

Tenant Satisfaction Measures (TSMs) 2025-2026



Sir Josiah Mason's Almshouse Charity



General Summary



100% overall satisfaction

100% of residents were satisfied with the overall service provided by SJMT. This is a 5% improvement compared to last year.



35%



35% of residents responded

75 residents (35%) of residents responded to the Survey. That is a decrease of 15% on 2025, but the same as 2024. This year we also provided even more ways of responding to the Survey including over the phone and online.

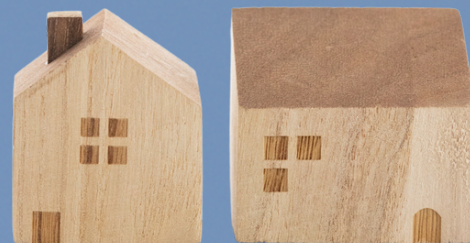


96% of residents feel that we treat them fairly & with respect

96% of residents agreed that SJMAC treats them fairly and with respect. This was a 2% decrease on last year, but the same as 2024.



Property Services



98% of respondents reported that they has received a repair to their home in the last 12 months. Of these:

Satisfaction

95% were satisfied with the repair received

This is a increase of 3% on 2025, and the same as 2024.



Time taken



94% were satisfied

with the time taken to complete the most recent repair after they reported it. This is a 8% increase on last year.



A safe home



96% of residents

felt that we provide a safe home. This is an increase of 3% compared to last year.



Decent Homes Standard



100% of our homes

meet the Decent Homes Standard

Repairs



98% of emergency repairs

were completed within the target timescale

82% of non-emergency repairs

were completed within the target timescale of 97%

Gas Safety



98%

of Gas Safety Checks complete. The 2% not completed relates to one property where the resident was not in. This has since been rectified.

Water Safety



100%

of Legionella Risk Assessments complete

Fire Safety



100%

of Fire Risk Assessments complete

Asbestos Safety



100%

of Asbestos Assessments complete

Building Safety

Providing a safe home

96% of residents felt that we provide a safe home. This is an increase of 3% compared to last year.



↑
96%



Lift Safety



100%

of Lift Assessments complete

Community Management

99% of respondents reported that they live in a building that has communal areas

99%



Satisfaction with communal areas

99% of residents felt that our communal areas are clean and well-maintained. This is a 6% increase in satisfaction compared to last year.



90%



Anti-social behaviour

90% of residents were happy with how SJMT managed anti-social behaviour. An increase of 7% compared to 2024/25.

5 cases of anti-social behaviour cases were opened which equates to 2.3% of total current homes provided.

0 anti-social behaviour cases involving hate incidents

90%



contribution to the local community

90% of residents were satisfied with how SJMT contributes to the local community. This is an 8% increase on last year.



Managing Complaints

12%

of respondents (9 residents) reported that they had made a complaint in the past 12 months.

3.7%

There were actually 8 complaints (3.7% of total homes provided) made during the year which related to our Housing Services. Of these, all were managed within the required timeframe, 50% were upheld or partially upheld and 50% were not upheld. No first-stage complaint decision/responses were appealed. More information about complaints can be found in our Annual Complaints Report.



Of the 12% of respondents that reported that they had made a complaint:

78% were satisfied with how they felt the complaint was handled.

11% were dissatisfied with how they felt the complaint was handled (1 person).

The remaining 11% were neither satisfied or dissatisfied.



Communication & Engagement



91% of residents were satisfied that SJMT listens to residents' views and acts on them.

This is the same as 2024/2025.



93% of residents were satisfied we keep them informed about things that matter to them.

This was 3% decrease on last year.



96% of residents agreed that SJMT treats them fairly and with respect.

This was a 2% decrease on last year.



Recommendations & additional comments

Residents were asked if they had any other comments they would like to share with us and they said...

The only thing I would love to have is someone to teach me how to cook 15 minute meals for myself, because I finish late at night. It would be a change to living on sandwiches & microwave meals
(Resident at Mason House)

Communal areas are kept very clean but the lounge needs decorating to make it look more inviting to sit in.
(Resident at Mason House)

Could be better with people who cause problems but I know it is hard to deal with.
(Resident at Mason House)

Deb, Sue & Akram 10 out of 10
(Resident at Mason House)

Have no complaints, always helpful if I have any enquiries or need help.
(Resident at Mason House)

I Give Nathan gold stars – he is always cheerful, helpful & good at his job.
(Resident at Mason Court)

Nathan is very friendly when he comes to your home, does a good job & clears up.
(Resident at Mason Court)

Very satisfied
(Resident at Mason Court)

No information on mobility scooter & seen no progress.
(Resident at Mason Court)

There's only one thing & that's the laundry – some people are still not changing the filters & some are using more than one machine & dryer. For the number of people we could do with another washer & dryer.
(Resident at Mason Court)

In the 10 years I have been at the Cottages SJMT have gone forward & prospered & become very professional.
(Resident at Mason Cottages)

Thank you to everyone who left us a comment or compliment. We have already picked up some of these issues with individual residents and we will discuss other comments with the resident Forum.

Pavements, driveways, trees need urgent attention at the back of number 8, 7, 6 & 5.
(Resident at Mason Cottages)

Noele is very helpful & caring & nothing is too much trouble
(Resident at Jubilee Court)

Just to say that our maintenance man Nathan is very conscientious & kind & does his work in a happy manner.
(Resident at Jubilee Court)

Antisocial behaviour by certain residents is ongoing. Several other residents have spoken to me about it & still feel that there is an “atmosphere” that makes them feel uncomfortable. (Resident at Jubilee Court)

I would like to compliment Debbie for her hard work. She was really helpful & really looked after me when I needed it.
(Resident at Foster House)

I have been a resident for 10 happy years
(Resident at Church Gardens)

I would like to see an exercise area
(Resident at Oak Tree House)

I have never had cause to make a complaint.
(Resident at Mason House)

It's mostly great, I love living here. There does seem to be some double standards regards behaviour but I do appreciate the efforts made by the team.
(Resident at Foster House)

I am so happy in my new home in Foster House. I feel privileged & appreciate being looked after by SJMT/MY Trust. Special mention to Debbie, Akram, Nathan, Kelly & Jane. (Resident at Foster House)



You said | **We did**

Last year residents told us that repairs took longer to complete than they or we would expect.

We have undertaken a complete review of performance of the Property Services Team which has led to new ways of working and more efficient systems. This appears to have been reflected in the findings of this Survey, in which we have seen an 8% increase in satisfaction in the time taken to complete a repair after it was reported.

Last year, 40% of residents told us that they were not satisfied with how we handled their complaint.

We have seen a 38% improvement in how residents feel we have responded to a complaint in the year. During 2025/26, we have continued to provide training to staff, and information sharing with residents to help them better understand what a complaint is and how to make and manage complaints within our processes. Our newly launched Resident Scrutiny Panel also reviewed our complaint processes and made a series of recommendations which are being implemented.

Last year, only 83% of residents were satisfied about how we managed anti-social behaviour.

During the year, we have worked with many residents to help them better understand what anti-social behaviour is and to enable them to report anti-social behaviour when this occurs. We have seen an improvement of 7% in satisfaction in this area during the year, but comments from residents show that this is still a concern for some and something we will continue to monitor.

Last year, some residents expressed concerns regarding the energy efficiency of their homes.

In the year, we applied for funding from the West Midlands Combined Authority and Broad Oak to enable us to retrofit our homes which had an EPC (Energy Performance Certificate) D or lower. We were awarded funding to assess our homes and we will be planning a programme of improvements from 2026/27 and beyond which should lead to more efficient homes which should be more affordable to warm.



In 2025-2026 **we also....**

- **Re-launched our Resident Scrutiny Panel**
- **Reviewed our Property Services offer**
- **Asked residents how we could improve our services.**
- **Introduced a new Buddy scheme for new residents.**
- **Created a Volunteer Coordinator role.**
- **Undertook a comprehensive rent review.**
- **Opened Foster House - providing 14 new homes.**
- **Opened Meeson Apartments - providing 4 new homes for young people.**
- **Introduced new systems to respond to damp and mould issues.**

In 2026-2027 **we will**

- **Aim to increase response rate to this Survey.**
- **Relaunch the Residents Newsletter**
- **Review and relaunch Resident Forum**
- **Commence plans to make our homes more efficient.**
- **To review how we address and resolve anti-social behaviour and disputes.**

Thank you to all of our residents who took part in
this Survey.
