

Housing②i

Palmer Close

Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



86%

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 14

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

93%



Safe Home

93%



Repairs Last 12 Months

83%



Time Taken Repairs

57%

Respectful & Helpful Engagement



Listens and Acts

58%



Kept Informed

86%



Fairly and with Respect

85%



Complaints Handling

40%

Responsible Neighbourhood Management



Communal Areas

100%



Neighbourhood Contribution

80%



Approach to Anti-Social Behaviour

78%

Year-on-Year Change – Palmer Close

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	78%	86% (+8)
Well Maintained Home	78%	93% (+15)
Safe Home	88%	93% (+5)
Housing Management Team	94%	93% (-2)
Communal Areas	86%	100% (+14)
Repairs Last 12 Months	70%	83% (+13) *
Time Taken Repairs	70%	57% (-13) *
Neighbourhood Contribution	73%	80% (+7)
Approach to Anti-Social Behaviour	62%	78% (+16) *
Kept Informed	89%	86% (-3)
Complaints Handling	60% *	40% (-20) *
Listens and Acts	78%	58% (-19)
Fairly and with Respect	78%	85% (+7)

*Less than 10 Responses

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

■ (n=2)

Positive comments - Good overall service 1

Positive comments - Specially adapted or suits needs 1

Scheme/Estate Positive - Neighbours/community spirit 1

Scheme/Estate Positive - Quality of cleaning service 1



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

■ (n=2)

Day-to-day repairs - Timescales to complete repairs 1

Manager Negative - Act on views/getting things done (manager) 1

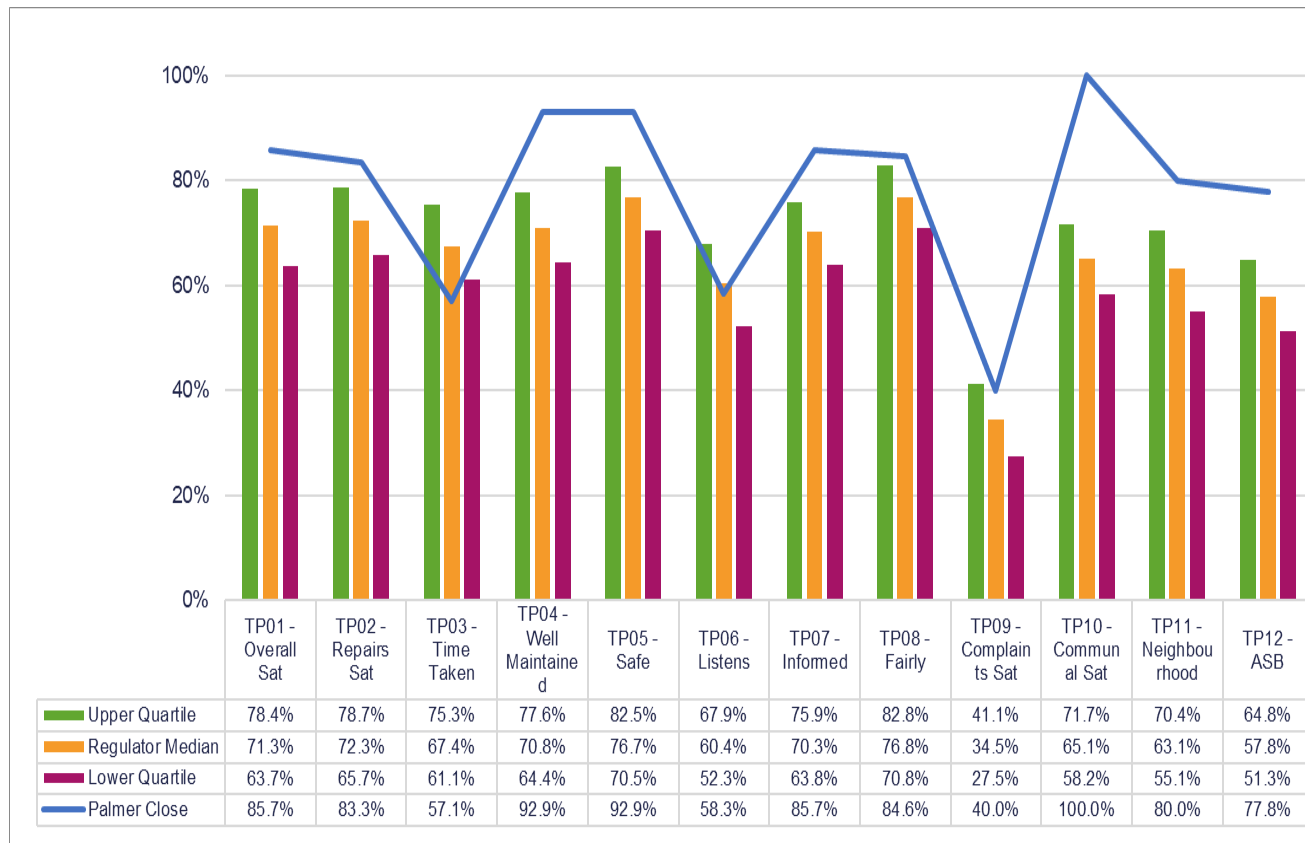
Positive comments - Good overall service 1



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)	76.2
Energy Performance Certificate Rating (Average score of all properties within the scheme)	C
Energy Performance Certificate - Date of assessment	15/11/2020
Overall Care Quality Commission Score	N/A
Date of last Care Quality Commission Score	N/A
No. Repairs - Last 12 months (Nov)	68
Total Repairs Spend (£) - Last 12 months (Nov)	£20,514.49
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)	14
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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