

Merlin Court

Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



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 35

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

80%



Safe Home

69%



Repairs Last 12 Months

90%



Time Taken Repairs

85%

Respectful & Helpful Engagement



Listens and Acts

73%



Kept Informed

82%



Fairly and with Respect

84%



Complaints Handling

50%

Responsible Neighbourhood Management



Communal Areas

76%



Neighbourhood Contribution

74%



Approach to Anti-Social Behaviour

69%

Year-on-Year Change – Merlin 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	93%	89% (-4)
Well Maintained Home	85%	80% (-5)
Safe Home	85%	69% (-16)
Housing Management Team	81%	74% (-8)
Communal Areas	76%	76% (+0)
Repairs Last 12 Months	89%	90% (+1)
Time Taken Repairs	93%	85% (-8)
Neighbourhood Contribution	83%	74% (-9)
Approach to Anti-Social Behaviour	83%	69% (-15)
Kept Informed	85%	82% (-3)
Complaints Handling	75% *	50% (-25) *
Listens and Acts	78%	73% (-6)
Fairly and with Respect	84%	84% (+0)

*Less than 10 Responses

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

■ (n=20)



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

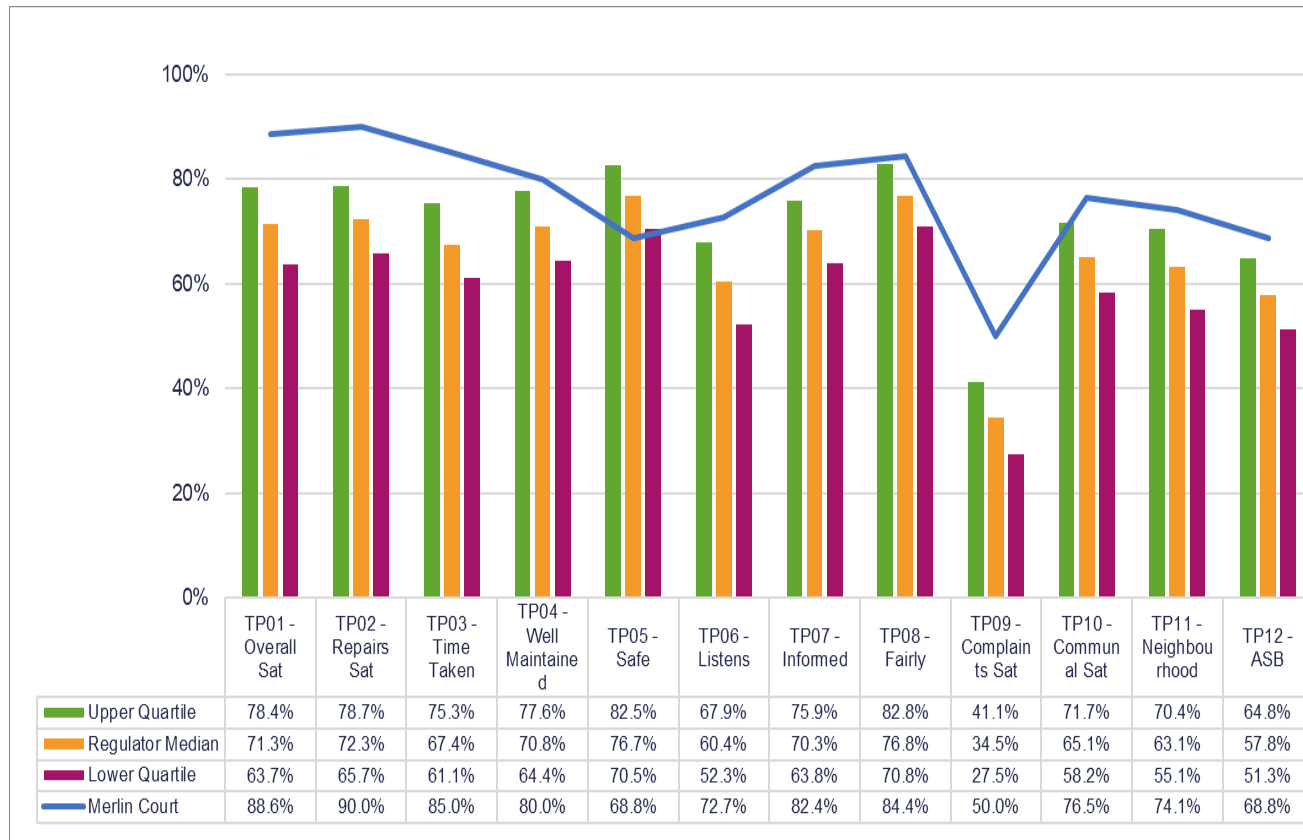
■ (n=22)



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)	76.3
Energy Performance Certificate Rating (Average score of all properties within the scheme)	C
Energy Performance Certificate - Date of assessment	22/12/2019
Overall Care Quality Commission Score	N/A
Date of last Care Quality Commission Score	N/A
No. Repairs - Last 12 months (Nov)	195
Total Repairs Spend (£) - Last 12 months (Nov)	£40,934.74
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

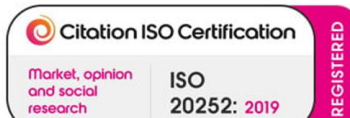
A. A summary of achieved sample size (number of responses)	35
B. Timing of survey	September 2024 to November 2024
C. Collection method(s)	Online, Postal, Telephone
D. Sample method	Census
E. Summary of the assessment of representativeness of the sample against the relevant tenant population	N/A
F. Details 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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