

From April 2024 the Housing Ombudsman requires all member organisations to both publish information about how they handle complaints (which is available at [Sandbourne News - Edition 42 - Annexe: Management Information](#)) and their governing bodies response to this.

Below is the minute from the Board meeting on 22 November 2023 concerning the results of the Tenant Satisfaction Measures, including management information relating to complaints for the period 1 October 2022 – 30 September 2023.

1358.09.23 **Resident Engagement Action Plan Review**

a) Tenant Satisfaction Measures (TSM)

DH shared the latest results on the TSM surveys returned so far in relation to Question 1 on overall satisfaction with Sandbourne.

- 60+ properties – 206 surveys sent out; 94 responses received to 20 September 2023. 82% of respondents were overall satisfied or very satisfied with Sandbourne.
- General Needs properties – 172 surveys sent out; 26 responses received to 20 September 2023. 94% of respondents were overall either very satisfied or satisfied with Sandbourne. No respondents were dissatisfied.

JW said that this was a credit to Sandbourne and all the staff team. The results should be celebrated and shared with stakeholders. DH said that the results so far were very much in line with a survey he undertook when he first joined Sandbourne in 2019. In light of all that has happened since 2019 (Covid-19 pandemic, rent rises, rising utility costs and other cost of living rises) he was pleased with the current results so far.

YV said that it would be useful to understand why residents had responded as they did – what part of Sandbourne's service they were particularly happy with and which parts they wanted to see improved. DH said this was not possible from the surveys themselves, as they were anonymous, but that we could ask those sort of questions as part of the planned Open Day for tenants scheduled for 27 November 2023.

The Board noted the report.