



Dovecotes TMO

TSM Annual Report 2024/25

Prepared by: Acuity Research & Practice and reviewed by City of Wolverhampton Council

86%

Overall Satisfaction



Satisfaction is high among the residents of Dovecotes TMO, with 86% satisfied with the overall service and over 90% satisfied with the aspects of the repairs service.

Just two measures have satisfaction below 70%, these being the handling of anti-social behaviour (69%) and the approach to handling complaints, where just 32% are satisfied and more (54%) are dissatisfied.

The report will show how the results from Dovecotes TMO compare with other social landlords and with the other agents managing properties on behalf of Wolverhampton Council.

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

85%



Safe Home

86%



Repairs Last 12 Months

91%



Time Taken Repairs

90%

Respectful & Helpful Engagement



Listens & Acts

72%



Kept Informed

85%



Fairly & with Respect

85%



Complaints Handling

32%

Responsible Neighbourhood Management



Communal Areas

79%



Neighbourhood Contribution

78%



Approach to ASB

69%

Annual Satisfaction & Dissatisfaction

The charts shown opposite summarise the range of both satisfaction and dissatisfaction across all the measures included in the surveys.

The range of satisfaction shown by the residents managed by Dovecotes TMO is high and, correspondingly, dissatisfaction is low; just 8% with the overall service.

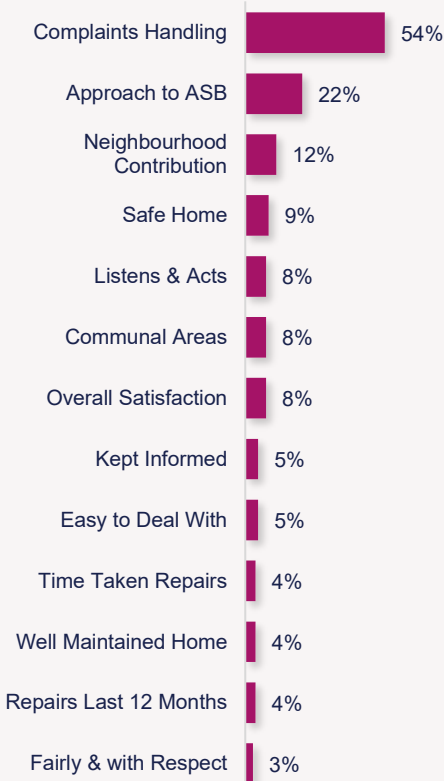
Just a couple of measures stand out; 22% are dissatisfied with the handling of ASB and 54% with how complaints are dealt with. This is the only measure where dissatisfaction outstrips satisfaction.

As shown further in the report, there has been little change since last year and Dovecotes should be pleased with the general levels of satisfaction shown, although dealing with complaints will need a careful appraisal.

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25



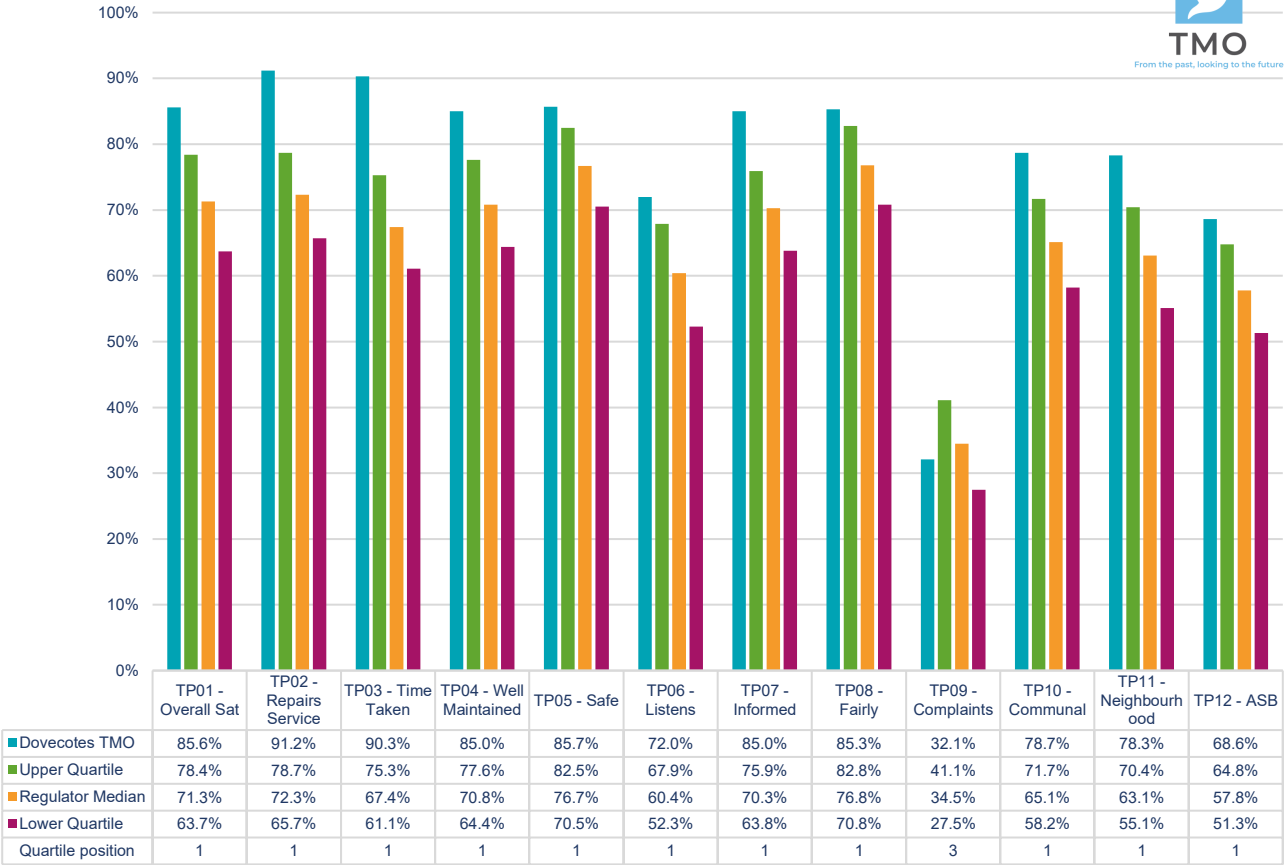
Benchmarking – TSM results 2023/24 (LCRA)



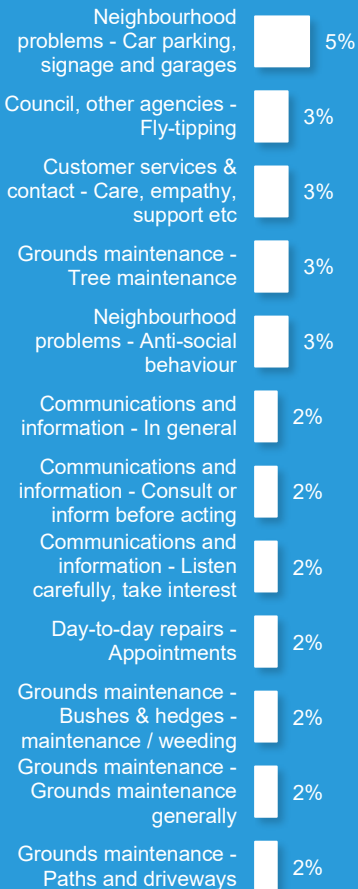
All registered providers with over 1,000 units were required to submit their TSM results for 2023/24 to the Regulator of Social Housing by the end of June 2024. The full set of results was then released later in the year.

Given Dovecotes' status as a TMO, there is little information to compare directly with, but the graph shows how the results compare against this wider group of landlords, which will help provide some context.

Against this group, which includes housing associations and councils with over 1,000 properties, Dovecotes TMO compares very well, with all measures in the top quartile apart from the handling of complaints, which falls into the third quartile. Overall satisfaction is 14.3p.p above the group median.



Comments - Improvements



Summary

The survey responses reveal a diverse range of sentiments and suggestions from residents regarding their living conditions and interactions with Dovecotes TMO services. A significant number of residents expressed concerns about the treatment of residents, highlighting a perceived bias and lack of respect from service providers. Many feel that they are treated as second-class citizens, with assumptions made about their employment status and lifestyle. This sentiment is echoed in calls for better communication and respect from contractors and staff.

Maintenance issues are a recurring theme, with requests for improved property upkeep, including the need for better grass cutting, tree pruning, and addressing fly-tipping. Residents also expressed dissatisfaction with the quality of repairs, emphasising the need for more professional and thorough work. Specific requests included the need for better communication regarding repairs and updates on complaints, as well as the importance of having a physical point of contact for concerns.

Safety and security emerged as critical issues, with several residents mentioning drug-related problems and anti-social behaviour in their neighbourhoods. There are calls for increased action against these issues, including the installation of CCTV in problematic areas and better management of communal spaces.

Parking is another significant concern, with many residents reporting difficulties due to inadequate parking spaces and the presence of multiple vehicles from non-residents. Additionally, some residents highlighted the need for more community engagement and opportunities for residents to voice their ideas for improvements.

Overall, while some residents express satisfaction with the current services, there is a demand for enhanced communication, respect, and proactive measures to address maintenance and safety concerns within the community.

Year-on-Year Change

The table shows the annual results for 2024/25 against those for 2023/24. Those in green show where the results have increased, and those in purple where they have decreased.

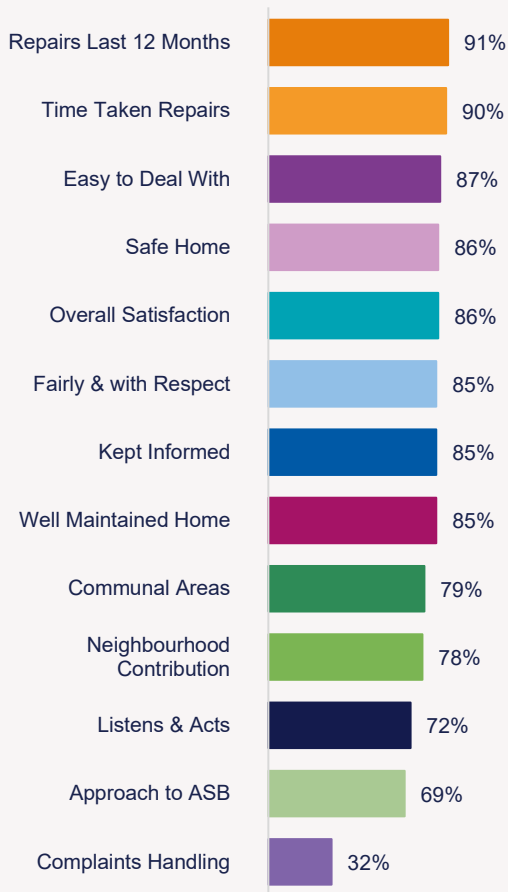
It should be noted, however, that with an annual margin of error of around $\pm 6.9\%$, a change of around **14 percentage points (p.p)** would be needed to be statistically significant, although any change can show a direction of travel; just the handling of complaints approaches this figure.

Satisfaction with the overall service is down by 1p.p. Four measures have seen increased satisfaction, with both aspects of the repairs service improving, 4p.p for the service over the last 12 months and 6p.p with the time to complete repairs. In addition, 3p.p more are satisfied with the maintenance of the communal areas.

Two measures have stayed more or less the same, being kept informed and being easy to deal with, both already at a high level.

	2023/24	2024/25
Overall Satisfaction	87%	86% (-1)
Well Maintained Home	88%	85% (-3)
Safe Home	90%	86% (-4)
Communal Areas	76%	79% (+3)
Repairs Last 12 Months	87%	91% (+4)
Time Taken Repairs	84%	90% (+6)
Neighbourhood Contribution	80%	78% (-2)
Approach to ASB	66%	69% (+3)
Listens & Acts	75%	72% (-3)
Fairly & with Respect	89%	85% (-4)
Kept Informed	85%	85% (0)
Easy to Deal With	87%	87% (0)
Complaints Handling	46%	32% (-14)

Satisfaction with Measures



Conclusion

This report has looked at the results from those managed by Dovecotes TMO. Also produced are reports based on the findings from the other managing agents as well as one report combining all four.

Satisfaction is high and generally the best of the four agents. Overall satisfaction sits at 86% with three measures above this: easy to deal with (87%), the time to complete repairs (90%) and the repairs service in the last 12 months (91%). Just two measures have satisfaction below 70%, handling of ASB and complaints, this latter measure being the only one in the survey where more residents are dissatisfied than satisfied.

There have been some changes in satisfaction since last year, although just one is significant, the handling of complaints which is down by 14p.p. Overall satisfaction is down by 2p.p and in all, seven measures have decreased in satisfaction, four have improved, including the repairs measures and two have stayed the same.

There is no suitable comparative group of similar-run TMOs but against the wider Regulator group of landlords, Dovecotes TMO compares very well with all but one measure being in the top quartile. Whilst this is not definitive proof of good performance it does help to provide context to these results. In comparison with the other managing agents, Dovecotes TMO also performs well, having the highest, or joint highest satisfaction on ten measures including the overall service.

Some additional questions were included in these surveys to find out more about how residents feel about Dovecotes TMO. Relatively few commented about their home, communal areas, repairs service and ease this being a reflection of the high satisfaction with the services provided. However, most residents did respond when asked what one thing Dovecotes TMO could do to improve its service. Many of these are positive about the current service or offered no suggestion for improvement but some themes did emerge, these relate to their treatment as residents and the maintenance of the communal areas. Linked to this are some concerns about safety and security with calls for CCTV and better management of these spaces. Parking appears to be a problem in some areas also.