Summary of Approach to Tenant Satisfaction Measures

City of Lincoln Council

09/01/2025

Summary of Approach

The Regulator of Social Housing has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. This involves a set of Tenant Satisfaction Measures (TSM) that social housing landlords must report on, completed via a survey.

There are 22 TSMs. 10 of these are measured by in relation to management information and the remaining 12 are measured by carrying out satisfaction surveys with customers. All our TSMs were measured following the specific descriptions and calculations outlined by the Regulator of Social Housing and follow the advice and guidance outlined in the Tenant Satisfaction Measure technical requirements and the Tenant Satisfaction Measure Survey requirements.

1. Summary of Achieved Sample Size

At the beginning of the data collection, City of Lincoln Council had a total of 8411 LCRA dwelling units. City of Lincoln Council were advised by the external contractor, Acuity, that to meet the required minimum statistical accuracy (with a margin of error at 95% confidence), that a minimum of +/-4% responses needed to be collected.

618 LRA interviews have been completed, exceeding an accuracy of +/-4% for LCRA Tenants.

1. Timing of the Survey

The TSM results were collected via two waves of survey interviews. The first wave was 31/10/2023 to 10/11/2023 and the second wave was 29/01/2024 to 01/02/2024.

1. Data Collection Methods

The survey was undertaken 100% by telephone interview. Tenants who preferred were sent an online survey link via email to complete online by telephone interviewer. When carrying out the surveys, the research company (Acuity) followed the script and questions set by the Regulator of Social Housing for the 12 satisfaction measures within the TSMs (See Appendix A).

1. Sampling Methods

A stratified sampling method was used, considering a number of criteria, including age, property type, number of bedrooms, and local authority.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | |  | **Population** | | **2023-24** | |
|  |  | |  | **No.** | **%** | **No.** | **%** |
| **Tenure Type** | | General Needs | | 7900 | 94% | 582 | 94% |
|  | | Sheltered | | 488 | 6% | 35 | 6% |
|  | | RSAP Rough Sleeping Accom. Programme | | 16 | 0% | 0 | 0% |
|  | | LAHF – Local Area Housing Fund | | 6 | 0% | 1 | 0% |
|  | | Adapted | | 1 | 0% | 0 | 0% |
| Total | |  | | 8411 | 100% | 618 | 100% |

**Tabe 1.** Annual sample by tenure.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | |  | **Population** | | **2023-24** | |
|  |  | |  | **No.** | **%** | **No.** | **%** |
| **Age Group** | | 0-24 | | 316 | 4% | 19 | 3% |
|  | | 25-34 | | 1321 | 16% | 90 | 15% |
|  | | 35-44 | | 1670 | 20% | 122 | 20% |
|  | | 45-54 | | 1448 | 17% | 107 | 17% |
|  | | 55-59 | | 882 | 10% | 66 | 11% |
|  | | 60-64 | | 756 | 9% | 54 | 9% |
|  | | 65-74 | | 1128 | 13% | 92 | 15% |
|  | | 75-84 | | 644 | 8% | 52 | 8% |
|  | | 85+ | | 246 | 3% | 14 | 2% |
| Total | |  | | 8411 | 100% | 616 | 100% |

**Table 2.** Annual sample by age.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | |  | **Population** | | **2023-24** | |
|  |  | |  | **No.** | **%** | **No.** | **%** |
| **Area** | | Birchwood | | 1066 | 15% | 81 | 13% |
|  | | Boultham Moor | | 1432 | 20% | 103 | 17% |
|  | | City Centre | | 876 | 12% | 66 | 11% |
|  | | Ermine | | 1043 | 14% | 75 | 12% |
|  | | Ermine West | | 924 | 13% | 71 | 11% |
|  | | Hartsholme | | 382 | 5% | 30 | 5% |
|  | | Manse | | 412 | 6% | 29 | 5% |
|  | | Monks Road | | 795 | 11% | 59 | 10% |
|  | | Newport/Burton Road | | 313 | 4% | 20 | 3% |
|  | | St Giles | | 1168 | 16% | 84 | 14% |
| Total | |  | | 7243 | 100% | 534 | 100% |

**Table 3.** Annual sample by area.

1. Summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed).

The sample achieved an excellent representation of the tenant population. The characteristics used to measure representativeness tenure, age group, area, length of tenancy, and gender. These categories were chosen to provide good coverage by geographical location, demographic profile, and type of housing.

|  |  |  |
| --- | --- | --- |
| **Tenure** |  |  |
|  | GN | HfOP |
| Overall Satisfaction | 70% | 86% |
| Well Maintained Home | 72% | 91% |
| Safe Home | 74% | 88% |
| Repairs Last 12 Months | 74% | 89% |
| Time Taken Repairs | 68% | 68% |
| Communal Area | 73% | 85% |
| Neighbourhood Contribution | 67% | 95% |
| Approach to ASB | 52% | 81% |
| Listens & Acts | 59% | 82% |
| Kept Informed | 66% | 93% |
| NPS (Promotors) | 39% | 66% |
| Fairly & with Respect | 76% | 93% |
| Easy to Deal With | 69% | 88% |
| Complaints Handling | 38% | 0% \* |
|  |  | \*Base below 10 |

**Table 4.** Tenure percentages of TSM results.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Area** |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | Birchwood | Boultham Moor | City Centre | Ermine | Ermine West | Hartsholme | Monks Road | St Giles |
| Base Size | 81 | 103 | 66 | 75 | 71 | 30 | 59 | 83 |
| Overall Satisfaction | 67% | 68% | 70% | 71% | 79% | 83% | 73% | 63% |
| Well Maintained Home | 71% | 72% | 80% | 70% | 74% | 79% | 76% | 63% |
| Safe Home | 71% | 79% | 74% | 75% | 78% | 83% | 70% | 67% |
| Repairs Last 12 Months | 73% | 69% | 79% | 80% | 68% | 91% | 90% | 67% |
| Time Taken Repairs | 63% | 61% | 76% | 60% | 64% | 91% | 90% | 63% |
| Communal Area | 67% | 81% | 83% | 58% | 69% | 83% | 82% | 65% |
| Neighbourhood Contribution | 71% | 66% | 66% | 72% | 70% | 71% | 66% | 69% |
| Approach to ASB | 58% | 57% | 60% | 54% | 50% | 41% | 41% | 53% |
| Listens & Acts | 58% | 57% | 62% | 55% | 55% | 73% | 57% | 61% |
| Kept Informed | 64% | 61% | 79% | 69% | 69% | 83% | 71% | 57% |
| NPS (Promotors) | 38% | 40% | 44% | 38% | 44% | 56% | 35% | 39% |
| Fairly & with Respect | 76% | 74% | 84% | 69% | 77% | 85% | 83% | 72% |
| Easy to Deal With | 64% | 74% | 79% | 63% | 70% | 79% | 75% | 66% |
| Complaints Handling | 38% | 29% | 50% | 48% | 11%\* | 38%\* | 61% | 26% |
|  |  |  |  |  |  |  |  | \*Base below 10 |

**Table 5**. Area percentages of TSM results

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Age Group** |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  | 0-24 | 25-34 | 35-44 | 45-54 | 55-59 | 60-64 | 65-74 | 75-84 | 85+ |
| Overall Satisfaction | 68% | 60% | 63% | 62% | 85% | 74% | 78% | 90% | 93% |
| Well Maintained Home | 68% | 62% | 63% | 59% | 86% | 79% | 86% | 94% | 85% |
| Safe Home | 53% | 65% | 63% | 70% | 86% | 84% | 87% | 94% | 85% |
| Repairs Last 12 Months | 69% | 61% | 69% | 66% | 86% | 96% | 80% | 96% | 100%\* |
| Time Taken Repairs | 69% | 56% | 66% | 55% | 74% | 85% | 75% | 89% | 75%\* |
| Communal Area | 83% | 60% | 72% | 70% | 74% | 76% | 84% | 79% | 100%\* |
| Neighbourhood Contribution | 67%\* | 66% | 64% | 63% | 70% | 76% | 71% | 82% | 78%\* |
| Approach to ASB | 45% | 48% | 45% | 42% | 60% | 71% | 53% | 69% | 75%\* |
| Listens & Acts | 50% | 47% | 52% | 56% | 70% | 71% | 61% | 83% | 78%\* |
| Kept Informed | 86% | 56% | 54% | 65% | 67% | 73% | 78% | 93% | 90%\* |
| NPS (Promotors) | 33% | 36% | 34% | 42% | 35% | 51% | 47% | 52% | 55% |
| Fairly & with Respect | 76% | 63% | 75% | 67% | 85% | 83% | 87% | 93% | 64% |
| Easy to Deal With | 76% | 63% | 62% | 64% | 76% | 78% | 73% | 93% | 83% |
| Complaints Handling | 20%\* | 36% | 42% | 19% | 58% | 60% | 31% | 50% | 0%\* |
|  |  |  |  |  |  |  |  |  | \*Base below 10 |

**Table 6.** Age group percentages of TSM results

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Length of Tenancy** |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | A. 1 Year | B. 1-3 Years | C. 4-5 Years | D. 6-10 Years | E. 11-20 Years | F. Over 20 Years |
| Overall Satisfaction | 88% | 63% | 56% | 69% | 70% | 88% |
| Well Maintained Home | 81% | 67% | 58% | 70% | 74% | 87% |
| Safe Home | 79% | 67% | 67% | 73% | 75% | 90% |
| Repairs Last 12 Months | 92% | 69% | 68% | 74% | 74% | 83% |
| Time Taken Repairs | 92% | 65% | 74% | 58% | 66% | 78% |
| Communal Area | 29%\* | 70% | 84% | 72% | 75% | 86% |
| Neighbourhood Contribution | 82% | 72% | 72% | 70% | 53% | 78% |
| Approach to ASB | 75%\* | 47% | 62% | 44% | 45% | 74% |
| Listens & Acts | 82% | 54% | 55% | 53% | 55% | 80% |
| Kept Informed | 67% | 65% | 64% | 59% | 68% | 82% |
| NPS (Promotors) | 44% | 42% | 45% | 36% | 35% | 49% |
| Fairly & with Respect | 85% | 70% | 68% | 75% | 74% | 91% |
| Easy to Deal With | 75% | 68% | 66% | 64% | 65% | 86% |
| Complaints Handling | 50%\* | 29% | 29% | 36% | 41% | 53% |
|  |  |  |  |  |  | \*Base below 10 |

**Table 7.** Length of tenancy percentages of TSM results.

|  |  |  |  |
| --- | --- | --- | --- |
| **Gender** |  |  |  |
|  |  |  |  |
|  | F | M | Unknown |
| Overall Satisfaction | 71% | 71% | 100%\* |
| Well Maintained Home | 72% | 73% | 100%\* |
| Safe Home | 72% | 80% | 100%\* |
| Repairs Last 12 Months | 74% | 77% | 0%\* |
| Time Taken Repairs | 69% | 67% | 0%\* |
| Communal Area | 70% | 79% | -\* |
| Neighbourhood Contribution | 68% | 70% | 100%\* |
| Approach to ASB | 51% | 56% | 100%\* |
| Listens & Acts | 58% | 62% | 100%\* |
| Kept Informed | 67% | 69% | 100%\* |
| NPS (Promotors) | 42% | 39% | 0%\* |
| Fairly & with Respect | 80% | 72% | 100%\* |
| Easy to Deal With | 70% | 71% | 100%\* |
| Complaints Handling | 37% | 38% | -\* |
|  |  |  | \*Base below 10 |

**Table 8.** Gender percentages of TSM results.

1. Any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results).

Not applicable. Acceptable representativeness was achieved across multiple groups and therefore no weighting of data was required.

1. The role of any named external contractor(s)

City of Lincoln Council procured the services of Acuity Research & Practice Ltd to carry out the TSM perception survey. Acuity was involved in the sampling, data collecting, generating and validating reported perception measures.

1. The number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances.

Not applicable, no households were excluded from sampling.

1. Reasons for Failure to Meet Required Sample Size Requirements

Not applicable – A sufficient number of responses were gathered to meet the requirements.

1. Type and amount of any incentives offered to tenants to encourage survey completion.

No incentives were used in the survey.

1. Any methodological issues likely to have a material impact on the tenant perception measures reported.

There do not appear to be any methodological issues that have a material impact on the tenant perception measures reported.

Appendix A – Questionnaire

|  |  |
| --- | --- |
| **Question number** | **Question text** |
| 1 | Taking everything into account, how satisfied or dissatisfied are you with the service provided by City of Lincoln Council`s Housing Service? |
| 2 | How satisfied or dissatisfied are you that City of Lincoln Council`s Housing Service provides a home that is well maintained? |
| 3 | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that City of Lincoln Council`s Housing Service provides a home that is safe? |
| 4 | Do you live in a building with communal areas, either inside or outside, that City of Lincoln Council`s Housing Service is responsible for maintaining? |
| 5 | How satisfied or dissatisfied are you that City of Lincoln Council`s Housing Service keeps these communal areas clean and well maintained? |
| 6 | If you do not feel that your home is either well maintained or safe (and / or communal areas are clean and well maintained), please can you explain why and suggest what could be improved? |
| 7 | Has City of Lincoln Council`s Housing Service carried out a repair to your home in the last 12 months? |
| 8 | How satisfied or dissatisfied are you with the overall repairs service from City of Lincoln Council`s Housing Service over the last 12 months? |
| 9 | How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? |
| 10 | If you are not satisfied with how City of Lincoln Council`s Housing Service deals with repairs and maintenance, please could you explain the reason why? |
| 11 | How satisfied or dissatisfied are you that City of Lincoln Council`s Housing Service listens to your views and acts upon them? |
| 12 | How satisfied or dissatisfied are you that City of Lincoln Council`s Housing Service keeps you informed about things that matter to you? |
| 13 | To what extent do you agree or disagree with the following `City of Lincoln Council`s Housing Service treats me fairly and with respect`? |
| 14 | How satisfied or dissatisfied are you that City of Lincoln Council`s Housing Service is easy to deal with? |
| 15 | If you are not satisfied with customer service and communications, please provide more information and what City of Lincoln Council`s Housing Service could improve. |
| 16 | How satisfied or dissatisfied are you that City of Lincoln Council`s Housing Service makes a positive contribution to your neighbourhood? |
| 17 | How satisfied or dissatisfied are you with City of Lincoln Council`s Housing Service's approach to handling anti-social behaviour? |
| 18 | Have you made a complaint to City of Lincoln Council`s Housing Service in the last 12 months? |
| 19 | How satisfied or dissatisfied are you with City of Lincoln Council`s Housing Service's approach to complaints handling? |
| 20 | How likely would you be to recommend City of Lincoln Council`s Housing Service to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely? |
| 21 | As you did not score 10, what could City of Lincoln Council`s Housing Service do to improve this? |
| 22 | How concerned are you about the cost of living crisis for you personally? |
| P1 | The results of this survey are confidential. However, would you be happy for us to give all of your details to City of Lincoln Council`s Housing Service with your name attached so that they have better information to help them improve services? |
| P2 | Would you be happy for City of Lincoln Council`s Housing Service to contact you to follow up any of the comments or issues you have raised? |