

Tenant Satisfaction Measures (TSMs)

Code	Description of measure	Annual TSM Data	Comments
Decent homes and repairs			
RP01	Proportion of homes that do not meet the Decent Homes Standard.	-	All homes meet the Decent Homes Standard.
RP020(1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	73%	<p>Non-emergency responsive repairs includes urgent, routine and major.</p> <p>The target timescales used to generate this TSM were 5 working days for urgent, 12 working days for routine and 30 working days for major. For urgent, response times are within 24 hours.</p>
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	-	<p>No emergency repairs were raised during the period.</p> <p>Target timeframe:</p>

			100% of emergency repairs are responded to within 4 hours (and made safe). Completion of repair within 2 working days.
Building Services			
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%	Annual assessments.
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%	Annual assessments.
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.		No property within the portfolio has asbestos.
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%	Annual assessments.
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	Quarterly lift inspections are carried out.
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	82%	We are currently undertaking a Capitals Works program focusing on our older estates where we received a small number of dissatisfaction results.
Anti-social behaviour			
NM01 (1)	Number of anti-social behaviour cases opened	6	The majority of ASB complaints are related to residents smoking in the property and suspected subletting.

			We continue to work with local neighbourhood policing teams to gain advice on preventing ASB.
NM01 (2)	Number of anti-social behaviour cases as reported that involve hate incidents opened	0	
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	49%	This low score is predominantly driven by a high number of 'neither satisfied or dissatisfied' or N/A responses. We believe where residents have not been affected by ASB or Dolphin Living does not manage the whole building this is a likely response.
Complaints			
CH01 (1)	Number of Stage One complaints received	10	
CH01 (2)	Number of Stage Two complaints received	4	
CH02 (1)	Stage One complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	10	Stage 1 complaints are handled by our managing agent Touchstone in line with the HO code of practice
CH02 (2)	Stage Two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	4	Stage 2 complaints are investigated by our Resident Liaison and Regulation Manager with the outcome decided by two Dolphin Living Directors

TP09	Satisfaction with Dolphin Livings approach to handling complaints	55%	We are continuing with our improvement plan for complaint handling including a focus on face-to-face engagement, reviewing lessons learnt across the organisation and hiring a new Resident Liaison and Regulation Manager to drive these improvements.
Tenant Perception			
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	85%	
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	79%	In 2024 we carried out an external repairs review and have been implementing these recommendations across all aspects of our repairs journey during 24/25. We have reduced the number of contractor visits to residents homes and increased the number of repairs completed in one visit. We have received positive feedback from residents regarding these noticeable improvements.

TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	77%	We focus on building relationships with our contractors to increase their knowledge of our sites and residents which has resulted in a reduction in repair times. We hope to make further improvements and see an increase in satisfaction levels this year.
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	76%	
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	71%	We run a proactive and varied programme of resident engagement events. However there is further work to do to ensure that all relevant actions are completed and residents are updated accordingly. We have hired a new Resident Engagement Co-Ordinator to focus on improvements in this area.
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	83%	We work closely with our managing agents Touchstone to ensure they maintain high levels of communication with residents

			regarding all aspects of their tenancy and homes.
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	91%	This is a positive result which we believe reflects our honest and transparent approach and the value we place on ensuring the resident is at the heart of everything we do.
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	72%	Within the last year we have reviewed all our cleaning contracts and hired new contractors where necessary. This has resulted in an increase in positive feedback, and we hope to see this score increase as this is embedded.
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	61%	As a smaller provider our ability to contribute to the local neighbourhood is limited but we do work in collaboration with local councils and larger providers where possible. This lower score is predominantly driven by a high number of 'neither satisfied or dissatisfied' or N/A responses.



Letter sent to residents via email to explain survey:

Dear Residents,

I hope this letter finds you well.

From April 2023 as part of our obligations as a registered provider, under the Regulator of Social Housing 'Transparency, Influence and Accountability' standard, we are required to ask our 'Dolphin Housing Limited' residents a set of questions every two years.

These questions are called 'Tenant Satisfaction Measures' (TSM's).

Extract from the Gov.uk website:

"The Transparency, Influence and Accountability Standard requires all registered providers of social housing to collect and report annually on their performance using a core set of defined measures. We call these measures the Tenant Satisfaction Measures. The TSMs provide tenants with greater transparency about their landlord's performance." (Please note Social Housing also includes Low Cost Rental Accommodation e.g. Intermediate rent)

We are excited to announce the launch of our bi-annual TSM survey for Dolphin Housing Limited residents (please note that this survey is separate from the Customer Satisfaction Survey for 2024/25). If you have already completed the Customer Satisfaction Survey, we greatly appreciate your input, and we kindly ask you to take a few more moments to complete this survey as well. It should take no more than 15 minutes of your time.

The TSM survey is an essential tool for measuring the quality of our homes, our performance as your landlord, and our managing agents Touchstone. It provides an opportunity for you to share your feedback, highlight areas where we are doing well, and identify areas for



improvement. Your voice is invaluable in helping us deliver the best possible service to our residents. Whilst Dolphin Housing Limited (brand name Dolphin living) are your landlord, our day-to-day services are provided by our managing agents Touchstone. This includes repairs in your home, tenancy management, and communal cleaning and maintenance. The survey will refer to Dolphin Housing Limited as your landlord, but when answering the questions, please consider the services you receive from both Touchstone and Dolphin Housing Limited where it applies.

The survey will be open from 10th February 2025 until 31st March 2025. Your participation is really important to us, and the data collected will help us better understand your needs and identify areas where we can improve our services, now and into the future.

The results of the survey will be reported to the regulator and published on our website.

As a token of appreciation, all participants will be entered into a prize draw to win a sparkle clean – a perfect way to brighten your home!

Please click here to complete the TSM survey:

<https://forms.office.com/e/g5M2wtMyYx>

If you need assistance completing the survey, or would like a copy in a language other than English please contact Ryan via email at Ryan.O'Connor@touchstoneresi.co.uk, or via phone call on 07721 628128 and we will be happy to help.

Your feedback truly matters to us, and we encourage everyone to take part. Thank you for helping us enhance our service and continue making Dolphin Living a great place to call home.

Kind Regards,



Jacqueline

A handwritten signature in black ink that reads "J England".

Jacqueline England

Customer Services Director