

Housing②i

Springtide Cove

Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



Acuity
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 32

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

83%



Safe Home

82%



Repairs Last 12 Months

78%



Time Taken Repairs

78%

Respectful & Helpful Engagement



Listens and Acts

70%



Kept Informed

72%



Fairly and with Respect

90%



Complaints Handling

100%

Responsible Neighbourhood Management



Communal Areas

88%



Neighbourhood Contribution

62%



Approach to Anti-Social Behaviour

84%

Year-on-Year Change – Springtide Cove

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.

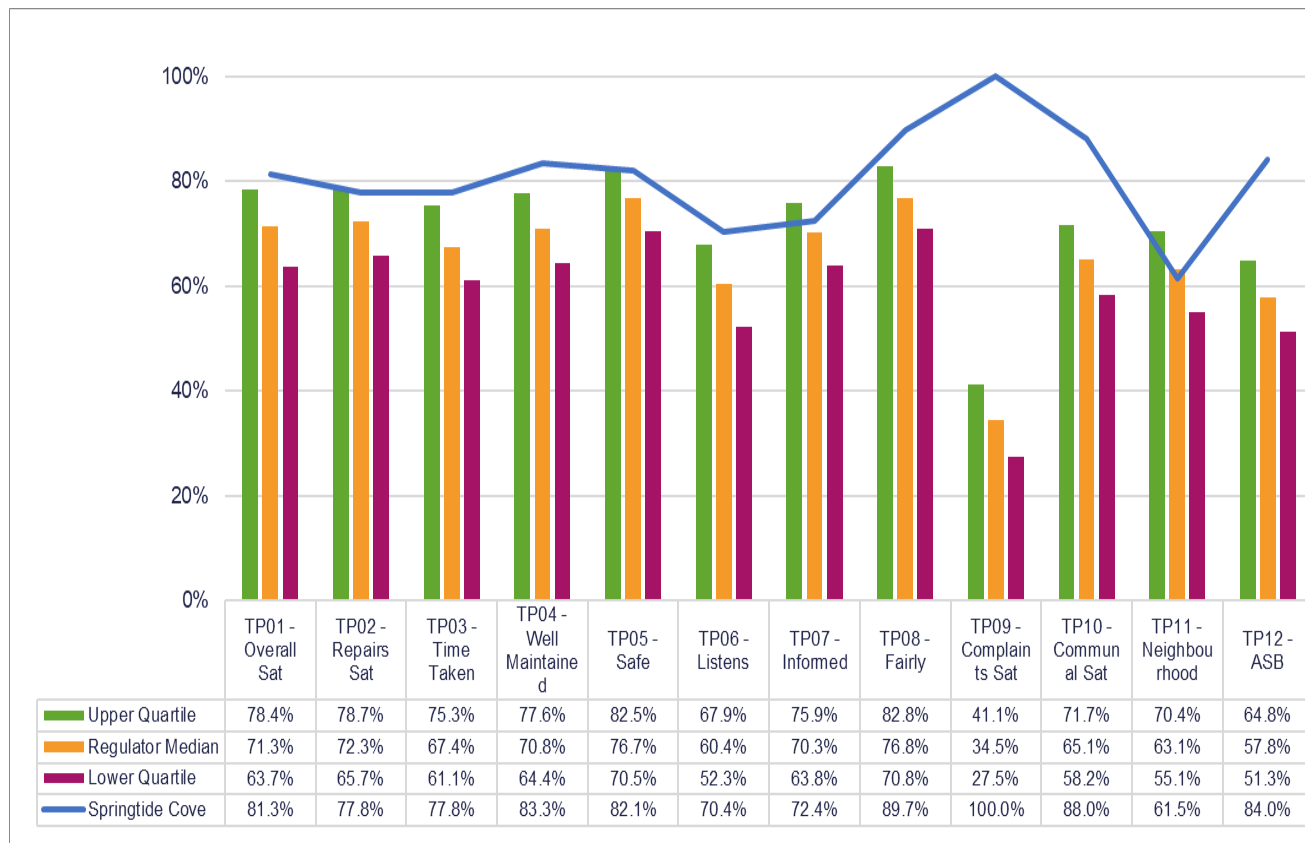
	2023/24	2024/25
Overall Satisfaction	84%	81% (-3)
Well Maintained Home	72%	83% (+11)
Safe Home	86%	82% (-4)
Housing Management Team	89%	83% (-6)
Communal Areas	74%	88% (+14)
Repairs Last 12 Months	89% *	78% (-11) *
Time Taken Repairs	88% *	78% (-10) *
Neighbourhood Contribution	48%	62% (+13)
Approach to Anti-Social Behaviour	52%	84% (+32)
Kept Informed	82%	72% (-9)
Complaints Handling	60% *	100% (+40) *
Listens and Acts	83%	70% (-13)
Fairly and with Respect	92%	90% (-2)

*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

91%
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



Safe

91%



Listened To

95%



Independent

95%



Activities and Hobbies

95%



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

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.

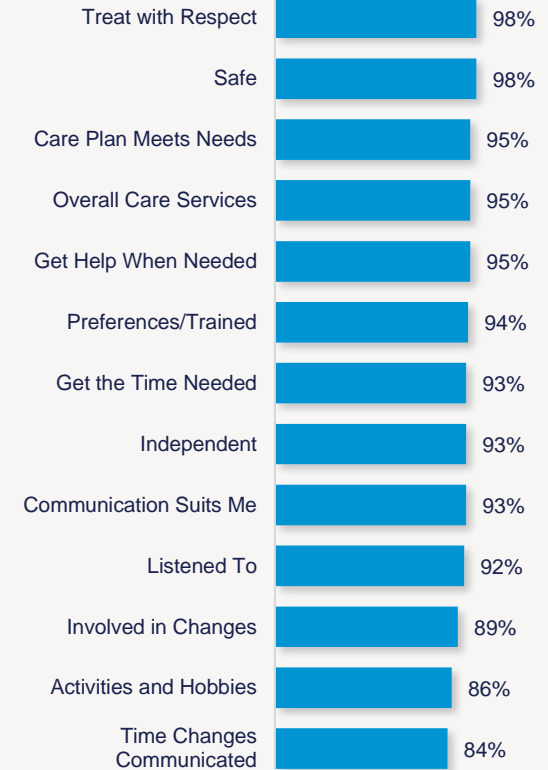
All the remaining measures received 90% or more satisfaction, apart from involved in changes (89%), activities and hobbies (86%), and 84% of residents satisfied with changes to the times they receive their care are communicated with.

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.

Springtide Cove



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	88%	91% (+3)
Safe	100%	91% (-9)
Listened To	94%	95% (+1)
Independent	88%	95% (+7)
Activities and Hobbies	- *	95% (-)
Treat with Respect	94%	100% (+6)
Get the Time Needed	88%	100% (+12)
Get Help When Needed	100%	100% (0)
Preferences/Trained	- *	100% (-)
Care Plan Meets Needs	100%	100% (0)
Involved in Changes	94%	100% (+6)
Time Changes Communicated	94%	100% (+6)
Communication Suits Me	- *	100% (-)

*Less than 10 Responses

Scheme Performance

Energy Performance Certificate Score (Average score of all properties within the scheme)	82.9
Energy Performance Certificate Rating (Average score of all properties within the scheme)	B
Energy Performance Certificate - Date of assessment	09/11/2014
Overall Care Quality Commission Score	Good
Date of last Care Quality Commission Score	Mar 2019
No. Repairs - Last 12 months (Nov)	144
Total Repairs Spend (£) - Last 12 months (Nov)	£61,487.25
No. Anti-Social Behaviour Cases - Last 12 months (Nov)	0
No. Stage 1 Complaints - Last 12 months (Oct)	0
No. Stage 2 Complaints - Last 12 months (Oct)	0
Total No. Formal Complaints - Last 12 months (Oct)	0

TSM Summary of Approach

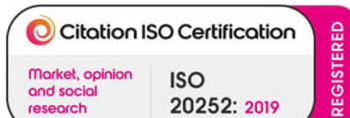
A. A summary of achieved sample size (number of responses)	32
B. Timing of survey	September 2024 to November 2024
C. Collection method(s)	Online, Postal, Telephone
D. Sample method	Census
E. Summary of the assessment of representativeness of the sample against the relevant tenant population	N/A
F. Details of any weighting applied to generate the reported perception measures	No weighting applied
G. Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd
H. The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	0
I. Reasons for any failure to meet the required sample size requirements	N/A
J. Type and amount of any incentives offered to tenants to encourage survey completion	10 x £50 shopping vouchers
K. Any other methodological issues likely to have a material impact on the tenant perception measures reported	None



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

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



Certificate No:359292021



Certificate Number: 460492024

