

# Housing②i

## Charles Court

# Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



Acuity  
intelligence. insight. improvement.

100%

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 30

## TSM Key Metrics

### Keeping Properties in Good Repair



Well Maintained Home

100%



Safe Home

100%



Repairs Last 12 Months

100%



Time Taken Repairs

100%

### Respectful & Helpful Engagement



Listens and Acts

100%



Kept Informed

93%



Fairly and with Respect

100%



Complaints Handling

100%

### Responsible Neighbourhood Management



Communal Areas

100%



Neighbourhood Contribution

93%



Approach to Anti-Social Behaviour

100%

## Year-on-Year Change – Charles Court

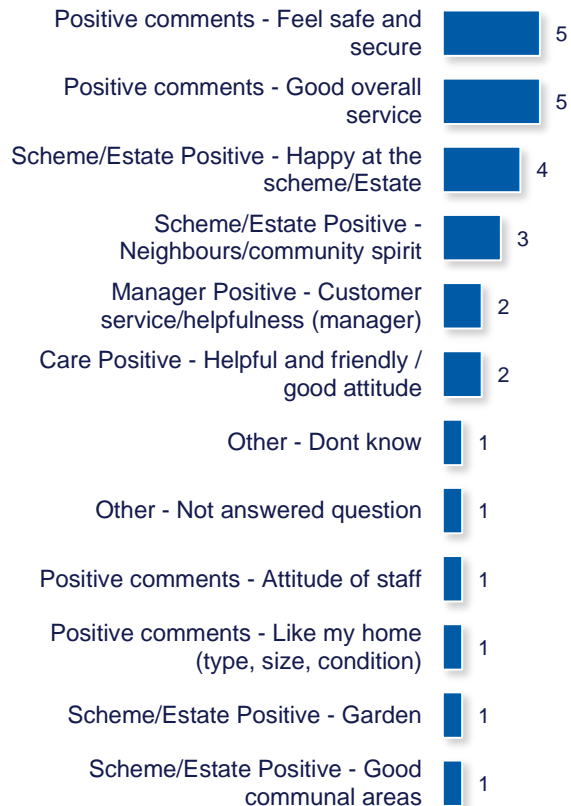
Housing 21 undertook a TSM-based survey of its residents in 2023/24. The table to the right compares these past results from this specific Scheme with those for 2024/25. Any increases are green-coloured, while decreases are red.

	2023/24	2024/25
Overall Satisfaction	92%	100% (+8)
Well Maintained Home	89%	100% (+11)
Safe Home	94%	100% (+6)
Housing Management Team	88%	100% (+12)
Communal Areas	97%	100% (+3)
Repairs Last 12 Months	100%	100% (0)
Time Taken Repairs	100%	100% (0)
Neighbourhood Contribution	59%	93% (+34)
Approach to Anti-Social Behaviour	60%	100% (+40)
Kept Informed	94%	93% (-1)
Complaints Handling	83% *	100% (+17) *
Listens and Acts	85%	100% (+15)
Fairly and with Respect	97%	100% (+3)

\*Less than 10 Responses

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

■ (n=28)



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

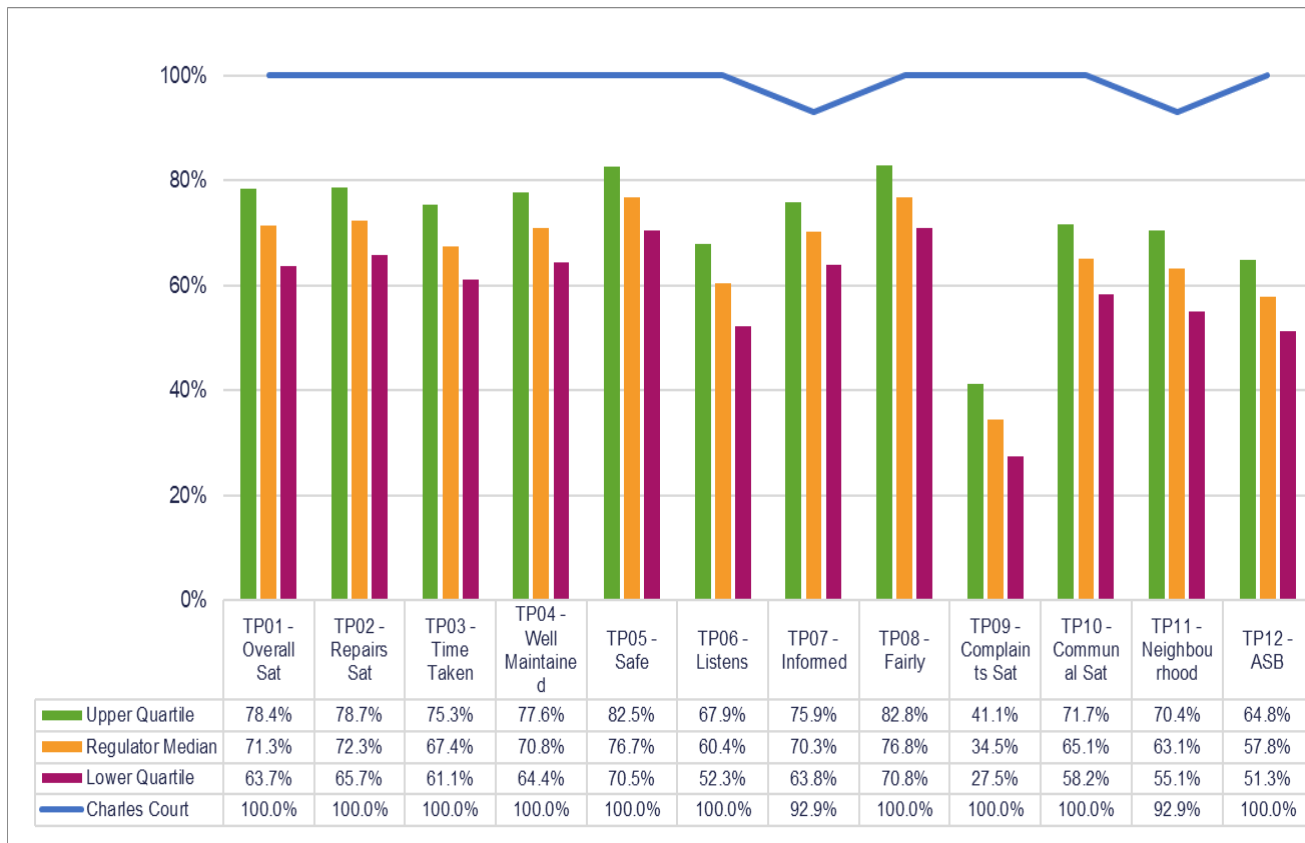
■ (n=23)



# 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

# 100%

## 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 23

## Care Survey Summary

Housing 21



Safe

100%



Listened To

100%



Independent

96%



Activities and Hobbies

96%



Treat with Respect

100%



Get the Time Needed

100%



Get Help When Needed

100%



Preferences/Trained

100%



Care Plan Meets Needs

100%



Involved in Changes

100%



Time Changes Communicated

95%



Communication Suits Me

96%

## 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.

### Charles 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	100%	100% (0)
Safe	100% *	100% (0)
Listened To	100% *	100% (0)
Independent	100% *	96% (-4)
Activities and Hobbies	- *	96% (-)
Treat with Respect	100%	100% (0)
Get the Time Needed	88% *	100% (+13)
Get Help When Needed	100% *	100% (0)
Preferences/Trained	- *	100% (-)
Care Plan Meets Needs	100%	100% (0)
Involved in Changes	100% *	100% (0)
Time Changes Communicated	75% *	95% (+20)
Communication Suits Me	- *	96% (-)

\*Less than 10 Responses

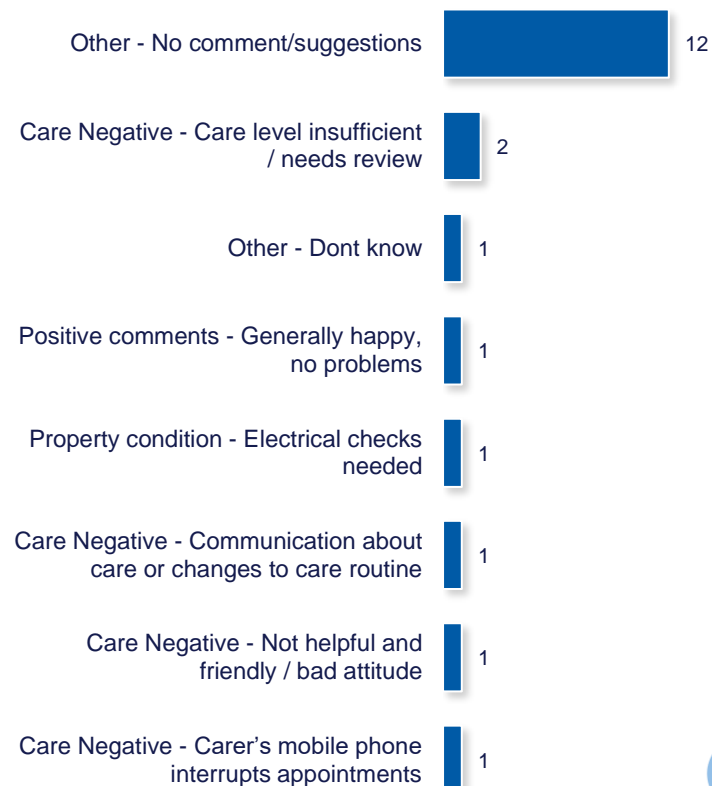
## What do you like about your care service?

■ (n=21)



## Are there any areas of your care service that could be improved?

■ (n=18)



# Scheme Performance

Energy Performance Certificate Score (Average score of all properties within the scheme)	<b>81.8</b>
Energy Performance Certificate Rating (Average score of all properties within the scheme)	<b>B</b>
Energy Performance Certificate - Date of assessment	<b>26/07/2021</b>
Overall Care Quality Commission Score	<b>Good</b>
Date of last Care Quality Commission Score	<b>Jan 2024</b>
No. Repairs - Last 12 months (Nov)	<b>127</b>
Total Repairs Spend (£) - Last 12 months (Nov)	<b>£50,477.85</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>30</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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