



MERCHANT TAYLORS' BOONE'S CHARITY
30 THREADNEEDLE STREET
LONDON EC2R 8JB
020 7450 4440

Tenant Satisfaction Measures Standard: Results for reporting year 1st August 2024 to 31st July 2025

Tenant Satisfaction Measures

(Survey conducted March 2025, comparison is with survey in 2023. RoSH requires MTBC to use the term 'tenant' in this reporting context. As a matter of law, all MTBC residents are in fact almshouse beneficiary licencees, not tenants.)

Tenant Perceptions

TP01 – Overall satisfaction

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied with the overall service from MTBC.	2025- 95% 2023- 96%
-----------------------------	--	------------------------

TP01- The question asked was 'Taking everything into account, how satisfied or dissatisfied are you with the service provided by Merchant Taylors' Boone's Charity (MTBC)?'

TP02 – Satisfaction with repairs

Tenant Satisfaction Measure	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	2025- 91% 2023- 90%
-----------------------------	---	------------------------

TP02- The questions asked were 'Has MTBC carried out a repair to your home in the last 12 months?' and 'If you answered yes, how satisfied are you with the overall repair service from MTBC over the last 12 months?'

TP03 – Satisfaction with time taken to complete most recent repair

Tenant Satisfaction Measure	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	2025- 91% 2023-100%
-----------------------------	---	------------------------

TP03- The questions asked were 'Has MTBC carried out a repair to your home in the last 12 months?' and 'If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'

TP04 – Satisfaction that the home is well maintained

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their home is well maintained.	2025- 100% 2023- 96%
-----------------------------	--	------------------------------------

TP04- The question asked was 'How satisfied or dissatisfied are you that MTBC provides a home that is well maintained?'

TP05 – Satisfaction that the home is safe

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their home is safe.	2025- 100% 2023-96%
-----------------------------	---	-----------------------------------

TP05- The question asked was 'Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that MTBC provides a home that is safe?'

TP06 – Satisfaction that the landlord listens to tenants views and acts upon them

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that MTBC listens to resident's views and acts upon them	2025- 90% 2023- 83%
-----------------------------	---	-----------------------------------

TP06- The question asked was 'How satisfied or dissatisfied are you that MTBC listens to your views and acts upon them?'

TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that MTBC keeps them informed about things that matter to them	2025- 100% 2023- 91%
-----------------------------	---	-------------------------

TP07- The question asked was 'How satisfied or dissatisfied are you that MTBC keeps you informed about things that matter to you?'

TP08 – Agreement that the landlord treats tenants fairly and with respect

Tenant Satisfaction Measure	Proportion of respondents who report that they agree MTBC treats them fairly and with respect	2025- 100% 2023- 96%
-----------------------------	---	-------------------------

TP08- The question asked was 'To what extent do you agree or disagree with the following "MTBC treats me fairly and with respect"?''

TP09 – Satisfaction with the landlord's approach to complaints handling

Tenant Satisfaction Measure	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with MTBC's approach to complaints handling	2025- 100% 2023- 88%
-----------------------------	---	-------------------------

TP09- The questions asked were 'Have you made a complaint to MTBC in the last 12 months?' and 'If yes, how satisfied or dissatisfied are you with MTBC's approach to complaints handling?'

*Please note that the complaints residents have referred to here are all what would be defined as 'neighbour nuisances' under MTBC's complaints policy, rather than complaints about MTBC or management.

TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained

Tenant Satisfaction Measure	Proportion of respondents with communal areas who report that they are satisfied that MTBC keeps communal areas clean and well maintained	2025- 100% 2023- 86%
-----------------------------	---	-------------------------

TP10- The questions asked were 'Do you live in a building with communal areas, either inside or outside, that MTBC is responsible for maintaining? (Please note that One Housing are responsible for maintaining all communal areas at CBC)' and 'If yes, 'How satisfied or dissatisfied are you that MTBC keeps these communal areas clean and well maintained?'

TP11 – Satisfaction that the landlord makes a positive contribution to neighbourhoods

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that MTBC makes a positive contribution to the neighbourhood	2025- 90% 2023- 83%
-----------------------------	---	------------------------

TP11- The question asked was 'How satisfied or dissatisfied are you that MTBC makes a positive contribution to your neighborhood?'

TP12 – Satisfaction with the landlords approach to handling anti-social behaviour

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied with MTBC's approach to handling anti-social behaviour	2025-95% 2023- 100%
-----------------------------	---	------------------------

TP12- The question asked was 'How satisfied or dissatisfied are you with MTBC's approach to handling anti-social behaviour?'

TP13 – Satisfaction with One Housing’s overall repair service

Tenant Satisfaction Measure	Proportion of respondents who have received a repair in the last 12 months for their heating system who report that they are satisfied overall with the repair.	2025- 78% 2023- 77%
-----------------------------	---	------------------------

TP13- The questions asked were ‘Has One Housing carried out a repair to your heating system in the last 12 months?’ and ‘If you answered yes, how satisfied are you with the overall repair service from One Housing over the last 12 months?’

TP14 – Satisfaction with time taken for One Housing’s repair service

Tenant Satisfaction Measure	Proportion of respondents who have received a repair in the last 12 months for their heating system who report that they are satisfied with the time taken to complete the pair.	2025-78% 2023- 50%
-----------------------------	--	-----------------------

TP14- The questions asked were ‘Has One Housing carried out a repair to your heating system in the last 12 months?’ and ‘If yes, how satisfied, or dissatisfied are you with the time taken to complete your most recent report after you reported it?’

TP15 – Satisfaction with One Housing’s maintenance of communal areas

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that One Housing keeps communal areas clean and well maintained	2025- 100% 2023- 83%
-----------------------------	--	-------------------------

TP15- The question asked was ‘How satisfied or dissatisfied are you that One Housing keeps communal areas clean and well maintained?’

Management Information Results

CH01- Complaints relative to the size of the landlord

Tenant Satisfaction Measure	Number of stage one complaints received per 1000 homes	0
	Number of stage two complaints received per 1000 homes	0

*This related to complaints that meet definition of complaints as outlined in section 6.2. of the Complaints Policy which can be accessed [here](#).

CH02- Complaints responded to within Complaints Handling Code Timescales

Tenant Satisfaction Measure	Stage one complaints response time	0 (Not applicable as no complaints were made)
	Stage two complaints response time	0 (Not applicable as no complaints were made)

NM01- Anti- social behaviour cases relevant to the size of the landlord

Tenant Satisfaction Measure	Anti-social behaviour cases	2025- 29 per 1000 dwellings owned*
		2023- 29 per 1000 dwellings
	Anti-social behaviour cases that involve hate incidents	2025- 0 per 1000 dwellings owned
		2023- 0 per 1000 dwellings owned

*There was one anti-social behaviour case opened by or on behalf of MTBC during the reporting year, but the regulator requires us to declare the number of cases per 1000 dwellings

RP01 – Homes that do not meet the Decent Home Standard

Tenant Satisfaction Measure	Proportion of homes that do not meet the Decent Homes Standard	2025- 0% 2023- 0%
-----------------------------	--	---------------------------------

RP02- Repairs completed within target repairs time scale

Tenant Satisfaction Measure	Non-emergency repairs	2025- 100% 2023- 89%
	Emergency responsive repairs completed within MTBC's target time scale*	2025- 100% 2023-Not applicable as no emergency repairs have needed to be completed

*The target timescale for repairs for MTBC is 28 days for non-emergency responsive repairs and 24 hours for a contractor to attend for emergency repairs once MTBC staff have been made aware of the issue.

Most emergency repairs, for example total loss of heating and hot water, are the responsibility of One Housing who have their own emergency response times.

BS01- Gas safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required gas safety checks have been carried out	2025- 100%*
-----------------------------	--	--------------------

*This information has been provided to HSAS Consulting by Riverside/ One Housing

BS02- Fire safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required fire risk assessments have been carried out	2025- 100%*
-----------------------------	--	--------------------

*This information has been provided to HSAS Consulting by Riverside/ One Housing

BS03- Asbestos safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	Not applicable
-----------------------------	--	----------------

BS04- Water safety checks

Management Information	Proportion of homes for which all required legionella risk assessments have been carried out	2025- 0%*
------------------------	--	------------------

*Compliance with required legionella risk checks are the legal responsibility of Riverside/ One Housing as landlord of Christopher Boone's Court (CBC). MTBC takes its duty of care to MTBC residents seriously and as such, in 2023, appointed HSAS Consulting to carry out a duty of care review of Riverside/One Housing's statutory compliance in relation to CBC. Riverside/ One Housing have been unable to provide evidence that the required legionella risk assessments have been carried out. MTBC is currently taking the necessary steps to escalate this to ensure that the assessment is carried out.

BS05- Lift safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required communal passenger lift safety checks have been carried out	2025- 100%*
-----------------------------------	---	--------------------

*This information has been provided to HSAS Consulting by Riverside/ One Housing