

Lewisham Homes 2023/24 Q1 STAR/TSM Resident Satisfaction Results Summary

Key Results	Tenant Satisfaction					Leaseholder Satisfaction						
	Q1	Q2	Q3	Q4	Q1	Trend	Q1	Q2	Q3	Q4	Q1	Trend
<p>QTP01: Satisfaction with overall service (Quarterly results)</p> <p>Based on TSM Likert scale</p>	60%	48%	39%	38%	57%		36%	27%	32%	20%	31%	
<p>QTP02_3: Has Lewisham Homes carried out a repair to your home in the last 12 months? (% Yes).</p> <p>Based on TSM Likert scale</p>	62%	60%	60%	53%	54%		23%	19%	18%	18%	12%	
<p>QTP02: How satisfied or dissatisfied are you with the overall repairs service from Lewisham Homes over the last 12 months?</p> <p>Based on TSM Likert scale</p>	62%	31%	51%	38%	62%		32%	51%	31%	13%	19%	
<p>QTP03: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</p> <p>Based on TSM Likert scale</p>	62%	47%	49%	40%	51%		17%	27%	27%	15%	13%	
<p>QTP04: How satisfied or dissatisfied are you that Lewisham Homes provides a home that is well maintained? (Question changed weft Q3)</p> <p>Based on TSM Likert scale</p>	N/A	N/A	44%	35%	58%		N/A	N/A	38%	17%	32%	
<p>QTP05: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Lewisham Homes provides a home that is safe? (Question changed weft Q3)</p> <p>Based on TSM Likert scale</p>	N/A	N/A	53%	47%	65%		N/A	N/A	36%	42%	49%	
<p>QTP06: How satisfied or dissatisfied are you with the extent to which Lewisham Homes listens to your views and acts upon them?</p> <p>Based on TSM Likert scale</p>	51%	38%	35%	35%	44%		26%	24%	29%	15%	21%	

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<p>QTP07: How satisfied or dissatisfied are you with the way Lewisham Homes keeps you informed about things that matter to you as a resident?</p> <p>Based on TSM Likert scale</p>	71%	48%	55%	50%	74%						58%	30%	52%	32%	50%					
<p>QTP08: To what extent do you agree or disagree with the following 'my landlord treats me fairly and with respect' (% Agree)?</p>	66%	64%	54%	61%	61%						47%	42%	49%	40%	41%					
<p>QTP09: Have you made a complaint to Lewisham Homes in the last 12 months (% yes)?</p>	N/A	N/A	37%	36%	29%						N/A	N/A	32%	40%	31%					
<p>QTP09a: How satisfied or dissatisfied are you with Lewisham Homes approach to complaints handling?</p> <p>Based on TSM Likert scale</p>	44%	29%	11%	11%	19%						27%	13%	11%	4%	18%					
<p>QTP10: Do you live in a building with communal areas, either inside or outside, that Lewisham Homes is responsible for maintaining (% yes)?</p>	64%	64%	69%	68%	77%						85%	85%	90%	93%	87%					
<p>QTP10a: How satisfied or dissatisfied are you that Lewisham Homes keeps these communal areas clean, safe and well-maintained?</p> <p>Based on TSM Likert scale</p>	65%	43%	49%	34%	64%						47%	35%	33%	31%	42%					
<p>QTP11: How satisfied or dissatisfied are you that Lewisham Homes makes a positive contribution to your neighbourhood?</p> <p>Based on TSM Likert scale</p>	57%	50%	46%	46%	62%						42%	22%	37%	29%	31%					

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<p>QTP12: How satisfied or dissatisfied are you with Lewisham Homes's approach to handling anti-social behaviour?</p> <p>Based on TSM Likert scale</p>	53%	48%	40%	37%	48%					38%	16%	29%	22%	27%				
<b>Non-TSM Questions</b>																		
<p>QLH6: Generally, how satisfied or dissatisfied are you with the way Lewisham Homes deals with repairs and maintenance?</p> <p>Based on TSM Likert scale</p>	51%	40%	36%	31%	48%					26%	18%	16%	14%	20%				
<p>QLH10: Focusing more specifically on the cleaning of your external communal areas, how satisfied or dissatisfied are you with the cleaning service (% Yes, Quarterly results)</p> <p>Based on TSM Likert scale</p>	64%	52%	51%	40%	72%					51%	40%	43%	33%	43%				
<p>QLH11: Focusing more specifically on the cleaning of your internal communal areas, how satisfied or dissatisfied are you with the cleaning service (% Yes, Quarterly results)</p> <p>Based on TSM Likert scale</p>	68%	51%	57%	40%	65%					57%	47%	46%	30%	51%				
<p>QLH13: How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area? (Quarterly results)</p> <p>Based on TSM Likert scale</p>	81%	64%	67%	60%	84%					66%	56%	63%	56%	65%				
<p>QLH14: Thinking about the building where you live, how satisfied or dissatisfied are you with repairs to communal areas?</p> <p>Based on TSM Likert scale</p>	65%	49%	41%	35%	61%					42%	25%	29%	24%	26%				

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<p>QLH23: To what extent you do agree or disagree with the statement? "Lewisham Homes has friendly and approachable staff" (Quarterly results)</p> <p>Based on TSM Likert scale</p>	68%	67%	62%	65%	69%		57%	54%	55%	43%	46%	