



TSM Survey Report

Zen Housing Customer Satisfaction Survey

In April 2023, the Regulator of Social Housing launched Tenant Satisfaction Measures. These are intended to highlight landlord performance and enhance customer empowerment.

Zen Housing has conducted a survey in line with these measures, and the findings are detailed in this report.

Given Zen's size, the survey sample we were able to obtain is relatively small, which may have a significant impact on the results.

The survey relates to the reporting year 2024.

Customer Satisfaction Survey Results

- Proportion of customers satisfied with the service provided by Zen. **33%**
- Proportion of customers that are satisfied with Zen listening to their views and acting upon them. **33%**
- Proportion of customers satisfied with Zen keeping them informed about things that matter to them. **100%**
- Proportion of customers that agree that Zen treats them fairly and with respect. **100%**

Customer Satisfaction Survey Results

- Proportion of customers satisfied that communal areas are kept clean and well maintained. **67%**
- Proportion of customers that are satisfied that Zen makes a positive contribution to their neighbourhood. **100%**
- Proportion of customers satisfied with Zen's approach to handling Anti-Social Behaviour. **67%**
- Proportion of customers that are satisfied that Zen provides them with a home that is safe. **67%**

Customer Satisfaction Survey Results

- Proportion of customers satisfied with the overall repairs service provided by Zen Housing over the past 12 months. **50%**
- Proportion of customers that are satisfied with the time taken to complete their most recent repair after they reported it. **0%***
- Proportion of customers satisfied with Zen providing them with a home that is well maintained. **67%**
- Proportion of customers satisfied with Zen approach to complaints handling. **0%**
- Proportion of customers that are satisfied with the overall quality of their home. **100%**



Zen Management Information



Code TSMs collected in management information

- CH01 Complaints relative to the size of the landlord **4%**
- CH02 Complaints responded to with Complaints Handling Code timescales **100%**
- NM01 Anti-social behaviour cases relative to the size of the landlord **0%**
- RP01 Homes that do not meet the Decent Homes Standard **0%**
- RP02 Repairs completed within target timescale **N/A**
- BS01 Gas safety checks **100%**
- BS02 Fire safety checks **100%**
- BS03 Asbestos safety checks **100%**
- BS04 Water safety checks **100%**
- BS05 Lift safety checks **100%**

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