ORWELL HOUSING

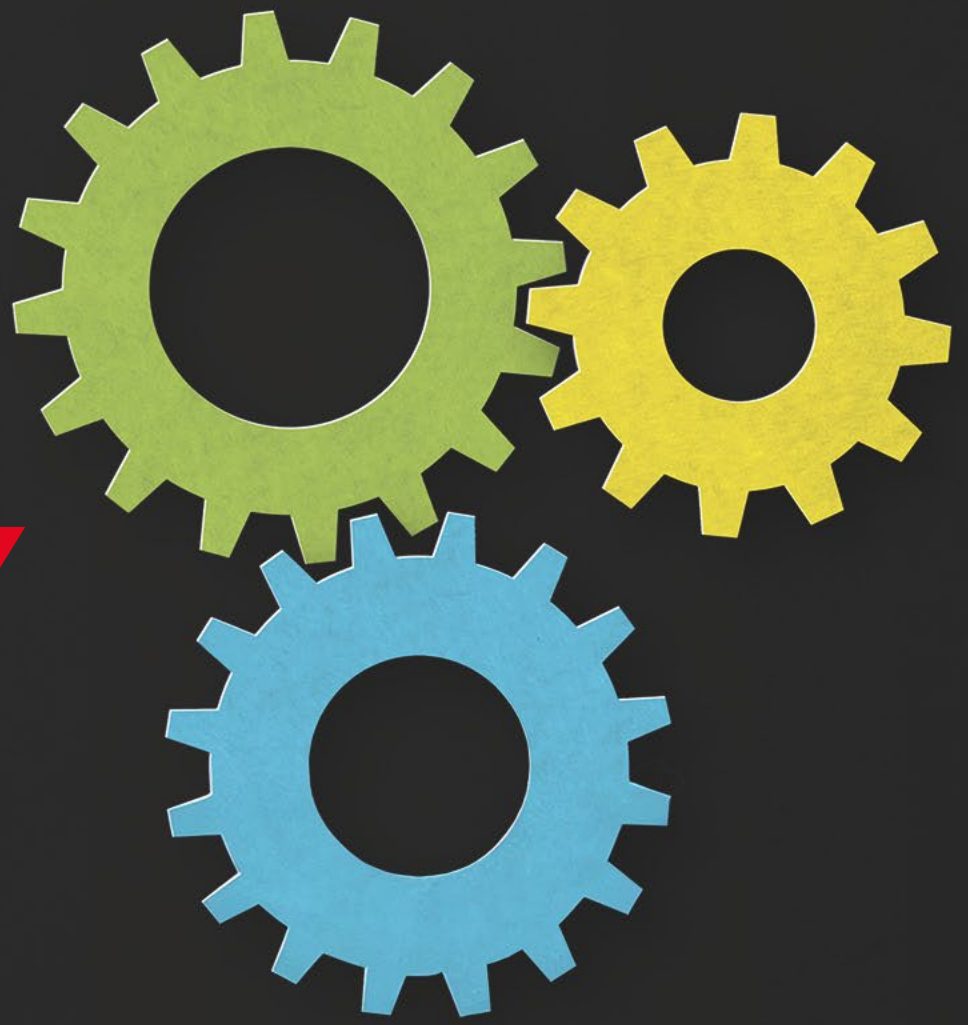
TENANT SATISFACTION SURVEY 2024/25

by Rachel Allen & Shaunna Jennings.

LCRA

tlf

COMPLIANCE & METHODOLOGY



INTRODUCTION & METHODOLOGY

BACKGROUND

TLF Research were supplied a database of residents from Orwell Housing before each wave of research which contained all eligible contacts. All contacts supplied in the database had chance of being selected to take part in the TSM survey.

SAMPLING AND QUOTAS

Each quarter TLF aimed to survey 130 tenants by telephone. Using the database information provided by Orwell Housing quotas were set by tenure and age group, as this is the category which has the biggest influence on satisfaction scores, as identified by RSH and Orwell Housing had good coverage of this information across their entire database. Sampling was also monitored by region and ethnicity to ensure the sample is representative of the overall tenant population. Stratified random sampling was used. Any tenants who completed the survey were removed from the sample going forward as TSM guidelines state that only one person per household can be interviewed per year, and those who refused the survey were removed from the sample for 6 months, to meet MRS guidelines.

METHODOLOGY

Based on the information that was made available, it was agreed with Orwell Housing that a telephone-based approach would be a good starting point methodology as this would allow us to; reach out to a wide tenant base and correct any imbalance in response by setting quotas for the telephone interviews. As the telephone sample is being proactively worked by trained telephone interviewers, the stats are monitored to track the number of; incorrect numbers, refusals and barriers to completing e.g… disability, language etc.

A postal survey was then sent out by Orwell to properties Managed by Others to ensure they were included, as Orwell did not have the telephone or email contact details for these.

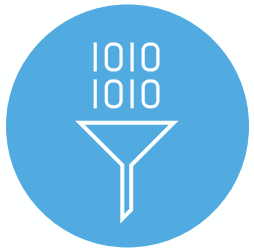
KEY SURVEY INFORMATION

SAMPLING

- Total tenant population supplied to TLF: 3,644
- A stratified random sampling was used
- Total sample size achieved: 520
- 514 by telephone 6 by post

QUESTIONNAIRE

- Respondents were fully informed
- TSM questions and routing correct
- TSM scales used correctly
- Followed MRS guidelines



DATA COLLECTION

- Data collected quarterly
- Data collected between 29th April 2024 to 18th March 2025.
- TLF Research used as the external contractor
- Incentives were not used

WEIGHTING

- Weighting was not necessary, the sample is representative of the total population

RELIABILITY

- With a total population of 3,644 the confidence level achieved must be within at least +/-4%
- Reliability was achieved. Using the average satisfaction score and sample size, we are 95% confident that the overall % satisfied is within +/-3.7%

ANALYSIS

- All partial completes that have answered overall satisfaction have been included.
- % satisfied has been calculated excluding Don't know and Not answered.
- All bases have been reported throughout

STATISTICAL RELIABILITY

A survey with high reliability is one that has consistent results each time it is conducted.
A reliability of ±3% would indicate (with 95% confidence) that the true population satisfaction figure is within 3% from the sample estimate.

Pre-survey analysis
All providers must determine the sample size required to achieve the required levels of statistical accuracy. The larger the population, the greater the reliability (margin of error) required.

- Under 2500 population: **±5%**
- Between 2500 and 9999: **±4%**
- Between 10000 and 24999: **±3%**
- 25000 and above: **±2%**

The sample size required is calculated using total eligible stock size on the 1st April before surveying begins. This will need to be calculated separately for LCRA and LCHO (if applicable).

The equation uses an estimated satisfaction score of 50%. While a higher or lower satisfaction score would reduce the number of responses required, assumptions regarding the average satisfaction score before a survey is conducted will often be inaccurate, so using an assumption of 50% allows for a degree of contingency.

Post-survey analysis
Once the survey has been completed, analysis can be carried out to calculate the reliability level for the total sample using the satisfaction score achieved and therefore more accurate using the following formula:

$$95\%\ margin\ of\ error\ (1.96) * \sqrt{\frac{(satisfaction\ \%\ * (1 - satisfaction\ \%))}{Sample\ size}}$$

The reliability calculation is applied only to TP01 (overall satisfaction) since the response rates for other questions will vary and cannot be predicted. 'As specified in Tenant Satisfaction Measures: Tenant survey requirements point 42 - Sample size'

Population	95% margin of error	Indicative achieved sample size
100	±5%	80
250	±5%	152
500	±5%	218
750	±5%	255
1000	±5%	278
1500	±5%	306
2000	±5%	323
2500	±4%	485
3000	±4%	501
4000	±4%	522
5000	±4%	536
7500	±4%	556
10000	±3%	965
15000	±3%	997
20000	±3%	1014
25000	±2%	2191
50000	±2%	2291
75000	±2%	2327
100000	±2%	2345

The equation used to calculate this figure is shown below…

$$n = \left(\frac{z^2 \times P(1-P)}{\varepsilon^2}\right) \Big/ \left(1 + \frac{z^2 \times P(1-P)}{\varepsilon^2 \times N}\right)$$

n = sample size required
z = z-score for confidence level
P = estimated satisfaction score (0.5)
ε = margin of error
N = population

WHO WE INTERVIEWED V DATABASE

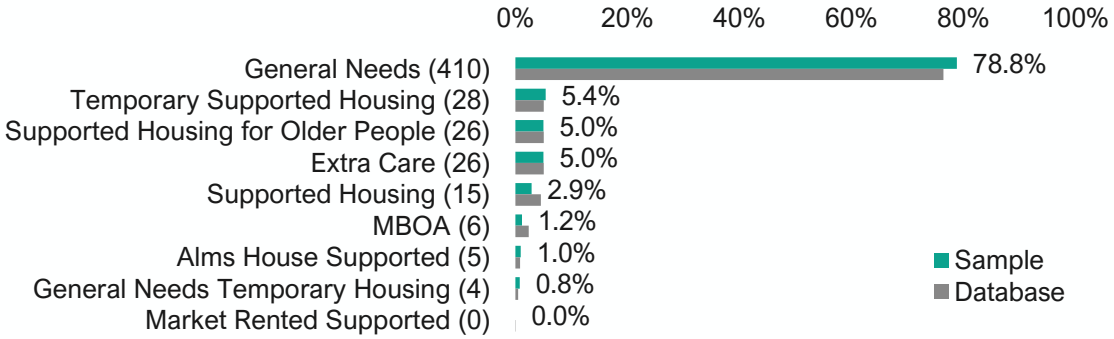
Based on information provided on the database.

The survey was open from 29th April to 18th March.

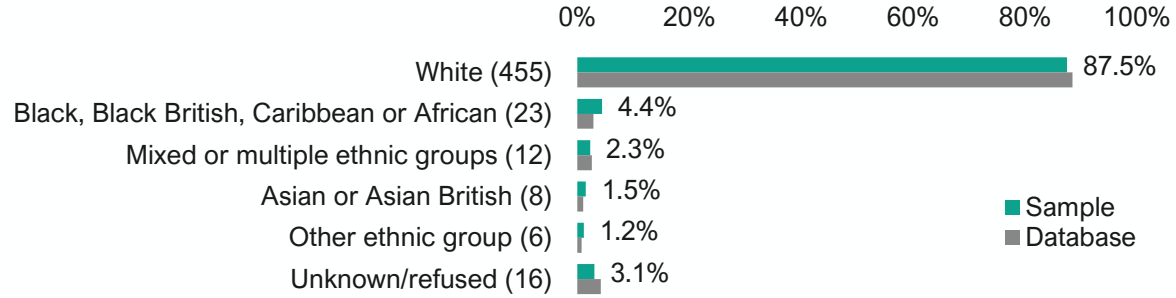
520 tenants were interviewed by phone and post.
509 surveys were completed in full, 11 were partial completes

26.0% of respondents chose to remain anonymous

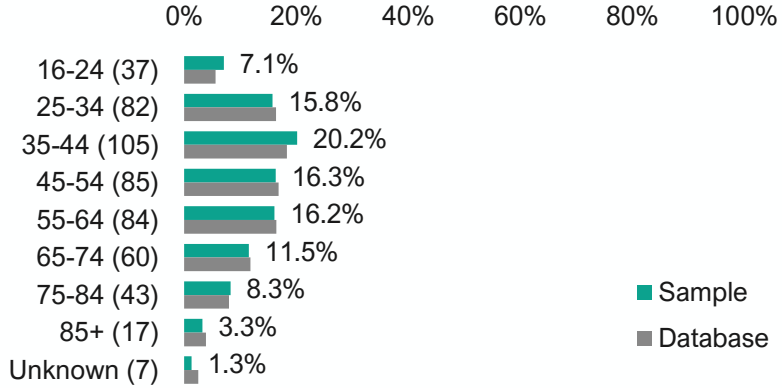
Tenure Type



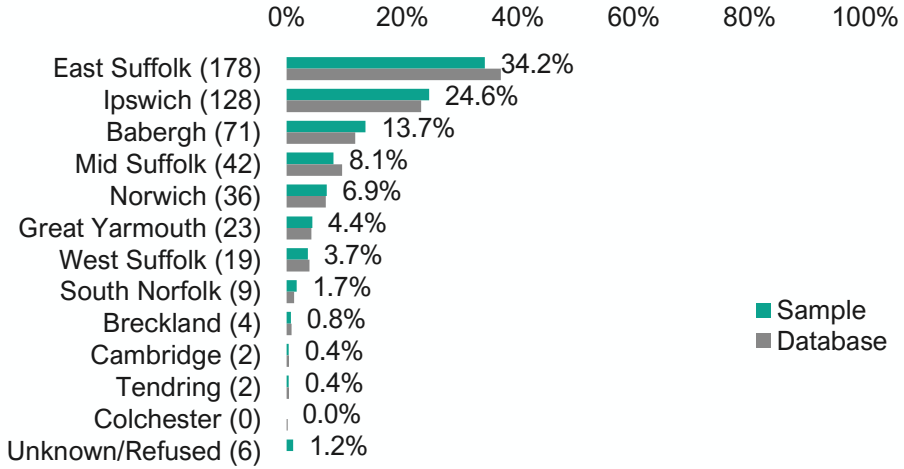
Ethnicity



Age Group



Local Authority

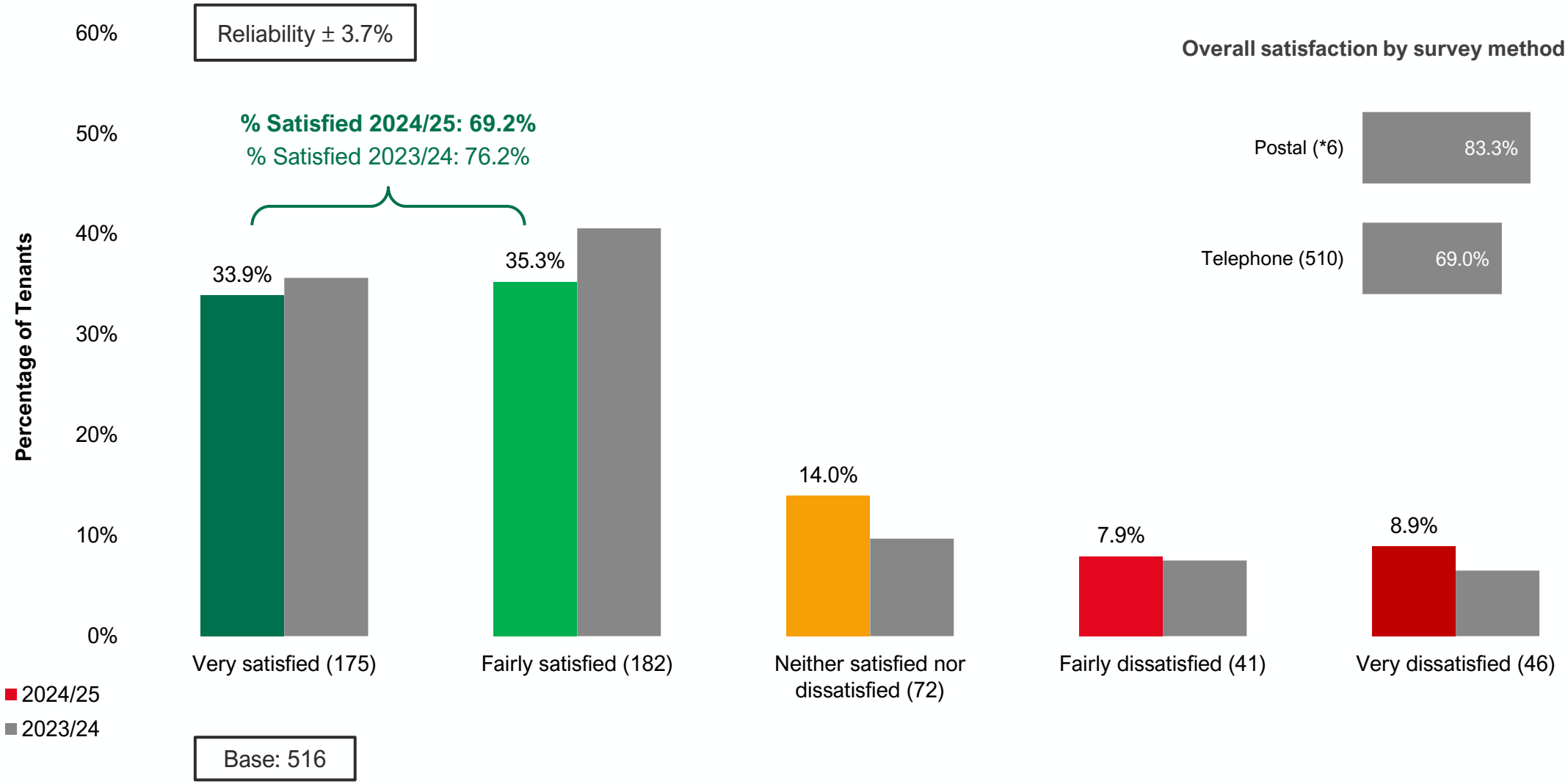


Sample size shown in ().

OVERALL SATISFACTION: HOW SATISFIED ARE CUSTOMERS?

OVERALL SATISFACTION: 69.2% (VERY & FAIRLY SATISFIED)

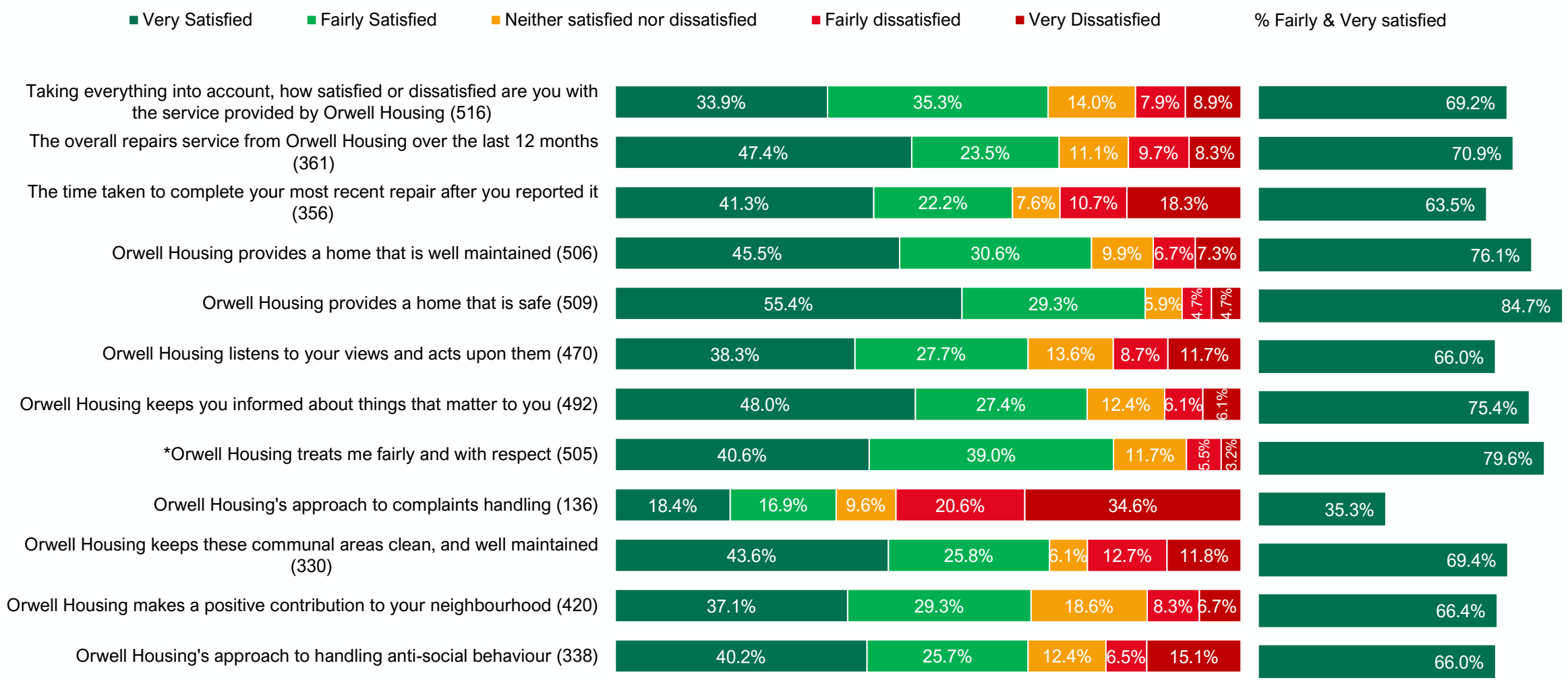
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Orwell Housing?



Sample size shown in (). Does not include 4 tenants that didn't answer. *Treat with caution due to low sample size.

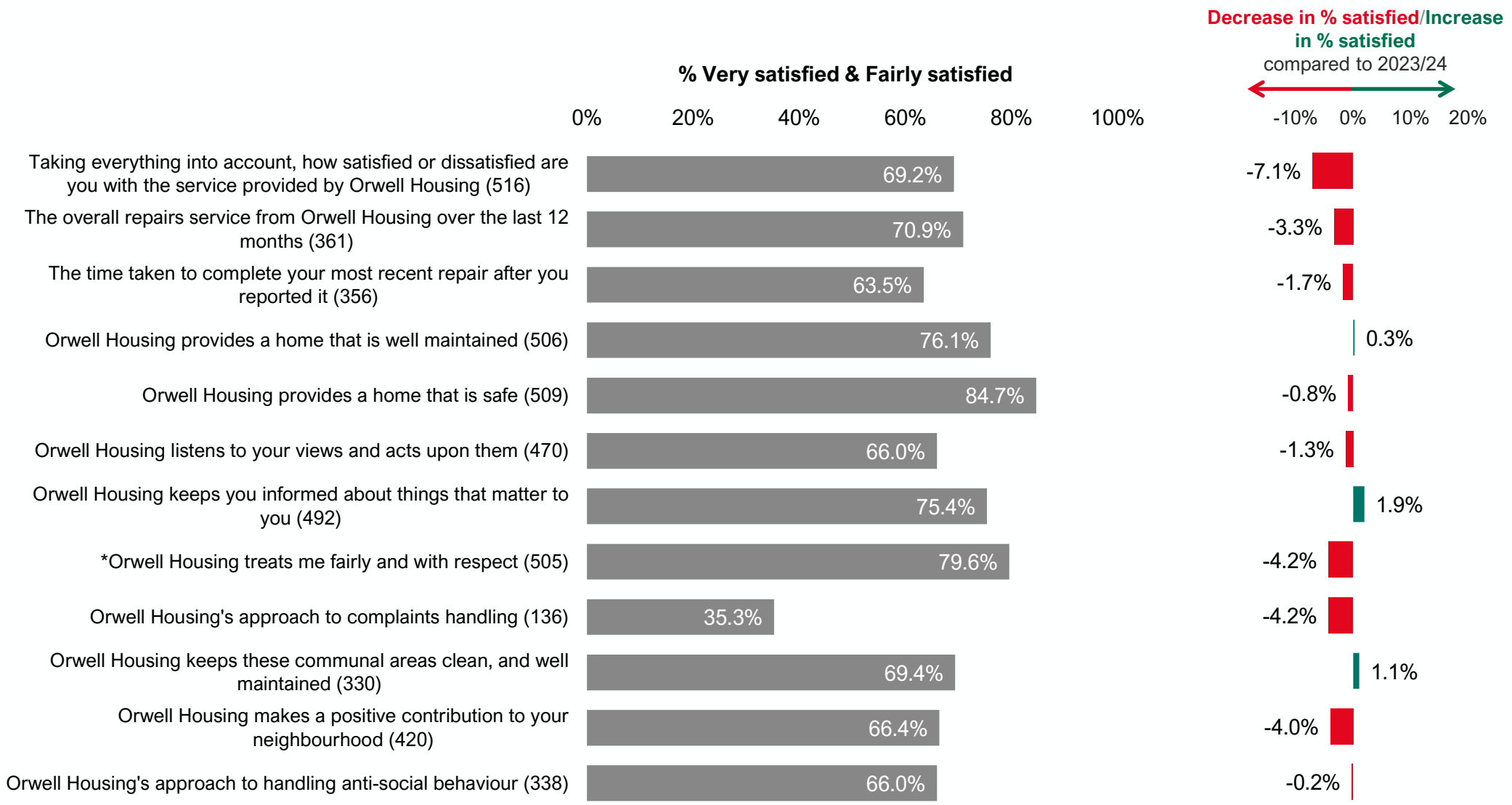
TSM
REQUIREMENTS

HOW SATISFIED OR DISSATISFIED ARE YOU WITH:



Sample size shown in () *Agree scale rather than satisfied. Sorted in questionnaire order.

HOW SATISFIED OR DISSATISFIED ARE YOU WITH:



Sample size shown in () *Agree scale rather than satisfied. Sorted in questionnaire order.

IMPACT:
WHAT MATTERS TO CUSTOMERS?

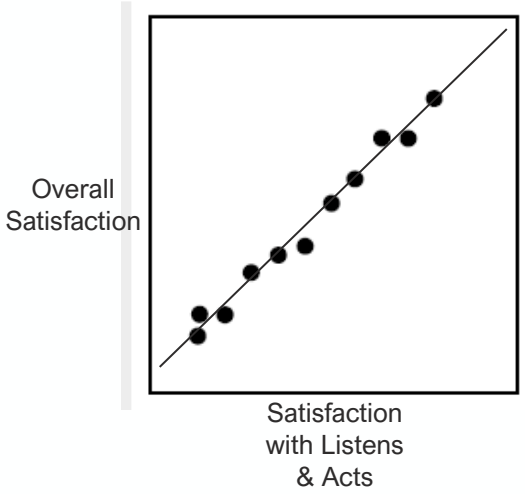
DRIVERS OF OVERALL SATISFACTION

One way of establishing which Tenant Perception requirements play the most significant role in driving overall performance is through correlation analysis. Correlation can measure the strength of the relationship between satisfaction with each requirement in the survey and overall satisfaction.

Each correlation is represented by a figure called the correlation coefficient which can range from -1 to +1, with positive scores indicating a positive relationship between the pairs of variables, while negative scores indicate a negative relationship. **A correlation coefficient above 0.6 would indicate a high strength relationship.**

Weak impact

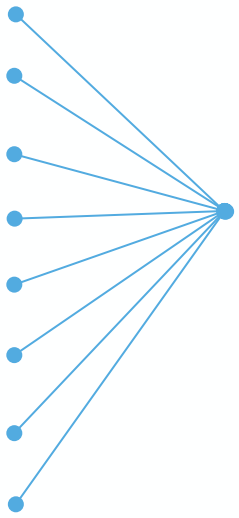
Strong impact



Your customers score their satisfaction with each TP requirement on your questionnaire:

1. Overall repairs service
2. Repairs time taken
3. Well maintained home
4. Safe home
5. Listens & Acts
6. Keeps you informed
7. Treats you fairly
8. Complaint handling

(and so on…)



Your customers also score their 'overall satisfaction':

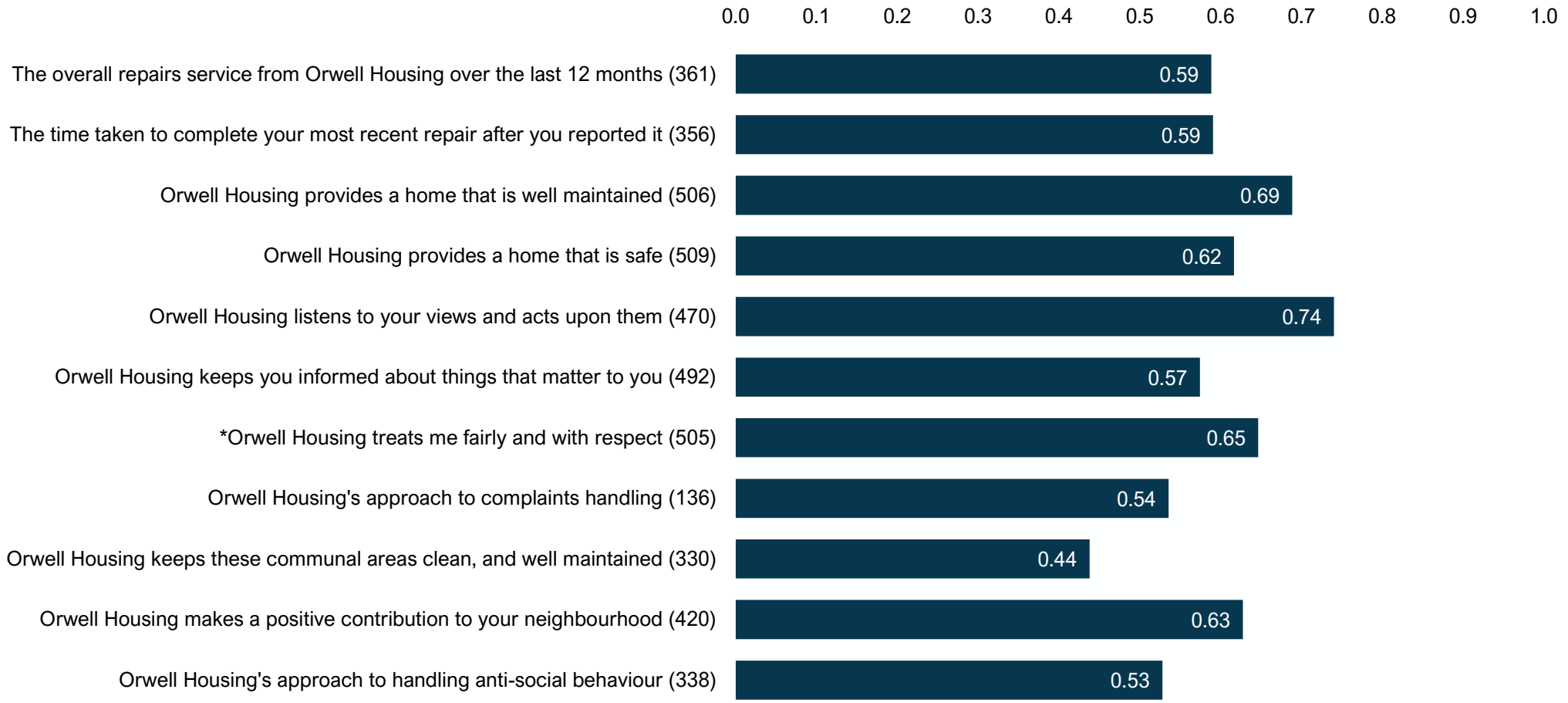
Taking all things into account, how satisfied or dissatisfied are with the service provided by Orwell Housing?'

One by one, using the satisfaction scores, we measure **the strength of the link** (the correlation) between the performance of **each requirement** and **overall satisfaction.**

This tells us if each requirement has a weak or strong relationship with overall satisfaction. We call this measurement **IMPACT.**

LISTENS & ACTS AND WELL MAINTAINED HOME HAVE THE STRONGEST RELATIONSHIP WITH OVERALL SATISFACTION

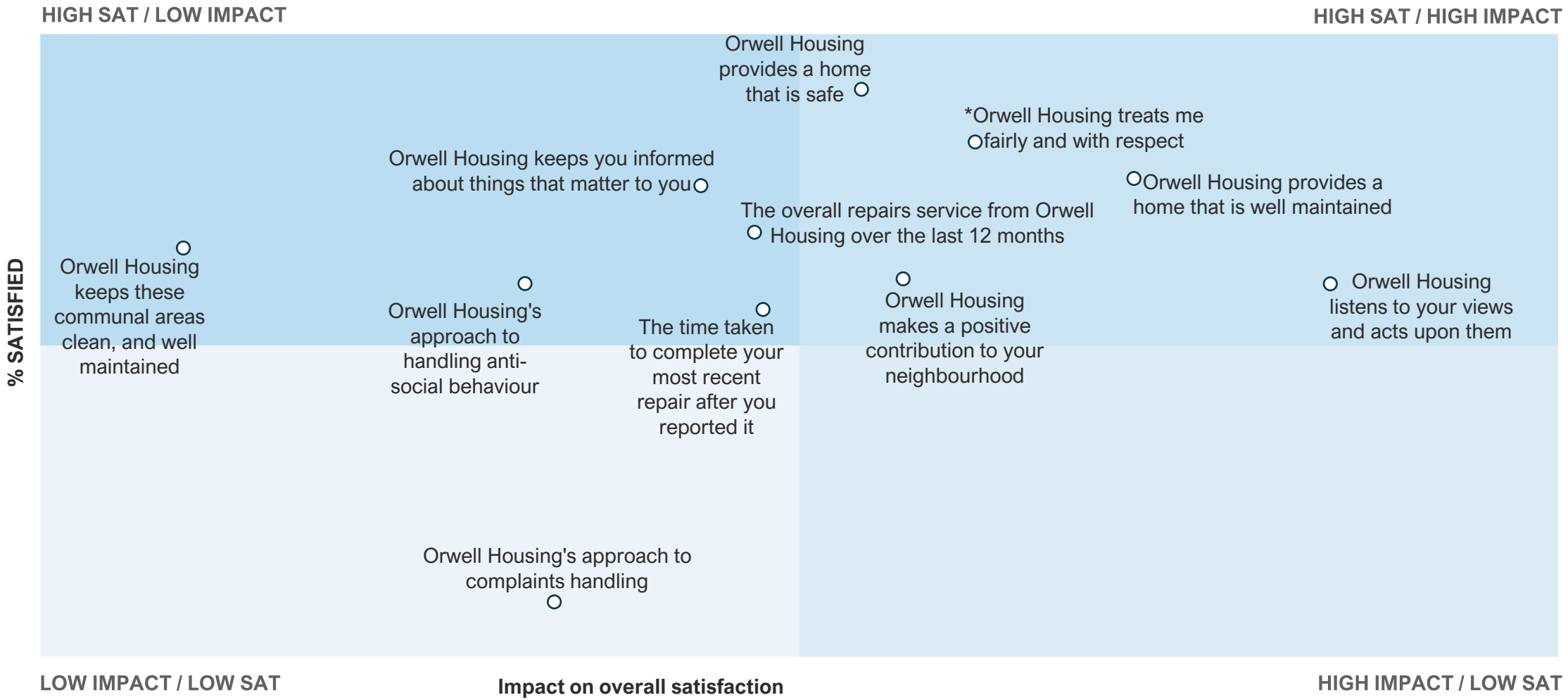
All TP questions have been correlated with the question: *'Taking everything into account, how satisfied or dissatisfied are you with the service provided by Orwell Housing?'* The higher the number, the stronger the correlation with overall satisfaction.



Sample size shown in () *Agree scale rather than satisfied. Sorted in questionnaire order.

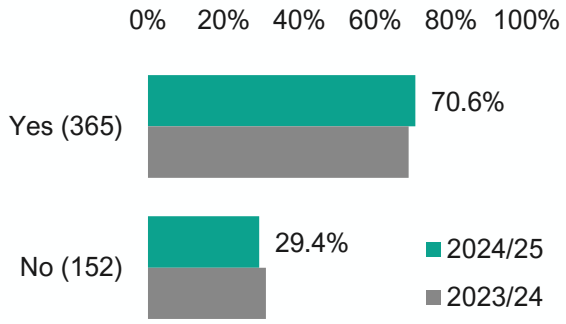
SATISFACTION DRIVERS (SATISFACTION & IMPACT)

By combining the satisfaction and impact scores into one matrix, it is easier to see the priorities. Improving satisfaction in right quadrants will have the biggest impact on the overall satisfaction score and play the most significant role in driving performance.

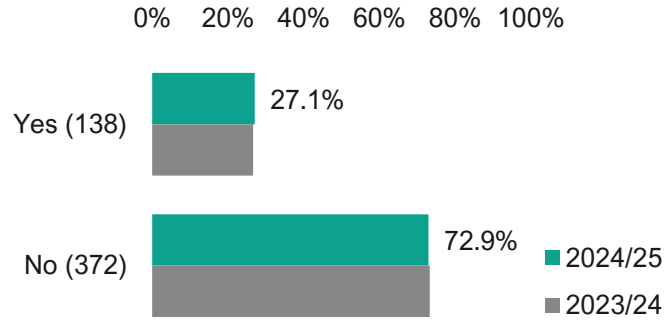


REPAIRS, COMPLAINTS, COMMUNAL AREAS

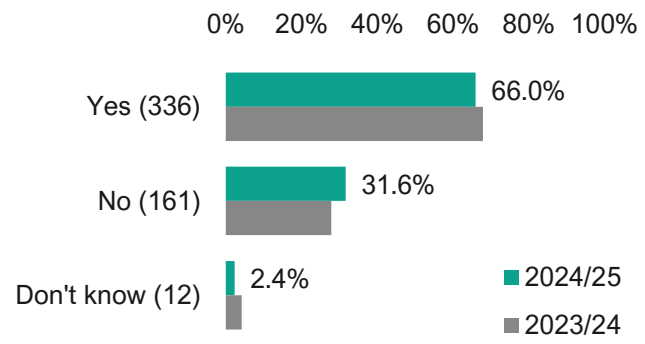
Has Orwell Housing carried out a repair to your home in the last 12 months?



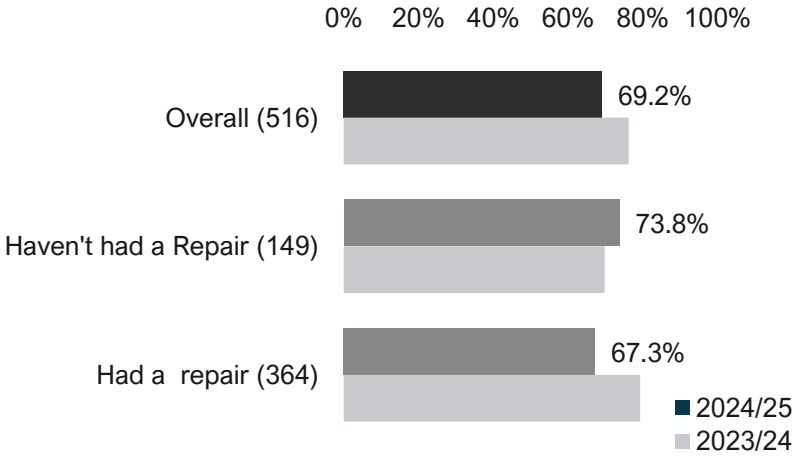
Have you made a complaint to Orwell Housing in the last 12 months?



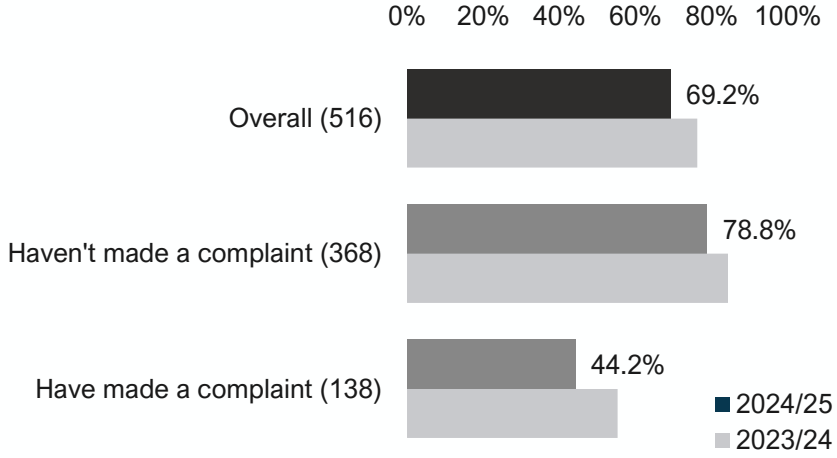
Do you live in a building with communal areas, either inside or outside, that Orwell Housing is responsible for maintaining?



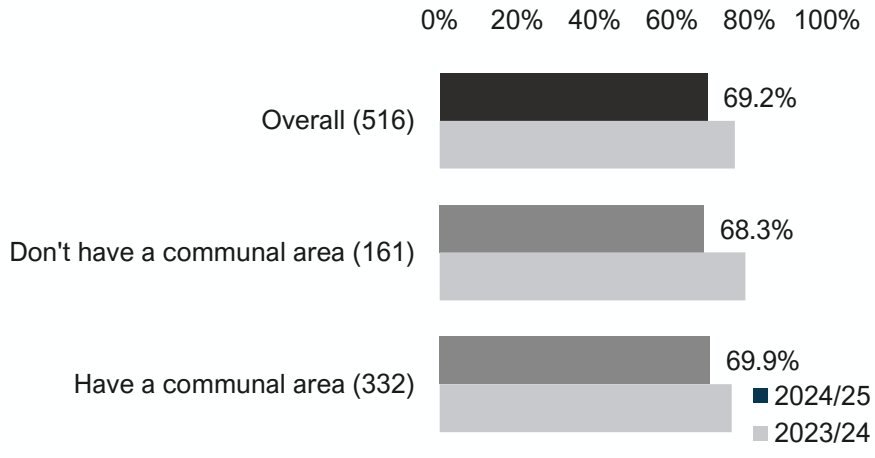
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Orwell Housing?



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



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



Sample size shown in ()

TSM SATISFACTION
BY TENANT TYPE

SATISFACTION (% VERY & FAIRLY SAT) BY AGE GROUP

	Overall (520)	16-24 (37)	25-34 (82)	35-44 (105)	45-54 (85)	55-64 (84)	65-74 (60)	75-84 (43)	85+ (17)
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Orwell Housing	69.2%	72.2%	62.2%	58.1%	70.2%	79.5%	65.0%	81.0%	88.2%
The overall repairs service from Orwell Housing over the last 12 months	70.9%	78.9%	56.3%	64.9%	72.9%	80.4%	69.8%	83.9%	--
The time taken to complete your most recent repair after you reported it	63.5%	73.7%	51.6%	56.0%	63.2%	75.0%	65.1%	74.2%	--
Orwell Housing provides a home that is well maintained	76.1%	74.3%	66.7%	67.0%	74.1%	86.4%	83.1%	88.1%	82.4%
Orwell Housing provides a home that is safe	84.7%	91.4%	79.0%	76.5%	85.4%	89.0%	91.7%	90.7%	88.2%
Orwell Housing listens to your views and acts upon them	66.0%	66.7%	57.1%	61.2%	62.2%	77.9%	63.8%	74.2%	80.0%
Orwell Housing keeps you informed about things that matter to you	75.4%	82.9%	70.1%	70.4%	71.3%	81.0%	74.6%	85.7%	80.0%
*Orwell Housing treats me fairly and with respect	79.6%	85.7%	76.5%	72.1%	82.5%	83.8%	75.0%	87.8%	88.2%
Orwell Housing's approach to complaints handling	35.3%	--	36.7%	22.2%	31.6%	52.6%	16.7%	58.3%	--
Orwell Housing keeps these communal areas clean, and well maintained	69.4%	89.3%	66.7%	50.0%	69.6%	66.7%	71.1%	83.9%	100.0%
Orwell Housing makes a positive contribution to your neighbourhood	66.4%	84.4%	62.0%	56.0%	58.6%	75.4%	62.2%	83.3%	--
Orwell Housing's approach to handling anti-social behaviour	66.0%	82.8%	59.6%	55.4%	65.5%	76.5%	63.6%	79.2%	--

Sample size shown in (). Results not reported where fewer than 10 people have answered the question. Any significant differences from average are highlighted

SATISFACTION (% VERY & FAIRLY SAT) BY TENURE

	Overall (520)	General Needs (410)	Supported Housing for Older People (26)	Temporary Supported Housing (28)	Supported Housing (15)	Extra Care (26)
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Orwell Housing	69.2%	65.4%	88.5%	81.5%	80.0%	84.0%
The overall repairs service from Orwell Housing over the last 12 months	70.9%	67.0%	94.1%	92.9%	72.7%	92.9%
The time taken to complete your most recent repair after you reported it	63.5%	59.5%	87.5%	92.3%	72.7%	78.6%
Orwell Housing provides a home that is well maintained	76.1%	73.4%	88.5%	85.2%	66.7%	92.0%
Orwell Housing provides a home that is safe	84.7%	83.3%	92.3%	92.6%	93.3%	96.0%
Orwell Housing listens to your views and acts upon them	66.0%	63.1%	70.8%	76.9%	73.3%	77.3%
Orwell Housing keeps you informed about things that matter to you	75.4%	72.7%	84.0%	88.5%	85.7%	87.5%
*Orwell Housing treats me fairly and with respect	79.6%	77.9%	88.5%	92.6%	80.0%	83.3%
Orwell Housing's approach to complaints handling	35.3%	33.3%	--	--	--	--
Orwell Housing keeps these communal areas clean, and well maintained	69.4%	66.0%	75.0%	72.2%	70.0%	95.0%
Orwell Housing makes a positive contribution to your neighbourhood	66.4%	61.7%	94.7%	91.7%	64.3%	94.1%
Orwell Housing's approach to handling anti-social behaviour	66.0%	63.0%	76.2%	83.3%	75.0%	75.0%

Sample size shown in (). Results not reported where fewer than 10 people have answered the question. Any significant differences from average are highlighted

SATISFACTION (% VERY & FAIRLY SAT) BY LOCAL AUTHORITY

	Overall (520)	East Suffolk (178)	Ipswich (128)	Mid Suffolk (42)	Babergh (71)	Great Yarmouth (23)	Norwich (36)	West Suffolk (19)
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Orwell Housing	69.2%	74.4%	66.1%	57.1%	64.8%	73.9%	74.3%	57.9%
The overall repairs service from Orwell Housing over the last 12 months	70.9%	69.7%	78.7%	55.2%	78.3%	64.7%	78.6%	43.8%
The time taken to complete your most recent repair after you reported it	63.5%	64.5%	69.3%	55.2%	62.2%	64.7%	67.9%	33.3%
Orwell Housing provides a home that is well maintained	76.1%	79.2%	73.6%	72.5%	76.8%	78.3%	83.3%	50.0%
Orwell Housing provides a home that is safe	84.7%	87.4%	79.2%	92.5%	85.5%	73.9%	91.7%	78.9%
Orwell Housing listens to your views and acts upon them	66.0%	66.4%	70.6%	53.8%	65.2%	61.9%	75.8%	42.1%
Orwell Housing keeps you informed about things that matter to you	75.4%	75.0%	81.1%	68.4%	67.6%	77.3%	80.0%	61.1%
*Orwell Housing treats me fairly and with respect	79.6%	77.1%	81.3%	74.4%	83.8%	78.3%	86.1%	73.7%
Orwell Housing's approach to complaints handling	35.3%	37.0%	36.1%	--	22.2%	--	40.0%	--
Orwell Housing keeps these communal areas clean, and well maintained	69.4%	74.1%	73.7%	65.2%	67.3%	--	62.5%	10.0%
Orwell Housing makes a positive contribution to your neighbourhood	66.4%	69.2%	78.6%	58.1%	58.1%	55.0%	62.1%	23.1%
Orwell Housing's approach to handling anti-social behaviour	66.0%	64.7%	71.4%	57.7%	65.9%	66.7%	61.9%	45.5%

Sample size shown in (). Results not reported where fewer than 10 people have answered the question. Any significant differences from average are highlighted

SATISFACTION (% VERY & FAIRLY SAT) BY ETHNICITY

	Overall (520)	White (455)	Black, Black British, Caribbean or African (23)	Mixed or multiple ethnic groups (12)	Unknown/refused (16)
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Orwell Housing	69.2%	70.4%	56.5%	58.3%	60.0%
The overall repairs service from Orwell Housing over the last 12 months	70.9%	69.9%	76.5%	--	60.0%
The time taken to complete your most recent repair after you reported it	63.5%	63.5%	56.3%	--	40.0%
Orwell Housing provides a home that is well maintained	76.1%	77.0%	71.4%	75.0%	66.7%
Orwell Housing provides a home that is safe	84.7%	85.7%	76.2%	83.3%	68.8%
Orwell Housing listens to your views and acts upon them	66.0%	66.3%	61.9%	54.5%	66.7%
Orwell Housing keeps you informed about things that matter to you	75.4%	75.8%	66.7%	75.0%	62.5%
*Orwell Housing treats me fairly and with respect	79.6%	79.7%	85.0%	75.0%	60.0%
Orwell Housing's approach to complaints handling	35.3%	34.2%	30.0%	--	--
Orwell Housing keeps these communal areas clean, and well maintained	69.4%	68.1%	73.3%	--	76.9%
Orwell Housing makes a positive contribution to your neighbourhood	66.4%	66.1%	57.9%	--	--
Orwell Housing's approach to handling anti-social behaviour	66.0%	66.4%	73.3%	--	40.0%

Sample size shown in (). Results not reported where fewer than 10 people have answered the question. Any significant differences from average are highlighted

SUBMISSION DATA TABLES

TSM MEASURES – Figures needed for TSM submission

Questions	Response
Survey approach used to generate reported perception TSMs	Phased Approach
Collection date of earliest survey response	29/04/2024
Collection date of latest survey response	18/03/2025
Did you use a census or a sample to collect survey responses?	Sample
Please confirm the total number of responses to your survey for each of the following survey methods	
Telephone	514
Internet	-
Face to face	-
Postal	6
SMS	-
All other methods	-
Total sample size achieved	**520**
Please confirm whether the average satisfaction by survey method reported below has been calculated using weighted or unweighted responses	Unweighted
Proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01) for each survey method:	
Telephone	69.0%
Internet	-
Face to Face	-
Postal	83.3%
SMS	-
All other methods	-

% VERY & FAIRLY SATISFIED

Section	TSM code	TSM measure	LCRA
Overall satisfaction	**TP01**	Overall satisfaction	69.2%
Keeping properties in good repair	**TP02**	Satisfaction with repairs	70.9%
	TP03	Satisfaction with time taken to complete most recent repair	63.5%
	TP04	Satisfaction that the home is well maintained	76.1%
Maintaining building safety	**TP05**	Satisfaction that the home is safe	84.7%
Respectful and helpful engagement	**TP06**	Satisfaction that the landlord listens to tenant views and acts upon them	66.0%
	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	75.4%
	TP08	Agreement that the landlord treats tenants fairly and with respect	79.6%
Effective handling of complaints	**TP09**	Satisfaction with the landlord's approach to handling complaints	35.3%
Responsible neighbourhood management	**TP10**	Satisfaction that the landlord keeps communal areas clean and well maintained	69.4%
	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	66.4%
	TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	66.0%

TSM MEASURES – Figures needed for TSM submission

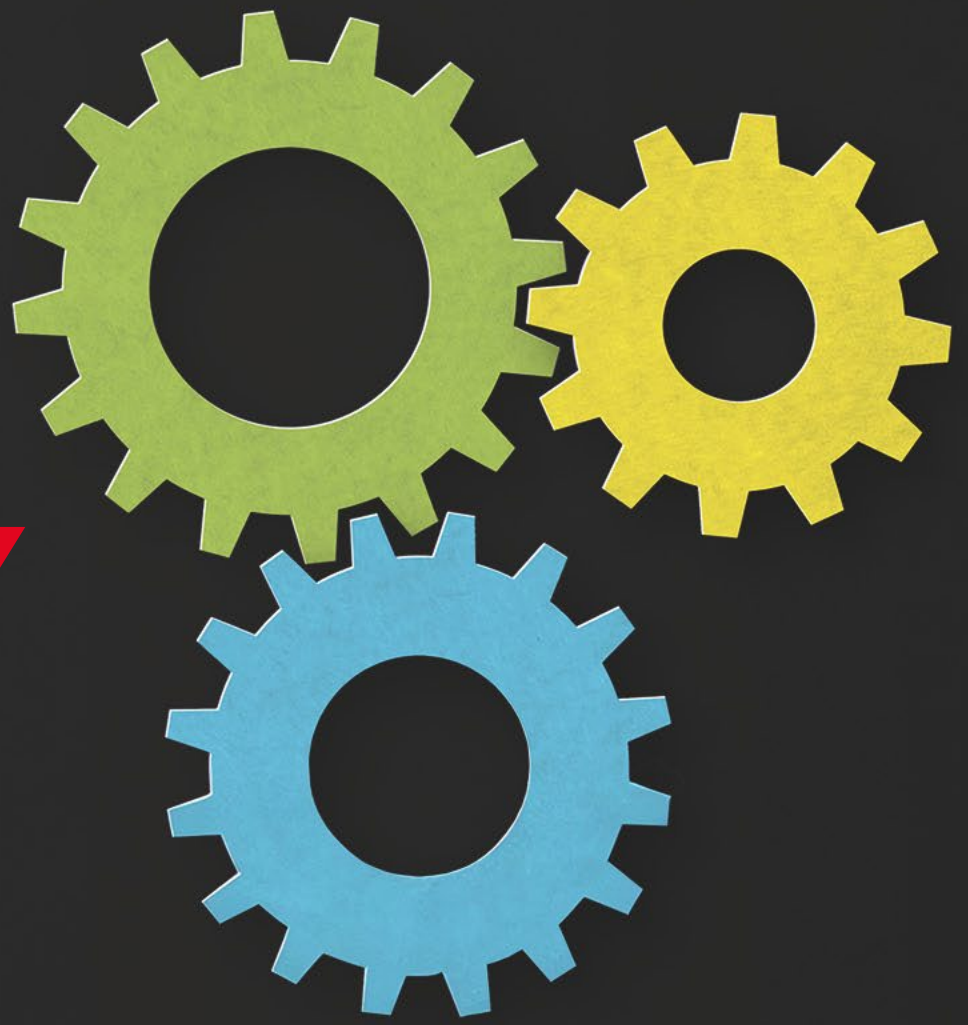
	TP01 Overall satisfaction	TP02 Overall repairs	TP03 Time taken repairs	TP04 Well maintained	TP05 Safe	TP06 Listens & acts	TP07 Informed	TP08 Fairly and respect	TP09 Complaints	TP10 Communal areas	TP11 Contribution Neighbourhood	TP12 ASB
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.	-	365	365	-	-	-	-	-	138	336	-	-
Number of respondents who responded 'No' to the filter question relevant to the perception measure.	-	152	152	-	-	-	-	-	372	161	-	-
Very satisfied	175	171	147	230	282	180	236	205	25	144	156	136
Fairly satisfied	182	85	79	155	149	130	135	197	23	85	123	87
Neither satisfied nor dissatisfied	72	40	27	50	30	64	61	59	13	20	78	42
Fairly dissatisfied	41	35	38	34	24	41	30	28	28	42	35	22
Very dissatisfied	46	30	65	37	24	55	30	16	47	39	28	51
Total base used to calculate % satisfied	516	361	356	506	509	470	492	505	136	330	420	338
Not applicable / Don't know	-	-	-	-	2	41	19	5	-	-	89	171

The option 'Not applicable/ don't know' is only a specified response to TP05, TP06, TP07, TP08, TP11 and TP12. The submission return requires responses for N/A to be shown.

LCHO

tlf

COMPLIANCE & METHODOLOGY



INTRODUCTION & METHODOLOGY

BACKGROUND

TLF Research were supplied a database of residents from Orwell which contained all eligible contacts. All contacts supplied in the database had chance of being selected to take part in the TSM survey.

SAMPLING AND QUOTAS

As Orwell's total LCHO tenant population is only 184, a census approach was used. No quotas were set and we attempted to contact all 184 tenants to take part in the survey. Any tenants who completed the survey were removed from the sample going forward as TSM guidelines state that only one person per household can be interviewed per year, and those who refused the survey were removed from the sample for 6 months, to meet MRS guidelines.

METHODOLOGY

Based on the information that was made available, it was agreed with Orwell that a telephone approach would be a good starting point methodology as this would allow us to; reach out to a wide tenant base and correct any imbalance in response by setting quotas for the telephone interviews. As the telephone sample is being proactively worked by trained telephone interviewers, the stats are monitored to track the number of; incorrect numbers, refusals and barriers to completing e.g. disability, language etc.

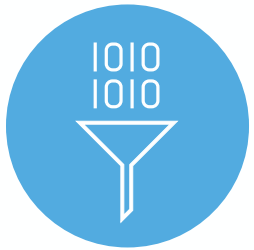
KEY SURVEY INFORMATION

SAMPLING

- Total tenant population supplied to TLF: 184
- A census approach was used
- Total sample size achieved by telephone: 31

QUESTIONNAIRE

- Respondents were fully informed
- TSM questions and routing correct
- TSM scales used correctly
- Followed MRS guidelines



DATA COLLECTION

- Data collected annually
- Data collected between 11th of February and 6th of March
- TLF Research used as the external contractor
- Incentives were not used

WEIGHTING

- Weighting has not been used

RELIABILITY

- With a total population of 184 the confidence level achieved must be within at least +/-5%
- Reliability was not achieved. Using the average satisfaction score and sample size, we are 95% confident that the overall % satisfied is within +/-16.3%

ANALYSIS

- All partial completes that have answered overall satisfaction have been included.
- % satisfied has been calculated excluding Don't know and Not answered.
- All bases have been reported throughout

STATISTICAL RELIABILITY

A survey with high reliability is one that has consistent results each time it is conducted.
A reliability of ±3% would indicate (with 95% confidence) that the true population satisfaction figure is within 3% from the sample estimate.

Pre-survey analysis
All providers must determine the sample size required to achieve the required levels of statistical accuracy. The larger the population, the greater the reliability (margin of error) required.

- Under 2500 population: **±5%**
- Between 2500 and 9999: **±4%**
- Between 10000 and 24999: **±3%**
- 25000 and above: **±2%**

The sample size required is calculated using total eligible stock size on the 1st April before surveying begins. This will need to be calculated separately for LCRA and LCHO (if applicable).

The equation uses an estimated satisfaction score of 50%. While a higher or lower satisfaction score would reduce the number of responses required, assumptions regarding the average satisfaction score before a survey is conducted will often be inaccurate, so using an assumption of 50% allows for a degree of contingency.

Post-survey analysis
Once the survey has been completed, analysis can be carried out to calculate the reliability level for the total sample using the satisfaction score achieved and therefore more accurate using the following formula:

$$95\%\ margin\ of\ error\ (1.96) * \sqrt{\frac{(satisfaction\ \%\ * (1 - satisfaction\ \%))}{Sample\ size}}$$

The reliability calculation is applied only to TP01 (overall satisfaction) since the response rates for other questions will vary and cannot be predicted. ‘As specified in Tenant Satisfaction Measures: Tenant survey requirements point 42 - Sample size'

Population	95% margin of error	Indicative achieved sample size
100	±5%	80
250	±5%	152
500	±5%	218
750	±5%	255
1000	±5%	278
1500	±5%	306
2000	±5%	323
2500	±4%	485
3000	±4%	501
4000	±4%	522
5000	±4%	536
7500	±4%	556
10000	±3%	965
15000	±3%	997
20000	±3%	1014
25000	±2%	2191
50000	±2%	2291
75000	±2%	2327
100000	±2%	2345

The equation used to calculate this figure is shown below…

$$n = \left(\frac{z^2 \times P(1-P)}{\varepsilon^2}\right) \Big/ \left(1 + \frac{z^2 \times P(1-P)}{\varepsilon^2 \times N}\right)$$

n = sample size required
z = z-score for confidence level
P = estimated satisfaction score (0.5)
ε = margin of error
N = population

WHO WE INTERVIEWED V DATABASE

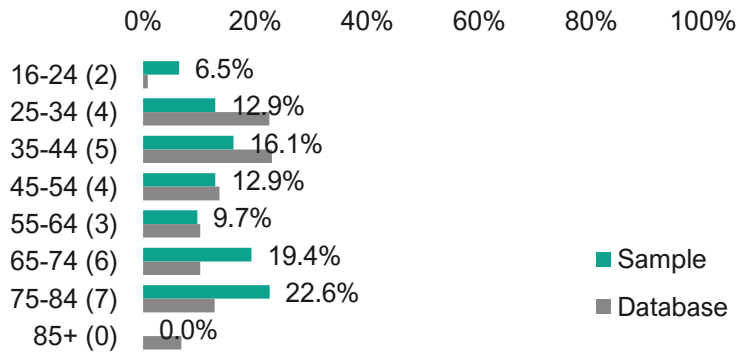
Based on information provided on the database.

The survey was open from 11th February to 6th March.

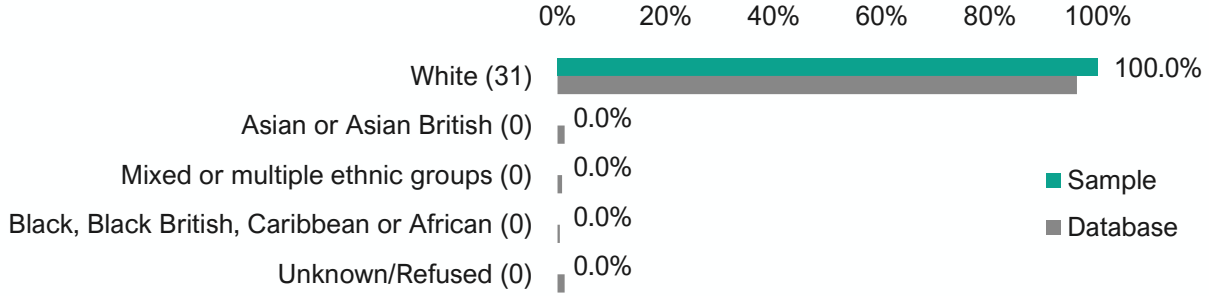
31 Tenants were interviewed by phone. All surveys were completed in full.

16.1% of respondents chose to remain anonymous.

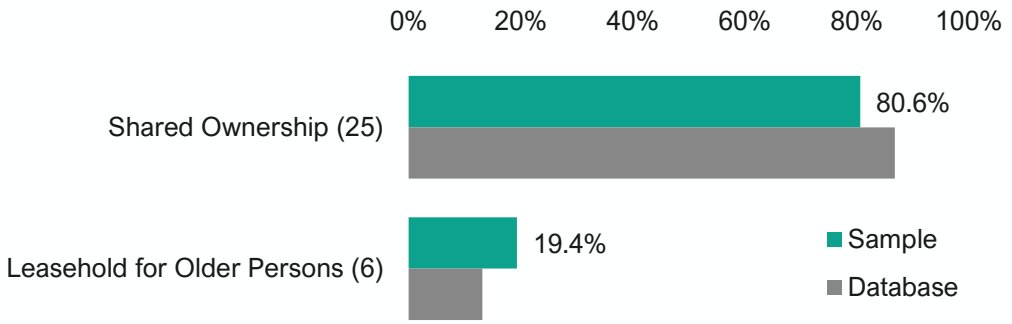
Age Group



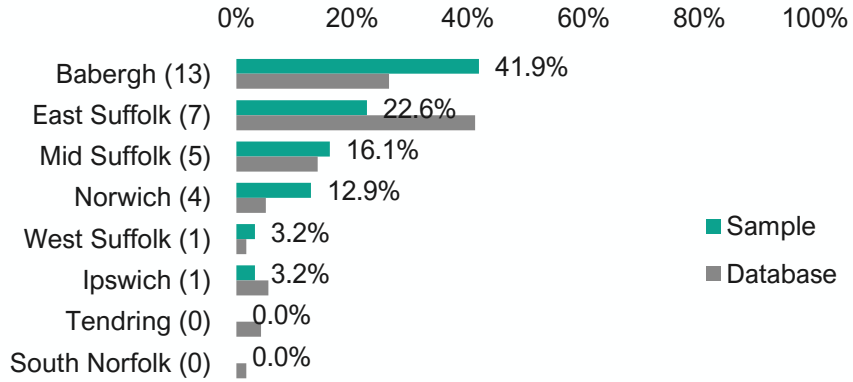
Ethnicity



Tenure Type



Local Authority



Sample size shown in ().

OVERALL SATISFACTION: HOW SATISFIED ARE CUSTOMERS?

OVERALL SATISFACTION: 62.1% (VERY & FAIRLY SATISFIED)

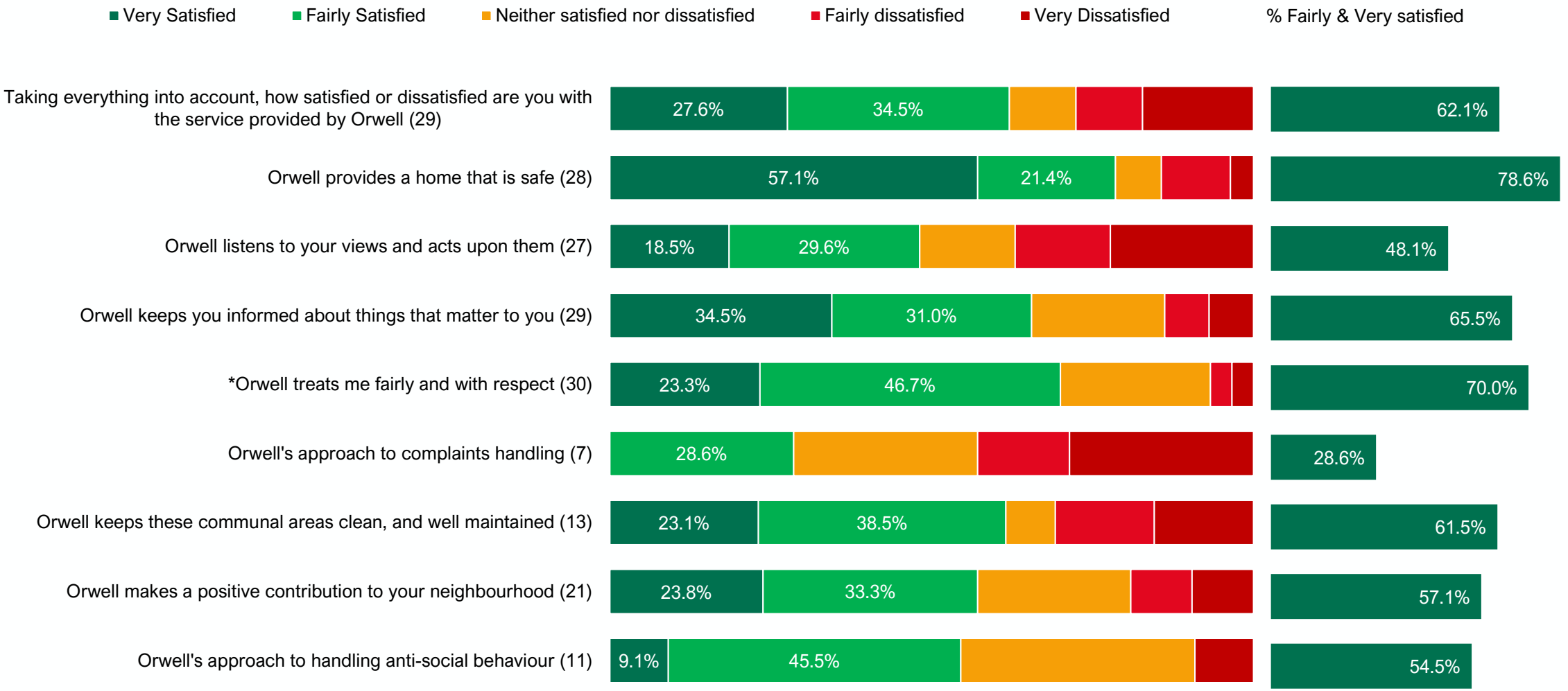
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Orwell?

Sample size shown in (). Does not include 2 tenants that didn't answer.

Base: 29

TSM
REQUIREMENTS

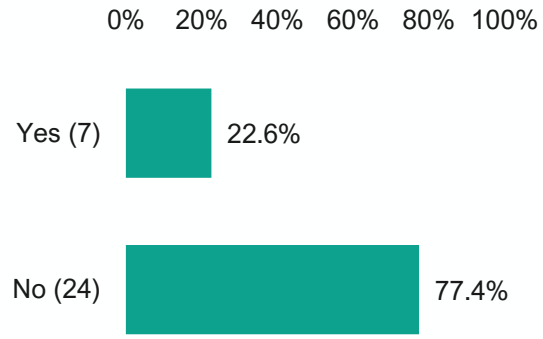
HOW SATISFIED OR DISSATISFIED ARE YOU WITH:



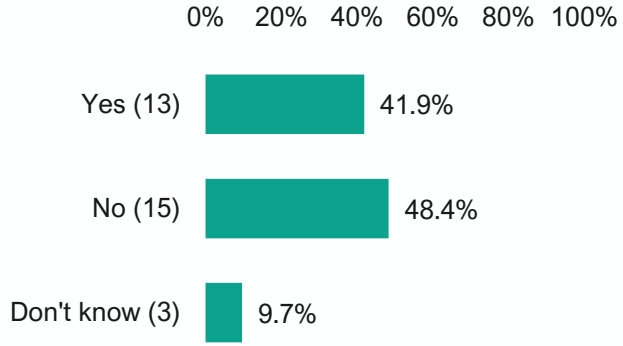
Sample size shown in () *Agree scale rather than satisfied. Sorted in questionnaire order.

COMPLAINTS AND COMMUNAL AREAS

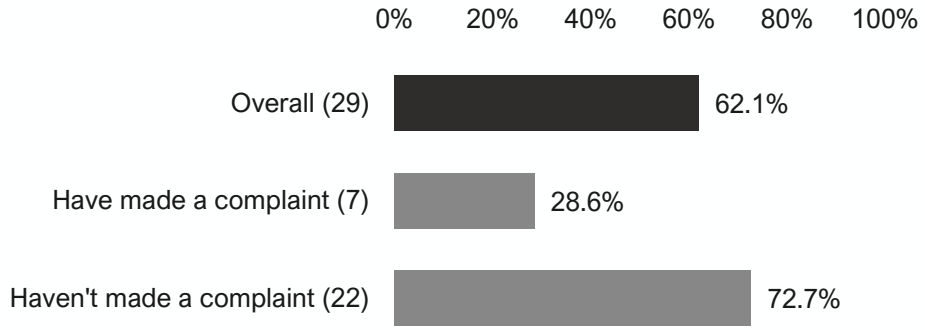
Have you made a complaint to Orwell in the last 12 months?



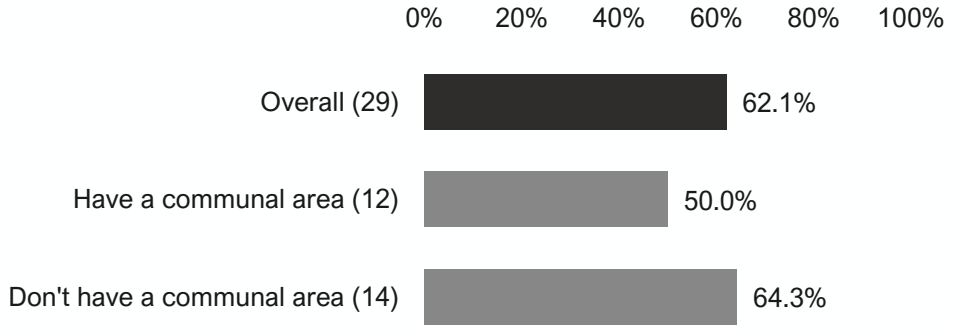
Do you live in a building with communal areas, either inside or outside, that Orwell is responsible for maintaining?



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



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



IMPACT:
WHAT MATTERS TO CUSTOMERS?

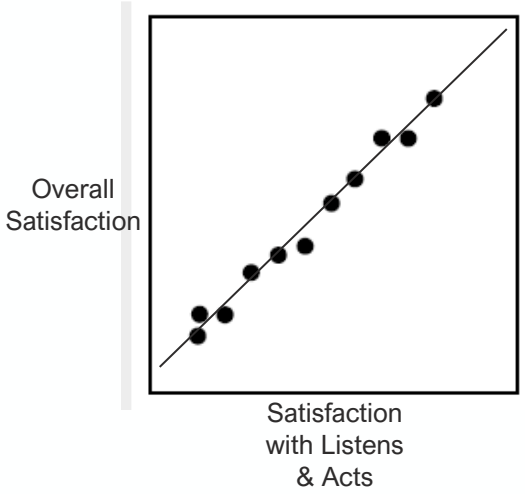
DRIVERS OF OVERALL SATISFACTION

One way of establishing which Tenant Perception requirements play the most significant role in driving overall performance is through correlation analysis. Correlation can measure the strength of the relationship between satisfaction with each requirement in the survey and overall satisfaction.

Each correlation is represented by a figure called the correlation coefficient which can range from -1 to +1, with positive scores indicating a positive relationship between the pairs of variables, while negative scores indicate a negative relationship. **A correlation coefficient above 0.6 would indicate a high strength relationship.**

Weak impact

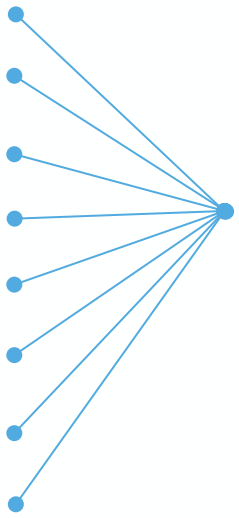
Strong impact



Your customers score their satisfaction with each TP requirement on your questionnaire:

1. Overall repairs service
2. Repairs time taken
3. Well maintained home
4. Safe home
5. Listens & Acts
6. Keeps you informed
7. Treats you fairly
8. Complaint handling

(and so on…)



Your customers also score their 'overall satisfaction':

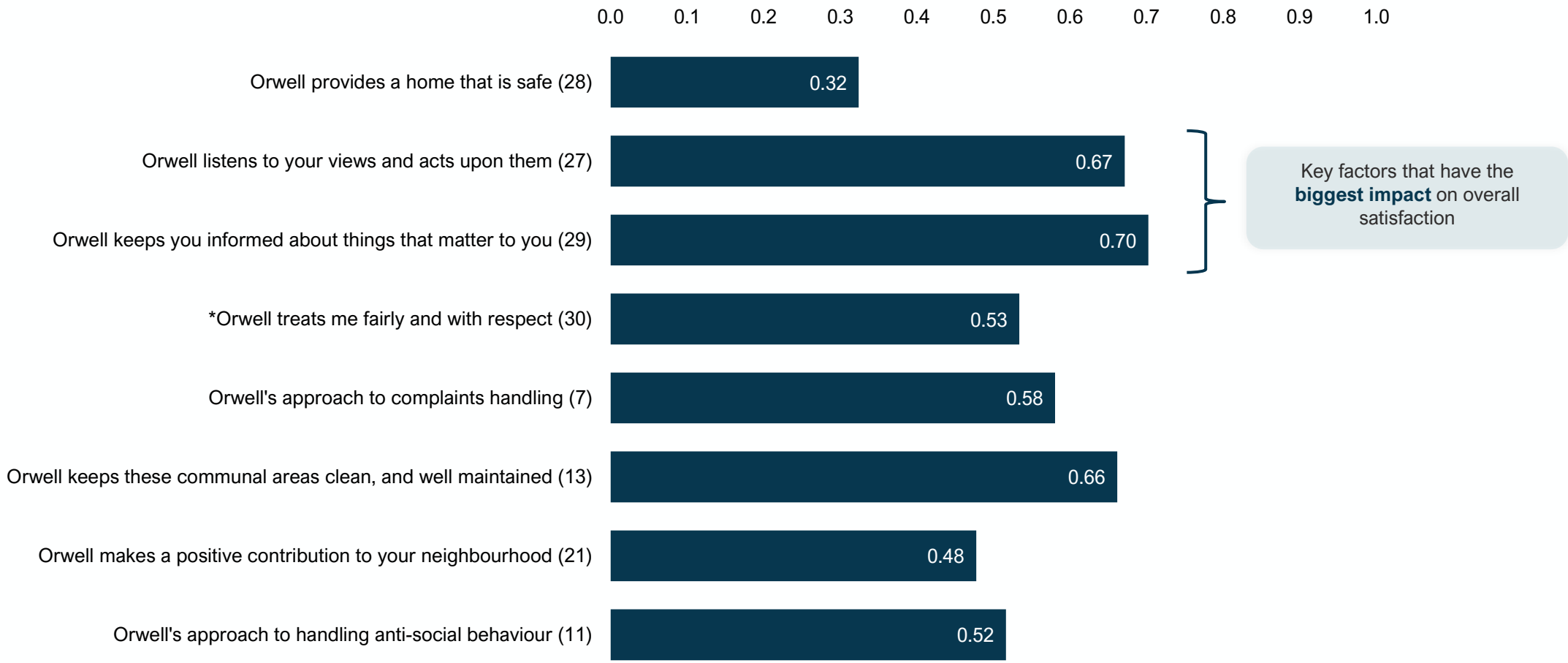
Taking all things into account, how satisfied or dissatisfied are with the service provided by Orwell?'

One by one, using the satisfaction scores, we measure **the strength of the link** (the correlation) between the performance of **each requirement** and **overall satisfaction.**

This tells us if each requirement has a weak or strong relationship with overall satisfaction. We call this measurement **IMPACT.**

LISTENS & ACTS AND KEEPS YOU INFORMED HOME HAVE THE STRONGEST RELATIONSHIP WITH OVERALL SATISFACTION

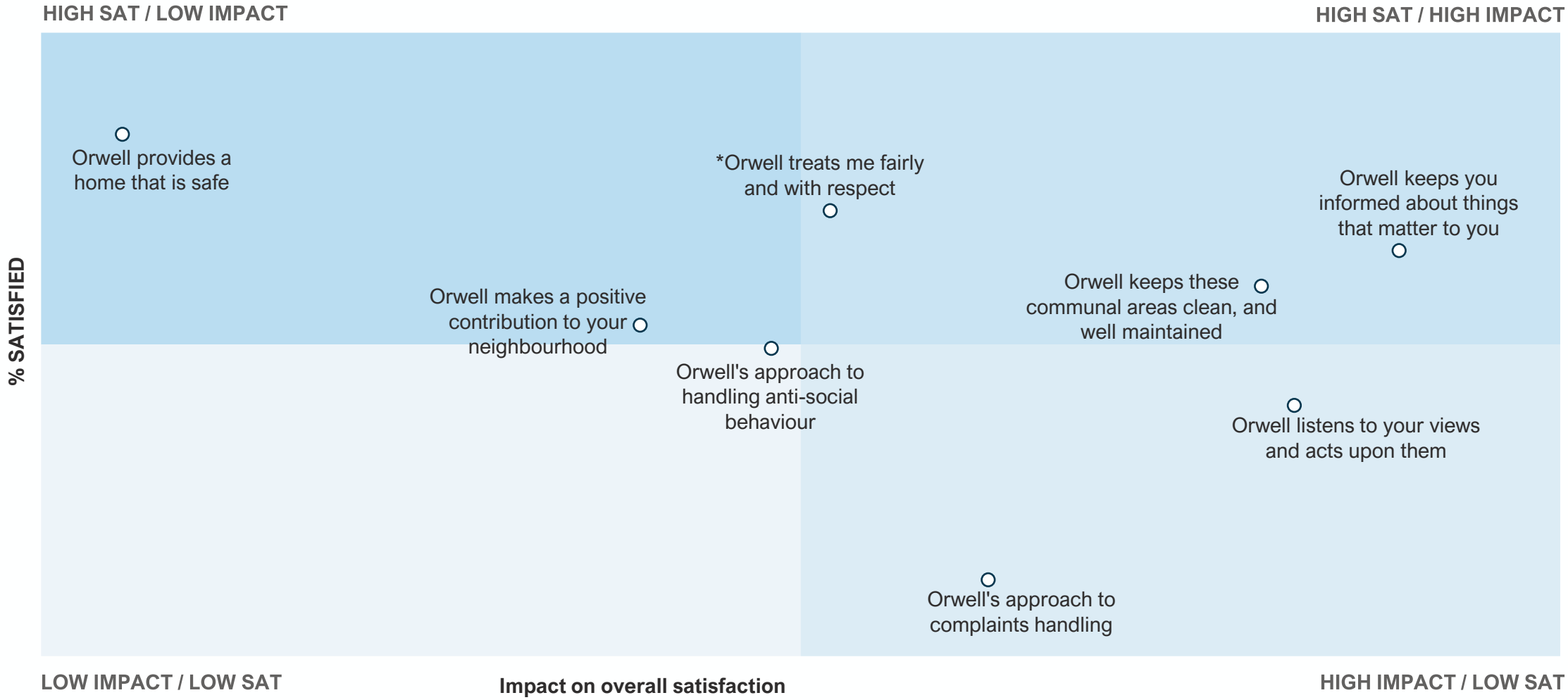
All TP questions have been correlated with the question: *'Taking everything into account, how satisfied or dissatisfied are you with the service provided by Orwell?'*
The higher the number, the stronger the correlation with overall satisfaction.



Sample size shown in () *Agree scale rather than satisfied. Sorted in questionnaire order.

SATISFACTION DRIVERS (SATISFACTION & IMPACT)

By combining the satisfaction and impact scores into one matrix, it is easier to see the priorities. Improving satisfaction in right quadrants will have the biggest impact on the overall satisfaction score and play the most significant role in driving performance. Good opportunities to improve satisfaction are for listens and acts and complaints handling due to lower satisfaction levels and higher impact scores.



SUBMISSION DATA TABLES

TSM MEASURES – Figures needed for TSM submission

Questions	Response
Survey approach used to generate reported perception TSMs	Single point in time
Collection date of earliest survey response	11/02/2025
Collection date of latest survey response	06/03/2025
Did you use a census or a sample to collect survey responses?	Census
Please confirm the total number of responses to your survey for each of the following survey methods	
Telephone	31
Internet	-
Face to face	-
Postal	-
SMS	-
All other methods	-
Total sample size achieved	**31**
Please confirm whether the average satisfaction by survey method reported below has been calculated using weighted or unweighted responses	Unweighted
Proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01) for each survey method:	
Telephone	62.1%
Internet	-
Face to Face	-
Postal	-
SMS	-
All other methods	-

% VERY & FAIRLY SATISFIED

Section	TSM code	TSM measure	LCHO
Overall satisfaction	**TP01**	Overall satisfaction	62.1%
Maintaining building safety	**TP05**	Satisfaction that the home is safe	78.6%
Respectful and helpful engagement	**TP06**	Satisfaction that the landlord listens to tenant views and acts upon them	48.1%
	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	65.5%
	TP08	Agreement that the landlord treats tenants fairly and with respect	70.0%
Effective handling of complaints	**TP09**	Satisfaction with the landlord's approach to handling complaints	28.6%
Responsible neighbourhood management	**TP10**	Satisfaction that the landlord keeps communal areas clean and well maintained	61.5%
	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	57.1%
	TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	54.5%

TSM MEASURES – Figures needed for TSM submission

	TP01 Overall satisfaction	TP05 Safe	TP06 Listens & acts	TP07 Informed	TP08 Fairly and respect	TP09 Complaints	TP10 Communal areas	TP11 Contribution Neighbourhood	TP12 ASB
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.	-	-	-	-	-	7	13	-	-
Number of respondents who responded 'No' to the filter question relevant to the perception measure.	-	-	-	-	-	24	15	-	-
Very satisfied	8	16	5	10	7	0	3	5	1
Fairly satisfied	10	6	8	9	14	2	5	7	5
Neither satisfied nor dissatisfied	3	2	4	6	7	2	1	5	4
Fairly dissatisfied	3	3	4	2	1	1	2	2	0
Very dissatisfied	5	1	6	2	1	2	2	2	1
Total base used to calculate % satisfied	29	28	27	29	30	7	13	21	11
Not applicable / Don't know	-	3	4	2	1	-	-	10	20

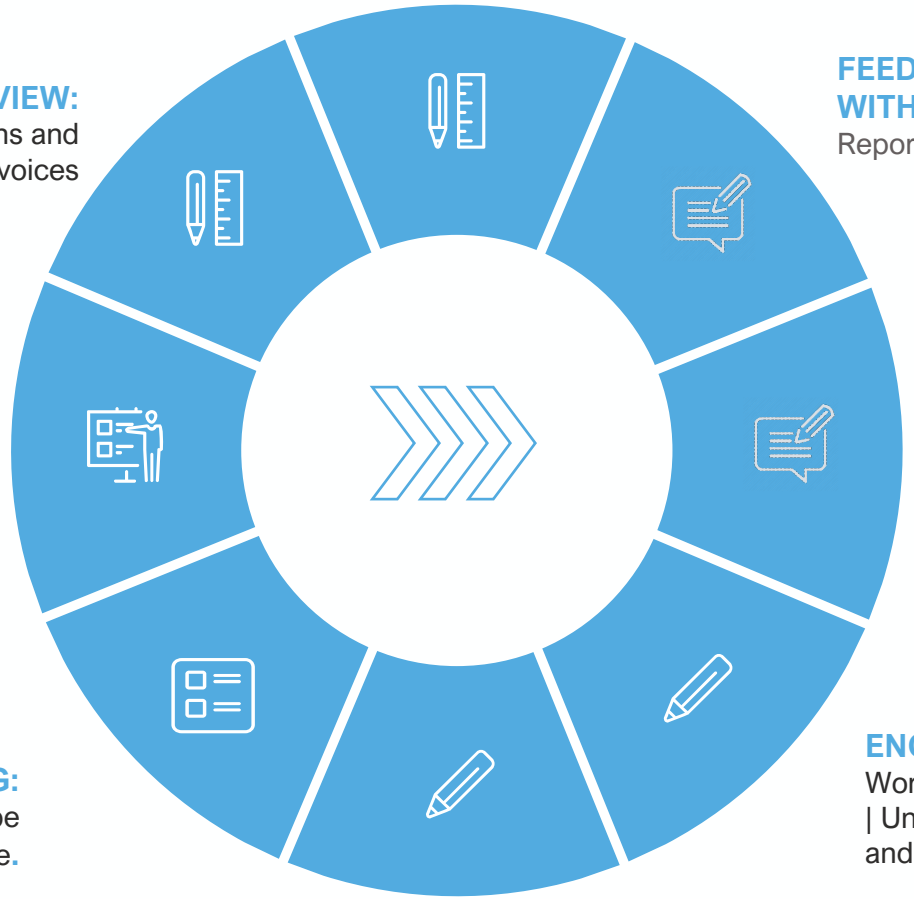
The option 'Not applicable/ don't know' is only a specified response to TP05, TP06, TP07, TP08, TP11 and TP12. The submission return requires responses for N/A to be shown.

POST SURVEY ACTIVITY

2024/25 TENANT PERCEPTION SURVEY RESULTS: :
Re-run the survey to check progress

TRACK & REVIEW:
Review approach to TSM, additional questions and capturing diverse voices

FEEDACK: SHARE RESULTS WITH COLLEAGUES
Reports | Presentations | Posters | Storytelling



DRIVING IMPROVEMENTS:
Engagement at board level | Identify what you're measuring and how | Regular reviews & tracking

FEEDBACK: SHARE RESULTS WITH RESIDENTS
Thank you letters | Feedback leaflets | Animations
Published on website | Social media channels

ENRICH ACTION PLANNING:
Combining colleagues and resident to help shape plans for improving performance.

ENGAGE COLLEAGUES:
Workshop improvement sessions with employees | Understand challenges from an organisation's and colleague perspective

ENGAGE RESIDENTS:
Co-production |Resident engagement teams| Scrutiny panels

TENANT FEEDBACK

It is important to provide feedback to Tenants. As well as being courteous to those who took part, providing feedback is an excellent way of demonstrating to all Tenants that survey results are being taken seriously and, more importantly, that action is going to be taken as a result of Tenant feedback.

What should Tenants be told?

- The results tailored by tenant type
- Benchmarking – this provides context for residents, helps to focus and can help explain action plans
- The key issues that arose from the survey
- The actions being taken to address those issues

Things to consider:

- Who is your audience?
- What has worked well in the past?
- Have residents told you want they want to know?
- Inclusivity – large print, colours, language & format

How to feed back the results to Tenants also has several options. Mass media (such as newsletters) are an efficient way, but rather impersonal for Tenants who have given their time and ideas to the survey. A personal letter with a short feedback report is more acceptable; better still is a personal presentation.

Ongoing feedback with Tenants, both written and verbal, must not be overlooked. It is particularly important to communicate good news and successes since Tenants will often fail to notice suppliers' improvements unless they are pointed out.

ANY QUESTIONS?

For any questions, please contact

Rachel Allen
rachelallen@leadershipfactor.com