

# Housing②

## Kelvedon Lodge

# Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



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intelligence. insight. improvement.

81%

Overall Satisfaction



Acuity was commissioned to undertake, independent satisfaction surveys of all Housing 21's residents, including retirement living and extra care, to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

A survey questionnaire was sent to all residents. The survey was primarily conducted by post, but residents were also given the opportunity to complete the questionnaire online if they wished.

Responses 27

## TSM Key Metrics

### Keeping Properties in Good Repair



Well Maintained Home

78%



Safe Home

85%



Repairs Last 12 Months

57%



Time Taken Repairs

71%

### Respectful & Helpful Engagement



Listens and Acts

78%



Kept Informed

85%



Fairly and with Respect

92%



Complaints Handling

75%

### Responsible Neighbourhood Management



Communal Areas

84%



Neighbourhood Contribution

80%



Approach to Anti-Social Behaviour

81%

## Year-on-Year Change – Kelvedon Lodge

Housing 21 undertook a TSM-based survey of its residents in 2023/24. The table to the right compares these past results from this specific Scheme with those for 2024/25. Any increases are green-coloured, while decreases are red.

	2023/24	2024/25
Overall Satisfaction	100%	81% (-19)
Well Maintained Home	100%	78% (-22)
Safe Home	93%	85% (-8)
Housing Management Team	96%	77% (-19)
Communal Areas	96%	84% (-12)
Repairs Last 12 Months	93%	57% (-36) *
Time Taken Repairs	93%	71% (-21) *
Neighbourhood Contribution	84%	80% (-4)
Approach to Anti-Social Behaviour	88%	81% (-7)
Kept Informed	96%	85% (-11)
Complaints Handling	50% *	75% (+25) *
Listens and Acts	93%	78% (-15)
Fairly and with Respect	100%	92% (-8)

\*Less than 10 Responses

## What one thing do you like about the services provided by Housing 21?

■ (n=22)



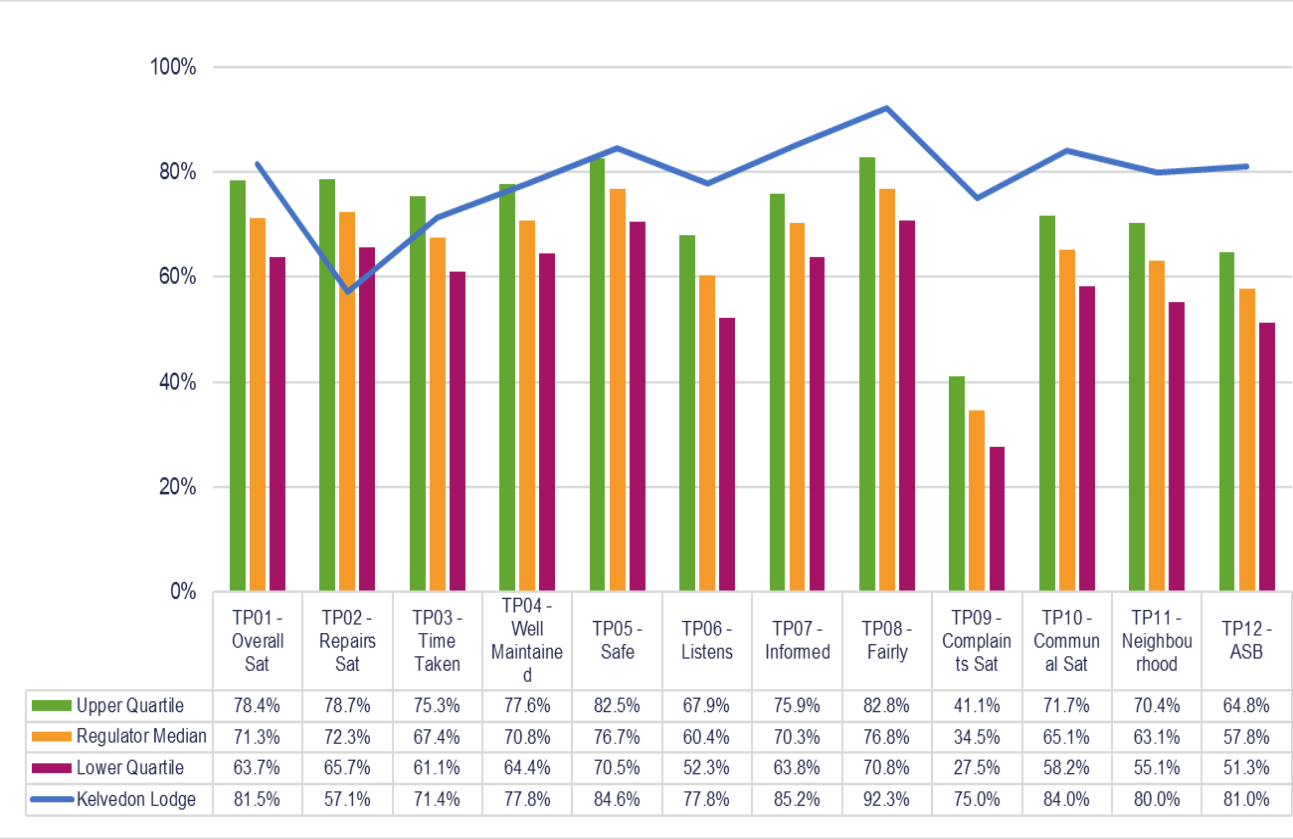
## What one thing could Housing 21 do better to improve its services?

■ (n=20)



This chart shows the satisfaction results of this scheme (depicted by the blue line) in comparison with the Regulator of Social Housing (RSH) data for all other social housing providers.

The quartiles refer to the upper quartile (top 25%), median (average) and lower quartile (bottom 25%) of Low Cost Rental Accommodation (LCRA) properties in the sector.



# Scheme Performance

Energy Performance Certificate Score (Average score of all properties within the scheme)	<b>74.5</b>
Energy Performance Certificate Rating (Average score of all properties within the scheme)	<b>C</b>
Energy Performance Certificate - Date of assessment	<b>04/07/2019</b>
Overall Care Quality Commission Score	<b>N/A</b>
Date of last Care Quality Commission Score	<b>N/A</b>
No. Repairs - Last 12 months (Nov)	<b>105</b>
Total Repairs Spend (£) - Last 12 months (Nov)	<b>£23,014.94</b>
No. Anti-Social Behaviour Cases - Last 12 months (Nov)	<b>0</b>
No. Stage 1 Complaints - Last 12 months (Oct)	<b>0</b>
No. Stage 2 Complaints - Last 12 months (Oct)	<b>0</b>
Total No. Formal Complaints - Last 12 months (Oct)	<b>0</b>

# TSM Summary of Approach

A. A summary of achieved sample size (number of responses)	<b>27</b>
B. Timing of survey	<b>September 2024 to November 2024</b>
C. Collection method(s)	<b>Online, Postal, Telephone</b>
D. Sample method	<b>Census</b>
E. Summary of the assessment of representativeness of the sample against the relevant tenant population	<b>N/A</b>
F. Details of any weighting applied to generate the reported perception measures	<b>No weighting applied</b>
G. Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	<b>Acuity Research &amp; Practice Ltd</b>
H. The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	<b>0</b>
I. Reasons for any failure to meet the required sample size requirements	<b>N/A</b>
J. Type and amount of any incentives offered to tenants to encourage survey completion	<b>10 x £50 shopping vouchers</b>
K. Any other methodological issues likely to have a material impact on the tenant perception measures reported	<b>None</b>



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

For further information on this report please contact:  
**Denise Raine:** [denise.raine@arap.co.uk](mailto:denise.raine@arap.co.uk)

Acuity  
Tel: 01273 287114  
Email: [acuity@arap.co.uk](mailto:acuity@arap.co.uk)  
Address: PO Box 395, Umberleigh, EX32 2HL

