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(1804) Corcoran Close

TSM Survey Court Report 2024

Prepared by: Acuity Research & Practice

TSM Key Metrics

91%
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 23

Keeping Properties in Good Repair

- Well Maintained Home 83%
- Safe Home 82%
- Repairs Last 12 Months 93%
- Time Taken Repairs 86%

Respectful & Helpful Engagement

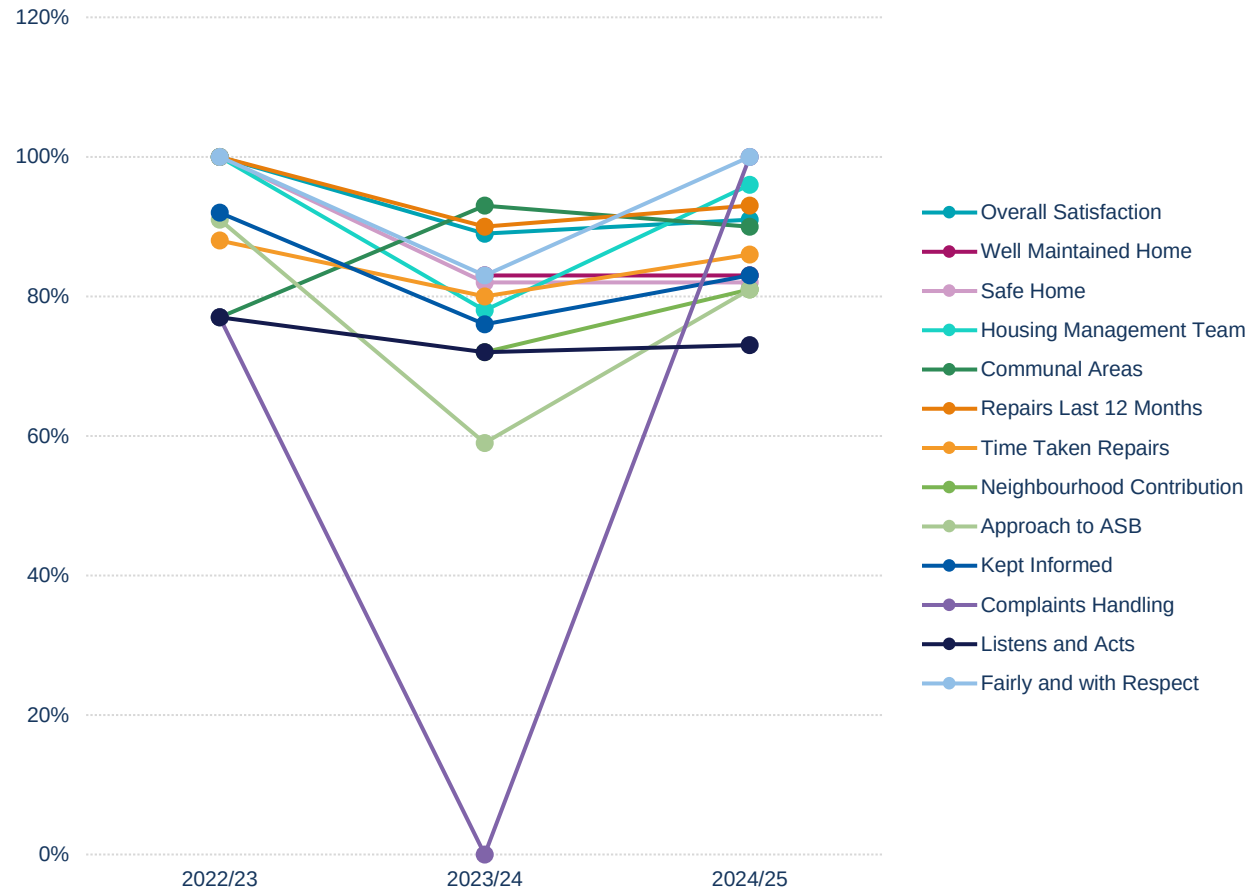
- Listens and Acts 73%
- Kept Informed 83%
- Fairly and with Respect 100%
- Complaints Handling 100%

Responsible Neighbourhood Management

- Communal Areas 90%
- Neighbourhood Contribution 81%
- Approach to ASB 81%

Over Time

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



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

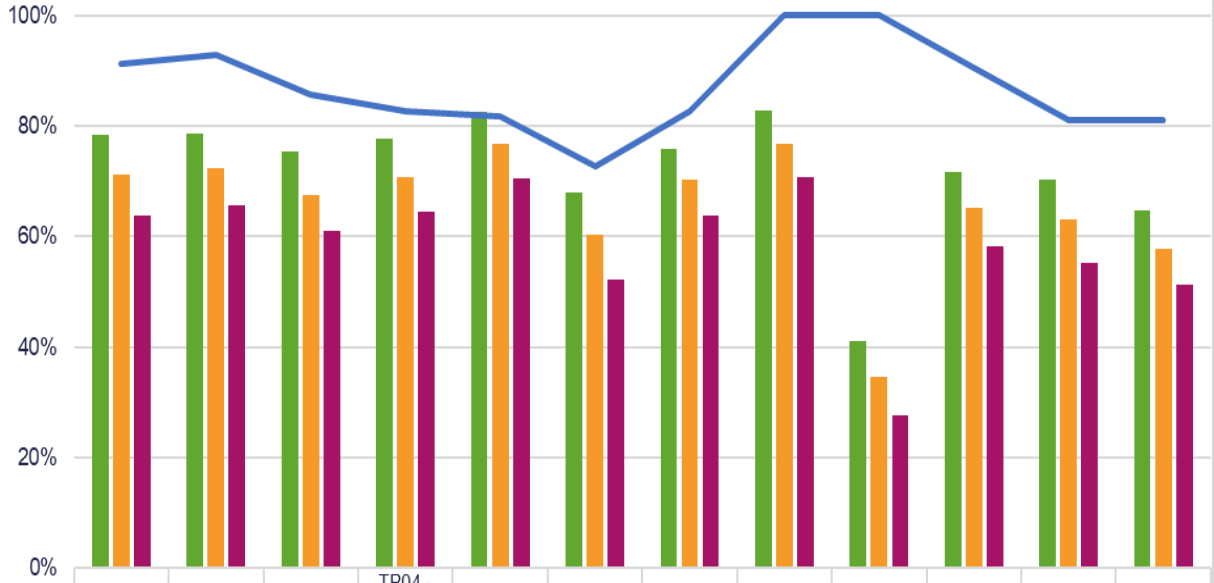
	2023/24	2024/25
Overall Satisfaction	89%	91% (+2)
Well Maintained Home	83%	83% (-1)
Safe Home	82%	82% (-1)
Housing Management Team	78%	96% (+18)
Communal Areas	93%	90% (-2)
Repairs Last 12 Months	90%	93% (+3)
Time Taken Repairs	80%	86% (+6)
Neighbourhood Contribution	72%	81% (+9)
Approach to ASB	59%	81% (+22)
Kept Informed	76%	83% (+6)
Complaints Handling	0% *	100% (+100) *
Listens and Acts	72%	73% (+1)
Fairly and with Respect	83%	100% (+17)

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?

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.



	TP01 - Overall Sat	TP02 - Repairs Sat	TP03 - Time Taken	TP04 - Well Maintained	TP05 - Safe	TP06 - Listens	TP07 - Informed	TP08 - Fairly	TP09 - Complaints Sat	TP10 - Communal Sat	TP11 - Neighbourhood	TP12 - ASB
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%
Corcoran Close	91.3%	92.9%	85.7%	82.6%	81.8%	72.7%	82.6%	100.0%	100.0%	90.5%	81.0%	81.0%

Scheme Performance

	EPC Score (Average score of all properties within the scheme)	**72.8**		Total Repairs Spend (£) - Last 12 months (Nov)	**£49,092.50**
	EPC Rating (Average score of all properties within the scheme)	**C**		No, ASB Cases - Last 12 months (Nov)	**0**
	EPC Date of assessment	**29/03/2019**		No. Stage 1 Complaints - Last 12 months (Oct)	**0**
	Overall CQC Score	**N/A**		No. Stage 2 Complaints - Last 12 months (Oct)	**0**
	Date of last CQC Score	**N/A**		Total No. Formal Complaints - Last 12 months (Oct)	**0**
	No. Repairs - Last 12 months (Nov)	**173**			

TSM Summary of Approach

A.	A summary of achieved sample size (number of responses)	23
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
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

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

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