



East Devon District Council

Tenant Satisfaction Measures – Summary of Approach 2024/25



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Introduction



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

This document details EDDC'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



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

During 2024/25, EDDC completed 549 TSM surveys. EDDC have 4,053 properties which means that a statistical accuracy level of +/- 3.9% was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

No incentives were offered.

Timing of Survey



EDDC carried out a total of 549 surveys between 19 August 2024 and 15 March 2025 over three separate quarters.

Collection Method(s)



The TSM Surveys were completed via telephone interviews and online surveys to achieve an 80%/20% split. The rationale for using a mixed methodology approach is:

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

Sample Method



Acuity contacted a random selection of current tenants from General Needs and the Older Persons properties to participate in a telephone survey based on quotas set on tenure, age and area. All tenants had the opportunity complete the survey online by requesting to do so when speaking to an interviewer. The survey is carefully scripted to ensure a professional and consistent process.

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

Representativeness



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

Tenure Type

	Population	Sample
FLX2	0%	0%
FLX5	15%	15%
INTR	5%	5%
LIC	0%	0%
NSEC	0%	0%
SEC	79%	79%
UAO	0%	0%

Ward

	Population	Sample
All Saints	0%	0%
Axminster (Town)	3%	4%
Axminster (Weycroft)	5%	5%
Axmouth	0%	1%
Aylesbeare	0%	1%
Beer	1%	1%
Bramford Speke	0%	1%
Broadhembury	0%	0%
Budleigh Salterton	4%	4%
Clyst Honiton	0%	0%
Clyst Hydon	0%	0%
Clyst St. Mary	0%	0%
Colyton – Colyford	0%	0%
Colyton – Colyton	3%	0%
Combe Raleigh	0%	3%
Cotleigh	0%	0%
Cranbrook	0%	0%
Dalwood	0%	0%
Dunkeswell	0%	0%
East Budleigh	0%	0%
Exmouth Brixington (South)	3%	3%



Exmouth Halsdon (South)	1%	1%
Exmouth Littleham (Central)	3%	3%
Exmouth Littleham (North)	7%	7%
Exmouth Littleham (West)	2%	2%
Exmouth Town (North)	1%	1%
Exmouth Town (South)	1%	1%
Exmouth Withycombe Raleigh (East)	4%	4%
Exmouth Withycombe Raleigh (West)	7%	7%
Feniton	0%	0%
Hawkchurch	0%	0%
Honiton St. Michael's (West)	2%	1%
Honiton St. Michael's (Town)	5%	5%
Honiton St. Paul's	6%	6%
Kilmington	1%	1%
Luppitt	0%	0%
Lympstone	2%	2%
Musbury	1%	1%
Newton Poppleford (Harpford)	0%	0%
Newton Poppleford	1%	1%
Northleigh	0%	0%
Offwell	0%	0%
Otterton	0%	0%
Ottery St. Mary (North)	0%	1%
Ottery St. Mary (Tipton St. John)	0%	0%
Ottery St. Mary (Town)	4%	4%
Ottery St. Mary (West Hill)	0%	0%
Payhembury	1%	1%
Plymtree	0%	0%
Poltimore	0%	0%
Rewe	0%	0%
Rockbeare	1%	1%
Seaton	4%	4%
Shute and Whitford	1%	1%
Sidmouth (East)	1%	1%
Sidmouth (North)	6%	7% 1%
Sidmouth (Sidbury)	1%	1%



Sidmouth (Sidford Village)	3%	3%
Sidmouth (West)	1%	1%
Stockland	0%	0%
Stoke Canon	1%	1%
Talaton	0%	0%
Uplyme	1%	1%
Upton Pyne	1%	1%
Whimble	1%	1%
Widworthy	0%	0%
Woodbury (Woodbury Salterton)	1%	1%
Woodbury (Woodbury)	1%	2%
Yarcombe	0%	0%

No. of bedrooms

	Population	Sample
1	14%	28%
2	32%	36%
3	50%	35%
4	3%	1%
5	0%	0%

Length of Tenancy

	Population	Sample
A. < 1 year	7%	7%
B. 1 - 3 years	15%	17%
C. 4 - 5 years	8%	7%
D. 6 - 10 years	18%	19%
E. 11 - 20 years	23%	21%
F. Over 20 years	29%	29%

Property Type

	Population	Sample
Bedsit	1%	1%
Bungalow	23%	26%
Flat	25%	28%
House	51%	44%
Maisonette	0%	0%
Room	0%	0%



Age Group

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

Population	Sample
1%	1%
9%	9%
15%	17%
18%	19%
11%	11%
10%	10%
16%	16%
14%	13%
5%	4%

Gender

Female
Male

Population	Sample
61%	62%
39%	38%

Questionnaire & Introductory Text



Hello is that [Respondent Name],

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

No appointments after [Project End Date]

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

If the customer would like to verify the validity of this survey they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

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

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that [Organisation Name] provides. [Organisation Name] will be able to identify you from your survey responses, are you happy to continue?

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

- Yes
- No

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by East Devon District Council?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Very Satisfied Comments	Please can you explain why you are very satisfied?	Open Ended
Overall Satisfaction Neutral Comments	Please can you explain why you are very dissatisfied? And what East Devon District Council needs to improve?	Open Ended
Overall Satisfaction Very Dissatisfied Comments	Please can you explain why you are very dissatisfied? And what East Devon District Council needs to improve?	Open Ended
Well Maintained Home	How satisfied or dissatisfied are you that East Devon District Council 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 East Devon District Council provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that East Devon District Council is responsible for maintaining?	Yes, No, Don't know
Communal Area Satisfaction	How satisfied or dissatisfied are you that East Devon District Council keeps these communal areas clean and well-maintained?	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 (and / or communal areas) are safe and/or well maintained, please can you explain why and suggest what could be improved?	Open ended
Repairs in Last 12 Months	Has East Devon District Council 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 East Devon District Council 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 East Devon District Council deals with repairs and maintenance, please could you explain the reason why?	Open Ended
Contribution To Neighbourhood	How satisfied or dissatisfied are you that East Devon District Council 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 East Devon District Council's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know

ASB in Last 12 Months	Have you reported anti-social behaviour to East Devon District Council in the last 12 months?	Yes / No
Listens and Acts	How satisfied or dissatisfied are you that East Devon District Council listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Keeps you Informed	How satisfied or dissatisfied are you that East Devon District Council 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 'East Devon District Council treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
Easy to Deal With	How satisfied or dissatisfied are you that East Devon District Council is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Customer Service and Communication Comments	If you are not satisfied with customer service and communications please provide more information, and what could East Devon District Council improve?	Open Ended
Complaints in Last 12 Months	Have you made a complaint to East Devon District Council in the last 12 months?	Yes, No
Complaints Handling	How satisfied or dissatisfied are you with East Devon District Council's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Cost of Living	How concerned are you about the cost of living crisis for you personally?	Yes a lot, Yes a little, Somewhat, No not much, Not at all
Permission 1 - Happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to East Devon District Council with your name attached so that they have better information to help them improve services?	Yes, No
Permission 2 - Follow up	Would you be happy for East Devon District Council to contact you to follow up any of the comments or issues you have raised?	Yes, No

