



Tenant Satisfaction Measures Report 2023/24



viewpoint



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Executive Summary

This report details the results of the 2023/24 Tenant Satisfaction Measures (TSM) survey for Norwich Housing Society.

2023/24 is the first year the survey has been required by the Regulator of Social Housing to generate annual tenant perception measures. Norwich Housing Society commissioned Viewpoint Research CIC to complete the survey through a telephone methodology. A total of 154 surveys were completed.

The report presents results for all questions showing counts (actual number of responses) and percentages to one decimal place. Commentary to the results will typically group answers to give a combined satisfaction score (fairly satisfied and very satisfied answers added together). Differences are highlighted between demographics for TP01 but not for further questions, such as the small numbers of general needs tenants, tenants living in houses & bungalows and properties managed by an agent.

Further analysis is provided with a summary of the open text comments received and a key driver analysis to investigate how questions TP02-12 questions have been influencers on overall satisfaction.

Results summary

- Overall satisfaction (TP01): This measure is often used as the headline measure of service performance. The 2023/24 score for Norwich Housing Society is 94.2%.
- Highest scoring TSMs: The top scoring Tenant Satisfaction Measures were as follows:
 - TP05: 95.4% - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report they are satisfied their home is safe.
 - TP11: 94.3% - Proportion of respondents who are satisfied that that Norwich Housing Society makes a positive contribution to your neighbourhood?
 - TP05: 94.2% - Proportion of respondents who are satisfied that Norwich Housing Society provides a home that is well maintained.
 - TP01: 94.2% - Overall satisfaction.
- Lowest scoring TSMs / high dissatisfaction:
 - TP09 56.3% - Norwich Housing Society's approach to complaints handling. Based on those who stated they had experienced the service in the last 12 months.
 - TP10 81.1% - Proportion of respondents who are satisfied with Norwich Housing Society's approach to handling anti-social behaviour
 - TP11 83.9% - Proportion of respondents who are satisfied with the time taken to complete their most recent repair after they reported it? Based on those who had experienced the service in the last 12 months.

- Identifying what drives overall satisfaction: Based on the key driver analysis, the top service areas driving satisfaction are: Home is well maintained (TP04), Listens to tenant views and acts upon them (TP06), and overall repairs service (TP02).
- The comments collected after TP01 are overwhelmingly positive with tenants generally praising the service provided by Norwich Housing Society and specifically how they are dealt with by officers, the quality of their communication, responsiveness and the repairs service.
- There were a minority of comments that were negative, or offered suggestions for improvement, including from customers who were satisfied overall. The main focus of these was on repairs, particularly outstanding repairs, but also included communication, grounds maintenance/communal areas and service charges.

Results Table

The tables below show all Tenant satisfaction measures, including those generated from management information.

TSMs collected from tenant perception surveys:

		Result
TP01	Overall satisfaction	94.2%
TP02	Overall repairs service	91.9%
TP03	Repairs: Time taken	83.9%
TP04	Home is well maintained	94.2%
TP05	Home is safe	95.4%
TP06	Listens to views & acts upon them	86.7%
TP07	Keeps informed	90.3%
TP08	Treated Fairly & with Respect	91.6%
TP09	Approach to complaints	56.3%
TP10	Communal areas	94.1%
TP11	Contribution to Neighbourhood	94.3%
TP12	Approach to Anti-social behaviour	81.1%

TSMs generated from management information:

		Result
CH01	Complaints relative to size (per 1,000 homes):	
	Stage One complaints	4
	Stage Two complaints	1
CH02	Complaints responded to within Complaint Handling timescales:	
	Stage One complaints	100%
	Stage Two complaints	100%
NM01	ASB cases relative to size (per 1,000 homes)	4
	ASB cases that involve hate incidents	1
RP01	Homes that do not meet the Decent Homes standard	0%
RP02	Repairs completed within target timescales	100%
BS01	Gas safety checks	100%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	100%
BS05	Lift safety checks	100%

Summary of Approach

Methodology

A summary of the methodology used to complete the Tenant Satisfaction Measures' survey for Norwich Housing Society is below.

Feedback services provider (collecting, generating, and validating the reported perception measures)	Independent research company – Viewpoint Research CIC
Survey fieldwork dates	April 2023 to March 2024
Total surveyable population	304
Statistical confidence required and achieved	Required: No confidence level or margin of error required as stock is fewer than 1,000 units. Employing a census approach was sufficient to meet this requirement.
Total sample size achieved (total number of responses)	154
Reasons for any failure to meet the required sample size	N/A
Collection method	Telephone survey (154)
Sampling method	Telephone – Census
Type and amount of any incentives offered	None
Number of tenant households within the relevant population that have not been included in the sample	6 properties removed as it was judged that the survey would confuse those tenants.
Summary of representativeness of the sample against the relevant tenant population	The sample achieved is broadly representative of the tenant population, in regard to property type, managing agents and tenure type.
Any weighting applied	N/A
Questions asked	12 x regulatory TSM questions. 1 x open comment question after overall satisfaction
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

Representation

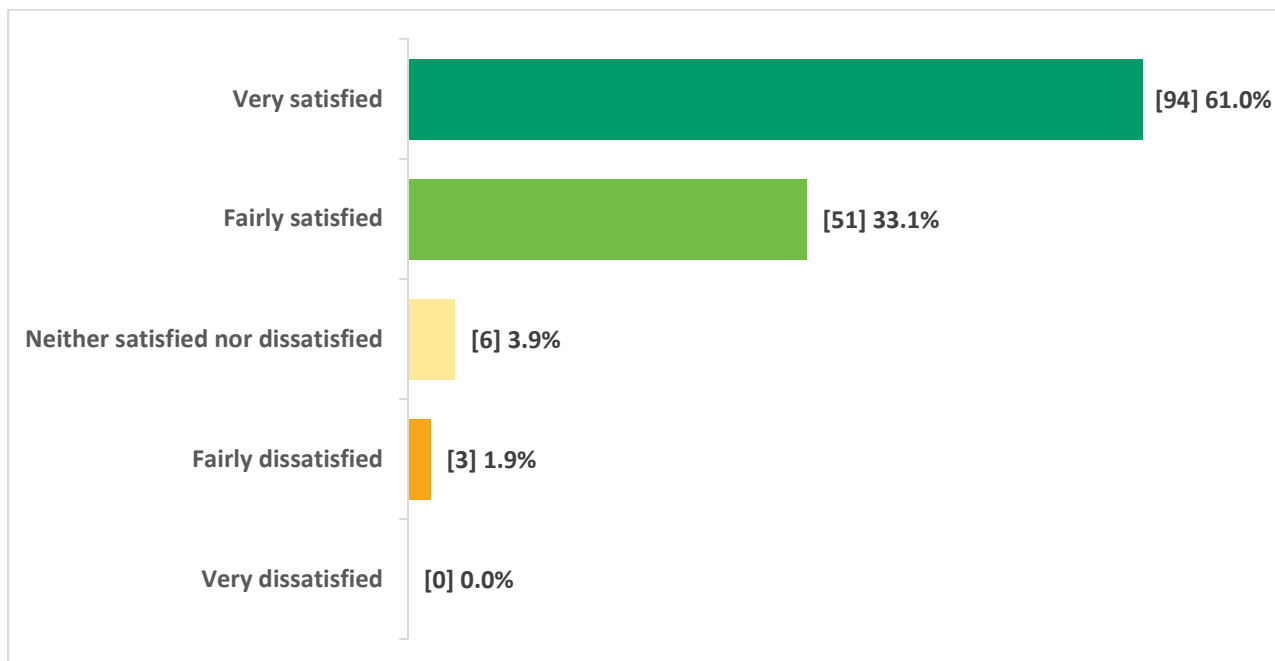
The table below shows that the survey sample achieved is broadly representative of the relevant tenant population.

	Population % (and actual)	Responses % (and actual)
Tenancy		
Sheltered	97% (296)	99% (152)
General Needs	3% (8)	1% (2)
Managing Agent		
Yes	7% (22)	5% (8)
No	93% (282)	95% (146)
Property type		
Flat	92% (282)	90% (139)
House	2% (5)	1% (2)
Bungalow	6% (17)	8% (13)

TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Norwich Housing Society?

94.2%



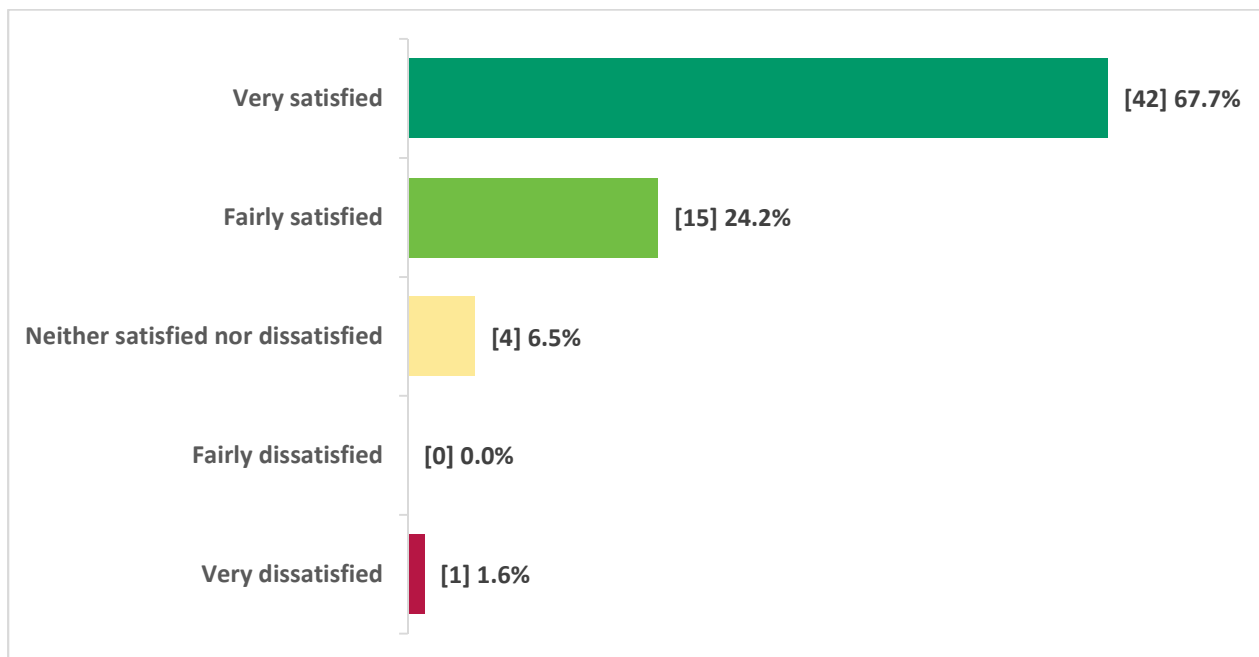
Analysis

- Overall satisfaction is 94.2% (145 respondents).
- ‘Neither satisfied nor dissatisfied’ accounted for 3.9% of responses meaning only 1.9% (3 responses) were actively dissatisfied, and nobody was ‘very satisfied’.
- Satisfaction among tenants living in Flats was 93.5%, lower than houses and bungalows (both 100%).
- Satisfaction among tenants at Stuart Court (managed by an agent) was 100%, higher than those not managed by an agent (93.8%).
- Satisfaction for General Needs tenants was 100%, compared with 94.1% for Sheltered.

TP02 – Overall Repairs Service

How satisfied or dissatisfied are you with the overall repairs service from Norwich Housing Society over the last 12 months?

91.9%



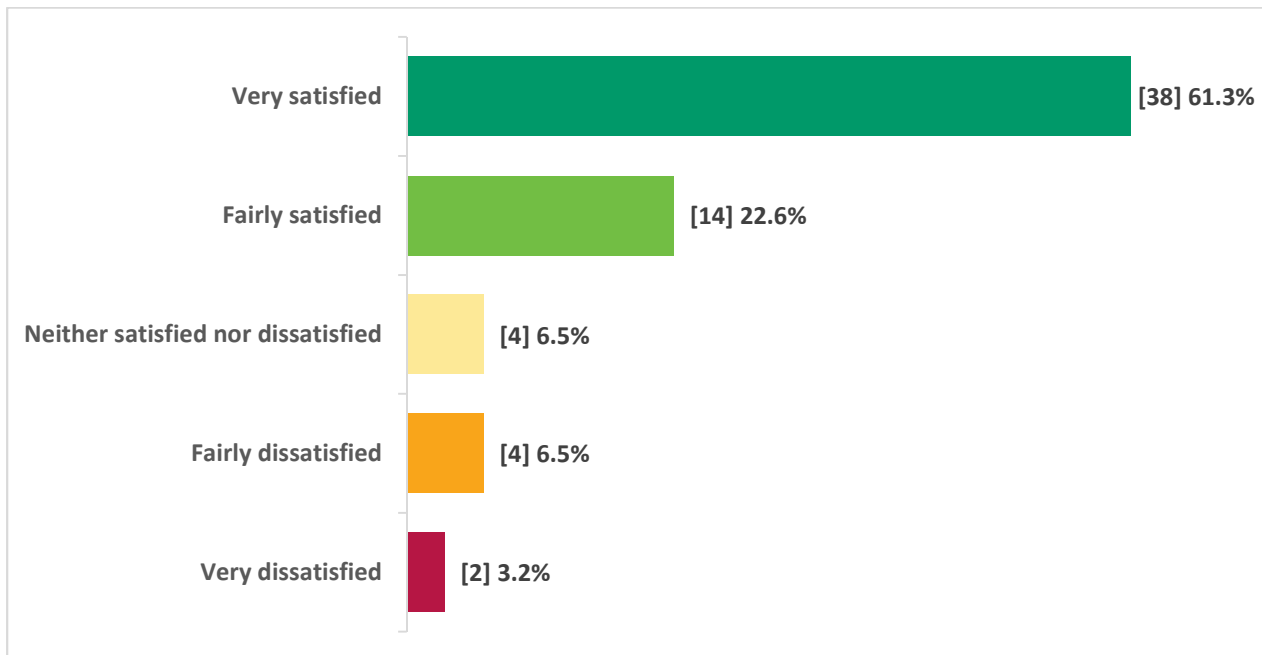
Analysis

- Residents were asked, “Has Norwich Housing Society carried out a repair to your home in the last 12 months?”. A total of 40.3% (62 respondents) stated ‘Yes’.
- Those who stated ‘Yes’ were then asked TP02 above, where 91.9% (57 respondents) were fairly or very satisfied.
- This was the third highest key driver to overall satisfaction, suggesting a good repairs service has a strong influence on people’s perception of the overall service provided by Norwich Housing Society.
- A high proportion of comments received after TP01 related to the repairs service, both positive and negative (see P20).

TP03 – Repairs: Time Taken

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

83.9%



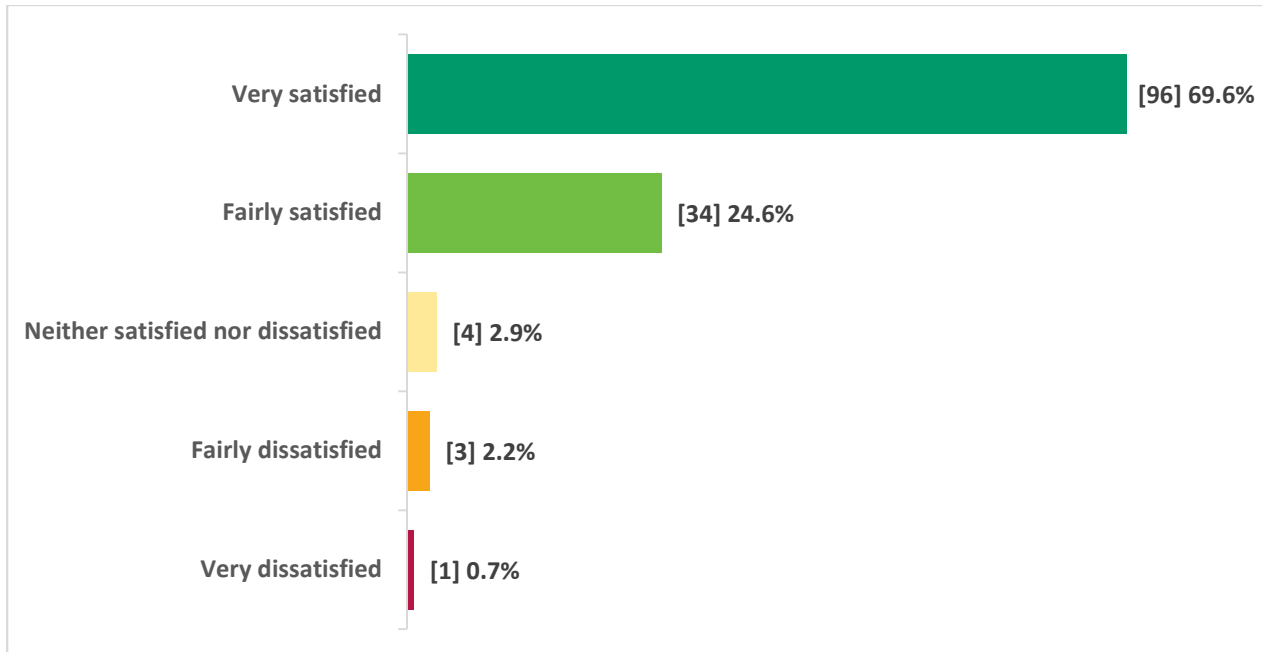
Analysis

- Of those residents who previously stated Norwich Housing Society had carried out a repair to their home in the last 12 months, residents were then asked TP03, above.
- A total of 83.9% (52 respondents) were fairly or very satisfied.
- Comments received from tenants (see P20) showed that a quick, responsive service (not just repairs) is very important to tenants.

TP04 – Home is well maintained

How satisfied or dissatisfied are you that Norwich Housing Society provides a home that is well maintained?

94.2%



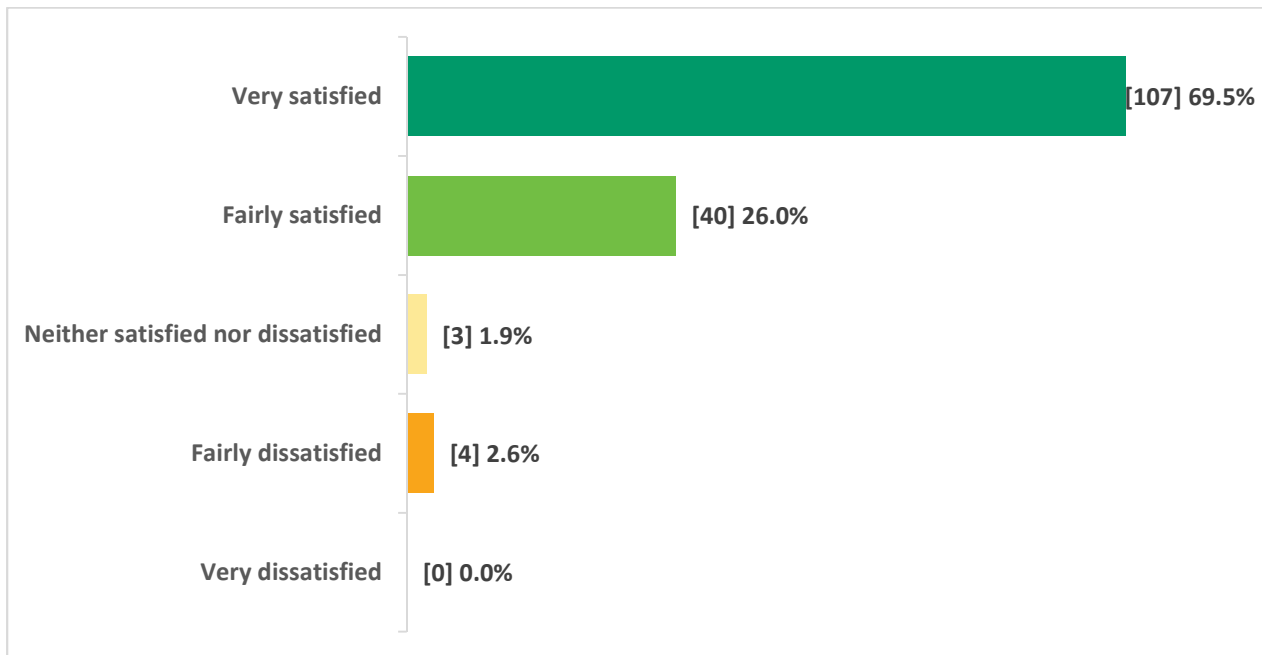
Analysis

- 94.2% (130 respondents) were fairly or very satisfied.
- This is the third highest scoring question on the survey with only four tenants actively dissatisfied.
- It is also the top key driver to overall satisfaction suggesting it is one of the most important aspects to tenants.
- 16 tenants did not give a response to this question.

TP05 – Home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Norwich Housing Society provides a home that is safe?

95.4%



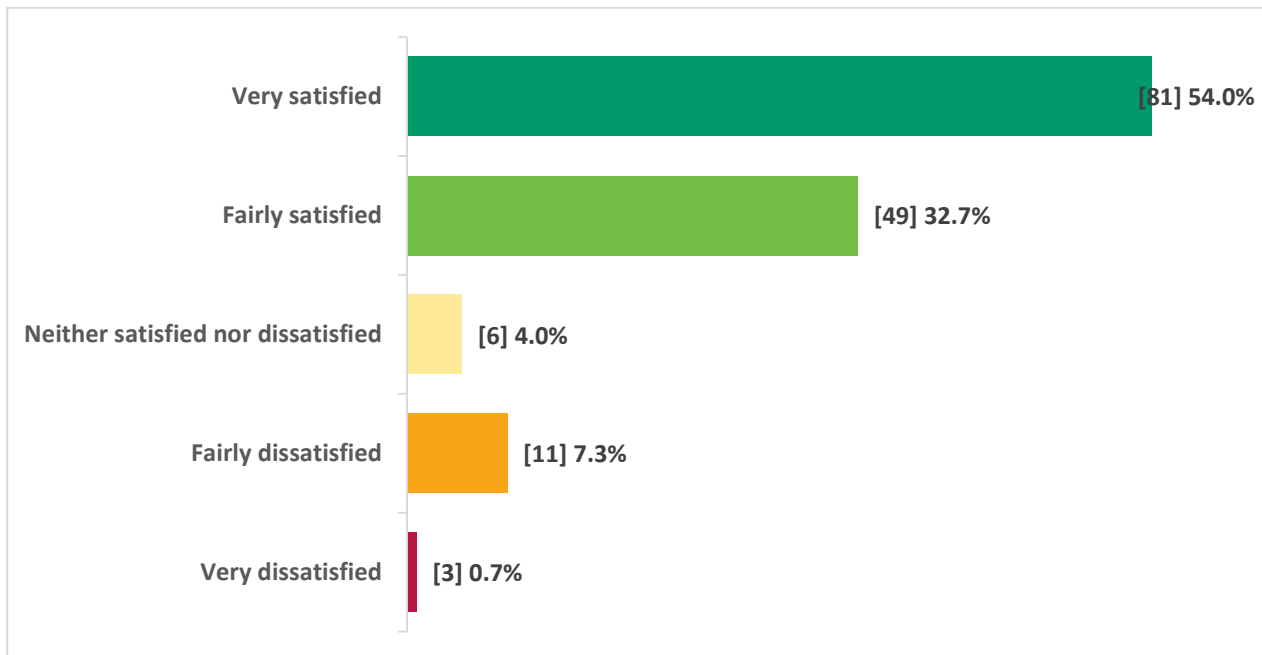
Analysis

- 95.4% (147 respondents) were fairly or very satisfied making this the highest scoring question on the survey.
- Only 4 tenants were actively dissatisfied, with nobody saying they were 'very dissatisfied'.

TP06 – Listens to views & acts upon them

How satisfied or dissatisfied are you that Norwich Housing Society listens to your views and acts upon them?

86.7%



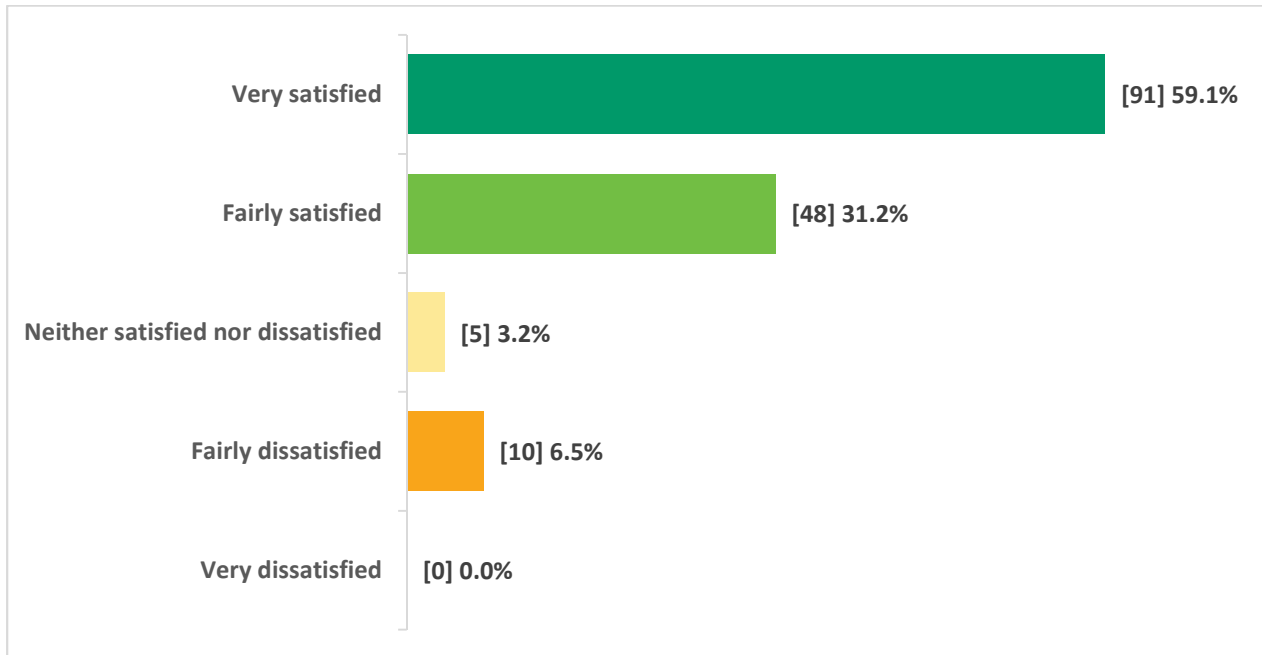
Analysis

- 86.7% (130 respondents) were fairly or very satisfied.
- This is one of only four questions to score under 90% satisfaction.
- The question is the second highest key driver to satisfaction indicating that it has a significant influence on overall satisfaction. Certainly many of the open text comments (P20) mentioned the importance of quality communication and being responsive.

TP07 – Keeps you informed

How satisfied or dissatisfied are you that Norwich Housing Society keeps you informed about things that matter to you?

90.3%



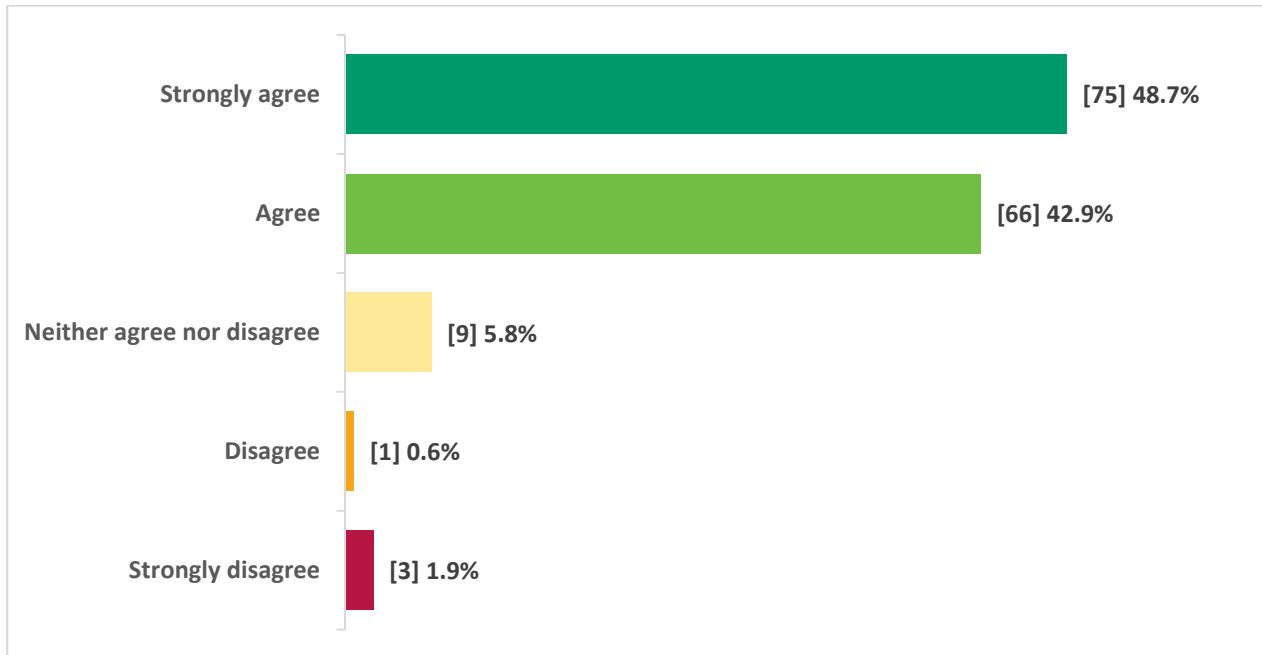
Analysis

- 90.3% (139 respondents) were fairly or very satisfied.
- 10 tenants were actively dissatisfied with this aspect, although none were 'very dissatisfied'.

TP08 – Treated Fairly & with Respect

To what extent do you agree or disagree with the following: "Norwich Housing Society treats me fairly and with respect"?

91.6%



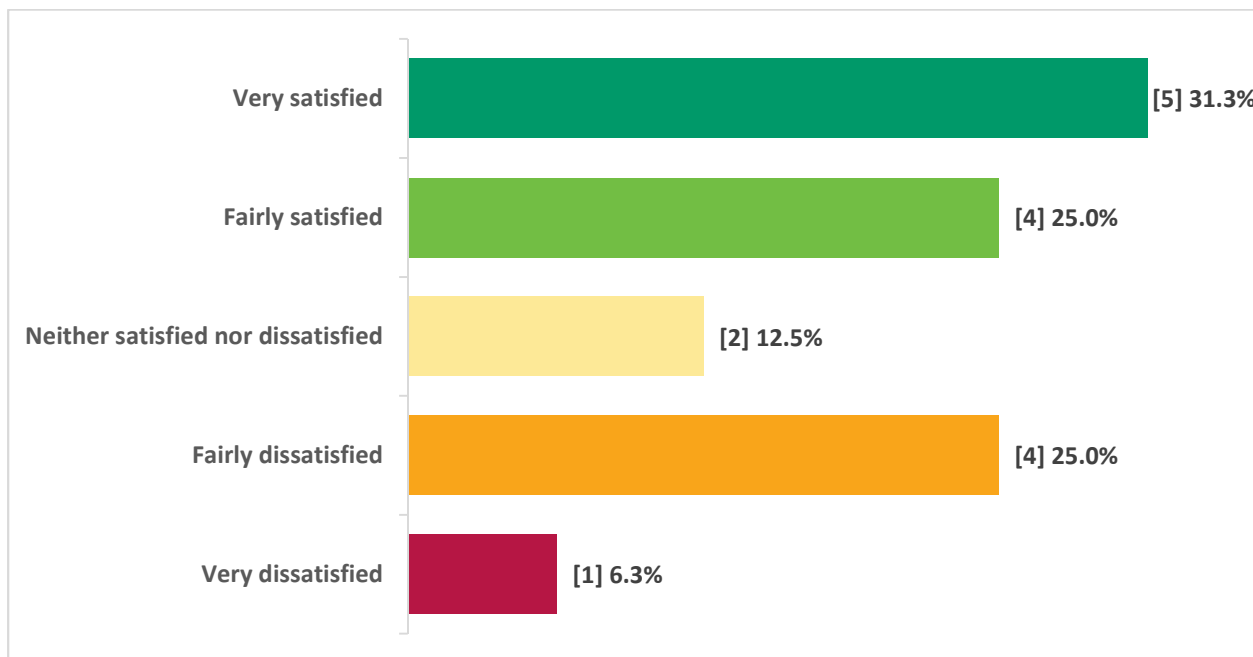
Analysis

- 91.6% (141 respondents) agreed or strongly agreed that they are treated fairly and with respect.
- Only four tenants actively disagreed with the statement, with nine saying 'neither agree nor disagree'.
- Many of the positive comments received referenced positive examples of communication between Norwich Housing Society and tenants.

TP09 – Approach to Complaints

How satisfied or dissatisfied are you with Norwich Housing Society approach to complaints handling?

56.3%



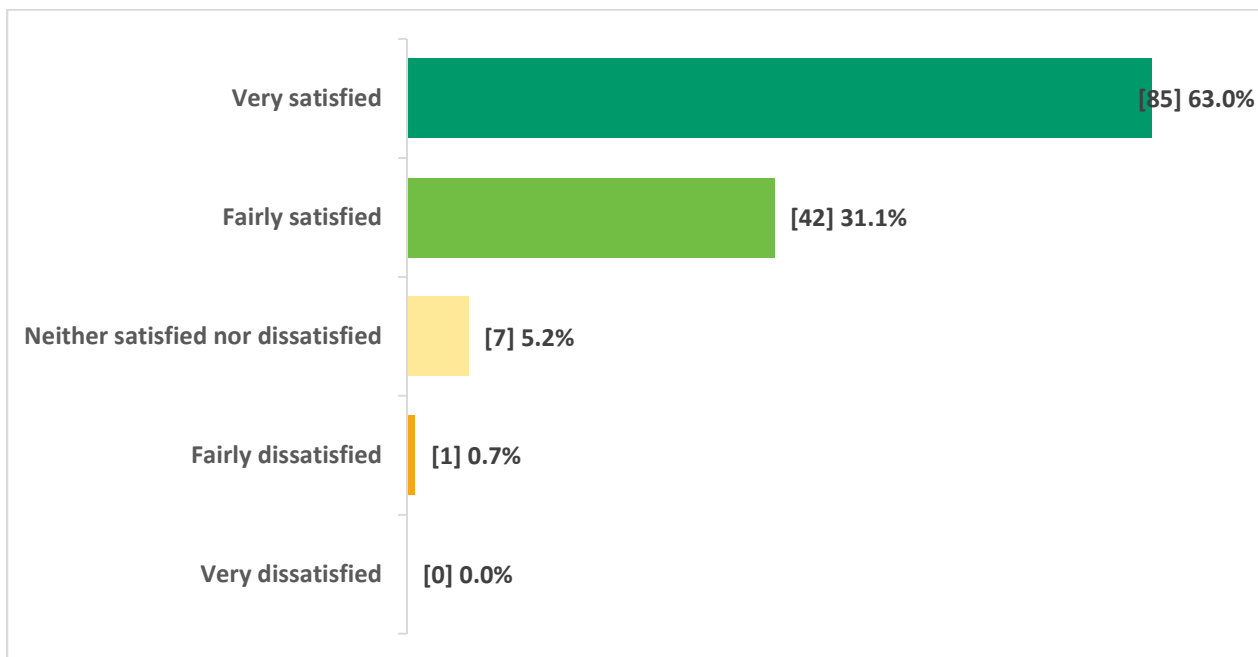
Analysis

- Residents were asked, “Have you made a complaint to Norwich Housing Society in the last 12 months?”. A total of 11.0% (17 respondents) stated ‘Yes’.
- Those who stated ‘Yes’ were then asked TP09 above, where 56.3% (9 respondents) were fairly or very satisfied.
- This is the lowest scoring question on the survey by some distance. The question wording does not differentiate between official, logged complaints and perceived complaints so the score must be considered with that in mind.

TP10 – Communal Areas

How satisfied or dissatisfied are you that Norwich Housing Society keeps these communal areas clean and well maintained?

94.1%



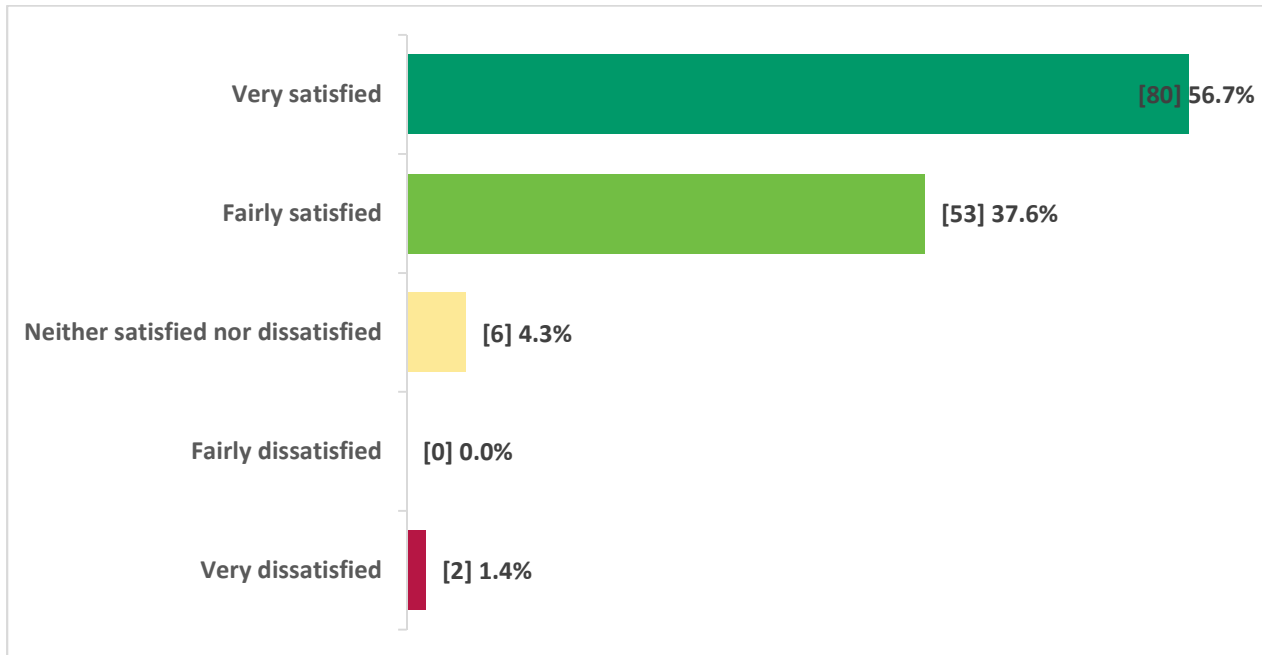
Analysis

- Residents were asked, “Do you live in a building with communal areas, either inside or outside, that Norwich Housing Society is responsible for maintaining?”. A total of 88.3% (136 respondents) stated ‘Yes’. A further 1.2% (2 respondents) stated that they did not know.
- Those who stated ‘Yes’ were then asked TP10 above, where 94.1% (127 respondents) were fairly or very satisfied, with only one tenant actively dissatisfied.
- The result was the fifth highest score on the survey.

TP11 – Contribution to Neighbourhood

How satisfied or dissatisfied are you that Norwich Housing Society makes a positive contribution to your neighbourhood?

94.3%



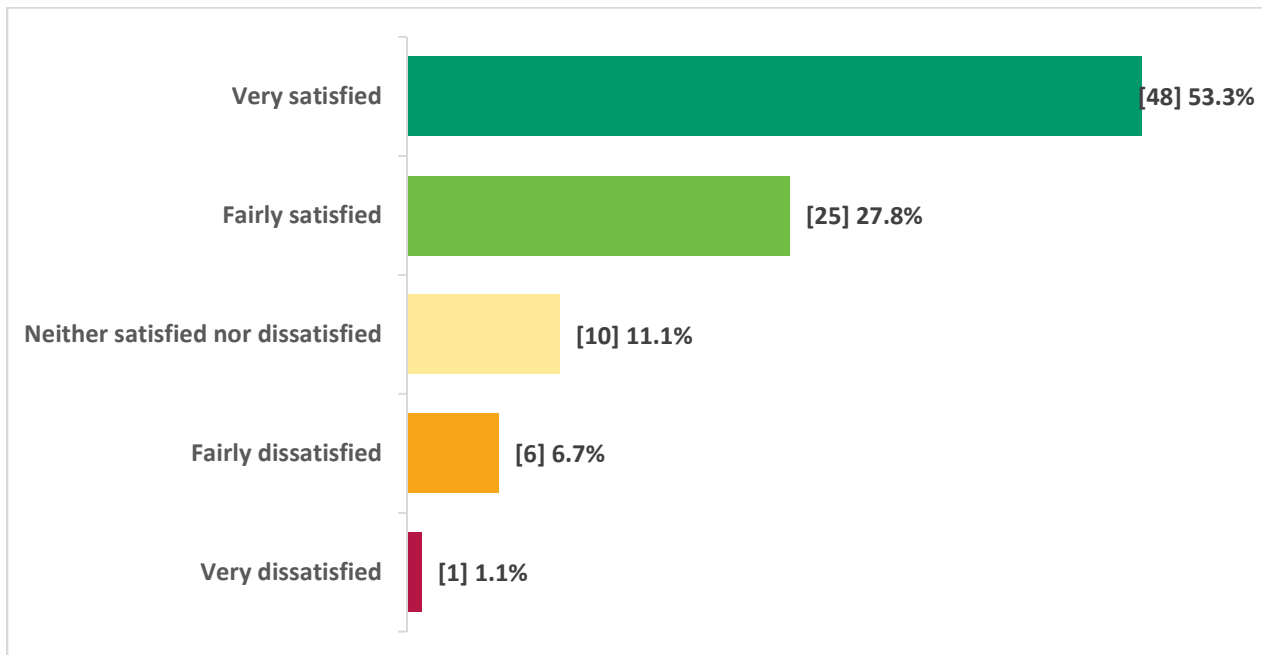
Analysis

- 94.3% (133 respondents) were fairly or very satisfied.
- This is the third highest scoring question on the survey and only two tenants were actively dissatisfied with this aspect.

TP12 – Approach to Anti-social Behaviour

How satisfied or dissatisfied are you with Norwich Housing Society's approach to handling anti-social behaviour?

81.1%



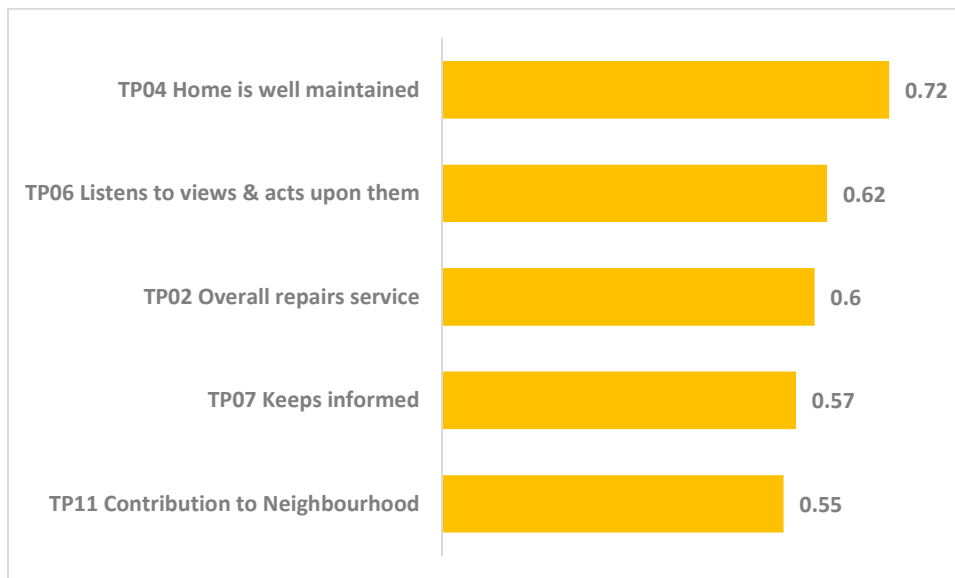
Analysis

- 81.1% (173 respondents) were fairly or very satisfied.
- A large number of respondents – 64 – were unable to answer this question, replying 'don't know / non applicable'. Many said they were not aware of what Norwich Housing Society did in this regard, including many who were pleased that they had not experienced anti-social behaviour but were still unable to judge Norwich Housing Society's contribution.
- It is the second lowest scoring question on the survey, after TP09: Handling complaints.

Further analysis

Key Driver Analysis

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which of the other questions were most related to the overall satisfaction score.



Note - The analysis produces a correlation coefficient (or r value for short) which can range from -1.0 to +1.0. This rating can be interpreted using the following guide:

- An r value close to 1 indicates that there is a strong relationship between the two variables
- A positive r value means that as one variable increases in value, the other variable will increase in value.

As overall satisfaction was relatively high at 94.2%, relationships to this are not likely to be that strong and differences between the questions not very stark.

That the home is well maintained emerged as the most important driver to overall satisfaction, followed by listens to views and acts upon them and overall repairs service. The latter two were not among the highest scoring questions, and the analysis suggests that improving these aspects in the future would have the biggest impact on the overall satisfaction score.

Comments

Comments were collected after TP01 – Overall satisfaction - to explain reasons for satisfaction or dissatisfaction, or to offer suggestions for improvement. A summary of the main themes arising from the comments, with some examples, is below.

Positive comments:

Theme	Number of responses
Generally positive experience	64
Officers polite & professional	23
Quick response (including repairs)	22
Good communication	21
Repairs & maintenance	11

“I cannot find a fault with NHS, I feel safe living here and safe that I know I can call them and I will be listened to.”

“The people are very polite and repairs are dealt with promptly, sometimes the same day and everything is kept clean.”

“The service I get is great and my manager is fantastic. Anything I need doing gets done in a certain time. I have no worries and I am very happy here.”

Negative comments:

Theme	Number of responses
Repairs & maintenance	16
Communication issues	6
Communal areas / grounds maintenance	6
Housing officer	3
Service charges	3

“I have been reporting mould in my flat and nothing has been done.”

“I have a wonderful apartment in an old building. But there is some lack of consultation and follow-up - services are done to us rather than for us.”

“I feel that the service of the scheme manager is not as professional and efficient as it could be.”

Annex 1 - copy of questionnaire

Tenant Satisfaction Measures Survey

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Norwich Housing Society?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q1a Please can you explain the reason for your answer?

(Open ended)

Q2 Has Norwich Housing Society carried out a repair to your home in the last 12 months?

- Yes
- No

Q2a How satisfied or dissatisfied are you with the overall repairs service from Norwich Housing Society over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q2b How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q3 How satisfied or dissatisfied are you that Norwich Housing Society provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

- Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Norwich Housing Society provides a home that is safe?**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable / don't know
- Q5 How satisfied or dissatisfied are you that Norwich Housing Society listens to your views and acts upon them?**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable / don't know
- Q6 How satisfied or dissatisfied are you that Norwich Housing Society keeps you informed about things that matter to you?**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable / don't know
- Q7 To what extent do you agree or disagree with the following: "Norwich Housing Society treats me fairly and with respect"?**
- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Not applicable / don't know
- Q8 Have you made a complaint to Norwich Housing Society in the last 12 months?**
- Yes
 - No
- Q8a How satisfied or dissatisfied are you with Norwich Housing Society's approach to complaints handling?**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

Q8b Please could you tell us what the complaint was about and why you were satisfied/dissatisfied?

(Open ended)

Q9 Do you live in a building with communal areas, either inside or outside, that Norwich Housing Society is responsible for maintaining?

- Yes
- No
- Don't know

Q9a How satisfied or dissatisfied are you that Norwich Housing Society keeps these communal areas clean and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q10 How satisfied or dissatisfied are you that Norwich Housing Society makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q11 How satisfied or dissatisfied are you with Norwich Housing Society's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q12 Finally, are you happy for Norwich Housing Society to contact you about any of the answers you have given today?

- Yes
- No