Housing (2)

St Crispin

Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



63% 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.

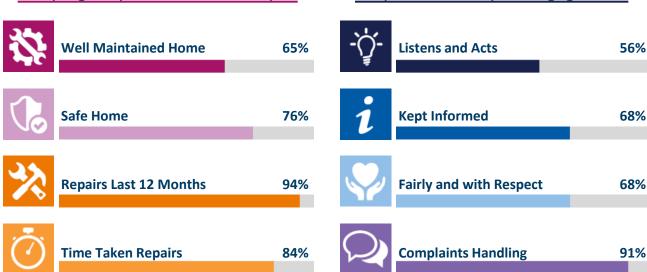
Responses 110

TSM Key Metrics



Respectful & Helpful Engagement

Keeping Properties in Good Repair



Responsible Neighbourhood Management



1

61%

Approach to Anti-

Social Behaviour

Year-on-Year Change – St Crispin

Housing (1)

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.

	2024/25
Overall Satisfaction	63%
Well Maintained Home	65%
Safe Home	76%
Housing Management Team	nu%
Communal Areas	78%
Repairs Last 12 Months	94%
Time Taken Repairs	84%
Neighbourhood Contribution	
Approach to Anti-Social Behaviour	61%
Kept Informed	68%
Complaints Handling	91%
Listens and Acts	56%
Fairly and with Respect	68%

Benchmark

Housing (1)

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

Housing (2)

September 2024 to November 2024

Online, Postal, Telephone

No weighting applied

Acuity Research & Practice Ltd

A. A summary of achieved sample size (number of responses)	

B. Timing of survey

D. Sample method

relevant tenant population

perception measures reported

C. Collection method(s)

E. Summary of the assessment of representativeness of the sample against the

F. Details of any weighting applied to generate the reported perception measures G. Role of any named external contractor(s) in collecting, generating, or validating

the reported perception measures

H. The number of tenant households within the relevant population that have not

been included in the sample frame due to exceptional circumstances

I. Reasons for any failure to meet the required sample size requirements

J. Type and amount of any incentives offered to tenants to encourage survey completion

K. Any other methodological issues likely to have a material impact on the tenant

None

10 x £50 shopping vouchers

110

Census

N/A

0

N/A



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:

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