

## How we're performing 2023-24

On 1 April 2024 the Regulator of Social Housing updated their consumer standards. Housing associations like Connexus must meet these, along with other economic viability standards, to be compliant with the regulatory code that the Regulator sets.

A landlord's progress and compliance with the standards are monitored by the Regulator through an ongoing inspection regime as well as annual self-assessments. They also look at how each landlord is performing using a range of Key Performance Indicators (KPIs) and Tenant Satisfaction Measures (TSMs).

The TSMs standard has twenty-two measures, comprised of ten management information measures and twelve satisfaction measures which cover five key themes:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Responsible neighbourhood management
5. Effective handling of complaints, alongside an additional measure for overall satisfaction with landlord services.

Connexus's tenants are asked the TSM questions in telephone surveys carried out by an independent company called IFF Research. You can learn more on [the Customer Feedback and Performance page](#).

Connexus plans to prioritise improving communication over the next year, as tenant surveys indicate this will significantly improve their service experience.

To support this a new Voice of the Customer forum has been established and meets quarterly. Forum members include both colleagues and tenants. The purpose of the

Forum is to facilitate change and monitor Connexus' TSM performance throughout the year.

You can see how Connexus is performing against independent benchmarks. These are provided by [TLF Research](#) who analysed tenant satisfaction from 132,604 surveys, across 84 social housing landlords in England, with an average of 16,300 homes.

Tenant Satisfaction Measure Reference	Tenant Satisfaction Measures 2023-2024	YTD %	Sector benchmark - average satisfaction (%)
TP01	Overall satisfaction	80.2%	71.1%
TP02	Satisfaction with repairs	82.8%	72.4%
TP03	Satisfaction with time taken to complete most recent repair	79.1%	68.3%
TP04	Satisfaction that the home is well maintained	82.1%	71.4%
TP05	Satisfaction that the home is safe	87.5%	77.2%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	71.2%	61.8%

Tenant Satisfaction Measure Reference	Tenant Satisfaction Measures 2023-2024	YTD %	Sector benchmark - average satisfaction (%)
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	76.9%	70.2%
TP08	Agreement that the landlord treats tenants fairly and with respect	84.7%	77.1%
TP09	Satisfaction with the landlord's approach to handling complaints	46.1%	36.6%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	73.1%	65.4%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	71.9%	62.7%
TP12	Satisfaction with the landlord's approach to handling anti social behaviour	69.3%	59.4%

		LCRA*	LCHO**	Combined
<b>Building safety</b>				
BS01	Proportion of homes for which all required gas safety checks have been carried out.			99.9%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.			100.0%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.			100.0%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.			100.0%
BS05	Proportion of homes for which all required communal passenger lift safety			73.5%


		LCRA*	LCHO**	Combined
	checks have been carried out.			
Antisocial behaviour				
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.			27.2
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes			0.3
Decent Homes Standards and Repairs				
RP01	Proportion of homes that do not meet the Decent Homes Standard.	1.3		
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	Not reported		
RP02 (2)	Proportion of emergency responsive repairs completed within	Not reported		

		LCRA*	LCHO**	Combined
	the landlord's target timescale.			
Complaints				
CH01 (1)	Number of stage one complaints received per 1,000 homes.	26.5		
CH01 (2)	Number of stage two complaints received per 1,000 homes.	5.8		
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	71.5		
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	68.3		

\*LCRA - Low Cost Rental Accommodation

\*\*LCHO - Low Cost Home Ownership

# Connexus Summary of Approach to TSMs

Download more details of how Connexus gather the views of tenants 

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