

Housing②i

Lavender Meadows

Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



Acuity
intelligence. insight. improvement.

92%

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 61

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

95%



Safe Home

93%



Repairs Last 12 Months

94%



Time Taken Repairs

100%

Respectful & Helpful Engagement



Listens and Acts

74%



Kept Informed

88%



Fairly and with Respect

90%



Complaints Handling

54%

Responsible Neighbourhood Management



Communal Areas 98%



Neighbourhood Contribution 68%



Approach to Anti-Social Behaviour 77%

Year-on-Year Change – Lavender Meadows Housing

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	80%	92% (+11)
Well Maintained Home	77%	95% (+18)
Safe Home	86%	93% (+7)
Housing Management Team	66%	91% (+25)
Communal Areas	85%	98% (+13)
Repairs Last 12 Months	76%	94% (+18)
Time Taken Repairs	72%	100% (+28)
Neighbourhood Contribution	58%	68% (+10)
Approach to Anti-Social Behaviour	56%	77% (+21)
Kept Informed	66%	88% (+22)
Complaints Handling	39%	54% (+15)
Listens and Acts	61%	74% (+12)
Fairly and with Respect	65%	90% (+25)

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



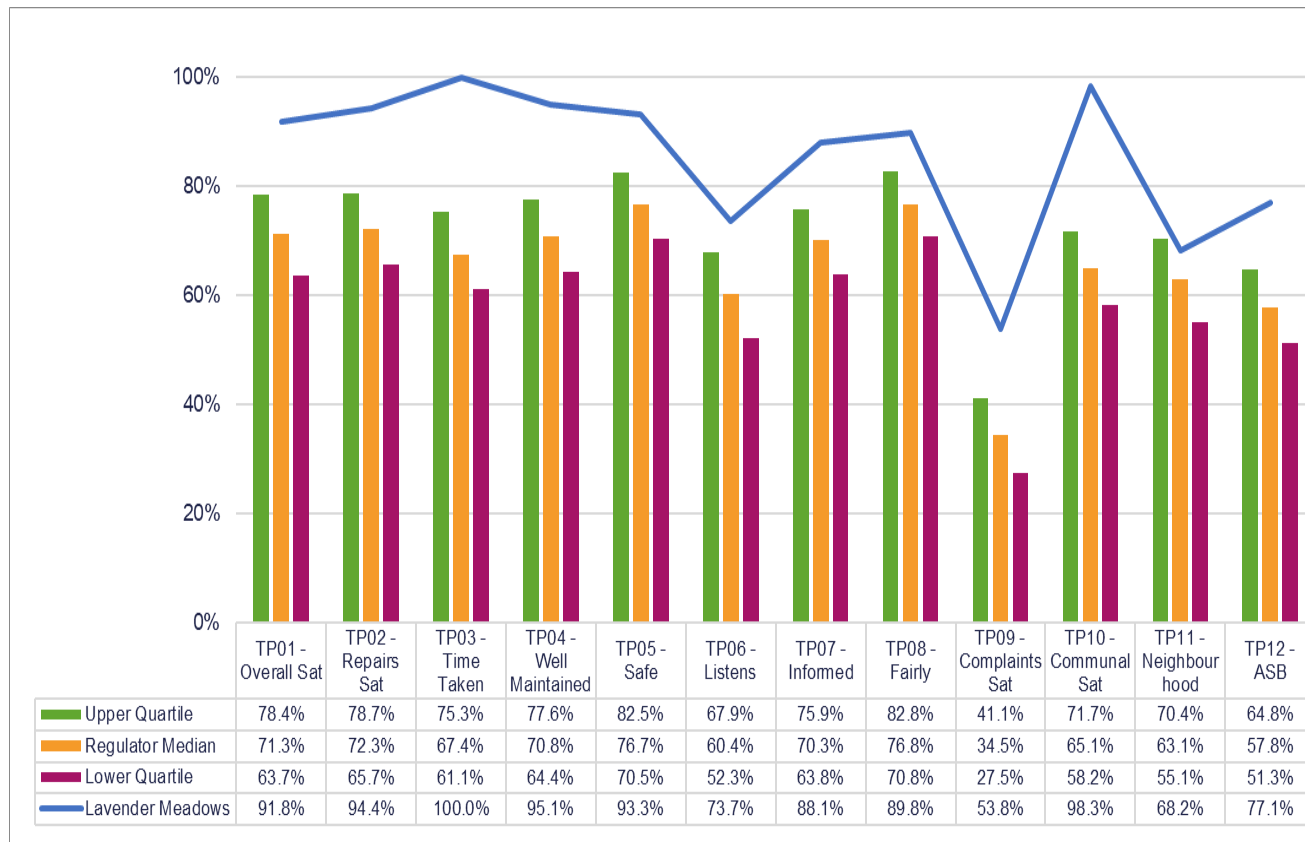
What one thing could Housing 21 do better to improve its services?



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

89%
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 22

Care Survey Summary



Safe

100%



Listened To

90%



Independent

85%



Activities and Hobbies

80%



Treat with Respect

100%



Get the Time Needed

94%



Get Help When Needed

94%



Preferences/Trained

94%



Care Plan Meets Needs

100%



Involved in Changes

100%



Time Changes
Communicated

100%



Communication Suits Me

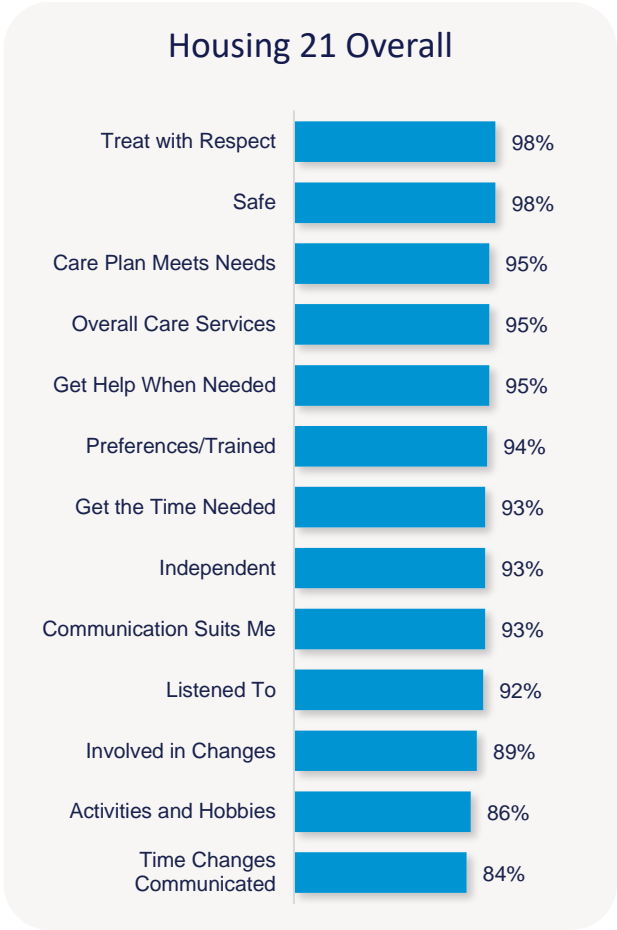
100%

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.



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	91%	89% (-2)
Safe	100%	100% (0)
Listened To	95%	90% (-5)
Independent	86%	85% (-1)
Activities and Hobbies	- *	80% (-)
Treat with Respect	100%	100% (0)
Get the Time Needed	95%	94% (-1)
Get Help When Needed	100%	94% (-6)
Preferences/Trained	- *	94% (-)
Care Plan Meets Needs	95%	100% (+5)
Involved in Changes	95%	100% (+5)
Time Changes Communicated	95%	100% (+5)
Communication Suits Me	- *	100% (-)

*Less than 10 Responses

What do you like about your care service?

■ (n=19)



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

■ (n=16)



Scheme Performance

Energy Performance Certificate Score (Average score of all properties within the scheme)	84.5
Energy Performance Certificate Rating (Average score of all properties within the scheme)	B
Energy Performance Certificate - Date of assessment	20/04/2021
Overall Care Quality Commission Score	Good
Date of last Care Quality Commission Score	Sep 2022
No. Repairs - Last 12 months (Nov)	120
Total Repairs Spend (£) - Last 12 months (Nov)	£28,338.86
No. Anti-Social Behaviour Cases - Last 12 months (Nov)	0
No. Stage 1 Complaints - Last 12 months (Oct)	2
No. Stage 2 Complaints - Last 12 months (Oct)	1
Total No. Formal Complaints - Last 12 months (Oct)	3

TSM Summary of Approach

A. A summary of achieved sample size (number of responses)	61
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.

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