

# Housing②i

Rowan Croft

## Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



Acuity  
intelligence. insight. improvement.

89%

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 19

## TSM Key Metrics

### Keeping Properties in Good Repair



Well Maintained Home

95%



Safe Home

95%



Repairs Last 12 Months

100%



Time Taken Repairs

90%

### Respectful & Helpful Engagement



Listens and Acts

88%



Kept Informed

89%



Fairly and with Respect

89%



Complaints Handling

40%

### Responsible Neighbourhood Management



Communal Areas

89%



Neighbourhood Contribution

100%



Approach to Anti-Social Behaviour

69%

## Year-on-Year Change – Rowan Croft

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	63%	89% (+27)
Well Maintained Home	67%	95% (+28)
Safe Home	80%	95% (+15)
Housing Management Team	50%	94% (+44)
Communal Areas	77%	89% (+12)
Repairs Last 12 Months	100% *	100% (0)
Time Taken Repairs	100% *	90% (-10)
Neighbourhood Contribution	63% *	100% (+38)
Approach to Anti-Social Behaviour	44% *	69% (+25)
Kept Informed	50%	89% (+39)
Complaints Handling	40% *	40% (0) *
Listens and Acts	54%	88% (+34)
Fairly and with Respect	69%	89% (+21)

\*Less than 10 Responses

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

■ (n=15)



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

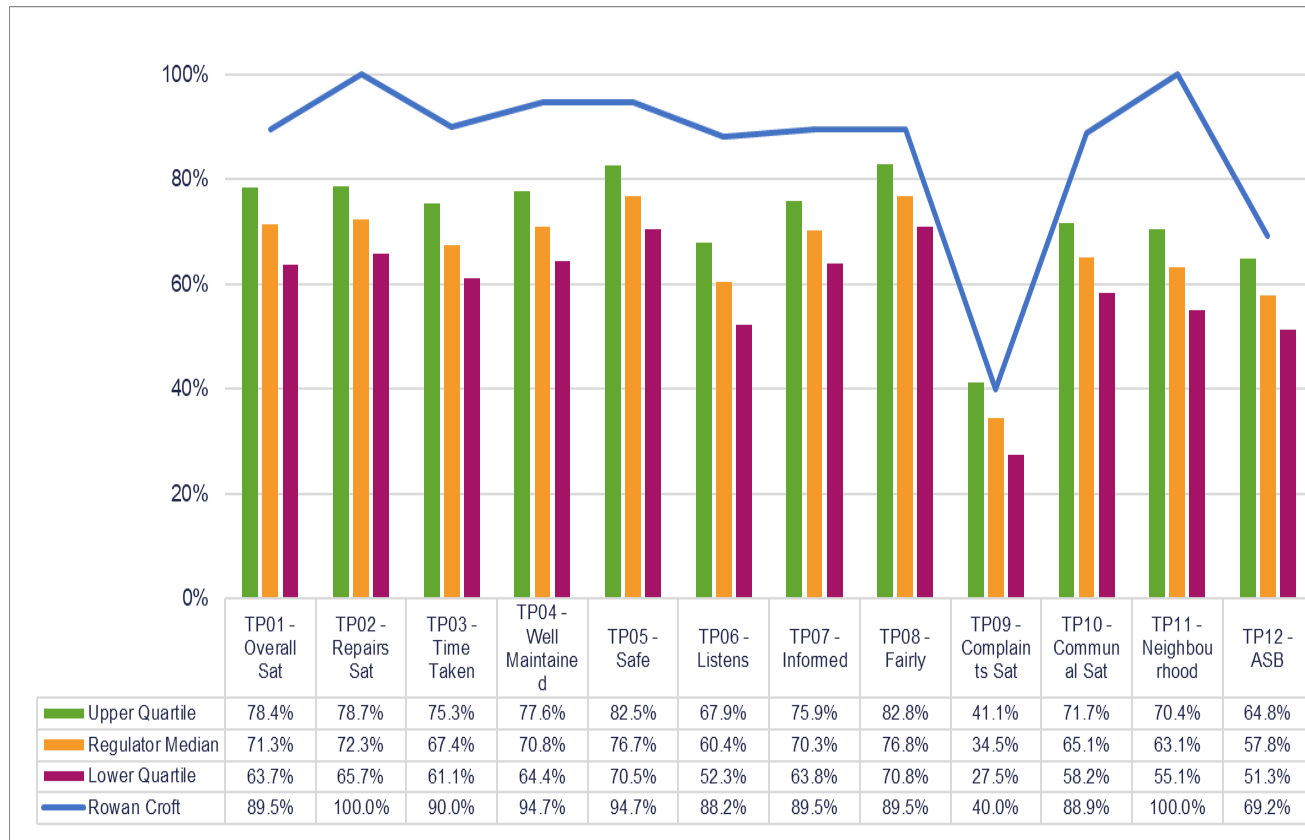
■ (n=14)



# 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

**86%**  
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 14

## Care Survey Summary



Safe

100%



Listened To

100%



Independent

100%



Activities and Hobbies

100%



Treat with Respect

100%



Get the Time Needed

100%



Get Help When Needed

89%



Preferences/Trained

100%



Care Plan Meets Needs

92%



Involved in Changes

89%



Time Changes  
Communicated

100%



Communication Suits Me

100%

## 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.

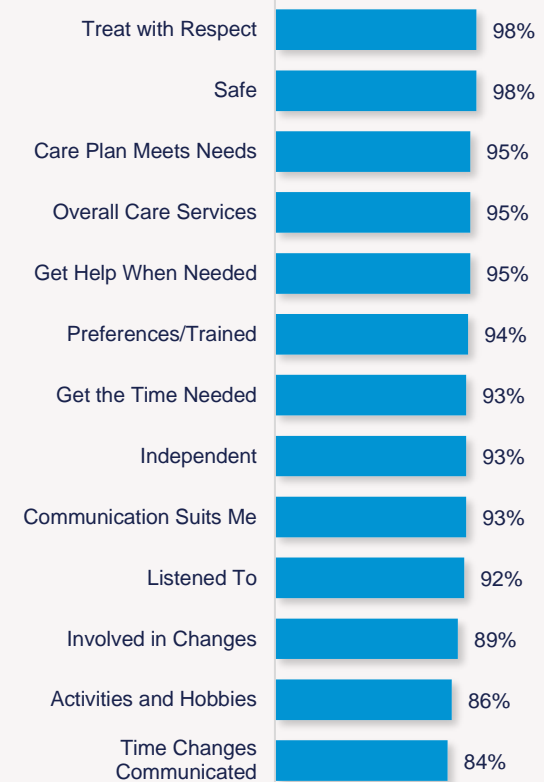
All the remaining measures received 90% or more satisfaction, apart from involved in changes (89%), activities and hobbies (86%), and 84% of residents satisfied with changes to the times they receive their care are communicated with.

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.

### Rowan Croft



### 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	89% *	86% (-3)
Safe	100% *	100% (0)
Listened To	78% *	100% (+22) *
Independent	89% *	100% (+11) *
Activities and Hobbies	- *	100% (-) *
Treat with Respect	89% *	100% (+11)
Get the Time Needed	78% *	100% (+22) *
Get Help When Needed	100% *	89% (-11) *
Preferences/Trained	- *	100% (-) *
Care Plan Meets Needs	75% *	92% (+17)
Involved in Changes	63% *	89% (+26) *
Time Changes Communicated	44% *	100% (+56)
Communication Suits Me	- *	100% (-)

\*Less than 10 Responses

## What do you like about your care service?

■ (n=14)



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

■ (n=10)



# Scheme Performance

Energy Performance Certificate Score (Average score of all properties within the scheme)	<b>83.3</b>
Energy Performance Certificate Rating (Average score of all properties within the scheme)	<b>B</b>
Energy Performance Certificate - Date of assessment	<b>06/09/2020</b>
Overall Care Quality Commission Score	<b>Good</b>
Date of last Care Quality Commission Score	<b>Jul 2019</b>
No. Repairs - Last 12 months (Nov)	<b>241</b>
Total Repairs Spend (£) - Last 12 months (Nov)	<b>£59,113.95</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>19</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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