



How we measure up

**Advance's performance against the Tenant
Satisfaction Measures 2024-25**

Tenants' report

Tenant Satisfaction

We want to provide good services to our customers. Services that YOU are happy with.

Each year, we send out a survey to find out what you think about the housing services you get from Advance.

We report the results to the Regulator of Social Housing along with other information about our performance, so they can check how we're doing.

You will find the results of the survey and the performance information in this report.



302

Tenants replied to the survey (just under 20%)



49%

Respondents had a learning disability



31%

Respondents had a mental health condition



About the survey

We sent surveys to all our tenants to find out what you think about our services.

The survey was sent in the post and we gave you a free-post envelope to return it. We told people it was ok to ask for help to complete the survey from friends, family or support workers.

We used a set of questions that the Regulator of Social Housing asks all Housing Associations to use. This is so they can compare the results. 302 people (around 20% of tenants) responded to the survey.

The Survey Results

What tenants think



8 out of 10 people (80%) are satisfied overall with our services



8 out of 10 people (81%) are satisfied with our repairs service



7 out of 10 tenants (71%) are happy with the time taken to complete their last repair



8 out of 10 tenants (79%) are satisfied their home is well maintained



8 out of 10 tenants (84%) are satisfied their home is safe



7 out of 10 tenants (73%) feel we listen and act upon their views



The Survey Results

What tenants think



7 out of 10 tenants (70%) feel that we keep them informed about things that matter to them



7 out of 10 (73%) are satisfied that we keep their communal areas clean and well maintained



8 out of 10 (78%) agree that we treat them fairly and with respect



6 out of 10 people (62%) feel we make a positive contribution to the neighbourhood



5½ out of 10 people (56%) are satisfied with the way we handled their complaint



7 out of 10 tenants (69%) are satisfied with the way we deal with anti-social behaviour



What does the feedback tell us?

- Our tenants are more satisfied overall than tenants of other Housing Associations (results are in the upper quartile on most measures).
- Tenants are more satisfied this year than they were last year across most of the measures.
- The main themes from customers' feedback were:
 - Repairs – quality and timeliness
 - Communication
 - Being treated with respect



Advance's performance

How we're doing

Providing quality homes: Decent Homes

We aim for all of our homes to meet the Decent Homes standard. This year, two homes did not meet the standard: one because the customer did not want us to carry out works to their home, and the other because we were waiting for a new EPC (energy efficiency) Certificate.

Tenant Satisfaction Measure

Proportion of homes that don't meet the Decent Homes Standard

0.1%

All but two properties meet the Decent Homes Standard and we are working on these *



Advance's performance

How we're doing

Providing quality homes – Repairs

We aim to complete:

- Emergency Repairs within **24hrs**
- Urgent Repairs within **5** working days
- Routine Repairs within **28** calendar days

Tenant Satisfaction Measure

Non-Emergency repairs completed within timescale

93.2%

Emergency repairs completed within timescale

97%





Our target for gas safety checks is 100%. We might not achieve this if, for example, we can't access a property. We monitor this closely and can take legal action to access properties if necessary.

Providing safe homes

This is how Advance has performed during 2024-25 around keeping its homes safe for customers.

Tenant Satisfaction Measure	
Proportion of Gas Safety checks carried out	99%
Proportion of Fire Risk Assessments carried out	100%
Proportion of asbestos management surveys carried out	100%
Proportion of legionella risk assessments carried out	95.9%
Proportion of Passenger Lift safety checks carried out	100%

Advance's performance

How we're doing

Complaints

During 2024-25, for every 1000 homes, we had 59 Stage One complaints and 2.6 Stage Two complaints.

7 out of **10** (70.3%) stage one complaints were handled within our timescale.

10 out of **10** (100%) stage two complaints were handled within our timescale.

That's an improvement from last year.

Anti-social behaviour

We had 13.9 anti-social behaviour (ASB) cases per 1000 homes, 0.4 of those involved a hate incident.

59

Stage one
complaints per
1000 properties

2.6

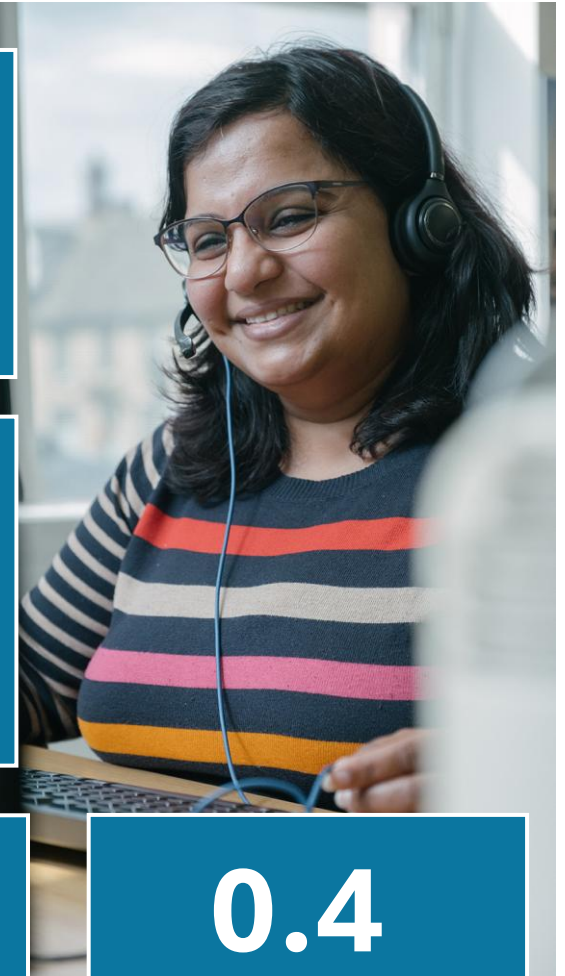
Stage two
complaints per
1000 properties

13.9

ASB cases per 1000
properties

0.4

ASB cases involving
hate incidents per
1000 properties



Using your feedback

We don't only check satisfaction and performance once a year...

- We constantly monitor performance and report this to the Housing Customer Partnership and the Advance Board.
- Throughout the year, we continue to check on customers' satisfaction with our services, for example, following a complaint or after a repair has been carried out. We also look at the feedback we get from complaints and through informal conversations with tenants.
- Using all this information, we put together improvement plans to make sure we're addressing issues raised by customers and continuously improving the way we do things. We report ongoing performance and progress against our improvement plans to the Housing Customer Partnership (a group of tenants who meet once a quarter to monitor and challenge Advance's performance) and to the Advance Board.

