

## **TENANT SATISFACTION MEASURES REPORTING YEAR: APRIL 2024 – MARCH 2025**

As part of our commitment to transparency and accountability for our tenants and stakeholders, Cromwood Housing Limited carried out a tenant satisfaction survey in line with the Regulator of Social Housing's Tenant Satisfaction Measures (TSMs).

We were not required to submit TSMs to the Regulator of Social Housing for the 2024–2025 reporting year. However, in accordance with the Tenant Satisfaction Measures: Technical Requirements (2023), we are required to collect and publish this information. This report has been produced to meet that obligation, explain how the survey was conducted and provide a clear summary of the results.

### **Summary Of Approach**

We aimed to gather meaningful feedback from our tenants about how satisfied they are with key aspects of our housing services. The survey was designed to meet the requirements set by the Regulator of Social Housing, including the question wording, structure, and response options.

### **Summary Of Achieved Sample Size**

- Total invitations sent: 320
- Total valid responses received: 103
- Response rate: 32.19%

This meets the standard for small providers (under 1,000 homes), where all tenants were invited to respond. A full census approach was used.

### **Timing Of The Survey**

We can confirm that the survey was conducted during the 2024–2025 reporting year, covering April 2024 to March 2025. Fieldwork started on 5th February 2025 and closed on 4th March 2025.

### **Data Collection Method**

The survey was conducted digitally. Tenants were invited to take part via email and/or text message with a secure link to the survey platform. Responses were submitted online through a secure form.

### **Sampling Method**

A census approach was used. This means all tenants were invited to take part, rather than selecting a smaller sample. This is permitted under the TSM Technical Requirements for smaller providers.

### **Assessment Of Representativeness Of Response**

The survey report includes analysis by age group. Younger tenants (25–34) were under-represented. Older tenants (55–64) were over-represented. This pattern is consistent with national trends seen in similar TSM surveys.

We will work with our survey provider to improve representation in future years and may explore targeted approaches to encourage higher participation from under-represented groups.

#### **Details Of Applied Weighting**

No weighting was applied to any of the Tenant Satisfaction Measures results.

#### **External Contractors Used**

The survey was designed, delivered, and analysed by CX-Feedback, an independent contractor specialising in housing satisfaction research.

#### **Households Excluded From The Sampling Frame**

No exclusions were made from the sampling frame. All eligible tenant households were invited to participate in the survey.

#### **Reasons For Failure To Meet Required Sample Size (If Applicable)**

There is no failure to meet the required sample size. For smaller providers using a census approach, there is no requirement to meet a confidence level or margin of error.

#### **Incentives Used In The Survey**

No financial or non-financial incentives were used to encourage participation in this survey.

#### **Other Methodological Issues Impacting Satisfaction**

No significant methodological issues were identified. However, the lower participation of younger tenants may slightly influence results.

No responses were excluded from the dataset. All submitted responses were included in the final analysis.

#### **Questionnaire Design**

All questions followed the prescribed wording and response formats set out in the Tenant Satisfaction Measures: Tenant Survey Requirements. No additional options were added to the response sets, in line with regulatory guidance. At the end of the main TSM questions, tenants were optionally asked about equality and diversity characteristics, which do not impact the satisfaction scores.

## WHAT YOU TOLD US: TENANT SATISFACTION SUMMARY WITH COMMENTARY

Code	Question	2024–25 (%)	2023 (%)	Commentary
TP01	Overall satisfaction with our service	74	74	Satisfaction remained stable at a strong level, exceeding the national average.
TP02	Satisfaction with repairs service	68	70	Slight decline (2%), though still close to the average range. Indicates scope to strengthen repair service delivery.
TP03	Satisfaction with time taken to complete repairs	68	76	Notable decrease of 8%. This may suggest increasing frustration with repair times and is an area for urgent review.
TP04	Satisfaction that the home is well maintained	77	74	3% increase, suggesting improvements in property maintenance are being noticed by tenants.
TP05	Satisfaction that the home is safe	84	73	Significant improvement (+11%). Reflects positively on safety initiatives or perception of safer homes.
TP06	Satisfaction that we listen and act on views	71	64	Increase of 7%. A strong improvement in tenant engagement and responsiveness.
TP07	Satisfaction that we keep tenants informed	77	67	10% increase. Indicates better communication and information-sharing this year.
TP08	Agreement that tenants are treated with respect	77	69	Up 8%. Reflects positively on staff conduct and tenant-landlord relationships.
TP09	Satisfaction with complaints handling	35	48	Decline of 13%. A clear area of concern; complaints handling will need focused attention and review.
TP10	Satisfaction with maintenance of communal areas	84	73	Strong improvement (+11%). Suggests upgrades or improved cleaning/maintenance were well received.
TP11	Satisfaction with our contribution to the neighbourhood	75	67	8% rise. Indicates increased community engagement or improved local conditions.
TP12	Satisfaction with handling of anti-social behaviour (ASB)	79	72	Positive movement (+7%). Suggests better ASB response and tenant confidence in how issues are handled.