

## Tenant Satisfaction Measures

**Tenant Satisfaction Measures (TSMs)** are a way for us to see how happy and safe customers are within their own homes.

### Why are TSMs important to Local Space?

- **Improvement:** TSMs help us identify areas where we can enhance our services.
- **Accountability:** TSMs ensure we meet required standards and obligations.
- **Transparency:** TSMs provide clear information to customers, fostering trust and better relationships.
- **Regulatory compliance:** meeting TSM standards helps us comply with regulatory requirements.
- **Tenant satisfaction:** understanding tenant needs and concerns leads to higher tenant satisfaction and retention.
- **Performance monitoring:** TSMs allow us to track our performance over time and make data-driven decisions.

IFF Research has conducted 338 telephone surveys, on behalf of Local Space, with our tenants from April 1 2023 to 31 March 2024. We would like to thank our tenants for taking part in these surveys, as they drastically help us to improve our service.

Sharing this data with our customers encourages us to be accountable for their satisfaction and safety. Our customers are at the heart of everything we do, and we are continually working on improving our service. A full breakdown of our complaints process can be found [on our website](#). It includes a link to our most recent complaints performance and service improvement report.

We are aware that some of our scores are lower than we had hoped. However, we see all feedback as an opportunity to improve our services going forward.

Overall satisfaction with our service is 72.6% and a further breakdown of our scores are listed below. Some of our safety compliance results include lower numbers. This is because Local Space buys homes on the open market, refurbishes, and converts them into affordable housing. This means many of our homes are mixed in with privately-owned homes across East London and Essex. Often, these homes are within larger buildings (blocks) that we don't own. These buildings are managed by other owners, called 'superior landlords'.

Superior landlords are legally responsible for safety checks and certifications in these buildings. While we do our best to get these safety documents from them, they are outside of our legal control. Despite our repeated requests, some superior landlords haven't provided us with their safety certificates and risk assessments.

As shown in the table below, we have excellent safety and compliance rates for all our homes and the buildings we own. This includes our safety certification within the flats themselves, even in buildings owned by superior landlords. Our key safety checks (gas, fire, asbestos, and water safety) within all our flats and the common parts of buildings we own are all at 99% or higher. The only area where our building safety TSM results are affected is in the common parts of the buildings that we don't own. We continue to actively pursue superior landlords for their safety certifications and risk assessments to ensure overall building safety. Additionally, we regularly check in with our tenants to ensure they feel safe in their homes and address any concerns promptly.

<b>Building safety</b>	<b>Building safety TSM (including buildings not owned by Local Space)</b>	<b>Local Space legal responsibility building safety performance</b>
Gas safety	99.5%	99.9%
Fire safety	63.8%	100%
Asbestos safety	66.2%	100%
Water safety	62.3%	100%
Lift safety	27.2%	100%

<b>Repairs performance</b>	
Emergency repairs completed within timescales	98.2%
Non-emergency repairs completed within timescales	87.5%
Satisfaction with repairs services	73.6%
Satisfaction with repairs completion time	66.7%
Proportion of homes that meet the Decent Homes Standard	99.9%
<b>Customer engagement and quality standards</b>	
Satisfaction with how well a home is maintained	77.8%
Satisfaction with home safety	75.1%
Satisfaction with the landlord listening to your views and acting upon them	60.4%
Satisfaction with being treated fairly and with respect	76.3%
Satisfaction with communal areas, cleanliness and maintenance	73.3%

Satisfaction with landlord's contribution to neighbourhood	66.8%
Satisfaction with being informed about things that matter	71.9%
<b>Complaints performance</b>	
Satisfaction with complaints handling approach	40.9%
Complaints received per 1000 homes (stage one)	16.4
Complaints received per 1000 homes (stage two)	3.8
Complaints responded to within timescales (stage one)	38.5%
Complaints responded to within timescales (stage two)	83.3%
<b>Antisocial behaviour</b>	
Satisfaction with our approach to handling antisocial behaviour	61.2%
Antisocial behaviour cases received per 1000 homes	11.3
Antisocial behaviour (hate-related) cases received per 1000 homes	0