

Housing@21

Lancashire

Tenant Satisfaction Measures (TSM) Patch Report April 2025

Prepared by: Acuity Research & Practice



87%

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 229

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

89%



Safe Home

89%



Repairs Last 12 Months

86%



Time Taken Repairs

86%

Respectful & Helpful Engagement



Listens and Acts

71%



Kept Informed

83%



Fairly and with Respect

86%



Complaints Handling

46%

Responsible Neighbourhood Management



Communal Areas 91%



Neighbourhood Contribution 70%



Approach to Anti-Social Behaviour 70%

Year-on-Year Change - Lancashire

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%	87% (-2)
Well Maintained Home	87%	89% (+2)
Safe Home	86%	89% (+2)
Housing Management Team	84%	82% (-2)
Communal Areas	92%	91% (-2)
Repairs Last 12 Months	84%	86% (+2)
Time Taken Repairs	82%	86% (+4)
Neighbourhood Contribution	74%	70% (-4)
Approach to Anti-Social Behaviour	74%	70% (-4)
Kept Informed	84%	83% (-1)
Complaints Handling	51%	46% (-5)
Listens and Acts	75%	71% (-4)
Fairly and with Respect	87%	86% (-1)

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

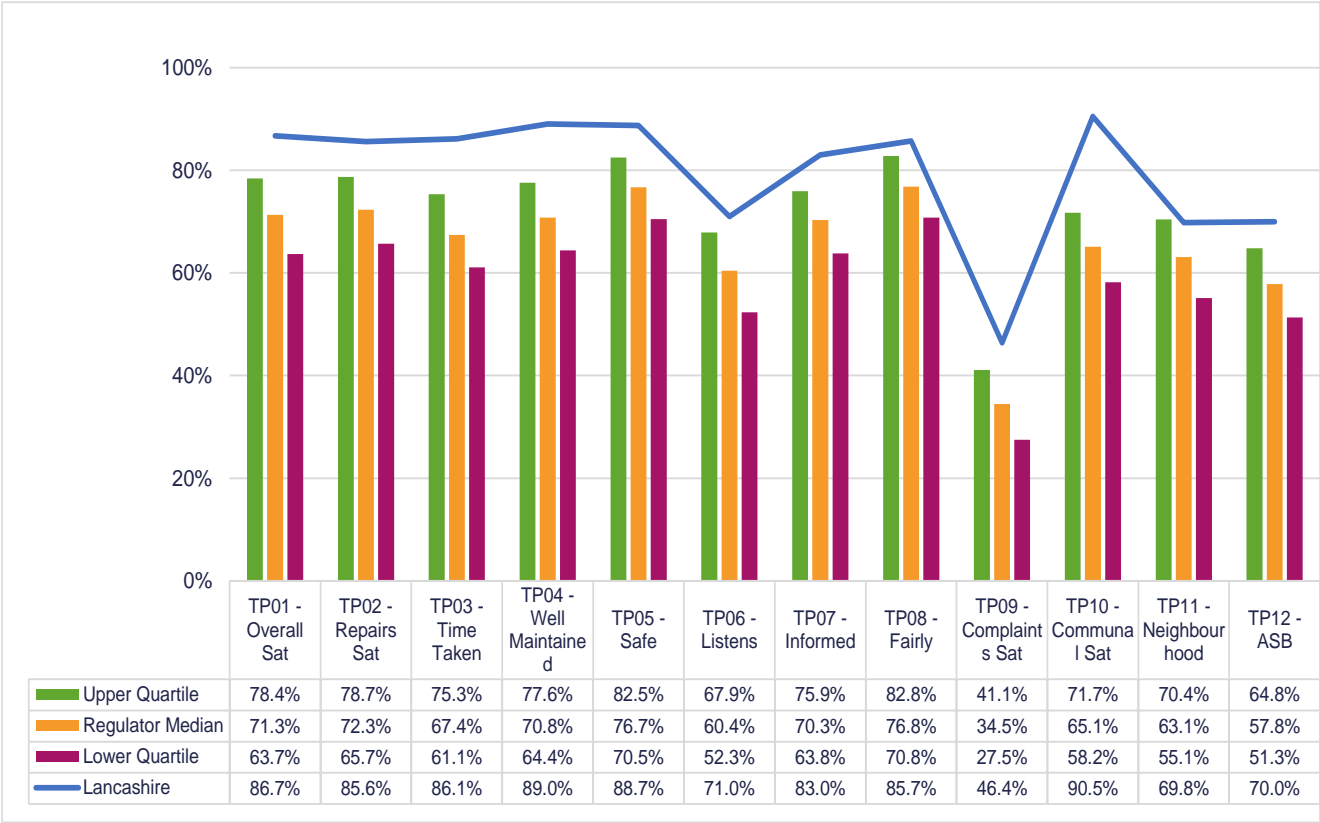


What one thing could Housing 21 do better to improve its services?



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)	229
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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