

Housing②

Lancashire and West Yorkshire

Tenant Satisfaction Measures (TSM) Patch Report April 2025

Prepared by: Acuity Research & Practice



Acuity
intelligence. insight. improvement.

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%



Safe Home

89%



Repairs Last 12 Months

93%



Time Taken Repairs

91%

Respectful & Helpful Engagement



Listens and Acts

79%



Kept Informed

86%



Fairly and with Respect

88%



Complaints Handling

48%

Responsible Neighbourhood Management



Communal Areas 92%



Neighbourhood Contribution 76%



Approach to Anti-Social Behaviour 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 Yorkshire Housing

	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?



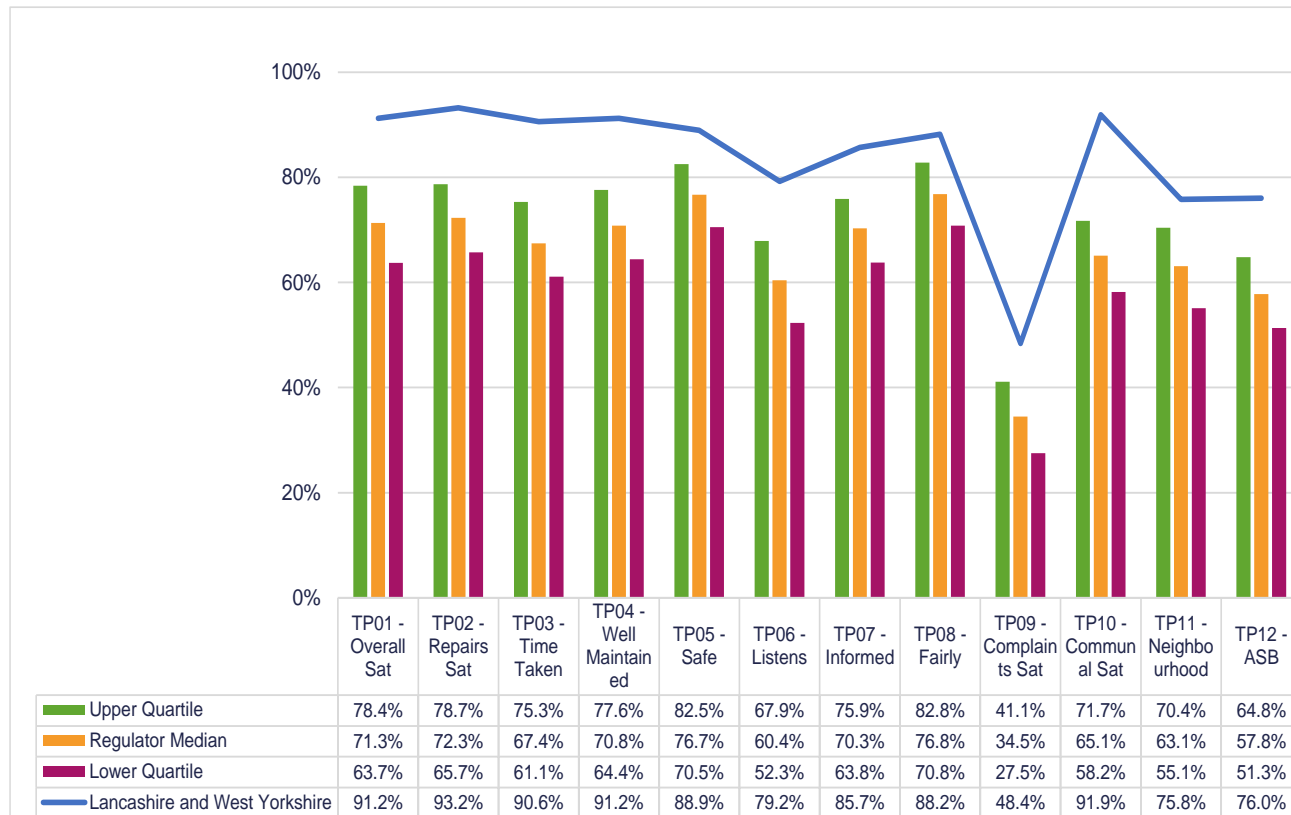
What one thing could Housing 21 do better to improve its services?



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.



TSM Summary of Approach

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.

For further information on this report please contact:
Denise Raine: denise.raine@arap.co.uk

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

