# Housing (2)

Devon, Cornwall, and South West Somerset

Tenant Satisfaction Measures (TSM) Patch Report April 2025

Prepared by: Acuity Research & Practice



# 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 173

### **TSM Key Metrics**



Respectful & Helpful Engagement

#### Keeping Properties in Good Repair



### Responsible Neighbourhood Management





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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 Patch with those for 2024/25. Any increases are green-coloured, while decreases are red.

# Year-on-Year Change – Devon, Cornwall, and South West Somerset

|   |        |     | •            |      |
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|                                      | 2023/24 | 2024/25   |
|--------------------------------------|---------|-----------|
| Overall Satisfaction                 | 87%     | 92% (+6)  |
| Well Maintained Home                 | 89%     | 95% (+5)  |
| Safe Home                            | 88%     | 95% (+7)  |
| Housing Management<br>Team           | 83%     | 92% (+8)  |
| Communal Areas                       | 87%     | 93% (+6)  |
| Repairs Last 12 Months               | 86%     | 92% (+6)  |
| Time Taken Repairs                   | 80%     | 89% (+10) |
| Neighbourhood<br>Contribution        |         | 73% (+6)  |
| Approach to Anti-Social<br>Behaviour | 66%     | 76% (+10) |
| Kept Informed                        | 83%     | 88% (+5)  |
| Complaints Handling                  | 41%     | 59% (+18) |
| Listens and Acts                     | 65%     | 80% (+14) |
| Fairly and with Respect              | 84%     | 91% (+7)  |

#### What one thing do you like about the services provided by Housing 21? ■ (n=136) Positive comments - Feel safe and 27 secure Manager Positive - Customer service/helpfulness (manager) Positive comments - Like my home (type, size, condition) Positive comments - Good overall 13 service Manager Positive - Overall manager service Positive comments - Repairs service/workforce Scheme/Estate Positive -Neighbours/community spirit Scheme/Estate Positive - Happy at the scheme/Estate Manager Positive - Availability of manager Manager Positive -Communications/listening (manager)

Scheme/Estate Positive - Quality of

Positive comments - Listen and act on

cleaning service

#### improve its services? ■ (n=125) Positive comments - Generally happy, 30 no problems Positive comments - Good overall service Communications and information -Listen carefully, take interest Neighbourhood problems - Car parking, signage and garage areas Other - No comment/suggestions Tenant services and management -Value for money (rent/service charge) Grounds maintenance - Bushes & hedges - maintenance / weeding Manager Negative - Availability of manager Communications and information -Keep tenants up to date Customer services & contact - Care, empathy, support etc Neighbourhood problems - Anti-social behaviour Neighbourhood problems - Dogs noise or fouling

What one thing could Housing 21 do better to

### **Benchmark**

Housing (1)

This chart shows the satisfaction results of this Patch (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.



## TSM Summary of Approach

Housing(2)

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|--|---------------------------------|
| A. A summary of achieved sample size (number of responses)   | 173                             |
| 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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