



**(5002) Frank Howe  
Court**

**TSM Survey  
Court Report 2024**

Prepared by: Acuity Research & Practice

95%

Overall Satisfaction



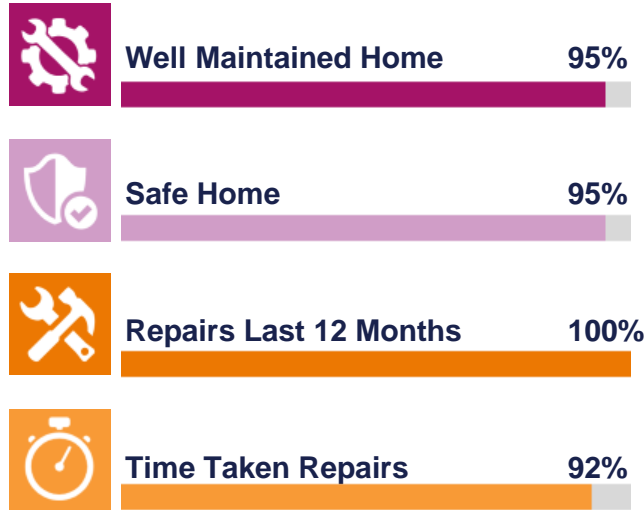
Acuity was commissioned to undertake, independent satisfaction surveys of all Housing 21's residents, including retirement living and extra care, to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

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 20

## TSM Key Metrics

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



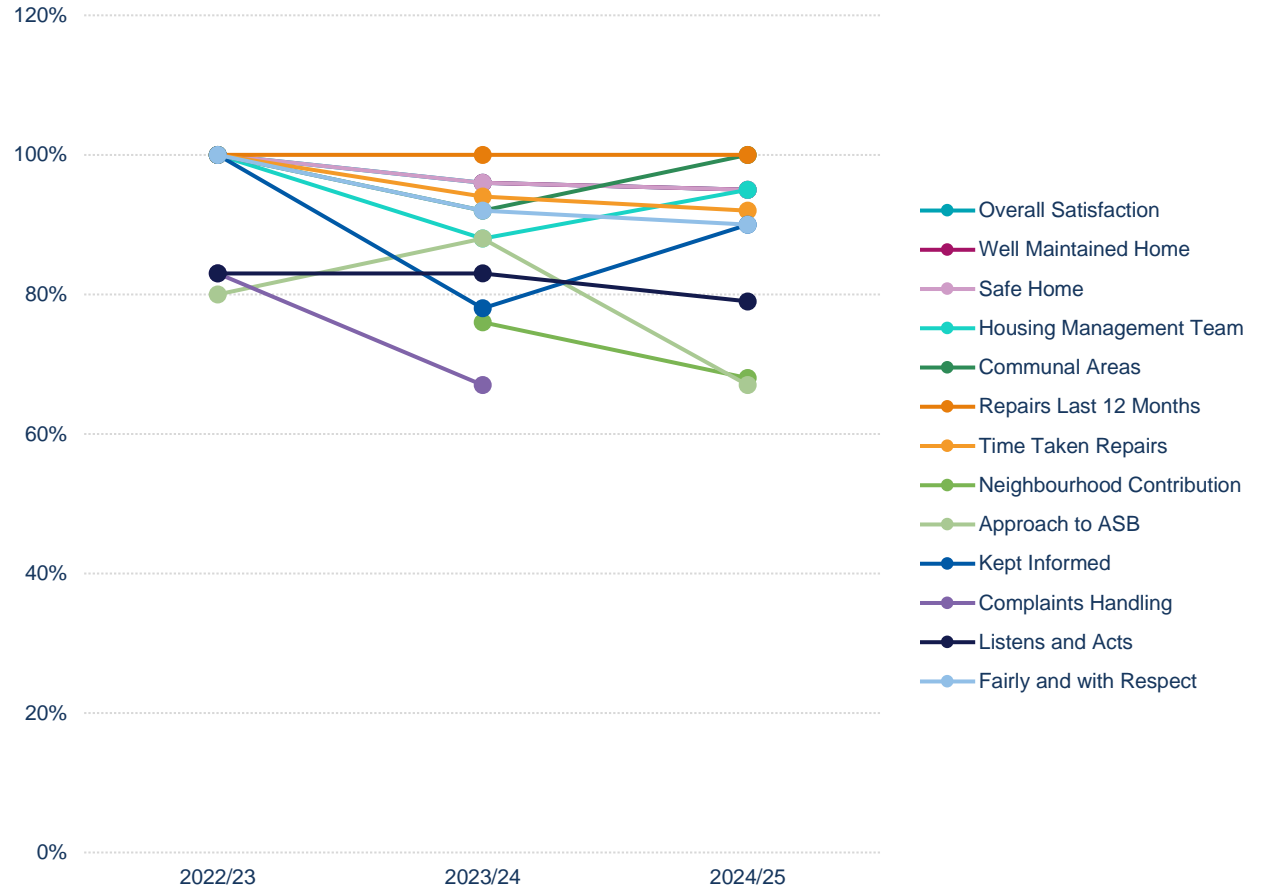
### Responsible Neighbourhood Management





# Over Time

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





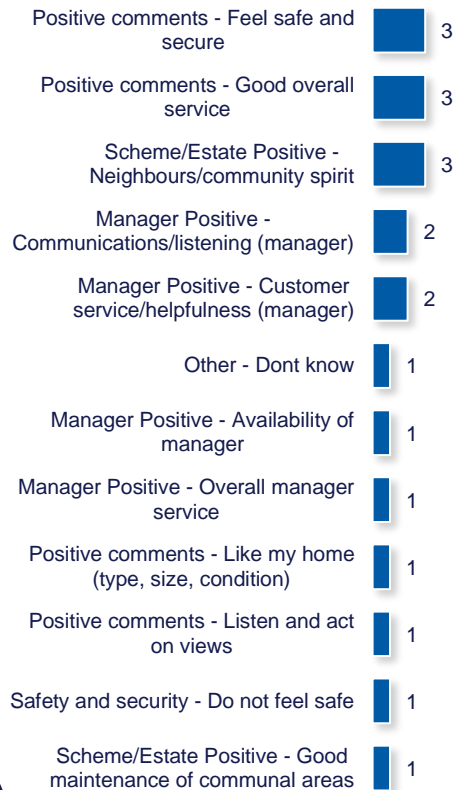
## Year-on-Year Change – Frank Howe Court

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	96%	95% (-1)
Well Maintained Home	96%	95% (-1)
Safe Home	96%	95% (-1)
Housing Management Team	88%	95% (+7)
Communal Areas	92%	100% (+8)
Repairs Last 12 Months	100%	100% (0)
Time Taken Repairs	94%	92% (-2)
Neighbourhood Contribution	76%	68% (-8)
Approach to ASB	88%	67% (-22)
Kept Informed	78%	90% (+12)
Complaints Handling	67% *	- (-) *
Listens and Acts	83%	79% (-4)
Fairly and with Respect	92%	90% (-2)

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

■ (n=17)



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

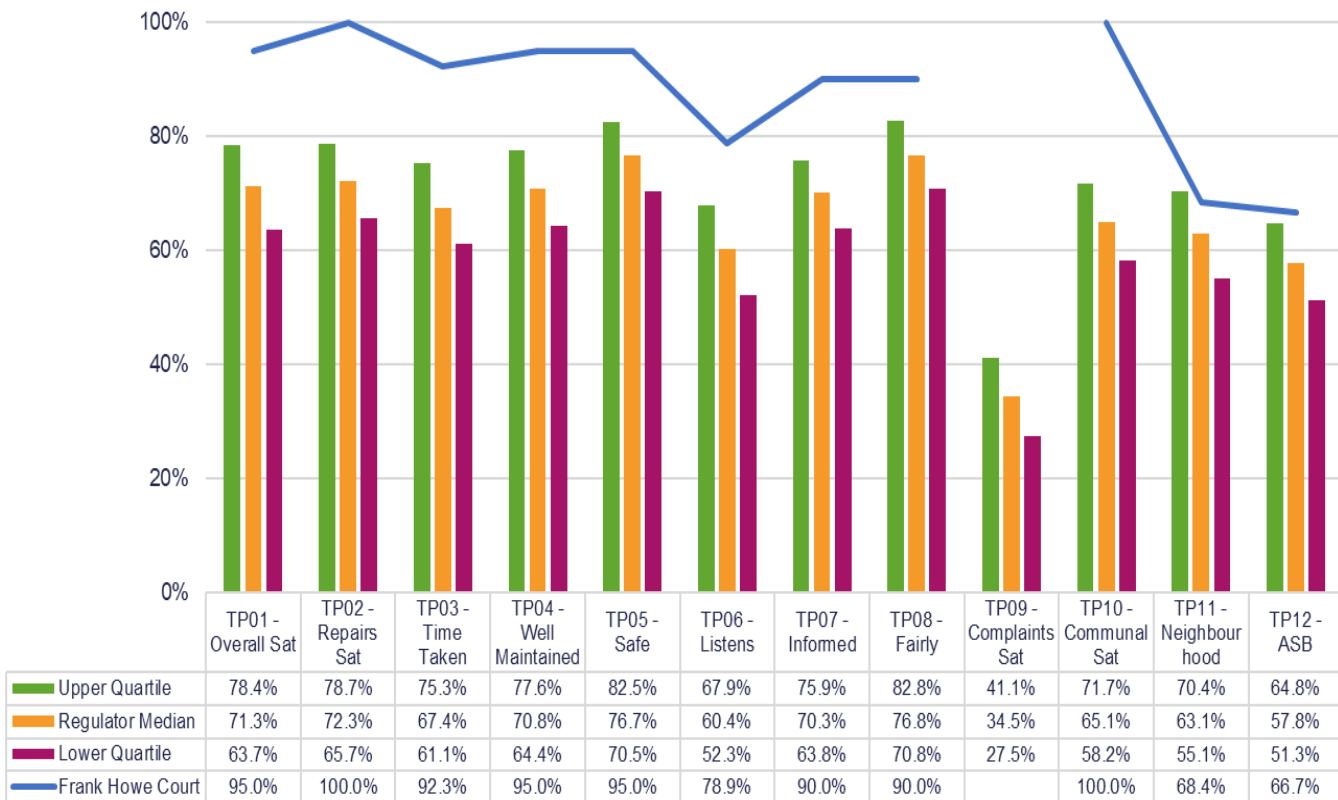
■ (n=13)














# 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

	EPC Score (Average score of all properties within the scheme)	<b>77.9</b>		Total Repairs Spend (£) - Last 12 months (Nov)	<b>£43,751.05</b>
	EPC Rating (Average score of all properties within the scheme)	<b>C</b>		No, ASB Cases - Last 12 months (Nov)	<b>0</b>
	EPC Date of assessment	<b>11/03/2021</b>		No. Stage 1 Complaints - Last 12 months (Oct)	<b>0</b>
	Overall CQC Score	<b>N/A</b>		No. Stage 2 Complaints - Last 12 months (Oct)	<b>0</b>
	Date of last CQC Score	<b>N/A</b>		Total No. Formal Complaints - Last 12 months (Oct)	<b>0</b>
	No. Repairs - Last 12 months (Nov)	<b>184</b>			

# TSM Summary of Approach



A.	A summary of achieved sample size (number of responses)	20
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.

For further information on this report please contact:  
**Denise Raine:** [denise.raine@arap.co.uk](mailto:denise.raine@arap.co.uk)

Acuity  
Tel: 01273 287114  
Email: [acuity@arap.co.uk](mailto:acuity@arap.co.uk)  
Address: PO Box 395, Umberleigh, EX32 2HL

