

Housing②

North and East London

Tenant Satisfaction Measures (TSM) Patch Report April 2025

Prepared by: Acuity Research & Practice



Acuity
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 177

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management



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.

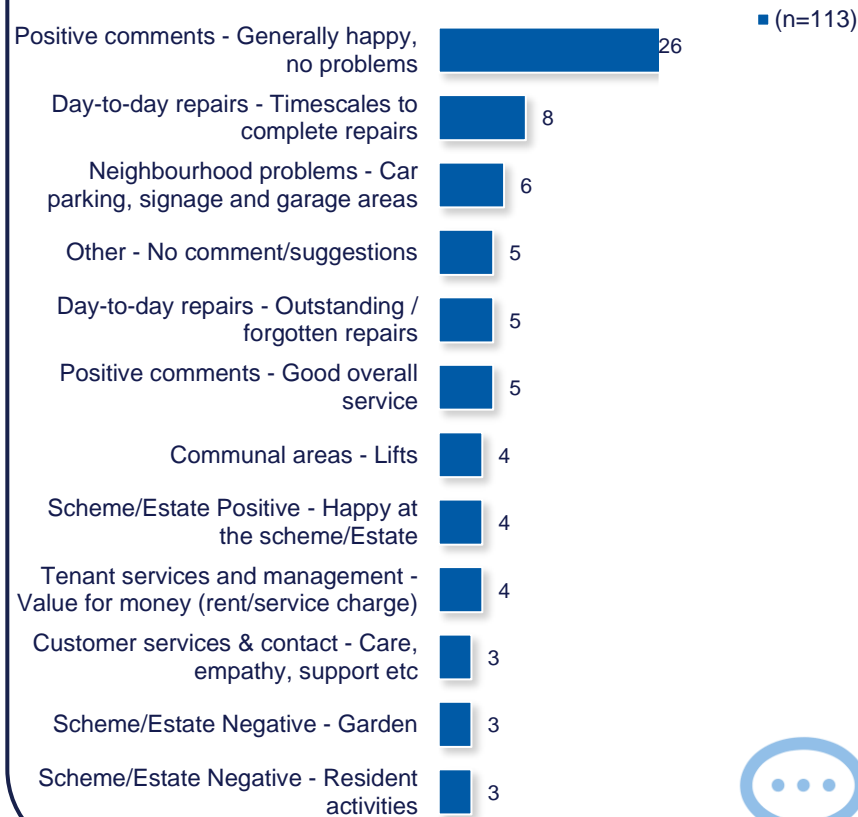
Year-on-Year Change – North and East London

	2023/24	2024/25
Overall Satisfaction	93%	93% (0)
Well Maintained Home	92%	91% (-1)
Safe Home	95%	93% (-2)
Housing Management Team	87%	90% (+4)
Communal Areas	93%	91% (-1)
Repairs Last 12 Months	90%	91% (+1)
Time Taken Repairs	85%	88% (+3)
Neighbourhood Contribution	78%	77% (-1)
Approach to Anti-Social Behaviour	76%	84% (+8)
Kept Informed	91%	91% (0)
Complaints Handling	50%	65% (+15)
Listens and Acts	83%	84% (+0)
Fairly and with Respect	94%	96% (+2)

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



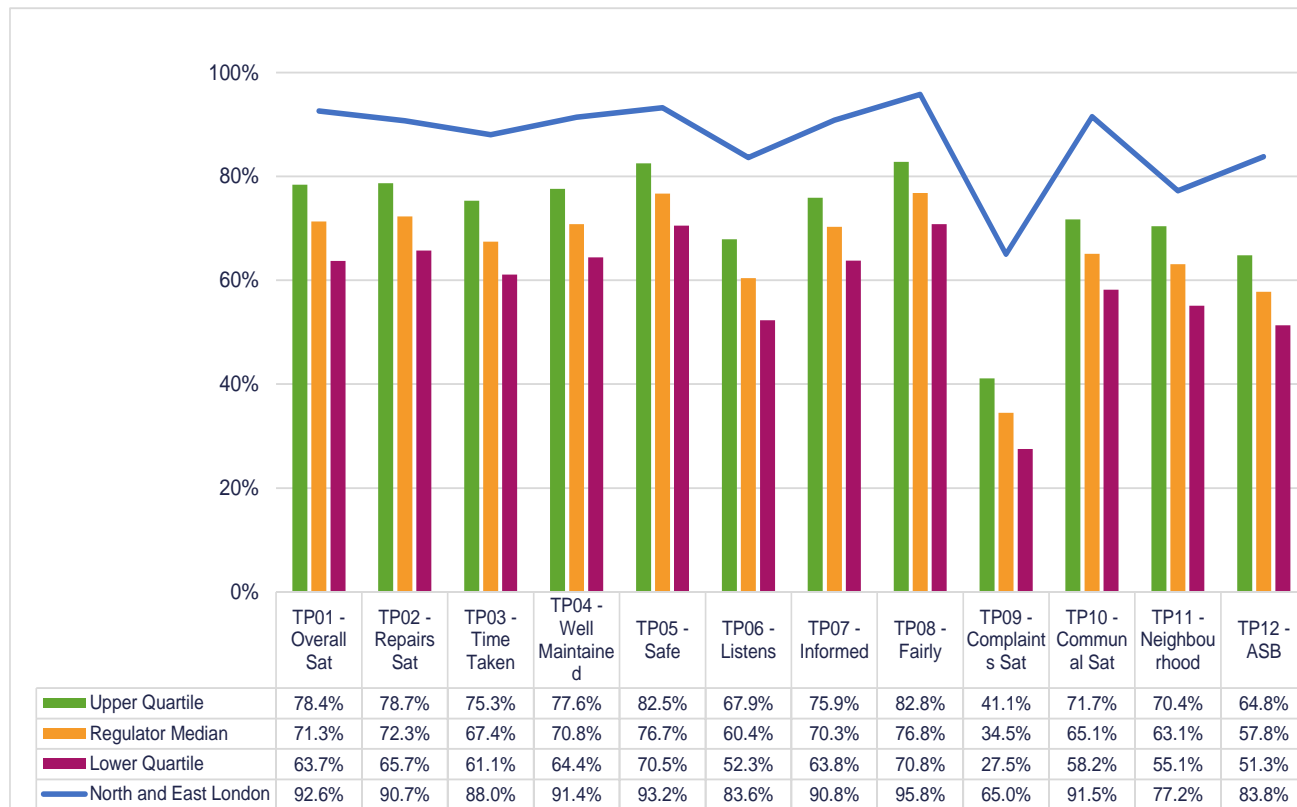
What one thing could Housing 21 do better to improve its services?



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)	177
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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