

# Housing@21

## Penfold Court

# Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



**Acuity**  
intelligence. insight. improvement.

93%

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 40

## TSM Key Metrics

### Keeping Properties in Good Repair



Well Maintained Home

93%



Safe Home

95%



Repairs Last 12 Months

100%



Time Taken Repairs

96%

### Respectful & Helpful Engagement



Listens and Acts

85%



Kept Informed

93%



Fairly and with Respect

95%



Complaints Handling

88%

### Responsible Neighbourhood Management



Communal Areas 97%



Neighbourhood Contribution 92%



Approach to Anti-Social Behaviour 91%

## Year-on-Year Change – Penfold Court

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.

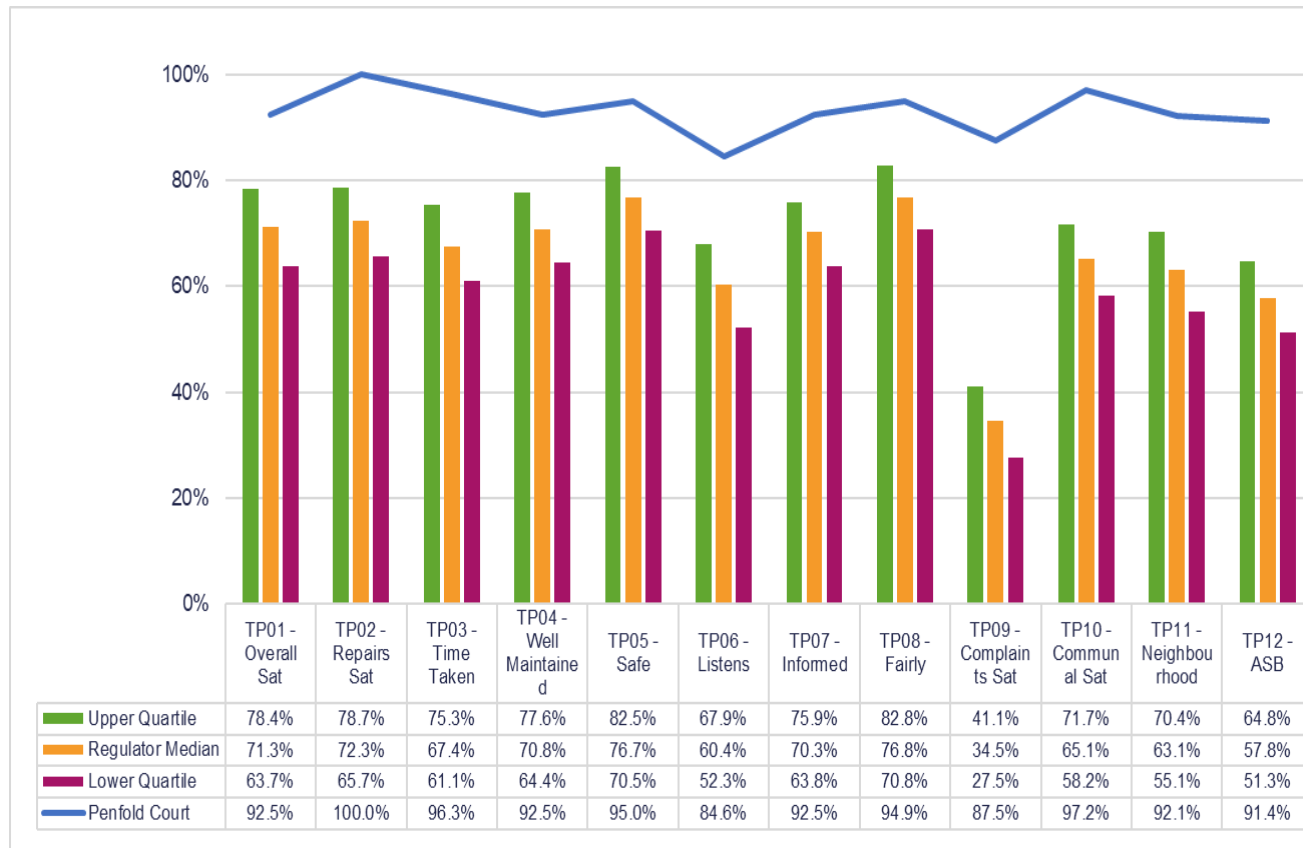
	2023/24	2024/25
Overall Satisfaction	97%	93% (-4)
Well Maintained Home	93%	93% (-1)
Safe Home	93%	95% (+2)
Housing Management Team	87%	95% (+8)
Communal Areas	100%	97% (-3)
Repairs Last 12 Months	83%	100% (+17)
Time Taken Repairs	89%	96% (+8)
Neighbourhood Contribution	85%	92% (+7)
Approach to Anti-Social Behaviour	78%	91% (+14)
Kept Informed	89%	93% (+3)
Complaints Handling	75% *	88% (+13) *
Listens and Acts	85%	85% (-1)
Fairly and with Respect	89%	95% (+6)

\*Less than 10 Responses

# Benchmark

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.





Care



**90%**  
Overall Satisfaction



This page displays the satisfaction scores for the care survey which was only asked of residents in receipt of care provided by Housing 21.

Responses 40

## Care Survey Summary

Housing 21



Safe

93%



Listened To

84%



Independent

95%



Activities and Hobbies

95%



Treat with Respect

95%



Get the Time Needed

95%



Get Help When Needed

92%



Preferences/Trained

92%



Care Plan Meets Needs

92%



Involved in Changes

89%



Time Changes  
Communicated

92%



Communication Suits Me

94%

## Benchmarking

When considering Housing 21 as a whole, the table on the right shows satisfaction for all Housing 21 Extra Care residents surveyed this year. Satisfaction is high with 95% satisfied with the overall services provided.

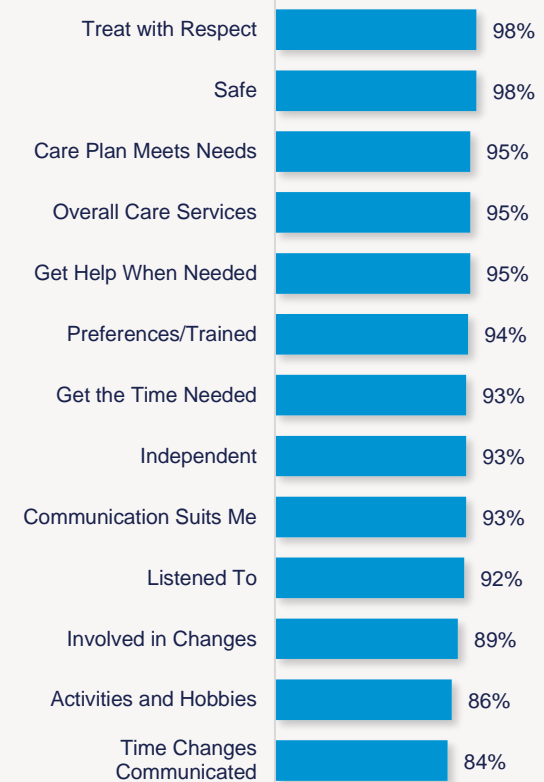
All the remaining measures received 90% or more satisfaction, apart from involved in changes (89%), activities and hobbies (86%), and 84% of residents satisfied with changes to the times they receive their care are communicated with.

The chart to the left shows your Scheme in comparison with the overall results for Housing 21, allowing you to benchmark against all other Schemes.

### Penfold Court



### Housing 21 Overall



## Year-on-Year Change

Housing 21 undertook a Care-based survey of its residents in 2023/24. The table to the right compares these past results, with those for 2024/25.

	2023/24	2024/25
Overall Care Services	90%	90% (0)
Safe	91%	93% (+2)
Listened To	77%	84% (+7)
Independent	100%	95% (-5)
Activities and Hobbies	- *	95% (-)
Treat with Respect	91%	95% (+4)
Get the Time Needed	91%	95% (+4)
Get Help When Needed	95%	92% (-3)
Preferences/Trained	- *	92% (-)
Care Plan Meets Needs	90%	92% (+2)
Involved in Changes	80%	89% (+9)
Time Changes Communicated	90%	92% (+2)
Communication Suits Me	- *	94% (-)

\*Less than 10 Responses



# Scheme Performance

Energy Performance Certificate Score (Average score of all properties within the scheme)	<b>86.4</b>
Energy Performance Certificate Rating (Average score of all properties within the scheme)	<b>B</b>
Energy Performance Certificate - Date of assessment	<b>06/01/2020</b>
Overall Care Quality Commission Score	<b>Good</b>
Date of last Care Quality Commission Score	<b>Aug 2022</b>
No. Repairs - Last 12 months (Nov)	<b>345</b>
Total Repairs Spend (£) - Last 12 months (Nov)	<b>£152,382.75</b>
No. Anti-Social Behaviour Cases - Last 12 months (Nov)	<b>0</b>
No. Stage 1 Complaints - Last 12 months (Oct)	<b>1</b>
No. Stage 2 Complaints - Last 12 months (Oct)	<b>2</b>
Total No. Formal Complaints - Last 12 months (Oct)	<b>3</b>

# TSM Summary of Approach

A. A summary of achieved sample size (number of responses)	<b>40</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.

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