

Housing@21

London 2

Tenant Satisfaction Measures (TSM) Patch Report April 2025

Prepared by: Acuity Research & Practice



Acuity
intelligence. insight. improvement.

90%

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 156

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management



Year-on-Year Change – London 2

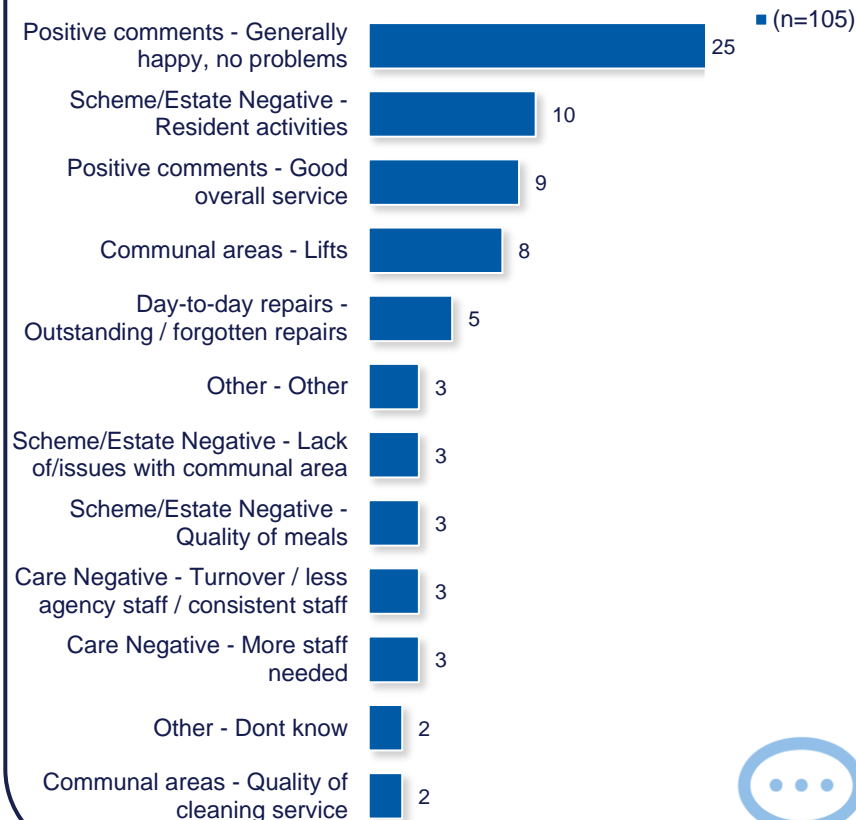
Housing 21 undertook a TSM-based survey of its residents in 2023/24. The table to the right compares these past results from this specific Patch with those for 2024/25. Any increases are green-coloured, while decreases are red.

	2023/24	2024/25
Overall Satisfaction	84%	90% (+6)
Well Maintained Home	83%	90% (+7)
Safe Home	90%	91% (+1)
Housing Management Team	82%	88% (+7)
Communal Areas	89%	92% (+3)
Repairs Last 12 Months	87%	92% (+5)
Time Taken Repairs	81%	87% (+6)
Neighbourhood Contribution	69%	76% (+7)
Approach to Anti-Social Behaviour	77%	80% (+3)
Kept Informed	76%	86% (+10)
Complaints Handling	52%	64% (+12)
Listens and Acts	75%	84% (+9)
Fairly and with Respect	86%	89% (+3)

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



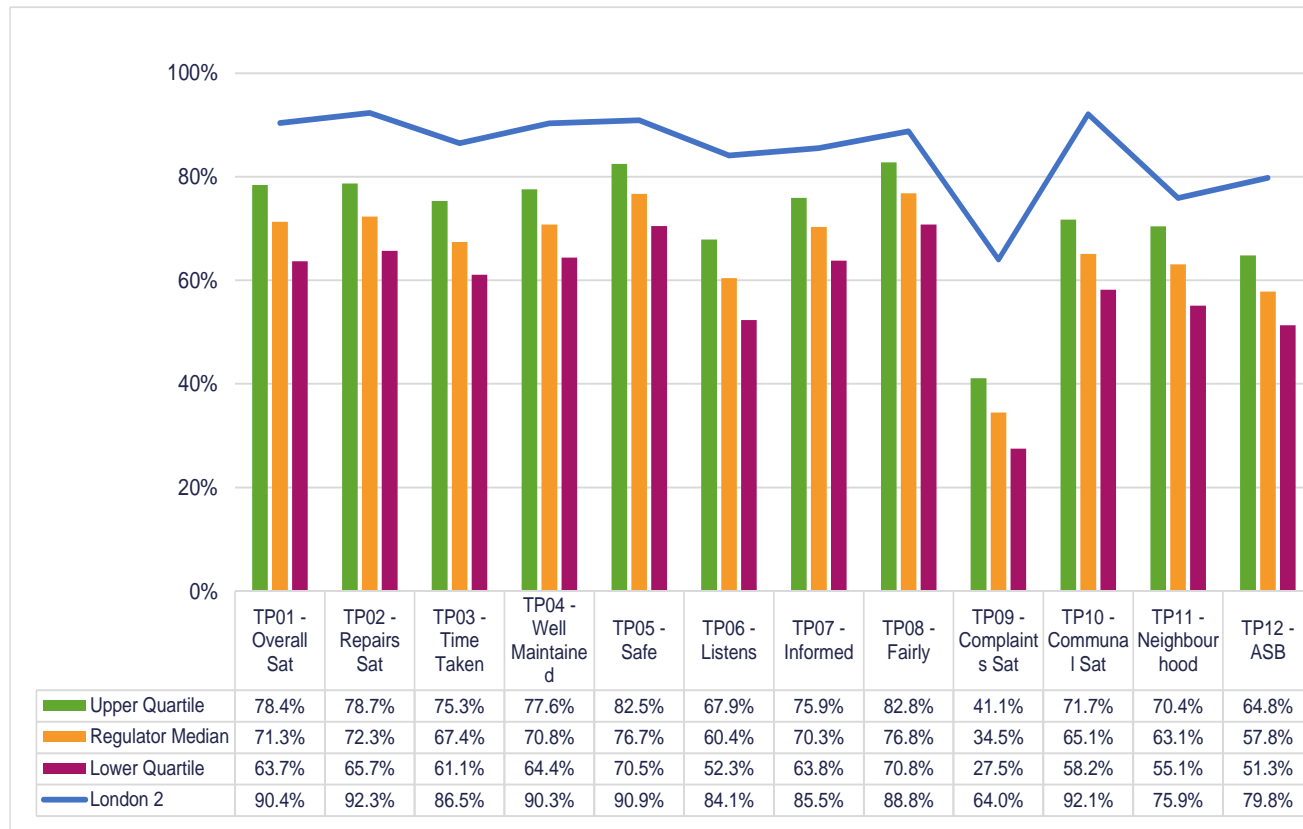
What one thing could Housing 21 do better to improve its services?



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.





Care

89%

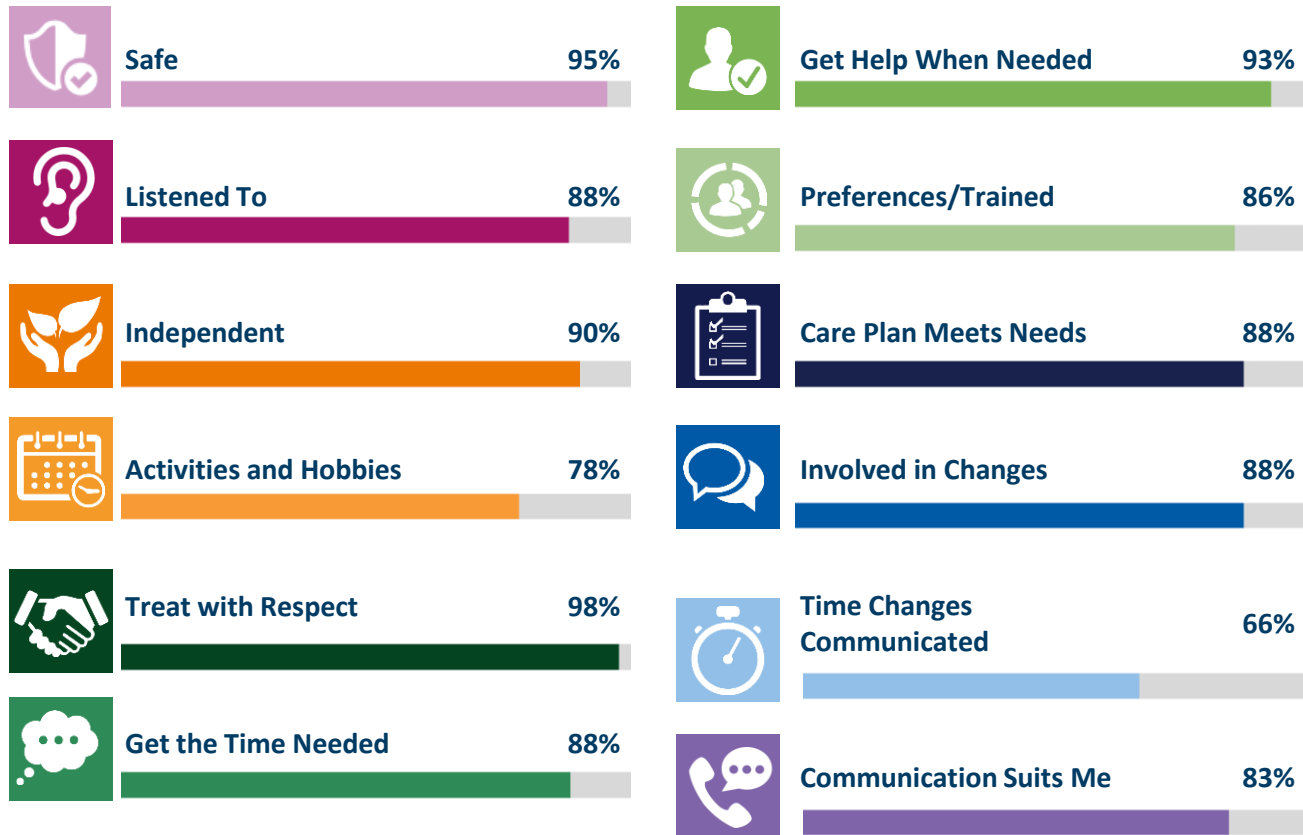
Overall Satisfaction



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 45

Care Survey Summary



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.

London 2



Housing 21 Overall



Year-on-Year Change – London 2

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.

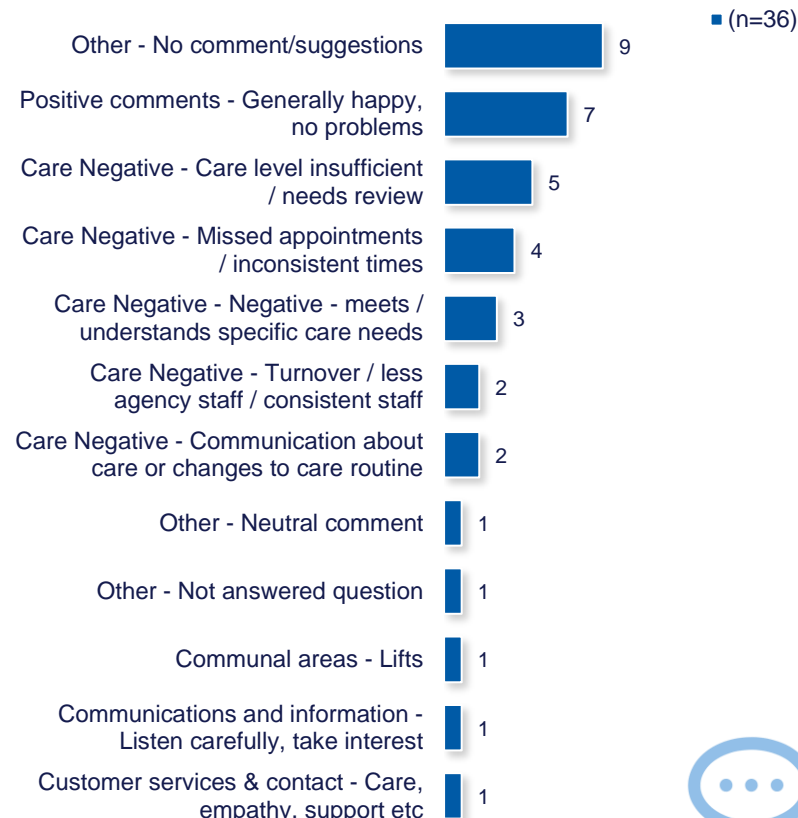
	2023/24	2024/25
Overall Care Services	86%	89% (+3)
Safe	81%	95% (+14)
Listened To	71%	88% (+16)
Independent	76%	90% (+14)
Activities and Hobbies	- *	78% (-)
Treat with Respect	95%	98% (+2)
Get the Time Needed	81%	88% (+7)
Get Help When Needed	81%	93% (+12)
Preferences/Trained	- *	86% (-)
Care Plan Meets Needs	76%	88% (+12)
Involved in Changes	62%	88% (+26)
Time Changes Communicated	67%	66% (-1)
Communication Suits Me	- *	83% (-)

*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)	156
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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