

Housing@21

Elgin Close

Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



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 30

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

80%



Safe Home

90%



Repairs Last 12 Months

89%



Time Taken Repairs

78%

Respectful & Helpful Engagement



Listens and Acts

69%



Kept Informed

79%



Fairly and with Respect

83%



Complaints Handling

60%

Responsible Neighbourhood Management



Communal Areas

81%



Neighbourhood Contribution

70%



Approach to Anti-Social Behaviour

70%

Year-on-Year Change – Elgin Close

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	80% *	80% (0)
Safe Home	83% *	90% (+6)
Housing Management Team	80% *	79% (-1)
Communal Areas	100% *	81% (-19)
Repairs Last 12 Months	60% *	89% (+29) *
Time Taken Repairs	60% *	78% (+18) *
Neighbourhood Contribution	80% *	70% (-10)
Approach to Anti-Social Behaviour	40% *	70% (+30)
Kept Informed	83% *	79% (-4)
Complaints Handling	50% *	60% (+10) *
Listens and Acts	83% *	69% (-14)
Fairly and with Respect	67% *	83% (+17)

*Less than 10 Responses

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

■ (n=24)



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

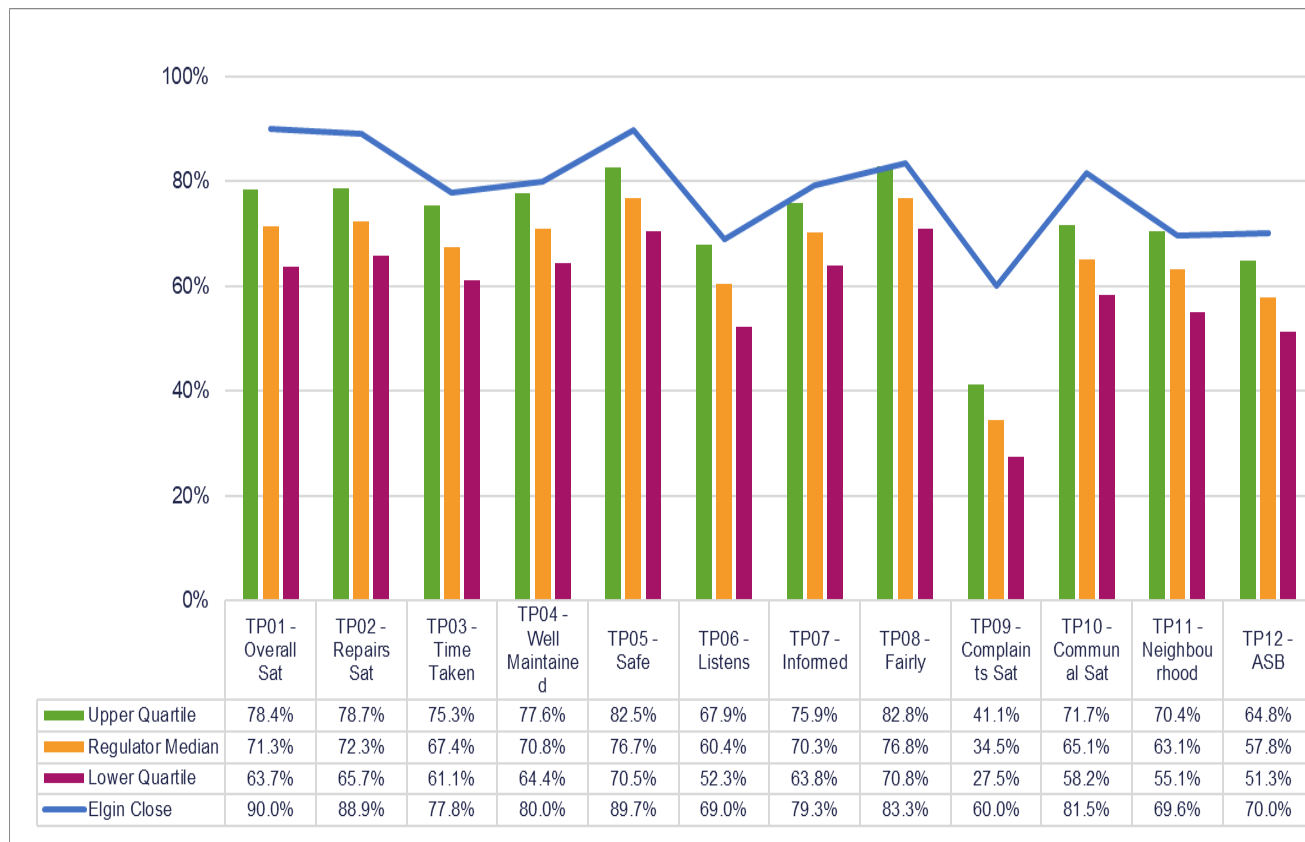
■ (n=24)



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.





Care

97%
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 30

Care Survey Summary



Safe

100%



Listened To

89%



Independent

96%



Activities and Hobbies

68%



Treat with Respect

97%



Get the Time Needed

86%



Get Help When Needed

89%



Preferences/Trained

89%



Care Plan Meets Needs

90%



Involved in Changes

89%



Time Changes
Communicated

79%



Communication Suits Me

93%

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.

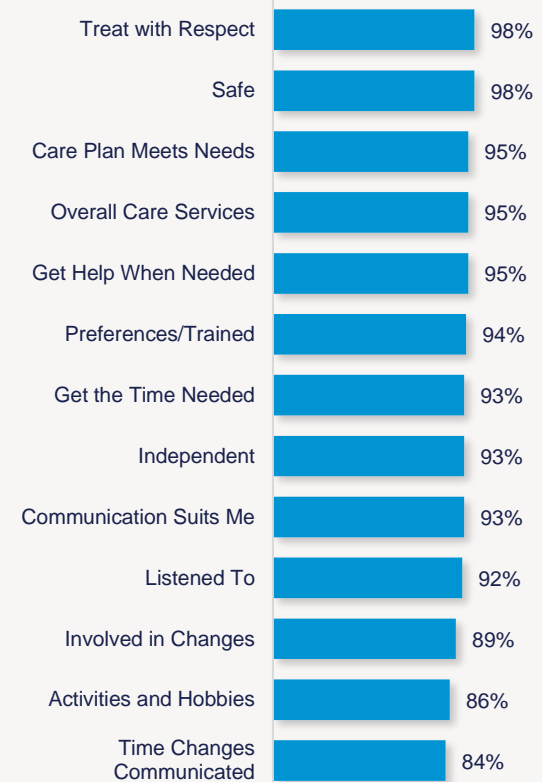
All the remaining measures received 90% or more satisfaction, apart from involved in changes (89%), activities and hobbies (86%), and 84% of residents satisfied with changes to the times they receive their care are communicated with.

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.

Elgin Close



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	76%	97% (+20)
Safe	76%	100% (+24)
Listened To	81%	89% (+8)
Independent	82%	96% (+14)
Activities and Hobbies	- *	68% (-)
Treat with Respect	81%	97% (+15)
Get the Time Needed	69%	86% (+17)
Get Help When Needed	92%	89% (-3)
Preferences/Trained	- *	89% (-)
Care Plan Meets Needs	73%	90% (+16)
Involved in Changes	73%	89% (+16)
Time Changes Communicated	79%	79% (0)
Communication Suits Me	- *	93% (-)

*Less than 10 Responses

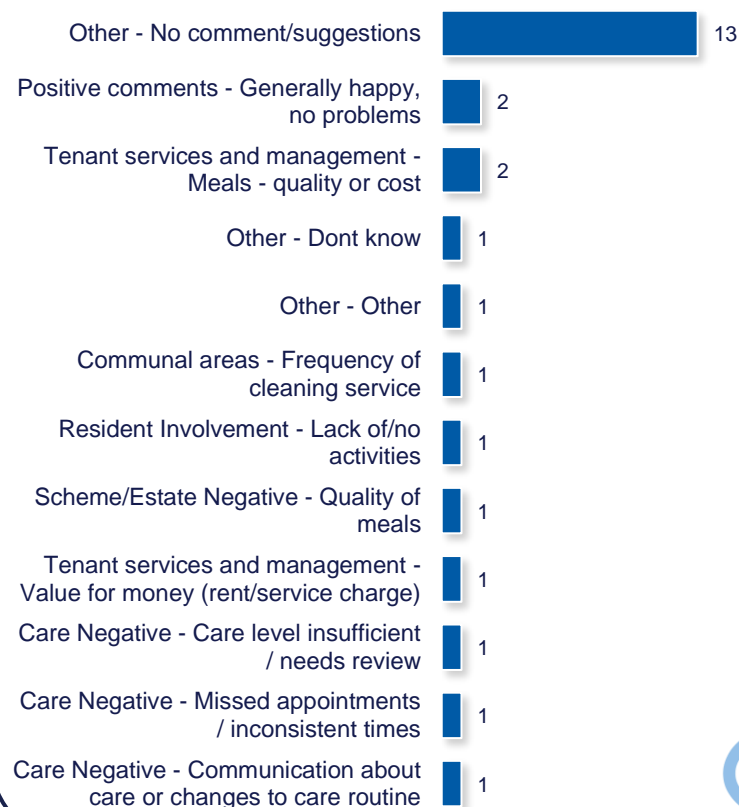
What do you like about your care service?

■ (n=25)



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

■ (n=25)



Scheme Performance

Energy Performance Certificate Score (Average score of all properties within the scheme)	86.2
Energy Performance Certificate Rating (Average score of all properties within the scheme)	B
Energy Performance Certificate - Date of assessment	03/04/2020
Overall Care Quality Commission Score	Good
Date of last Care Quality Commission Score	Oct 2019
No. Repairs - Last 12 months (Nov)	112
Total Repairs Spend (£) - Last 12 months (Nov)	£40,460.02
No. Anti-Social Behaviour Cases - Last 12 months (Nov)	0
No. Stage 1 Complaints - Last 12 months (Oct)	1
No. Stage 2 Complaints - Last 12 months (Oct)	0
Total No. Formal Complaints - Last 12 months (Oct)	1

TSM Summary of Approach

A. A summary of achieved sample size (number of responses)	30
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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