

IDS Tenant Satisfaction Measure Results 23/24

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In September 2022, the Regulator for Social Housing announced a suite of performance measures that all Registered Providers of social housing would be required to measure themselves against and report to the regulator and their residents from April 2024. IDS collected the following perception data (TP01 – TP12) from our residents between April 2023 and March 2024 primarily by survey via text or email and this dashboard shows our full performance against these measures.

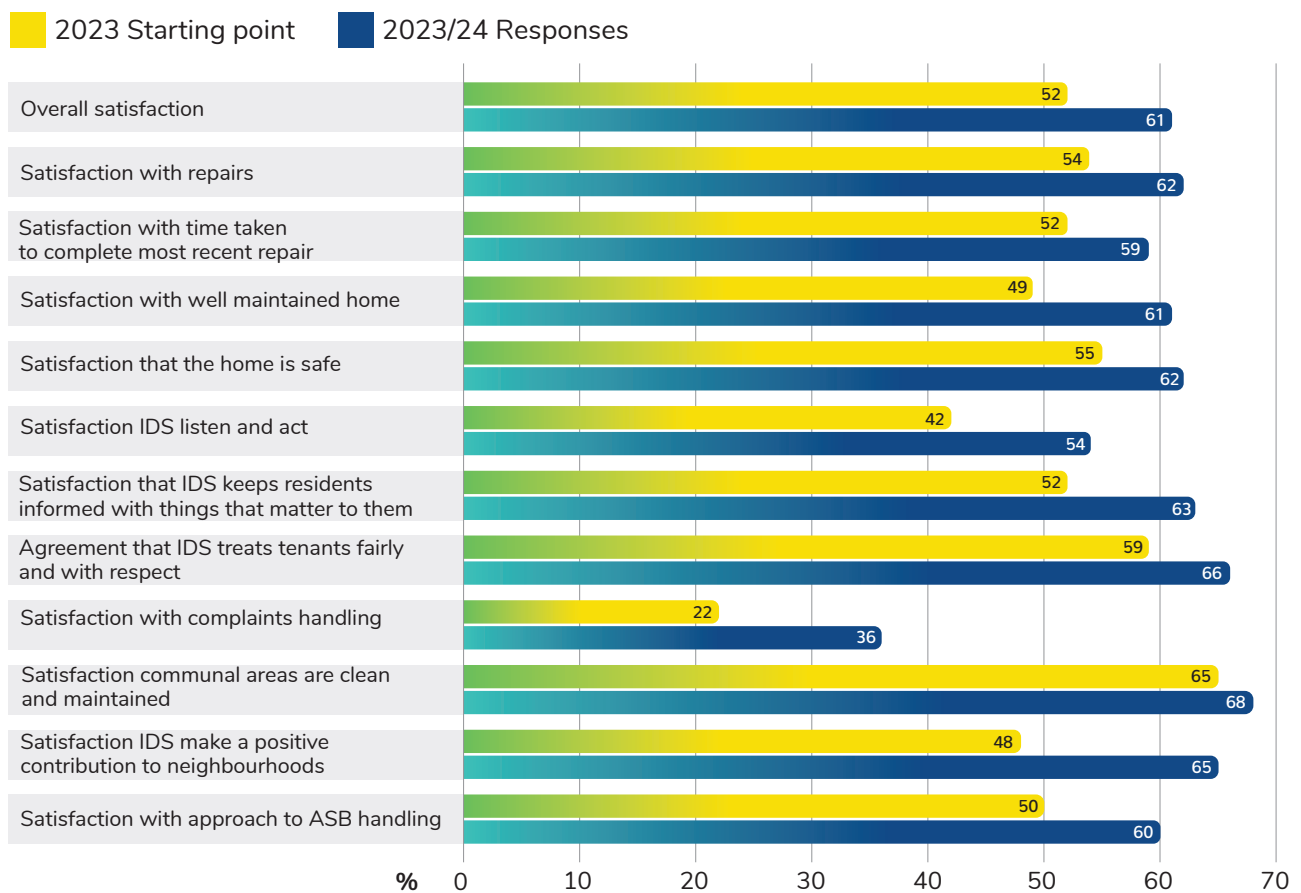


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Performance compared to 2023 starting point

In preparation for the launch of the new measures, IDS carried out an initial survey in January 2023 of these questions so that we had data for comparison purposes. The below graph shows how our performance over the year compares to this starting point.



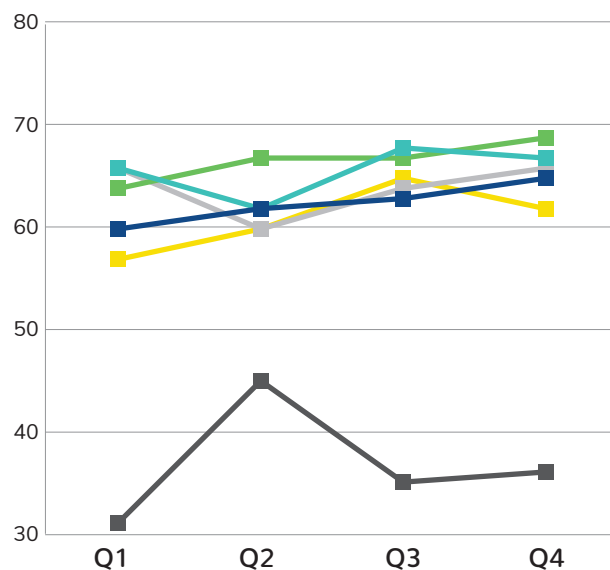
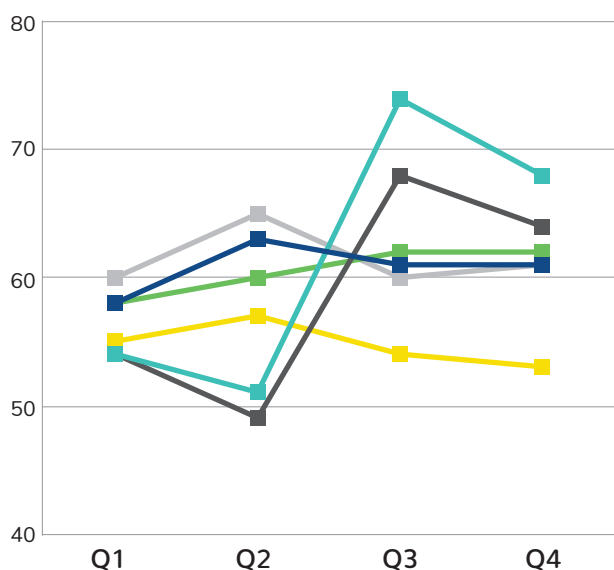
“As a resident member of the Operations Committee, I have taken an active role in overseeing IDS’s performance over the last year. It is great to see the improvements over the year and how seriously IDS are taking resident experience. There is still improvements we are working on with the Operations Committee but it is clear that IDS are listening to their residents focussing on improvements.”

- Chair of the Evelyn Court Residents Association and Operations Committee member.

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Performance over the year (April 2023 to March 2024)

We collected our tenant satisfaction measure results over the course of the year. The following graphs shows how the results have progressed.



- Overall satisfaction
- Satisfaction with repairs
- Satisfaction with time taken to complete most recent repair
- Satisfaction with well maintained home
- Satisfaction that the home is safe
- Satisfaction IDS listen and act

- Satisfaction that IDS keeps residents informed with things that matter to them
- Agreement that IDS treats tenants fairly and with respect
- Satisfaction with complaints handling
- Satisfaction communal areas are clean and maintained
- Satisfaction IDS make a positive contribution to neighbourhoods
- Satisfaction with approach to ASB handling



Over course of the year, we have seen a general increase in satisfaction in all of the Tenant Satisfaction Measures.

We are committed to continuing to improve our services to improve further, working closely with residents to focus on their priorities.