



TENANT SATISFACTION REPORT

2024 | 25

INTRODUCTION

In April 2023, the Regulator of Social Housing (RSH) introduced 22 new measures to help assess the quality of services provided by social landlords in England.

These have been developed to provide consistency of reporting and to drive up standards in social housing across the country, and in publishing our second round of results, this gives you the opportunity to see how we're doing and for you to hold us to account for our performance.

The measures focus on a range of services such as quality and safety of homes, repairs, listening to and respecting tenants, complaints and complaint handling and neighbourhood management.

It continues to be our ambition to be in the top 25% for customer satisfaction across social landlords in England, which we have mostly achieved, with new objectives being developed now to be in the top 5 of all social housing landlords in England. We recently introduced our refreshed service standards which set out what you can expect from us and how you will know if we are meeting these standards.

We have performed well overall, with customer satisfaction with PCH as their landlord scoring 83% for 2024/25. This has reduced slightly since the previous year, however we remain in the top 25% of landlords nationally

We have listened to your feedback and made some changes during the previous year, particularly in relation to complaint handling, where we heard that we needed to improve our recording of complaints and that you wanted us to communicate with you more while we investigate a complaint. We also recognised that we haven't always been following up on the promises we make to you when we uphold complaints.

We started to make improvements with these during the past year, and we have seen a significant improvement in satisfaction with our approach to complaint handling. The score for this is still lower than where we want it to be so we will continue to refine and enhance our approach during 2025, based on your feedback.

We have similarly worked on our approach to anti-social behaviour case handling, and we have seen a small improvement in satisfaction in this area too. During 2025 we will be introducing a Good Neighbour Policy which will set out our expectations for how communities will live together and be good neighbours, and how we will deal with disputes with a refreshed

approach to tackling and dealing with anti-social behaviour.

Finally, whilst we have had a lot of positive feedback about our repairs service, we have also seen an increase in comments about the length of time it takes to get a repair done, and that we need to do better at turning up when we say we will. We are making improvements in how we schedule jobs to make sure we keep our promise to be at your home at the time of your appointment.

Progress against the Tenant Satisfaction Measures is monitored by our Customer Focus Committee on a quarterly basis, alongside a range of other measures relating to our service standards.

We have also launched a new page on our website where we publish the most up-to-date results on a quarterly basis.

If you are a PCH tenant and you would like to contact us in relation to the results in this report, please contact us by email using the address performance@pch.co.uk or alternatively via our contact centre on 0808 230 6500.



OUR APPROACH

TO CUSTOMER PERCEPTION SURVEYS. WHO WE SURVEY AND HOW.

PCH works with Acuity Research & Practice Ltd, an accredited organisation that provides research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2024/25, PCH completed TSM surveys with a sample of residents. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met.

PCH must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 3%.

During 2024/25, PCH completed 1059 TSM surveys. PCH have a population of 14,099 tenants which means that a statistical accuracy level of +/- 3.0% was achieved, which is a greater level of accuracy than required.

- No tenant was removed from the sample.
- No incentives were offered to tenants to complete the survey.

Who do we ask?

PCH carried out a total of 1059 surveys between 01/06/2024 and 10/03/2025

The survey used a sample approach. Acuity contacted a random selection of current tenants from General Needs and Supported Housing properties to participate in a telephone survey based on quotas set on tenure, age, and neighbourhood. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with PCH, who then manage a follow up and review process which includes both responding to feedback as necessary, and analysing the feedback, to understand how we can improve

Representative checks were carried out to ensure that the survey was representative of all tenants.

How do we run our surveys?

The TSM Surveys were completed via telephone. The rationale for using a telephone approach is:

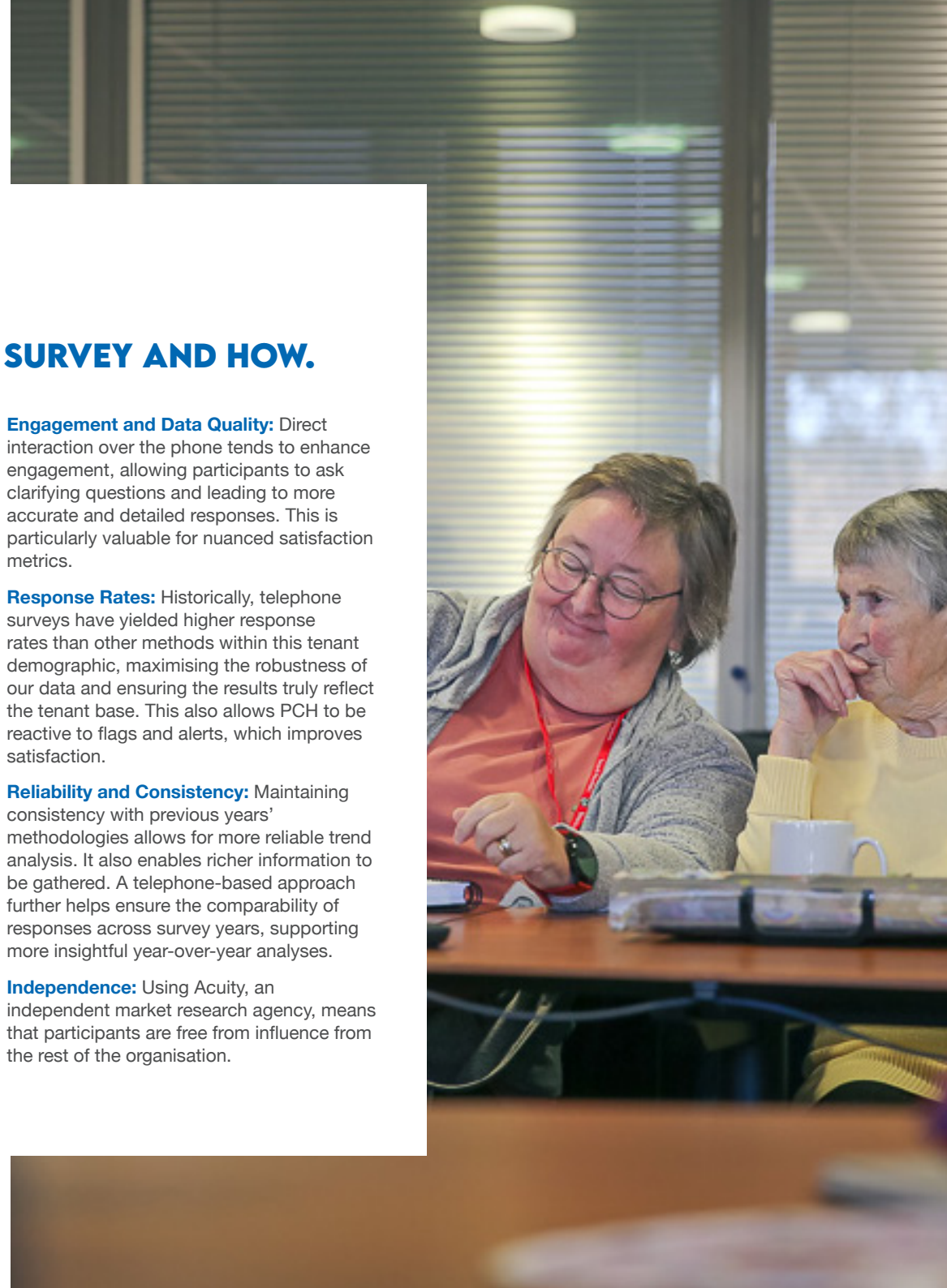
Accessibility and Inclusivity: Ensuring accessibility, which aligns with our goal of reaching a broad and representative sample.

Engagement and Data Quality: Direct interaction over the phone tends to enhance engagement, allowing participants to ask clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.

Response Rates: Historically, telephone surveys have yielded higher response rates than other methods within this tenant demographic, maximising the robustness of our data and ensuring the results truly reflect the tenant base. This also allows PCH to be reactive to flags and alerts, which improves satisfaction.

Reliability and Consistency: Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered. A telephone-based approach further helps ensure the comparability of responses across survey years, supporting more insightful year-over-year analyses.

Independence: Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.



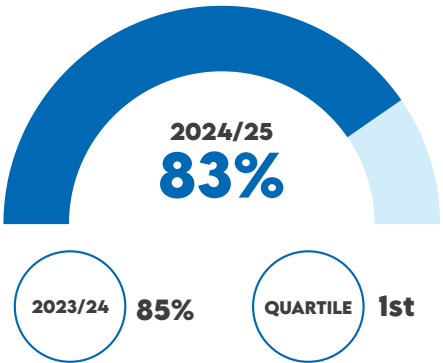
TENANT SATISFACTION MEASURES RESULTS



Overall Satisfaction



Proportion of respondents who report that they are satisfied with the overall service from their landlord.

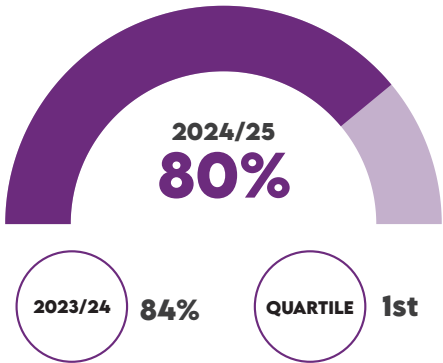


Very satisfied	559
Fairly satisfied	322
Neither satisfied nor dissatisfied	97
Fairly dissatisfied	44
Very dissatisfied	37

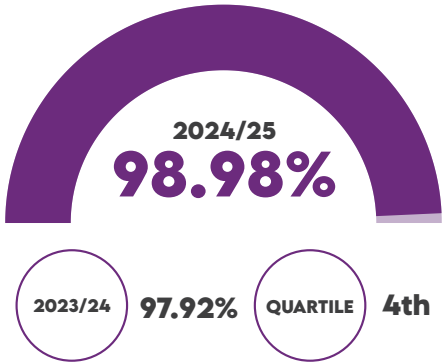
Quality of the home



Proportion of respondents who report that they are satisfied that their home is well maintained.



Proportion of homes that meet the Decent Homes Standard.



The proportion of homes that do not meet the Decent Homes Standard is **1.02%**

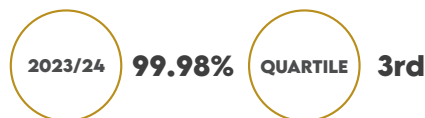
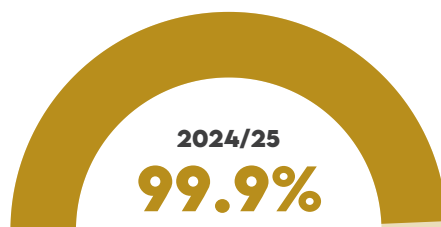
COMPLIANCE



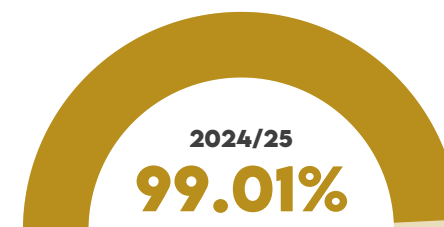
Proportion of homes for which all required fire risk assessments have been carried out.



Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.



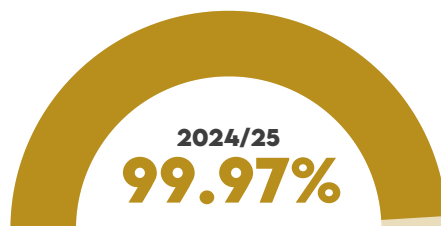
Proportion of homes for which all required legionella risk assessments have been carried out.



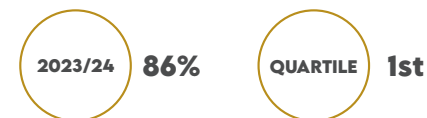
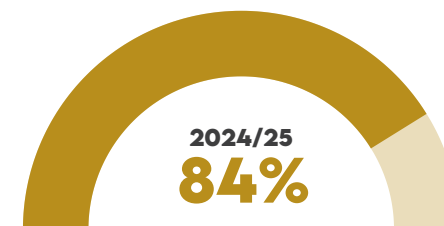
Proportion of homes for which all required communal passenger lift safety checks have been carried out.



Proportion of homes for which all required gas safety checks have been carried out.



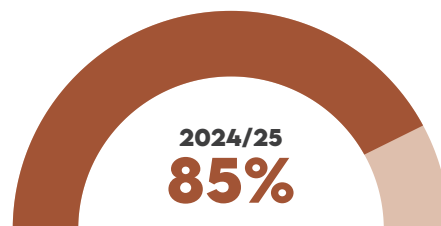
Proportion of respondents who report that they are satisfied that their home is safe.



REPAIRS



Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.



2023/24

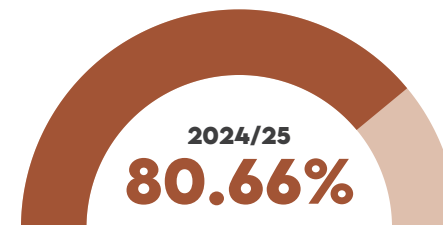
86%

QUARTILE

1st



Proportion of non-emergency responsive repairs completed within the landlord's target timescale (days)



2023/24

80.75%

QUARTILE

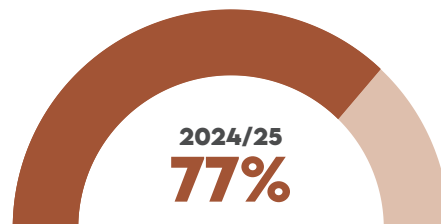
3rd



We completed **35,505** non-emergency repairs last year, with **28,637** within **20 days**



Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.



2023/24

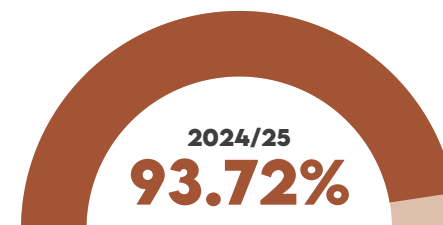
83%

QUARTILE

1st



Proportion of emergency responsive repairs completed within the landlord's target timescale (hours)



2023/24

93.44%

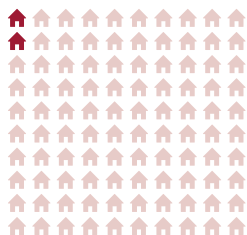
QUARTILE

3rd

COMPLAINTS & COMPLAINTS HANDLING



Number of stage one complaints received per 1,000 homes.



2024/25
42.6

2023/24

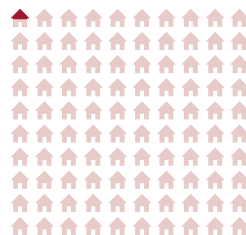
30.28

QUARTILE

3rd



Number of stage two complaints received per 1,000 homes.



2024/25
2.52

2023/24

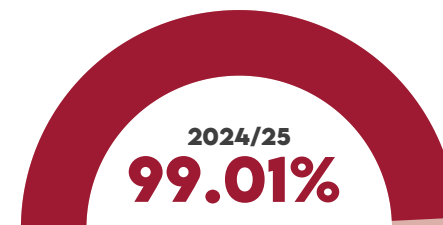
2.8

QUARTILE

1st



Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.



2023/24

98.42%

QUARTILE

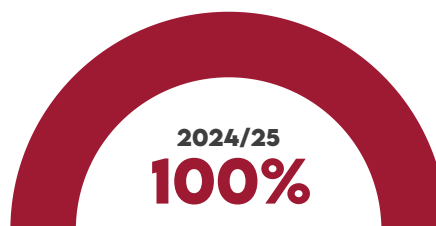
1st



We received **608** complaints and answered **602** within **10** days.



Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.



2023/24

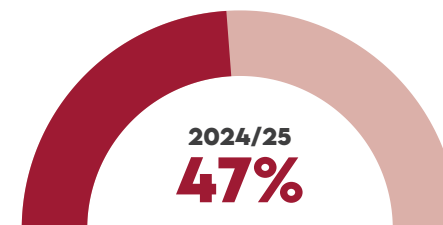
100%

QUARTILE

1st



Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.

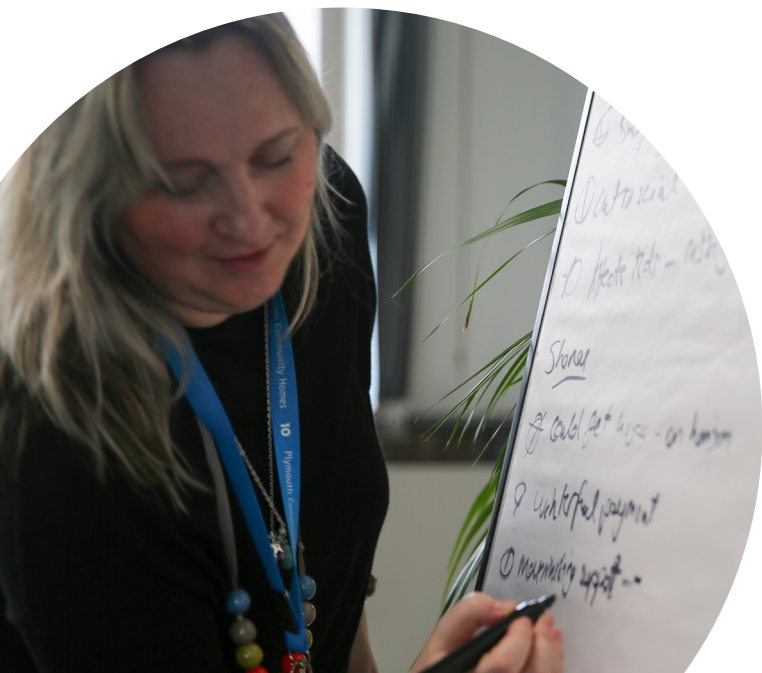


2023/24

40%

QUARTILE

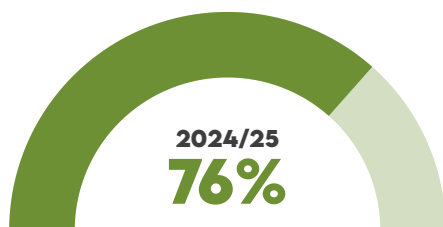
1st



NEIGHBOURHOOD MANAGEMENT



Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.



2023/24

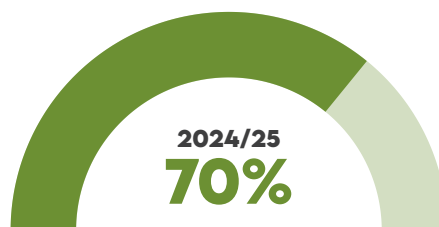
77%

QUARTILE

1st



Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.



2023/24

68%

QUARTILE

1st



Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.



2024/25
0.75

2023/24

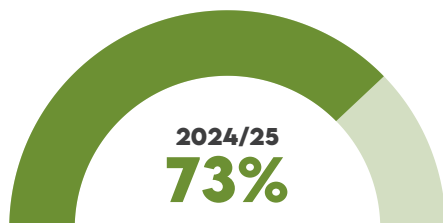
0.68

QUARTILE

3rd



Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.



2023/24

72%

QUARTILE

1st



Number of anti-social behaviour cases, opened per 1,000 homes.



2024/25
48.3

2023/24

42.56

QUARTILE

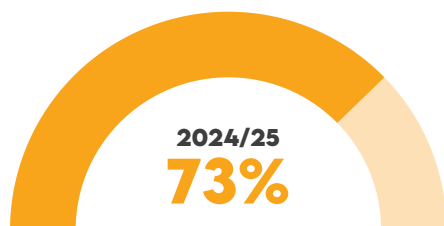
3rd



LISTENING & RESPECT



Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.



2023/24

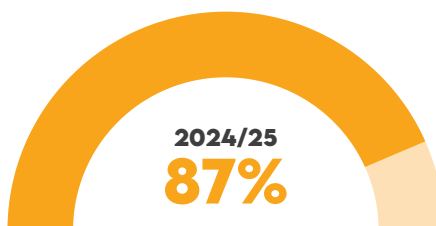
75%

QUARTILE

1st



Proportion of respondents who report that they agree their landlord treats them fairly and with respect.



2023/24

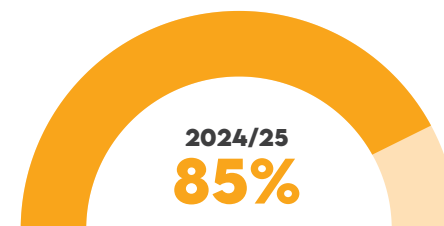
85%

QUARTILE

1st



Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.



2023/24

87%

QUARTILE

1st

ACTION PLAN

A man in a yellow hoodie and a woman in a grey Mickey Mouse sweatshirt are fishing from a pier. The man is on the left, wearing a yellow hoodie and a black cap, holding a fishing rod. The woman is on the right, wearing a grey sweatshirt with a Mickey Mouse graphic and blue jeans, also holding a fishing rod. They are both smiling and looking at each other. The background shows a body of water and a bridge in the distance.

In January 2025, the Customer Focus Committee approved a specific action plan to address the key areas of service where you have told us we need to improve, the areas are:

- Repairs
- Quality of the home and compliance with the Decent Homes Standard
- Approach to complaint handling
- Approach to anti-social behaviour case handling

Repairs

We saw a reduction in satisfaction with our repairs service and the time taken to complete a repair. This was further confirmed by the comments received which stated that some residents have to chase repairs, that sometimes we don't attend a booked appointment or that conversely we attend without prior notice.

To address this, we have carried out an in-depth internal review of the process we follow to diagnose, schedule and deliver repairs and have identified where we get it wrong. We are putting steps in place to ensure we properly diagnose repairs and schedule the right operative to the job, at a time agreed with residents. We are not intending to change our service standard, which was consulted upon extensively during late 2024.

Quality of the home and compliance with the decent homes standard

Your feedback told us that residents are becoming less satisfied with the quality of the home and so we have brought forward our upgrade programmes to replace some of the older kitchens and bathrooms in our homes, replacing roofs that have reached the end of their useable life and upgrading windows to a small number of homes. This is in addition to our planned maintenance programme where we carry out scheduled external decorations to the homes.

By the end of March 2026, every home will have a stock condition survey which is an essential visit to your home that informs us where we need to do upgrade works in the coming years. We have also invested more in tackling damp and mould in homes, and we are putting steps in place over the summer that will enable us to inspect and start remediation works more quickly as we head into the winter period.

Additionally, we are working to improve our approach to how we survey, diagnose and repair homes affected by damp, mould and condensation. New legislation comes into effect in October 2025 which sets out specific timescales for us to respond to reports of damp, mould and condensation and requires landlords to deal with these issues quicker. We will also be required, by law, to attend all emergency repairs within 24 hours.



ACTION PLAN

Approach to complaint handling

We saw a significant increase (seven percentage points) in satisfaction with our approach to complaint handling during the past year, although it continues to be much lower than where we want to be.

During the past year we put steps in place to ensure we capture customer complaints through a central point and handle these consistently in line with our service standard. Additionally, we have improved how we communicate with residents who have complained to provide reassurance that we are taking the complaint seriously and investigating it thoroughly. Finally, we have improved oversight of delivery of the promises we make when we uphold complaints to make sure we are following through on what we say we will do to rectify the issue.

Over the coming months, we are reviewing the skills and competencies of our complaint handling team to strengthen the team we have in place, and we will introduce a “Putting it Right” framework which will enhance our existing service standard and bring about better consistency for how we handle complaints and ensure we provide the right redress to residents where we have fallen short and not met our standards.

Approach to anti-social behaviour

Resident comments in relation to our approach to handling anti-social behaviour complaints are similar to those regarding general complaints. Residents have told us that they have reported anti-social behaviour to PCH, and they feel that we have done nothing with it and feel ignored. This is not acceptable, and therefore we have improved recording of anti-social behaviour complaints, and we are being thorough when we investigate and deal with issues within our communities.

In addition to the above, we have consulted on and reviewed our Anti-Social Behaviour policy which sets out how we define anti-social behaviour in line with resident expectations, and is complemented by a revised internal procedure to make sure we approach case handling in a consistent and fair way.

Finally, we are in the process of consulting with residents to develop a Good Neighbour Policy which sets out the expectations we have regarding how residents will behave in their communities and towards one another.

Approach to Neighbourhood Management

At the May 2025 Customer Focus Committee, we committed to making improvements to our approach to neighbourhood management based on customer feedback. This has already begun, with a resident scrutiny review which concluded in May 2025, and we are working through the recommendations to develop a clear action plan to deliver change in how we manage communal areas and green spaces around our homes.



WHAT HAPPENS NEXT

Our survey results are presented quarterly to the Executive Management Team, to our Customer Focus Committee and then onto Board.

We use the results and comments made by tenants to develop actions to address underperformance or where service does not meet tenant expectations. This action plan is monitored by the Customer Focus Committee.

In addition to the above, if a respondent mentions any specific issues relating to their home, Acuity record this and notify us through their online portal, which can also be used as a management system to follow up the actions. Furthermore, if their research team hear comments relating to safeguarding, disrepair (including damp and mould, or other causes for concern, we have a red flag system in place whereby Plymouth Community Homes is notified immediately.

Residents have a variety of opportunities to get involved and help us to make key decisions that improve services from consultations to scrutiny reviews. You can find out more and sign up to take part in engagement opportunities by visiting the website at www.plymouthcommunityhomes.co.uk/your-community/get-involved

We use the results and comments made by tenants to develop actions to address underperformance or where service does not meet tenant expectations.

WHAT DID WE ASK?

The questionnaire we used can be found below.



No.	Question
01	How satisfied or dissatisfied are you that Plymouth Community Homes provides a home that is well maintained?
02	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Plymouth Community Homes provides a home that is safe?
03	Do you live in a building with communal areas, either inside or outside, that Plymouth Community Homes is responsible for maintaining?
04	How satisfied or dissatisfied are you that Plymouth Community Homes keeps these communal areas clean and well-maintained?
05	If you do not feel that your home (and / or communal areas) are safe and/or well maintained, please can you explain why and suggest what could be improved?
06	Has Plymouth Community Homes carried out a repair to your home in the last 12 months?
07	How satisfied or dissatisfied are you with the overall repairs service from Plymouth Community Homes over the last 12 months?
08	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
09	How satisfied or dissatisfied are you with the way Plymouth Community Homes deals with repairs and maintenance?
10	How satisfied or dissatisfied are you that Plymouth Community Homes makes a positive contribution to your neighbourhood?

WHAT DID WE ASK?



No.	Question
11	What does 'contributing to the neighbourhood' mean to you, and what contribution do you believe Plymouth Community Homes should be making to your neighbourhood?
12	How satisfied or dissatisfied are you with Plymouth Community Homes approach to handling anti-social behaviour?
13	How satisfied or dissatisfied are you that Plymouth Community Homes listens to your views and acts upon them?
14	If you are not satisfied with the way Plymouth Community Homes listens to your views and acts upon them, how could Plymouth Community Homes improve?
15	How satisfied or dissatisfied are you that Plymouth Community Homes keeps you informed about things that matter to you?
16	To what extent do you agree or disagree with the following 'Plymouth Community Homes treats me fairly and with respect'?
17	How satisfied or dissatisfied are you that your rent provides value for money?
18	How satisfied or dissatisfied are you that your service charges provide value for money?
19	Have you contacted Plymouth Community Homes in the last 12 months with a query other than to pay your rent or service charges?
20	Thinking about the LAST time you had contact with Plymouth Community Homes, how satisfied or dissatisfied were you with the service provided?

No.	Question
21	How likely would you be to recommend Plymouth Community Homes to other people on a scale of 0 - 10, where 0 is not at all likely and 10 is extremely likely?
22	Please can you explain your reason for awarding this score?
23	Have you made a complaint to Plymouth Community Homes in the last 12 months?
24	How satisfied or dissatisfied are you with Plymouth Community Homes approach to complaints handling?
25	If you are not satisfied with Plymouth Community Home's approach to complaints, please could you explain the reason why?
26	Are you aware of Plymouth Community Home's complaints process and how to make an official complaint?
27	What was your complaint related to?
28	How did you make your complaint?
29	Has your complaint now been resolved?
30	What stage in the complaints process did your complaint reach?
31	What went well about the way your complaint was handled?
32	How could your landlord improve the way it handles complaints?
33	The results of this survey are confidential. However, would you be happy for us to give your responses to Plymouth Community Homes with your name attached so that they have better information to help them improve services?
34	Would you be happy for Plymouth Community Homes to contact you to follow up on any of the comments or issues you have raised?



Plymouth Community Homes, Plumer House,
Tailyour Road Crownhill, Plymouth PL6 5DH

enquiries@plymouthcommunityhomes.co.uk | www.plymouthcommunityhomes.co.uk | 0808 230 6500