

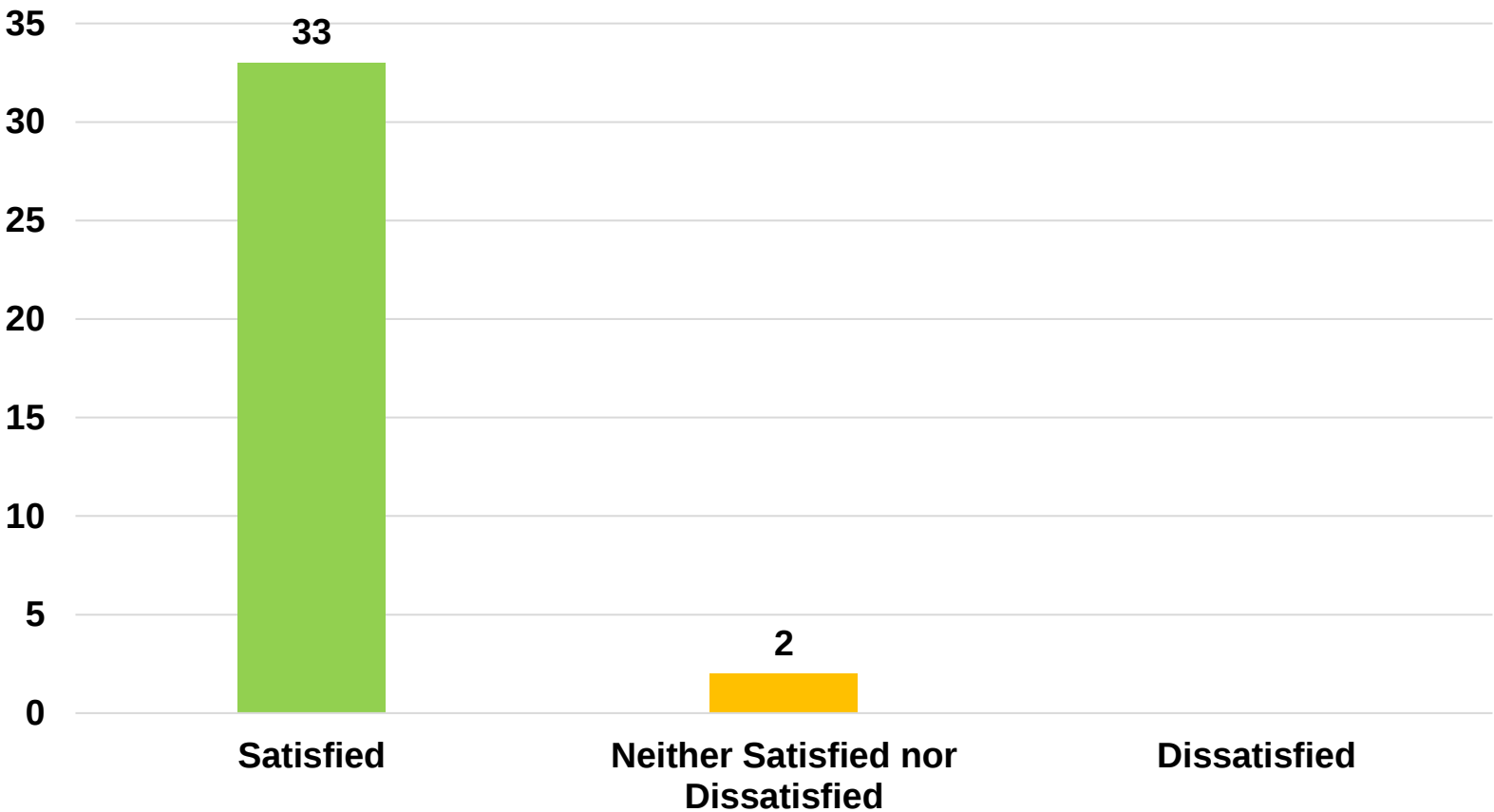
Tenant Satisfaction Measures – Tenant Results

Overall Satisfaction

Q1 – Taking everything into account, how satisfied or dissatisfied are you with the service provided by Falcon Rural Housing.

RESPONSES

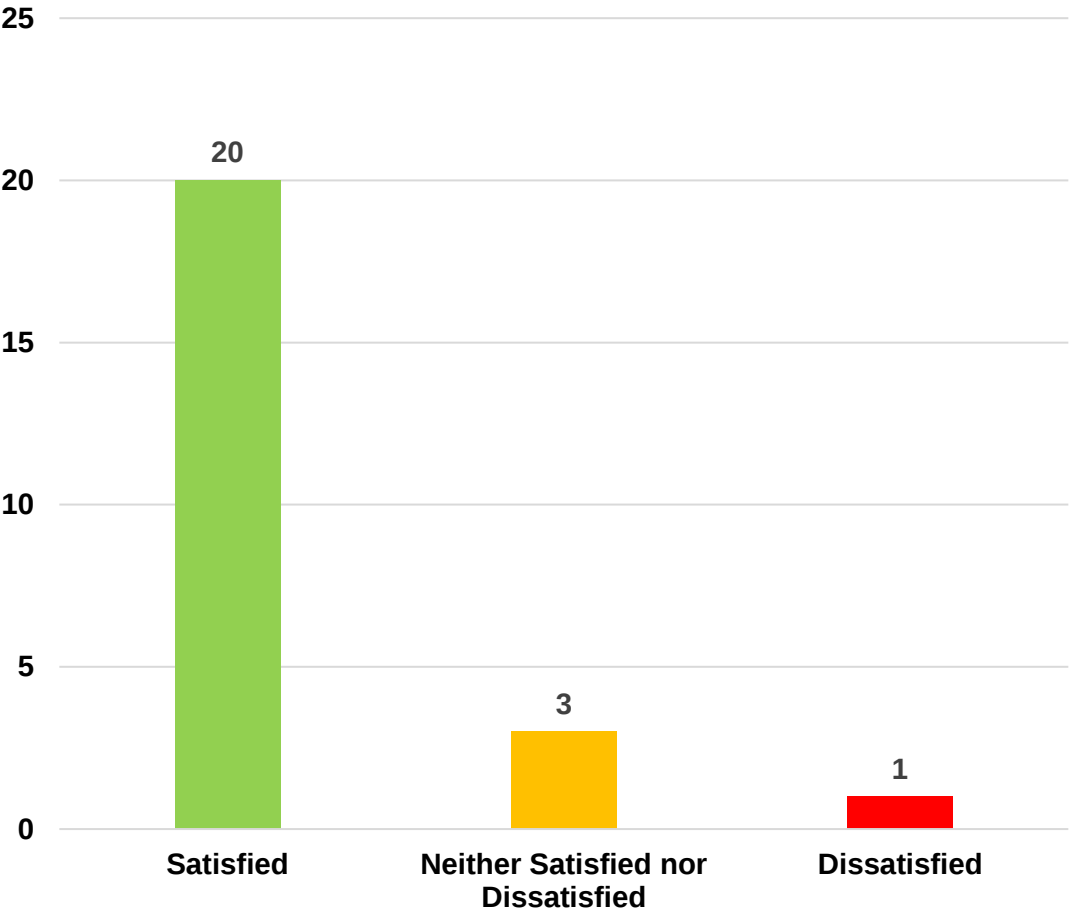
Post	22
Email	5
WhatsApp	7
Phone	1
Total responses	35



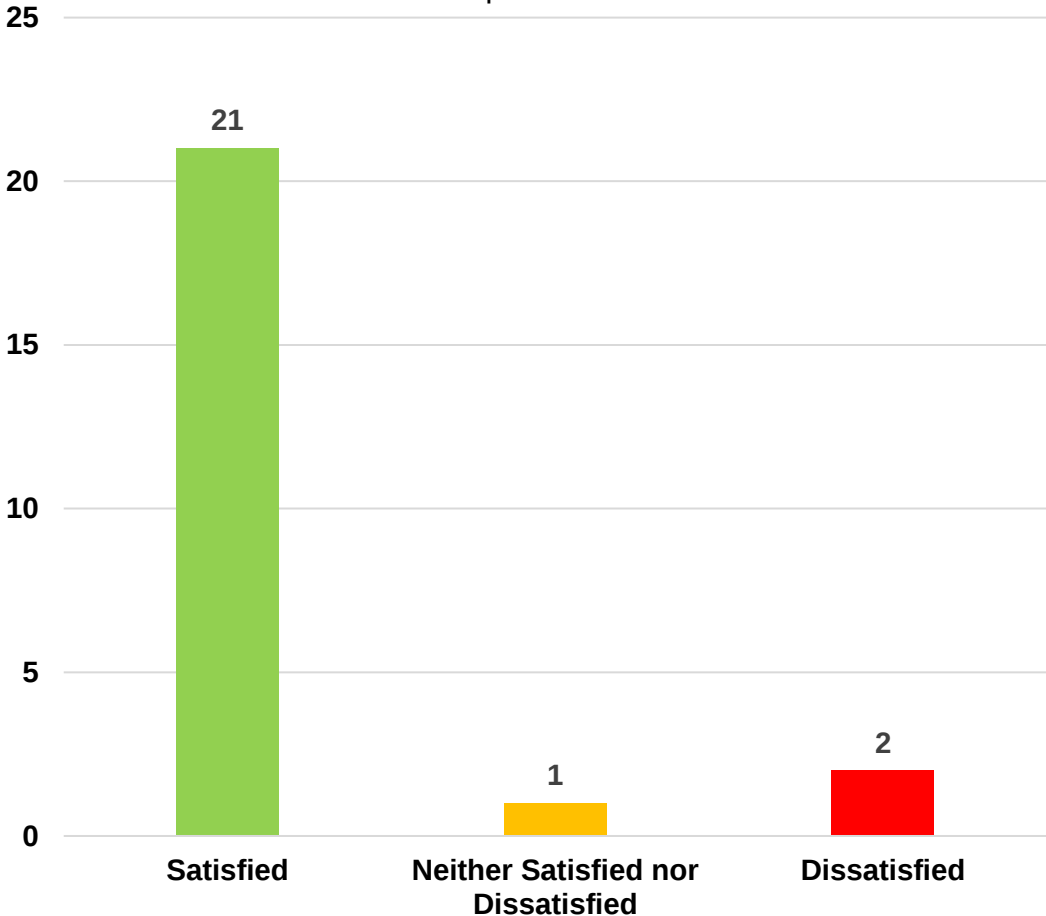
Satisfaction with Repairs

24 TENANTS RESPONDED THEY HAD A REPAIR COMPLETED WITHIN THE LAST 12 MONTHS

Q2 - How satisfied or dissatisfied are you with the overall repairs service from Falcon Rural Housing over the last 12 months?

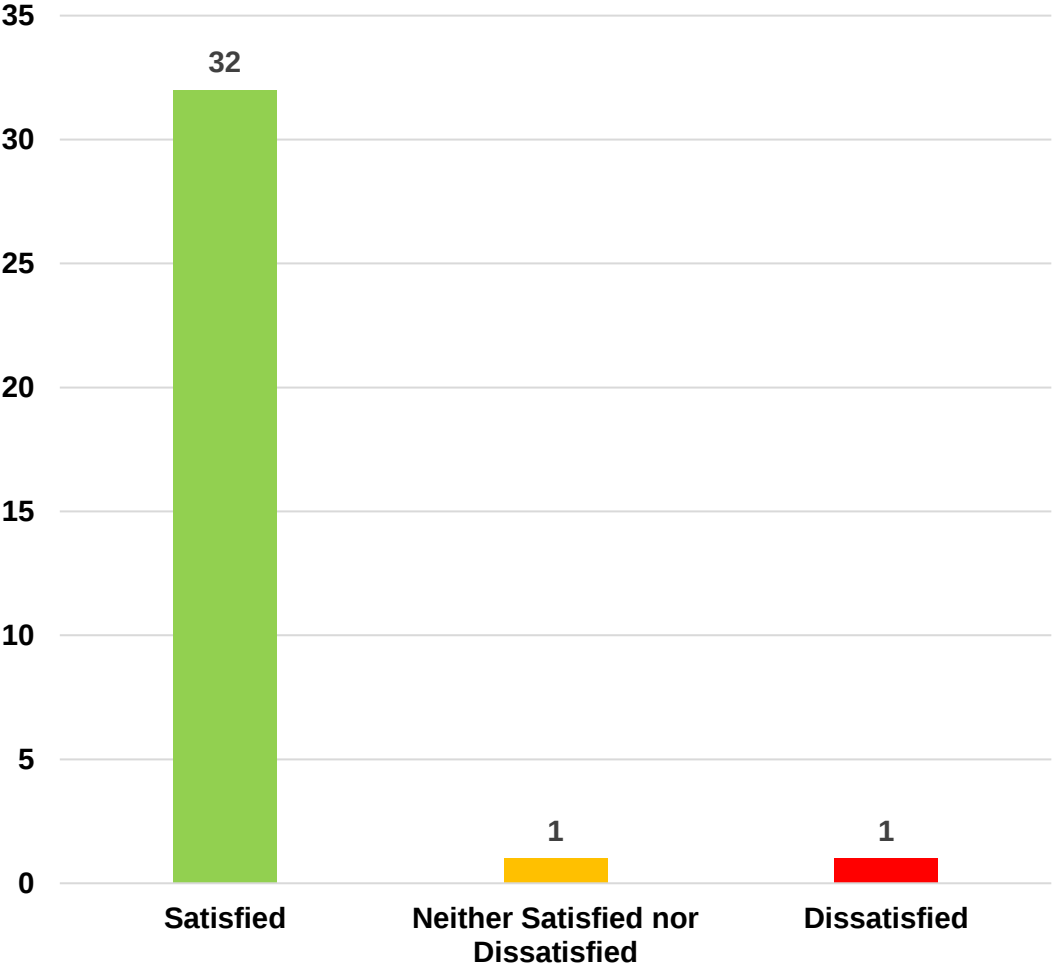


Q3 – How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

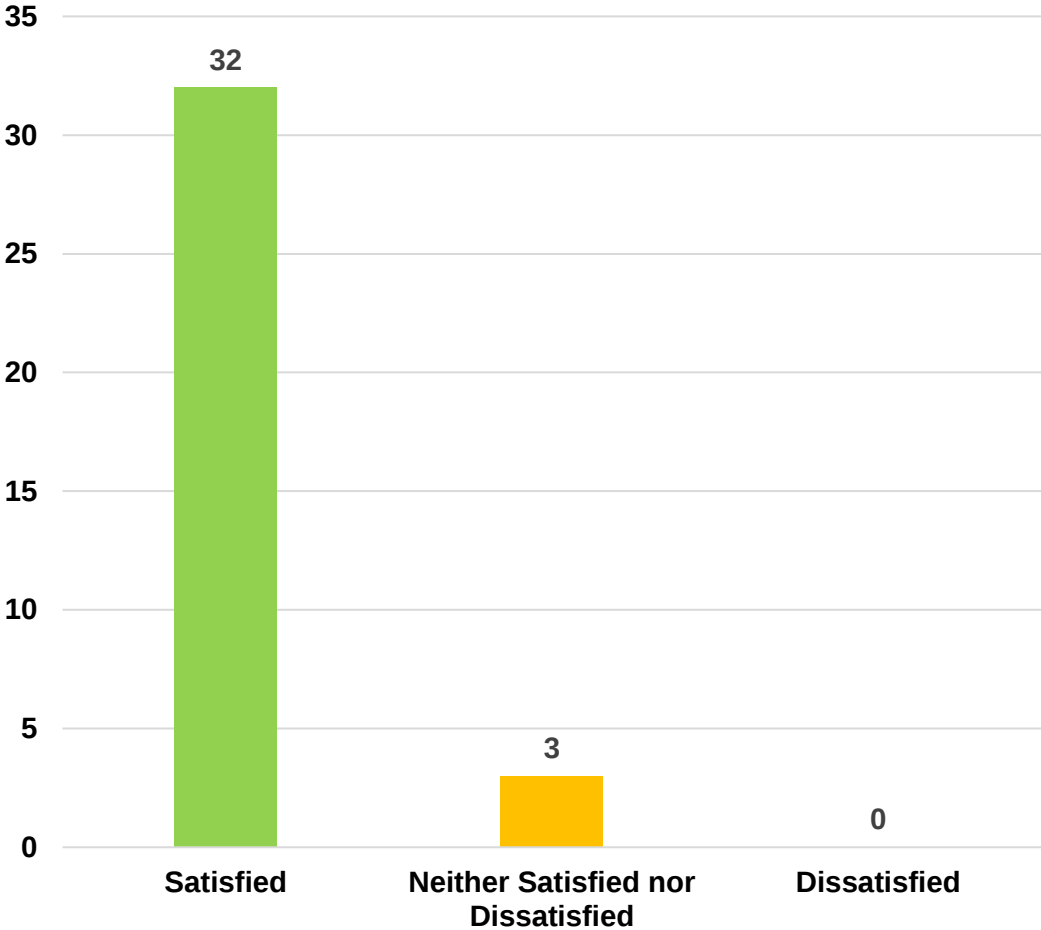


Satisfaction that the home is safe and well maintained

Q4 – How satisfied or dissatisfied are you that Falcon Rural Housing provides a home that is well maintained?

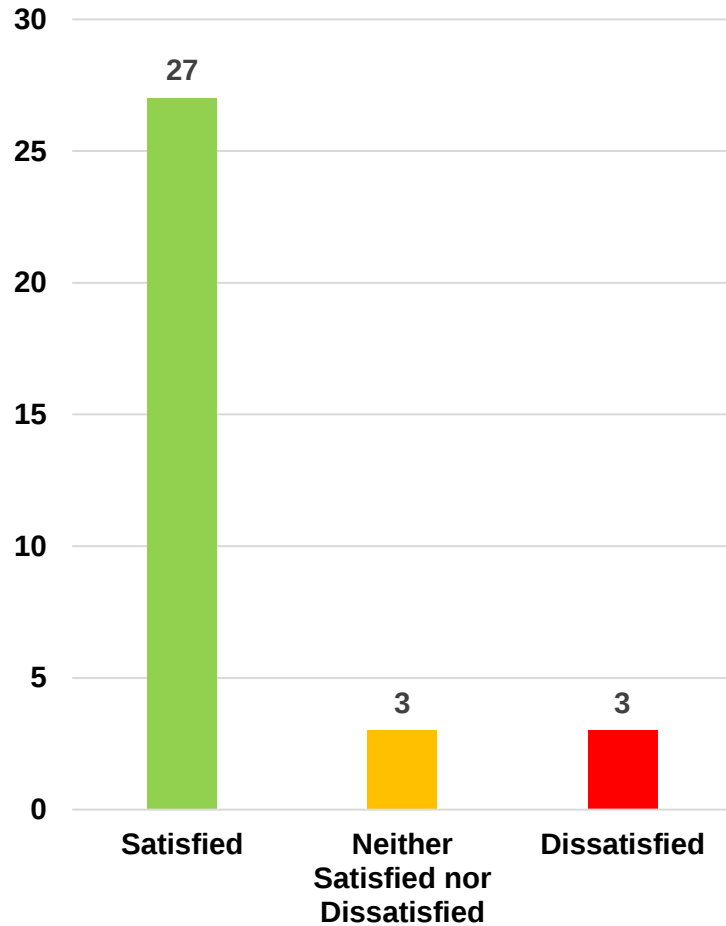


Q5 – Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Falcon Rural Housing provides a home that is safe?

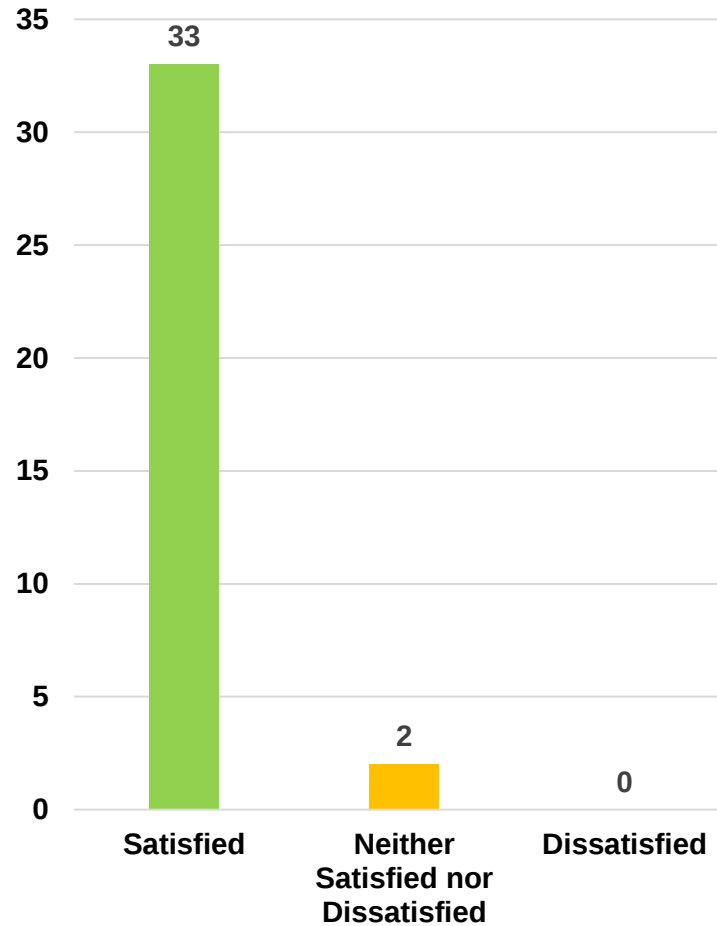


Satisfaction that the landlord listens, respects tenants and keeps them informed

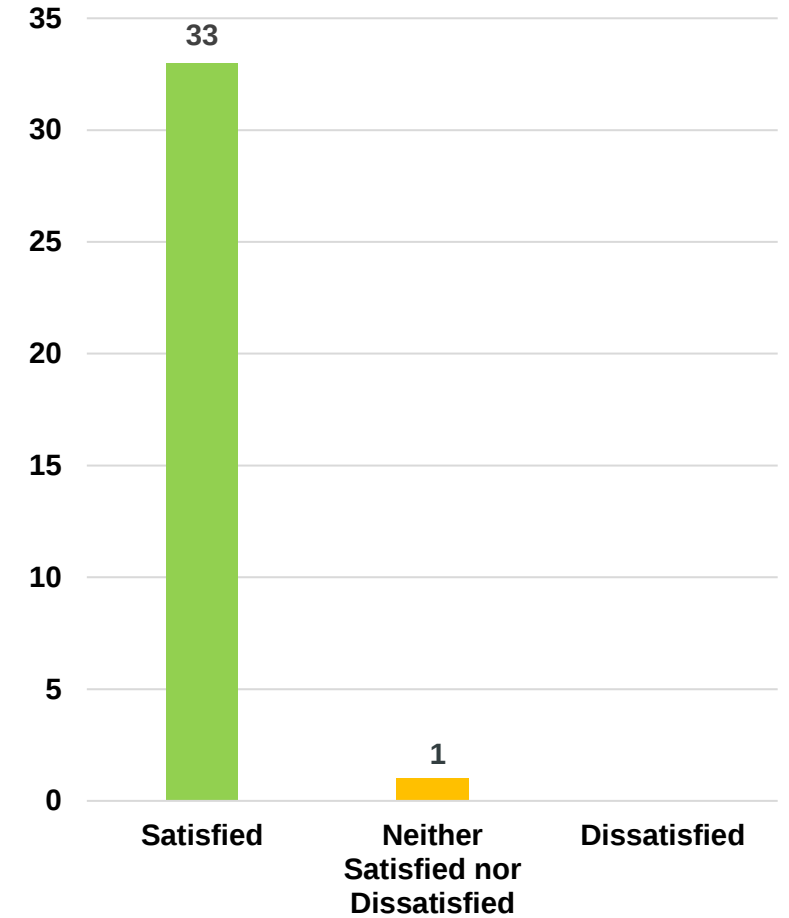
Q6 – How satisfied or dissatisfied are you that FRH listens to your views and acts upon them?



Q7 – How satisfied or dissatisfied are you that FRH keeps you informed about things that matter?



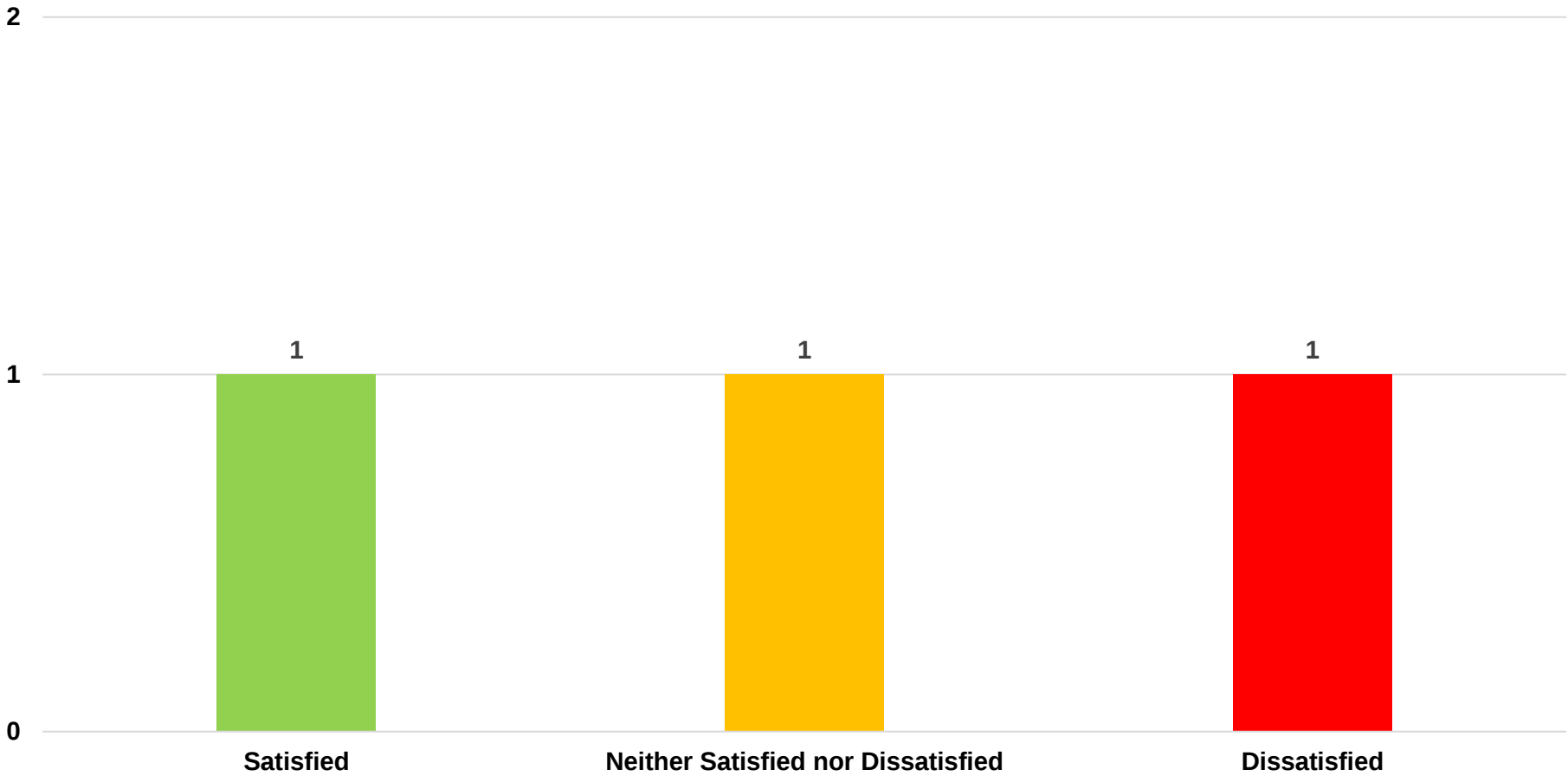
Q8 – To what extent do you agree or disagree with the following “FRH treats me fairly and with respect”?



Satisfaction with the landlord’s approach to handling complaints

3 TENANTS RESPONDED THEY HAD MADE A COMPLAINT WITHIN THE LAST 12 MONTHS

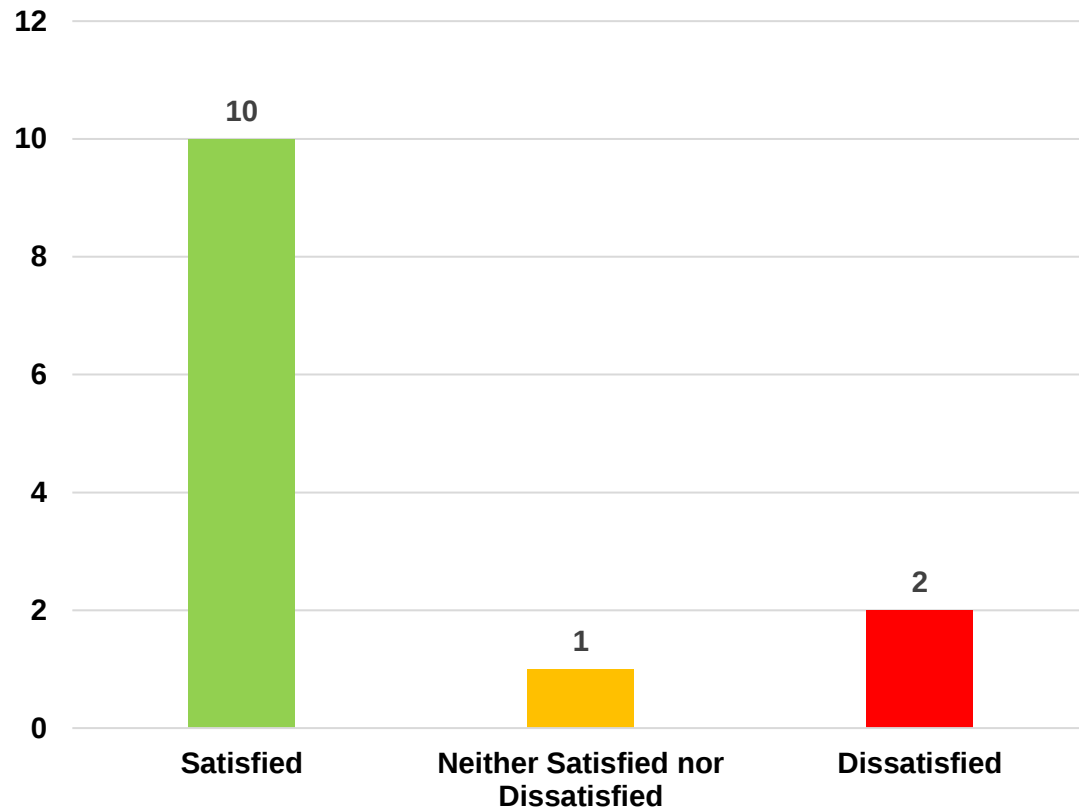
Q9 – Have you made a complaint to Falcon Rural Housing within the last 12 months and if yes, How satisfied or dissatisfied are you with Falcon Rural Housing’s approach to complaints handling?



Satisfaction with communal areas and neighbourhoods

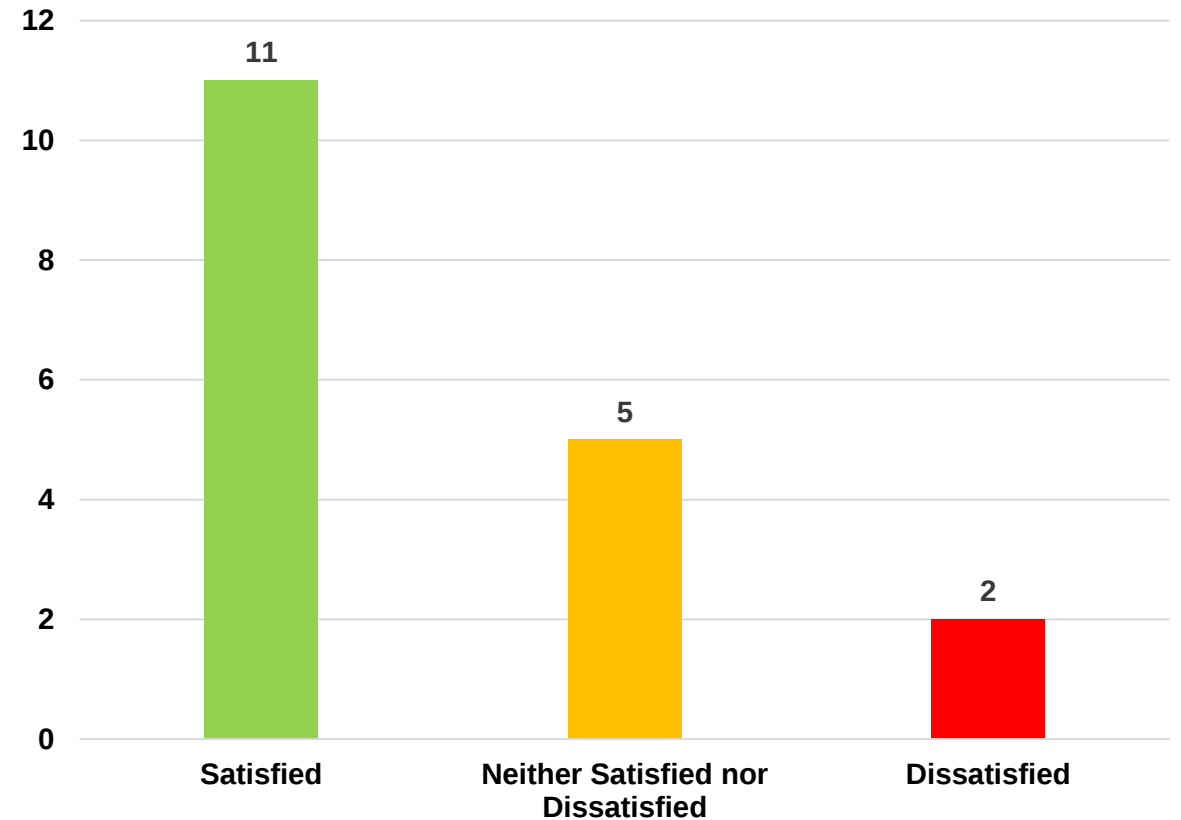
13 TENANTS RESPONDED TO THE COMMUNAL AREA QUESTION

Q10 – Do you live in a building with communal areas either inside or outside? If yes, How satisfied or dissatisfied are you that FRH keeps these areas clean and well maintained?



18 TENANTS RESPONDED TO THIS QUESTION 17 TENANTS RESPONDED IT WAS NOT APPLICABLE TO THEM

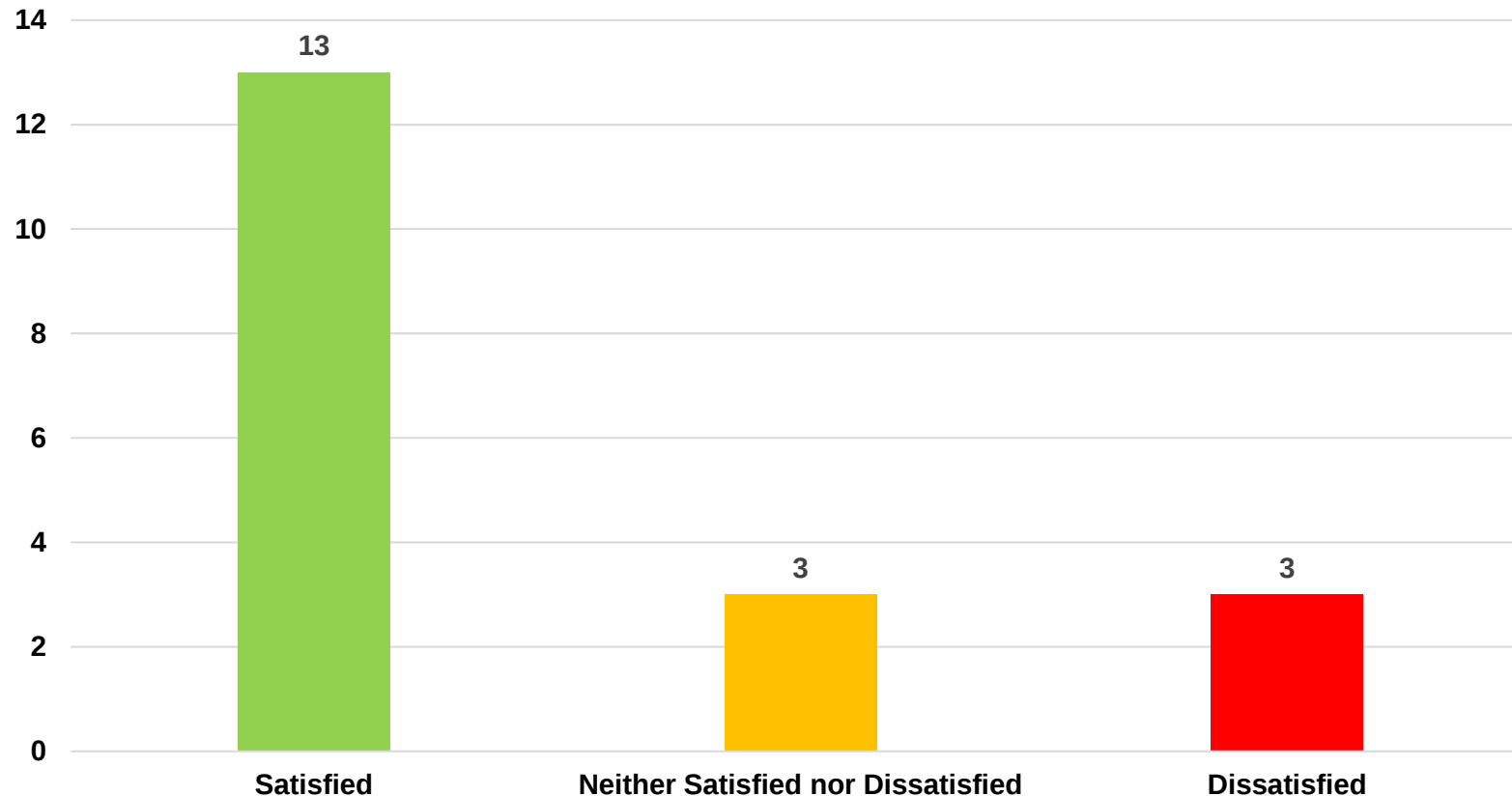
Q11 – How satisfied are you that FRH makes a positive contribution to your neighbourhood?



Satisfaction with the landlord's approach to dealing with anti-social behaviour.

19 TENANTS RESPONDED TO THIS QUESTION
16 TENANTS RESPONDED IT WAS NOT APPLICABLE TO THEM

Q12 – How satisfied or dissatisfied are you with Falcon Rural Housing's approach to handling anti-social behaviour?



Tenant Satisfaction Measures generated from management information

COMPLAINTS

CH01 Number of Stage one complaints

(A stage one complaint, as defined by the Housing Ombudsman's Complaint Handling Code is *"an expression of dissatisfaction , however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents"*.)

4

CH02 Proportion of stage one complaints responded to within Complaint Handling Code Timescales

(As set out in the Housing Ombudsman's Complaint Handling Code, it states that *"Landlords must respond to the complaint within 10 working days of the company being logged"*)

4

ANTI-SOCIAL BEHAVIOUR

NM01 Number of anti-social behaviour cases

(The definition of anti-social behaviour as per the Anti-Social Behaviour, Crime and Policing Act 2014 is *"a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person, b) conduct capable of causing a nuisance or annoyance to a person in relations to that person's occupation of residential premises, or c) conduct capable of causing housing-related nuisance or annoyance to any person"*.)

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DECENT HOMES STANDARD

RP01 Homes that do not meet the Decent Homes Standard

(Providers must use the Decent Homes Standard Guidance published by the Government to determine whether a dwelling meets this standard.)

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Tenant Satisfaction Measures generated from management information

REPAIRS

RP02 Repairs completed within target timescale (Proportion of: a) non-emergency and b) emergency responsive repairs completed within the landlord's timescale)	Non-emergency 93%	Emergency 100%
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GAS SAFETY

BS01 Proportion of homes for which all required gas safety checks have been carried out (There are 145 of the Association's homes that require an annual Landlord's Gas Safety Inspection)	100%
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FIRE SAFETY

BS02 Proportion of homes for which all required fire risk assessments have been carried out (There are 4 of the Association's properties that require a Fire Risk Assessment (FRA))	100%
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ASBESTOS SAFETY

BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
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Tenant Satisfaction Measures generated from management information

WATER SAFETY

BS04 Proportion of homes for which all required legionella risk assessments have been carried out

(Providers to ensure that all statutory obligations are met in relation to Legionella Risk Assessments (LRSs) relating to a particular property)
The Association has a current Legionella Policy and Procedure in place.

N/A

LIFT SAFETY

BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out

N/A