

(1102) Fosbrooke Court

TSM Survey
Court Report 2024

Prepared by: Acuity Research & Practice



## 89% **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.

### **TSM Key Metrics**

## Housing (2)

#### **Keeping Properties in Good Repair**

#### Respectful & Helpful Engagement

Well Maintained Home	89%	Listens and Acts	95%
Safe Home	100%	Kept Informed	95%
Repairs Last 12 Months	92%	Fairly and with Respect	94%
Time Taken Repairs	92%	Complaints Handling	50%

#### **Responsible Neighbourhood Management**



94%

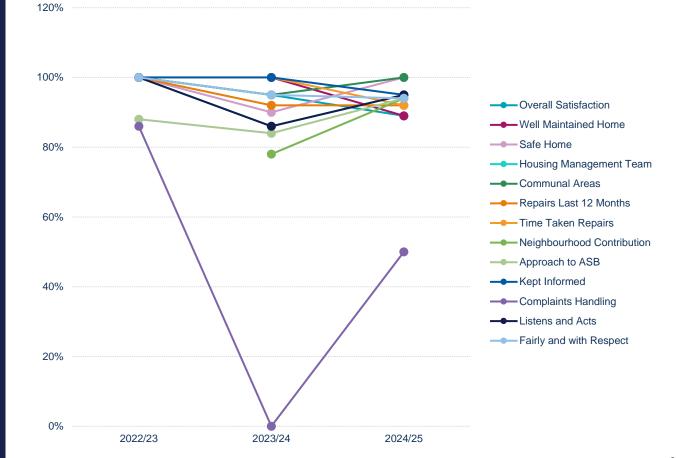
Approach to

**ASB** 

#### **Over Time**

*!* 

This trend line shows how satisfaction has fluctuated over the previous surveys for this specific Court.



## **Year-on-Year Change – Fosbrooke 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 specifc court, with those for 2024/25. Any increases are green coloured, while decreases are pink.

	2023/24	2024/25
Overall Satisfaction	95%	89% (-6)
Well Maintained Home	100%	89% (-11)
Safe Home	90%	100% (+10)
Housing Management Team	86%	95% (+8)
Communal Areas	95%	100% (+5)
Repairs Last 12 Months	92%	92% (0)
Time Taken Repairs	100%	92% (-8)
Neighbourhood Contribution	78%	94% (+16)
Approach to ASB	84%	94% (+10)
Kept Informed	100%	95% (-5)
Complaints Handling	0% *	50% (+50) *
Listens and Acts	86%	95% (+9)
Fairly and with Respect	95%	94% (-1)

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

■ (n=17) Manager Positive - Customer service/helpfulness (manager) Positive comments - Good overall Positive comments - Repairs service/workforce Manager Positive - Act on views/getting things done (manager) Manager Positive -Communications/listening (manager) Manager Positive - Overall manager service Positive comments - Attitude of staff Positive comments - Feel safe and Positive comments - Keep tenants Positive comments - Like my home (type, size, condition) Positive comments - Listen and act on views Scheme/Estate Positive -Neighbours/community spirit

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

■ (n=12)



- Positive comments Generally happy, no problems
- Tenant services and management -Value for money (rent/service charge)
- Other No comment/suggestions 1
- Communications and information Information on service standards
- Day-to-day repairs Timescales to complete repairs
  - Neighbourhood problems Community spirit
- Positive comments Good overall service
  - Property condition Regular inspections
- Scheme/Estate Negative Laundry facilities



### Benchmarking – RSH 2023/24 (LCRA)



It is possible to compare the results from this scheme with the results from the Regulator of Social Housing (RSH) data for LCRA properties for 2023/24. Shown here are the quartile positions of all those working who have published their data and is therefore comparable with this Housing 21 scheme.



#### **Scheme Performance**



Y	EPC Score (Average score of all properties within the scheme)	73.5		Total Repairs Spend (£) - Last 12 months (Nov)	£27567.21
	EPC Rating (Average score of all properties within the scheme)	С		No, ASB Cases - Last 12 months (Nov)	0
	EPC Date of assessment	13/06/2019	2	No. Stage 1 Complaints - Last 12 months (Oct)	0
	Overall CQC Score	N/A	6	No. Stage 2 Complaints - Last 12 months (Oct)	0
7 <sub>(c)</sub>	Date of last CQC Score	N/A		Total No. Formal Complaints - Last 12 months (Oct)	0
33	No. Repairs - Last 12 months (Nov)	94			

## **TSM Summary of Approach**



A.	A summary of achieved sample size (number of responses)	
		19
B.	Timing of survey	April 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
Н.	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.

For further information on this report please contact:

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