



# **How we measure up**

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

**Shared Owners' report**

# 173

Shared owners  
replied to the  
survey



# 49%

Respondents  
had a learning  
disability

# 31%

Respondents had  
a mental health  
condition



## About the survey

We sent surveys to all our tenants and shared owners 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 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.

## The Survey Results

# What Shared Owners think



7½ out of 10 shared owners (75%) are satisfied overall with our services



6½ out of 10 shared owners (66%) are satisfied their home is well maintained



7 out of 10 people (70%) are satisfied with our repairs service



8 out of 10 people (79%) are satisfied their home is safe



6 out of 10 (59%) are happy with the time taken to complete their last repair



6 out of 10 shared owners (60%) feel we listen and act upon their views



## The Survey Results

# What Shared Owners think



6 out of 10 (59%) feel that we keep them informed about things that matter to them



7½ out of 10 (76%) 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



Just under 4 out of 10 people (36%) feel we make a positive contribution to the neighbourhood



Just under 4 out of 10 people (38%) are satisfied with the way we handled their complaint



3 out of 10 shared owners (33%) 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 higher than the upper quartile on most measures).
- Tenants are more satisfied this year than they were last year across most of the measures.
- Shared Owners are less satisfied than tenants and we need to understand more about that.
- 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

This is how Advance performed during 2024-25 around providing good quality homes and repairs.

Tenant Satisfaction Measure	
Proportion of homes that don’t meet the Decent Homes Standard	0.1%
Non-Emergency repairs completed within timescale	93.2%
Emergency repairs completed within timescale	97%

All but two properties meet the Decent Homes Standard





## 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

### Complaints

During 2024-25, for every 1000 homes, we had 59.2 Stage One complaints and 2.6 Stage Two complaints.

There were 191 complaints in total: 100 of those from Shared Owners

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

**59.2**

Stage one  
complaints per  
1000 properties

**2.6**

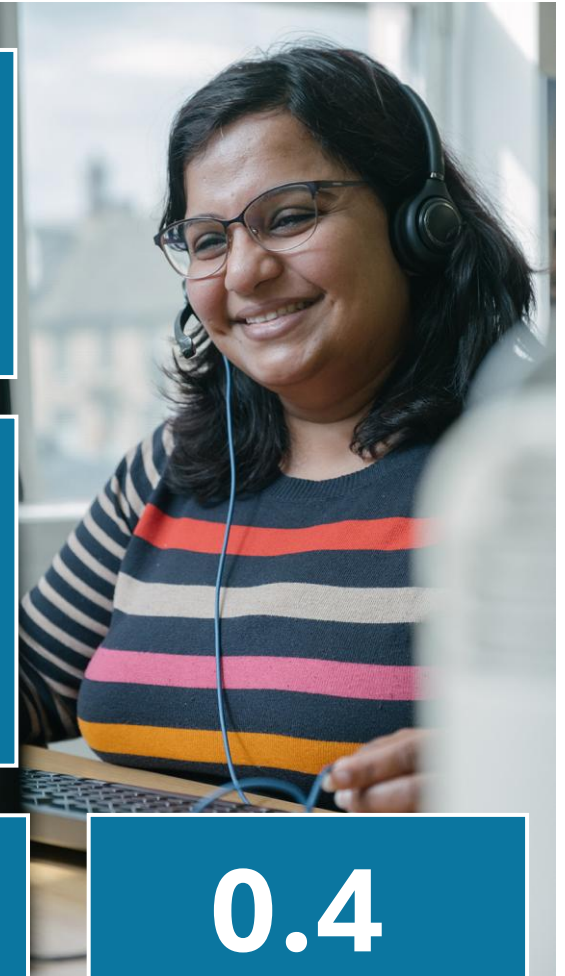
Stage two  
complaints per  
1000 properties

**14**

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.

