

Housing②

Lime Gardens (Dudley)

Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



80%

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 44

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

66%



Safe Home

70%



Repairs Last 12 Months

88%



Time Taken Repairs

92%

Respectful & Helpful Engagement



Listens and Acts

77%



Kept Informed

91%



Fairly and with Respect

89%



Complaints Handling

63%

Responsible Neighbourhood Management



Communal Areas

66%



Neighbourhood Contribution

50%



Approach to Anti-Social Behaviour

58%

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 Scheme with those for 2024/25. Any increases are green-coloured, while decreases are red.

Year-on-Year Change – Lime Gardens (Dudley)

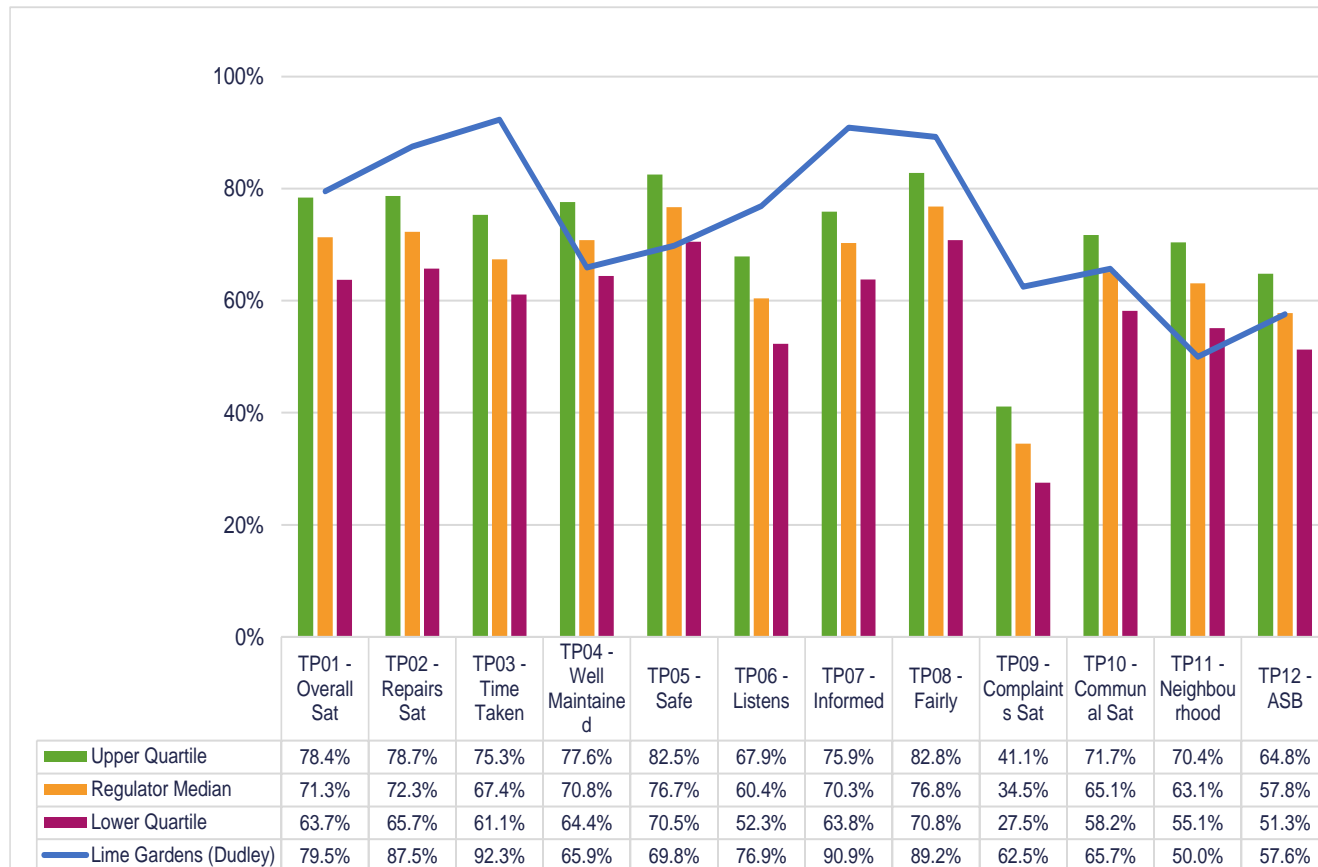
	2024/25
Overall Satisfaction	80%
Well Maintained Home	66%
Safe Home	70%
Housing Management Team	81%
Communal Areas	66%
Repairs Last 12 Months	88%
Time Taken Repairs	92%
Neighbourhood Contribution	50%
Approach to Anti-Social Behaviour	58%
Kept Informed	91%
Complaints Handling	63% *
Listens and Acts	77%
Fairly and with Respect	89%

*Less than 10 Responses

Benchmark

This chart shows the satisfaction results of this scheme (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)	44
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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