

Housing②

South London and Surrey

Tenant Satisfaction Measures (TSM) Patch Report April 2025

Prepared by: Acuity Research & Practice



92%

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 212

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

92%



Safe Home

95%



Repairs Last 12 Months

96%



Time Taken Repairs

93%

Respectful & Helpful Engagement



Listens and Acts

80%



Kept Informed

90%



Fairly and with Respect

89%



Complaints Handling

53%

Responsible Neighbourhood Management



Communal Areas

93%



Neighbourhood Contribution

76%



Approach to Anti-Social Behaviour

72%

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 - South London and Surrey

	2023/24	2024/25
Overall Satisfaction	89%	92% (+3)
Well Maintained Home	90%	92% (+2)
Safe Home	93%	95% (+2)
Housing Management Team	83%	92% (+9)
Communal Areas	88%	93% (+5)
Repairs Last 12 Months	86%	96% (+10)
Time Taken Repairs	83%	93% (+11)
Neighbourhood Contribution	73%	76% (+3)
Approach to Anti-Social Behaviour	64%	72% (+8)
Kept Informed	85%	90% (+5)
Complaints Handling	42%	53% (+11)
Listens and Acts	76%	80% (+3)
Fairly and with Respect	87%	89% (+2)

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



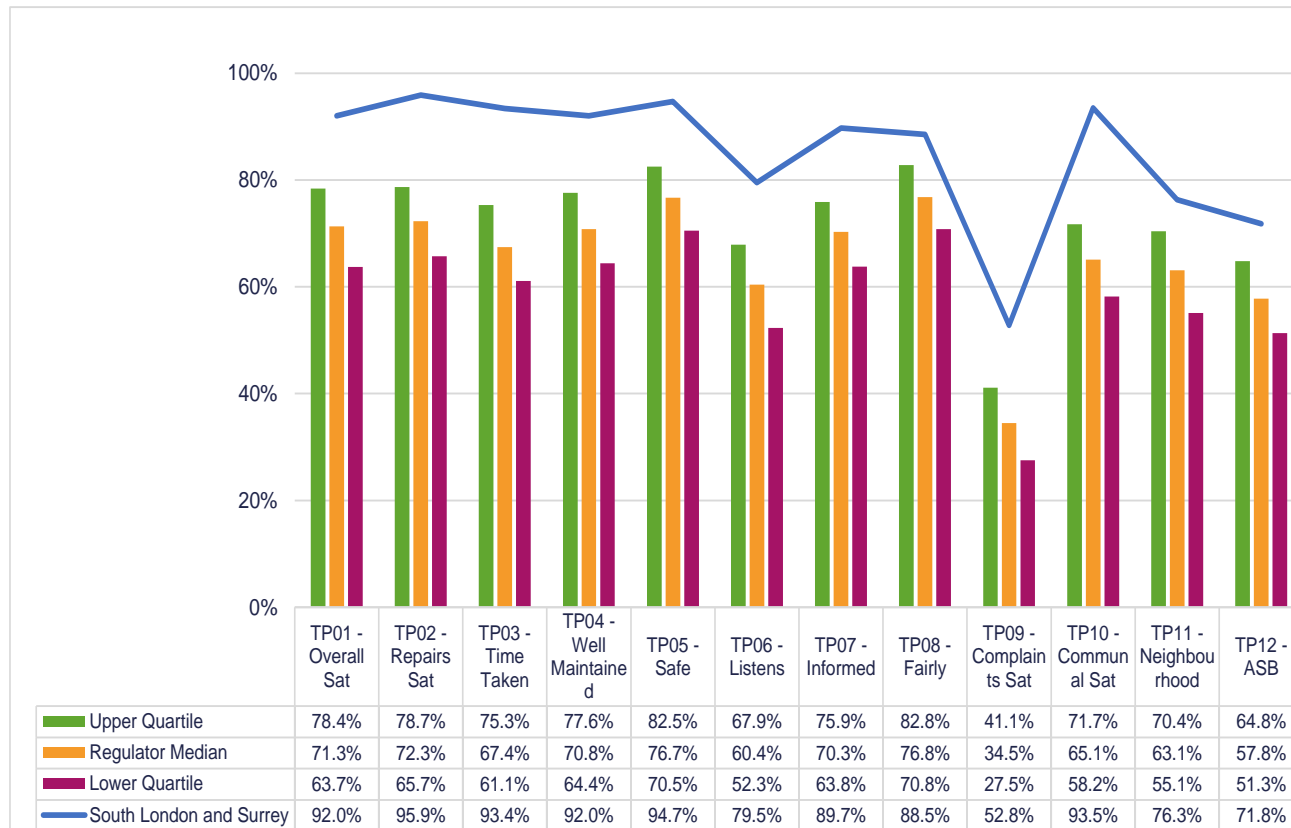
What one thing could Housing 21 do better to improve its services?



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)	212
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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