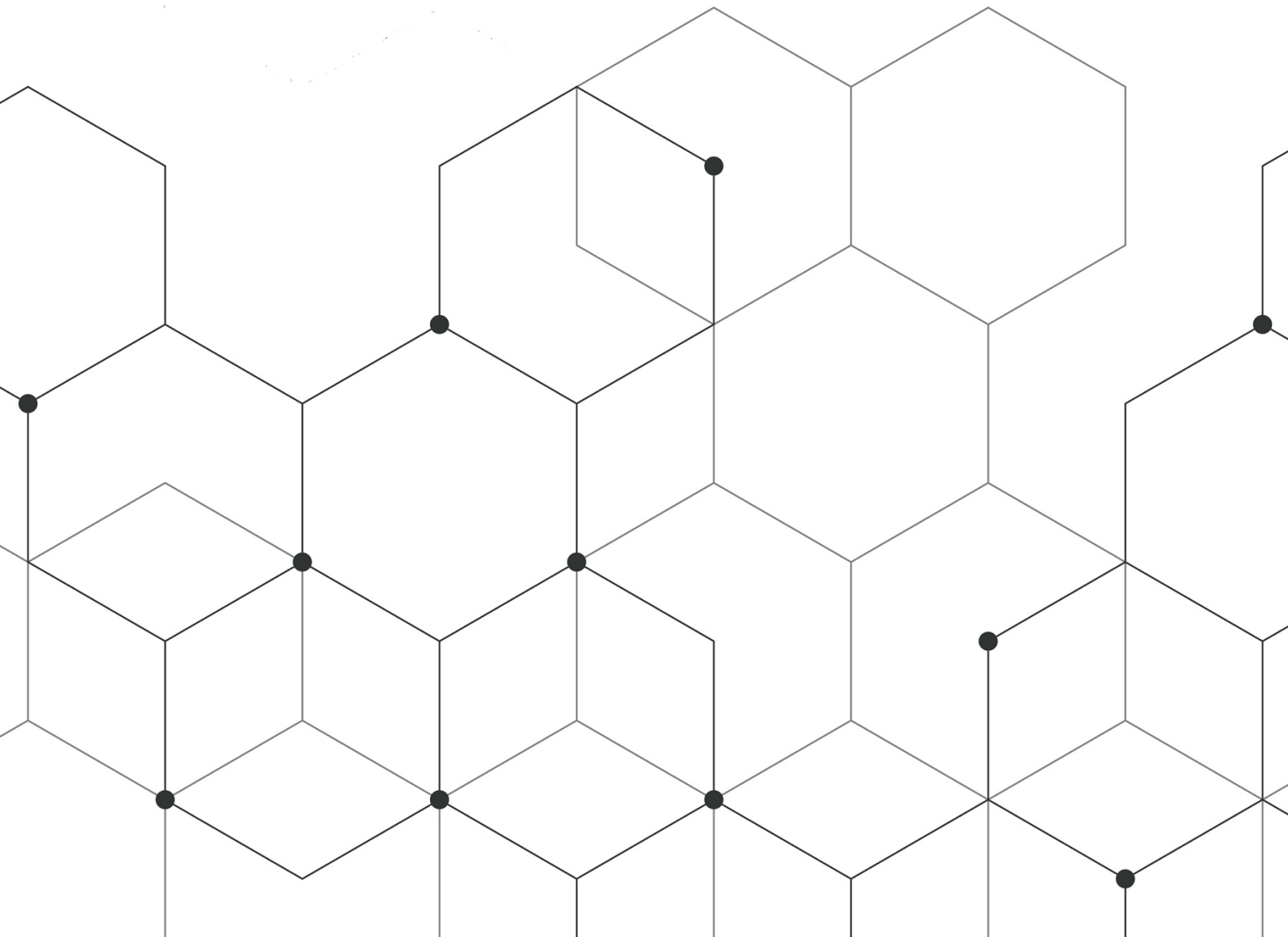
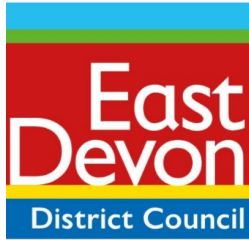


Service Insights Ltd

East Devon District Council

**Tenant Satisfaction Measures Survey
2023/24**





Tenant Satisfaction Measures Survey 2023/24

Written for: **East Devon District Council**
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Date: **March 2024**

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Executive Summary

East Devon District Council commissioned independent research company, Service Insights Ltd, to carry out their 2023/24 Tenant Satisfaction Measures (TSMs) survey. The process followed regulatory TSM guidance and the Market Research Society Code of Conduct.

Based on the feedback from 768 tenants, the following key points can be noted:

- **General performance trend:** One of the most significant findings was that whilst there is clearly room for improvement (as evidenced through the benchmarking), when East Devon District Council's 2023/24 TSM scores are compared to their 2022/23 TSM baseline survey, the vast majority of TSM scores can be seen to have improved over time. This is set against a wider 5-year trend of *declining* satisfaction trends, as evidenced by Housemark's mid-year TSM analysis in November 2023.
- **Overall satisfaction [TP01]:** This is often used as the main headline measure of service performance. In 2023/24, East Devon District Council achieved a score of **52.7%**.
- **Highest scoring TSMs:** With the exception of TP01, the top scoring service areas were identified as:
 - TP05: 57.4%** - Satisfaction that the home is safe
 - TP08: 56.2%** - Agreement that the landlord treats tenants fairly and with respect
 - TP02: 51.5%** - Satisfaction with repairs
- **Lowest scoring TSMs / high dissatisfaction:** The lowest satisfaction was seen with complaints handling (20.2% satisfied). Additionally, it is worth noting that 65.7% of respondents stated they were 'very dissatisfied'.
- **Benchmarking:** When benchmarking overall satisfaction against Housemark's mid-year TSM scores, a -19.6% difference can be seen.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving overall satisfaction in East Devon District Council are:
 - TP04: Satisfaction that the home is well maintained**
 - TP06: Satisfaction that the landlord listens to tenant views and acts upon them**
 - TP02: Satisfaction with repairs**

Conclusions: Based on feedback received from the 2023/24 TSM survey, the findings suggest that whilst there are elements which are more promising than others (e.g. that East Devon District Council providing a home that is safe - the highest score TSM measure received), there is clearly room for improvement. However, the fact that improvements in satisfaction have been achieved between the 2022/23 baseline survey and 2023/24 TSM survey are very encouraging.

Recommendations: Consideration could be given to the following recommendations.

- 1) Focussing upon the top three key satisfaction drivers will help increase satisfaction for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction (specifically complaints handling).
- 2) Clearly communicate the TSM findings to both staff and tenants. Publish the TSM scores alongside a summary of future actions (e.g. on a single webpage).
- 3) Involve tenants in a small number of focus groups to better understand the *context* of their feedback and develop suggestions in a co-created action plan with staff.

1. Summary of TSM Perception Survey Results 2023/24

Figure 1: Summary of TSM results (n=768)

Measure	Unweighted TSM scores 2023/24	Weighted TSM scores 2023/24
TP01: Proportion of respondents who report that they are satisfied with the overall service from East Devon District Council.	56.0%	52.7%
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from East Devon District Council over the last 12 months	54.8%	51.5%
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	49.6%	46.0%
TP04: Proportion of respondents who report that they are satisfied that East Devon District Council provides a home that is well maintained	51.1%	46.4%
TP05: Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that East Devon District Council provides a home that is safe	61.5%	57.3%
TP06: Proportion of respondents who report that they are satisfied with East Devon District Council listening to their views and acting upon them	42.1%	39.2%
TP07: Proportion of respondents who report that they are satisfied with East Devon District Council keeping them informed about things that matter to them	47.8%	44.1%
TP08: Proportion of respondents who report that they agree with the statement: "East Devon District Council treats me fairly and with respect"	60.4%	56.2%
TP09: Proportion of respondents who report that they are satisfied with East Devon District Council's approach to complaints handling	22.1%	20.2%
TP10: Proportion of respondents who report that they are satisfied East Devon District Council keeps communal areas clean and well maintained	41.4%	39.1%
TP11: Proportion of respondents who report that they are satisfied East Devon District Council make a positive contribution to their neighbourhood	39.0%	36.6%
TP12: Proportion of respondents who report that they are satisfied with East Devon District Council's approach to handling anti-social behaviour	39.4%	36.4%

*Note: The TSM scores to be reported for the regulator are the weighted TSM scores

2. Overview of the survey approach and representativeness

An overview of the survey approach is outlined in Figure 2 below, whilst the representativeness of the survey is shown over the page.

Figure 2: Overview of the survey approach

Feedback services provider (collecting, generating, and validating the reported perception measures)	Independent Research Company: Service Insights Ltd
Survey fieldwork date	January / February 2024
Total surveyable population	3,984
Total sample size achieved (total number of responses)	768
Statistical confidence required and achieved	±4% is required overall for 2023/24. This report achieved ± 3.18% (i.e. better than required)
Reasons for any failure to meet the required sample size	Not applicable
Collection method	100% postal with online survey link option within the letter
Type and amount of any incentives offered	Chance to win one of three £50.00 high street shopping vouchers
Sampling method	Census
Number of tenant households within the relevant population that have not been included in the sample	None
Summary of representativeness of the sample against the relevant tenant population	Weighting was required for tenure and age (see below)
Any weighting applied	Random Iterative Method (RIM) weighting was applied to weight the data by 2 variables: Tenure (General Needs/Sheltered), and Age group (Under 60/60+). Weighted cases: 768 Minimum: 0.575 Maximum: 1.612 Range:1.037 Mean: 1.000 Standard Deviation: 0.385 Weight distribution: 87.088%
Questions asked	12 regulatory TSM questions 6 additional questions (repairs)
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

Figure 3: Representativeness of the original tenant profile and unweighted data

	Tenant Profile	Overall %	Survey Profile (unweighted)	Response %
Tenure				
General Needs	2,712	68.1%	442	58.0%
Sheltered	1,272	31.9%	320	42.0%
	3,984		762	
Property Type				
Bedsit	39	1.0%	3	0.4%
Bungalow	931	23.4%	245	32.2%
Flat	1,099	27.6%	201	26.4%
House	1,901	47.7%	311	40.8%
Maisonette	6	0.2%	1	0.1%
Room	8	0.2%	1	0.1%
	3,984		762	
Age				
16-34	370	12.4%	28	5.3%
35-59	1,422	47.7%	170	32.2%
60+	1,192	39.9%	330	62.5%
	2,984		528	
[blanks]	[1,000]			[240]
Property Size				
1	1147	28.8%	227	29.8%
2	1343	33.7%	288	37.8%
3	1429	35.9%	241	31.6%
4	60	1.5%	6	0.8%
5	5	0.1%	0	0.0%
	3,984		762	

3. Results

NOTE: This report presents detailed scores to one decimal place. Please note that percentage scores may not always add up to 100%. For example, three equal responses would give percentages of 33.3% each, giving 99.9%. **All results shown are weighted scores.**

3.1. [TP01] Overall satisfaction

Overall satisfaction is often seen as the key measure of service performance, as perceived by tenants in receipt of services provided. Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by East Devon District Council?”. Figures 4 and 5 show that **a total of 52.7% (405 respondents) were satisfied**, compared to a total of 31.9% (227 respondents) who were dissatisfied, and a further 15.3% (111 respondents) who were neither satisfied nor dissatisfied.

Additionally, sub-group analysis for overall satisfaction can be seen in Appendix 1 at the end of the report.

Figure 4: Overall satisfaction (n=768)

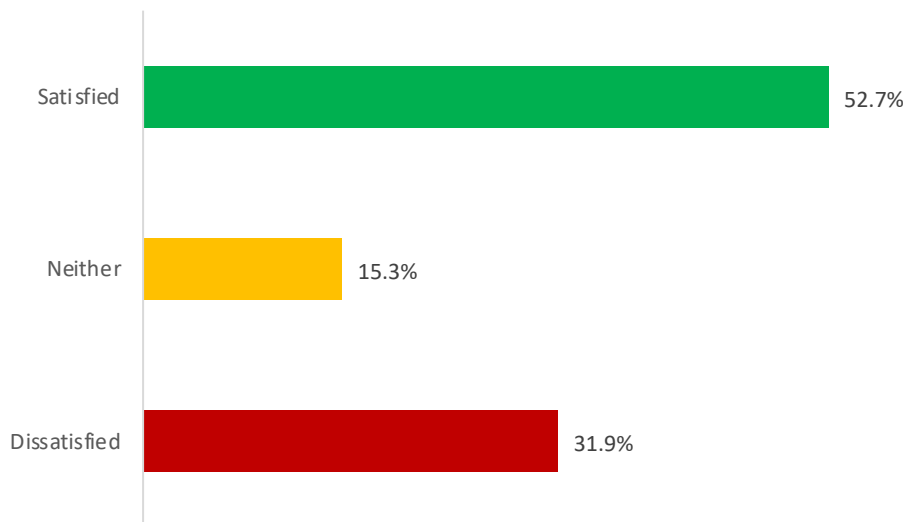
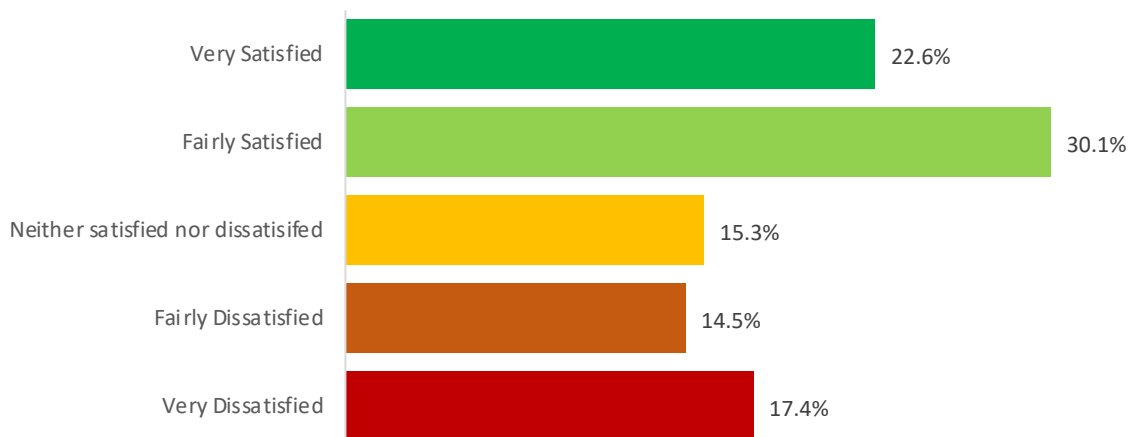


Figure 5: Individual response categories (n=768)



3.2. [TP02] Satisfaction with repairs

Tenants were asked, “Has East Devon District Council carried out a repair to your home in the last 12 months?”. A total of 70.6% (542 respondents) stated ‘Yes’ compared to 29.4% (226 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you with the overall repairs service from East Devon District Council over the last 12 months?”. Figures 6 and 7 show that a total of **51.5% (276 respondents) were satisfied**, compared to a total of 36.1% (193 respondents) dissatisfied, and a further 12.4% (66 respondents) who were neither satisfied nor dissatisfied.

Figure 6: Satisfaction with the repairs service received in the last 12 months (n= 535)

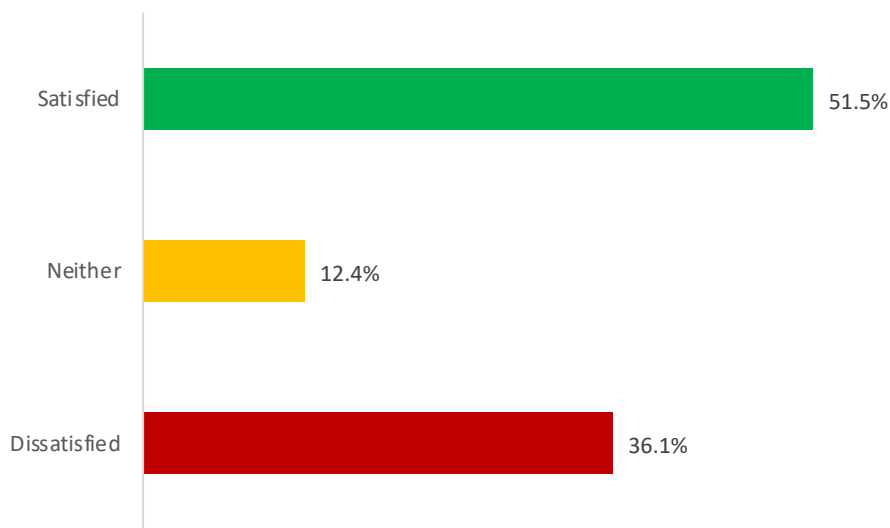
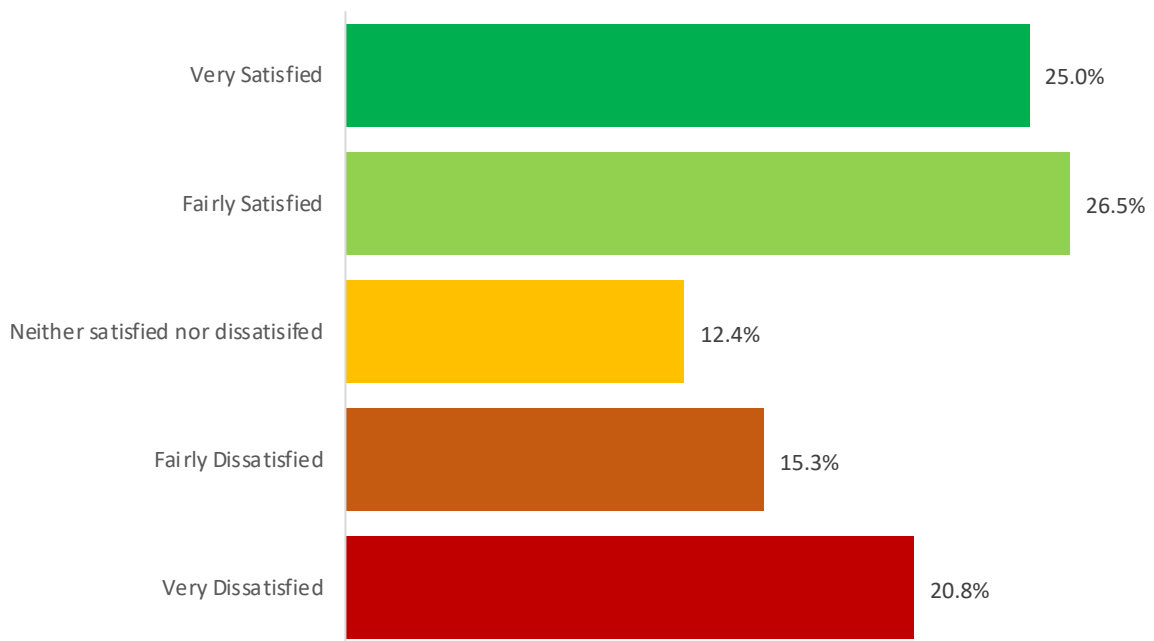


Figure 7: Individual response categories (n=535)



3.3. [TP03] Satisfaction with the time taken to complete the most recent repair

Of those tenants who previously stated they had a repair carried out to their home in the last 12 months, tenants were then asked, “How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?”.

Figures 8 and 9 show shows that **a total of 46.0% (245 respondents) were satisfied**, compared to a total of 44.6% (238 respondents) dissatisfied, and a further 9.3% (50 respondents) who were neither satisfied nor dissatisfied.

Figure 8: Satisfaction with the time taken to complete the most recent repair (n= 533)

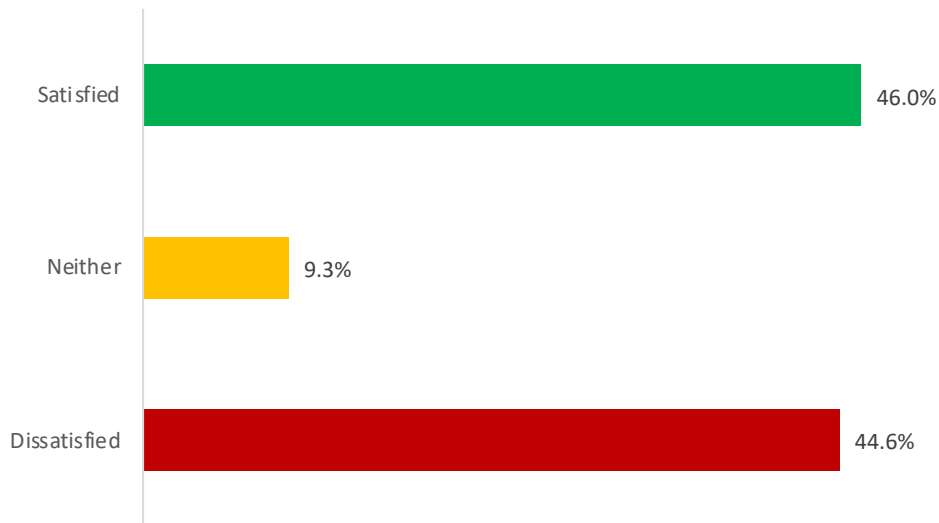
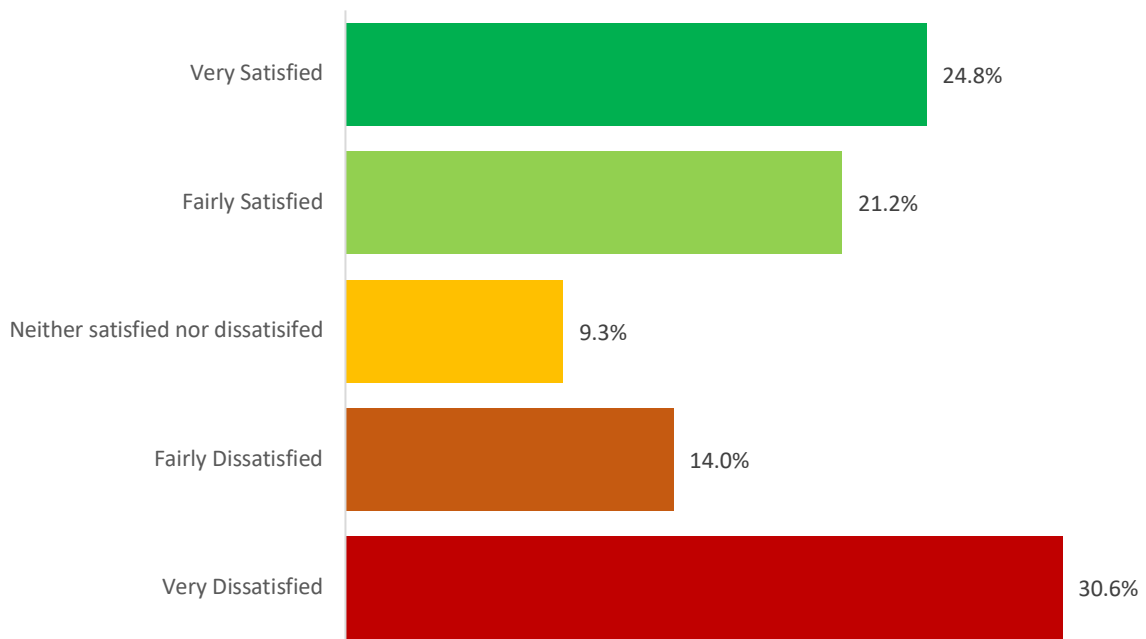


Figure 9: Individual response categories (n=533)



3.4. [TP04] Satisfaction with the home being well maintained

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council provides a home that is well maintained?”.

Figures 10 and 11 show that a total of **46.4% (354 respondents) were satisfied**, compared to 39.1% (298 respondents) dissatisfied, and a further 14.6% (111 respondents) who were neither satisfied nor dissatisfied.

Figure 10: Satisfaction that the home is well maintained (n= 763)

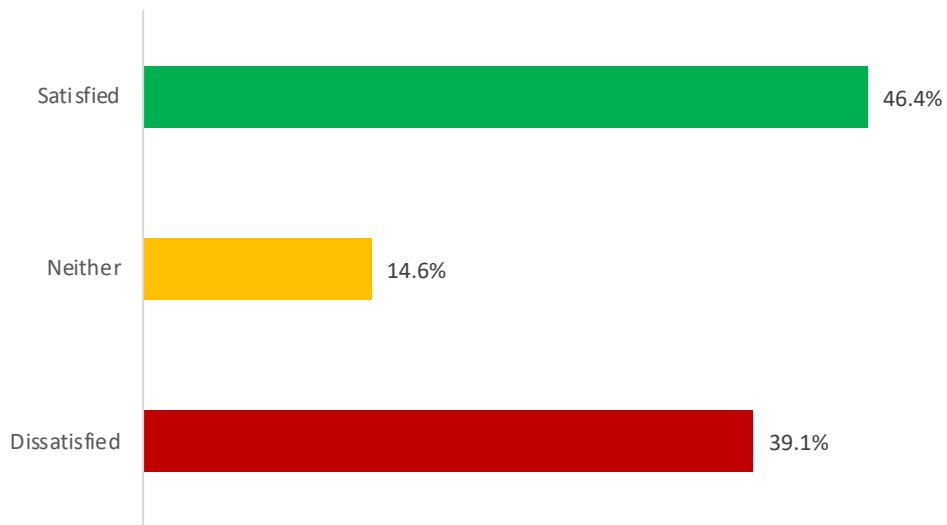
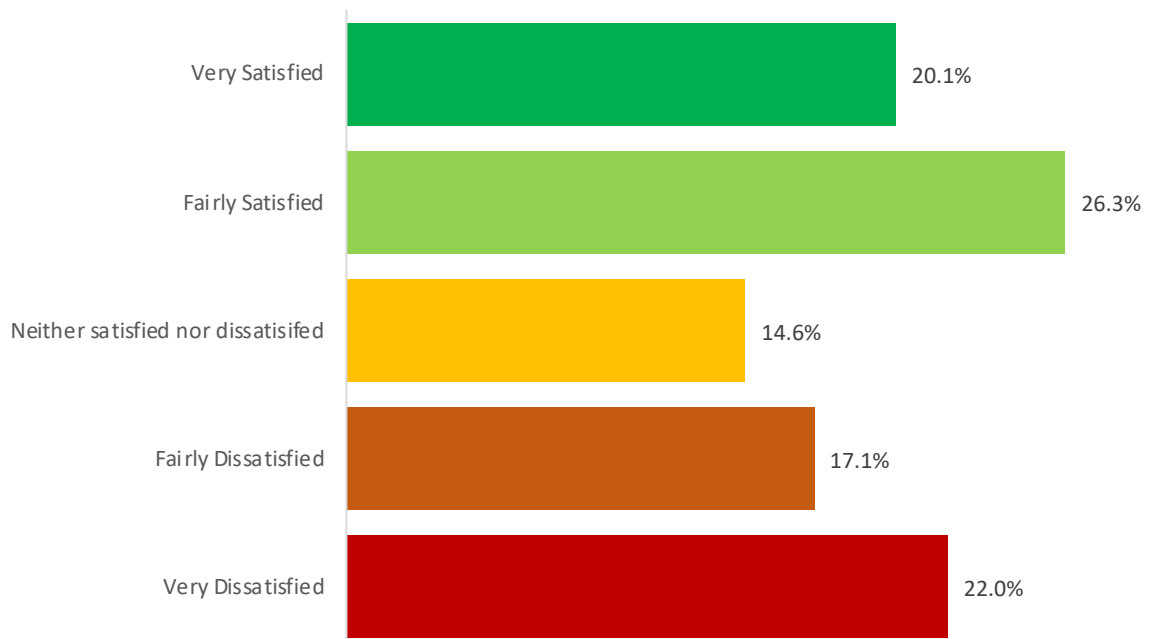


Figure 11: Individual response categories (n=763)



3.5. [TP05] Satisfaction with the safety of the home

Tenants were asked, “Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that East Devon District Council provides a home that is safe?”.

Figures 12 and 13 show that a **total of 57.3% (433 respondents) were satisfied**, compared to a total of 28.3% (214 respondents) dissatisfied, and a further 14.3% (108 respondents) who were neither satisfied nor dissatisfied.

Figure 12: Satisfaction that the home is safe (n= 731)

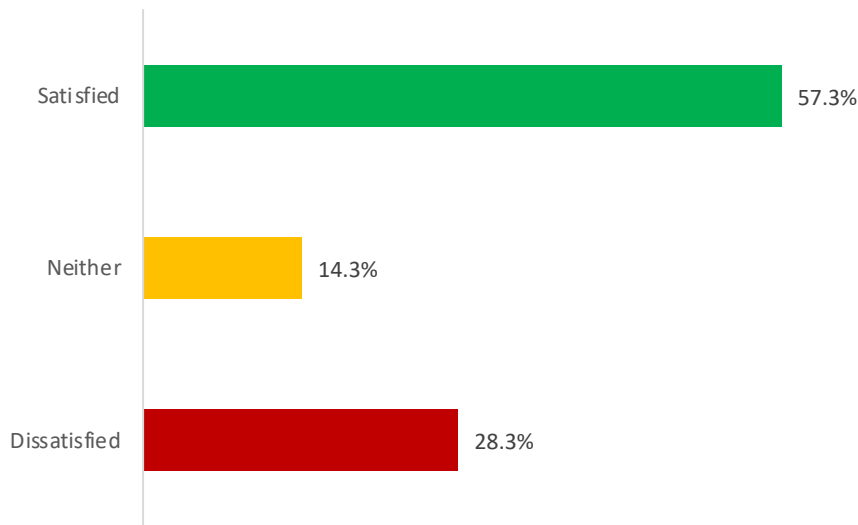
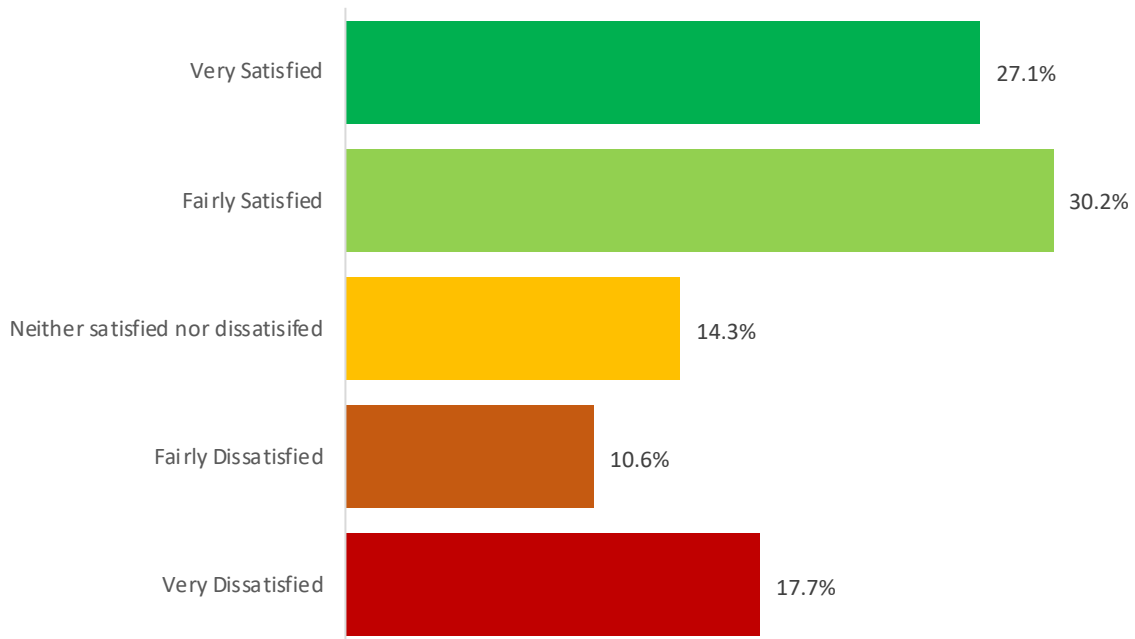


Figure 13: Individual response categories (n=731)



3.6. [TP06] Satisfaction with listening to tenant views and acting upon them

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council listens to your views and acts upon them?”.

Figures 14 and 15 show that a total of **39.3% (287 respondents) were satisfied**, compared to 39.1% (286 respondents) dissatisfied, and a further 21.6% (158 respondents) who were neither satisfied nor dissatisfied.

Figure 14: Satisfaction with listening to tenant views and acting upon them (n= 731)

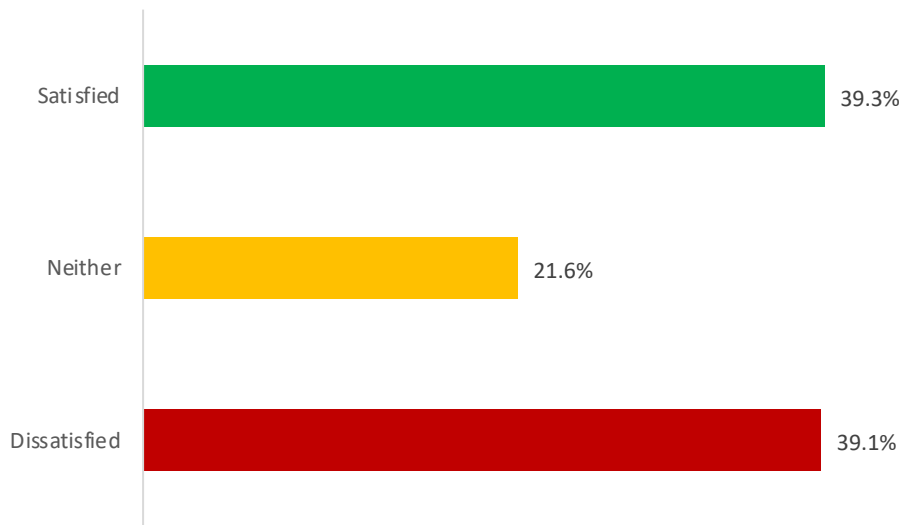
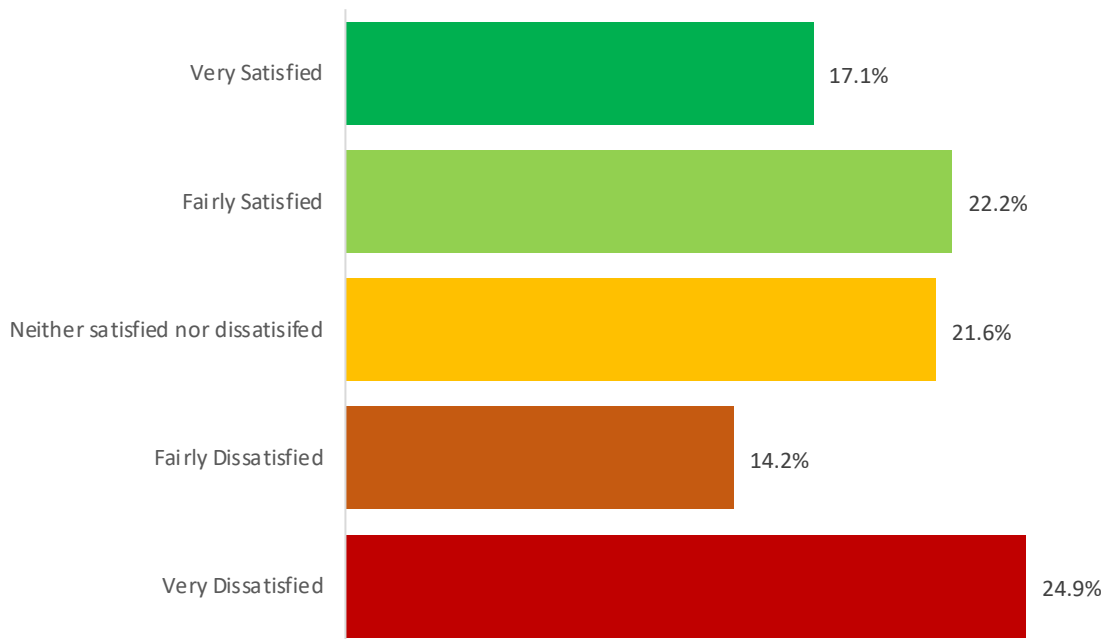


Figure 15: Individual response categories (n=731)



3.7. [TP07] Satisfaction with keeping tenants informed about things that matter to them

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council service keeps you informed about things that matter to you?”.

Figures 16 and 17 show that a **total of 44.1% (326 respondents) were satisfied**, compared to a total of 28.8% (212 respondents) dissatisfied, and a further 27.1% (200 respondents) who were neither satisfied nor dissatisfied.

Figure 16: Satisfaction with tenants informed about things that matter to them (n= 738)

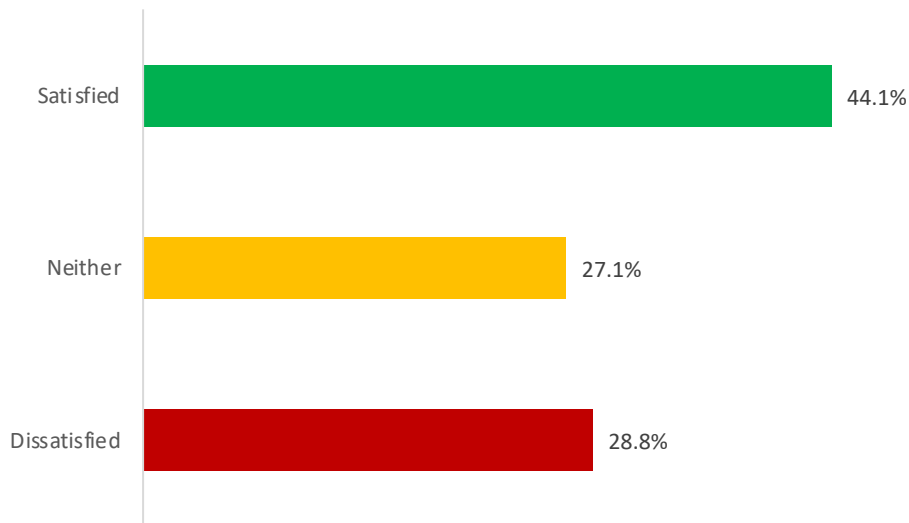
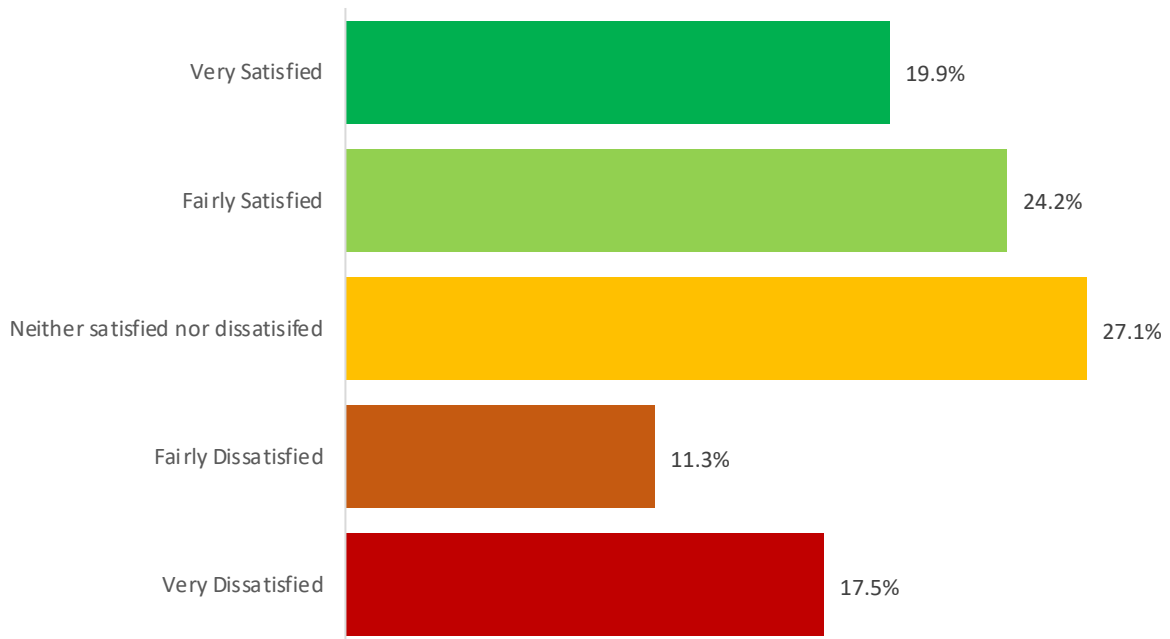


Figure 17: Individual response categories (n=)



3.8. [TP08] Agreement that the landlord treats tenants fairly and with respect

Tenants were asked, “To what extent do you agree or disagree with the following: “East Devon District Council treats me fairly and with respect?”.

Figures 18 and 19 show that a **total of 56.1% (419 respondents) agreed**, compared to a total of 22.5% (168 respondents) who disagreed, and a further 21.3% (159 respondents) who neither agreed nor disagreed.

Figure 18: Agreement that the landlord treats tenants fairly and with respect (n= 746)

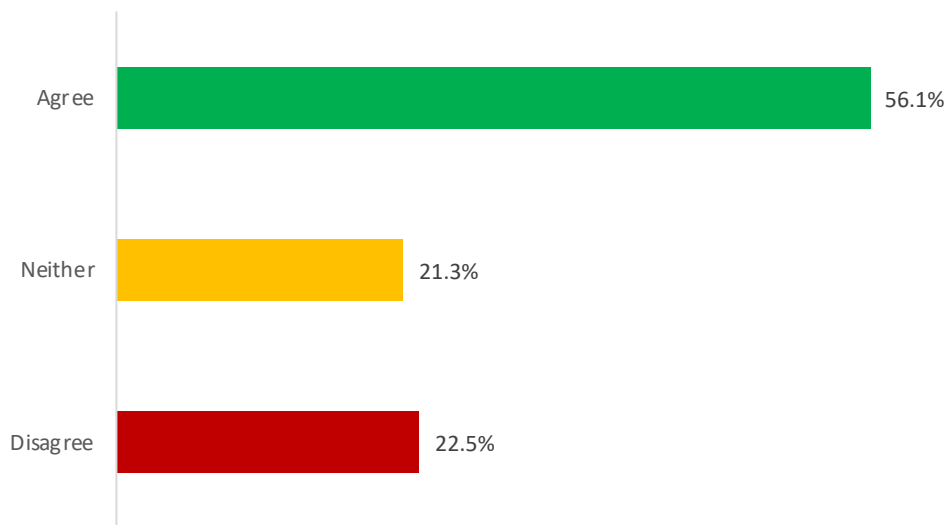
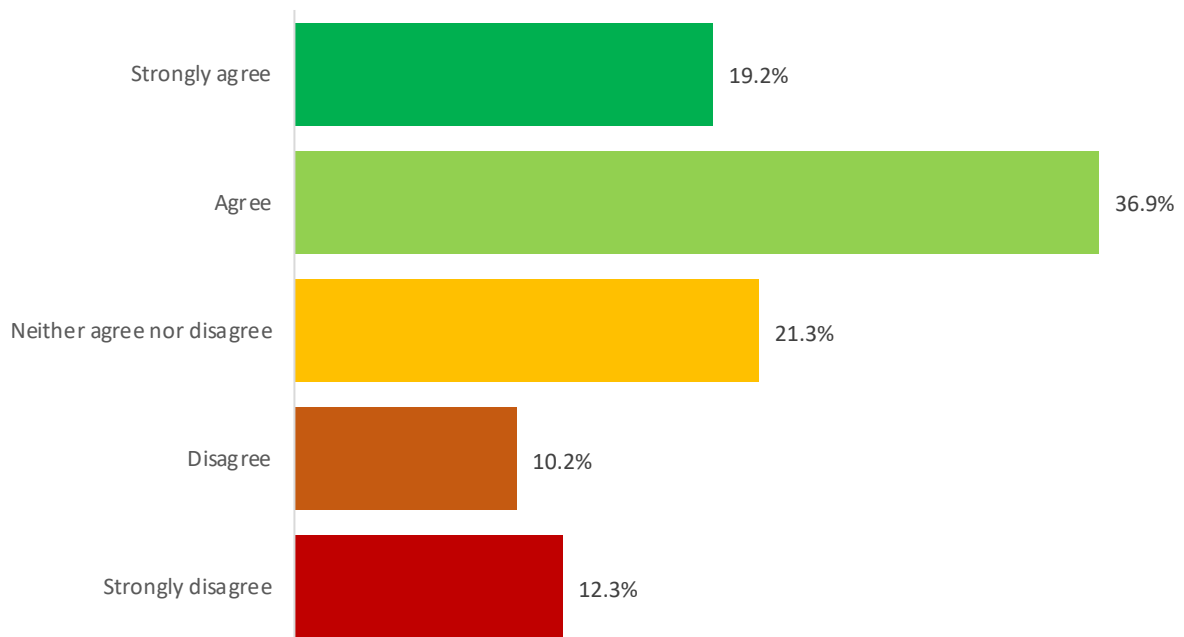


Figure 19: Individual response categories (n=746)



3.9. [TP09] Satisfaction with the landlord’s approach to handling complaints

Tenants were asked, “Have you made a complaint to East Devon District Council in the last 12 months?”. A total of 36.7% (282 respondents) stated ‘Yes’ compared to 63.3% (486 respondents) who stated ‘No’. Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you with East Devon District Council’s approach to complaints handling?”.

Figures 20 and 21 show that a total of 20.2% (56 respondents) were satisfied, compared to a total of 65.7% (182 respondents) dissatisfied, and a further 14.1% (39 respondents) who were neither satisfied nor dissatisfied.

Figure 20: Satisfaction with the landlord’s approach to handling complaints (n= 277)

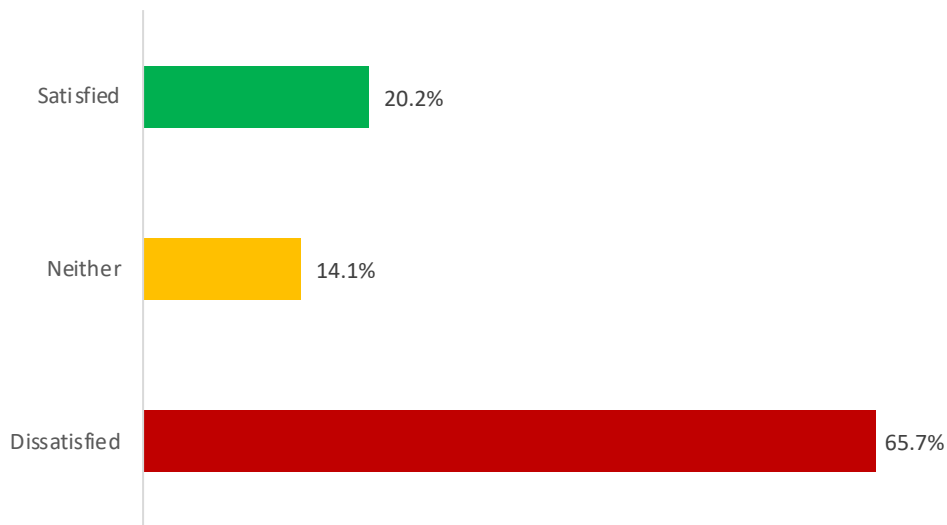
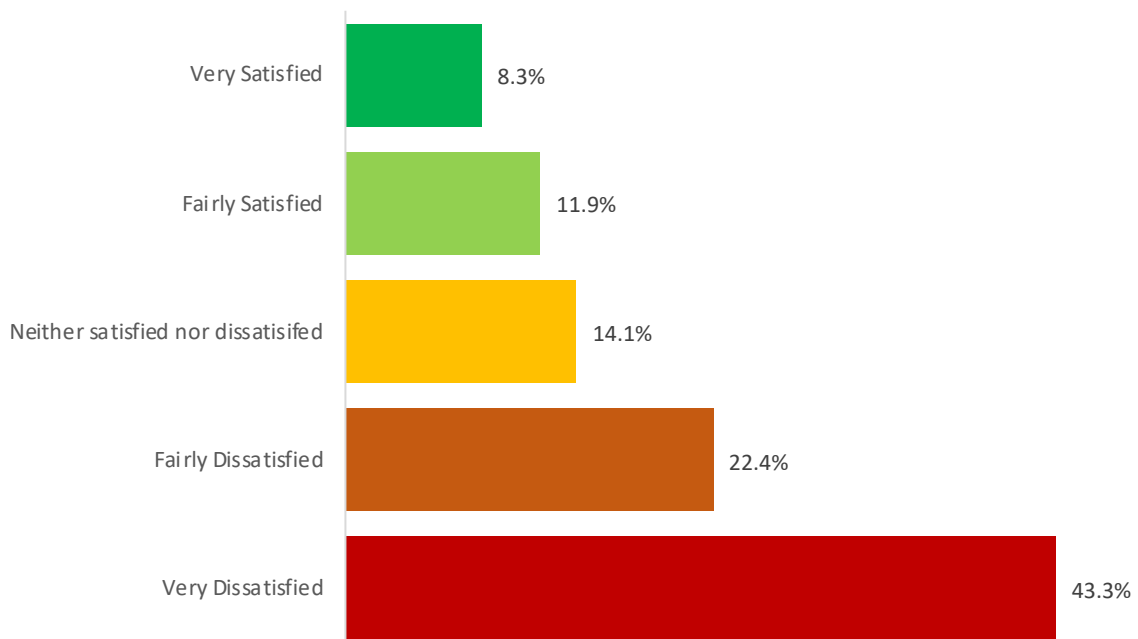


Figure 21: Individual response categories (n=277)



3.10. [TP10] Satisfaction that the landlord keeps communal areas clean and well maintained

Tenants were asked, “Do you live in a building with communal areas, either inside or outside, that East Devon District Council is responsible for maintaining?”. A total of 31.7% (243 respondents) stated ‘Yes’ compared to 58.8% (451 respondents) who stated ‘No’. For this question, a further 9.6% (73 respondents) stated they did not know. Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you that East Devon District Council keeps these communal areas clean and well maintained?”.

Figures 22 and 23 show that **a total of 39.1% (95 respondents) were satisfied**, compared to a total of 44.5% (107 respondents) dissatisfied, and a further 16.4% (40 respondents) who were neither satisfied nor dissatisfied.

Figure 22: Satisfaction that the landlord keeps communal areas clean and well maintained (n= 242)

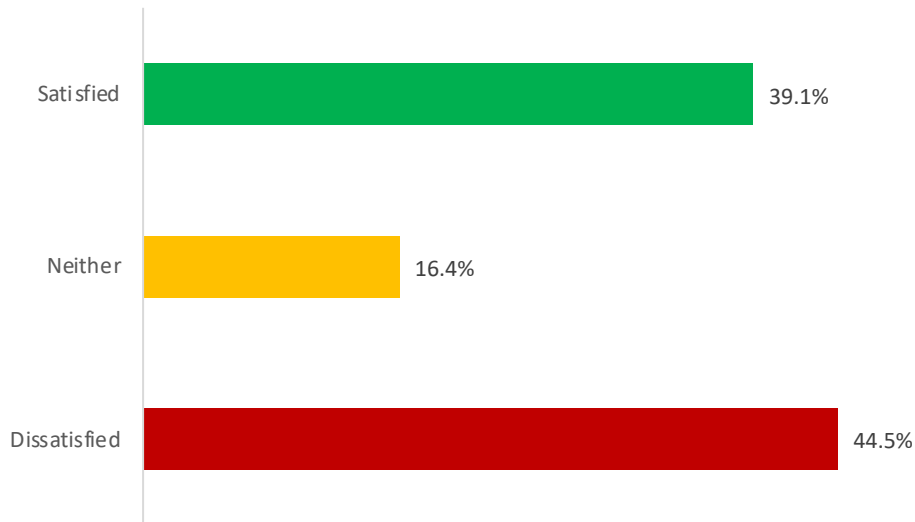
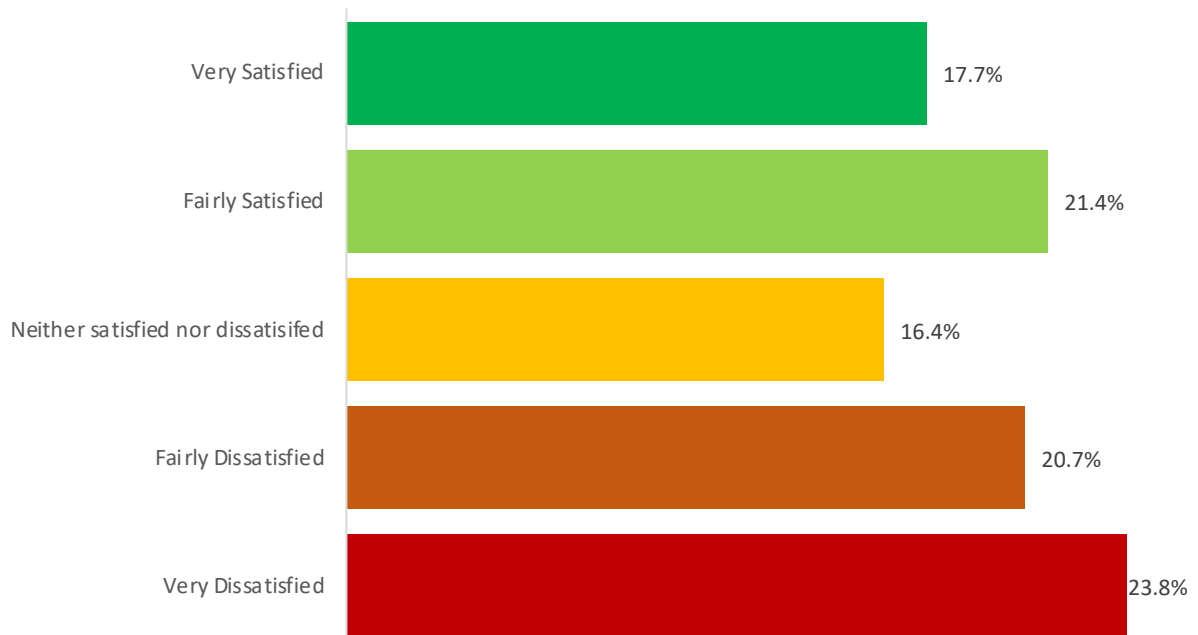


Figure 23: Individual response categories (n=242)



3.11. [TP11] Satisfaction that the landlord makes a positive contribution to neighbourhoods

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council make a positive contribution to your neighbourhood?”.

Figures 24 and 25 show that **a total of 36.5% (252 respondents) were satisfied**, compared to a total of 28.7% (197 respondents) dissatisfied, and a further 34.8% (239 respondents) who were neither satisfied nor dissatisfied.

Figure 24: Satisfaction that the landlord makes a positive contribution to neighbourhoods (n= 688)

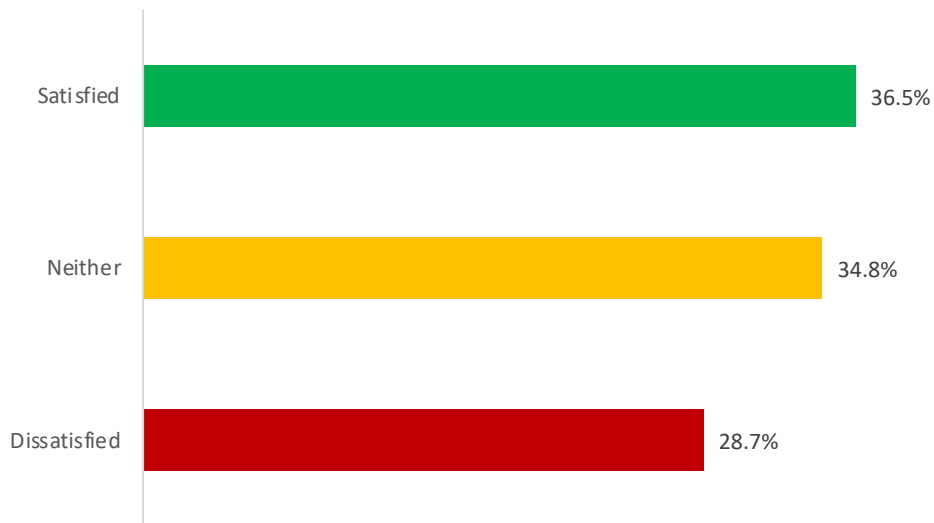
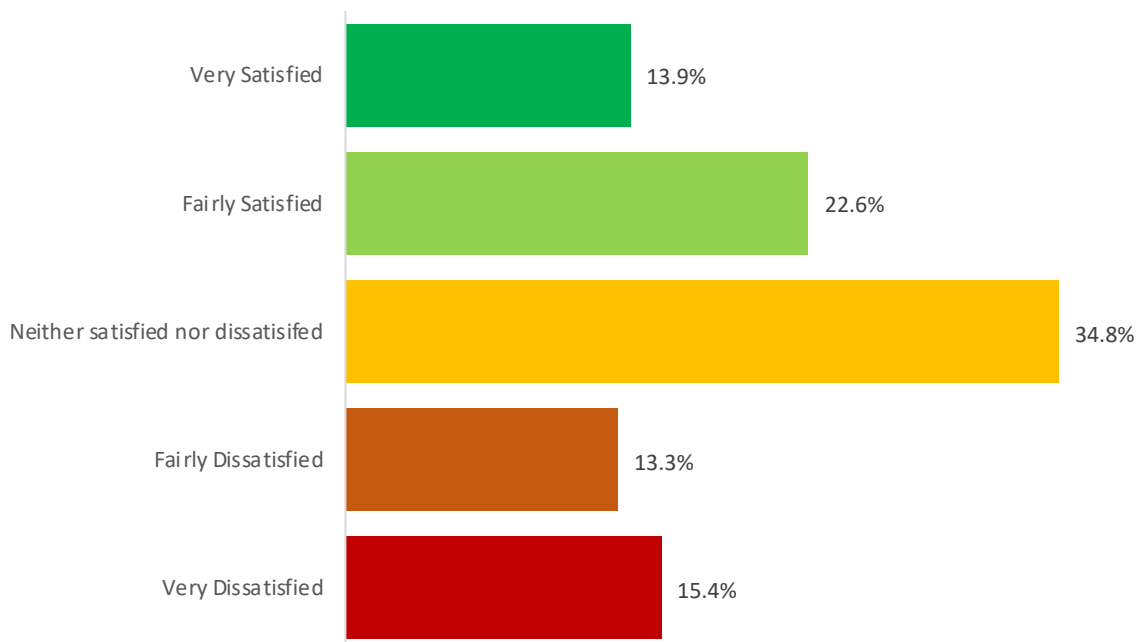


Figure 25: Individual response categories (n=688)



3.12. [TP12] Satisfaction with the landlord’s approach to handling anti-social behaviour

Tenants were asked, “How satisfied or dissatisfied are you with East Devon District Council’s approach to handling anti-social behaviour?”.

Figures 26 and 27 show that **a total of 36.4% (211 respondents) were satisfied**, compared to a total of 22.6% (130 respondents) dissatisfied, and a further 41.0% (237 respondents) who were neither satisfied nor dissatisfied.

Figure 26: Satisfaction with the landlord’s approach to handling anti-social behaviour (n= 578)

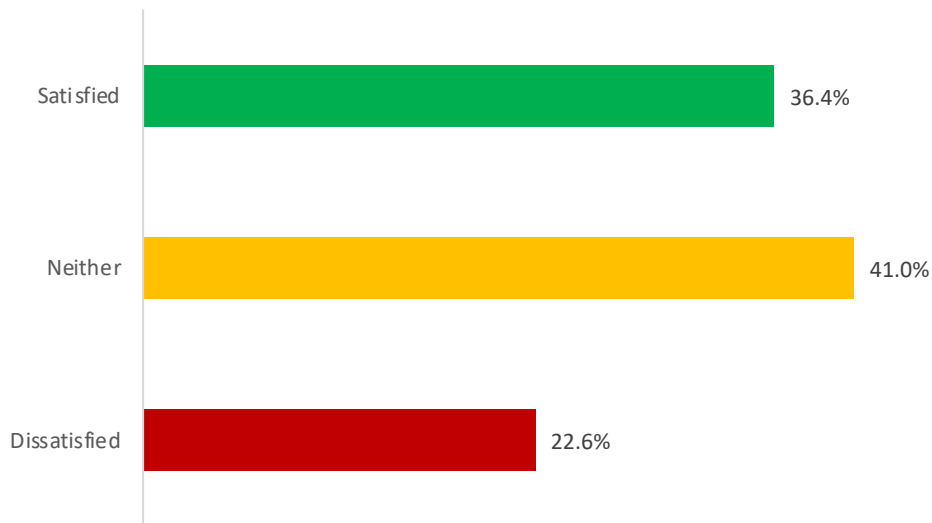
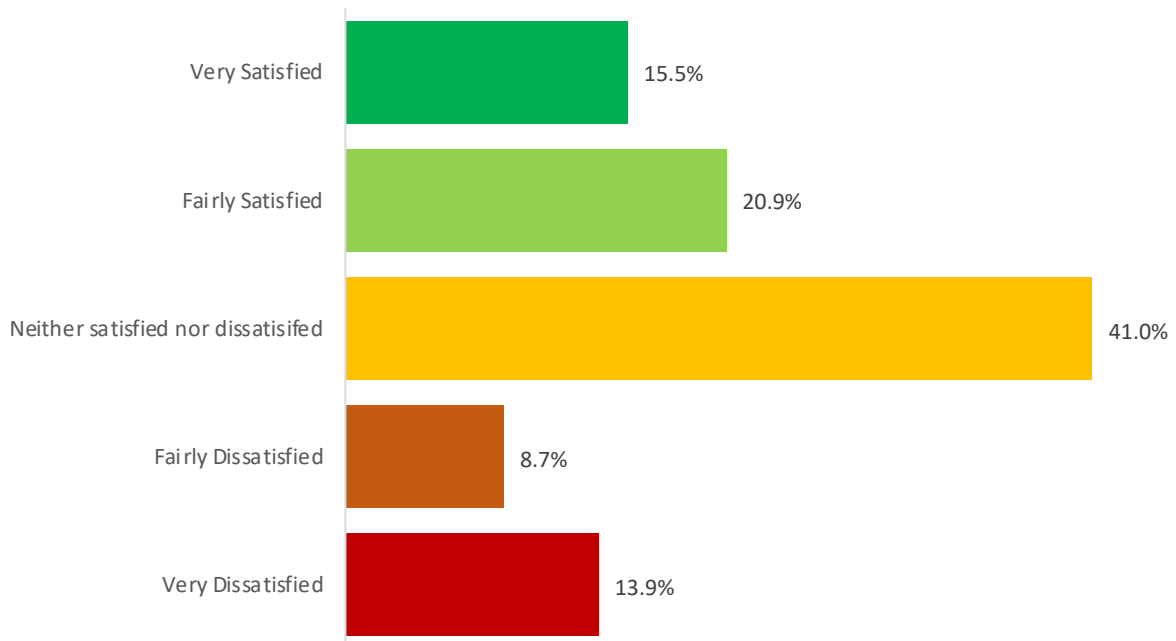


Figure 27: Individual response categories (n=578)



4. Further analysis

4.1. Key driver analysis

Customer satisfaction can provide great insight into tenants' perspectives and their experiences with services. Key driver analysis takes this insight a step further by exploring the relationships between different aspects of service to better understand what most influences overall customer satisfaction.

When exploring the question of 'what influences overall satisfaction?' this can be achieved by undertaking a correlation analysis (known as a Pearson's r) of the relationship between overall satisfaction and each of the other core variables in the survey. The correlation will determine a value between +1 and -1, whereby the closer to +1 or -1 the value is, the larger the actual relationship or effect is (positively or negatively).

In statistics, it is generally accepted that the following scale can be used to estimate the effect size:

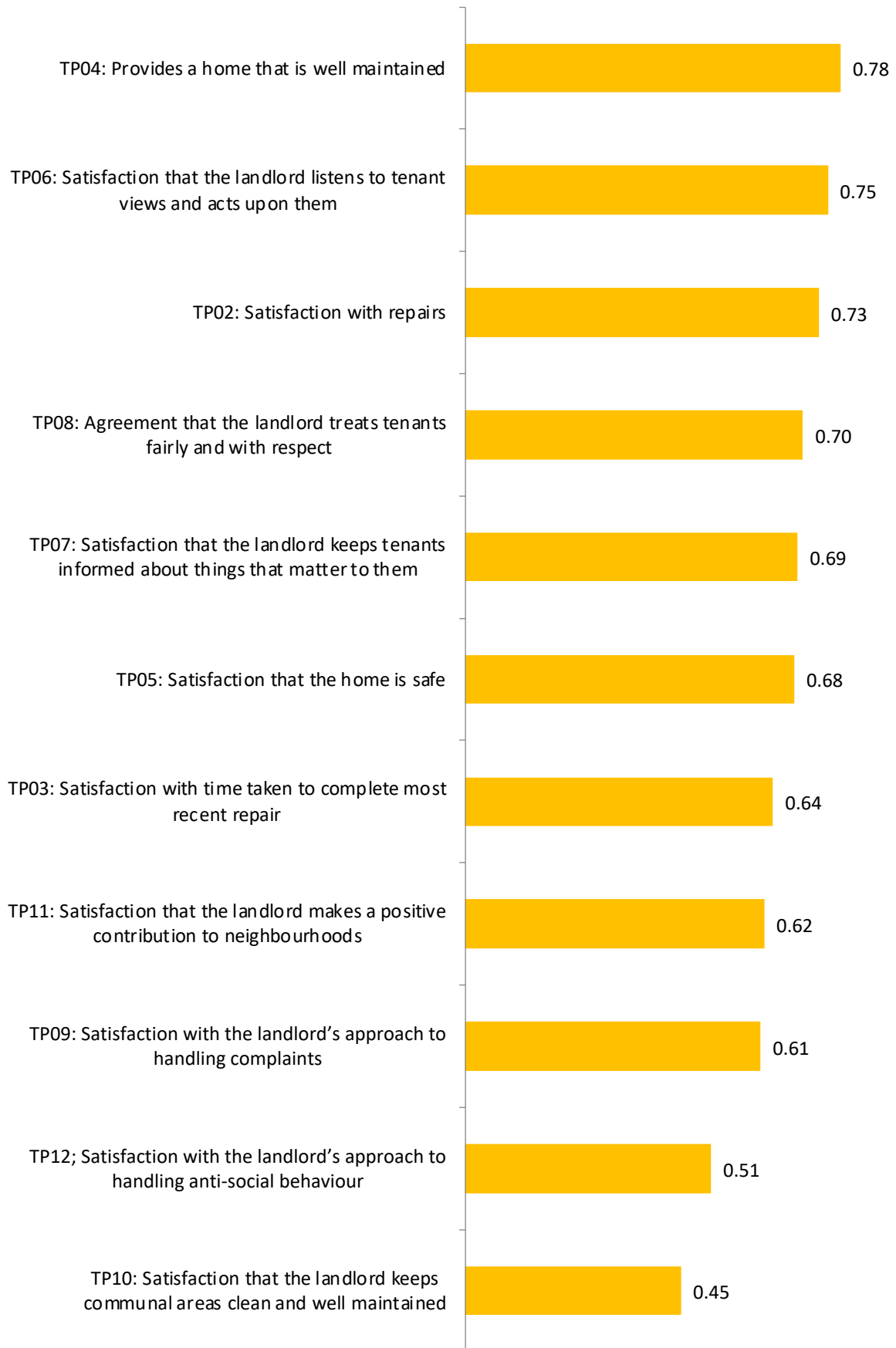
If $r = +/- .5$ it has a large effect
 If $r = +/- .3$ it has a medium effect
 If $r = +/- .1$ it has a small effect

When looking at the key driver results for East Devon District Council (Figure 28, seen over the page), it is firstly worth noting that all the items demonstrate a positive influence on overall satisfaction.

Secondly, when considering the three highest ranking TSM items (i.e. those services or elements of service which reflect the greatest influence on overall satisfaction), this identifies **TP04: Satisfaction that the home is well maintained**, **TP06: Satisfaction that the landlord listens to tenant views and acts upon them**, and **TP02: Satisfaction with repairs**. Investing time and energy in these areas of service will help drive overall satisfaction for the majority of tenants.

Thirdly and finally, whilst **TP09: Satisfaction with the landlord's approach to handling complaints** achieved a low satisfaction score, Figure 28 suggests that complaints handling is relatively speaking *not* a strong driver of overall satisfaction for the majority of tenants compared to other service factors. Despite this, complaints handling should still be considered as an essential element of any service offer due to the importance of quickly resolving service failures for tenants whilst presenting opportunities to integrate longer term learning for the organisation.

Figure 28: Key driver analysis



4.2. Benchmarking comparison: Mid-year scores

When benchmarking East Devon District Council's scores against the most recent TSM survey data available from Housemark's mid-year TSM scores (Figure 29), this identifies a -19.6% difference between the overall satisfaction score and mid-year median.

Figure 29: East Devon District Council TSM scores benchmarked with Housemark 2023 mid-year scores

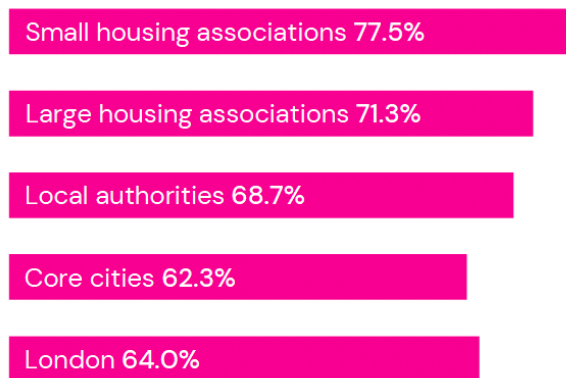
Measure	Mid-year median (November 2023)	EDDC 2023/24 TSM scores	Difference
TP01: Proportion of respondents who report that they are satisfied with the overall service from East Devon District Council.	72.3%	52.7%	-19.6%
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from East Devon District Council over the last 12 months	74.5%	51.5%	-23.0%
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	70.0%	46.0%	-24.0%
TP04: Proportion of respondents who report that they are satisfied that East Devon District Council provides a home that is well maintained	72.2%	46.4%	-25.8%
TP05: Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that East Devon District Council provides a home that is safe	78.7%	57.3%	-21.4%
TP06: Proportion of respondents who report that they are satisfied with East Devon District Council listening to their views and acting upon them	61.0%	39.2%	-21.8%
TP07: Proportion of respondents who report that they are satisfied with East Devon District Council keeping them informed about things that matter to them	71.4%	44.1%	-27.3%
TP08: Proportion of respondents who report that they agree with the statement: "East Devon District Council treats me fairly and with respect"	78.2%	56.2%	-22.0%
TP09: Proportion of respondents who report that they are satisfied with East Devon District Council's approach to complaints handling	34.0%	20.2%	-13.8%
TP10: Proportion of respondents who report that they are satisfied East Devon District Council keeps communal areas clean and well maintained	66.0%	39.1%	-26.9%
TP11: Proportion of respondents who report that they are satisfied East Devon District Council make a positive contribution to their neighbourhood	64.0%	36.6%	-27.4%
TP12: Proportion of respondents who report that they are satisfied with East Devon District Council's approach to handling anti-social behaviour	57.6%	36.4%	-21.2%

4.3. Benchmarking comparison: Landlord type

Consideration can also be given to benchmarking against Housemark’s mid-year report for landlord type (Figure 30). It is worth noting that while the quality of service is key, the landlord’s operating context - its size, type, location, and tenant population – will also influence results.

For this measure, a -16% difference can be seen when comparing East Devon District Council to Local Authorities.

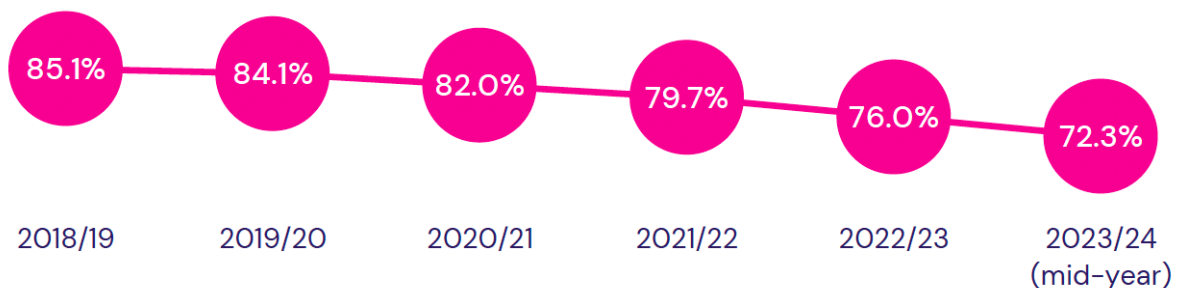
Figure 30: Median overall satisfaction by landlord type



4.4. Historical comparison: Wider sector and East Devon District Council TSM trends

When considering wider overall satisfaction scores in Housemark’s mid-year report (Figure 31), it can be seen that satisfaction has been declining over the last five years. Although a number of factors may have influenced this trend (Covid, economic downturn, cost of living and energy crisis, etc...), fundamentally landlords are failing to consistently meet the needs of tenants.

Figure 31: Median overall satisfaction since 2018/19 – Housemark scores



When directly comparing East Devon District Council scores over time, 11 out of the 12 TSM measures can be seen to have increased over time (Figure 32, seen over the page).

This suggests that whilst there are improvements to be made, the Council is not currently following the wider declining trends in satisfaction as seen previously in Figure 31.

Figure 32: East Devon District Council TSM scores compared over time (2023/24 vs 2022/23)

Measure	TSM Survey 2023 / 24 (Weighted)	Baseline Survey 2022 / 23 (Weighted)	% Difference over time
TP01: Proportion of respondents who report that they are satisfied with the overall service from East Devon District Council.	52.7%	41.4%	+11.3%
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from East Devon District Council over the last 12 months	51.5%	43.6%	+7.9%
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	46.0%	38.2%	+7.8%
TP04: Proportion of respondents who report that they are satisfied that East Devon District Council provides a home that is well maintained	46.4%	40.6%	+5.8%
TP05: Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that East Devon District Council provides a home that is safe	57.3%	44.9%	+12.4%
TP06: Proportion of respondents who report that they are satisfied with East Devon District Council listening to their views and acting upon them	39.2%	32.6%	+6.6%
TP07: Proportion of respondents who report that they are satisfied with East Devon District Council keeping them informed about things that matter to them	44.1%	40.5%	+3.6%
TP08: Proportion of respondents who report that they agree with the statement: "East Devon District Council treats me fairly and with respect"	56.2%	46.9%	+9.3%
TP09: Proportion of respondents who report that they are satisfied with East Devon District Council's approach to complaints handling	20.2%	16.3%	+3.9%
TP10: Proportion of respondents who report that they are satisfied East Devon District Council keeps communal areas clean and well maintained	39.1%	44.5%	-5.4%
TP11: Proportion of respondents who report that they are satisfied East Devon District Council make a positive contribution to their neighbourhood	36.6%	33.2%	+3.4%
TP12: Proportion of respondents who report that they are satisfied with East Devon District Council's approach to handling anti-social behaviour	36.4%	29.5%	+6.9%

4.5. Additional questions: Repairs process

A total of six additional questions were added to the questionnaire, and followed on from TP02 (satisfaction with repairs) and TP03 (satisfaction with the time taken to complete the repair).

This group of respondents were asked, “Please now think about the last time East Devon District Council Housing Service carried out a repair to your home. How satisfied or dissatisfied you were with the following:” followed by the six repairs service attributes seen in Figure 33.

From this, it is interesting to note that 5 of the 6 repairs additional service attributes rank *higher* than overall satisfaction for all tenants. However, it can be noted that two scores are *lower*: ‘being kept informed throughout the process’ and ‘satisfaction with the time taken to complete the most recent repair’ [TP03].

Figure 33: Additional questions: repairs satisfaction

	Satisfaction	Count
Overall Satisfaction (all respondents) [TP01]	52.7%	768
Satisfaction with repairs [TP02]	51.5%	276
Satisfaction with the time taken to complete the most recent repair [TP03]	46.0%	245
The quality of customer services when reporting a repair	62.7%	534
The appointment being kept	58.4%	534
The attitude of the workers	77.1%	529
Keeping dirt and mess to a minimum	76.3%	527
The quality of the repair	62.0%	531
Being kept informed throughout the process	51.6%	527

5. Conclusions and recommendations

This report has presented feedback from East Devon District Council's 2023/24 TSM survey. The process followed regulatory TSM guidance and the Market Research Society Code of Conduct. Based on the feedback gained, the following conclusions can be noted:

- **General performance trend:** One of the most significant findings was that whilst there is clearly room for improvement (as evidenced through the benchmarking), when East Devon District Council's 2023/24 TSM scores are compared to their 2022/23 TSM baseline survey, the vast majority of TSM scores can be seen to have improved over time. This is set against a wider 5-year trend of *declining* satisfaction trends, as evidenced by Housemark's mid-year TSM analysis in November 2023.
- **Overall satisfaction [TP01]:** This is often used as the main headline measure of service performance. In 2023/24, East Devon District Council achieved a score of **52.7%**.
- **Highest scoring TSMs:** With the exception of TP01, the top scoring service areas were identified as:
 - TP05: 57.4%** - Satisfaction that the home is safe
 - TP08: 56.2%** - Agreement that the landlord treats tenants fairly and with respect
 - TP02: 51.5%** - Satisfaction with repairs
- **Lowest scoring TSMs / high dissatisfaction:** The lowest satisfaction was seen with complaints handling (20.2% satisfied). Additionally, it is worth noting that 65.7% of respondents stated they were 'very dissatisfied'.
- **Benchmarking:** When benchmarking overall satisfaction against Housemark's mid-year TSM scores, a -19.6% difference can be seen.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving overall satisfaction in East Devon District Council are:
 - TP04: Satisfaction that the home is well maintained**
 - TP06: Satisfaction that the landlord listens to tenant views and acts upon them**
 - TP02: Satisfaction with repairs**

Conclusions: Based on feedback received from the 2023/24 TSM survey, the findings suggest that whilst there are elements which are more promising than others (e.g. that East Devon District Council providing a home that is safe - the highest score TSM measure received), there is clearly room for improvement. However, the fact that improvements in satisfaction have been achieved between the 2022/23 baseline survey and 2023/24 TSM survey are very encouraging.

Recommendations: Consideration could be given to the following recommendations.

- 1) Focussing upon the top three key satisfaction drivers will help increase satisfaction for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction (specifically complaints handling).
- 2) Clearly communicate the TSM findings to both staff and tenants. Publish the TSM scores alongside a summary of future actions (e.g. on a single webpage).
- 3) Involve tenants in a small number of focus groups to better understand the *context* of their feedback and develop suggestions in a co-created action plan with staff.

Appendix 1: Sub-group analysis of overall satisfaction [TP01]

This section presents additional analysis of overall satisfaction by age, gender, ethnicity, property type, and property size.

Note: Some categories below reflect very low response numbers and therefore can only be considered as for information only. Finally, all satisfaction scores reflect weighted data.

Figure 34: Overall satisfaction by survey method

	Satisfaction	Count
Overall Satisfaction (all respondents)	52.7%	768
Postal survey	57.5%	623
Online survey	32.2%	145

Figure 35: Overall satisfaction by dwelling unit

	Satisfaction	Count
Overall Satisfaction (all respondents)	52.7%	768
LCRA (Low Cost Rental Accommodation)	52.7%	768
LCHO (Low Cost Home Ownership)	Not applicable	0 cases in the survey

Figure 36: Overall satisfaction by tenure

	Satisfaction	Count
Overall Satisfaction (all respondents)	52.7%	768
General needs	48.8%	519
Sheltered	61.7%	243

Figure 37: Overall satisfaction by property type

	Satisfaction	Count
Overall Satisfaction (all respondents)	52.7%	768
Bedsit	100%	3
Bungalow	60.5%	196
Flat	58.8%	185
House	45.6%	375
Maisonette	100%	2
Room - HMO	0%	2

Figure 38: Overall satisfaction by property size

	Satisfaction	Count
Overall Satisfaction (all respondents)	52.7%	768
1 bed	62.8%	194
2 bed	55.3%	270
3 bed	44.7%	293
4 bed	49.7%	6

Figure 39: Overall satisfaction by age

	Satisfaction	Count
Overall Satisfaction (all respondents)	52.7%	768
20-24	0%	3
25-29	35.9%	17
30-34	45.4%	23
35-39	21.9%	34
40-44	51.7%	33
45-49	43.7%	34
50-54	45.5%	80
55-59	41.4%	80
60-64	63.0%	31
65-69	45.3%	35
70-74	58.5%	40
75-79	64.9%	48
80-84	75.9%	34
85-89	74.4%	9
90-94	51.6%	4
95-99	100%	1

Figure 40: Overall satisfaction by gender

	Satisfaction	Count
Overall Satisfaction (all respondents)	52.7%	768
Male	55.7%	292
Female	50.7%	466

Figure 41: Overall satisfaction by ethnicity

	Satisfaction	Count
Overall Satisfaction (all respondents)	52.7%	768
Mixed Other	0%	2
Not Stated	51.7%	54
White (English, Scottish, Welsh, Northern Irish, British)	45.5%	236
White Irish	100%	1
White Other	47.7%	72

Appendix 2: Tenant Satisfaction Measures questionnaire

Figure 42: Example postal TSM survey (folded A3 to produce a single A4 back to back booklet)

Date:	22 nd January 2024	
Email:	housingstrategy@eastdevon.gov.uk	
Our ref:		

Dear

Tenant Satisfaction Survey – we want to hear your views

East Devon District Council Housing Service are working with an independent research company called Service Insights Ltd to collect tenant feedback on the housing services and properties we provide. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by East Devon District Council Housing Service as required by the Regulator of Social Housing.

The questionnaire should take about 10 minutes to complete. Please return your survey by post by **5.00pm Friday 9th February 2024** using the Freepost envelope enclosed. If you prefer, you can complete this survey online by typing the following link into a web browser: <https://online1.snapsurveys.com/East-Devon-TSM-Survey> As a thank-you, you can enter a prize draw with the chance of winning one of three £50 shopping vouchers.

Your responses remain completely anonymous to East Devon District Council Housing Service unless you give permission to identify yourself at the end of the survey. Your feedback will be used for research purposes only in line with East Devon District Council privacy policy which can be seen online or provided upon request.

If you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, on Freephone 0800 1931174 or email info@serviceinsights.co.uk.

We look forward to hearing from you.

Yours sincerely,



Amy Gilbert-Jeans , Assistant Director, Housing

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Interim Chief Executives: Melanie Wellman, Simon Davey, and Tracy Hendren

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Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by East Devon District Council Housing Service?

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

Q2 Has East Devon District Council Housing Service carried out a repair to your home in the last 12 months?

Yes *[Please go to Q2a]*

No *[Please go to Q3]*

Q2a How satisfied or dissatisfied are you with the overall repairs service from East Devon District Council Housing Service over the last 12 months?

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

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

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

Q2c Please now think about the last time East Devon District Council Housing Service carried out a repair to your home. How satisfied or dissatisfied you were with the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The quality of customer services when reporting a repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The appointment being kept	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The attitude of the workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping dirt and mess to a minimum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being kept informed throughout the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 How satisfied or dissatisfied are you that East Devon District Council Housing Service provides a home that is well maintained?

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

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that East Devon District Council Housing Service provides a home that is safe?

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

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Q5 How satisfied or dissatisfied are you that East Devon District Council Housing Service listens to your views and acts upon them?

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

Q6 How satisfied or dissatisfied are you that East Devon District Council Housing Service keeps you informed about things that matter to you?

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

Q7 To what extent do you agree or disagree with the following: "East Devon District Council Housing Service treats me fairly and with respect"?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

Q8 Have you made a complaint to East Devon District Council Housing Service in the last 12 months?

Yes [Please go to Q8a]

No [Please go to Q9]

Q8a How satisfied or dissatisfied are you with East Devon District Council Housing Service approach to complaints handling?

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

Q9 Do you live in a building with communal areas, either inside or outside, that East Devon District Council Housing Service is responsible for maintaining?

Yes [Please go to Q9a] No [Please go to Q10] Don't know [Please go to Q10]

Q9a How satisfied or dissatisfied are you that East Devon District Council Housing Service keeps these communal areas clean and well maintained?

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

Q10 How satisfied or dissatisfied are you that East Devon District Council Housing Service makes a positive contribution to your neighbourhood?

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

Q11 How satisfied or dissatisfied are you with East Devon District Council Housing Service approach to handling anti-social behaviour?

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

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***Important: Permissions and Confidentiality**

Q12 Please tick the appropriate box below regarding the free prize draw offering a chance to win one of three £50.00 shopping vouchers. You can still remain anonymous if you wish.

- Yes please
- No thank you

Q12a East Devon District Council Housing Service would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to East Devon District Council Housing Service?

- Yes *[Please go to Q12b]*
- No *[That's the end of the questions - please now return your questionnaire in the envelope provided]*

Q12b Are you happy for East Devon District Council Housing Service to contact you about anything you have raised in this survey?

- Yes
- No

Please return your questionnaire in the Freepost envelope provided. Thank you.