

1. Overview			
Report date	3/6/2025	Last reported date	N/A
Workstream	TSMs	Responsible person	Ben Lockett

2. Background	
2.1.	From April 2023 the Regulator of Social Housing has required landlords to collect a standard set of information, in a prescribed format which comprises the Tenant Satisfaction Measures (TSMs); this includes 12 satisfaction metrics measured through perception surveys of tenants. Lewisham also surveys leaseholders on the same metrics at the same time as tenants.
2.2.	This report provides data from the council up to the end of Q4/March 2025, looking at the 12 TSM perception metrics from the perspective of leaseholder satisfaction.

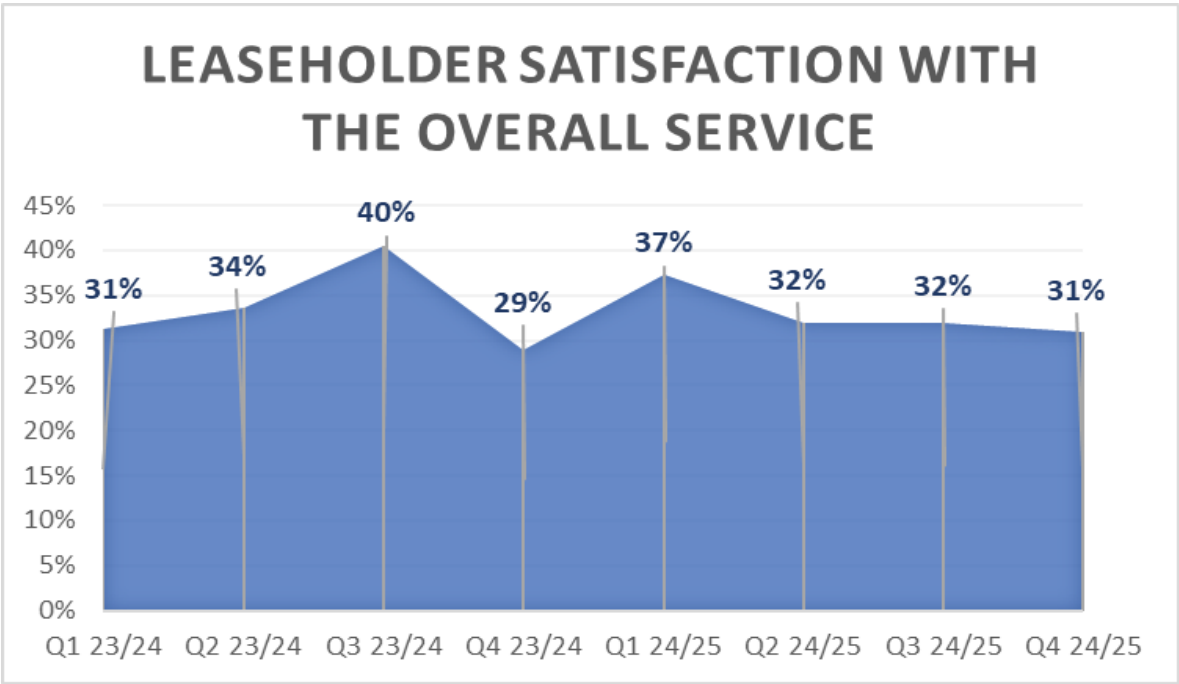
3. TSM position						
<u>Leaseholder Satisfaction</u>						
3.1.	The table below summarises leaseholder satisfaction this year up to March 2025, compared to last year, for Lewisham. National average figures for 2023/24 using Housemark median data are also included. The figures below exclude leaseholder satisfaction for the TMO/PFI properties.					
Metric	Description	National Average 23/24	FY 23/24	Q3 24/25	Q4 24/25	FY 24/25
TP01	Leaseholder satisfaction with the overall service	50%	33%	32%	31%	33%
TP02	Leaseholder satisfaction with landlord's overall repairs service	41%	32%	35%	35%	35%
TP03	Leaseholder satisfaction with time taken to complete most recent repair	40%	33%	13%	35%	30%
TP04	Leaseholder satisfaction that their home is well maintained.	47%	34%	35%	39%	33%
TP05	Leaseholder satisfaction that their home is safe	66%	50%	52%	47%	50%
TP06	Leaseholder satisfaction that their landlord listens to their views and acts upon them	36%	25%	19%	21%	20%
TP07	Satisfaction that the landlord keeps leaseholders informed about things that matter to them	56%	56%	53%	60%	54%
TP08	Agreement that the landlord treats leaseholders fairly and with respect	58%	45%	49%	46%	45%
TP09	Leaseholder satisfaction with landlord's approach to complaints handling	20%	15%	23%	19%	15%
TP10	Leaseholder satisfaction that their landlord keeps communal areas clean and well maintained	48%	44%	43%	34%	37%
TP11	Leaseholder satisfaction that their landlord makes a positive contribution to the neighbourhood	44%	39%	48%	36%	38%
TP12	Leaseholder satisfaction with landlord's approach to handling of anti-social behaviour (ASB)	33%	40%	43%	24%	32%

Summary of Leasehold Perception Surveys

- 3.2. When comparing 2023/24 to the final results for 2024/25 for leasehold satisfaction with the overall service, there has been a small increase in the percentage of leaseholders who are ‘very satisfied’, from 7% to 9%, but both figures remain low and the bulk of the satisfaction is from leaseholders who are ‘fairly satisfied’ instead. Overall, satisfaction for 2024/25 has remained at 33% from 2023/24 to 2024/25 34%, with slightly lower figures recorded in the final two quarters of 2024/25.
- 3.3. The highest levels of satisfaction in 2024/25 are for that the landlord keeps leaseholders informed about things that matter to them (54%), leaseholder satisfaction that their home is safe (50%) and that the landlord treats leaseholders fairly and with respect (45%). When compared to the overall figures for 2023/24, one satisfaction metric has a higher figure - leaseholder satisfaction with the landlord's overall repairs service (rising from 32% in 2023/24 to 35% in 2024/25).
- 3.4. Of the improvements in satisfaction this year between Q3 and Q4, some statistically significant examples include leaseholder satisfaction with the time taken to complete the most recent repair (+22%) and satisfaction that the landlord keeps leaseholders informed about things that matter to them (+7%), with the two biggest drops between Q3 and Q4 being leaseholder satisfaction that their landlord makes a positive contribution to the neighbourhood (-12%) and leaseholder satisfaction with landlord’s approach to the handling of anti-social behaviour (-19%).
- 3.5. Leaseholders were given the opportunity to comment about their responses, with issues mentioned including repairs, ASB, leaks and problems with damp and mould. They also want communications to improve, such as for them to be kept up to date with progress and for it to be easier to get in contact and quicker to respond.

Quarterly breakdown

Overall service



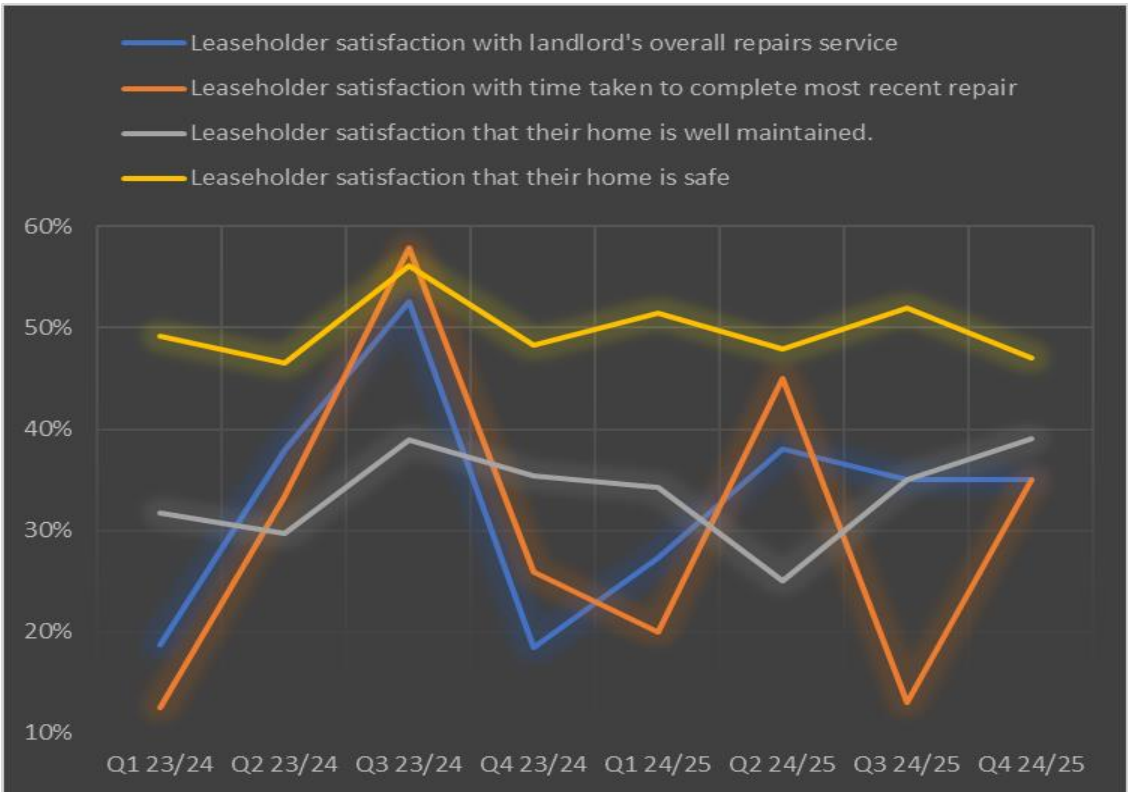
- 3.6. Leaseholder satisfaction with the overall service has remained fairly consistent across the quarterly perception surveys since the beginning of 2023/24. The greatest fluctuation took place in the second half of 2023/24, with satisfaction peaking at 40% in Q3 of 2023/24 and then falling to 29% in Q4 of 2023/24. The peak for 2024/25 was in Q1 at 37%, with a fall in the following quarters to 32% and 31%.

Complaints

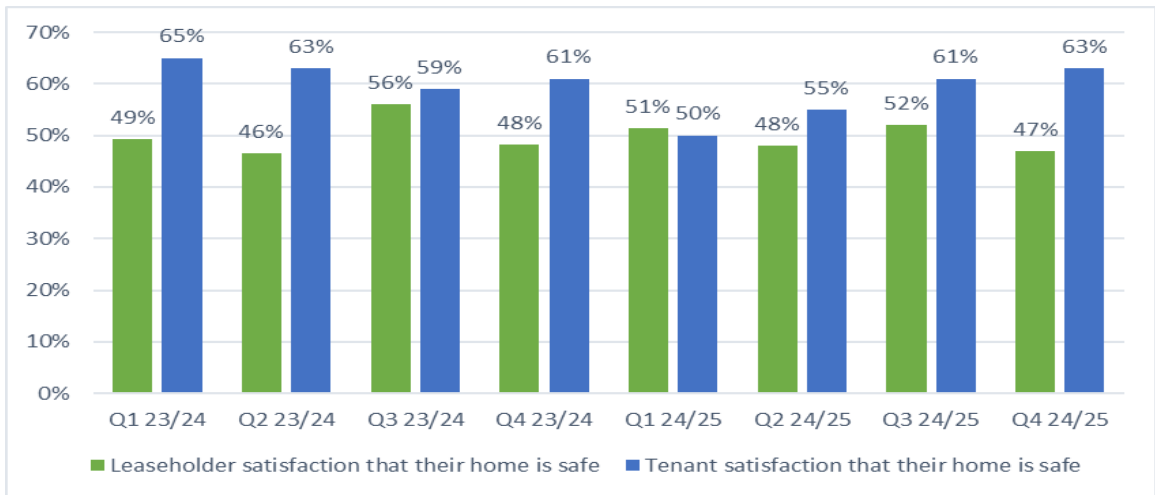


- 3.7. Complaints satisfaction, whether for leaseholders or tenants, is lower than the other satisfaction metrics consistently, which is a trend not limited to Lewisham. 2023/24 and 2024/25 satisfaction were both 15% overall, though satisfaction has improved slightly in the last two quarters at 23% for Q3 and 19% for Q4 in 2024/25.
- 3.8. Throughout 2024/25 staff have been working through backlogs in cases received, with training and adjustments also taking place in processing complaints with system updates. We have retained our focus on having sufficient resources in repairs and are looking to secure improved performance levels.
- 3.9. For all complaints, the leading reason for a complaint continues to be related to repairs, with the top two classifications at stage 1 and stage 2 being plumbing and damp in the past 12 months.

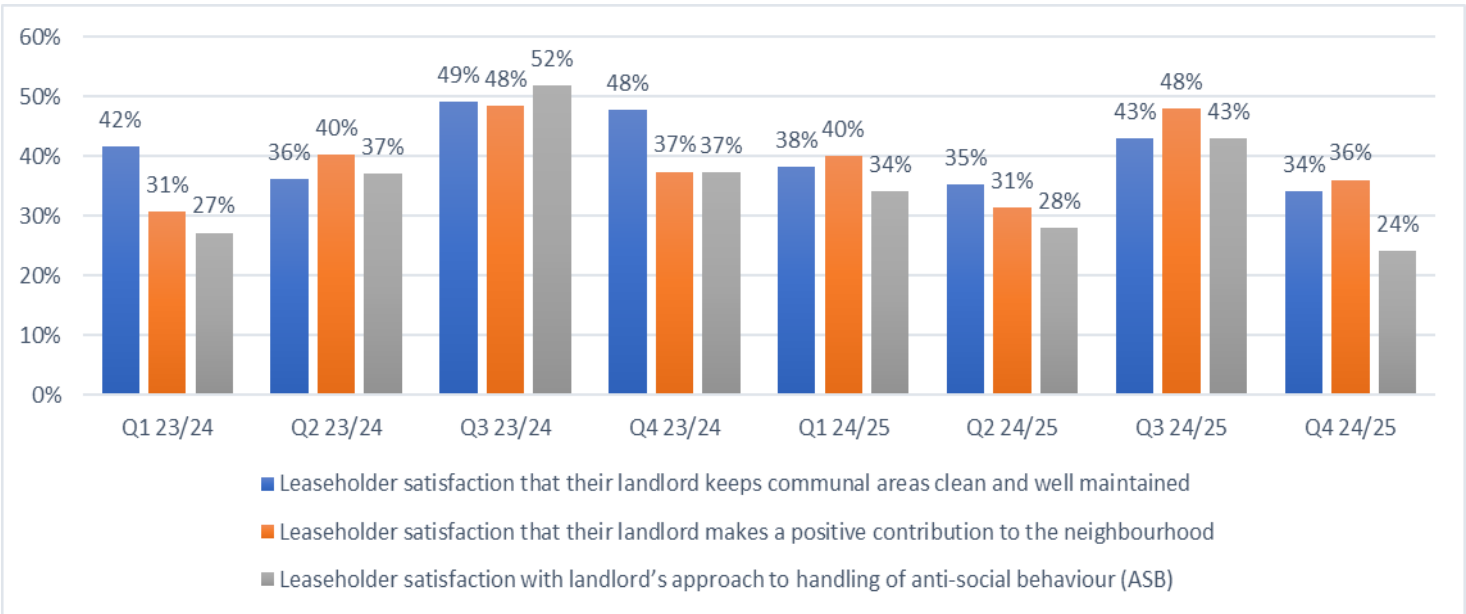
Repairs



- 3.10. Leaseholder satisfaction that the home is safe has remained consistent either side of 50% since the beginning of 2023/24 (with both 2023/24 and 2024/25 finishing at 50% satisfaction), with satisfaction that the home is well maintained similar but operating around 15-20% lower, though peaking in the last quarter of 2024/25. The two repairs satisfaction metrics experienced almost identical increases from Q1 to Q3 in 2023/24, peaking between 50% and 60%, before fluctuating to their current level at Q2 of 2024/25. Satisfaction with the overall repairs service then has remained at 35% in the past two quarters whereas satisfaction with the time taken to complete the most recent repair continued to fluctuate.
- 3.11. Since the self-referral to the Regulator of Social Housing (RSH), the repairs service has been focused on making sure the resources we have are focused on priorities such as disrepair, damp and mould, fire safety works and severe hazards identified through the stock condition survey. The Council is also optimising the use of in-house resources and reducing use of contractor partners.
- 3.12. There is a need for better IT system integration with our contractors which will make sure completed works are updated in real time on our data systems, and this is expected to be addressed in 2025/26 through a new IT system.
- 3.13. Regarding satisfaction that their home is safe compared to tenant satisfaction for this metric, leaseholder satisfaction is consistently lower for each quarter with the exception of Q1 of 2024/25, where leaseholder satisfaction was slightly higher at 51% to 50% for tenants. Both year-end figures across the two-year period were lower for leaseholders but remained consistent at 50%, whereas tenant satisfaction declined from 62% in 2023/24 to 57% in 2024/25. The chart below underlines the difference over time between leaseholder and tenant satisfaction for this metric.

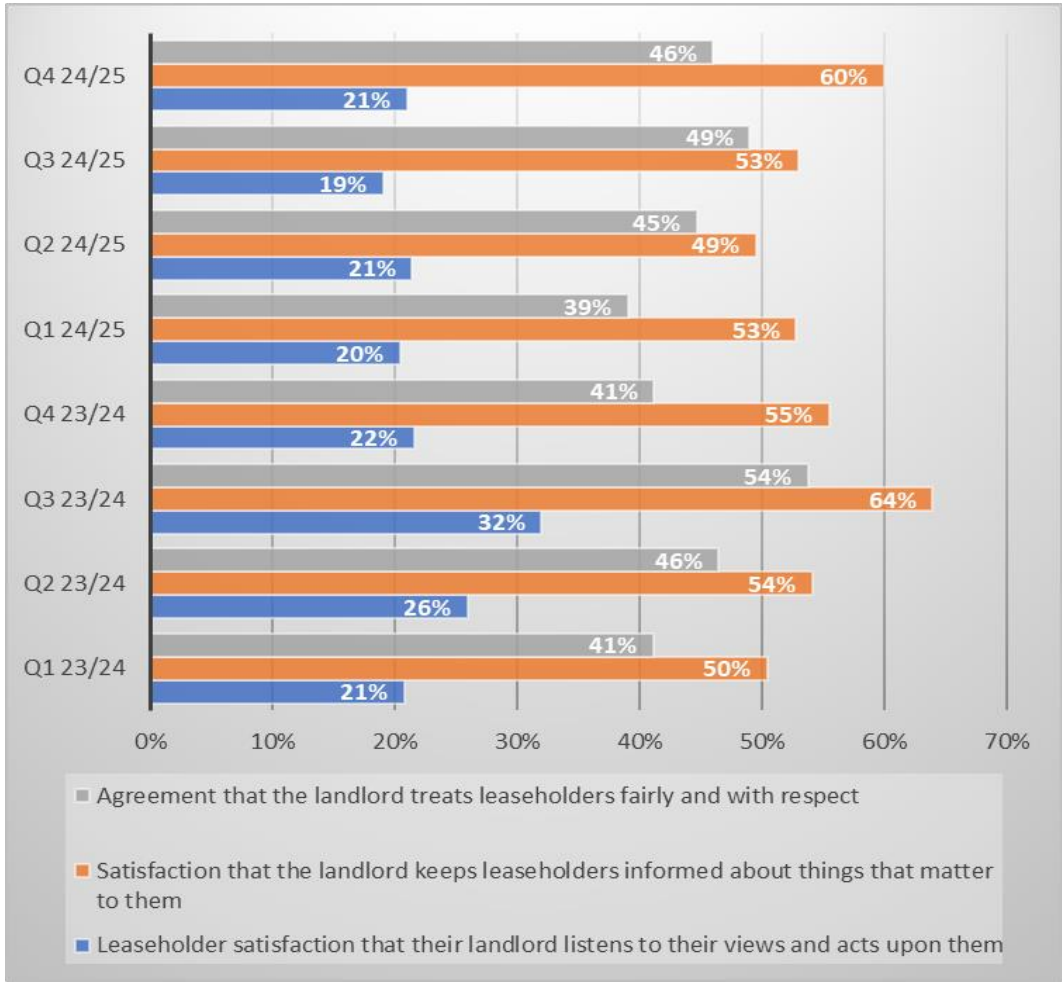


Communal/neighbourhood/ASB



- 3.14. Satisfaction from leaseholders on the landlord's approach to handling ASB, making a positive contribution to the neighbourhood and keeping communal areas clean and well maintained all peaked in Q3 of 2023/24 within the period on the chart above, with the next best combined peak across the three metrics taking place in Q3 of 2024/25, before falling again in the last quarter, particularly for ASB, and closer to the satisfaction recorded in Q2 of 2024/25.
- 3.15. During a mid-year benchmarking exercise for 2023/24, in survey responses for satisfaction with handling of ASB cases, residents reported that this is often linked with cases involving drug-taking and affecting security access to communal areas. A review is currently taking place with regards to updates for the Lewisham Housing ASB policy in 2025/26.

Landlord interaction



- 3.16. Satisfaction that the landlord keeps leaseholders informed about things that matter to them is the strongest performing measure of the twelve satisfaction metrics, peaking at 64% satisfaction in Q3 of 2023/24. It is consistently the strongest across the period for each quarter and both 2023/24 and 2024/25 as a whole, with Q4 of 2024/25 recording the second highest quarterly figure for the metric in the two-year period, behind Q3 of 2023/24, underlining the longevity of satisfaction for the metric in comparison to the other measures.
- 3.17. Agreement that the landlord treats leaseholders fairly and with respect also peaked at 54% in Q3 of 2023/24 before subsequently falling in the following two quarters. However, satisfaction since rose in Q2 of 2024/25 to 45%, with figures above 45% then recorded in the past two quarters, behind only the peak in Q3 2023/24.
- 3.18. Leaseholder satisfaction that their landlord listens to their views and acts upon them is far lower than the other two metrics on the chart and even fell below complaints handling in Q3 of 2024/25 at 19% (23% for complaints handling) as a lowest satisfaction metric, peaking at 32% in Q3 of 2023/24.