

Housing②i

Emily Court

Tenant Satisfaction Measures (TSM) Scheme Report March 2025

Prepared by: Acuity Research & Practice



94%

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 32

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

97%



Safe Home

97%



Repairs Last 12 Months

92%



Time Taken Repairs

83%

Respectful & Helpful Engagement



Listens and Acts

81%



Kept Informed

88%



Fairly and with Respect

90%



Complaints Handling

75%

Responsible Neighbourhood Management



Communal Areas

94%



Neighbourhood Contribution

81%



Approach to Anti-Social Behaviour

90%

Year-on-Year Change – Emily 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.

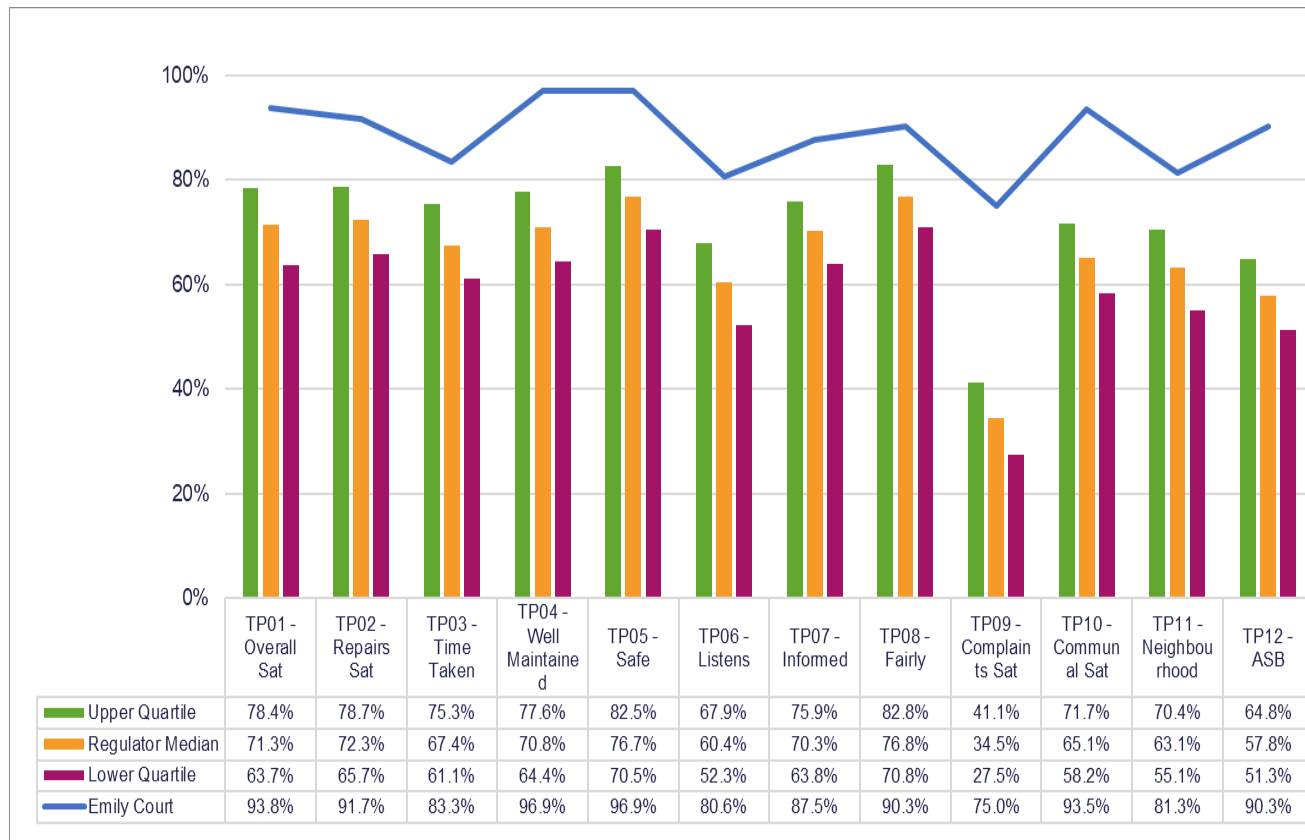
	2023/24	2024/25
Overall Satisfaction	100%	94% (-6)
Well Maintained Home	95%	97% (+2)
Safe Home	95%	97% (+2)
Communal Areas	100%	94% (-6)
Repairs Last 12 Months	92%	92% (-1)
Time Taken Repairs	77%	83% (+6)
Neighbourhood Contribution	94%	81% (-13)
Approach to Anti-Social Behaviour	88%	90% (+2)
Kept Informed	90%	88% (-3)
Complaints Handling	100% *	75% (-25) *
Listens and Acts	83%	81% (-3)
Fairly and with Respect	89%	90% (+1)

*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.



TSM Summary of Approach

A. A summary of achieved sample size (number of responses)	32
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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