

Housing@21

EC North 5

Tenant Satisfaction Measures (TSM) Patch Report April 2025

Prepared by: Acuity Research & Practice



95%

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 370

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

96%



Safe Home

96%



Repairs Last 12 Months

89%



Time Taken Repairs

89%

Respectful & Helpful Engagement



Listens and Acts

87%



Kept Informed

92%



Fairly and with Respect

96%



Complaints Handling

68%

Responsible Neighbourhood Management



Communal Areas

96%



Neighbourhood Contribution

81%



Approach to Anti-Social Behaviour

88%

Year-on-Year Change – EC North 5

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.

	2023/24	2024/25
Overall Satisfaction	89%	95% (+6)
Well Maintained Home	89%	96% (+6)
Safe Home	91%	96% (+5)
Housing Management Team	84%	93% (+9)
Communal Areas	93%	96% (+3)
Repairs Last 12 Months	94%	89% (-5)
Time Taken Repairs	89%	89% (0)
Neighbourhood Contribution	73%	81% (+8)
Approach to Anti-Social Behaviour	74%	88% (+15)
Kept Informed	83%	92% (+10)
Complaints Handling	51%	68% (+17)
Listens and Acts	77%	87% (+10)
Fairly and with Respect	87%	96% (+9)

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



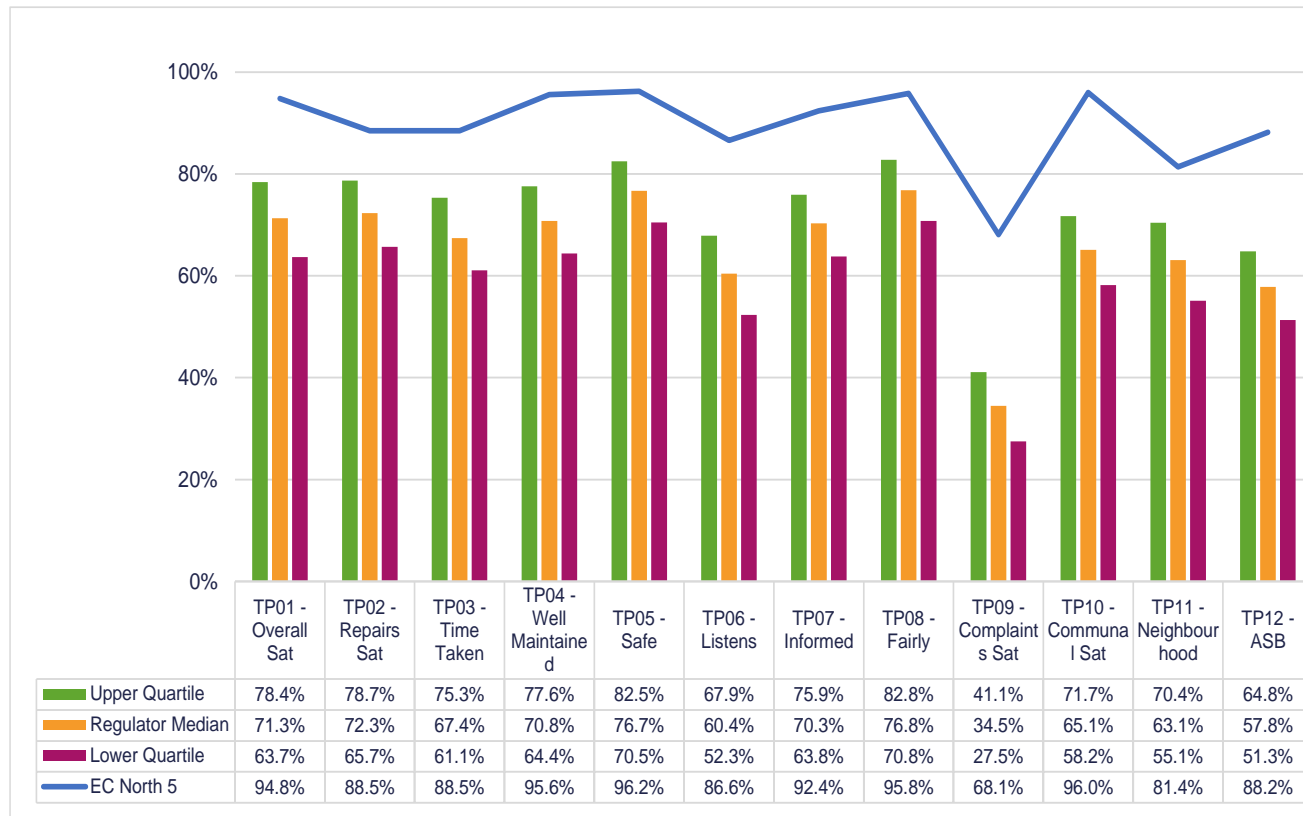
What one thing could Housing 21 do better to improve its services?



Benchmark

This chart shows the satisfaction results of this 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.





Care

97%

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 218

Care Survey Summary



Safe

99%



Listened To

92%



Independent

92%



Activities and Hobbies

86%



Treat with Respect

100%



Get the Time Needed

96%



Get Help When Needed

95%



Preferences/Trained

95%



Care Plan Meets Needs

98%



Involved in Changes

91%

Time Changes
Communicated

87%



Communication Suits Me

96%

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.

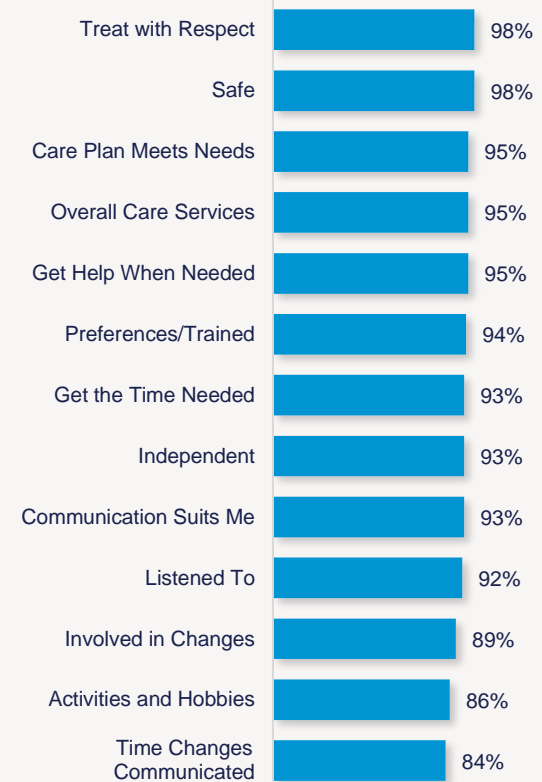
All the remaining measures received 90% or more satisfaction, apart from involved in changes (89%), activities and hobbies (86%), and 84% of residents satisfied with changes to the times they receive their care are communicated with.

The chart to the left shows your Patch in comparison with the overall results for Housing 21, allowing you to benchmark against all other Schemes.

EC North 5



Housing 21 Overall



Year-on-Year Change – EC North 5

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	98%	97% (-2)
Safe	97%	99% (+2)
Listened To	91%	92% (+0)
Independent	95%	92% (-3)
Activities and Hobbies	- *	86% (-)
Treat with Respect	97%	100% (+3)
Get the Time Needed	94%	96% (+2)
Get Help When Needed	98%	95% (-2)
Preferences/Trained	- *	95% (-)
Care Plan Meets Needs	93%	98% (+5)
Involved in Changes	84%	91% (+7)
Time Changes Communicated	85%	87% (+2)
Communication Suits Me	- *	96% (-)

*Less than 10 Responses

What do you like about your care service?



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



TSM Summary of Approach

A. A summary of achieved sample size (number of responses)	370
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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