

Housing@21

South London and Surrey

Tenant Satisfaction Measures (TSM)

Patch Report

February 2026

Prepared by: Acuity Research & Practice



Acuity
intelligence. insight. improvement.

84%



Overall satisfaction

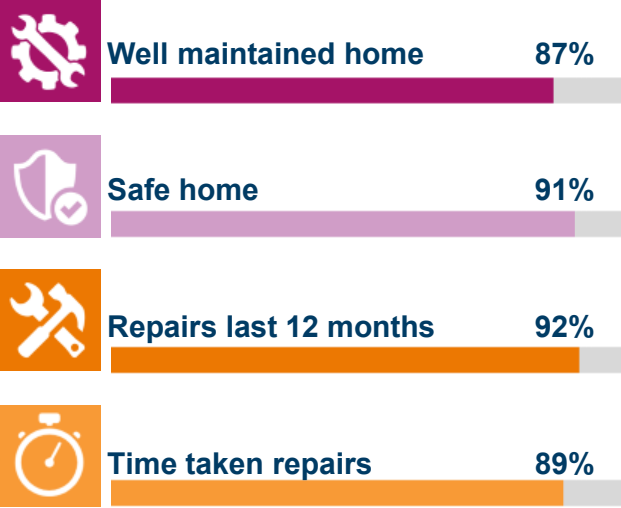
Acuity was commissioned to undertake independent satisfaction surveys of all Housing 21's residents, including Retirement Living and Extra Care, to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

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.

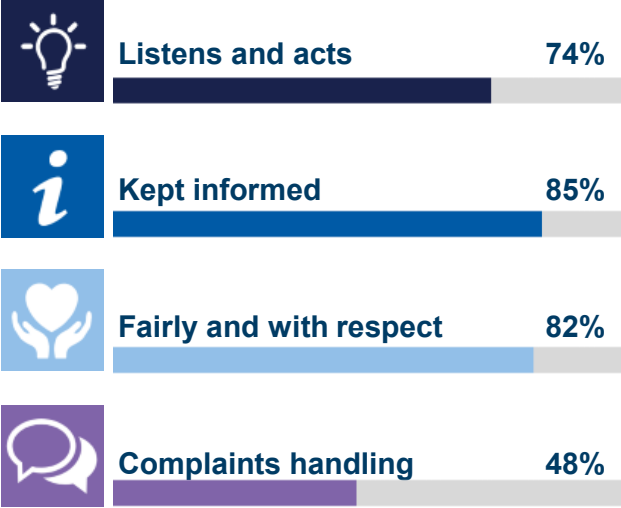
Responses 213

TSM key metrics

Keeping properties in good repair



Respectful and helpful engagement



Responsible neighbourhood management



Year-on-year change - South London and Surrey

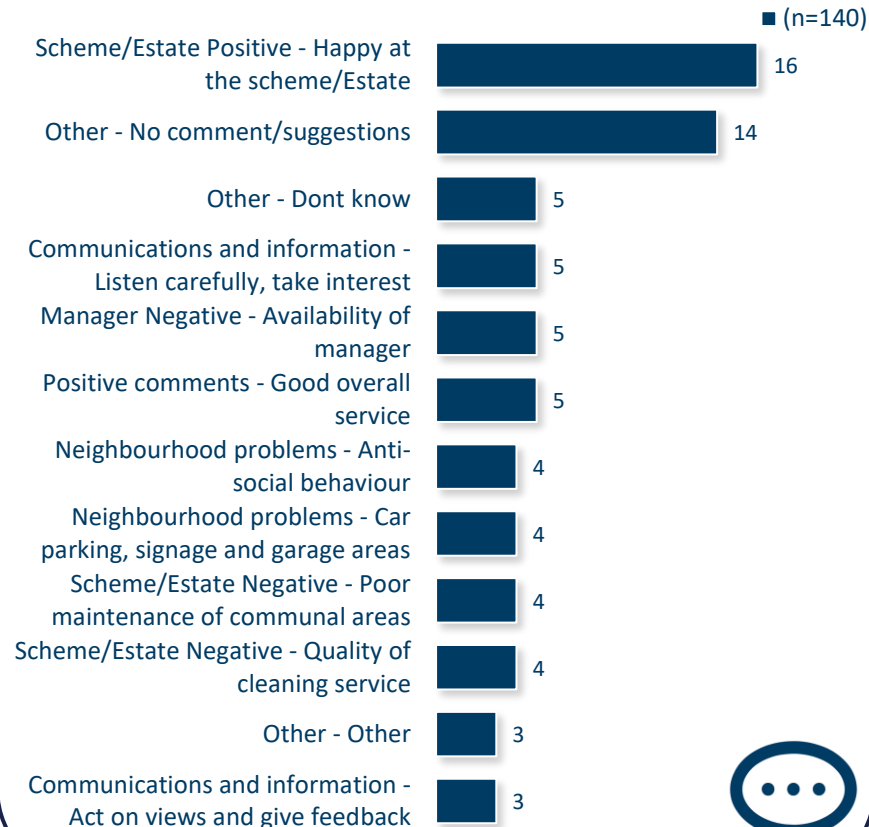
Housing 21 undertook a TSM-based survey of its residents in 2024/25. The table to the right compares these past results from this specific Patch with those for 2025/26. Any increases are green-coloured, while decreases are red.

	2024/25	2025/26
Overall satisfaction	92%	84% (-8)
Well maintained home	92%	87% (-5)
Safe home	95%	91% (-4)
Repairs last 12 months	96%	92% (-4)
Time taken repairs	93%	89% (-5)
Communal areas	93%	88% (-6)
Neighbourhood contribution	76%	67% (-9)
Approach to anti-social behaviour	72%	64% (-8)
Listens and acts	80%	74% (-6)
Kept informed	90%	85% (-5)
Fairly and with respect	89%	82% (-6)
Management team service	92%	86% (-6)
Complaints handling	53%	48% (-5)

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



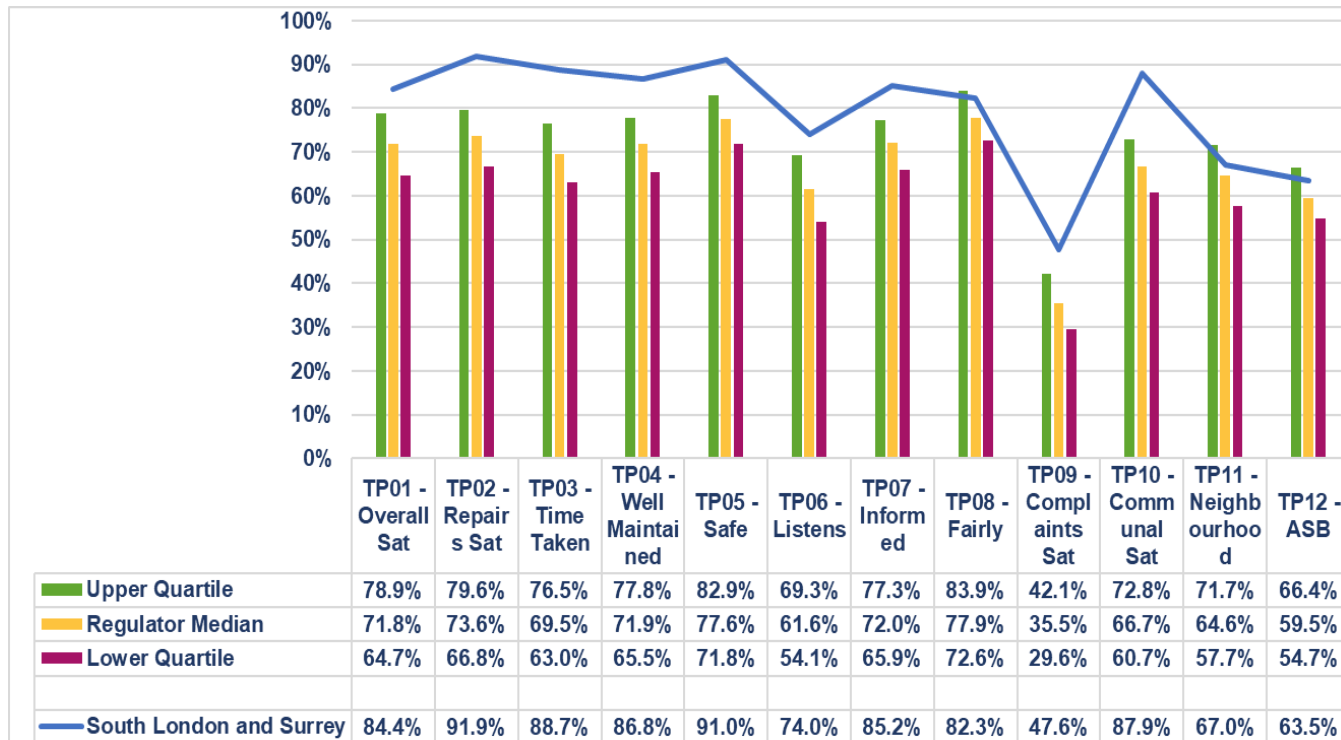
What one thing could Housing 21 do better to improve its services?



Benchmark - Regulator of Social Housing

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.

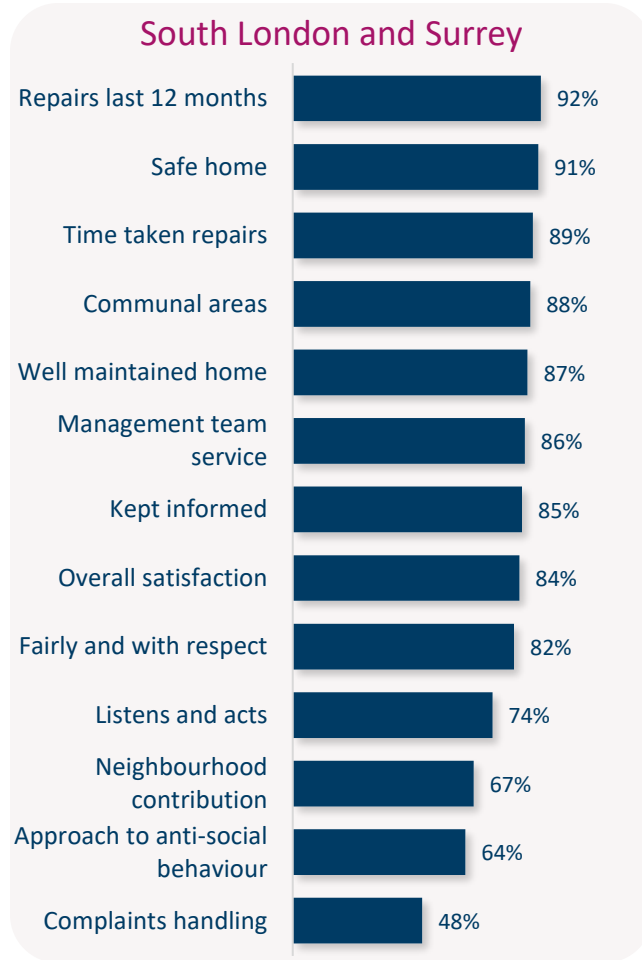


Benchmark - Housing 21

When considering Housing 21 as a whole, the table on the right shows satisfaction for all Housing 21 residents surveyed this year. Satisfaction is high, with 91% satisfied with the overall services provided.

All the remaining measures received 77% or more satisfaction, apart from the handling of complaints (64%).

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



TSM Summary of Approach

A. A summary of achieved sample size (number of responses)	213
B. Timing of survey	September 2025 to December 2025
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.

For further information on this report please contact:
Denise Raine: denise.raine@arap.co.uk

Acuity
Tel: 01273 287114
Email: acuity@arap.co.uk
Address: PO Box 395, Umberleigh, EX32 2HL

