



Tenant Satisfaction Measures – Summary of Approach 2024/25

**Northamptonshire Partnership Homes – on
behalf of West Northamptonshire Council**



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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 West Northamptonshire Council (WNC) to inform its customers about its approach to conducting the TSM Perception survey and collecting data. WNC delegates the delivery of its housing management services, including the collection of TSMs to its Arm's Length Management Organisation, Northamptonshire Partnership Homes (NPH).

This document details NPH'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



NPH 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, NPH 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. NPH must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 3%.

During 2024/25, NPH completed 1000 TSM surveys. NPH have 11,400 properties which means that a statistical accuracy level of +/- 3.0% was achieved, meeting the level of accuracy than required.

No tenant was removed from the sample frame.

No incentives were used.

Timing of Survey



NPH carried out a total of 1055 surveys between 25/04/2024 and 06/02/2025.

Collection Method(s)



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

- ✓ **Accessibility and Inclusivity:** Telephone surveys ensure accessibility for all tenants, especially those who may not have internet access or digital skills, 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 ask clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- ✓ **Response Rates:** Historically, telephone surveys have yielded higher response rates than other methods within this tenant demographic, maximizing the robustness of our data and ensuring the results truly reflect the tenant base.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. A telephone-based approach helps ensure the comparability of responses across survey years, supporting more insightful year-over-year analyses.
- ✓ **Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

Sample Method



A sample approach was used for the survey. Acuity contacted a random selection of current tenants from Low Cost Rental Accommodation properties to participate in a mixed methodology survey based on quotas set on tenure, age group, area, length of tenancy and gender. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with NPH, 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:

Tenancy Type

Flexible 5 years
Introductory Tenancy
Licence
Secure was IT
Standard Secure
Supported Standard Secure
Supported was IT

Population	Sample
9%	10%
3%	6%
6%	7%
32%	29%
45%	43%
3%	3%
1%	1%

Property Type

Bedsit
Bungalow
Flat
House
Maisonette
Room
SH Bungalow
SH Flat

Population	Sample
2%	2%
2%	2%
36%	37%
42%	41%
1%	1%
1%	1%
12%	12%
4%	4%

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
9%	7%
19%	25%
11%	9%
20%	22%
23%	20%
18%	17%

Age Group

0 - 24
25 - 34

Population	Sample
4%	4%
14%	14%



35 - 44	21%	21%
45 - 54	20%	19%
55 - 59	10%	10%
60 - 64	9%	8%
65 - 74	12%	12%
75 - 84	8%	8%
85 +	3%	3%

Gender

	Population	Sample
Female	62%	63%
Male	38%	37%
Transgender	0%	0%

Ethnicity

	Population	Sample
Asian or Asian British Bangladeshi	1%	2%
Asian or Asian British Other	1%	1%
Asian or Asian British Pakistani	1%	1%
Black or Black British African	7%	8%
Black or Black British Caribbean	3%	3%
Black or Black British Other	1%	1%
Mixed Other	1%	1%
Mixed White and Black Caribbean	2%	1%
Other Ethnic Origin	1%	1%
Question not asked	7%	6%
Unknown	0%	4%
White British	62%	57%
White Irish	1%	1%
White Other	0%	7%
Would rather not say	1%	3%

Disability

	Population	Sample
Yes	31%	32%
No	9%	67%
Prefer Not to Say	1%	1%
Unknown	59%	0%



Local Area

Northampton Central
Northampton East
Northampton North
Northampton South
Northampton West
WNC Temporary Accommodation

Population	Sample
32%	32%
26%	26%
20%	20%
7%	7%
10%	10%
5%	5%

Questionnaire & Introductory Text



Telephone Intro:

Hello, is that [Respondent Name]?

My name is [Interviewer Name], and I'm calling on behalf of Northamptonshire Partnership Homes 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 06/02/2025

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by Northamptonshire Partnership Homes 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 Northamptonshire Partnership Homes by phone [0300 330 7003].

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 Northamptonshire Partnership Homes 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



Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Northamptonshire Partnership Homes?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Well Maintained Home	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes 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 Northamptonshire Partnership Homes provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Home or Communal Areas Safe or Well Maintained Comments	If you do not feel that your home is either well maintained or safe please can you explain why and suggest what could be improved?	Open ended
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Northamptonshire Partnership Homes is responsible for maintaining?	Yes, No, Don't know
Communal Area Satisfaction	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Communal Area Comments	If you do not feel that communal areas are clean and well maintained, please can you explain why and suggest what could be improved?	Open ended
Repairs in Last 12 Months	Has Northamptonshire Partnership Homes 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 Northamptonshire Partnership Homes 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 Northamptonshire Partnership Homes deals with repairs and maintenance, please could you explain the reason why?	Open ended
Contribution To Neighbourhood	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes 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 Northamptonshire Partnership Homes' approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
ASB Comments	If you do not feel satisfied with the approach to handling anti-social behaviour, please can you explain why and suggest what could be improved?	Open ended



Listens and Acts	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes 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
Listens and Acts Comments	If you are not satisfied with the way Northamptonshire Partnership Homes listens to your views and acts upon them, how could Northamptonshire Partnership Homes improve?	Open ended
Keeps you Informed	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes 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 'Northamptonshire Partnership Homes treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
Fairly and With Respect Comments	Please can you tell us why you don't agree that Northamptonshire Partnership Homes treats you fairly and with respect?	Open ended
Easy to Deal With	How satisfied or dissatisfied are you that Northamptonshire Partnership Homes is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Easy to Deal With Comments	As you were not satisfied with Northamptonshire Partnership Homes being easy to deal with could you tell me why?	Open ended
Getting Involved	Are you interested in finding out more about getting involved at Northamptonshire Partnership Homes for example getting involved in some of our Panels, the Engagement Café, surveys and consultations? If you are interested, we will let Northamptonshire Partnership Homes know.	Yes, No
Complaints in Last 12 Months	Have you made a complaint to Northamptonshire Partnership Homes in the last 12 months?	Yes, No
Complaints Handling	How satisfied or dissatisfied are you with Northamptonshire Partnership Homes' approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaints Comments	If you are not satisfied with how Northamptonshire Partnership Homes approach to complaints, please could you explain the reason why?	Open ended
One Thing Improve	If Northamptonshire Partnership Homes could do ONE thing to improve its services, what would you like it to be?	Open ended
Household Size	Please confirm the size of your household (number of residents)	Open ended
Disability Impacts	Do you or anyone in your household consider yourself to have any vulnerability or disability that impacts your daily life?	Open ended
Cost of Living	How concerned are you about the cost of living crisis for you personally?	Not at all concerned, Slightly Concerned, Very Concerned, Prefer not to say
Future Contact	If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?	Telephone call, Postal questionnaire, Email with link to online survey, Text with link to online survey, Not sure



Future Contact
Email

Please provide email address

Open ended

Permission 1

The results of this survey are confidential.
However, would you be happy for us to give your
responses to Northamptonshire Partnership
Homes with your name attached so that they
have better information to help them improve
services?

Yes, No

Permission 2

Would you be happy for Northamptonshire
Partnership Homes to contact you to follow up on
any of the comments or issues you have raised?

Yes, No

Report by Acuity Research & Practice



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