

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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|  | Q1                  | Q2  | Q3  | Q4  | Q1  | Trend                    |  |  |  |  | Q1  |     | Trend |     |     |  |  |
| <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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| QLH23: To what extent you do agree or disagree with the statement? "Lewisham Homes has friendly and approachable staff" (Quarterly results)<br>Based on TSM Likert scale | 68%                 | 67% | 62% | 65% | 69% |                          | 57% | 54% | 55% | 43% | 46% |       |