



# Tenant Satisfaction Measures

2024/25 mid year update



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# Introduction

Welcome to our performance update.

In this report, you'll find the LiveWest results for the Tenant Satisfaction Measures at the end of September 2024. You can see how we compare to other social landlords, and find out whether we're improved since April 2024. We will also explain how we're working to improve our services for customers.

# Overall satisfaction



85.3%

Overall customer  
satisfaction for  
renters

Top 25% of  
housing associations

Better than last year



69.7%

Overall customer  
satisfaction for  
shared owners

Top 25% of  
housing associations

Worse than last year

Our aim is to be in the top 25% of landlords for all of the Tenant Satisfaction Measures.

We use the measures and your feedback to prioritise where we want to improve. This year, our top three improvement goals are:

- **Continuing to improve our repairs service.**
- **Enhancing the look and upkeep of shared spaces.**
- **Improving how we handle complaints.**

# Keeping homes in good repair

	Score	Compared to other housing associations	Compared to last year
Satisfaction with repairs	81.5%	Top 25%	↑
Satisfaction with time taken to complete most recent repair	75.6%	Middle	↑
Satisfaction that the home is well maintained	83.8%	Top 25%	↓
Percentage of homes that meet the Decent Homes standard	99.9%	Middle	→
Non-emergency repairs completed in target timescale	69.6%	Bottom 25%	↑
Emergency repairs completed in target timescale	98.7%	Middle	↑

Our top priority is to complete routine repairs quickly and conveniently, and you can now book many repairs using the [customer portal](#).

## What are we doing to improve our score?

- We are minimising the need for in-home visits by diagnosing repairs through video calls where possible.
- So far this year, this has saved approximately 1,000 visits, and we expect to reach around 2,000 saved visits by March 2025.
- We have completed an additional 6,000 repairs so far this year, reducing our waiting times from up to 6 weeks in February 2024 to around 2 and a half weeks. We aim to complete routine repairs within 3 weeks.

# Maintaining building safety

	Score	Compared to other housing associations	Compared to last year
Proportion of respondents who report that they are satisfied that their home is safe (renters)	89.2%	Top 25%	➔
Proportion of respondents who report that they are satisfied that their home is safe (shared owners)	81.5%	Middle	⬇
Proportion of homes for which all required gas safety checks have been carried out	100%	Top 25%	➔
Proportion of homes for which all required fire risk assessments have been carried out	100%	Top 25%	➔
Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	Top 25%	⬆
Proportion of homes for which all required legionella risk assessments have been carried out	100%	Top 25%	➔
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	Top 25%	➔

Safety is our top priority as a landlord. [You can see our safety standards on our website.](#)

## You can help us keep your home safe by:

- Reporting any concerns about safety in your home, building or community straight away. You can contact us [here](#).
- Making sure you are at home for any appointments or telling us in advance if it isn't convenient.
- Keeping corridors and stairs in blocks of flats clear of any personal items or rubbish.

# Respectful and helpful engagement

	Score	Compared to other housing associations	Compared to last year
Your views are listened to and acted upon (renters)	76.4%	Top 25%	↓
Your views are listened to and acted upon (shared owners)	56.4%	Top 25%	↓
You are kept informed about things that matter to you (renters)	83%	Top 25%	↓
You are kept informed about things that matter to you (shared owners)	75.7%	Top 25%	↓
You are treated fairly and with respect (renters)	88.9%	Top 25%	↓
You are treated fairly and with respect (shared owners)	77.9%	Top 25%	↓

We listen and act on your views in lots of different ways. This can be by making changes following complaints, [through community partnerships and initiatives](#) and through our customer groups, who review our services and challenge our performance. [There is information about getting involved on our website if you would like to take part.](#)



# Respectful and helpful engagement

## By the end of March 2025, we will have:

- Implemented all of the changes following the repairs service review completed by customers.
- Supported customers to review how we let our empty homes.
- Supported customers to scrutinise our approach to maintaining and cleaning communal areas.

[View more examples of changes we have made based on your feedback.](#)

## Looking at the differences between customers

To make sure we treat customers fairly we compare how different groups of customers rate our performance. There are very few significant differences, but we have found:

- Older customers tend to be more satisfied with LiveWest, similar for many social landlords.
- Customers with a support need are less likely to be satisfied with our complaints handling and how we deal with anti-social behaviour (ASB). We have already changed how we manage complaints and ASB cases to check with customers what extra help they may need.
- Female and minority ethnic customers are less likely to agree that LiveWest provides a home that is safe. By March 2025 we will have investigated this further and developed a plan to help us improve.



# Effective handling of complaints

	Score	Compared to other housing associations	Compared to last year
Satisfaction with how complaints are handled (renters)	41.3%	Middle	↓
Satisfaction with how complaints are handled (shared owners)	26.1%	Middle	↓
Number of stage one complaints for every 1,000 homes	45.6	Middle	↑
Stage one complaints responded to within Complaint Handling Code timescale	93.7%	Middle	↑
Number of stage two complaints for every 1,000 homes	10	Bottom 25%	↑
Stage two complaints responded to within Complaint Handling Code timescale	93.9%	Middle	↑

## So far this year we have:

- Trained 243 colleagues in complaint handling.
- Worked with customers to review and update our guidance for compensation payments.
- Changed how we make sure the actions we agree to resolve complaints are done well and on time.

## By the end of March 2025, we will have:

- Held the first two meetings of our new customer complaints group.
- Shared our learning from the group on the website.
- Embedded an independent compensation review panel to ensure we are consistent and fair.

# Neighbourhood management

	Score	Compared to other housing associations	Compared to last year
Communal areas are clean and well maintained (renters)	66.8%	Middle	↓
Communal areas are clean and well maintained (shared owners)	46.7%	Middle	↓
LiveWest makes a positive contribution to your neighbourhood (renters)	77.5%	Top 25%	↓
LiveWest makes a positive contribution to your neighbourhood (shared owners)	59.7%	Top 25%	↓
Satisfaction with how anti-social behaviour is handled (renters)	71.2%	Top 25%	↑
Satisfaction with how anti-social behaviour is handled (shared owners)	56.7%	Top 25%	↑
Anti-social behaviour cases for every 1,000 homes	23.6	Middle	↓
Anti-social behaviour cases involving hate crime for every 1,000 homes	0.2	Top 25%	↓

## So far this year we have:

- Increased colleague numbers dealing with anti-social behaviour.
- Prioritised which neighbourhoods get extra community support.
- Acted on feedback from 149 Estate Service Champions, and committed to spend £106,000 on estate improvement works, including updating bin stores, and creating storage space.

## By the end of March 2025, we will have:

- Reviewed the services we can provide ourselves instead of contractors.
- Improved how we monitor contractors' performance.
- Trialled changes to our Estate Supervisor service to help them take on extra duties.

## Contact us:

 0300 123 8080

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 [LiveWest customer portal](#)



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