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# Housing 21 TSM Report - Rented

2023 Report

October 2023

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Housing 21 is a leading provider of retirement living and extra care housing for older people of modest means. Housing 21 operates in 240 local authority areas, managing over 23,300 properties and providing over 48,000 hours of social care each week.

Acuity has been commissioned to undertake, independent satisfaction surveys of different groups of Housing 21's residents, including retirement living, extra care, shared ownership, Walsall PPP and the properties transferring from Clarion, to collect data on their opinions of, and attitudes towards, their landlord and the services provided. This report covers the results from the residents renting either retirement living or extra care properties, with separate reports for the other groups.

The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory in April 2023 and will be reported for the first time in 2024.

## Introduction

Acuity has been commissioned to undertake one-off census surveys of Housing 21's extra care housing, retirement living, shared owners, ex-Clarion residents and those at Walsall PPP. This report focuses on those renting either retirement living or extra care accommodation from Housing 21. A survey questionnaire was sent to 11,701 retirement living and 5,594 extra care residents and received an excellent return of 10,207, a response rate of 59%. Credit must be given to the staff of Housing 21 for promoting the survey and receiving such a high return.

The census was primarily conducted by post, but residents were also given the opportunity to complete the questionnaire online if they wished. Of the 10,207 responses, 9,042 were by post with 1,165 online. The residents here are a mixture of retirement living and extra care rented residents and 6,555 and 3,650 responses were received respectively from these two groups (three responses were not classified). The responses were checked against the tenure and location of the resident population and as a result some weighting has been applied to the results to make them fully representative of the whole resident group.

The report includes the results from all the questions in the survey together with comments from the open-ended questions, an assessment of the national context, benchmarking information and a breakdown of results by tenure, scheme, age, length of tenancy and work and disability status, ethnicity and response method. The survey is confidential, and the results are sent back to Housing 21 anonymised.

The aim of this survey is to provide data on residents' satisfaction, which will allow Housing 21 to:

- Provide information on their rented residents' perceptions of current services
- Compare the results against previous surveys (where questions match)
- Compare the results with other social landlords (where appropriate)
- Inform decisions regarding future service development
- Report to the regulator from April 2024 onwards.

For the overall results, Acuity, Housemark and the Regulator of Social Housing recommend that landlords with over 10,000 properties achieve a sampling error of at least  $\pm 3\%$  at the 95% confidence level. For Housing 21's rented residents, 10,207 responses were received, and this response is high enough to conclude that the findings are accurate to within  $\pm 0.6\%$ . This is an excellent response and is well within the guideline figure and will give good, accurate results which Housing 21 can rely on being representative of all of their retirement living and extra care renting residents.



87%

Overall Satisfaction

# Key Metrics Summary 2023

The key metrics from the survey show that satisfaction among the retirement living and extra care tenants is high with Housing 21, 87% are satisfied with the overall services provided with even higher satisfaction for the upkeep of the communal areas (90%) and provision of a safe home (89%).

All the remaining measures receive 70% or more satisfaction apart from the handling of complaints where 49% are satisfied.

Satisfaction with the housing management team at the schemes is also high at 83%, and 86% feel they are treated fairly and with respect by Housing 21.



87% Well maintained home



71% Anti-social behaviour



89% Safe home



73% Listens & Acts



87% Repairs - Last 12 months



83% Keeps you informed



83% Time taken - Last repair



86% Treats fairly & with respect



90% Communal areas clean & well maintained



49% Complaints handling



70% Positive contribution to neighbourhood



83% Housing management team

As is shown in the pages below satisfaction has fallen a little since the previous surveys, but is this to do with Housing 21’s performance or other factors?

When considering the results, it is important that the national context and external factors should also be taken into account. For example:

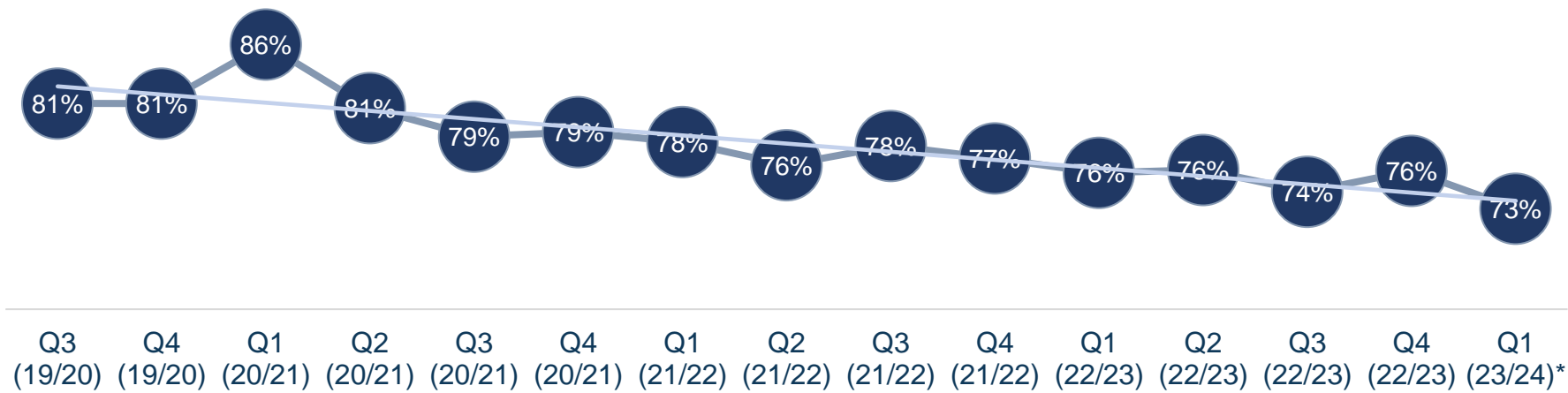
- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

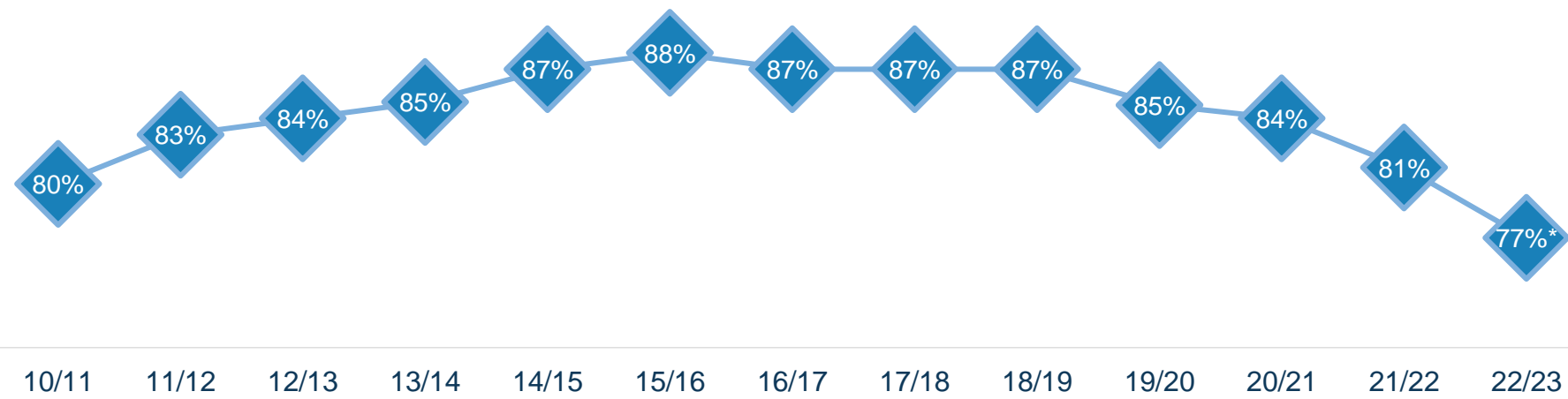
The top graph demonstrates how overall satisfaction has changed over time for Acuity’s clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members with a peak in 2015/16 and a slow decline since, this starting before the disruption caused by the COVID-19 pandemic.

# National Context

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF/Housemark median - general needs)



\*LCRA only onwards





**Overall Satisfaction**





Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Housing 21?” This is the key metric in any tenant perception survey.

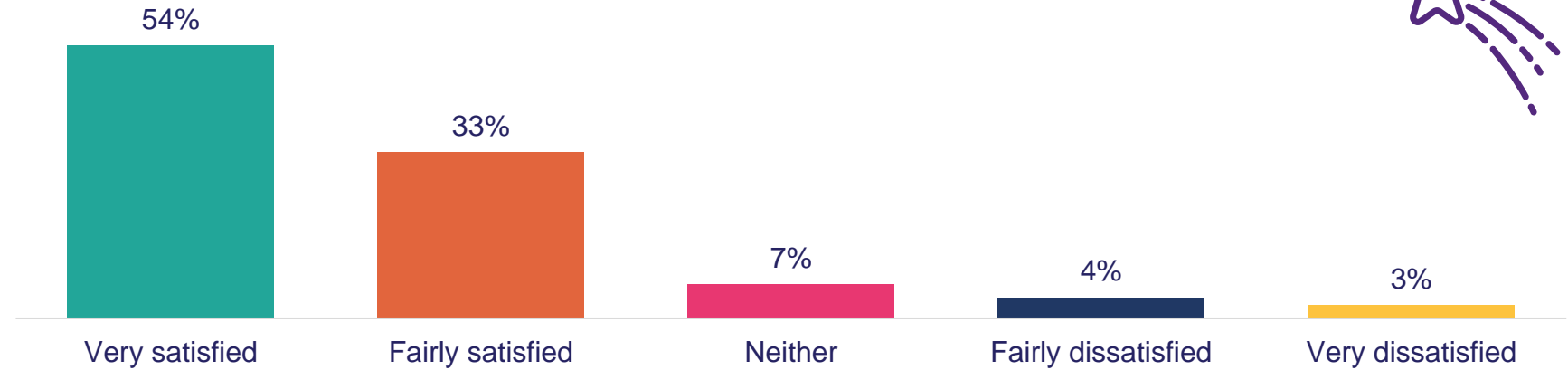
There are 87% of tenants satisfied with the overall services from Housing 21, with more very satisfied (54%) than fairly satisfied (33%). Just 7% of tenants are dissatisfied with the overall services provided and a further 7% are neither satisfied nor dissatisfied.

Housing 21 has carried out satisfaction surveys in 2019, 2021 and 2022 so it is possible to plot the trend in satisfaction over that period. In line with the general national trend, satisfaction has fallen a little from 92% in 2019 to 87% currently. This is perhaps expected so Housing 21 shouldn't be too concerned, and satisfaction remains high, although there are always areas that can be improved.

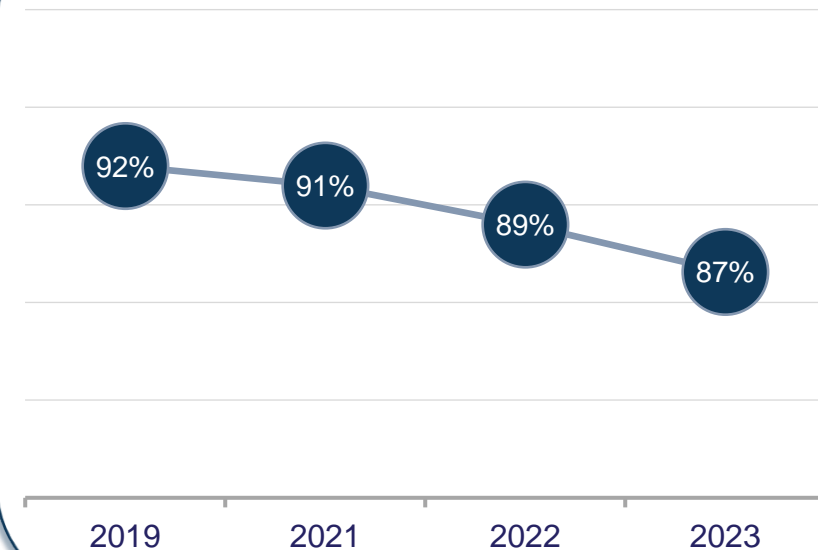
There is some evidence that the pressure on household finances is easing a little so it will be interesting to see whether satisfaction starts to turn back upwards in the coming couple of years.

There is virtually no difference in satisfaction between those in retirement living or extra care accommodation.

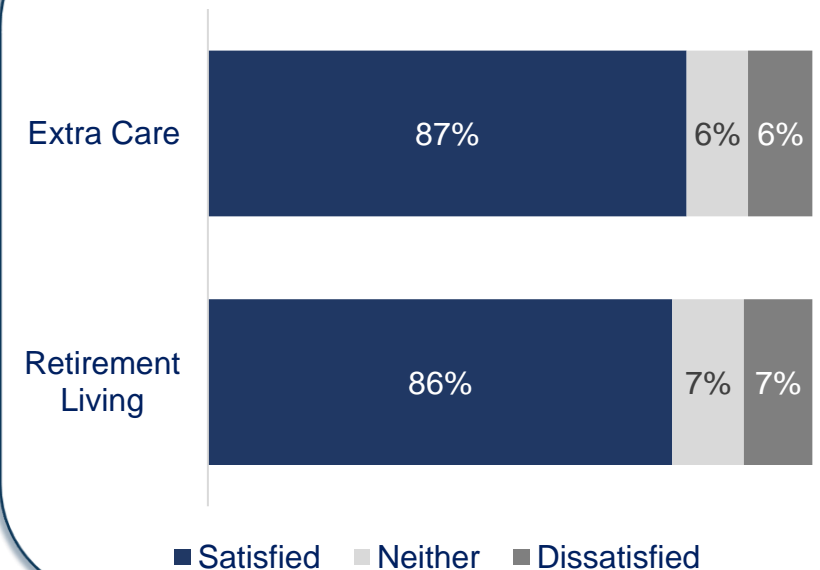
## Overall Satisfaction



### Over Time



### By Tenure





# Keeping Properties in Good Repair





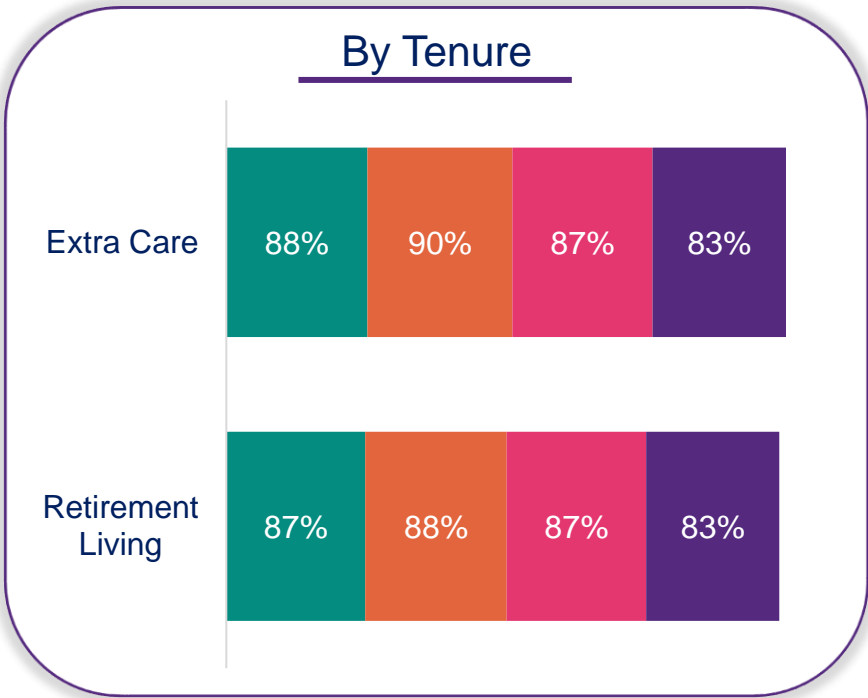
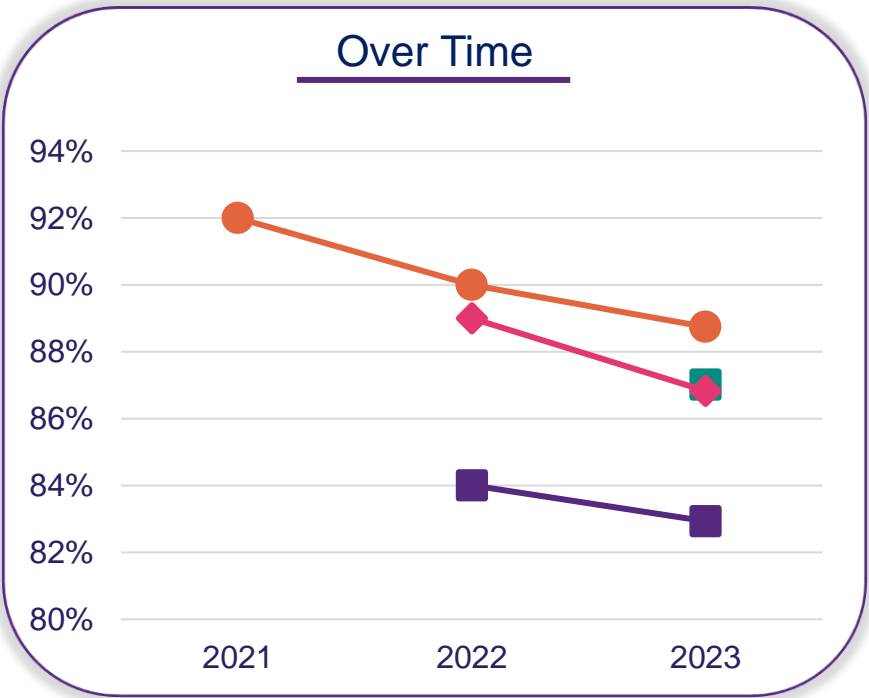
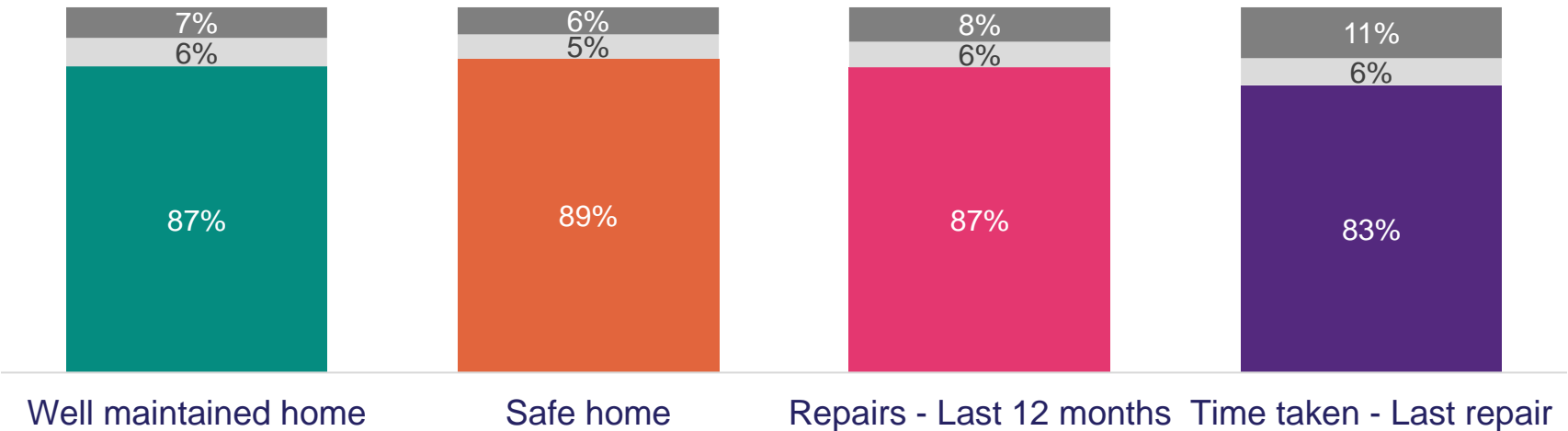
# Keeping Properties in Good Repair

Satisfaction with the home is also high with 87% of tenants who feel their homes are well maintained, and more feeling they are safe (90%), although this aspect has fallen in satisfaction marginally since the previous two surveys.

Satisfaction is also high with the repairs service in the last 12 months (87%), although this is down 2% since the previous survey in 2022.

Slightly fewer (83%) are satisfied with the time taken to complete their last repair, with 11% dissatisfied, whilst satisfaction is similar to last year, down just 1%.

The levels of satisfaction from the two groups of tenants are virtually identical so it appears that the type of service these tenants receives makes little or no difference to how they view the services they receive.







# Responsible Neighbourhood Management





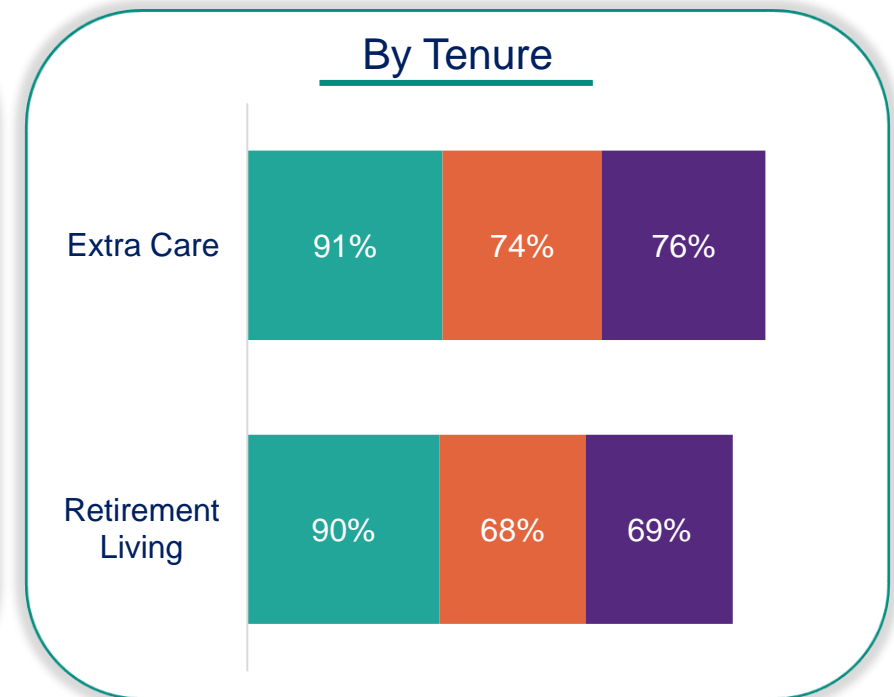
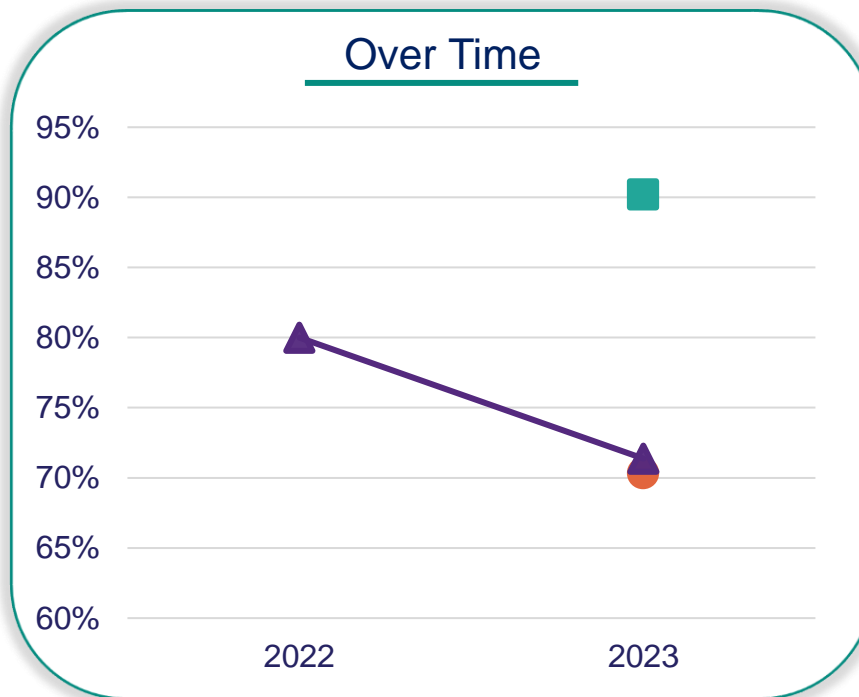
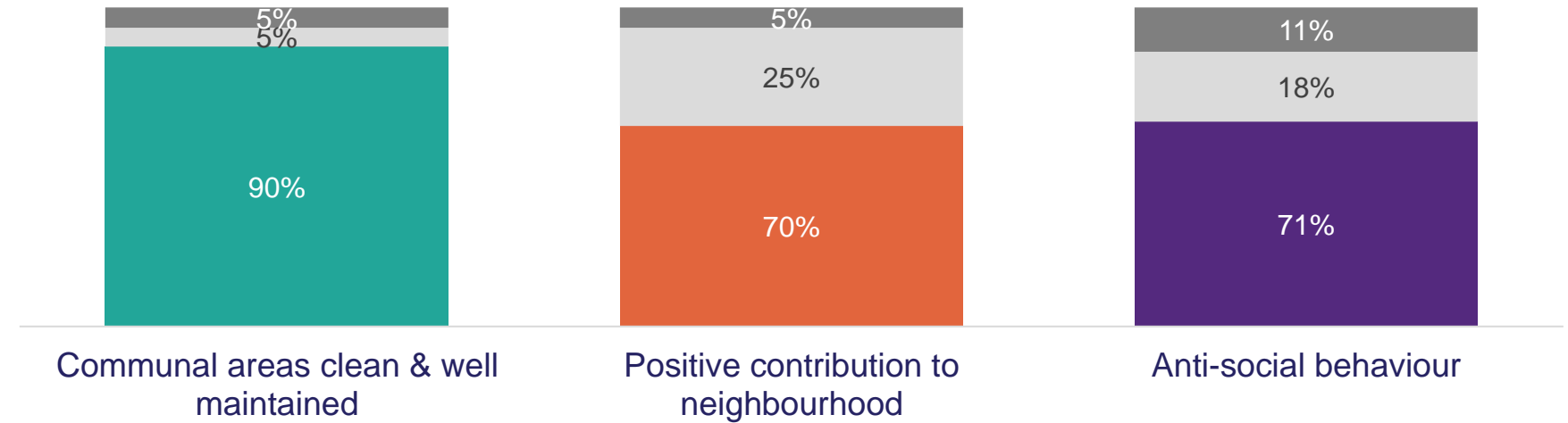
# Responsible Neighbourhood Management

The vast majority of tenants (96%) live in a building with communal areas that Housing 21 is responsible for maintaining. Nine out of ten of these tenants are satisfied that Housing 21 keeps their communal areas clean and well maintained (90%), with just 5% dissatisfied.

Fewer tenants are satisfied that Housing 21 makes a positive contribution to their neighbourhood, 70% but dissatisfaction is low, a quarter of tenants giving a neither answer, possibly because they are unaware of the contribution that Housing 21 does make.

Satisfaction with the way anti-social behaviour is dealt with has fallen from 80% in 2022 to 71% currently, with 11% dissatisfied with its handling.

Whilst there is virtually no difference between the two tenure types on the upkeep of the communal areas, extra care tenants are a little more satisfied with both the contribution made to the neighbourhood and the handling of ASB.





**Respectful & Helpful Engagement**





# Respectful & Helpful Engagement

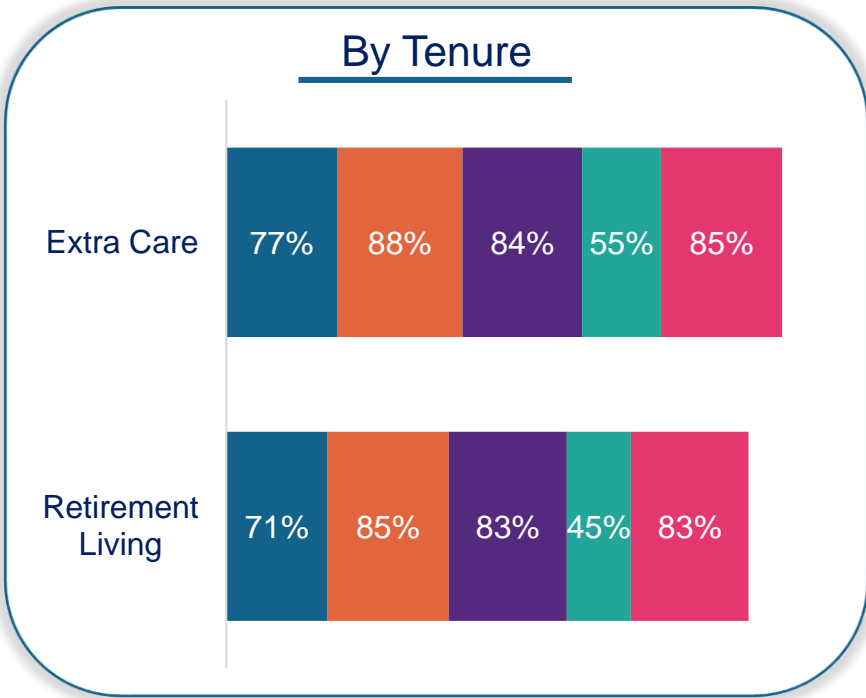
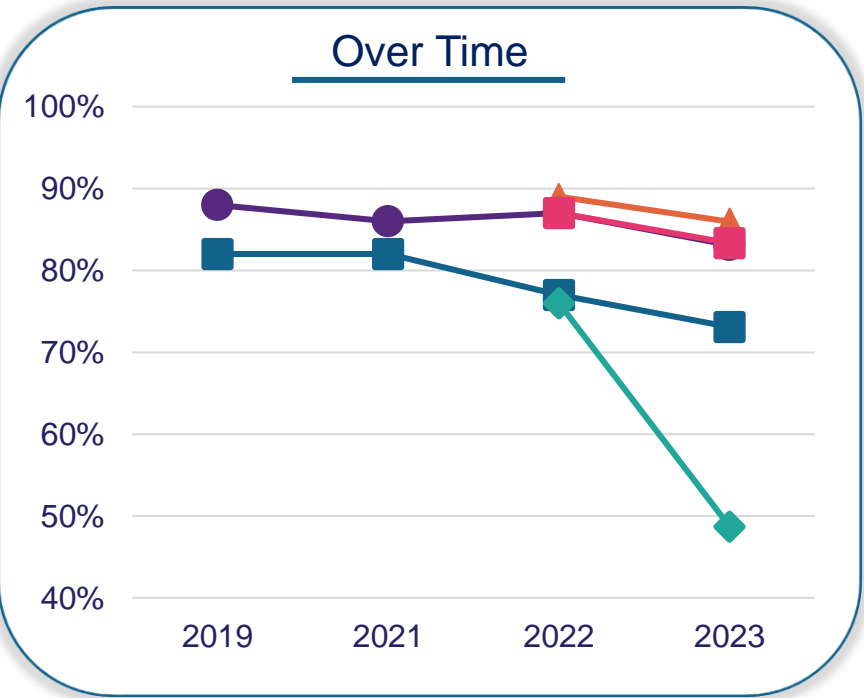
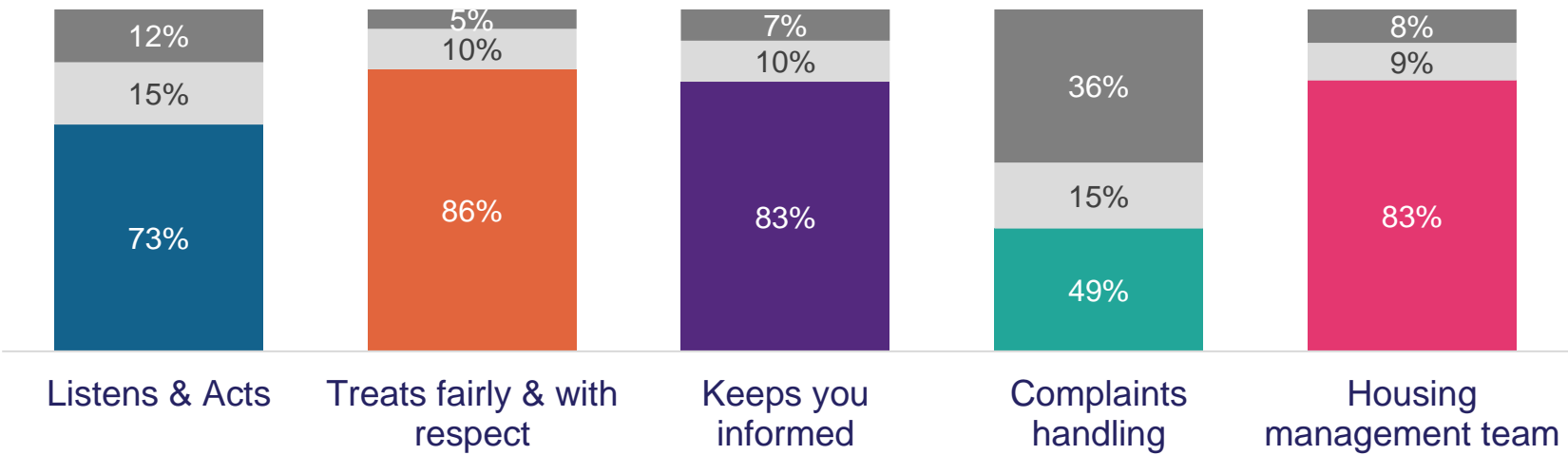
Over eight out of ten tenants are satisfied with how they are kept informed about things that matter to them (83%), although fewer are satisfied that Housing 21 listens to their views and acts upon them (73%). However, satisfaction with both these measures has decreased since last year; down 4% for both.

Six out of seven tenants agree that they are treated fairly and with respect (86%), although this is also down a little (down 3%).

There are 17% of tenants who said they had made a complaint to Housing 21 in the last 12 months, although it is not clear whether these are genuine complaints following a failure of service or service requests yet to be fully actioned. Nevertheless, of these tenants just 49% are satisfied with the way complaints are handled, with over a third of tenants dissatisfied (36%). Satisfaction has decreased by 27% since 2022 but this corresponds with a change of format where a qualifying question was added so only those making a complain are now asked how it was handled.

Satisfaction with the housing management team at the schemes is high at 83%.

Again, there is little between the two tenure groups apart from the handling of complaints where 10% more extra care tenants are satisfied.





## Likes & Improvements



# Comments – Likes about the service provided



The tenants were asked what they like about the service provided by Housing 21 and 7,511 tenants gave comments, the subject of these being shown opposite.

On top of the list of likes is the attitude of the staff, this attracting 17% of the comments made, whilst 13% say they feel safe and secure in their homes. There are 9% of comments about the good overall service and the customer service provided by the scheme manager whilst many like their home and the scheme, the quality of cleaning, the repairs teams and their neighbours.

The following page includes some of these comments in full and gives a flavour of how residents feel about their homes, schemes and the services they receive, although these only represent a small number of all the comments made.

The full text of these comments is included on the Acuity dashboard and within the accompanying data files and will help Housing 21 better understand what residents like about the services and what areas may need some improvement.

However, these comments generally reflect the high levels of satisfaction shown throughout the report.

Number of respondents: 7,511

# Like About the Service – Example Comments

Positive comments – attitude of staff	Positive comments – feel safe & secure	Positive comments – good overall service	Manager positive – customer service/helpfulness
<p><i>"I like everything about the building / H21. I will say the help / support I get from the housing team is very good."</i></p> <p><i>"Very caring, help when needed. Listening and being considered, patient. Overall happy. Thank you."</i></p> <p><i>"Friendly staff who are always happy to help."</i></p> <p><i>"All the carers and office staff here have shown respect and kindness."</i></p> <p><i>"Carers brilliant when my late wife and I needed their help."</i></p> <p><i>"Services provided always in a friendly professional manner. Prompt response to queries and help when required."</i></p> <p><i>"All staff are friendly and genuinely care for the residents."</i></p> <p><i>"I have only been resident here for about 7 weeks but am impressed by the friendliness of all the staff and the courtesy shown towards residents."</i></p>	<p><i>"I feel safe and secure living here."</i></p> <p><i>"We are well looked after with H21. I am happy and feel secure. Our Scheme Manager is always here to help and very approachable, which is lovely."</i></p> <p><i>"I like the security as it makes me feel safe."</i></p> <p><i>"Housing 21 has been my landlord since 2001 as I am quite happy and free safe living here at clement court. I am a single lady aged nearly 89 I feel any queries I wanted would be attended to quickly."</i></p> <p><i>"The security of the court which includes the checks of all new tenant applications being enforced by our caring and helpful court manager Sarah."</i></p> <p><i>"A safe and clean environment."</i></p> <p><i>"Housing 21 makes me feel secure in my tenancy. They act when I have a problem. Tanya and Nicole are very professional but also very friendly and helpful."</i></p>	<p><i>"They are excellent."</i></p> <p><i>"I think that H21 have the right approach to the things that matter, people are treated fairly and in a respectful manner. Therefore, one feels valued no matter one's ethnicity."</i></p> <p><i>"Everything seems perfect in my life at the moment."</i></p> <p><i>"I like the way they work, more in particular I help them because I am a volunteer and we both work in hand and the care workers are respectful."</i></p> <p><i>"I am very satisfied with Housing 21 because I think they are a very fair company and is run with the thought of the people who live here. I have no complaints whatsoever. With Housing 21 and I'm very happy here."</i></p> <p><i>"I don't have to worry about anything."</i></p> <p><i>"Comfortable and well looked after. I am deaf. I love it here."</i></p>	<p><i>"Well maintained flat and very helpful Court Manager."</i></p> <p><i>"Our manager is very good, and patient and our cleaner is brilliant."</i></p> <p><i>"Housing management team is friendly and helpful."</i></p> <p><i>"Court manager is very professional and caring."</i></p> <p><i>"Being effectively supported to live independently in secure and pleasant environment."</i></p> <p><i>"The care and love from our manager. Prompt to resolve issues or concerns."</i></p> <p><i>"I think our manager is very efficient and friendly. Also, you can stay in any Housing 21 room in the whole of Great Britain."</i></p> <p><i>"The local housing manager is so very helpful which I appreciate."</i></p> <p><i>"The court manager has helped me to claim benefits and also helped me with personal problems."</i></p>



# Improvement Suggestions

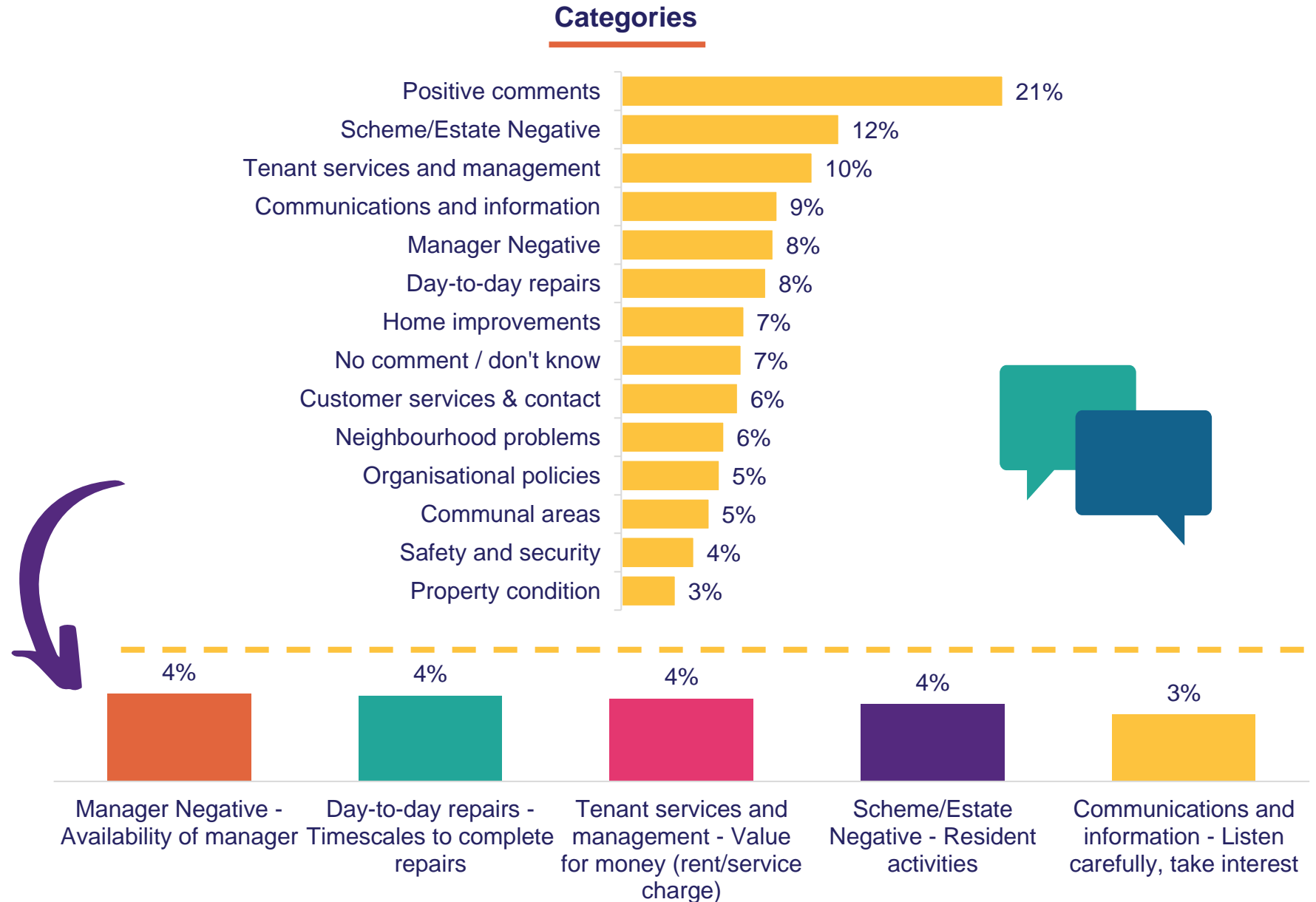
Residents were also asked if there was one thing Housing 21 could do to improve its services, and what would they like it to be, and 6,599 residents gave comments.

Over a fifth of these residents (21%) are positive about the current services provided and 7% had no suggestions, perhaps also feeling no improvements are needed.

However, 12% of the comments focus on the scheme, with 10% about tenant services, 9% about communications and 8% about the scheme manage and the repairs service.

In particular, some tenants would like the manager to be more available, repairs done quicker, better value for money, better or more frequent activities and for staff to listen to them more carefully and understand their issues.

Again, a selection of the more negative comments are shown overleaf, and these will help Housing 21 target areas for improvement.



Number of respondents: 6,599

# Improvements to Service – Example Comments

Scheme/Estate	Tenant services and management	Communication and information	Scheme manager
<p><i>"It needs a better way to organise its social activities."</i></p> <p><i>"More evening entertainment where relatives can join in with."</i></p> <p><i>"More group activities."</i></p> <p><i>"Provide more activities and entertainment for residents and keep the bistro open to provide meals and refreshments."</i></p> <p><i>"Change the washing machines as they are extremely noisy when spinning out the clothes."</i></p> <p><i>"Give us Wi-Fi."</i></p> <p><i>"Would be helpful to have a guest room. Got family to visit."</i></p> <p><i>"Seriously improve the state of the communal areas. The whole court is looking very shabby."</i></p> <p><i>"Provide more outings for people who cannot get out."</i></p> <p><i>"The Appello system needs a complete overhaul as the service they provide sadly falls short of being professional."</i></p>	<p><i>"Return to having an on-site manager to provide the support we pay for in our service charges."</i></p> <p><i>"Keep costs down."</i></p> <p><i>"Consistent call times and length - I don't get my full allotted time, being short staffed is always mentioned but I still pay the same."</i></p> <p><i>"To give tenants the chance to take another flat. When one is empty before any list comes into play, we are paying rent we should have a choice."</i></p> <p><i>"Reduce the rent."</i></p> <p><i>"Put the Service charges down to make it more affordable living for people living in here."</i></p> <p><i>"It would be helpful if there was a handyman on site."</i></p> <p><i>"Sort out the billing procedure as we had an arrears notice before we received a bill. Could be shown how to use heating system and Appello system have asked several times but still not been shown."</i></p>	<p><i>"Listen to the tenants really listen and try to understand them from their eyes."</i></p> <p><i>"Better communication on feed back. After making complaints."</i></p> <p><i>"At a local level, more regular and well-run tenants' meetings?"</i></p> <p><i>"Listen to tenants lived experience - have thorough change overs. We have had five managers in 13 years. Reduce excessive rent rises."</i></p> <p><i>"Communication to tenants BEFORE the powers that be have made up their mind to change things. When I moved here in early 2000s tenants were asked their opinion on a change BEFORE not AFTER as seems to be today's norm."</i></p> <p><i>"Would like someone from H21 to come and introduce themselves to me."</i></p> <p><i>"Communicate and listen to the residents, and act on what they say."</i></p> <p><i>"They should keep us more informed as to what is going on."</i></p>	<p><i>"Have somebody available in the office at weekends."</i></p> <p><i>"It would be handy to have someone in the office at the weekends, mostly Saturday if only until 1pm. It would be a big help."</i></p> <p><i>"Our court manager is the best ever, but she rarely does a full week as she goes to provide cover at other courts. Almost every week we only get 75% of the court manager."</i></p> <p><i>"Having a manager here all week &amp; not part time or never."</i></p> <p><i>"Make it easier to get in contact with member of staff for discussion of problems."</i></p> <p><i>"Managers need to improve communication and return phone calls."</i></p> <p><i>"More interaction from court manager which would keep residents better informed."</i></p> <p><i>"Not take our local housing manager away from our court, I know they have to cover other courts, but lately she's asked to cover quite a few times and sometimes it is 3 days a week."</i></p>



# Trends



Housing 21 has previously carried out surveys in 2019, 2021 and 2022 before this survey. However, only in the last survey do most of the questions match those used in 2023.

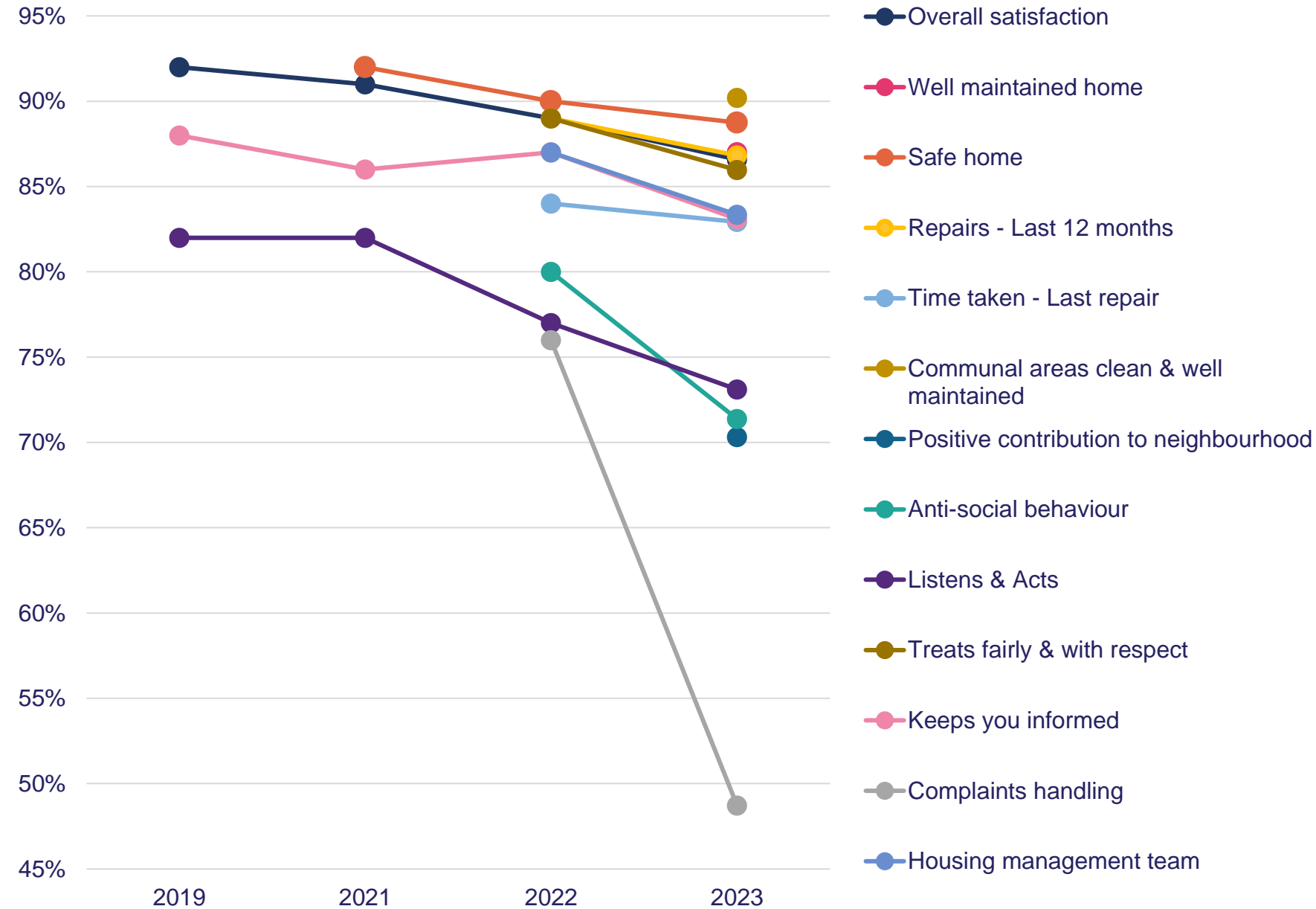
As shown, satisfaction has generally decreased a little since the previous survey in 2022, albeit from a high starting point.

Overall satisfaction has only changed by 2% with small changes of 4% or less for most of the other measures.

The exceptions are for the way anti-social behaviour is handled (down 9%) and 27% fewer are satisfied with the way complaints are handled. However, this question now includes a qualifier, meaning only those reporting complaints are asked for their satisfaction with the way it was handled rather than previously when all residents were asked about the general approach to complaints handling. This has led to a general decline in satisfaction with this measure across the sector.

Despite this general downturn, given the current operating environment this still represents a good set of results.

# Trend Over Time





## Year on Year Change

The table opposite shows the changes since the previous survey in a different format to the previous page.

This reiterates the downward movement of satisfaction, albeit from a very high start and in most cases by a small amount.

Given the current economic climate, this is a good result and Housing 21 should be proud that it has been able to maintain such high levels of satisfaction with the service it provides for its retirement living and extra care residents.

	2022	2023	Change
Overall satisfaction	89%	87%	-2%
Well maintained home	--	87%	
Safe home	90%	89%	-1%
Repairs - Last 12 months	89%	87%	-2%
Time taken - Last repair	84%	83%	-1%
Communal areas clean & well maintained	--	90%	
Positive contribution to neighbourhood	--	70%	
Anti-social behaviour	80%	71%	-9%
Listens & Acts	77%	73%	-4%
Keeps you informed	87%	83%	-4%
Treats fairly & with respect	89%	86%	-3%
Complaints handling	76%	49%	-27%
Housing management team	87%	83%	-4%



# Understanding Satisfaction



# Annual Satisfaction & Dissatisfaction

The charts opposite show both the range of satisfaction and dissatisfaction with the different measures included within the survey.

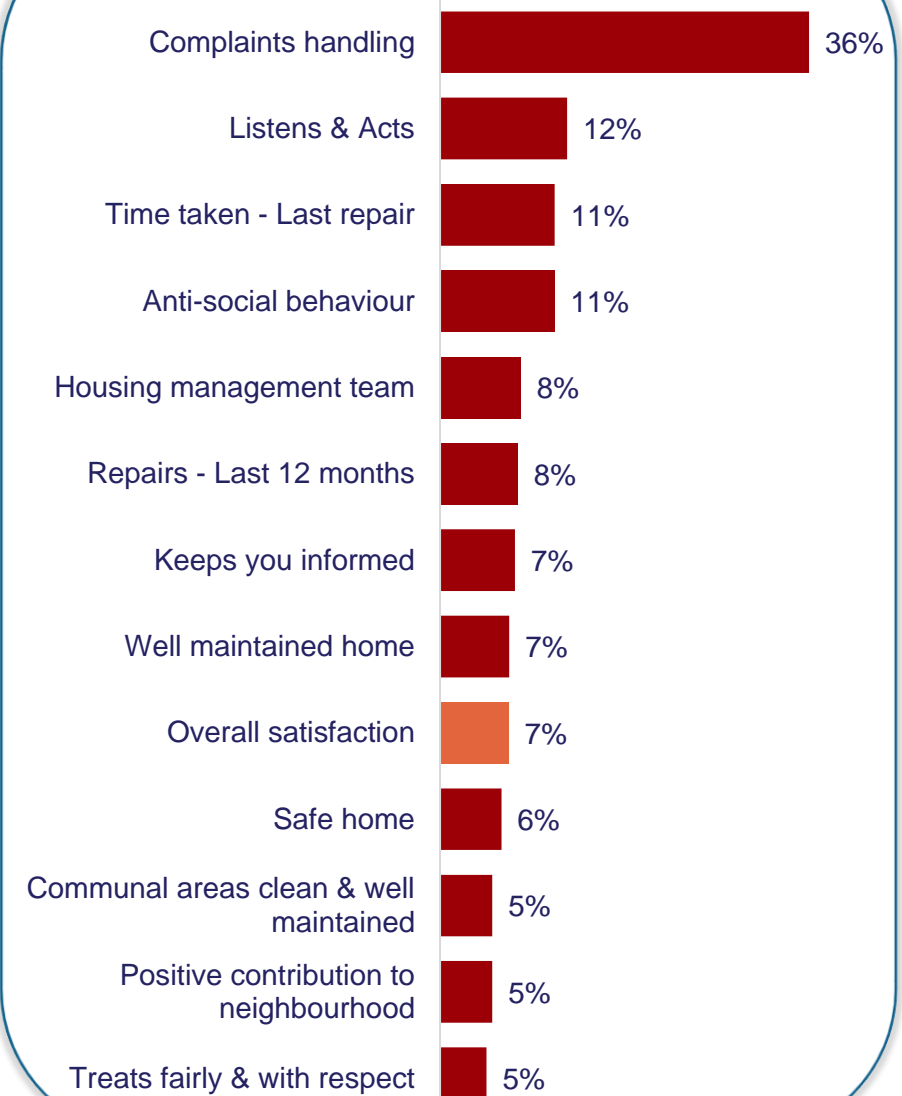
Satisfaction is high, with 87% of residents satisfied with the overall service provided, and even higher satisfaction for the cleaning and maintenance of the communal areas and the provision of a safe home.

As a consequence, dissatisfaction is low, just 7% overall and the most being for how views are listened to and acted upon (12%). Apart from the handling of complaints, where just 49% of residents are satisfied and 36% are dissatisfied.

## Satisfaction with measures



## Dissatisfaction with measures



# Key Driver Analysis

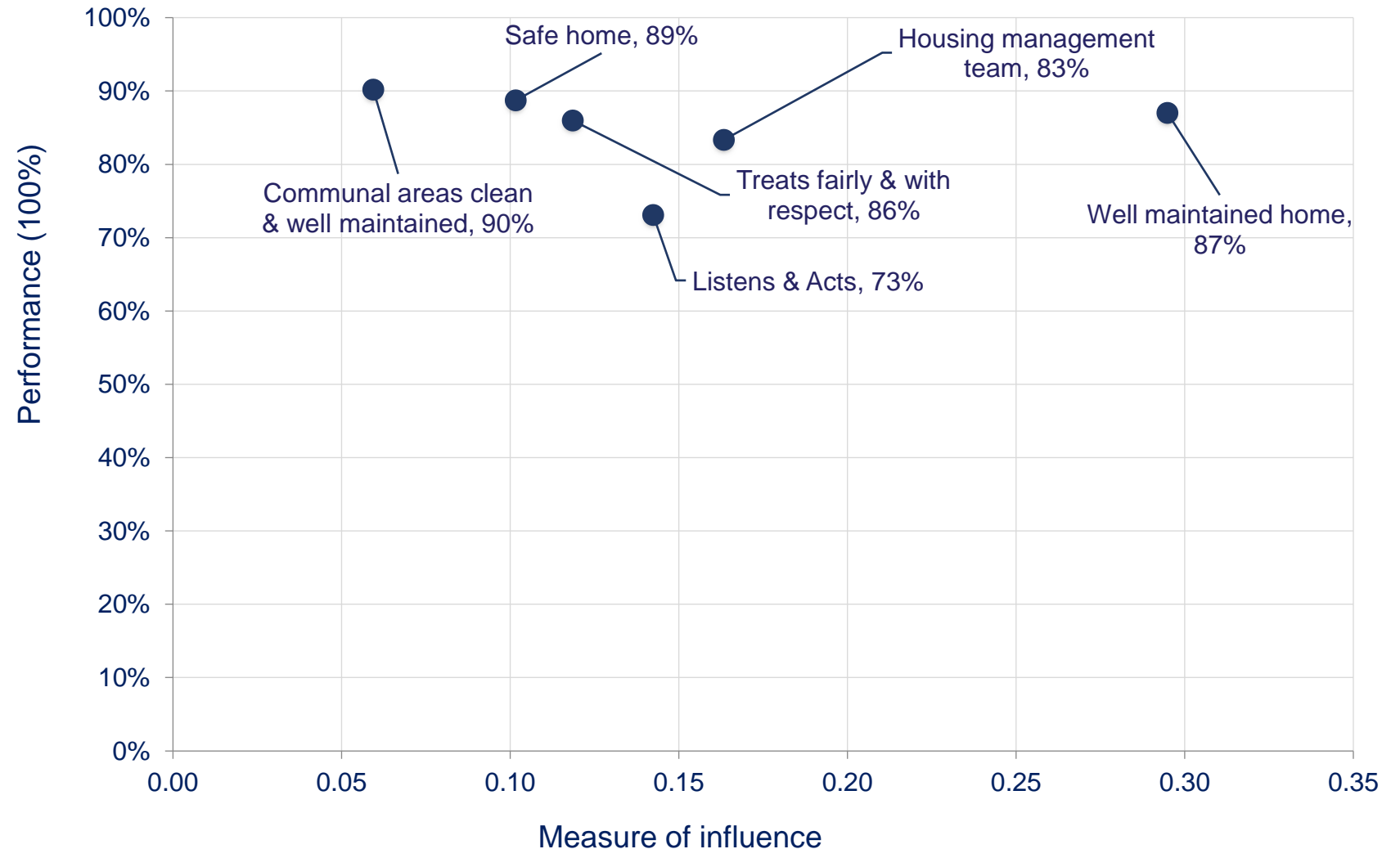
Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for residents' overall satisfaction.

Each landlord will have a unique pattern and for Housing 21 rented residents the most important driver for residents' satisfaction with the overall services is that their home is well-maintained followed by the performance of the local housing management team.

Also important, but less influential, is the way views are listened to, tenants are treated fairly and with respect, their home is safe, and the communal areas are kept clean and well maintained.

The implication of this analysis is that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

## Key Driver Analysis – Overall Satisfaction





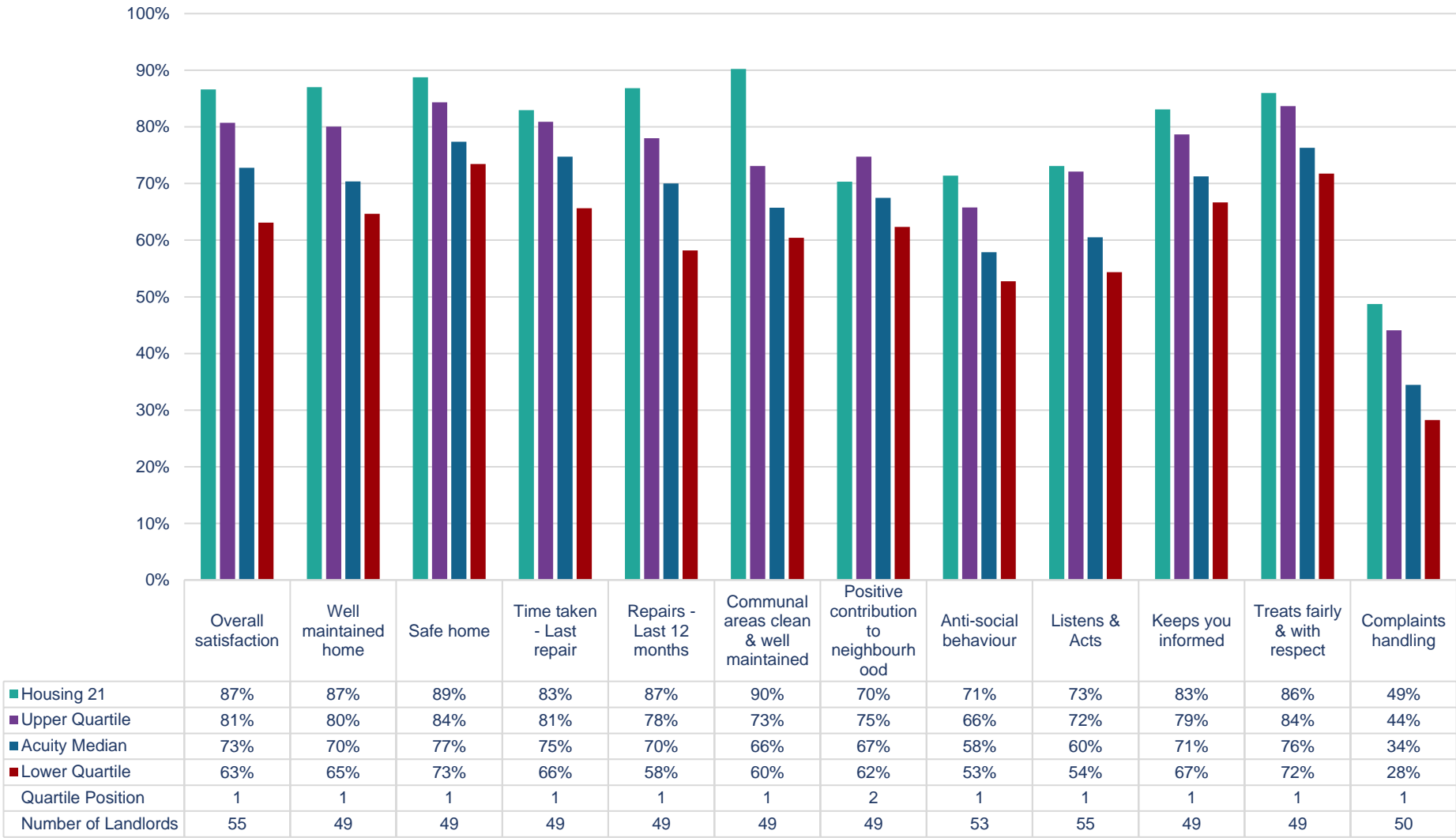
It is also possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected in Q1 2023/24. This group is for LCRA residents only. The landlords in the group are primarily general needs but are of different types, sizes and locations.

Housing 21’s retirement living and extra care residents compare exceptionally well against this group being in the top quartile for all the TSM measures included in the survey, apart from the contribution made to the neighbourhood which is in the second quartile. It is common that supported and older persons residents are more satisfied than their general needs counterparts, so it is, perhaps, not surprising that this group compares so well. However, it does emphasise the high level of satisfaction with this group of residents.

Currently, there is limited benchmarking information based on the TSM measures but as landlords start to submit their results to the Regulator during next year, it will be possible to compare results with a better peer group, more closely matching the characteristics of Housing 21. In the meantime, this does help to set the context in which Housing 21 operates.

# Benchmarking

Acuity Clients – Q1 23/24



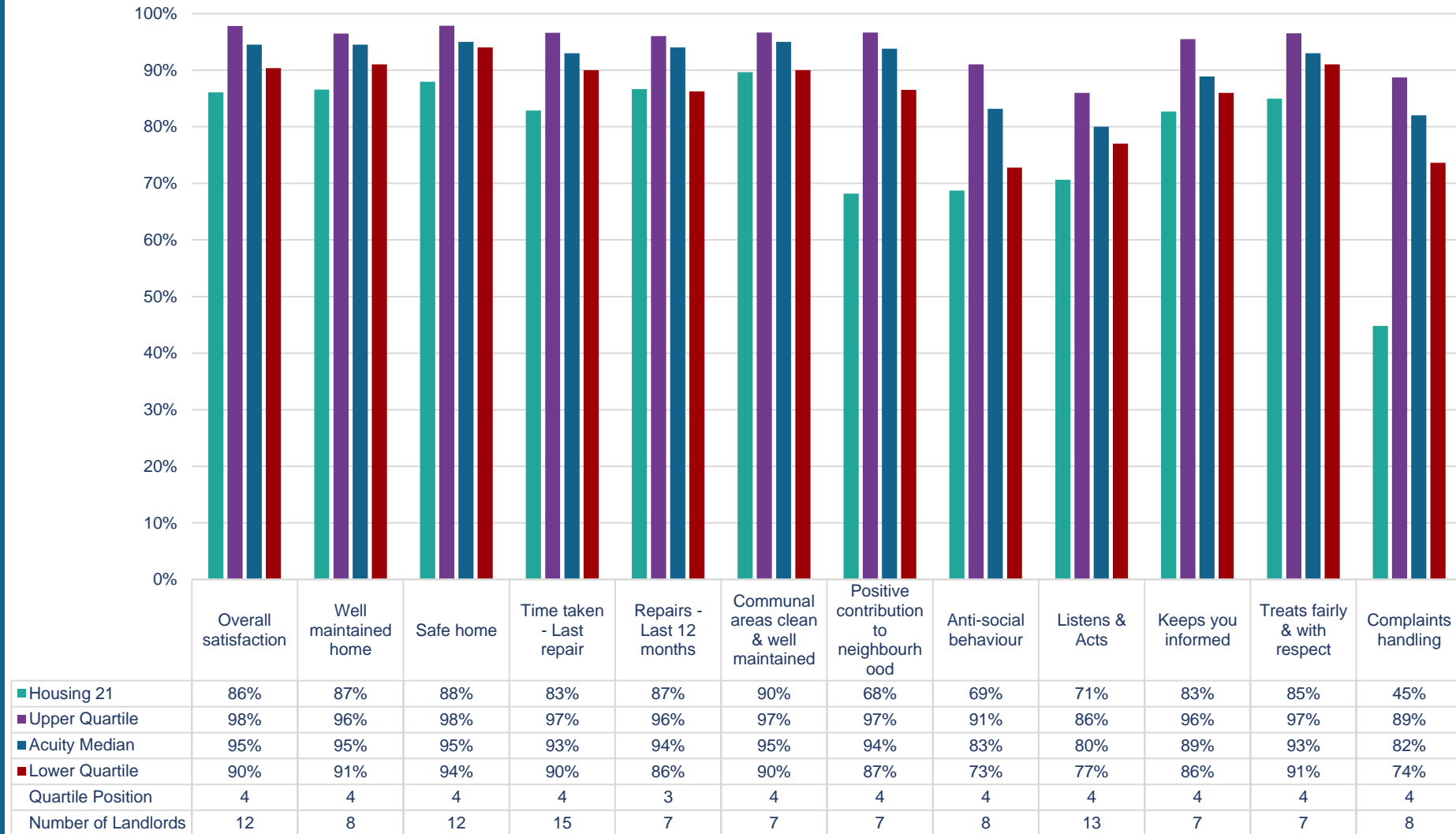
# Benchmarking

Acuity operates a range of specialist benchmarking clubs for small providers so here is shown the results from the Housing for Older People club for 2022/23 as these more closely match the type of services Housing 21 provides. However, the numbers are currently limited and will be for providers of less than 1,000 units rather than nationally based organisations such as Housing 21.

Against this group, the results from the retirement living residents don't compare as well and, perhaps, empathise the difficulty of providing a consistent quality service across such a wide range of schemes.

All measures fall below the medians so are predominately in the lower quartile of what is a high performing group. Whilst the characteristics of the providers in this group differ from Housing 21, this does, again, help to provide some context to the results.

## Acuity HfOP Benchmarking Club – 2022/23

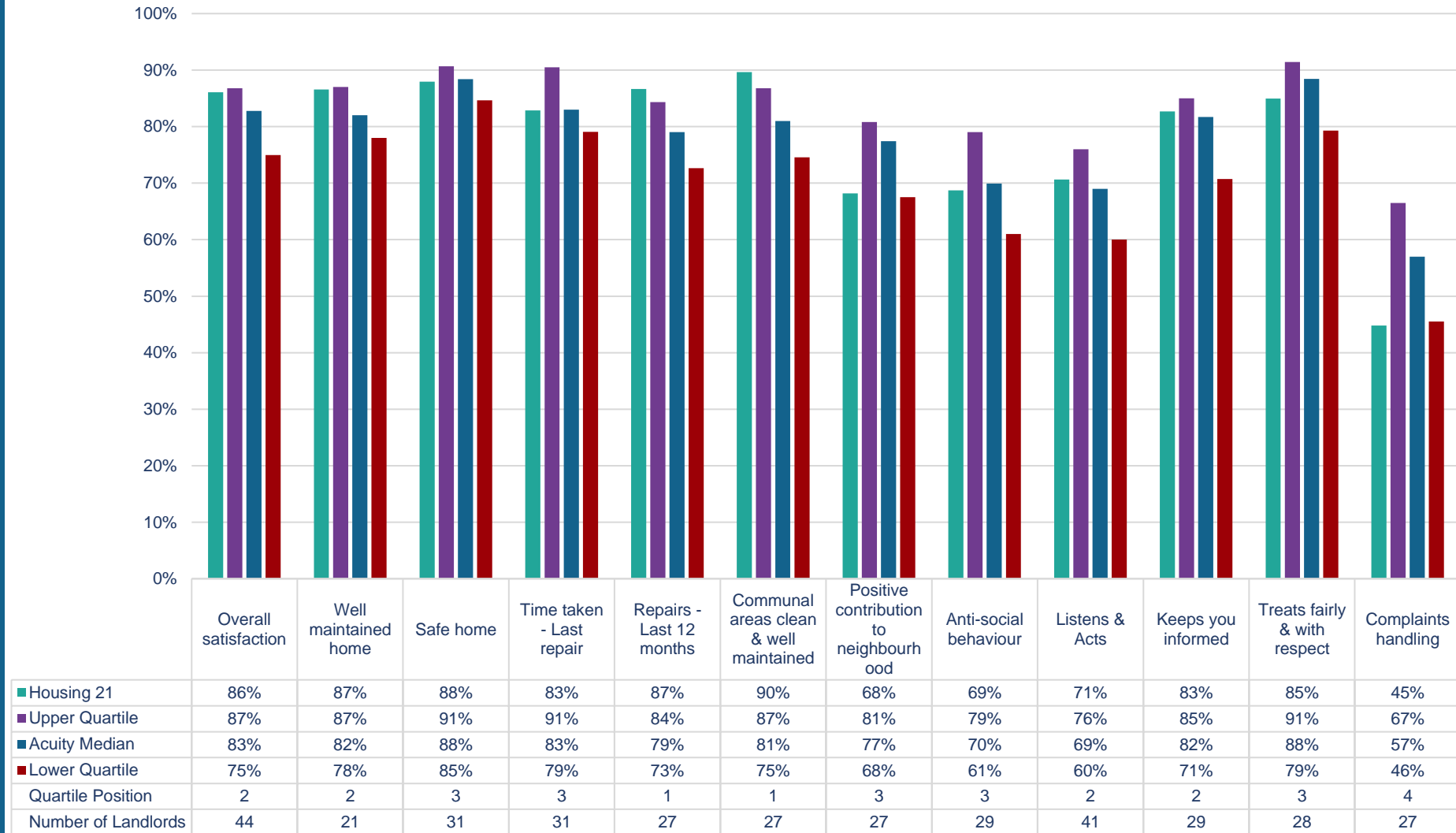


# Benchmarking

## Housemark HfOP – 2022/23

This chart shows another group of landlords to compare with, this time those providing Housing for Older people who subscribe to Housemark. By definition these will be larger than the previous group but will vary in type, size and location.

Against this group, Housing 21 fares better with two measures in the top quartile and four in the second quartile, including with the overall services. Just the handling of complaints falls into the lower quartile.



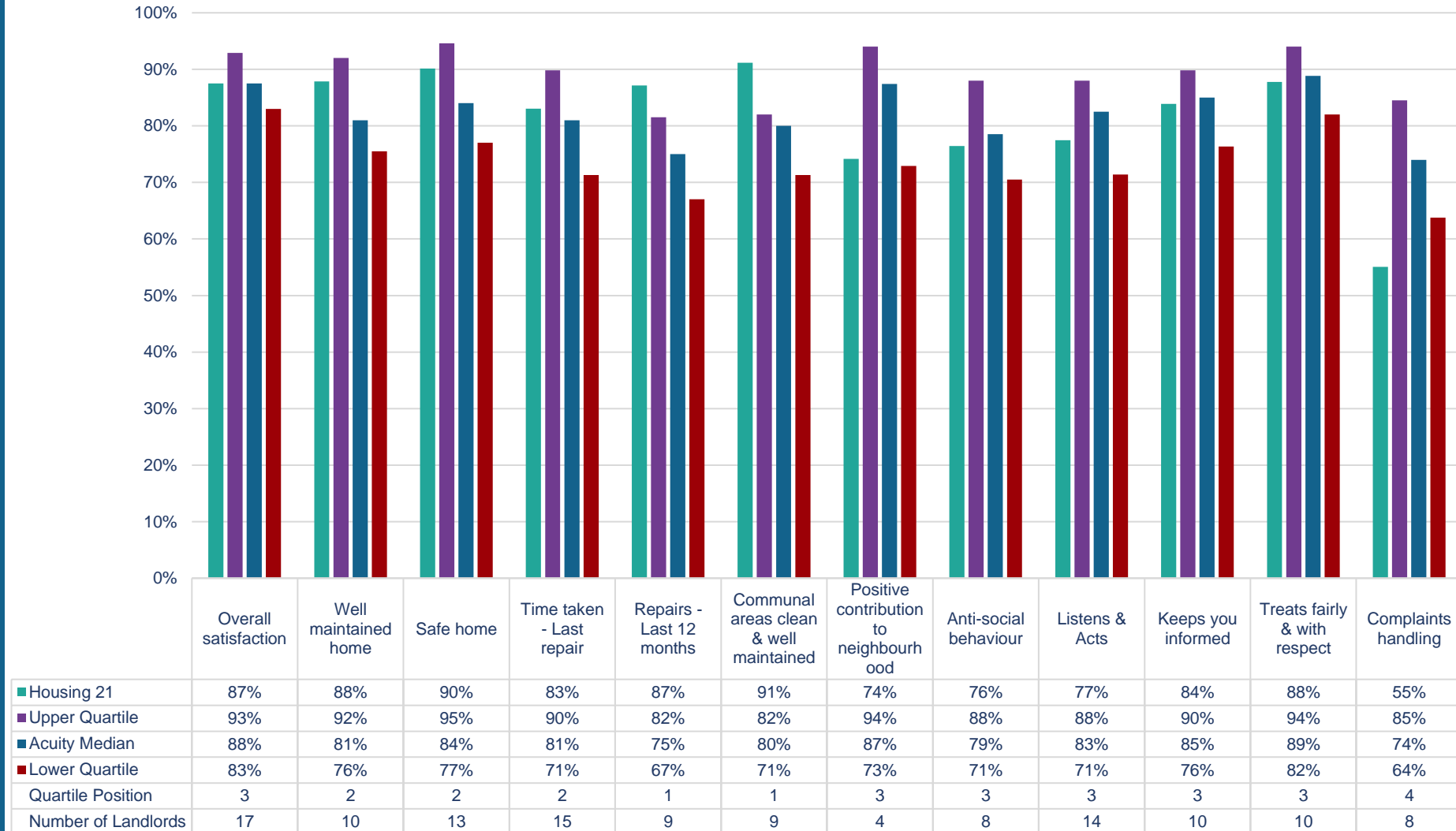
# Benchmarking

Given the nature of the service provided by Housing 21, it is more appropriate to compare the results against other supported housing providers.

Shown here are the quartile positions of those landlords belonging to Acuity's supported housing benchmarking club. All these are small providers offering different types of support but are more closely aligned to Housing 21's services.

Here, the comparisons are good with above median performance on five measures, top quartile for the recent repairs service and upkeep of communal areas. Overall satisfaction falls into the third quartile, just below the group median.

## Acuity Supported Benchmarking Club – 2022/23



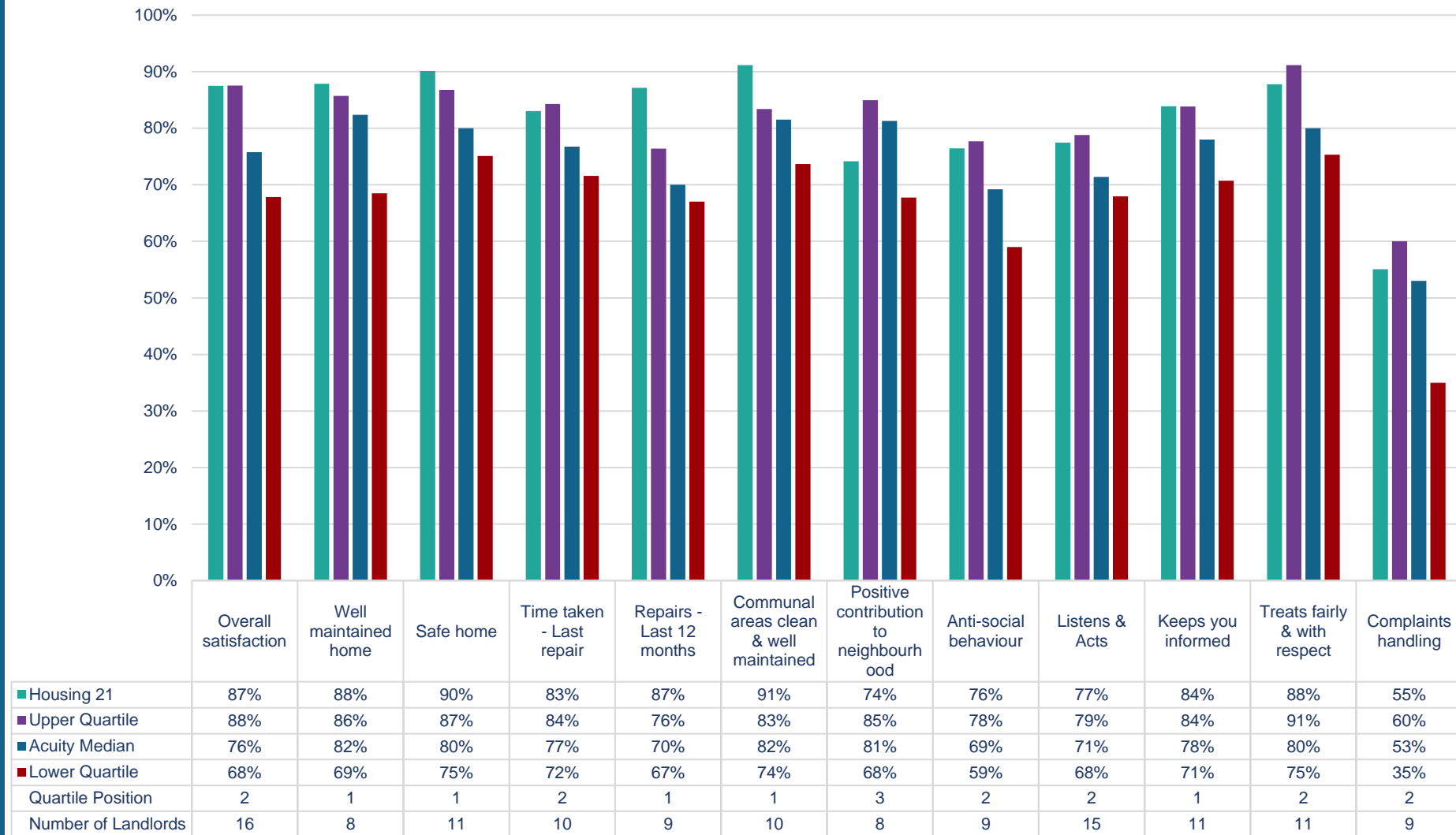
# Benchmarking

Finally, the results from Housing 21's extra care residents are benchmarked against supported housing providers who subscribe to Housemark. These are again limited in number and will vary in terms of type, size and location but do help to provide some context to the results.

However once more, the comparisons are strong, with the ratings being in the top quartile for five of the measures, and second quartile for six, including with the overall services.

Overall, these comparisons show the consistently high levels of satisfaction within this group of residents and, perhaps, the biggest challenge for Housing 21 is to maintain this level over time.

## Housemark Supported – 2022/23





# Subgroup Breakdown

As shown on the following pages, the results have also been split down into various subgroups based on tenure, the area where residents live, their age, length of tenancy, work and disability status, ethnicity and response method.

This section rounds up these different responses and attempts to summarise some conclusions from them.

- **Tenure** – Housing 21's rented properties are split between those in retirement living schemes and those in extra care. There are around twice as many in the retirement living properties than extra care, however, these extra care residents tend to be a little more satisfied with their homes and the services they receive. The differences between the groups is small just 1% or 2% on some measures with equal ratings for the repairs service, although 10% more extra care residents are satisfied with the way complaints are handled. However, the closeness in satisfaction does suggest that the tenure of the residents is not particularly significant and that services appear to be consistently good for both these groups.
- **Retirement living region** – Housing 21's retirement living properties are spread across a number of different regions in the country and those living in the London Kent and Mid East regions tend to be the most satisfied and those in East Anglia the least. Again, the differences are not great but it maybe worth looking more closely at the East Anglia region to see what factors are driving this slightly lower satisfaction to see if improvements could be made.
- **Extra care region** – There is a difference in satisfaction based on the extra care regions with those in the Guernsey managed service the most satisfied and those in the ex-Clarion properties the least. However, of these, as the transfer to Housing 21 only took place in June of this year, many there appear to be reserving judgement until they have experienced the service for longer; despite lower satisfaction here, dissatisfaction is also low.
- **Age** – Similar surveys of social housing providers often show that satisfaction increases with age. However, as Housing 21 primarily provides housing for older people, the pattern of satisfaction is a little different. The few residents in the 35 to 44 age range are, in fact, the most satisfied, although those of 85 and over are also highly satisfied with the services they receive. This does suggest that age is not such a significant factor as can be found with other social landlords.
- **Length of tenancy** – There is little or no difference in satisfaction with most measures based on the length of tenancy and this suggests that this is not a factor in determining the levels of satisfaction of the residents.

# Subgroup Breakdown - Continued

As shown on the following pages, the results have also been split down into various subgroups based on tenure, the area where residents live, their age, length of tenancy, work and disability status, ethnicity and response method.

This section rounds up these different responses and attempts to summarise some conclusions from them.

- **Work status** – When asked about their work status, perhaps as expected, very few residents are still in work of any kind, the bulk being retired or classed as permanently sick or disabled. There is no particular pattern of satisfaction across these work status groupings, although the few who are self-employed appear to be the most satisfied. But again, the differences are small so perhaps work status does not affect satisfaction as much as some other factors.
- **Disability** – Residents were also asked if they consider themselves to have a disability or long-term health condition and around 73% said they had. This does appear to have some affect as those without a health condition are consistently more satisfied than those with, although the differences are once again quite small.
- **Ethnicity** – The vast majority of residents class themselves as White British but there are residents from a wide range of other ethnic backgrounds. Of these, the Asian British and Asian Pakistani residents tend to be the most satisfied with the range of services from Housing 21 and those in the Other group are, perhaps, the least satisfied.
- **Response method** – The vast majority of residents chose to respond to this survey by postal questionnaire although over 1,000 followed the link to complete their survey online. Evidence from other surveys suggests differences in satisfaction based on the method used and for Housing 21 this does appear to be the case with those using the postal method more satisfied than those going online. One suggestion is that older people tend to use postal rather than online and these tend to be more satisfied. However, the age profile for Housing 21 is different from other social landlords so this is not necessarily the case here, although a few more over 65 used the postal route than online.

## Tenure

As shown throughout this report, this survey included both the retirement living and extra care residents renting their homes from Housing 21. The chart opposite summarises the differences between these two groups and shows that whilst the extra care residents are a little more satisfied with the range of services they receive, the differences are small.

On the overall services, 87% of extra care residents are satisfied compared with 86% of retirement living residents with no real differences on the home or repairs service and upkeep of the communal areas. Also, there are similar ratings for the housing management team, how they are kept informed and how they are treated fairly and with respect.

The biggest difference is for the way complaints are handled where 10% more extra care residents are satisfied.



	Extra Care	Retirement Living
Overall satisfaction	87%	86%
Well maintained home	88%	87%
Safe home	90%	88%
Repairs - Last 12 months	87%	87%
Time taken - Last repair	83%	83%
Communal areas clean & well maintained	91%	90%
Positive contribution to neighbourhood	74%	68%
Anti-social behaviour	76%	69%
Listens & Acts	77%	71%
Keeps you informed	84%	83%
Treats fairly & with respect	88%	85%
Complaints handling	55%	45%
Housing management team	85%	83%

Base: Extra Care = 3650, Retirement Living = 6555

## Retirement Living - Region

Housing 21's retirement living properties are spread across a number of regions throughout the country, and these are shown here.

This shows that generally, those in the London Kent and Mid East regions are the most satisfied with the services they receive, with those in East Anglia and the North East the least satisfied.

With the overall services, 89% in London Kent are satisfied compared with 83% in both East Anglia and the North East but the differences are small, a range of just 4% with the repairs service and 5% with the housing management team.

There are slightly wider ranges for the handling of complaints and dealing with ASB, but this does suggest that the services are being delivered consistently.



	East Anglia	London Kent	Mid East	Mid South	Mid West	North East	South West	Yorks Lincs
Overall satisfaction	83%	89%	87%	86%	86%	83%	86%	87%
Well maintained home	83%	90%	89%	85%	86%	85%	88%	87%
Safe home	85%	92%	89%	88%	88%	86%	88%	88%
Repairs - Last 12 months	85%	89%	87%	86%	85%	88%	86%	88%
Time taken - Last repair	80%	84%	83%	83%	81%	82%	82%	87%
Communal areas clean & well maintained	86%	92%	92%	89%	89%	90%	89%	91%
Positive contribution to neighbourhood	63%	71%	74%	67%	64%	69%	64%	72%
Anti-social behaviour	65%	68%	74%	66%	70%	63%	66%	73%
Listens & Acts	66%	74%	76%	69%	69%	66%	68%	74%
Keeps you informed	81%	85%	86%	83%	82%	81%	81%	83%
Treats fairly & with respect	82%	88%	86%	84%	85%	83%	83%	86%
Complaints handling	39%	40%	56%	40%	47%	39%	41%	51%
Housing management team	81%	84%	85%	81%	82%	80%	83%	84%

Base: East Anglia = 925, London Kent = 901, Mid East = 777, Mid South = 908, Mid West = 914, North East = 435, South West = 567, Yorks Lincs = 1128



## Extra Care - Region

The extra care properties are also spread over a number of regions and include these in Guernsey and the ex-Clarion properties.

The Guernsey managed properties stand out as the most satisfied with the range of services with high satisfaction also in the Kent PFI and Walsall PPP properties.

Least satisfied are the ex-Clarion residents but as these properties only transferred to Housing 21 in June of this year, many there are reserving judgement on the service until they have experienced it for a longer period.

Of the other regions, again, the differences in satisfaction are relatively small, with perhaps, those in London a little less satisfied than those in the other areas of the country.



	Ex-Clarion	Extra Care Central	Extra Care London	Extra Care North	Extra Care South	Guernsey Managed Service	Kent PFI	Walsall PPP
Overall satisfaction	64%	88%	82%	90%	90%	100%	84%	95%
Well maintained home	66%	88%	79%	90%	90%	98%	94%	94%
Safe home	73%	90%	84%	93%	91%	95%	95%	95%
Repairs - Last 12 months	76%	87%	82%	88%	87%	89%	95%	94%
Time taken - Last repair	73%	85%	76%	82%	82%	89%	92%	86%
Communal areas clean & well maintained	69%	91%	89%	95%	91%	97%	95%	96%
Positive contribution to neighbourhood	54%	72%	71%	77%	75%	89%	80%	85%
Anti-social behaviour	60%	72%	72%	79%	79%	97%	84%	81%
Listens & Acts	52%	75%	79%	81%	79%	85%	79%	83%
Keeps you informed	55%	83%	80%	87%	86%	100%	92%	90%
Treats fairly & with respect	67%	88%	84%	90%	89%	95%	88%	94%
Complaints handling	52%	50%	57%	56%	62%	33%	36%	60%
Housing management team	64%	84%	77%	88%	86%	93%	--	93%

Base: Ex-Clarion = 79, Extra Care Central = 1128, Extra Care London = 193, Extra Care North = 1098, Extra Care South = 793, Guernsey Managed Service = 44, Kent PFI = 135, Walsall PPP = 180

## Age

It is common with surveys of this type that satisfaction increases with age. However, as a provider of services for older people, the age profile of Housing 21's tenants is quite different from many other social landlords.

Whilst there are some tenants under the age of 60, most fall into the age ranges of 65 and above, the most popular range being those who are age 75 to 84.

The chart opposite shows that the most satisfied are those aged 35 to 44, but there are few of these, of the other groups, satisfaction varies a little but the differences between the different groups is relatively small.

This suggests that the age factor is less of an issue for Housing 21 than at other social landlords.



	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85+
Overall satisfaction	94%	85%	85%	83%	84%	87%	90%
Well maintained home	94%	89%	86%	85%	85%	87%	91%
Safe home	94%	85%	87%	87%	87%	88%	92%
Repairs - Last 12 months	93%	91%	82%	85%	85%	88%	89%
Time taken - Last repair	93%	86%	78%	82%	80%	84%	86%
Communal areas clean & well maintained	92%	85%	87%	89%	88%	90%	93%
Positive contribution to neighbourhood	81%	69%	72%	71%	67%	70%	75%
Anti-social behaviour	59%	71%	73%	71%	69%	70%	76%
Listens & Acts	93%	73%	74%	73%	71%	72%	78%
Keeps you informed	94%	84%	81%	84%	82%	82%	87%
Treats fairly & with respect	94%	83%	82%	85%	84%	86%	90%
Complaints handling	61%	39%	54%	50%	44%	49%	54%
Housing management team	92%	81%	82%	84%	81%	83%	87%

Base: 23 - 34 = 8, 35 - 44 = 15, 45 - 54 = 81, 55 - 59 = 311, 60 - 64 = 783, 65 - 74 = 2899, 75 - 84 = 3621, 85+ = 2437

# Length of Tenancy

Most of those responding to the survey say they have been with Housing 21 for between 1 and 3 years although a significant number have been with them for less than a year.

On most measures within the survey there is virtually no difference in terms of satisfaction based on the length of tenancy, the only real difference being for the handling of complaints where 59% of those with Housing 21 for 20 years or more are satisfied compared with 40% of those of 11 to 20 years.

Again, this suggests that the length of tenancy is not a factor in determining satisfaction.



	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall satisfaction	86%	87%	86%	86%	86%	87%
Well maintained home	85%	88%	87%	86%	88%	88%
Safe home	89%	89%	89%	88%	89%	90%
Repairs - Last 12 months	88%	85%	88%	88%	88%	88%
Time taken - Last repair	83%	81%	85%	84%	86%	87%
Communal areas clean & well maintained	90%	91%	89%	89%	90%	89%
Positive contribution to neighbourhood	75%	72%	68%	69%	68%	66%
Anti-social behaviour	76%	73%	69%	70%	69%	70%
Listens & Acts	77%	75%	71%	71%	71%	69%
Keeps you informed	83%	84%	82%	82%	82%	82%
Treats fairly & with respect	87%	87%	84%	86%	85%	85%
Complaints handling	55%	51%	44%	48%	40%	59%
Housing management team	84%	85%	82%	83%	81%	81%

Base: <1 year = 989, 1 – 3 years = 3997, 4 – 5 years = 1426, 6 – 10 years = 2156, 11 – 20 years = 1384, Over 20 years = 238

## Work Status

The chart opposite shows the work status of Housing 21's residents and whilst some are still in employment, the majority are retired with a significant number classing themselves as permanently sick and disabled.

There is no particular pattern in terms of satisfaction, although the self-employed are the most satisfied overall (90%) compared with 83% of those who are permanently sick and disabled.

Given the lack of a clear pattern and that the differences are again relatively small, this also suggests that work status doesn't have a significant affect of the satisfaction levels of the residents.



	Employee in full time work (30+ hours per week)	Employee in part time work (less than 30 hours per week)	Self-employed (full or part time)	Full time carer	Permanently sick or disabled	Retired	Other
Overall satisfaction	88%	86%	90%	85%	83%	87%	88%
Well maintained home	87%	86%	86%	85%	86%	88%	89%
Safe home	90%	87%	90%	95%	86%	89%	90%
Repairs - Last 12 months	87%	86%	87%	84%	85%	87%	89%
Time taken - Last repair	84%	80%	87%	81%	80%	83%	86%
Communal areas clean & well maintained	92%	91%	94%	90%	90%	90%	91%
Positive contribution to neighbourhood	73%	64%	66%	70%	71%	70%	72%
Anti-social behaviour	72%	63%	72%	73%	72%	71%	75%
Listens & Acts	79%	72%	70%	71%	73%	73%	76%
Keeps you informed	85%	83%	90%	86%	82%	83%	83%
Treats fairly & with respect	89%	77%	90%	86%	85%	86%	89%
Complaints handling	63%	50%	43%	67%	49%	46%	57%
Housing management team	85%	83%	83%	79%	82%	84%	86%

Base: Employee in full time work (30+ hours per week) = 221, Employee in part time work (less than 30 hours per week) = 146, Self-employed (full or part time) = 63, Full time carer = 44, Permanently sick or disabled = 1061, Retired = 7030, Other = 282



## Disability/Long-Term Health Condition

When asked if the residents have a long-term health condition or disability, the majority said they have, almost three to one against those without such a condition.

This fact does seem to have some affect with those without a health condition consistently more satisfied than those with one. However, the differences between these groups is very small, no more than 4%, and equal numbers are satisfied with the handling of complaints.

Given the age profile and nature of the services where support is given by Housing 21, this is interesting that those suffering with their health are a little less satisfied, but these differences are not significant and, perhaps, further support the role Housing 21 is playing helping these residents.



	Yes	No
Overall satisfaction	86%	90%
Well maintained home	87%	90%
Safe home	88%	91%
Repairs - Last 12 months	86%	90%
Time taken - Last repair	82%	86%
Communal areas clean & well maintained	90%	92%
Positive contribution to neighbourhood	70%	72%
Anti-social behaviour	71%	72%
Listens & Acts	73%	76%
Keeps you informed	83%	87%
Treats fairly & with respect	86%	88%
Complaints handling	50%	50%
Housing management team	83%	85%

Base: Yes = 6338, No = 2378

# Ethnicity

Whilst the vast majority of residents class themselves as White British, Housing 21's residents come from a wide range of ethnic backgrounds.

Despite the relatively small numbers of these different groups, there does seem to be a bit of a pattern with the Asian British and Asian Pakistani residents being generally the most satisfied with the range of services they receive.

Least satisfied overall are those in the Mixed White and Black African group with the Other group least satisfied across the range of services.



	Asian or Asian British: Indian	Asian or Asian British: Other	Asian or Asian British: Pakistani	Black, Black British, Caribbean, or African: African	Black, Black British, Caribbean, or African: Caribbean	Black, Black British, Caribbean, or African: Other	Mixed or multiple ethnic groups: White and Asian	Mixed or multiple ethnic groups: White and Black African	Mixed or multiple ethnic groups: White and Black Caribbean	White: British /English/ Welsh/ Scottish/ Northern Irish	White: English, Welsh, Scottish, Northern Irish or British	White: Irish	White: Other	Other ethnic group: Arab	Other ethnic group
Overall satisfaction	84%	95%	100%	95%	93%	93%	87%	81%	83%	86%	87%	92%	90%	100%	83%
Well maintained home	87%	100%	100%	98%	93%	84%	93%	86%	80%	93%	87%	93%	88%	100%	88%
Safe home	92%	100%	95%	94%	93%	100%	87%	76%	94%	96%	89%	92%	86%	91%	92%
Repairs - Last 12 months	92%	91%	82%	93%	92%	84%	100%	100%	82%	95%	87%	90%	87%	100%	70%
Time taken - Last repair	91%	84%	91%	96%	84%	84%	92%	100%	77%	92%	83%	86%	78%	79%	64%
Communal areas clean & well maintained	85%	100%	95%	94%	93%	81%	92%	85%	89%	95%	90%	93%	92%	90%	87%
Positive contribution to neighbourhood	81%	95%	82%	93%	83%	75%	81%	74%	77%	82%	70%	77%	70%	87%	62%
Anti-social behaviour	73%	94%	89%	87%	79%	59%	80%	91%	74%	86%	71%	78%	76%	70%	62%
Listens & Acts	87%	95%	94%	92%	86%	92%	81%	83%	79%	79%	73%	82%	74%	80%	54%
Keeps you informed	89%	100%	100%	94%	89%	91%	87%	93%	79%	93%	83%	87%	86%	100%	87%
Treats fairly & with respect	92%	100%	95%	97%	86%	100%	86%	91%	77%	90%	86%	92%	85%	91%	73%
Complaints handling	92%	100%	100%	82%	67%	100%	0%	100%	25%	36%	48%	35%	60%	--	20%
Housing management team	82%	95%	95%	88%	91%	92%	87%	73%	93%	--	84%	85%	87%	91%	72%

Base: Asian or Asian British: Indian = 54, Asian or Asian British: Other = 20, Asian or Asian British: Pakistani = 19, Black, Black British, Caribbean, or African: African = 56, Black, Black British, Caribbean, or African: Caribbean = 92, Black, Black British, Caribbean, or African: Other = 13, Mixed or multiple ethnic groups: White and Asian = 17, Mixed or multiple ethnic groups: White and Black African = 14, Mixed or multiple ethnic groups: White and Black Caribbean = 30, White: British /English/ Welsh/ Scottish/ Northern Irish = 163, White: English, Welsh, Scottish, Northern Irish or British = 85981, White: Irish = 134, White: Other = 110, Other ethnic group: Arab = 10, Other ethnic group = 24

Finally, the results are split by the method used to respond to the survey. Returning a postal questionnaire was by far the most popular method but 1,165 also used the link to complete their survey online.

The table opposite shows a clear split between the two methods with those responding by post consistently more satisfied than those using the online method, although the differences between these groups is, again, small.

This is consistent with other similar surveys and one theory is that older residents are more likely to choose the postal method and they are generally more satisfied than their younger counterparts. For Housing 21 there is some evidence to support this as 89% of those using the postal method are over 65 compared with 78% of those going online. However, given the nature of Housing 21's service this is not necessary the only reason and there could be something else at play here.

Also, given the small differences between the groups it suggests that the method of response is less of a factor for Housing 21 than for other social landlords.



## Response Method

	Postal	Online
Overall satisfaction	87%	83%
Well maintained home	87%	85%
Safe home	89%	88%
Repairs - Last 12 months	87%	84%
Time taken - Last repair	83%	80%
Communal areas clean & well maintained	91%	87%
Positive contribution to neighbourhood	71%	67%
Anti-social behaviour	72%	67%
Listens & Acts	74%	68%
Keeps you informed	83%	81%
Treats fairly & with respect	86%	83%
Complaints handling	50%	42%
Housing management team	84%	81%

Base: Postal = 9,042, Online = 1,165

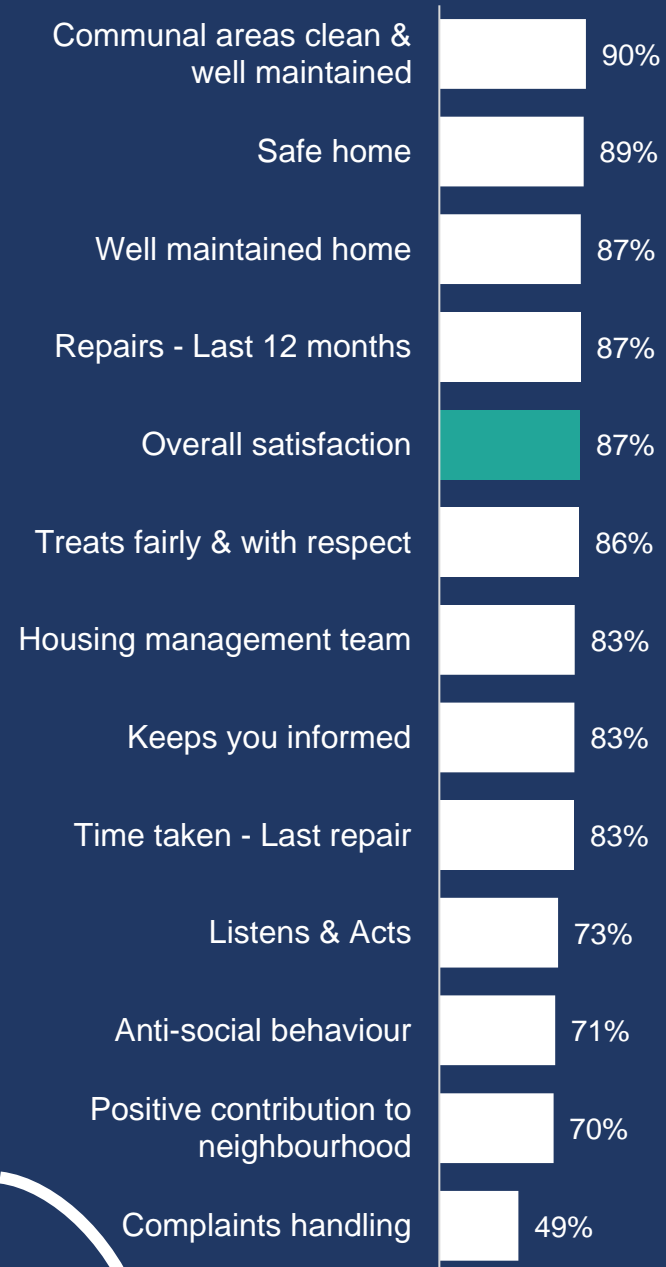


# Conclusion





## Satisfaction 2023



## Conclusion

- This survey is part of a series carried out by Acuity for Housing 21 on a number of different groups of their residents and each group is reported separately. This particular survey was a census of Housing 21's retirement living and extra care rented residents, giving each the opportunity to comment about the services they receive. At the close of the survey, an excellent 10,207 residents had responded from a total of 17,295, equating to a response rate of 59%. This is higher than expected and special thanks to the staff of Housing 21 for promoting the survey among the residents. This level of response gives accurate results and good insight into what residents like and do not like about the services they receive and will help Housing 21 target areas for improvement.
- Nearly nine out of ten residents (87%) are satisfied with the overall service provided by Housing 21, with even higher levels of satisfaction for the upkeep of the communal areas and the provision of a safe home. At the other end of the scale, is the way Housing 21 handles complaints (49%).
- There is correspondingly very little dissatisfaction, including just 7% with the overall service provided. Fewer than 12% of residents are dissatisfied with the remaining measures, aside from the way complaints are handled, with 36% dissatisfied, although this only affects a relatively small proportion of the residents. In addition, dissatisfaction with this measure is likely to incorporate more than just how residents' complaints are handled, for example, residents not getting the resolution they wanted or expected or not having yet received a final outcome.
- The results do show some small decreases in satisfaction since the previous survey in 2022, just 2% lower on the overall services, although 27% fewer are satisfied with the complaint handling. However, given the current climate, this is a good set of results and the challenge for Housing 21 will be to maintain satisfaction at this high level.
- The results compare very well against other social landlords who have used the TSM questions to date, being in the top quartile for all measures but less well against Acuity's Housing for Older People and supported housing clubs.
- When asked what they like about the services they receive, the attitude of the staff, the feeling of safety and the good general service received the most praise, followed by the helpfulness of the scheme managers. When asked about what could be improved, most comments are positive about the current services although some would like to see some improvement to the local scheme services, the value for money of the charges and the communication and information.

# Recommendations

Housing 21 has three guiding principles, 21, Better and Experience. They are committed to a forward-thinking 21<sup>st</sup>-service, striving for continuous improvement and providing a great experience for their residents.

This survey will help to test this particular group of residents' experiences against these principles and will help target areas where Housing 21 can improve.

Satisfaction is very high with this group of residents and generally holding up despite a difficult operating environment but there are always some areas that can be improved. The responses and comments from residents and the recommendations opposite should help Housing 21 better understand what is driving satisfaction and help target those areas of service that could be even better.



## How complaints are dealt with

Satisfaction with the way complaints are handled stands out from the other measures with just 49% satisfied and 36% dissatisfied. This does only affect a limited number of residents, with just 17% saying they had reported a complaint, and it is also not clear if these are genuine complaints where there has been a failure of service or service requests which have yet to be fully actioned. Nevertheless, Housing 21 needs to ensure that residents know how and when to complain and what to expect in terms of standards of service. It is recommended that these complaints are monitored closely, and a review of the process is carried out to ensure the highest quality of service is being delivered.



## Scheme services

When asked where Housing 21 could make improvements to its services, whilst many are happy with the way things are, the service provided at the schemes attracted the most suggestions for improvement. Many of these focus on the type and frequency of residents' activities but other refer to the bistro not being open, wanting Wi-Fi and about the availability of the scheme manager, particularly in the evenings and weekend. Whilst there is always some sort of cover it does appear that due to staff shortages in some areas managers are having to cover more than one scheme so are not available at all times. If these staff issues can be sorted out it is more likely to increase the feeling of safety and satisfaction at the schemes.



## Value for money

Linked to the issues of staff availability and the services at the schemes is the feeling that the rent and service charges don't always provide value for money. There is clearly some concern about the cost of living with some residents struggling with bills and they want Housing 21 to be mindful about this and ensure they get the full range of services they are paying for.

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

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