

Housing②1

(1716) Churchill Lodge

TSM Survey – Court Report
October 2023

Prepared by: Acuity Research & Practice

London Kent

acuity
making sense of housing





100%

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.

Population

Population	35
Responses	15
Response Rate	43%
Sampling Error	19%

*A statistic expressing the amount of random sampling error in the results of a survey. The larger the sampling error, the lower the reliability of the results.

Satisfaction Scores Churchill Lodge



100% Well maintained home



93% Safe home



100% Repairs - 12 months satisfaction



100% Time taken - last repair



100% Communal areas clean & well maintained



73% Positive contribution to neighbourhood



45% Anti-social behaviour



80% Listens & acts



100% Treats fairly & with respect



87% Keeps you informed



0% Complaints handling



87% Housing management team

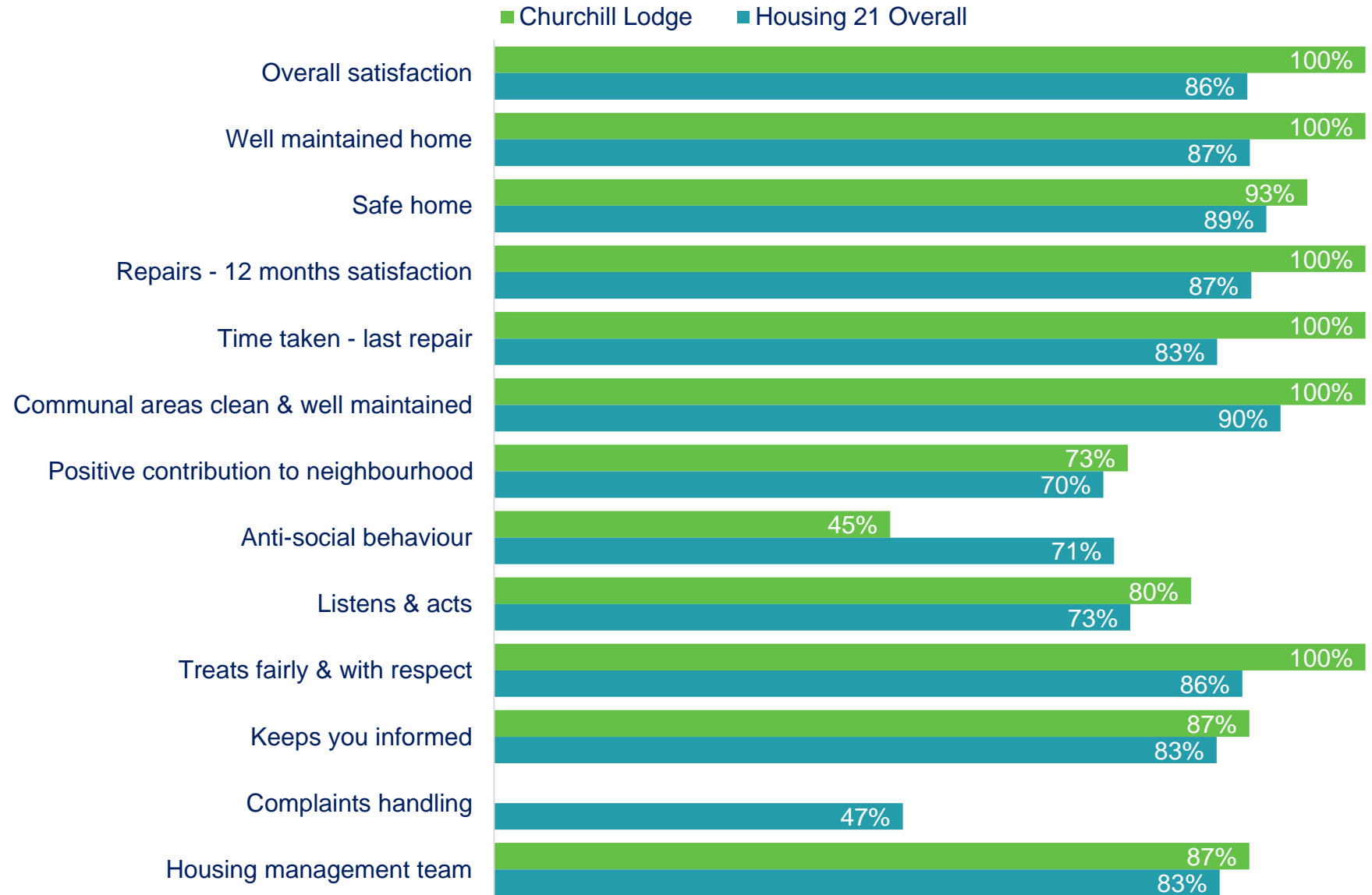
Benchmarking Churchill Lodge

When considering Housing 21 as whole, the key metrics from the survey show that satisfaction among residents is high, 86% are satisfied with the overall services provided, with even higher satisfaction for the upkeep of the communal areas (90%) and provision of a safe home (89%).

All the remaining measures receive 70% or more satisfaction, apart from the handling of complaints where 47% are satisfied.

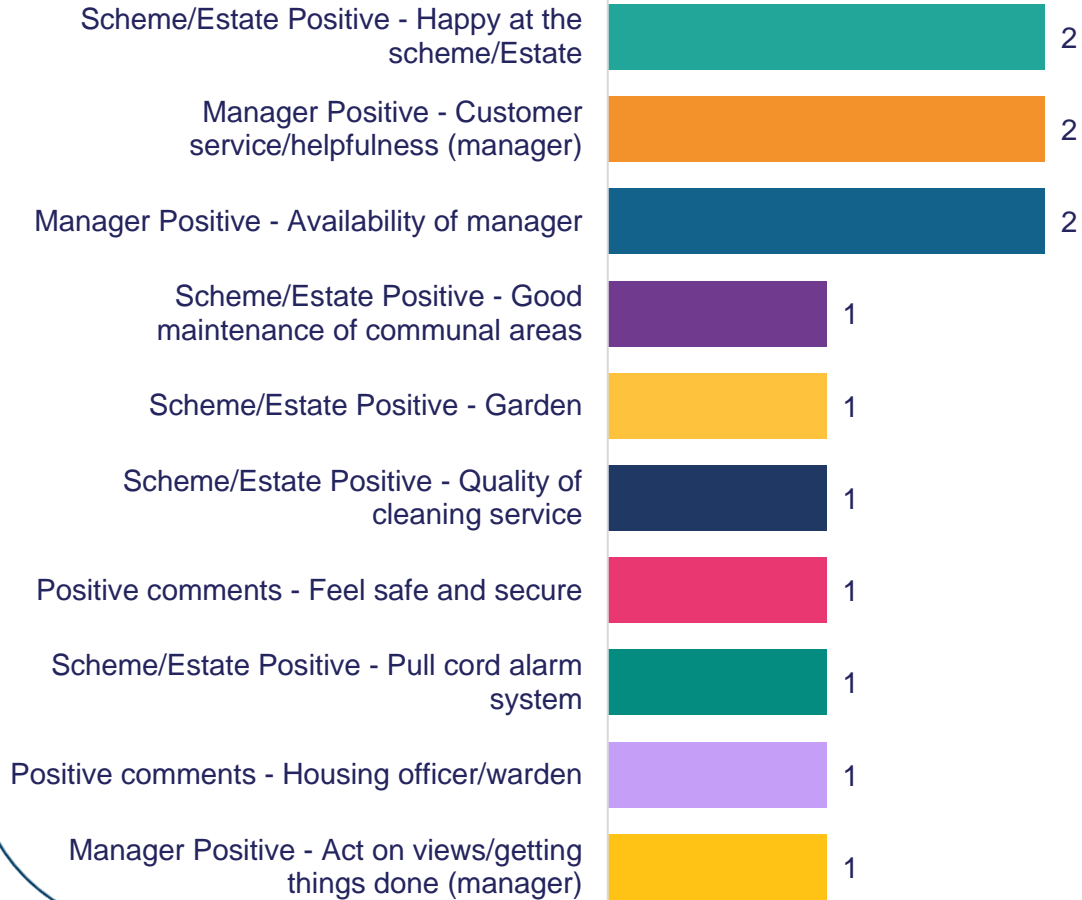
Satisfaction with the housing management team at the schemes is also high at 83%, and 86% feel they are treated fairly and with respect by Housing 21.

The chart opposite shows your court in comparison with the overall results for Housing 21, allowing you to benchmark against all other courts.



Top Comments

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



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



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

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