



**LENCH'S  
TRUST**  
Building Bridges in the Community



# Tenant Satisfaction Measures (TSM) 2023

As a registered social landlord, Lench's Trust are governed and regulated by the Regulator of Social Housing (RSH) and under the new Social Housing Regulatory Act, from 2024 onwards, we must record performance against TSM's.

The TSM's are a set of standardised perception questions to find out how satisfied residents are with the services Lench's Trust provide. They also provide excellent information on how and where we need to focus any improvements, allowing us to prioritise our services to ensure our homes remain of a high-quality standard for our residents to live in.

In November 2023 we anonymously surveyed all our households by post, giving the opportunity for face-to-face assistance if required.



Thank you to the residents who took the time to complete and return the survey.

**This report shows percentages and figures based on the number of residents that responded.**

# Overall Satisfaction

Lench's Trust welcomes residents' feedback to enable us to listen to your views whilst continuously striving to improve our services and planned works.

The results are in, with 133 residents completing the survey, which equates to 74% of our total residents, which is an excellent response for our first survey.



91% of residents reported they are satisfied with the overall service provided by Lench's Trust.



Having a small proportion of shared ownership properties, amounting to 3.8% of our stock, our TSM results are reported collectively.



# Keeping properties in good repair

Lench's Trust is committed to maintaining all its properties to a high standard, ensuring a safe and pleasant environment for the wellbeing of the residents.



92% Satisfied Lench's Trust provides a home that is well maintained



92% Repairs completed within target timescale



89% Satisfaction of the overall repair service



100% of homes meet the Decent Homes Standard



88% Satisfied with the time taken to complete most recent repairs.



A total of 93 residents reported a repair in the last 12 months

# Building Safety and Safety Checks

We want all our residents to feel safe in their home with all necessary checks and repairs undertaken when required. All reported repairs are prioritised dependent on urgency.



96% are satisfied their home is safe



90% satisfied with the energy efficiency of their home



100% completion of gas safety checks



100% Completion of fire safety checks



100% Completion of water safety checks



100% Completion of lift safety



100% Completion of asbestos safety checks

# Responsible neighbourhood management

Lench's Trust acknowledges that residents desire their home to encompass not just the property they reside in, but also the community and environment around them. We take pride in making our communal areas clean and safe. We welcome visitors from the local community into our communal facilities to share parts of our home and join in activities as we are an integral part of the local area.



94% Satisfaction with how communal areas are kept clean and well maintained



100% of residents live in a building with communal areas



76% Satisfied with Lench's Trust positive contribution to the local neighbourhood



88% Satisfied with Lench's Trusts approach to handling of antisocial behaviour



11% of antisocial behaviour cases reported relative to Lench's Trust stock

# Effective handling of complaints

Lench's Trust take complaints seriously and understand that a complaint is an opportunity to improve, the Trust also recognises that good living is about Wellbeing with affordability being critical to this.



56% Satisfied with Lench's Trusts approach to complaint handling



16% of complaints received relative to Lench's Trust stock



75% of complaints responded to within the Complaint Handling Code timescales

How satisfied or dissatisfied are you with Lench's Trust approach to complaint handling?

Very satisfied – 11%  
Fairly satisfied - 44%  
Neither satisfied or dissatisfied – 15%  
Fairly dissatisfied – 15%  
Very dissatisfied – 15%

This was out of a total of 27 residents who thought they made a complaint to the Trust over the last 12 months.

## Affordability and Wellbeing



79% of residents are concerned about the Cost-of-Living crisis



3% of residents currently suffer from damp or mould issues. Of these residents, 75% have reported the issue to Lench's Trust



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# Communications and helpful engagement

Lench's Trust is committed to ensuring we use residents preferred method of communication wherever possible and engage with individuals in a respectful and fair way.



78% Satisfied that resident views are listened to and acted upon



89% agree that Lench's Trust treat residents fairly and with respect



82% satisfied with how Lench's Trust residents are kept informed about issues that matter to them



86% found it easy to communicated with Lench's Trust

Our new 'ENS' Digital call system is fully installed providing additional ways of communication.



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# Recommendations



91% would recommend Lench's Trust to other people

Residents were asked "What one thing could Lench's Trust improve" ?  
Below is a sample of the improvement comments:

## Here's what you said:

"Gardens need more attention- not enough staff. staff are hard overworked and try hard to keep everything tidy"

"more maintenance staff, so few and they are responsible for 3 sites, impossible odds"

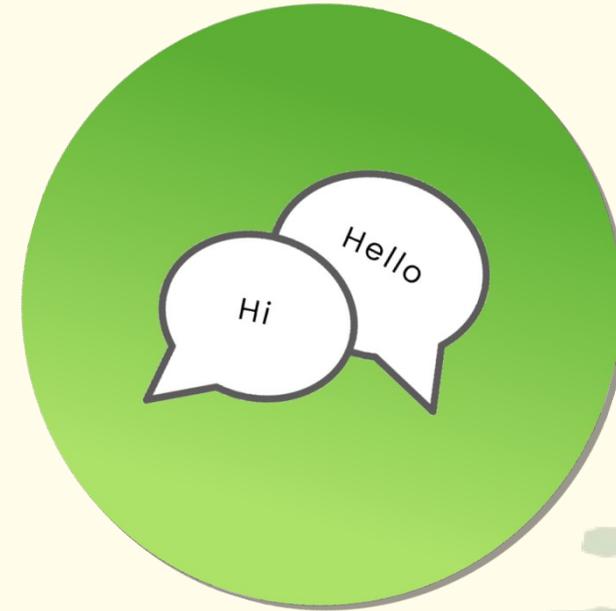
"Listen to people more"

"Balcony floor needs addressing"

"Give us rent statements at every 2 months. On paper, please, though some people might be OK with it on computer"

"more pro-active communication with residents concerning upcoming improvements and scheduled maintenance- with perhaps residents have a greater say in things"

"activity seek to introduce new residents to neighbours and other residents and activity groups / gatherings"



# You said, we do

Members of the Central Team are attending more resident meetings.

We have included the residents in decision-making for the budgetary process for 2024, welcoming them to choose a specific maintenance/ décor project to be done within the 2024-year end. This went down well, and we will be working with them from June onwards on the projects to be included in 2025.

## The projects residents chose for 2024 are as follows:

- Lench's Close chose for a hedge to be removed/ cut down – according to residents, this particular hedge is causing darkness in the flats on the ground floor, directly behind – completed in May 2024.
- Tanner's Close chose their fire doors to be painted and ironmongery changed, which we were not able to do when fitted due to costings – due to start works June/ July 2024
- The replacement of the door on the rear of the building, onto the carpark, to be an automatic door for the ease of residents with walking aids – completed May 2024.

Lench's Trust appreciates the time everyone took to complete the survey for us.

It is important that through your feedback, we listen to your views and understand the services that work well along with those we know can and should be improved.

