

## Tenant Satisfaction Measures – December 2024

TorVista Homes are regulated under the Social Housing (Regulation) Act 2023. Under this act there is a series of regulations that social housing landlords must legally follow.

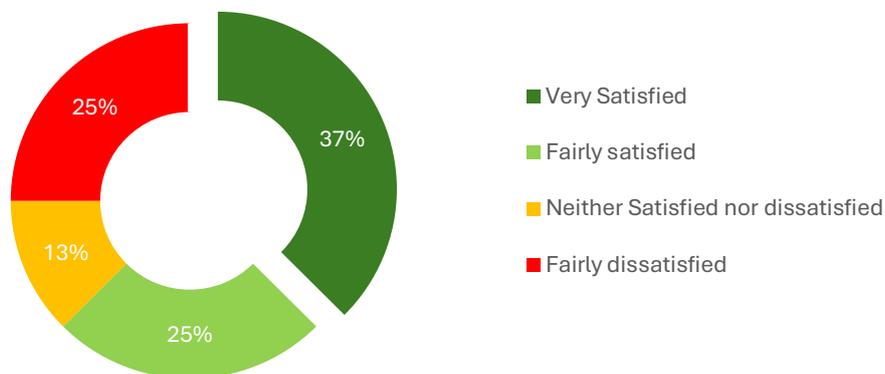
The Regulator of Social Housing introduced Tenant Satisfaction Measures (TSM) to measure the performance of all social housing landlords, and now forms a part of the Transparency, Influence and Accountability Standards.

From April 2023 social landlords started collecting data using the measures outlined in the 'Tenant Satisfaction Measures, Tenant survey requirements' and 'Tenant Satisfaction Measures Technical requirements' documents.

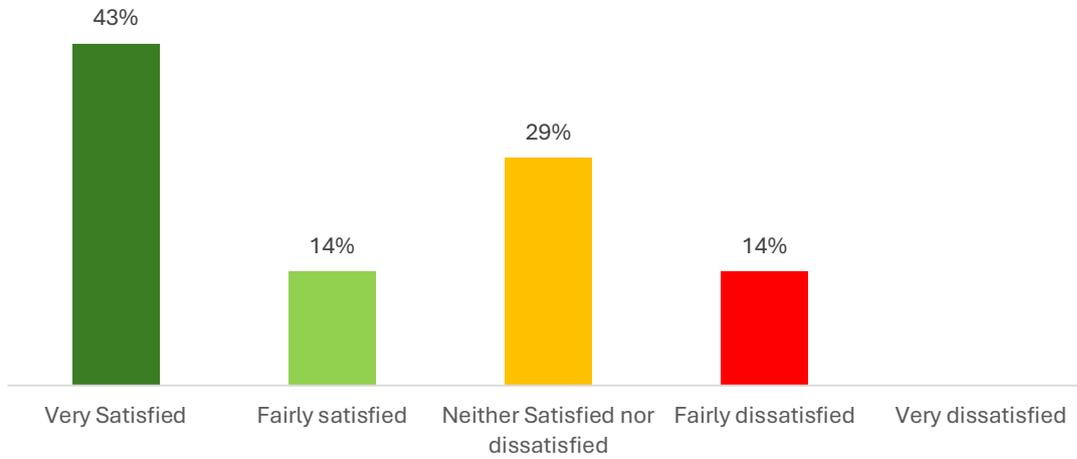
Following our initial survey in 2023, in 2024 we have carried conducted a census survey across our tenants and have collated the responses.

The survey for 2024 was conducted digitally, with all tenants being sent the tenant satisfaction survey to be completed online. Of all tenants, 25% responded to the survey.

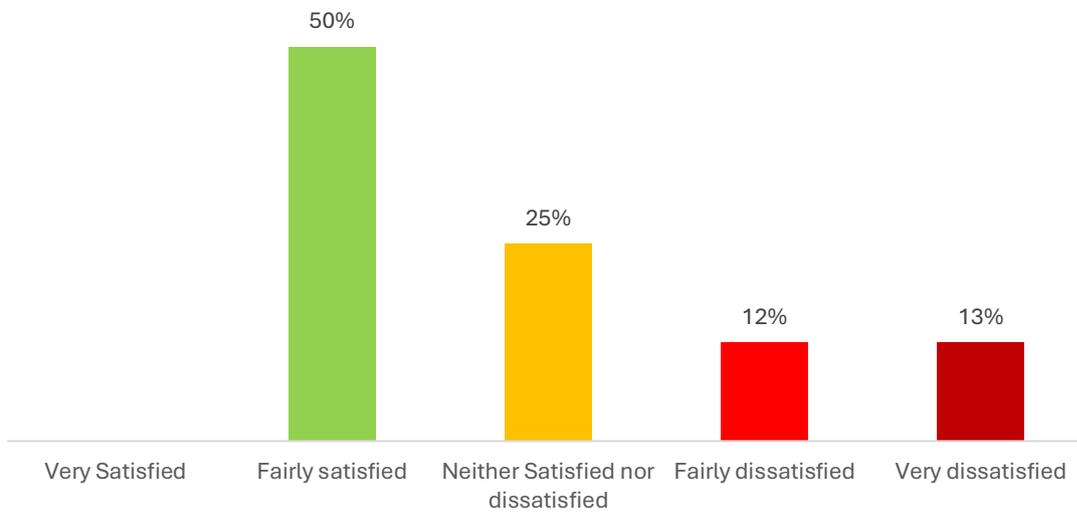
Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?



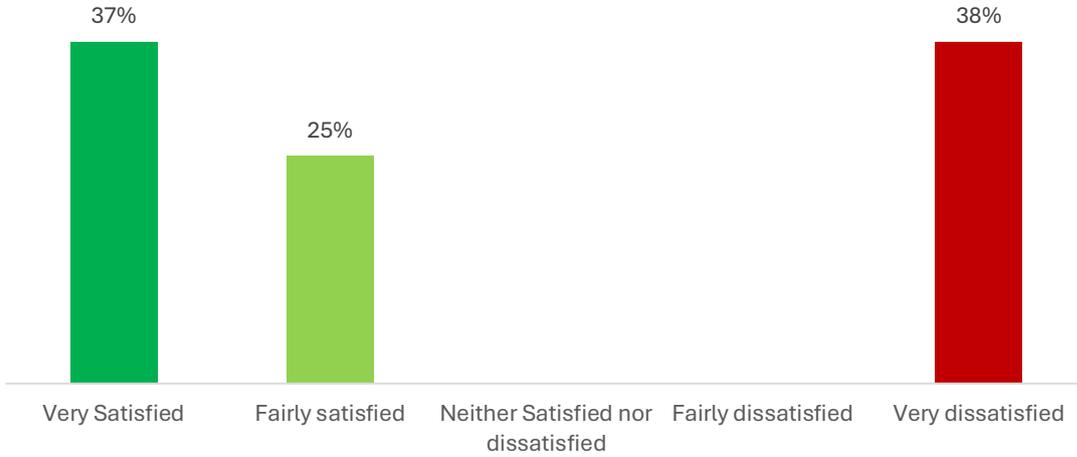
How satisfied or dissatisfied are you with the overall repairs service from your landlord in the past 12 months?



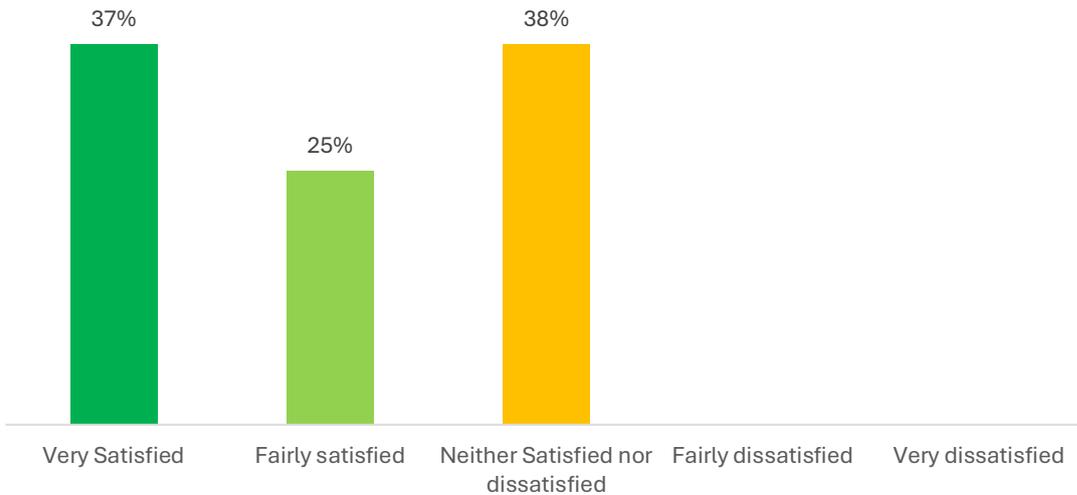
How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?



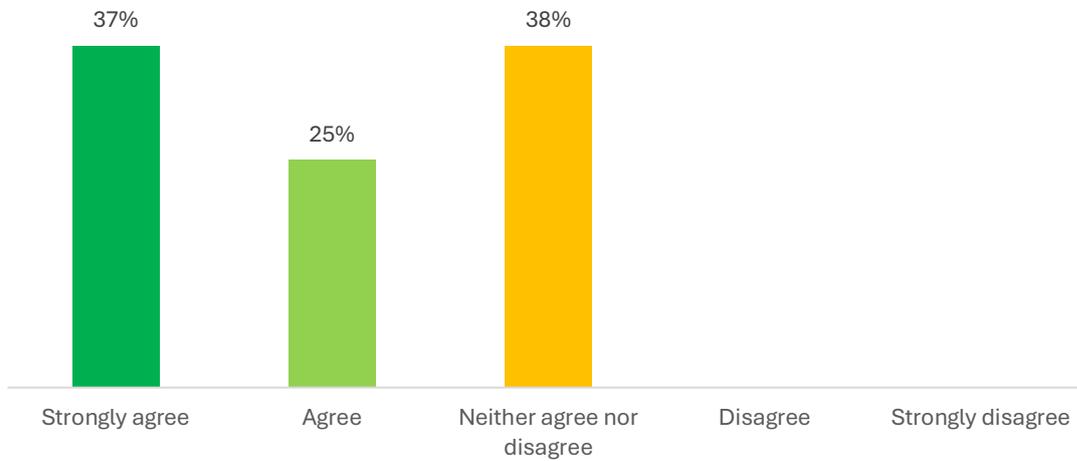
Thinking about the condition of the building or property that you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?



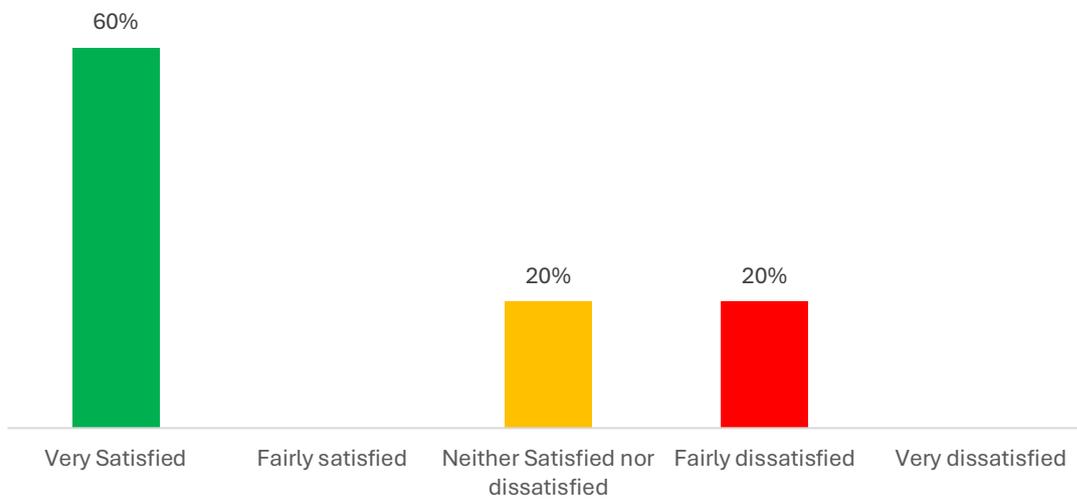
How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?



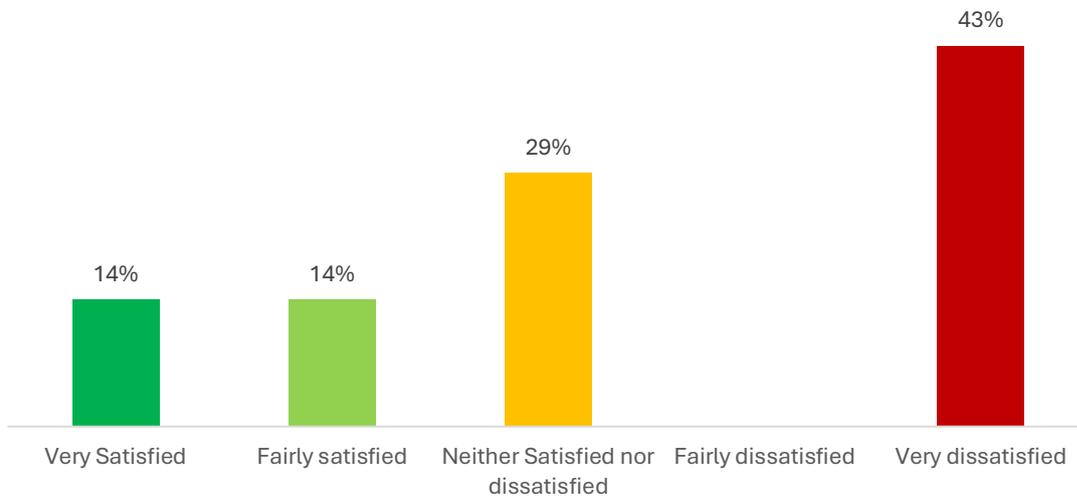
To what extent do you agree or disagree with the following? "My Landlord treats me fairly and with respect. "



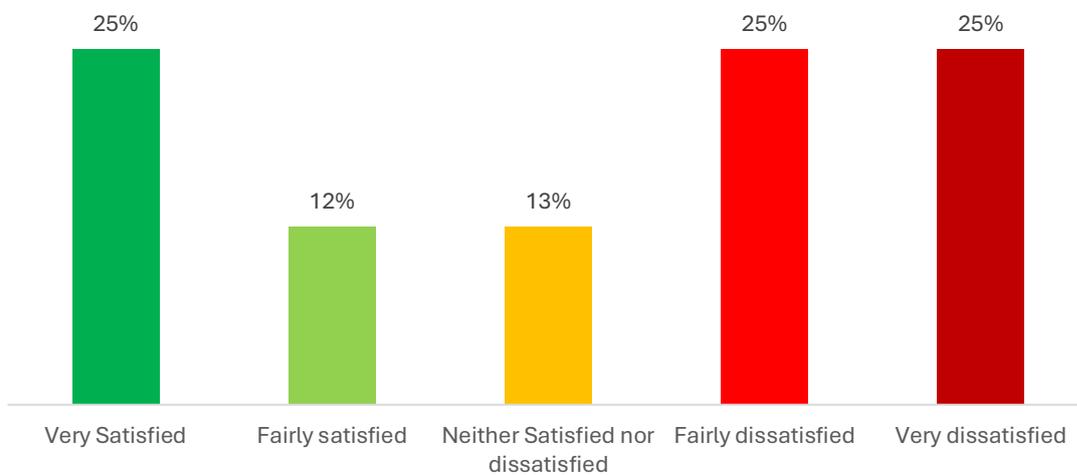
How satisfied, or dissatisfied are you with your landlords approach to complaints handling?



How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?



How satisfied or dissatisfied are you that your landlord keeps the communal areas clean and well-maintained?



How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

