

Enfield Council Housing Performance: Tenant Satisfaction Measures

The Regulator for Social Housing requires all Social Housing landlords to survey their tenants and publish the results. In 2024, there were 22 tenant satisfaction measures used to evaluate performance, with 12 of these based on tenant survey responses. This year, Enfield Council commissioned BMG Research to carry out the survey and data was collected through face-to-face interviews from October 2nd to November 1st. A total of 1,002 tenants completed the survey which aimed to assess tenant perceptions regarding various aspects of the housing service, including overall satisfaction, repairs, maintenance, and community involvement.

Respondents were taken from a random sample representative of Enfield Housing stock. This included tenants:

- Living in houses, flats, maisonettes and high-rise buildings
- Aged 16 – 65+
- Who are male and female
- Who are disabled and non-disabled
- From a white British, white other, mixed, Asian, Black / Afro - Caribbean or other ethnic background
- Where relevant to the question, had a repair in the last 12 months

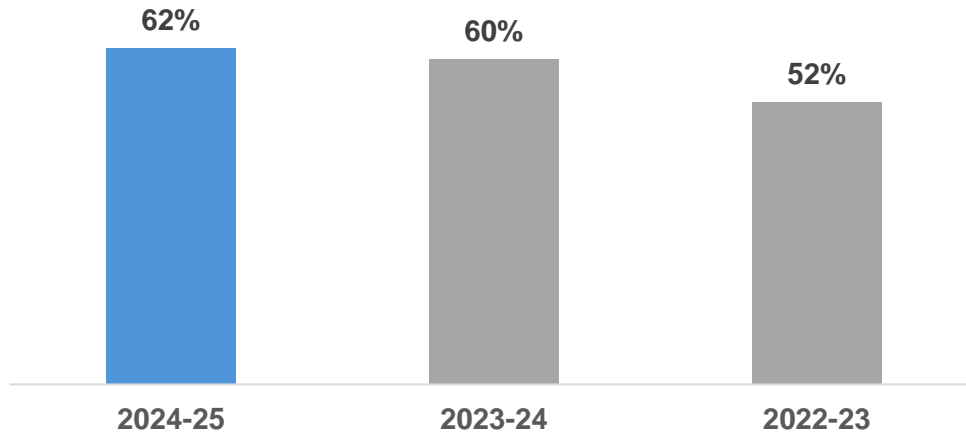
The information below shows our findings from those who responded to the survey (rounded to the nearest percent). LCRA stands for our Low Cost Rental Accommodation.

Compared to last year, tenant satisfaction has increased across the majority of indicators, with notable improvements in overall service, repairs, and safety. This reflects growing tenant confidence in the Council's housing services, particularly in areas such as complaint handling and communication. Management Information responses highlight positive developments, including improved compliance with most safety requirements such as gas, and fire, and fire checks. However, the data also highlights ongoing challenges in delivering timely repairs for tenants, which remains a key area for improvement. Looking ahead, the Council remains committed to building new homes, investing in existing stock, and maintaining long-term financial sustainability and improving performance across all indicators that will be measured.

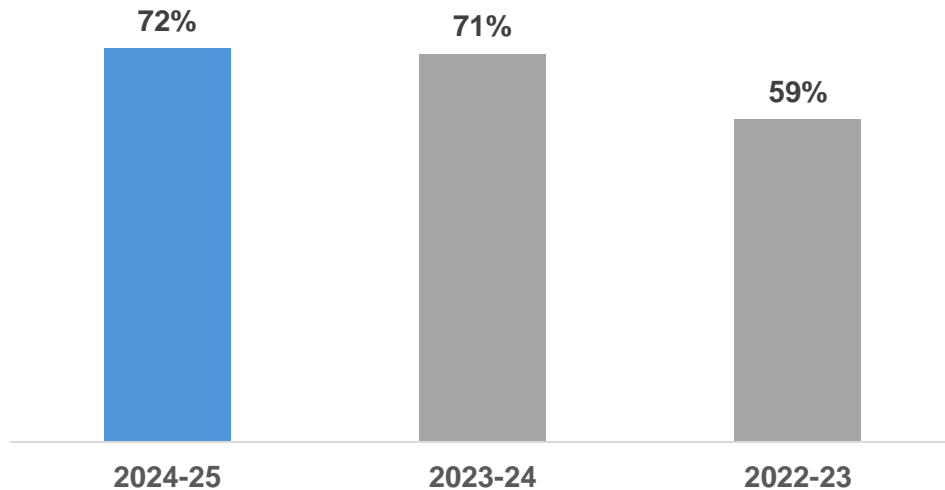
Tenant Satisfaction Measures (TSMs) are designed to capture how tenants feel about the services provided by their landlord. For these measures, a high score is positive, indicating that more tenants are satisfied with key areas such as repairs, safety, communication, and overall service. In contrast, some of the Management Information responses reflect operational issues, such as the number of complaints or reports of anti-social behaviour. For these indicators, a lower score is generally better, as it suggests fewer problems are being experienced by tenants. It's important to consider the context of each measure to accurately assess performance and target areas for improvement.

Tenant Survey Responses

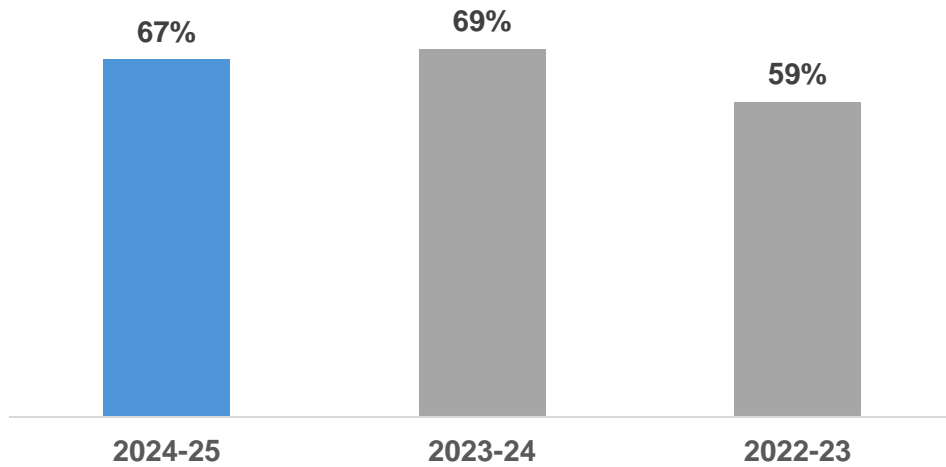
1. Proportion of tenants who reported that they are satisfied with the overall service from their landlord LCRA



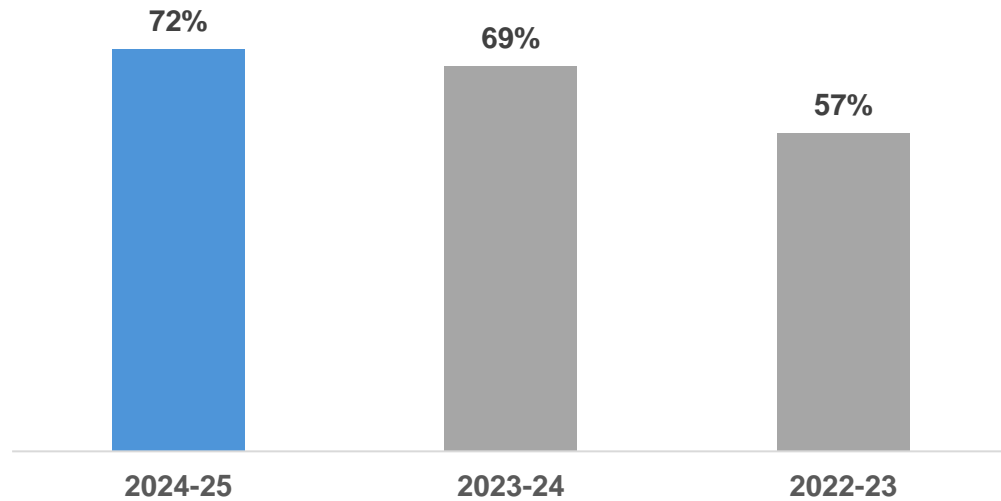
2. Proportion of tenants who received a repair in the last 12 months who reported they are satisfied with the overall repairs service LCRA



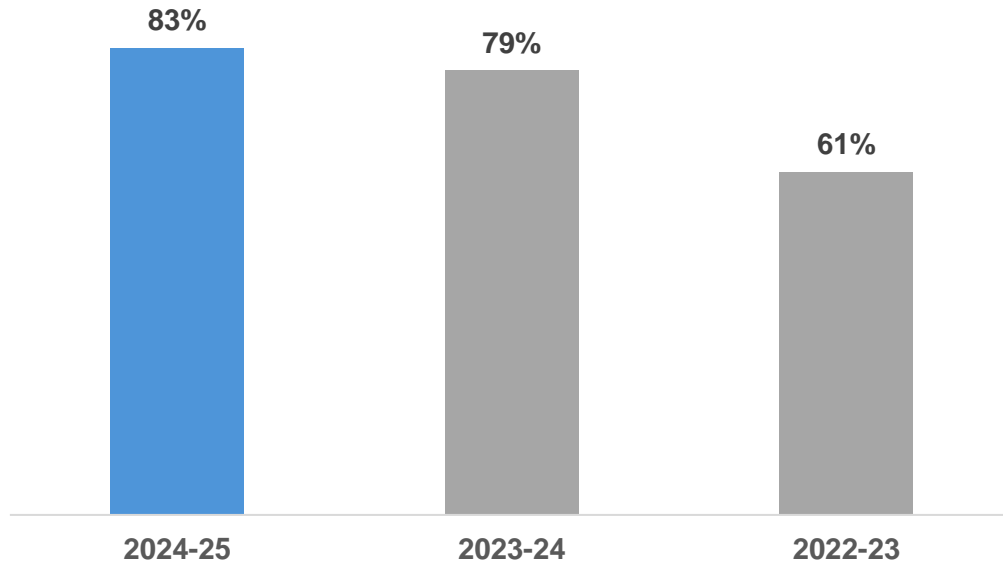
3. Proportion of tenants who received a repair in the last 12 months who reported that they are satisfied with the time taken to complete the most recent repair LCRA



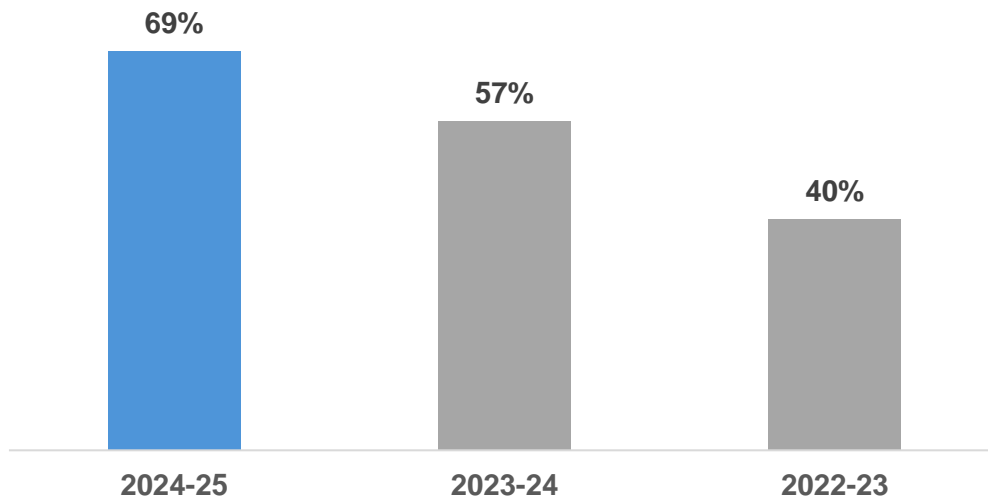
4. Proportion of tenants who reported that they are satisfied that the home is well maintained LCRA



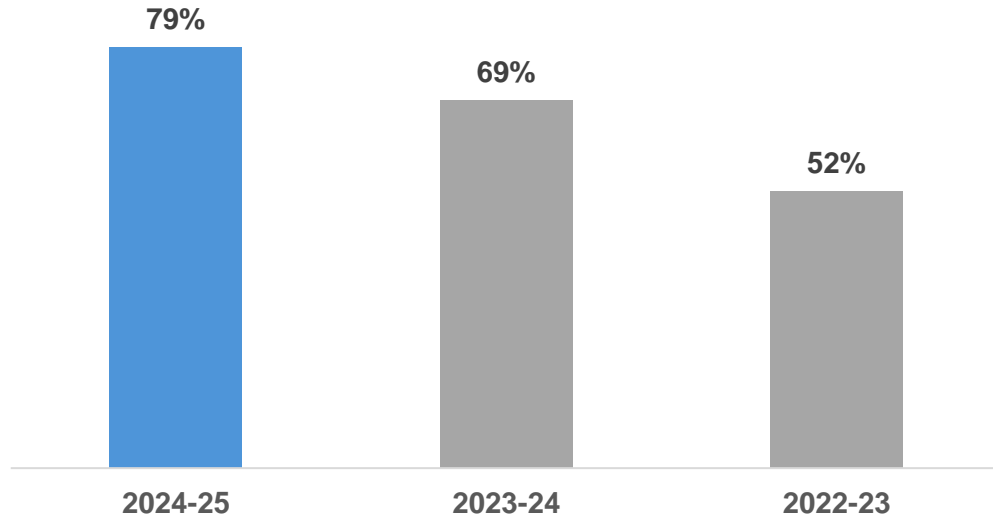
5. Proportion of tenants who reported that they are satisfied that the home is safe LCRA



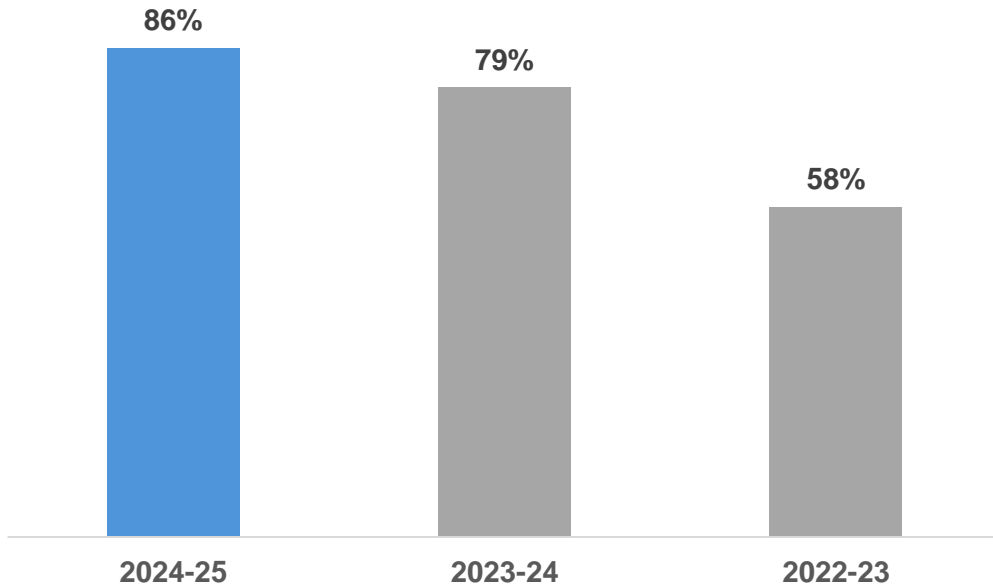
6. Proportion of tenants who report that they are satisfied that the landlord listens to tenant views and acts upon them LCRA



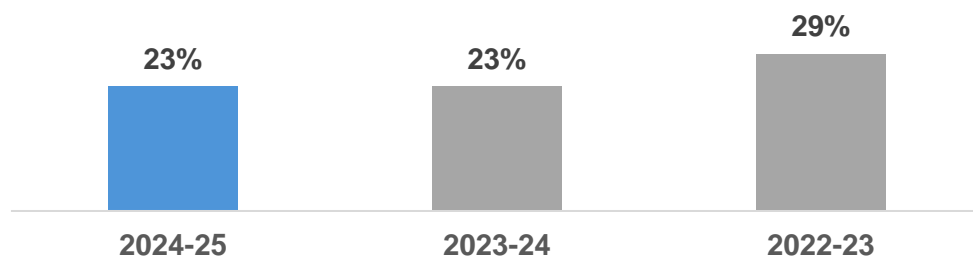
7. Proportion of tenants who report that they are satisfied that the landlord keeps them informed about things that matter to them LCRA



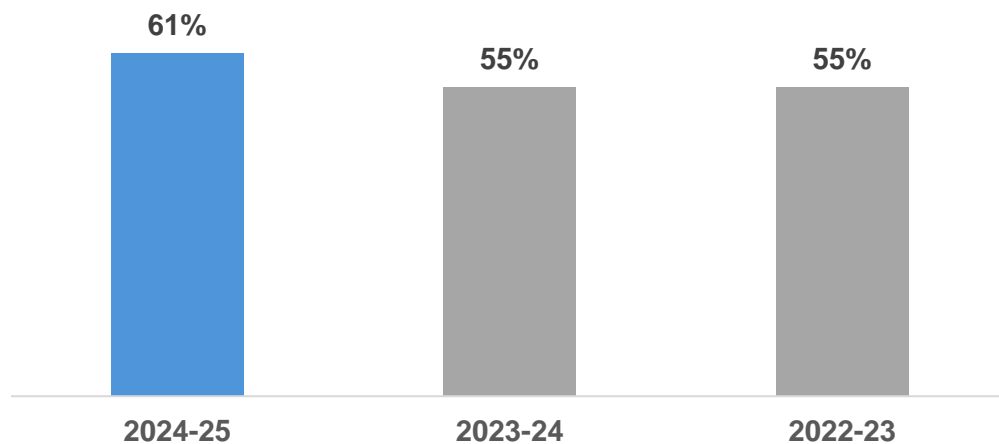
8. Proportion of tenants who report that they agree their landlord treats them fairly and with respect LCRA



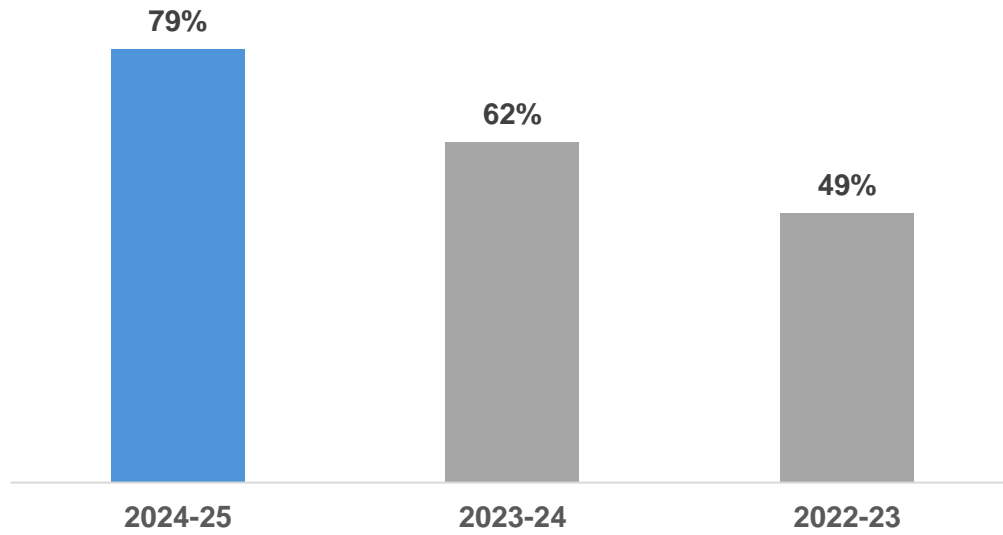
9. Proportion of tenants who reported making a complaint in the last 12 months who are satisfied with their landlord's approach to handling complaints LCRA



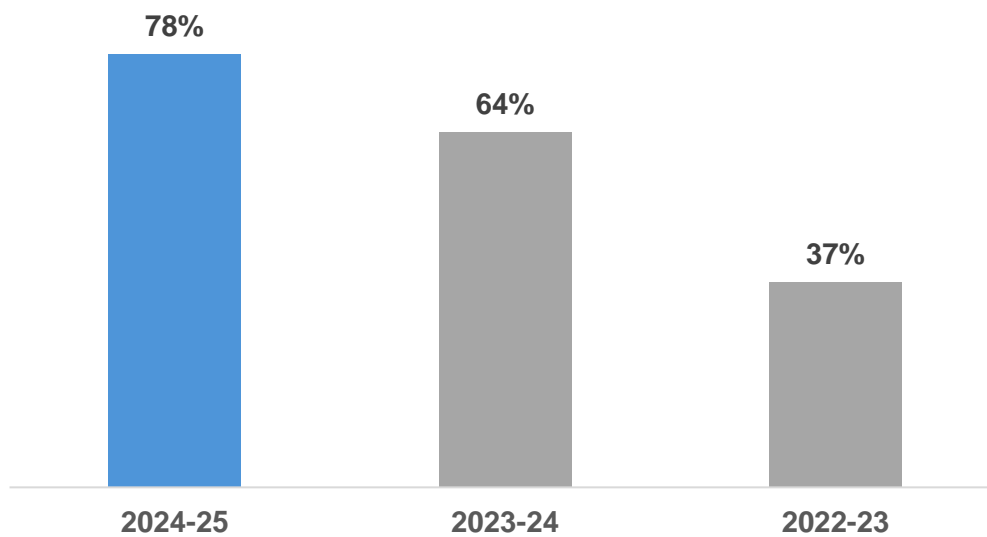
10. Proportion of tenants with communal areas who reported that they are satisfied that their landlord keeps communal areas clean and well maintained LCRA



11. Proportion of tenants who reported that they are satisfied that the landlord makes a positive contribution to neighbourhoods LCRA



12. Proportion of tenants who reported that they are satisfied with the landlord's approach to handling anti-social behaviour LCRA

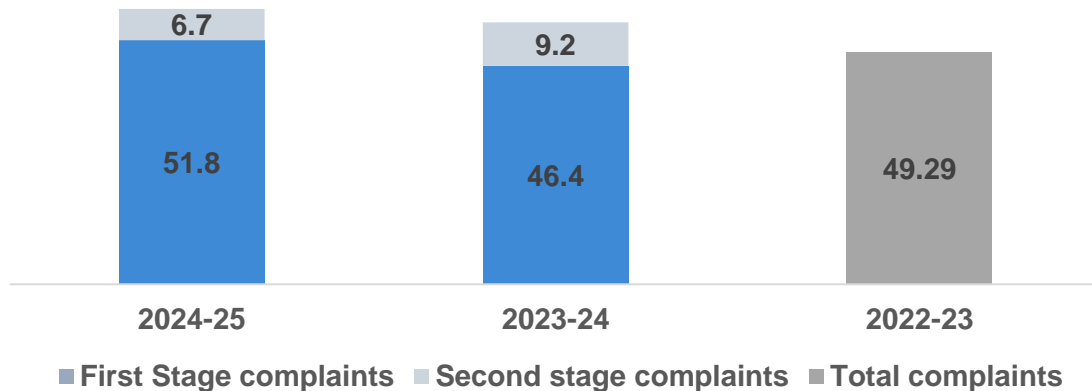


Management Information Responses

13. Complaints relative to the size of the landlord (per 1,000 homes) LCRA (CH01 & CH02)

Enfield received a total of 539 Stage One complaints
Enfield received a total of 70 Stage Two complaints.
(Complaints were not split into Stage One and Stage Two in 2022-23.)

Here low scores indicate fewer issues, reflecting a stronger performance and better outcomes in the measured area. This means that problems are minimal, demonstrating effective management and positive results.



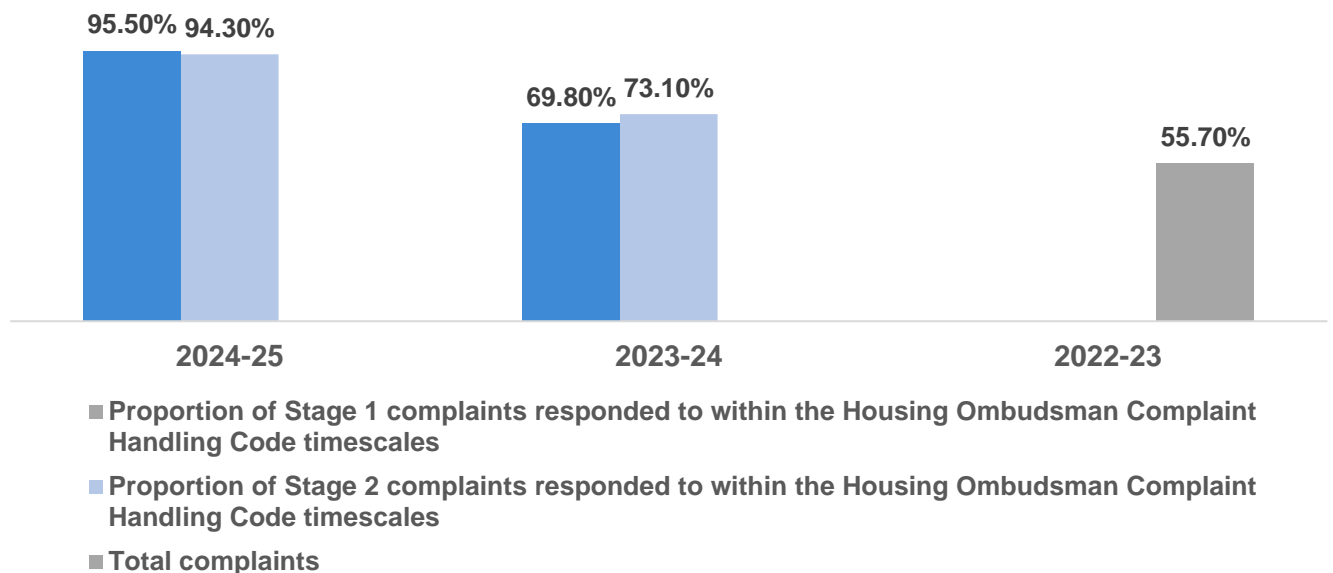
14. Complaints responded to within Complaint Handling Code timescales LCRA

515 Stage One complaints were responded to within the Housing Ombudsman's complaint handling code time scale out of a possible 539.

66 Stage Two complaints were responded to within the Housing Ombudsman's complaint handling code time scale out of a possible 70.

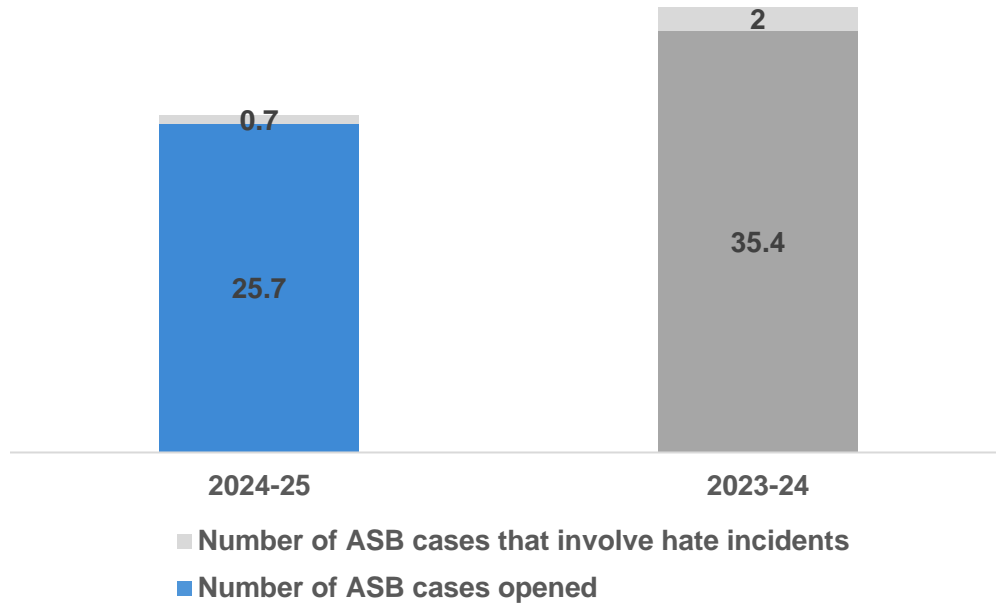
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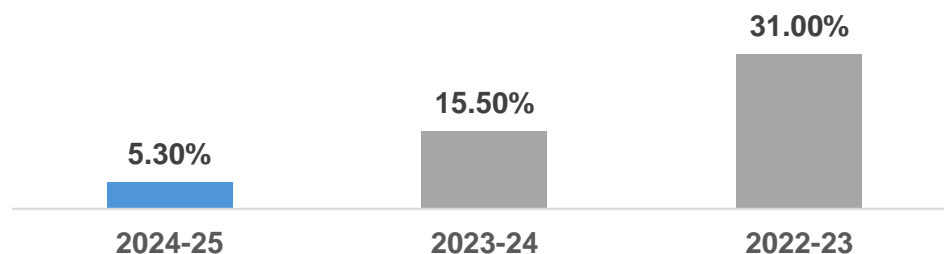
15. Anti-social behaviour cases relative to the size of the landlord

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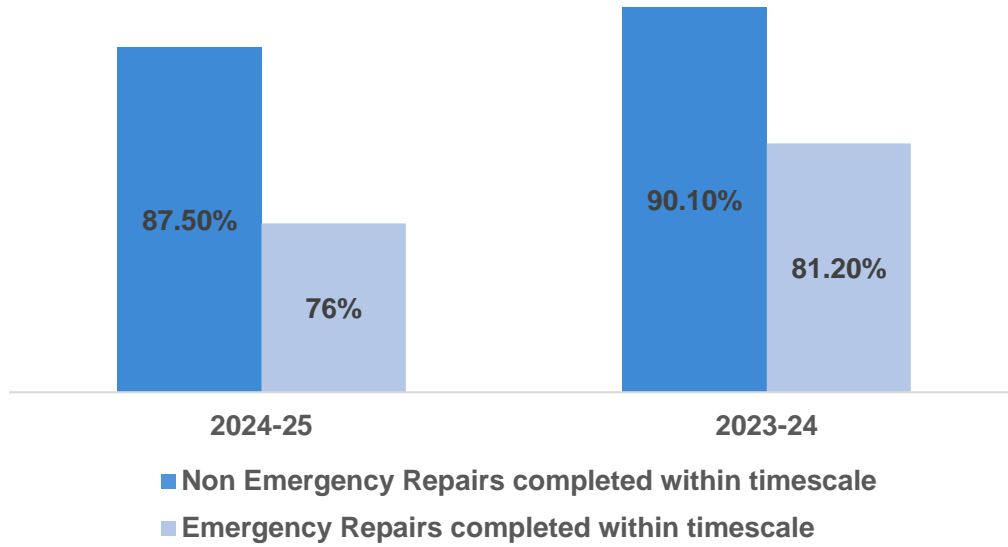


16. Proportion of homes that do not meet the Decent Homes Standard LCRA

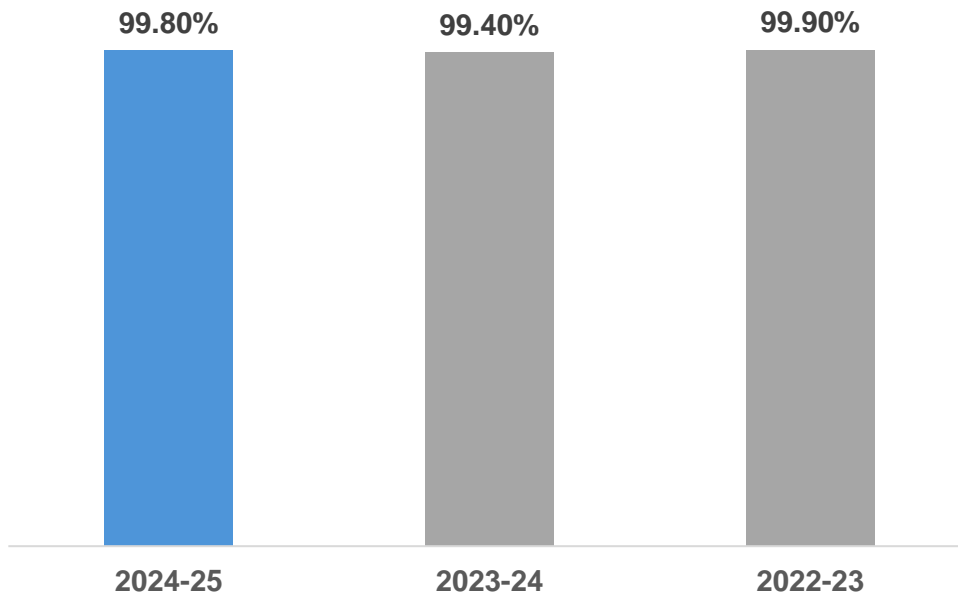
Here low scores indicate fewer issues, as we wish to reduce the number of properties that do not reach decency values reflecting a stronger performance and better outcomes in the measured area. This means that problems are minimal, demonstrating effective management and positive results.



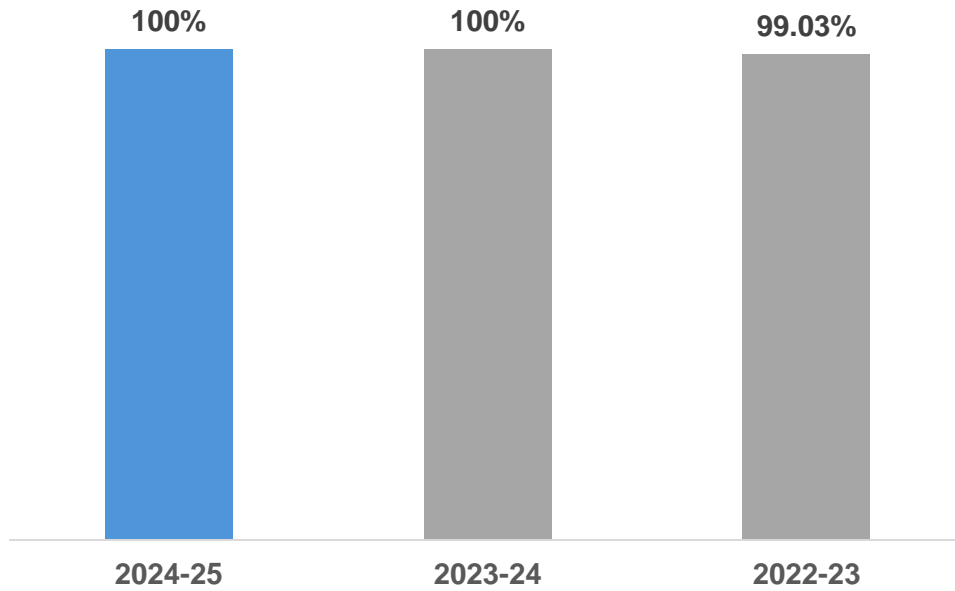
17. Repairs completed within target timescale LCRA



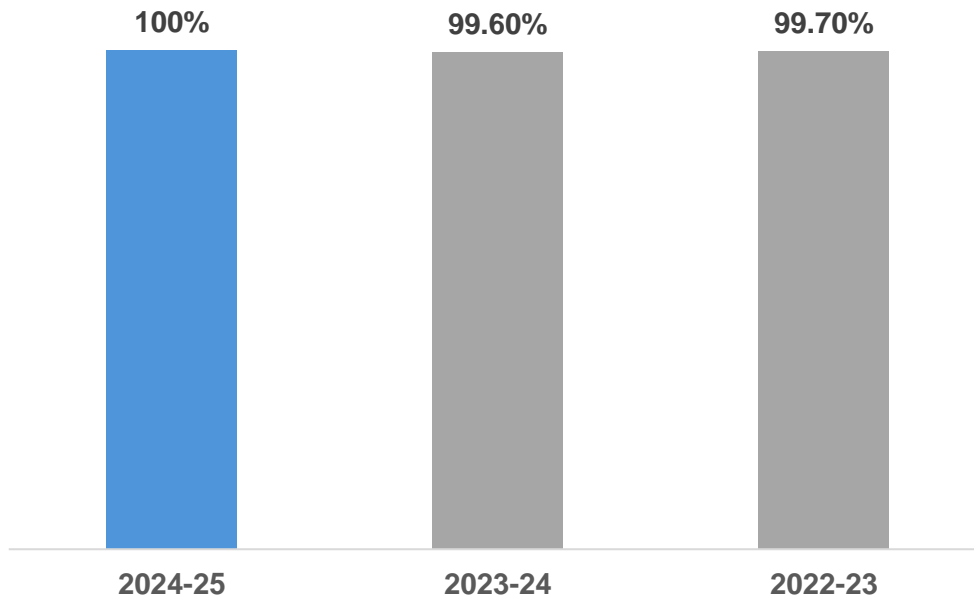
18. Proportion of homes for which all required gas safety checks have been carried out



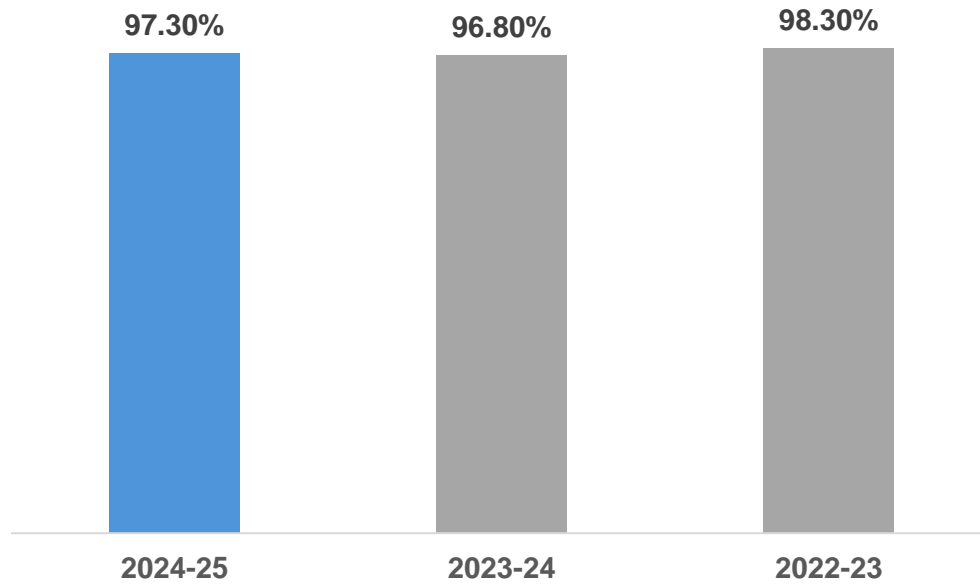
19. Fire safety checks (% homes for which all required fire risk assessments have been carried out)



20. Water safety checks (% homes for which all required legionella risk assessments have been carried out)



21. Lift safety checks (% homes for which all required communal passenger lift safety checks have been carried out)



22. Asbestos checks (Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out 2023-2024)

