

# Housing@21

## Kent PFI

# Tenant Satisfaction Measures (TSM) Patch Report April 2025

Prepared by: Acuity Research & Practice



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intelligence. insight. improvement.

93%

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 215

## TSM Key Metrics

### Keeping Properties in Good Repair



Well Maintained Home

98%



Safe Home

95%



Repairs Last 12 Months

94%



Time Taken Repairs

92%

### Respectful & Helpful Engagement



Listens and Acts

82%



Kept Informed

90%



Fairly and with Respect

94%



Complaints Handling

55%

### Responsible Neighbourhood Management



Communal Areas 97%



Neighbourhood Contribution 84%



Approach to Anti-Social Behaviour 88%

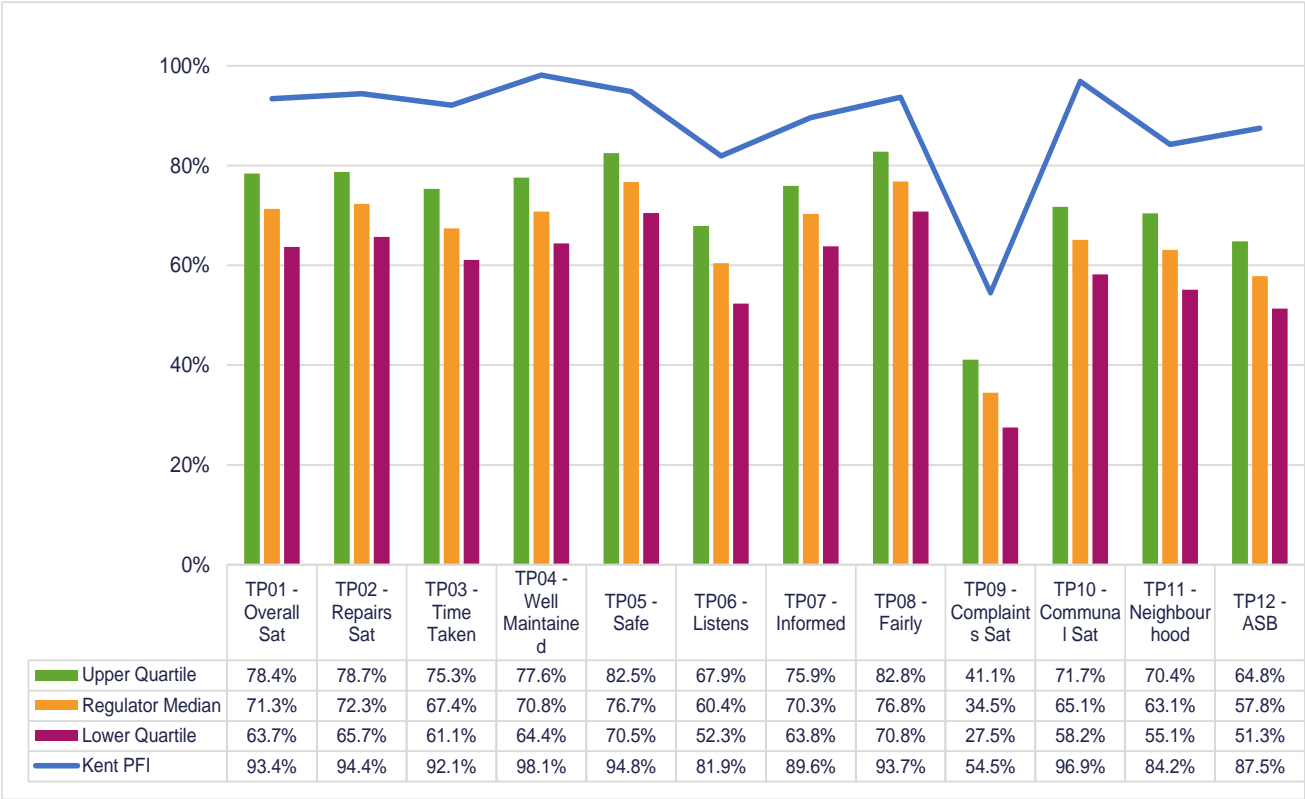
## Year-on-Year Change – Kent PFI

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	84%	93% (+9)
Well Maintained Home	94%	98% (+4)
Safe Home	95%	95% (0)
Communal Areas	95%	97% (+2)
Repairs Last 12 Months	95%	94% (0)
Time Taken Repairs	92%	92% (+0)
Neighbourhood Contribution	80%	84% (+4)
Approach to Anti-Social Behaviour	84%	88% (+4)
Kept Informed	92%	90% (-2)
Complaints Handling	36%	55% (+18)
Listens and Acts	79%	82% (+3)
Fairly and with Respect	88%	94% (+6)

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

A. A summary of achieved sample size (number of responses)	<b>215</b>
B. Timing of survey	<b>September 2024 to November 2024</b>
C. Collection method(s)	<b>Online, Postal, Telephone</b>
D. Sample method	<b>Census</b>
E. Summary of the assessment of representativeness of the sample against the relevant tenant population	<b>N/A</b>
F. Details of any weighting applied to generate the reported perception measures	<b>No weighting applied</b>
G. Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	<b>Acuity Research &amp; Practice Ltd</b>
H. The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	<b>0</b>
I. Reasons for any failure to meet the required sample size requirements	<b>N/A</b>
J. Type and amount of any incentives offered to tenants to encourage survey completion	<b>10 x £50 shopping vouchers</b>
K. Any other methodological issues likely to have a material impact on the tenant perception measures reported	<b>None</b>



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

For further information on this report please contact:  
**Denise Raine:** [denise.raine@arap.co.uk](mailto:denise.raine@arap.co.uk)

Acuity  
Tel: 01273 287114  
Email: [acuity@arap.co.uk](mailto:acuity@arap.co.uk)  
Address: PO Box 395, Umberleigh, EX32 2HL

