

# Housing②

## Tovil Green Court

# Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



92%

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 24

## TSM Key Metrics

### Keeping Properties in Good Repair



Well Maintained Home

100%



Safe Home

96%



Repairs Last 12 Months

91%



Time Taken Repairs

82%

### Respectful & Helpful Engagement



Listens and Acts

74%



Kept Informed

87%



Fairly and with Respect

88%



Complaints Handling

100%

### Responsible Neighbourhood Management



Communal Areas 96%



Neighbourhood Contribution 95%



Approach to Anti-Social Behaviour 83%

## Year-on-Year Change – Tovil Green Court

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.

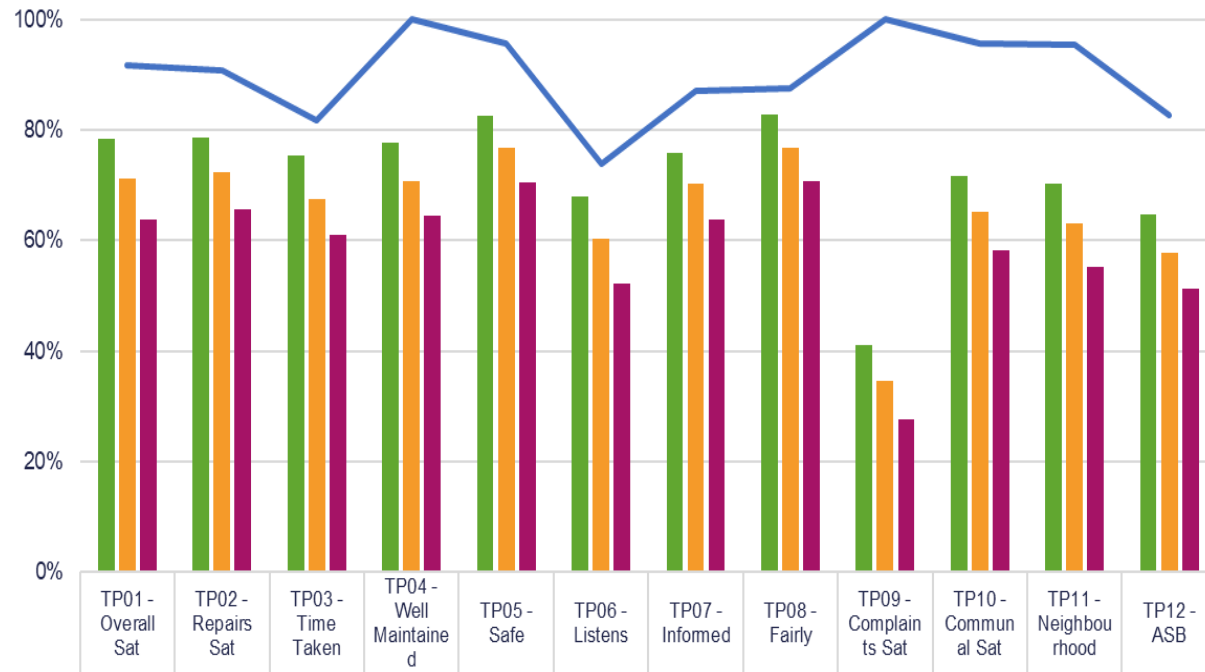
	2023/24	2024/25
Overall Satisfaction	73%	92% (+19)
Well Maintained Home	90%	100% (+10)
Safe Home	73%	96% (+23)
Communal Areas	100%	96% (-4)
Repairs Last 12 Months	86% *	91% (+5)
Time Taken Repairs	86% *	82% (-4)
Neighbourhood Contribution	80%	95% (+15)
Approach to Anti-Social Behaviour	80%	83% (+3)
Kept Informed	82%	87% (+5)
Complaints Handling	0% *	100% (+100) *
Listens and Acts	78% *	74% (-4)
Fairly and with Respect	82%	88% (+6)

\*Less than 10 Responses

# Benchmark

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.



Upper Quartile	78.4%	78.7%	75.3%	77.6%	82.5%	67.9%	75.9%	82.8%	41.1%	71.7%	70.4%	64.8%
Regulator Median	71.3%	72.3%	67.4%	70.8%	76.7%	60.4%	70.3%	76.8%	34.5%	65.1%	63.1%	57.8%
Lower Quartile	63.7%	65.7%	61.1%	64.4%	70.5%	52.3%	63.8%	70.8%	27.5%	58.2%	55.1%	51.3%
Tovil Green Court	91.7%	90.9%	81.8%	100.0%	95.8%	73.9%	87.0%	87.5%	100.0%	95.8%	95.5%	82.6%

# TSM Summary of Approach

A. A summary of achieved sample size (number of responses)	<b>24</b>
B. Timing of survey	<b>September 2024 to November 2024</b>
C. Collection method(s)	<b>Online, Postal, Telephone</b>
D. Sample method	<b>Census</b>
E. Summary of the assessment of representativeness of the sample against the relevant tenant population	<b>N/A</b>
F. Details of any weighting applied to generate the reported perception measures	<b>No weighting applied</b>
G. Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	<b>Acuity Research &amp; Practice Ltd</b>
H. The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	<b>0</b>
I. Reasons for any failure to meet the required sample size requirements	<b>N/A</b>
J. Type and amount of any incentives offered to tenants to encourage survey completion	<b>10 x £50 shopping vouchers</b>
K. Any other methodological issues likely to have a material impact on the tenant perception measures reported	<b>None</b>



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

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