Housing(2)

Lancashire and West Yorkshire

Tenant Satisfaction
Measures (TSM)
Patch Report
April 2025
Prepared by: Acuity Research & Practice



91% 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 274

TSM Key Metrics



Keeping Properties in Good Repair

Well Maintained Home 91% **Listens and Acts** 79% **Safe Home Kept Informed** 89% 86% **Repairs Last 12 Months** 93% **Fairly and with Respect** 88% **Complaints Handling Time Taken Repairs** 91% 48%

Responsible Neighbourhood Management





Respectful & Helpful Engagement

76%

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 - Lancashire and West Housing (2)

Yorkshire

TOTKSTITE	2023/24	2024/25
Overall Satisfaction	86%	91% (+5)
Well Maintained Home	86%	91% (+5)
Safe Home	86%	89% (+3)
Housing Management Team	83%	89% (+5)
Communal Areas	89%	92% (+3)
Repairs Last 12 Months	89%	93% (+5)
Time Taken Repairs	86%	91% (+5)
Neighbourhood Contribution	68%	76% (+7)
Approach to Anti-Social Behaviour	72%	76% (+4)
Kept Informed	79%	86% (+7)
Complaints Handling	47%	48% (+2)
Listens and Acts	71%	79% (+8)
Fairly and with Respect	86%	88% (+3)

What one thing do you like about the services provided by Housing 21? ■ (n=164) Positive comments - Feel safe and secure Positive comments - Good overall 25 service Manager Positive - Overall manager 18 service Scheme/Estate Positive -Neighbours/community spirit Manager Positive - Customer 10 service/helpfulness (manager) Scheme/Estate Positive - Happy at the 10 scheme/Estate Manager Positive - Availability of manager Positive comments - Like my home (type, size, condition) Positive comments - Repairs service/workforce Scheme/Estate Positive - Garden Scheme/Estate Positive - Quality of cleaning service Positive comments - Listen and act on views

improve its services? ■ (n=131) Positive comments - Generally happy, 33 no problems Organisational policies - Mix of tenants 14 or tenures Positive comments - Good overall service Communications and information -Listen carefully, take interest Other - Dont know Other - No comment/suggestions Grounds maintenance - Fences and Home improvements - New kitchen, bathroom Neighbourhood problems - Anti-social behaviour Neighbourhood problems - Car parking, signage and garage areas Manager Negative - Availability of manager Scheme/Estate Negative - Resident

activities

What one thing could Housing 21 do better to

Benchmark

Housing(2)

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 (1)

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A. A summary of achieved sample size (number of responses)	274
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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