



# Solihull Community Housing

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## Tenant Satisfaction Measures – Summary of Approach 2024/25



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## 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 Solihull Community Housing (SCH) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details Solihull'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



SCH 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, SCH 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. Solihull must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 4%.

During 2024/25, SCH completed 598 TSM surveys. SCH have 9518 LCRA households, which means that a statistical accuracy level of +/- 3.9% was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

## Timing of Survey



SCH completed a total of 598 surveys between 20/06/2024 and 22/03/2025.

## Collection Method(s)



The TSM Surveys were completed via telephone and online surveys. The rationale for using a mixed 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:** Indirect interaction by online and 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:** Using a mixed method approach maximises the robustness of our data and ensuring the results truly reflect the tenant base. Continuing to include a telephone aspect also allows SCH 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 to participate in a telephone survey based on quotas set on tenure, age and area. All tenants had the opportunity complete the survey online by requesting to do so when speaking to an interviewer. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with SCH, 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:

### 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
6%	5%
20%	20%
9%	10%
22%	22%
21%	23%
23%	19%

### Age Group

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

Population	Sample
3%	2%
14%	15%
19%	20%
16%	16%
10%	10%
9%	10%
14%	15%
10%	10%
3%	3%
1%	1%

### Management Area

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- CWOOD1
- CWOOD2
- CWOOD3
- CWOOD4
- KHSW1
- KHSW2
- KHSW3
- SOL1
- SOL2
- SOL3

Population	Sample
0%	1%
8%	8%
10%	10%
10%	9%
11%	11%
5%	5%
12%	12%
15%	15%
11%	11%
9%	9%
11%	11%

### Property Type

Bungalow  
Flat Over Garage  
High Rise  
Hostel  
House  
Low Rise  
Manisonette  
Other

Population	Sample
18%	19%
2%	1%
19%	19%
0%	0%
32%	31%
28%	29%
1%	0%
0%	2%

### No. Of Bedrooms

0  
1  
2  
3  
4  
5  
6

Population	Sample
0%	1%
22%	42%
31%	29%
42%	25%
5%	3%
0%	0%
0%	0%

### Ethnicity

Asian or Asian British Bangladeshi  
Asian or Asian British Chinese  
Asian or Asian British Indian  
Asian or Asian British Other  
Asian or Asian British Pakistani  
Black or Black British African  
Black or Black British Caribbean  
Black or Black British Other  
Chose Not To Specify  
Mixed Any Other  
Mixed White and Asian  
Mixed White and Black African  
Mixed White and Black Caribbean  
Not Known  
Other Ethnic Group  
White British  
White English  
White Irish  
White Other  
White Scottish  
White Welsh

Population	Sample
0%	0%
0%	0%
0%	0%
1%	1%
1%	1%
1%	1%
2%	3%
0%	0%
1%	4%
0%	1%
0%	4%
0%	1%
2%	2%
6%	4%
1%	2%
72%	68%
10%	11%
1%	1%
1%	1%
0%	0%
0%	1%

## Questionnaire & Introductory Text



Hello is that [Respondent Name],

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

**No appointments after [Project End Date]**

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by [Organisation Name] 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 [Organisation Name] by email [Email Address] or by phone [Telephone Number].

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 [Organisation Name] provides. [Organisation Name] will be able to identify you from your survey responses, are you happy to continue?

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

- Yes
- No

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Solihull Community Housing (SCH)?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Well Maintained Home	How satisfied or dissatisfied are you that Solihull Community Housing (SCH) 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 Solihull Community Housing (SCH) provides a home that is safe? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Quality of Home	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Solihull Community Housing (SCH) is responsible for maintaining?	Yes, No, Don't know
Communal Area Satisfaction	How satisfied or dissatisfied are you that Solihull Community Housing (SCH) keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safety Responsibility	How satisfied or dissatisfied are you that Solihull Community Housing (SCH) has given you information on building safety and what your responsibilities are?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Home or communal areas safe or well maintained Comments	If you are not satisfied that your home or communal areas are safe and/or well-maintained or with the info on building safety can you explain why?	n/a
Overall Estate Service	How satisfied or dissatisfied are you with the overall estate services provided by Solihull Community Housing (SCH)?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Repairs in Last 12 Months	Has Solihull Community Housing (SCH) carried out a repair in 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 Solihull Community Housing (SCH) 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

Overall Repairs	Generally, how satisfied or dissatisfied are you with the way Solihull Community Housing (SCH) deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Repairs Comments	If you are not satisfied with how Solihull Community Housing (SCH) deals with repairs and maintenance, please could you explain the reason why?	n/a
Listens and Acts	How satisfied or dissatisfied are you that Solihull Community Housing (SCH) listens to your views and acts upon them? (Please read all response options).	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 Solihull Community Housing (SCH) keeps you informed about things that matter to you? (Please read all response options).	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 'Solihull Community Housing (SCH) treats me fairly and with respect'? (Please read all response options).	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 Solihull Community Housing (SCH) 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 Solihull Community Housing (SCH) could improve.	n/a
Contribution To Neighbourhood	How satisfied or dissatisfied are you that Solihull Community Housing (SCH) makes a positive contribution to your neighbourhood? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Neighbourhood as a Place to Live	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Approach to ASB	How satisfied or dissatisfied are you with Solihull Community Housing (SCH)'s approach to handling anti-social behaviour? (Please read all response options).	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 Solihull Community Housing (SCH) in the last 12 months?	Yes, No
Complaints Handling	How satisfied or dissatisfied are you with Solihull Community Housing (SCH)'s approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied



Permission 1

The results of this survey are confidential. However, would you be happy for us to give your responses to Solihull Community Housing (SCH) with your name attached so that they have better information to help them improve services?

Yes, No

Permission 2

Would you be happy for Solihull Community Housing (SCH) 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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