

# Housing②i

## Mulberry Court

# Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



**Acuity**  
intelligence. insight. improvement.

88%

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 43

## TSM Key Metrics

### Keeping Properties in Good Repair



Well Maintained Home

88%



Safe Home

93%



Repairs Last 12 Months

90%



Time Taken Repairs

81%

### Respectful & Helpful Engagement



Listens and Acts

68%



Kept Informed

74%



Fairly and with Respect

98%



Complaints Handling

75%

### Responsible Neighbourhood Management



Communal Areas 92%



Neighbourhood Contribution 67%



Approach to Anti-Social Behaviour 79%

## Year-on-Year Change – Mulberry Court

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.

	2023/24	2024/25
Overall Satisfaction	89%	88% (-1)
Well Maintained Home	93%	88% (-4)
Safe Home	88%	93% (+5)
Housing Management Team	79%	88% (+9)
Communal Areas	83%	92% (+9)
Repairs Last 12 Months	92%	90% (-2)
Time Taken Repairs	91%	81% (-10)
Neighbourhood Contribution	79%	67% (-12)
Approach to Anti-Social Behaviour	71%	79% (+8)
Kept Informed	85%	74% (-11)
Complaints Handling	43% *	75% (+32)
Listens and Acts	67%	68% (+2)
Fairly and with Respect	85%	98% (+12)

\*Less than 10 Responses

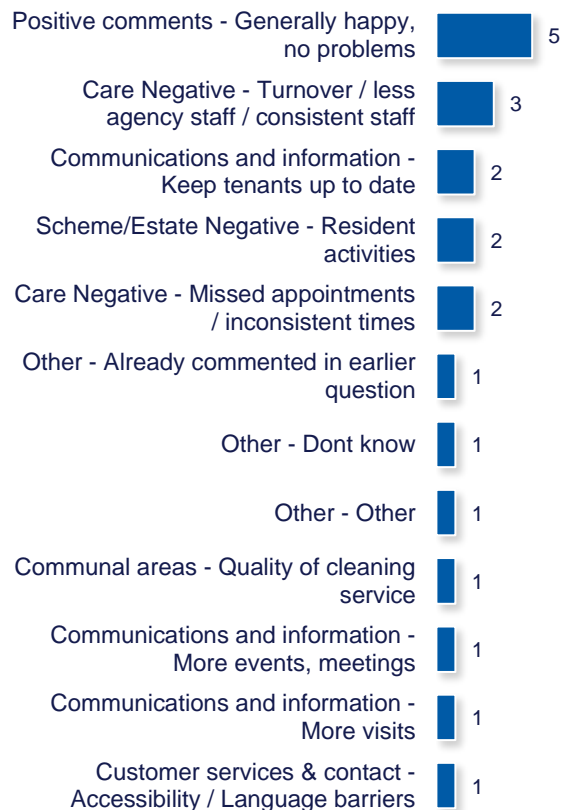
## What one thing do you like about the services provided by Housing 21?

■ (n=27)



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

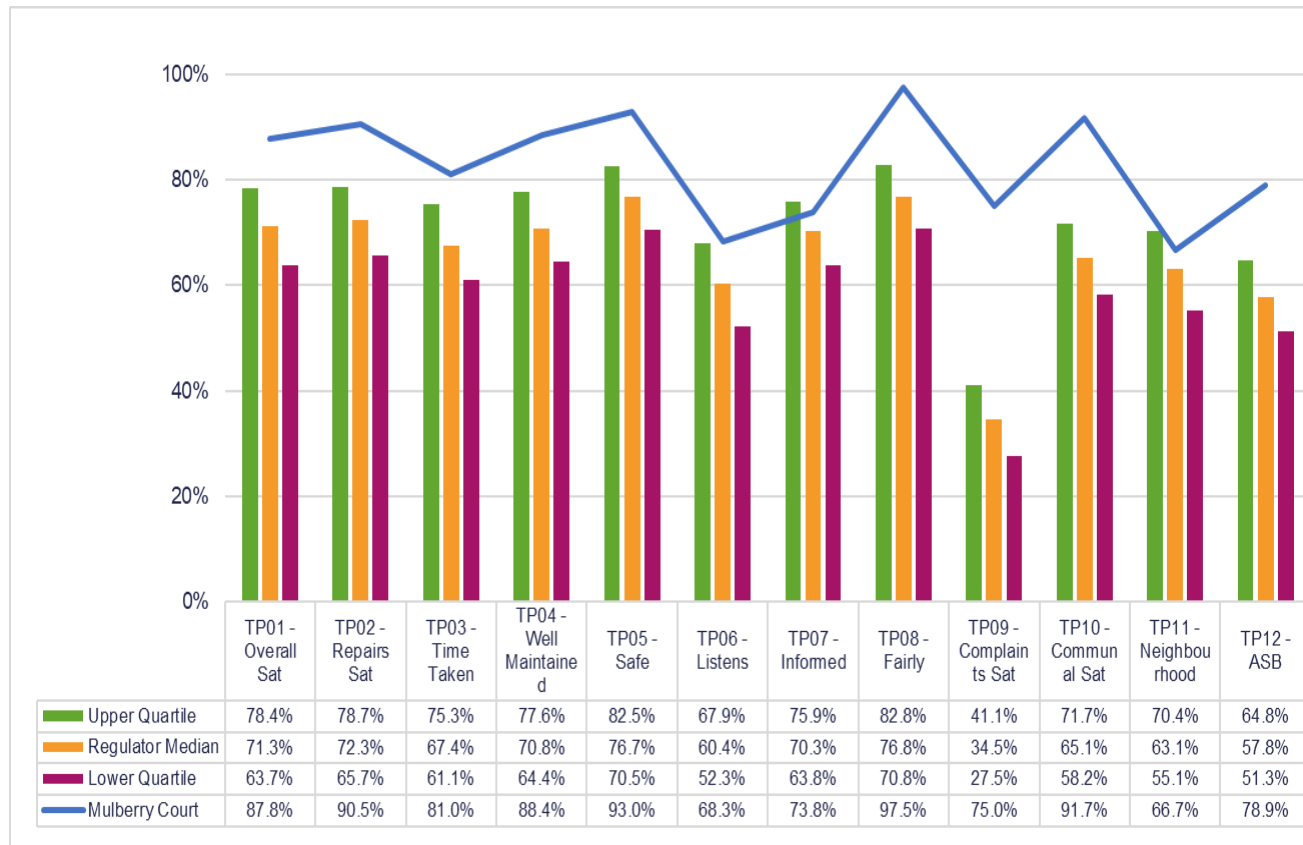
■ (n=30)



# 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.







Care

# 100%

## 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 16

## Care Survey Summary

Housing 21



Safe

100%



Listened To

96%



Independent

91%



Activities and Hobbies

87%



Treat with Respect

96%



Get the Time Needed

88%



Get Help When Needed

92%



Preferences/Trained

92%



Care Plan Meets Needs

100%



Involved in Changes

91%



Time Changes Communicated

77%



Communication Suits Me

91%

## 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.

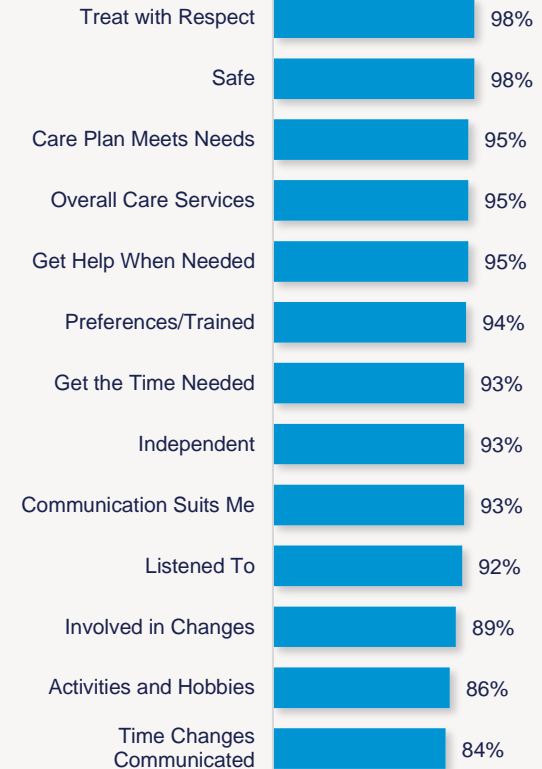
All the remaining measures received 90% or more satisfaction, apart from involved in changes (89%), activities and hobbies (86%), and 84% of residents satisfied with changes to the times they receive their care are communicated with.

The chart to the left shows your Scheme in comparison with the overall results for Housing 21, allowing you to benchmark against all other Schemes.

### Mulberry Court



### Housing 21 Overall





## Year-on-Year Change

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	91%	100% (+9)
Safe	95%	100% (+5)
Listened To	90%	96% (+5)
Independent	95%	91% (-4)
Activities and Hobbies	- *	87% (-)
Treat with Respect	91%	96% (+5)
Get the Time Needed	81%	88% (+7)
Get Help When Needed	95%	92% (-3)
Preferences/Trained	- *	92% (-)
Care Plan Meets Needs	90%	100% (+10)
Involved in Changes	81%	91% (+10)
Time Changes Communicated	71%	77% (+6)
Communication Suits Me	- *	91% (-)

\*Less than 10 Responses

## What do you like about your care service?

■ (n=13)



## Are there any areas of your care service that could be improved?

■ (n=14)



# Scheme Performance

Energy Performance Certificate Score (Average score of all properties within the scheme)	<b>79.5</b>
Energy Performance Certificate Rating (Average score of all properties within the scheme)	<b>C</b>
Energy Performance Certificate - Date of assessment	<b>04/08/2021</b>
Overall Care Quality Commission Score	<b>Good</b>
Date of last Care Quality Commission Score	<b>Jan 2019</b>
No. Repairs - Last 12 months (Nov)	<b>319</b>
Total Repairs Spend (£) - Last 12 months (Nov)	<b>£84,344.68</b>
No. Anti-Social Behaviour Cases - Last 12 months (Nov)	<b>3</b>
No. Stage 1 Complaints - Last 12 months (Oct)	<b>2</b>
No. Stage 2 Complaints - Last 12 months (Oct)	<b>0</b>
Total No. Formal Complaints - Last 12 months (Oct)	<b>2</b>

# TSM Summary of Approach

A. A summary of achieved sample size (number of responses)	<b>43</b>
B. Timing of survey	<b>September 2024 to November 2024</b>
C. Collection method(s)	<b>Online, Postal, Telephone</b>
D. Sample method	<b>Census</b>
E. Summary of the assessment of representativeness of the sample against the relevant tenant population	<b>N/A</b>
F. Details of any weighting applied to generate the reported perception measures	<b>No weighting applied</b>
G. Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	<b>Acuity Research &amp; Practice Ltd</b>
H. The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	<b>0</b>
I. Reasons for any failure to meet the required sample size requirements	<b>N/A</b>
J. Type and amount of any incentives offered to tenants to encourage survey completion	<b>10 x £50 shopping vouchers</b>
K. Any other methodological issues likely to have a material impact on the tenant perception measures reported	<b>None</b>



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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