

Tenant Satisfaction Measures 2024/25

Our Results and Summary of Approach



Introduction

The Tenant Satisfaction Measures have been introduced by the Regulator of Social Housing to assess how social landlords are at providing quality homes and services for residents. Each social housing organisation has to ask the same questions so that performance can be benchmarked and measured equally. There are 22 measures in total, 10 measures are collected through information that we already collect on our performance and 12 satisfaction measures, which are taken directly from resident feedback.

The satisfaction measures are a set of questions and for Railway Housing Association we asked a representative sample of our residents to complete this. To do this, we worked with an organisation called Acuity Research and Practice Limited, who contacted residents by telephone in September and October 2024. The sample of residents was random however Acuity made sure it was representative of residents living in different tenures, property types, by different ages and by how long they had been a Railway resident.

Our Satisfaction Results

Our satisfaction survey was carried out in September and October 2024.

TP01 - Overall Satisfaction 81.8%	TP02 - Satisfaction with repairs 78.0%	TP03 - Satisfaction with the time taken to complete the most recent repair 76.2%
TP04 - Satisfaction that the home is well maintained 84.6%	TP05 - Satisfaction that the home is safe 89.8%	TP06 - Satisfaction that the landlord listens to tenants views and acts upon them 68.0%
TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them 82.2%	TP08 - Agreement that the landlord treats tenants fairly and with respect 90.2%	TP09 - Satisfaction with the landlord's approach to complaint handling 42.3%
TP10 - Satisfaction that the landlord keeps communal areas clean and well maintained 78.3%	TP11 - Satisfaction that the landlord makes a positive contribution to neighbourhood 82.7%	TP12 - Satisfaction with the landlord's approach to handling anti-social behaviour 80.0%

Our Performance Measures

RP01 - Homes that do not meet the Decent Homes Standard 0.1%	RP02 (1) - Proportion of non-emergency repairs completed within the landlord's target timescale 63.9%	RP02 (2) - Proportion of emergency repairs completed within the landlord's target timescale 66.4%
BS01 - Proportion of homes for which all required gas safety checks have been carried out 99.9%	BS02 - Proportion of homes for which all required fire risk assessments have been carried out 100%	BS03 - Proportion of homes for which all required asbestos management surveys have been carried out 100%
BS04 - Proportion of homes for which all required legionella risk assessments have been carried out 100%	BS05 - Proportion of homes for which all required communal passenger lift safety checks have been carried out 100%	CH01 (1) - Number of stage one complaints received per 1,000 homes 58.4
CH01 (2) - Number of stage two complaints received per 1,000 homes 6.4	CH02 (1) - Stage one complaints responded to within Complaints Handling Code timescales 93.4	CH02 (2) - Stage two complaints responded to within Complaints Handling Code timescales 90.0
NM01 (1) - Anti-social behaviour cases per 1,000 homes 1.80		NM01 (2) - Anti-social behaviour cases involving hate crime per 1,000 homes 0



Railway Housing Association

Tenant Satisfaction Measures – Summary of Approach 2024/25



Table of Contents

Introduction	3
Summary of Achieved Sample & Sample Method	3
Timing of Survey	4
Collection Method(s)	4
Sample Method	4
Representativeness	5
Questionnaire.....	8

Introduction



The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers develop and report TSMs in accordance with the guidelines set by the regulator. As part of this requirement, it is necessary for Railway Housing Association (Railway) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details Railway's methodology and outlines the criteria specified in the Regulator of Social Housing's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys and report performance annually as specified by the RSH. TSMs are intended to make landlords' performance more visible to tenants so that tenants can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

- ▶ Keeping properties in good repair
- ▶ Maintaining building safety
- ▶ Respectful and helpful engagement
- ▶ Responsible neighbourhood management
- ▶ Effective handling of complaints

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

Summary of Achieved Sample & Sample Method



Railway works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2024/25, Railway completed TSM surveys with a sample of residents. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. Railway must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

During 2024/25, Railway completed 325 TSM surveys. Railway has 1,523 properties, which means that a statistical accuracy level of +/- 4.8% was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

Timing of Survey



Railway carried out a total of 325 surveys between 30th September 2024 and 19th October 2024.

Collection Method(s)



The TSM Surveys were completed via telephone. The rationale for using this methodology approach is:

- ✓ **Accessibility and Inclusivity:** Ensuring accessibility for all tenants, which aligns with our goal of reaching a broad and representative sample.
- ✓ **Engagement and Data Quality:** Direct interaction over the phone tends to enhance engagement, allowing participants to answer clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- ✓ **Response Rates:** Continuing to include a telephone aspect also allows Railway to be reactive to flags and alerts, which improves customer recovery.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered.
- ✓ **Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

Sample Method



Acuity contacted a random selection of current tenants by telephone to complete the survey. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with Railway, who then manage a follow up and review process which includes both responding to feedback as necessary, and analysing the feedback, to understand how we can improve.

Representativeness



Representative checks were carried out to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Tenure

General needs

Older persons non-sheltered

Older persons sheltered

Population	Sample
36%	39%
39%	37%
25%	24%

Religion

Atheist

Buddhist

Christian

Hindu

Islam

Jewish

Muslim

No Religion

Unknown

Other

Prefer not to say

Population	Sample
0%	0%
0%	0%
57%	59%
0%	0%
0%	1%
0%	0%
0%	0%
18%	14%
7%	7%
4%	5%
13%	13%

No. of bedrooms

1

2

3

4

Population	Sample
47%	45%
38%	38%
14%	15%
1%	1%

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

Population	Sample
1%	4%
21%	17%
13%	11%
27%	28%
26%	28%
11%	12%

Age Group

0 - 24
25 - 34
35 - 44
45 - 54
55 - 59
60 - 64
65 - 74
75 - 84
85 +
Unknown

Population	Sample
0%	0%
4%	2%
6%	5%
8%	7%
5%	5%
7%	8%
29%	32%
28%	31%
12%	11%
0%	0%

Property Type

Bungalow
Flat
House

Population	Sample
31%	33%
44%	41%
25%	26%

Property Type

Unknown
Other Ethnic Group: Arab
Other Ethnic Group: Other
Refused
White: British
White: Irish
White: Other
Mixed: White and Asian

Population	Sample
22%	28%
0%	0%
0%	0%
1%	0%
74%	70%
0%	1%
1%	0%
0%	1%

Gender

Male
Female
Unknown

Population	Sample
39%	39%
57%	57%
5%	5%

Local Authority

Carlisle
 Darlington
 Doncaster
 Durham
 East Riding
 Gateshead
 Hartlepool
 Herefordshire
 Hull
 Leeds
 Middlesbrough
 Newcastle
 North Tyneside
 North Yorkshire
 Northumberland
 Redcar and Cleveland
 South Tyneside
 Stockton-on-Tees
 Sunderland
 York

Population	Sample
0%	0%
33%	35%
7%	7%
7%	7%
6%	6%
3%	3%
2%	2%
3%	3%
8%	8%
3%	2%
1%	1%
5%	4%
1%	2%
2%	2%
1%	1%
2%	1%
1%	1%
3%	4%
1%	1%
12%	11%

Questionnaire & Introductory Text



Telephone Introduction

Telephone Intro:

Hello, is that [Respondent Name]?

My name is [Interviewer Name], and I'm calling on behalf of Railway Housing Association from an independent research agency called Acuity. We are carrying out short satisfaction surveys with residents to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare 10 minutes to go through the survey with me now? IF NO ASK; can I call back at another time?

No appointments after 19/10/2024.

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by Railway Housing Association and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact Railway Housing Association by phone [0800 028 7428].

NB: Data sharing if challenged – “Your landlord will, from time to time, share your personal data with third parties for “legitimate interests”. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord’s website. You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather, we did not contact you again, we can remove your details from system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties.”

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that Railway Housing Association provides.

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- ☐ Yes
- ☐ No

Question Set

Title	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Railway Housing Association?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Well Maintained Home	How satisfied or dissatisfied are you that Railway Housing Association provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Railway Housing Association provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Railway Housing Association is responsible for maintaining?	Yes / No / Don't know
Communal Area satisfaction	How satisfied or dissatisfied are you that Railway Housing Association keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Home or communal areas safe or well maintained Comments	If you are not satisfied with your home and/or communal areas, please provide more information and what could Railway Housing Association improve.	Open Ended
Repairs in last 12 months?	Has Railway Housing Association carried out a repair to your home in the last 12 months?	Yes/ No
Repairs last 12 months satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Railway Housing Association over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Time taken repairs	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
Repairs Comments	If you are not satisfied with how Railway Housing Association deals with repairs and maintenance, please could you explain the reason why?	Open Ended
Listens & acts	How satisfied or dissatisfied are you that Railway Housing Association 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
Keeps you informed	How satisfied or dissatisfied are you that Railway Housing Association 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
Fairly and with respect	To what extent do you agree or disagree with the following ` Railway Housing Association treats me fairly and with respect ` ?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Not Applicable/Don't Know

Easy to Deal With	How satisfied or dissatisfied are you that Railway Housing Association is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Customer Service and Communication Comments	If you are not satisfied with customer service and communications please provide more information, and what could Railway Housing Association improve?	Open Ended
Contribution to neighbourhood	How satisfied or dissatisfied are you that Railway Housing Association makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Approach to ASB	How satisfied or dissatisfied are you with Railway Housing Association's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Complaints in last 12 months?	Have you made a complaint to Railway Housing Association in the last 12 months?	Yes / No
Complaints Handling	How satisfied or dissatisfied are you with Railway Housing Association's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaint Type	What was your complaint related to?	Repairs service, Property condition, ASB, Cleaning, Gardening, Damp and mould, Staff or contractor attitude, Communication, Tenancy matters, Rent or service charge matters, Other (please specify), none listed
Complaint Route	How did you make your complaint? If you have gone through more than one route, please tick all that apply	Telephone call, Email to general email, To a member of staff, Via the website, In writing, Through a legal representative, To a regulatory body, e.g. Housing Ombudsman, Other (please specify)
Complaint Resolution	Has your complaint now been resolved?	Yes - I am happy with the resolution, Yes - I am not happy with the resolution, No - complaint is still ongoing, No - my landlord has not acknowledged my complaint
Complaint Stage Resolution	What stage in the complaints process did your complaint reach?	Informal complaint (Service failure), Formal Stage 1, Formal Stage 2, Not sure / don't know
Complaint Contact	If complaint is outstanding or not acknowledged can Railway contact you?	Yes / No
Ease of Making a Complaint	How easy or difficult was it to make your complaint?	Very easy, Fairly easy, Neither easy nor difficult, Fairly difficult, Very difficult
Improve Complaint Handling	How could your landlord improve the way it handles complaints? Tick all that apply	Improve communication / keep me updated, Improve internal communication (communication between teams), Listen more, Better

attitude of staff to complaints, Be more proactive in resolving my complaint, Make it clearer how to make a complaint, Make it easier to make a complaint, Acknowledge complaints, N/A, Other (please specify)

NPS	How likely would you be to recommend Railway Housing Association to other people on a scale of 0 - 10, where 0 is not at all likely and 10 is extremely likely?	0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10
One thing improve	If Railway Housing Association could do ONE thing to improve its services, what would you like it to be?	Open Ended
Permission 1 - Happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to Railway Housing Association with your name attached so that they have better information to help them improve services?	Yes / No
Permission 2 - Follow up	Would you be happy for Railway Housing Association to contact you to follow up any of the comments or issues you have raised?	Yes / No

Report by Acuity Research & Practice



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