

Housing@21

Laurel Gardens

Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



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intelligence. insight. improvement.

90% Overall Satisfaction



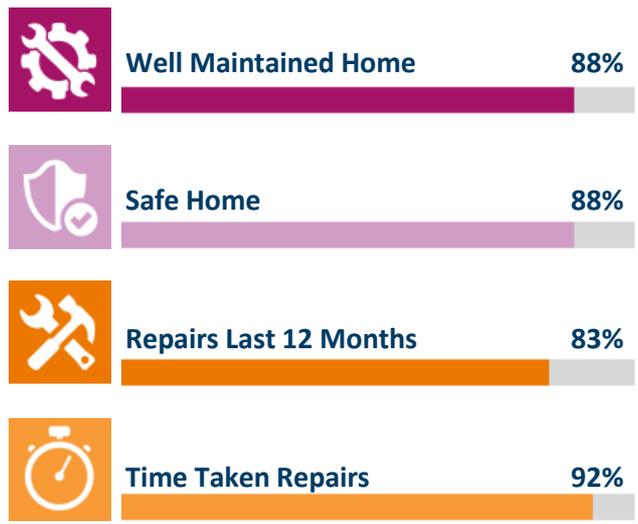
Acuity was commissioned to undertake, independent satisfaction surveys of all Housing 21's residents, including retirement living and extra care, to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

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 68

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management



Year-on-Year Change – Laurel Gardens

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	83%	90% (+7)
Well Maintained Home	92%	88% (-4)
Safe Home	93%	88% (-5)
Housing Management Team	85%	88% (+3)
Communal Areas	93%	92% (-2)
Repairs Last 12 Months	97%	83% (-13)
Time Taken Repairs	97%	92% (-5)
Neighbourhood Contribution	66%	83% (+16)
Approach to Anti-Social Behaviour	61%	81% (+21)
Kept Informed	80%	86% (+6)
Complaints Handling	67% *	67% (0)
Listens and Acts	74%	86% (+12)
Fairly and with Respect	89%	90% (+1)

*Less than 10 Responses

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

■ (n=54)



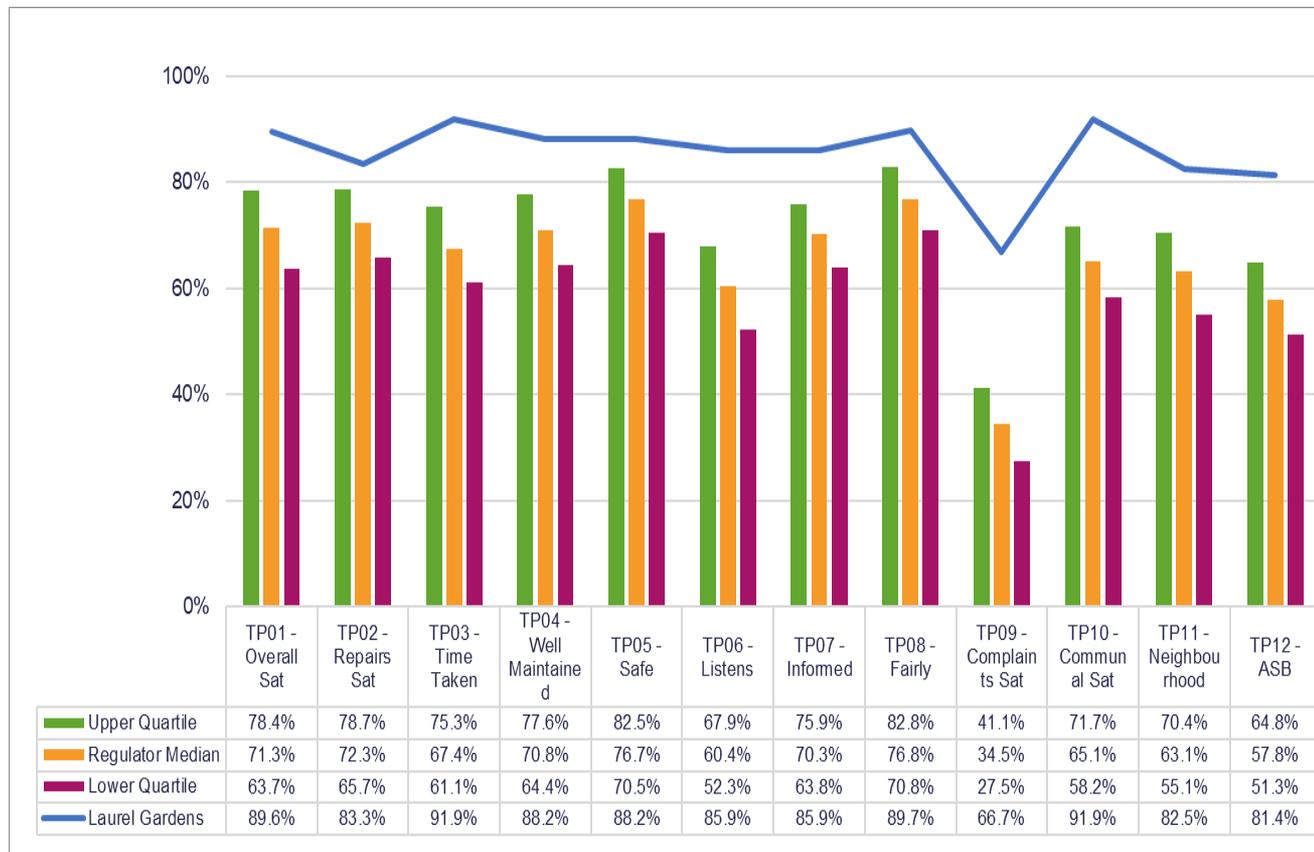
What one thing could Housing 21 do better to improve its services?

■ (n=46)



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

Care Survey Summary

93% 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.



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.



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.

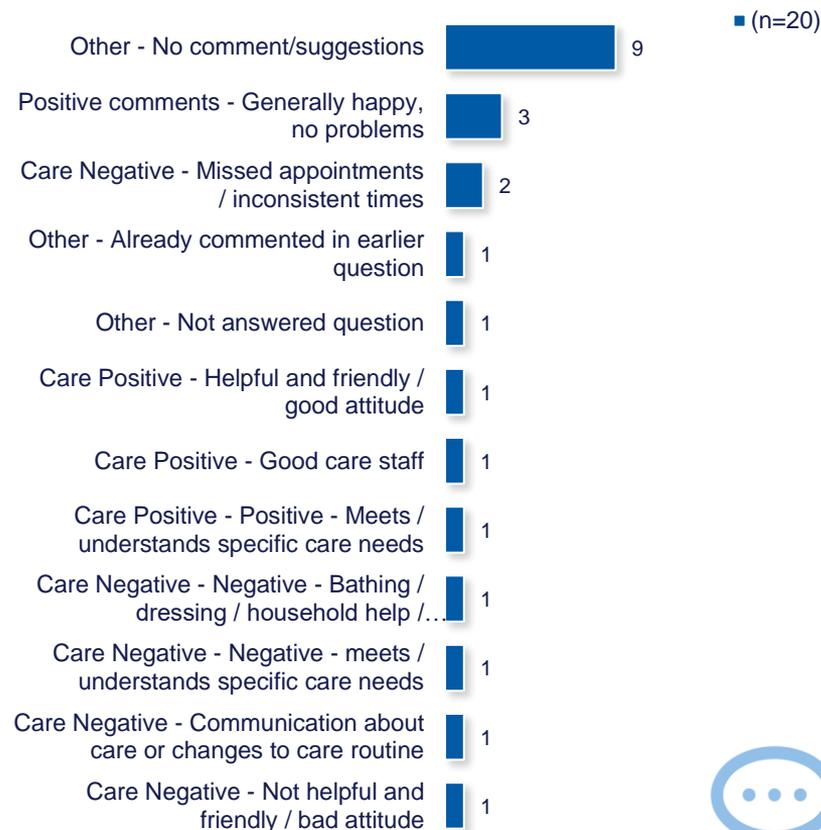
	2023/24	2024/25
Overall Care Services	97%	93% (-4)
Safe	89%	97% (+8)
Listened To	82%	100% (+18)
Independent	89%	100% (+11)
Activities and Hobbies	- *	91% (-)
Treat with Respect	100%	100% (0)
Get the Time Needed	86%	100% (+14)
Get Help When Needed	96%	96% (+0)
Preferences/Trained	- *	96% (-)
Care Plan Meets Needs	93%	100% (+7)
Involved in Changes	85%	89% (+4)
Time Changes Communicated	64%	81% (+17)
Communication Suits Me	- *	96% (-)

*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)	82.8
Energy Performance Certificate Rating (Average score of all properties within the scheme)	B
Energy Performance Certificate - Date of assessment	14/05/2016
Overall Care Quality Commission Score	Good
Date of last Care Quality Commission Score	Jan 2024
No. Repairs - Last 12 months (Nov)	137
Total Repairs Spend (£) - Last 12 months (Nov)	£44,874.74
No. Anti-Social Behaviour Cases - Last 12 months (Nov)	3
No. Stage 1 Complaints - Last 12 months (Oct)	0
No. Stage 2 Complaints - Last 12 months (Oct)	0
Total No. Formal Complaints - Last 12 months (Oct)	0

TSM Summary of Approach

A. A summary of achieved sample size (number of responses)	68
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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