

# Housing②

## Charles Ley Court

# Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



82%

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 17

## TSM Key Metrics

### Keeping Properties in Good Repair



Well Maintained Home

88%



Safe Home

82%



Repairs Last 12 Months

92%



Time Taken Repairs

100%

### Respectful & Helpful Engagement



Listens and Acts

56%



Kept Informed

75%



Fairly and with Respect

76%



Complaints Handling

20%

### Responsible Neighbourhood Management



Communal Areas

81%



Neighbourhood Contribution

64%



Approach to Anti-Social Behaviour

60%

## Year-on-Year Change – Charles Ley 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              | 69%     | 82% (+14)   |
| Well Maintained Home              | 69%     | 88% (+19)   |
| Safe Home                         | 69%     | 82% (+14)   |
| Housing Management Team           | 73%     | 82% (+9)    |
| Communal Areas                    | 80%     | 81% (+1)    |
| Repairs Last 12 Months            | 44% *   | 92% (+47)   |
| Time Taken Repairs                | 56% *   | 100% (+44)  |
| Neighbourhood Contribution        | 27%     | 64% (+38)   |
| Approach to Anti-Social Behaviour | 40%     | 60% (+20)   |
| Kept Informed                     | 50%     | 75% (+25)   |
| Complaints Handling               | 0% *    | 20% (+20) * |
| Listens and Acts                  | 44%     | 56% (+13)   |
| Fairly and with Respect           | 56%     | 76% (+20)   |

\*Less than 10 Responses

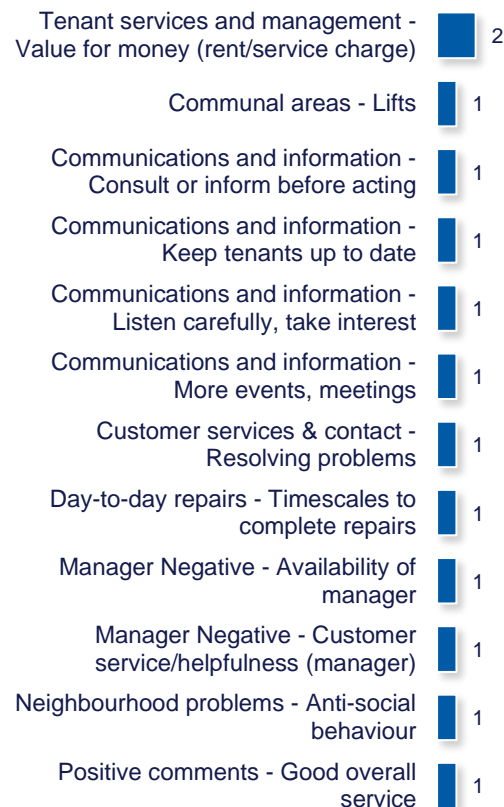
## What one thing do you like about the services provided by Housing 21?

■ (n=14)



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

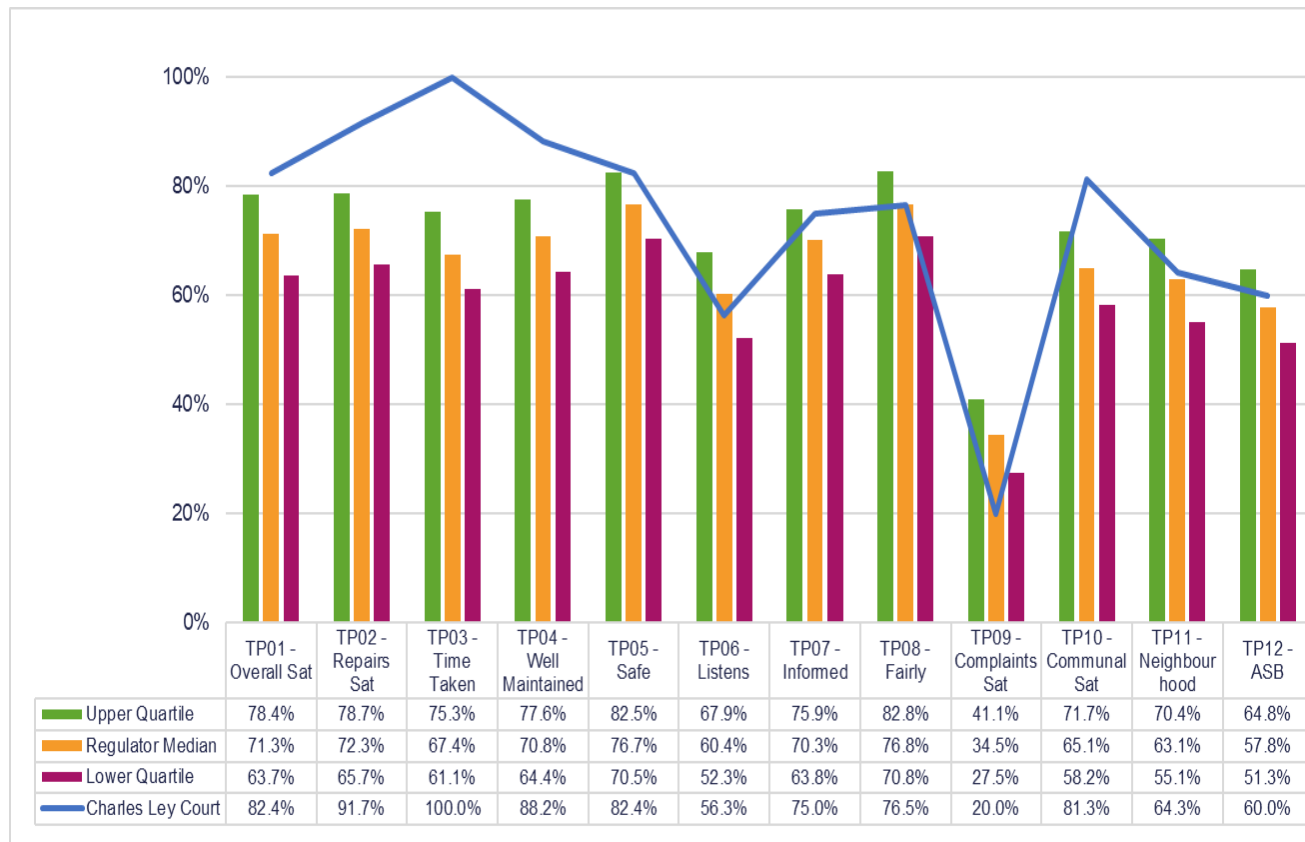
■ (n=11)



# 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.



# Scheme Performance

|   |                   |
|---|-------------------|
| Energy Performance Certificate Score (Average score of all properties within the scheme)  | <b>72.9</b>       |
| Energy Performance Certificate Rating (Average score of all properties within the scheme) | <b>C</b>          |
| Energy Performance Certificate - Date of assessment                                       | <b>28/04/2019</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>137</b>        |
| Total Repairs Spend (£) - Last 12 months (Nov)  | <b>£32,613.83</b> |
| No. Anti-Social Behaviour Cases - Last 12 months (Nov)                                    | <b>2</b>          |
| No. Stage 1 Complaints - Last 12 months (Oct)   | <b>1</b>          |
| No. Stage 2 Complaints - Last 12 months (Oct)   | <b>1</b>          |
| Total No. Formal Complaints - Last 12 months (Oct)  | <b>2</b>          |

# TSM Summary of Approach

|  |   |
|--|---|
| A. A summary of achieved sample size (number of responses)   | <b>17</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

