

OUR TSM RESULTS 2023/2024



Tenant Satisfaction Measures (TSMs) have been designed by the Regulator for Social Housing to drive up standards and improve the quality of social housing by ensuring providers are accountable for the services they deliver.



511
customers
gave feedback



3,537
properties were
selected for
contact

Satisfied with the
service provided by
Orwell **76.2%**

Satisfied that your
home is safe **85.5%**

Satisfied with
our approach to
complaints **39.5%**

Keeping
properties in
good repair



Satisfied with the repairs
service **74.2%**

Satisfied with the time taken
to complete your most recent
repair **65.2%**

Satisfied with how well your
home is maintained **75.8%**

Respectful
and helpful
engagement



Satisfied we listen to your
views and act upon
them **67.2%**

Satisfied that we keep you
informed about things that
matter **73.5%**

Satisfied that we treat you fairly
and with respect **83.8%**

Responsible
neighbourhood
management



Satisfied we keep communal
areas clean and well
maintained **68.3%**

Satisfied we make a positive
contribution to your
neighbourhood **70.4%**

Satisfied with how we handle
anti-social behaviour
66.2%

As a result of your feedback, we...



Repairs

Are recruiting additional resources in the repairs operative and admin teams. We are also asking customers to share their vulnerabilities so that we can tailor the service to suit their needs.



Complaints

Recruited a Complaints Officer to manage the complaint process. We are also contacting customers to better understand their complaints and how we resolve them.