



**(4321) Knaves 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.

Responses 47

## TSM Key Metrics

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



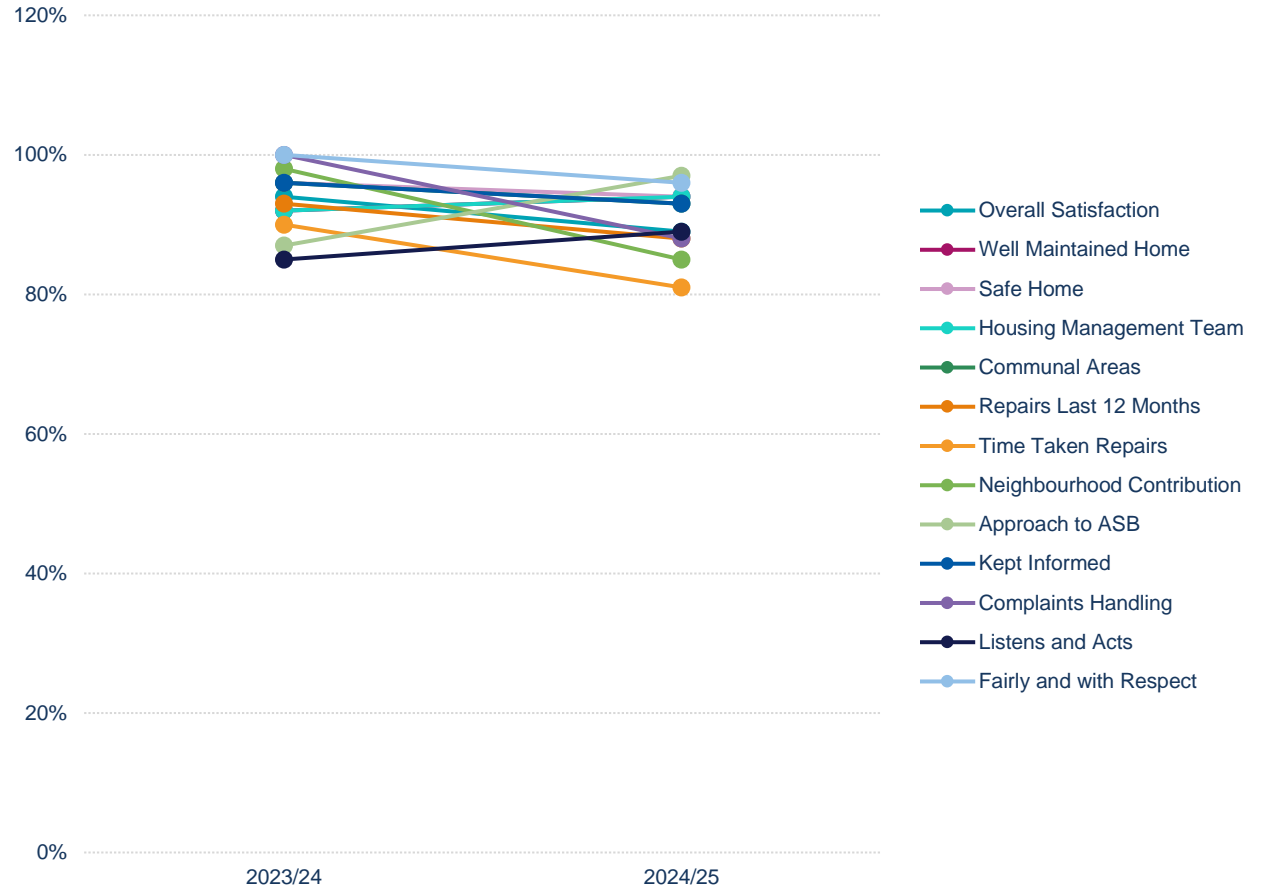
### Responsible Neighbourhood Management





# Over Time

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





## Year-on-Year Change – Knaves Court

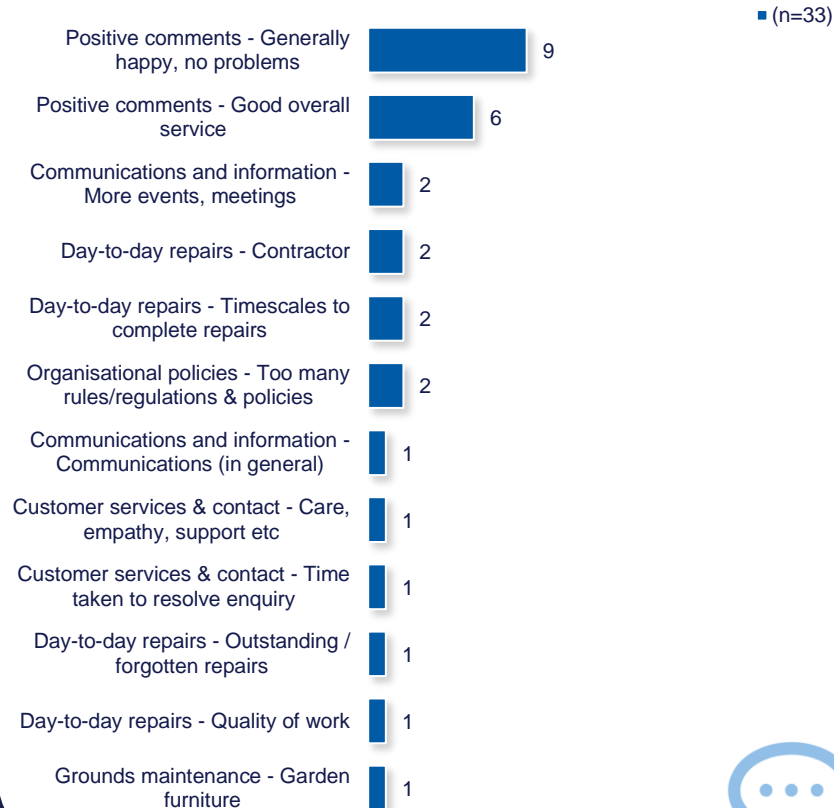
Housing 21 undertook a TSM-based survey of its residents in 2023/24. The table to the right compares these past results from this specific court, with those for 2024/25. Any increases are green coloured, while decreases are pink.

|                            | 2023/24 | 2024/25     |
|----------------------------|---------|-------------|
| Overall Satisfaction       | 94%     | 89% (-5)    |
| Well Maintained Home       | 92%     | 94% (+1)    |
| Safe Home                  | 96%     | 94% (-2)    |
| Housing Management Team    | 92%     | 94% (+1)    |
| Communal Areas             | 96%     | 93% (-3)    |
| Repairs Last 12 Months     | 93%     | 88% (-6)    |
| Time Taken Repairs         | 90%     | 81% (-8)    |
| Neighbourhood Contribution | 98%     | 85% (-13)   |
| Approach to ASB            | 87%     | 97% (+10)   |
| Kept Informed              | 96%     | 93% (-3)    |
| Complaints Handling        | 100% *  | 88% (-13) * |
| Listens and Acts           | 85%     | 89% (+4)    |
| Fairly and with Respect    | 100%    | 96% (-4)    |

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



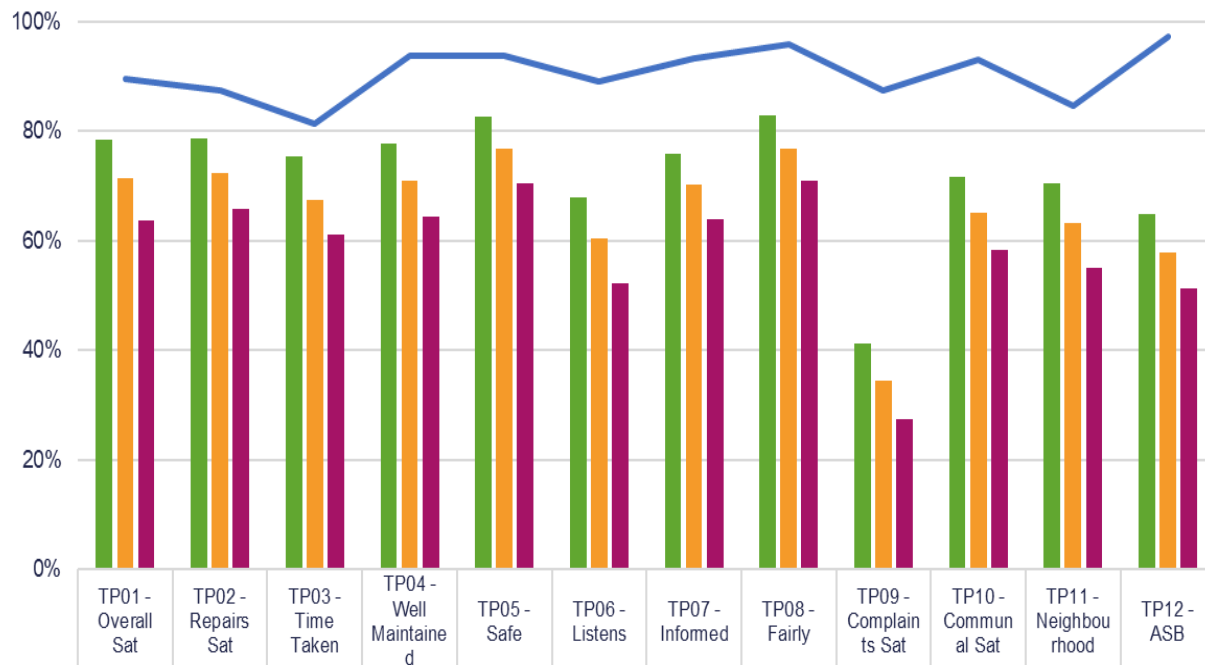
## What one thing could Housing 21 do better to improve its services?



# 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.



|                  |       |       |       |       |       |       |       |       |       |       |       |       |
|------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 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% |
| Knaves Court     | 89.4% | 87.5% | 81.3% | 93.6% | 93.6% | 89.1% | 93.3% | 95.7% | 87.5% | 92.9% | 84.6% | 97.3% |



**Care**

95%

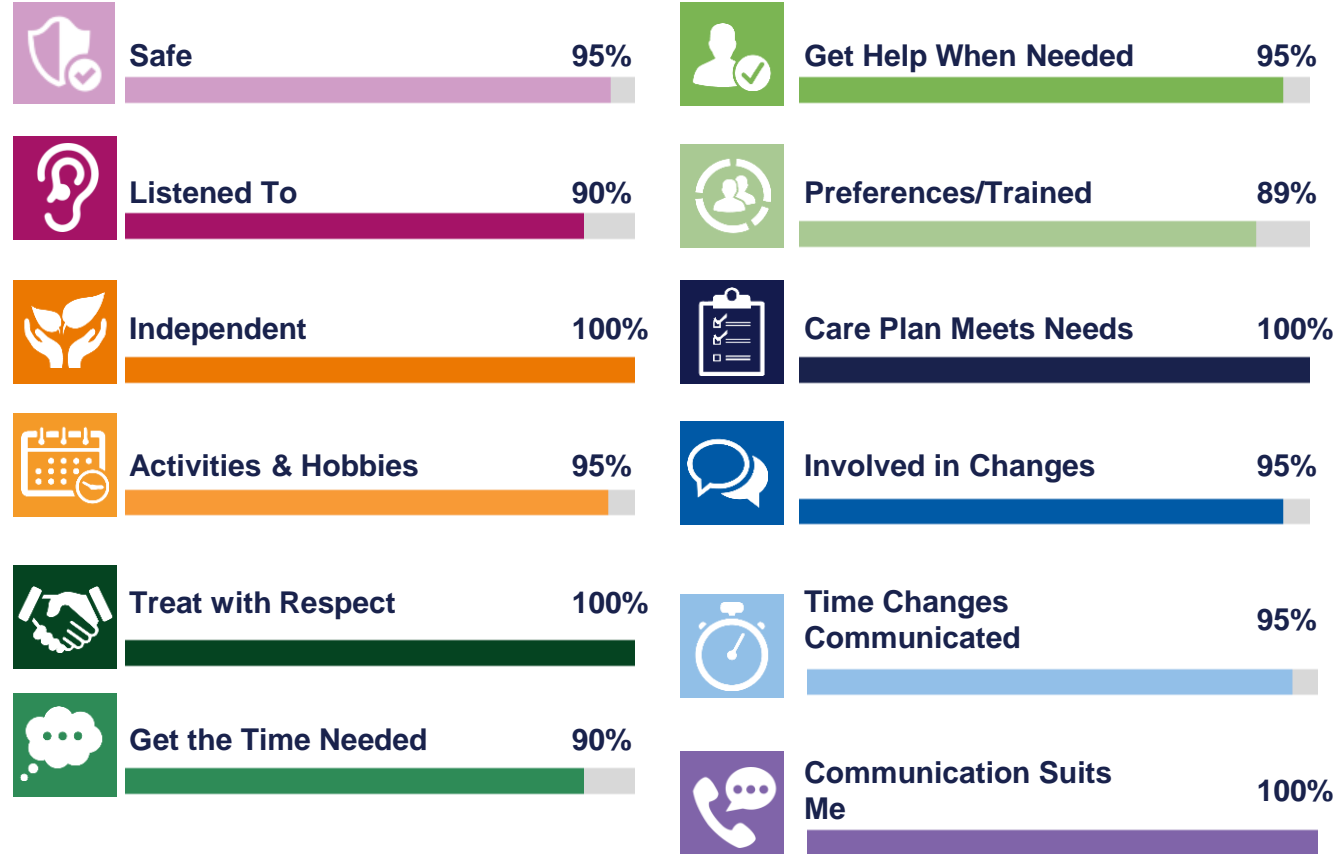
Overall Satisfaction



This page displays the satisfaction scores for the care survey which was only asked of residents in Extra Care.

These questions are split into three sections, well-being, care, and communication with residents asked how satisfied they are with each statement.

## Care Metrics Summary







# 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.

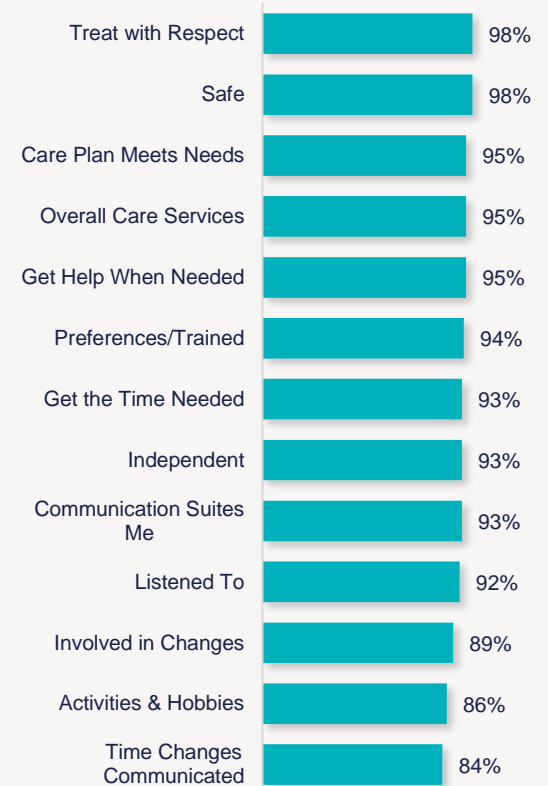
All the remaining measures received 90% or more satisfaction, apart from involved in changes (89%), activities & hobbies (86%), and 84% of residents satisfied with changes to the times they receive their care are communicated with.

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

## Knaves Court



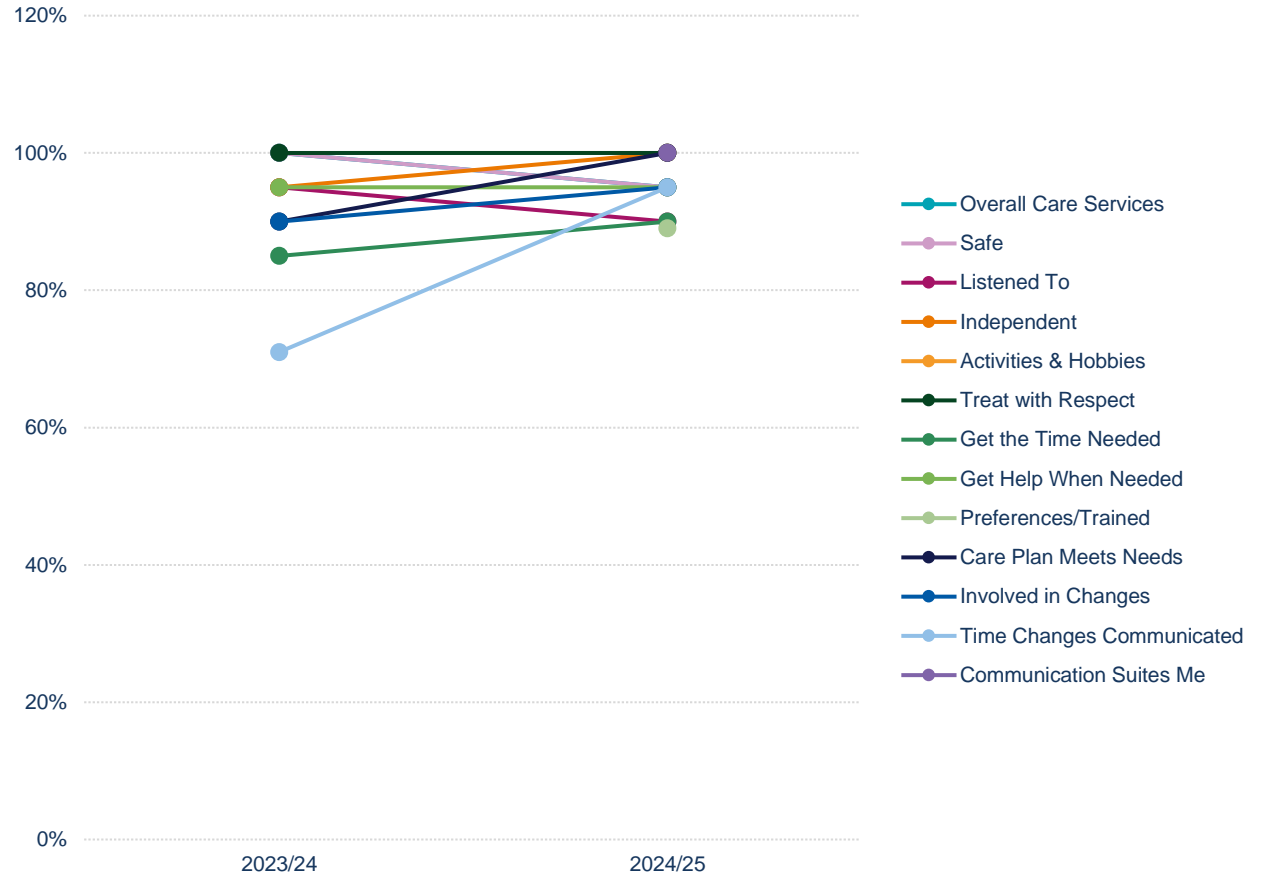
## Housing 21 Overall





# Trends Over Time

This trend line shows how satisfaction has fluctuated over the last two surveys for Extra Care residents in your Court.





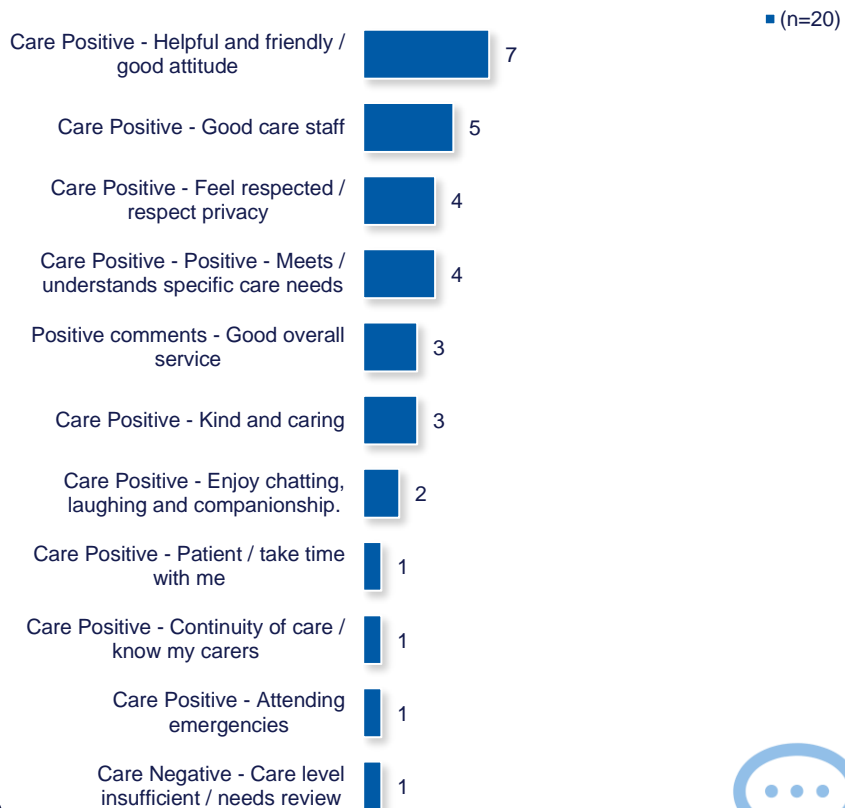
## Year-on-Year Change

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     | 100%    | 95% (-5)   |
| Safe                      | 100%    | 95% (-5)   |
| Listened To               | 95%     | 90% (-5)   |
| Independent               | 95%     | 100% (+5)  |
| Activities & Hobbies      | - *     | 95% (-)    |
| Treat with Respect        | 100%    | 100% (0)   |
| Get the Time Needed       | 85%     | 90% (+5)   |
| Get Help When Needed      | 95%     | 95% (0)    |
| Preferences/Trained       | - *     | 89% (-)    |
| Care Plan Meets Needs     | 90%     | 100% (+10) |
| Involved in Changes       | 90%     | 95% (+4)   |
| Time Changes Communicated | 71%     | 95% (+24)  |
| Communication Suites Me   | - *     | 100% (-)   |

\*Less than 10 Responses

## What do you like about your care service?



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



# Scheme Performance



EPC Score (Average score of all properties within the scheme)

**81.9**



Total Repairs Spend (£) - Last 12 months (Nov)

**£45,736.44**



EPC Rating (Average score of all properties within the scheme)

**B**



No, ASB Cases - Last 12 months (Nov)

**1**



EPC Date of assessment

**08/12/2020**



No. Stage 1 Complaints - Last 12 months (Oct)

**0**



Overall CQC Score

**Outstanding**



No. Stage 2 Complaints - Last 12 months (Oct)

**0**



Date of last CQC Score

**Apr 19**



Total No. Formal Complaints - Last 12 months (Oct)

**0**



No. Repairs - Last 12 months (Nov)

**231**

# TSM Summary of Approach



|    |   |                                |
|----|---|--------------------------------|
| A. | A summary of achieved sample size (number of responses)   | 47                             |
| 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                           |



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

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