One Manchester 'Service Style' this year to improve our communication with you. Our new Customer Voice Strategy and framework will also make sure you have the opportunity to engage with us, and for us to act on this feedback.

Effective handling of complaints



50%

Satisfaction with most recent repair time

What you said about our approach to complaint handling:

The main issue you told us about is the slow response to complaints, which misses target timelines. Many people who answered the survey haven't made a formal complaint, but are basing answers on their experiences with reporting issues like repairs and ASB.

What we will do:

We're improving our complaints process and launching our 'Repairs Intervention' to speed up our response times. We're updating training and focusing on quick manager responses. Feedback is used to improve our work and our new 'Service Style' aims to make our communication better with you. In April 2024, we introduced a new process to give managers better information and clear goals for investigations, prioritising timely responses in 2024/25.



Responsible neighbourhood management



70%

Satisfaction that the landlord keeps communal areas clean and well maintained

What you told us about communal areas:

- ◆ **Positive:** You made positive comments about areas being kept clean and tidy, the frequency of visits and our caretaker service.
- ◆ **Negative:** You were less happy about issues including grass cutting; rubbish and the cleanliness of communal areas.

What we will do:

We've restructured and launched our new ways of working in our Facilities and Environmental teams. We believe this, along with other improvements across the business such as our service charge review and neighbourhood inspections, will improve the standard of cleaning and maintenance of communal areas. We also believe this will improve with better communication, scrutiny, and engagement about what services we deliver, when we deliver them, and to what standard.





66%

Satisfaction that the landlord makes a positive contribution to neighbourhoods

What you told us about communal areas:

- ◆ **Positive:** You were positive about areas including people within the community, One Manchester building more homes, Shared Ownership, and how we support the community.
- ◆ **Negative:** You were less happy with how we're performing around damp and mould, rubbish, people hanging around outside buildings, bins, grass cutting, and gardens.

What we will do:

Performance has been under target for most of the year. The last year at One Manchester has seen us go through some big changes as we launched the new way of working during times of high inflation and reduced public services. Our Neighbourhood Model will be in its first full year, and we'll be launching new ways of working in other teams like Repairs. Along with improved communication around issues such as service charges, we hope to see the benefits to our customers and an improvement in overall satisfaction.



65%

Satisfaction with the landlord's approach to handling ASB

What you told us about how we handled ASB:

- ◆ **Negative:** The main problem you reported was around us not doing enough about ASB, particular problems with neighbours, problems in the area, loud music, and drug dealing.

What we will do:

We're updating training for teams dealing with ASB to make sure there are clear expectations on case handling. Our Neighbourhood Model also helps identify areas needing most action, so specific plans are being made for these areas. Our Community Safety team received hate crime training in July 2023, and we're a registered hate crime reporting agency, promptly addressing all referrals within a day. We always collaborate with Greater Manchester Police and partners as needed.



We're here to help

Thank you for reading.

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