**Tenant Satisfaction Measure (TSM) Survey Results.**

Thank you if you recently took part in our tenants’ satisfaction survey, your feedback on the housing service provided by outward is important to us and enables the housing team to review and improve the service.

Congratulations to the 3 tenants who were chosen at random from those who responded, you will receive your vouchers shortly.

We have attached a copy of the survey report which details Tenants views. Overall Tenants in supported housing said that they were 91% satisfied with the services carried out by the supported housing team, this was an increase of 6% from the survey carried out in 2023/2024, which had a satisfaction level of 85%.

From your feedback back there were areas where we could improve our services and these areas include complaints handling which had a satisfaction score of 77 % and the standard of cleaning and maintenance of communal areas, which received a satisfaction score of 87% (a 1% drop from the survey carried out in 2023/2024.

Based on your answers we have put together an improvement plan to improve satisfaction levels in these areas.

**Complaints**

We will:

* Review our complaints procedure against the ombudsman code of practice to ensure best practice when handling complaints.
* Look at the response times for housing related complaints to ensure that they are in line with Outwards policy and procedure and where they fall outside of the timeframes will look at measures to improve response times.
* Aim to improve tenants’ experience, by reviewing complaints and learning from them and therefore avoid repeated mistakes and identify improvements and changes.
* Regularly send out information to residents on how to complain if you are not happy with our services.

**Communal Areas**

We will

* Review by Borough to identify areas of lowest satisfaction and prioritise improvements.
* Check with tenants to get feedback on what they would like to see improved.
* Action the improvements from the feedback we receive.
* Review the cleaning contract to improve cleaning standards