



Minterne Apartments

Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



68%

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 22

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

86%



Safe Home

86%



Repairs Last 12 Months

71%



Time Taken Repairs

71%

Respectful & Helpful Engagement



Listens and Acts

65%



Kept Informed

62%



Fairly and with Respect

77%



Complaints Handling

36%

Responsible Neighbourhood Management



Communal Areas

60%



Neighbourhood Contribution

50%



Approach to Anti-Social Behaviour

44%

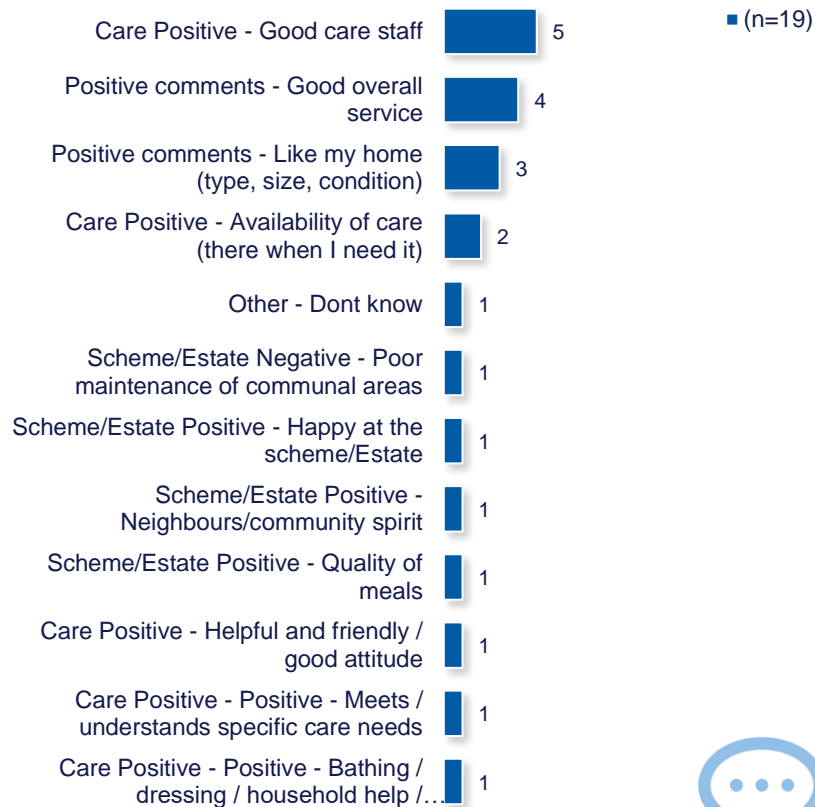
Year-on-Year Change – Minterne Apartments

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	100% *	68% (-32)
Well Maintained Home	100% *	86% (-14)
Safe Home	100% *	86% (-14)
Housing Management Team	100% *	62% (-38)
Communal Areas	100% *	60% (-40)
Repairs Last 12 Months	0% *	71% (+71) *
Time Taken Repairs	0% *	71% (+71) *
Neighbourhood Contribution	100% *	50% (-50)
Approach to Anti-Social Behaviour	100% *	44% (-56)
Kept Informed	100% *	62% (-38)
Complaints Handling	- *	36% (-)
Listens and Acts	100% *	65% (-35)
Fairly and with Respect	100% *	77% (-23)

*Less than 10 Responses

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

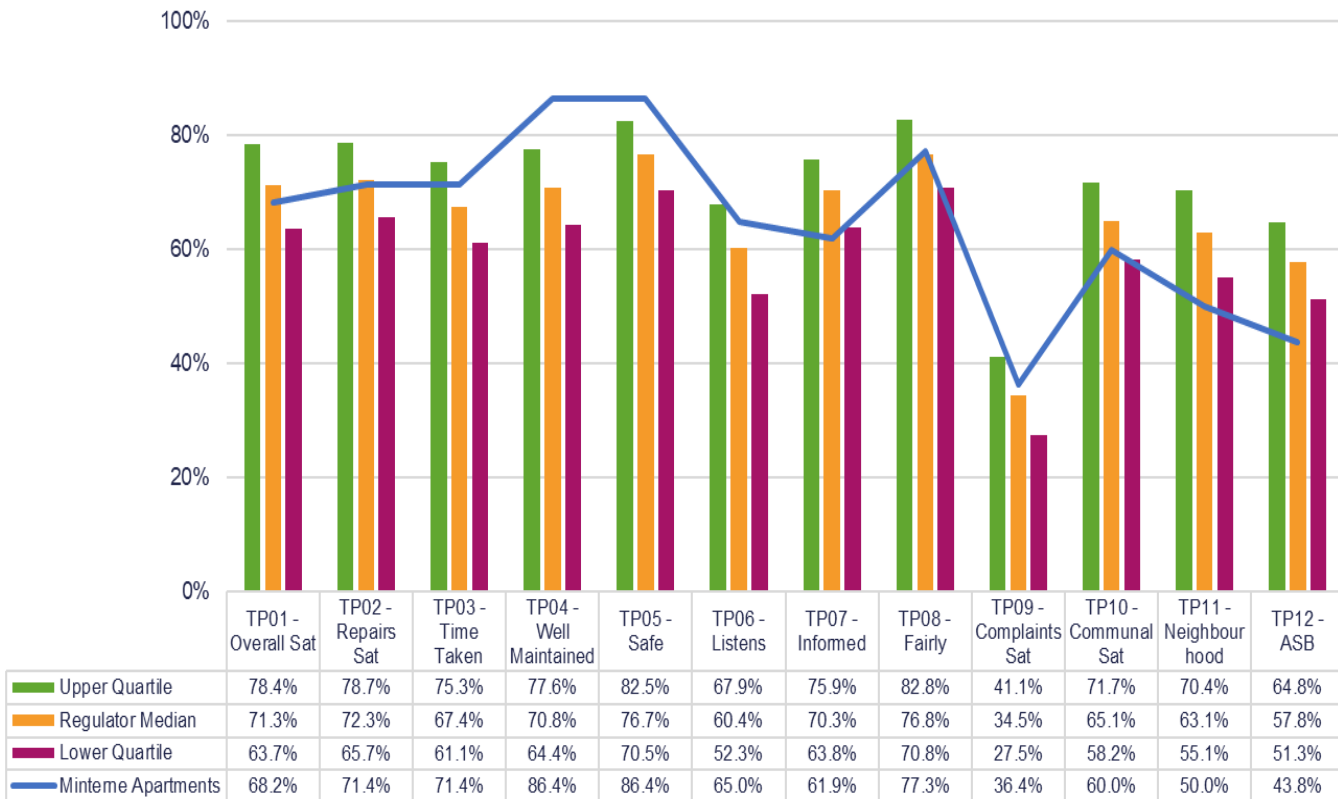


What one thing could Housing 21 do better to improve its services?



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

59%

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 19

Care Survey Summary

Housing 21



Safe

76%



Listened To

65%



Independent

59%



Activities and Hobbies

71%



Treat with Respect

71%



Get the Time Needed

71%



Get Help When Needed

47%



Preferences/Trained

47%



Care Plan Meets Needs

56%



Involved in Changes

50%



Time Changes
Communicated

33%



Communication Suits Me

50%

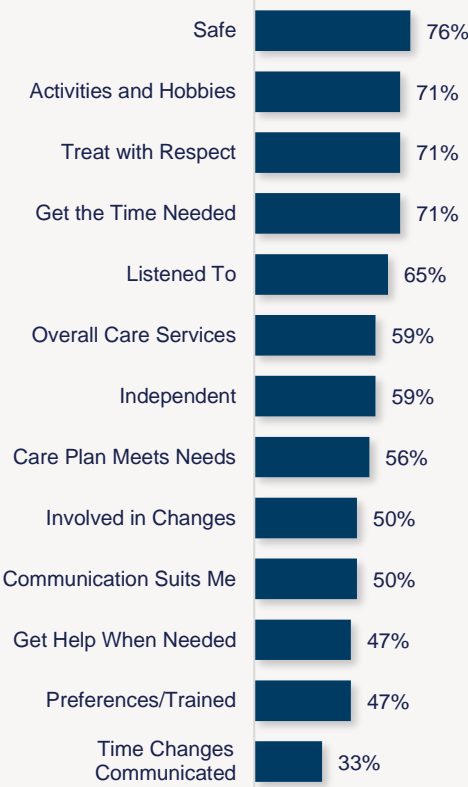
Benchmarking

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.

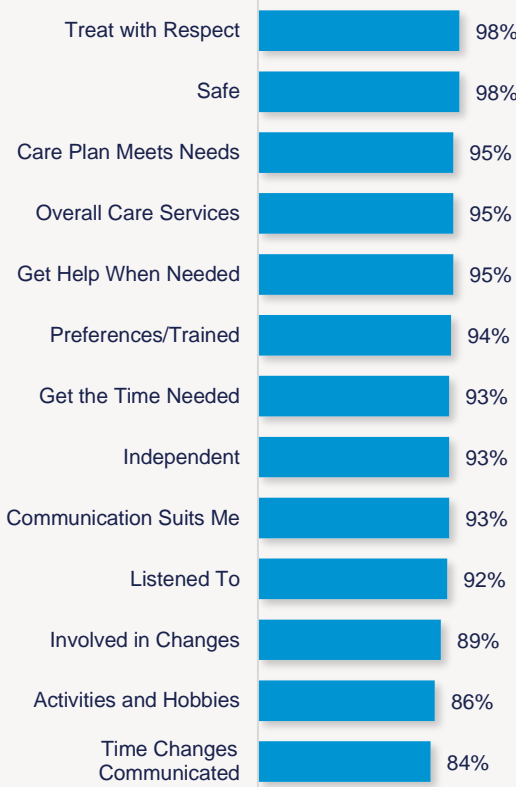
All the remaining measures received 90% or more satisfaction, apart from involved in changes (89%), activities and hobbies (86%), and 84% of residents satisfied with changes to the times they receive their care are communicated with.

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.

Minterne Apartments



Housing 21 Overall



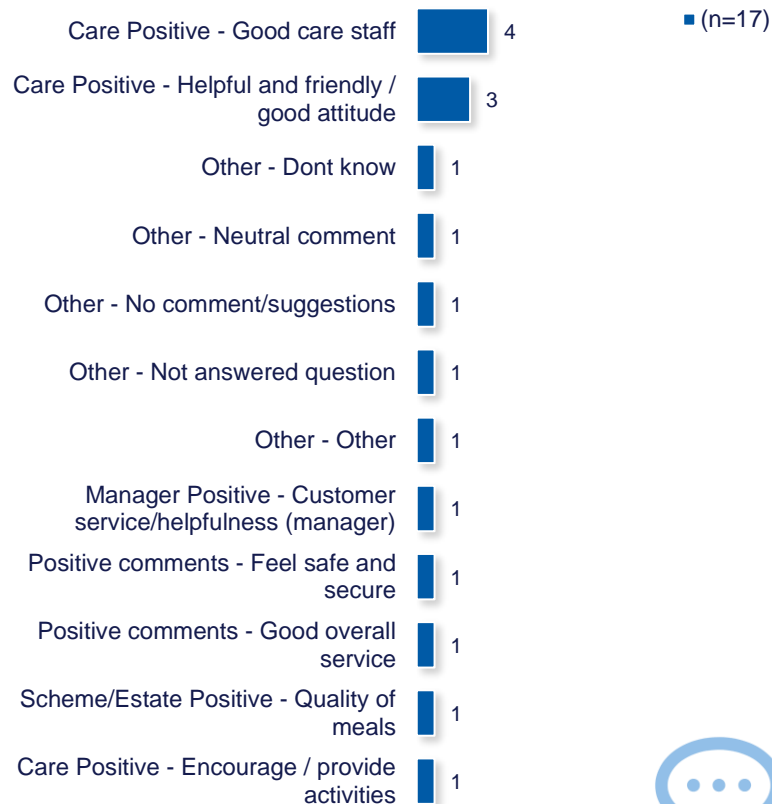
Year-on-Year Change

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.

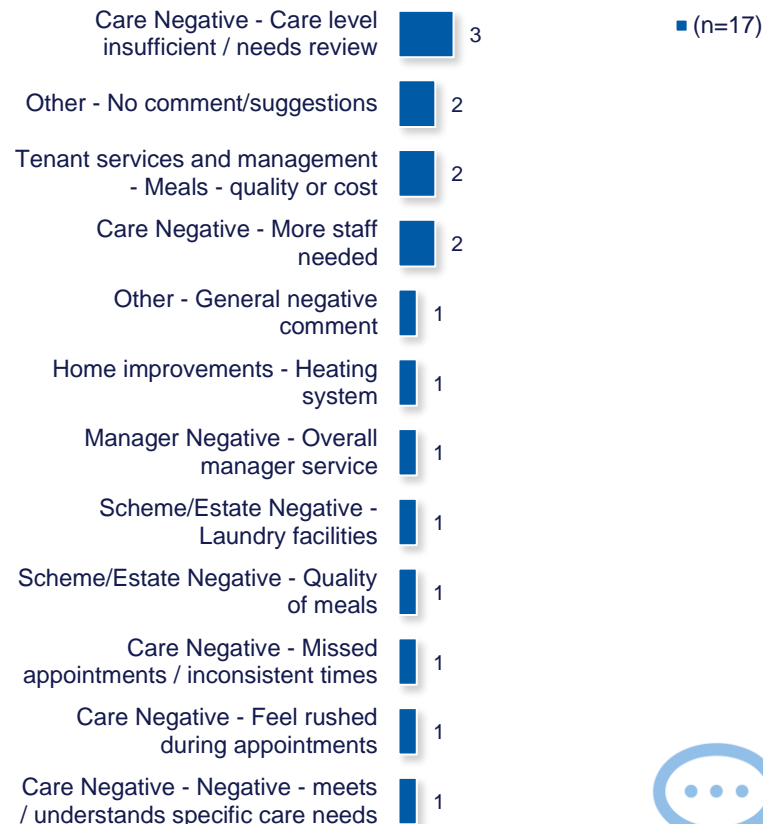
	2023/24	2024/25
Overall Care Services	80% *	59% (-21)
Safe	100% *	76% (-24)
Listened To	80% *	65% (-15)
Independent	60% *	59% (-1)
Activities and Hobbies	- *	71% (-)
Treat with Respect	80% *	71% (-9)
Get the Time Needed	80% *	71% (-9)
Get Help When Needed	100% *	47% (-53)
Preferences/Trained	- *	47% (-)
Care Plan Meets Needs	100% *	56% (-44)
Involved in Changes	40% *	50% (+10)
Time Changes Communicated	60% *	33% (-27)
Communication Suits Me	- *	50% (-)

*Less than 10 Responses

What do you like about your care service?



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



Scheme Performance

Energy Performance Certificate Score (Average score of all properties within the scheme)	85.5
Energy Performance Certificate Rating (Average score of all properties within the scheme)	B
Energy Performance Certificate - Date of assessment	09/11/2021
Overall Care Quality Commission Score	Not Yet Inspected
Date of last Care Quality Commission Score	Jan 00
No. Repairs - Last 12 months (Nov)	128
Total Repairs Spend (£) - Last 12 months (Nov)	£43,856.11
No. Anti-Social Behaviour Cases - Last 12 months (Nov)	0
No. Stage 1 Complaints - Last 12 months (Oct)	2
No. Stage 2 Complaints - Last 12 months (Oct)	1
Total No. Formal Complaints - Last 12 months (Oct)	3

TSM Summary of Approach

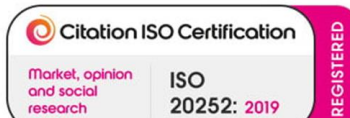
A. A summary of achieved sample size (number of responses)	22
B. Timing of survey	September 2024 to November 2024
C. Collection method(s)	Online, Postal, Telephone
D. Sample method	Census
E. Summary of the assessment of representativeness of the sample against the relevant tenant population	N/A
F. Details 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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