Summary of Approach 2024/25

Tenant Satisfaction Measures (TSM) Perception Measures



Introduction



- Greatwell Homes' annual Tenant Satisfaction Measures (TSM) survey was undertaken between 11th September and 23rd October 2024
- TLF Research conducted the survey on behalf of Greatwell Homes using a blend of email and telephone calls to collect a representative sample of the views of Greatwell Homes' customer population using a stratified random sampling approach.
- An online survey was initially sent to all tenants with email addresses, alongside a phone survey that was initially randomly sampled but ended up using all the database to boost the numbers and ensure the data was representative. Using the database information provided by Greatwell Homes quotas were set by age group, as this is the category which has the biggest influence on satisfaction scores, as identified by RSH and Greatwell Homes had good coverage of this information across their entire database. Sampling was also monitored by tenure type, ethnicity and area to ensure the sample is representative of the overall tenant population.
- Using both online and telephone surveys allowed us to contact as many tenants as possible and not exclude any tenants due to them not having a phone number or email address.
- To ensure all tenants were given an equal opportunity to take part, and that no groups were excluded from the survey, we also provided a set of links to the online survey for properties managed by other providers to administer face to face, as no contact details were recorded.
- TLF collated and validated the results and have confirmed that the overall confidence level in reported results is within the permitted +/-4%.



Key Survey Information





SAMPLING

- Total tenant population supplied to TLF: 4,871
- No tenants were excluded due to exceptional circumstances
- A census sampling approach was used
- Total sample size achieved: 784
- 479 by telephone, 303 online and two face-to-face



QUESTIONNAIRE

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

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DATA COLLECTION

- Data collected annually
- Data collected between September and October
- TLF research used as the external contractor
- Incentives were not used



RELIABILITY

- With a total population of 4,871 the confidence level achieved must be within at least +/-4%
- Reliability ±2.6% was achieved. Using the average satisfaction score and sample size, we are 95% confident that the overall % satisfied is within +/-4%



WEIGHTING

• Weighting was not necessary; the sample is representative of the total population by tenure and age

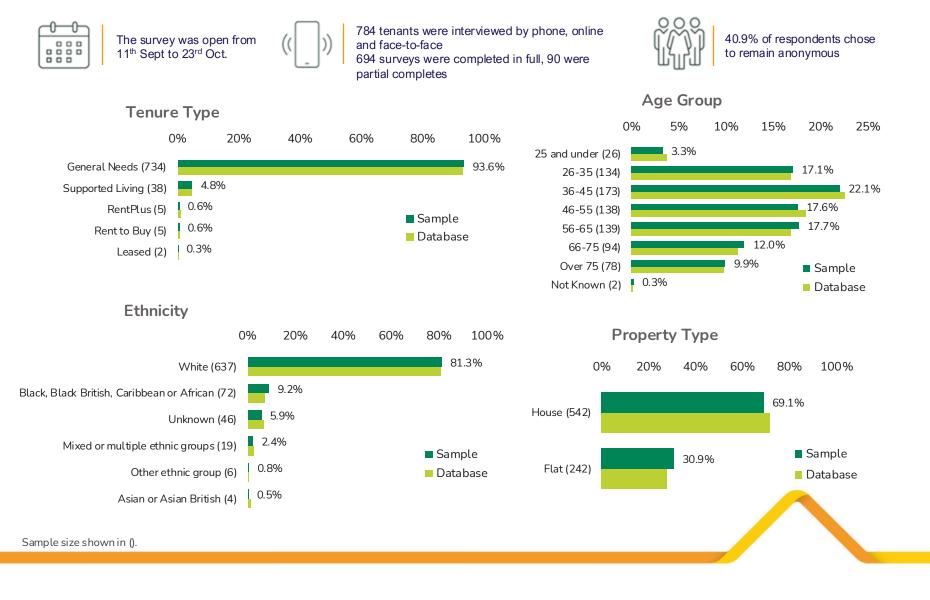


ANALYSIS

- 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

Who we surveyed vs. database





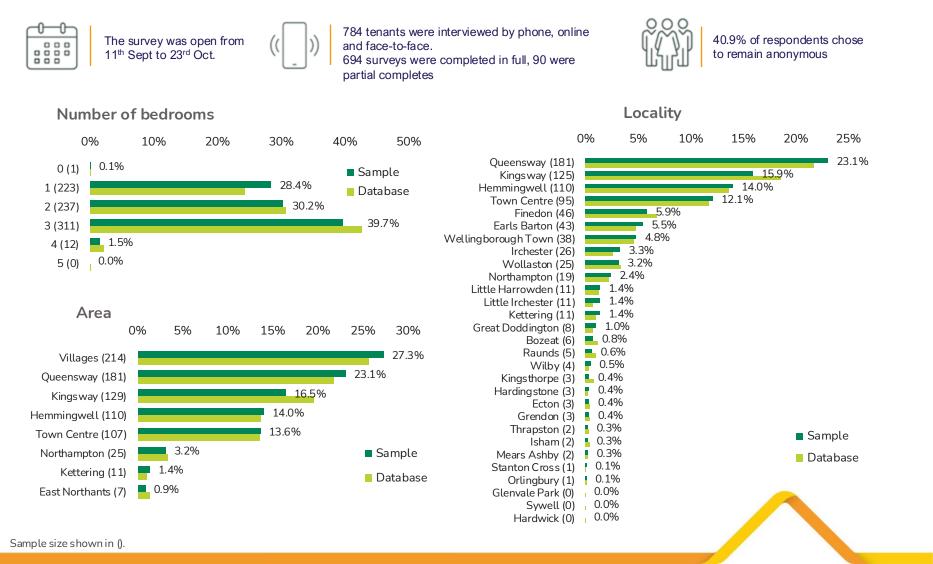
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Who we surveyed vs. database



Based on information provided on the database.



How satisfied or dissatisfied are you with:

Neither satisfied	d nor dissatisfied	Fairly dist	satisfied		Very	Dissatisf	ied		
e service provided well Homes (775)	46.	7%		3	33.0%		10.2	% 5	.9%1.1%
: 12 months (503)		59.8%			24.1%			.0%	5. 8% %
ı reported it (485)		59.8%		24.1%		7.2% 4.7%		4.74%1%	
. maintained (709)		51.5%			26.0%		9.0%	7.6%	6 5.9%
that is safe (714)		54.3%			25.8%		8.4%	6 5.7	%5.7%
upon them (655)	44.3	%		27.0%		12.89	%	7.9%	7.9%
atter to you (681)		51.4%			24.8%		13.7%	5	.7%4.4%
with respect (696)	43.49	%			40.7%			10.1%	23728%
nts handling (173)	23.7%	19.1%	15.6%		17.3%				24.3%
maintained (272)	41.9%	6	24	.6%	9	.2%	12.9%		11.4%
ghbourhood (598)	38.8%		31	.3%		17.6	5%	6.49	% 6.0%
al behaviour (489)	41.5%	5	26	5.0%		16.6%		7.8%	8.2%

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Fairly Satisfied Very Satisfied Taking everything into account, how satisfied or dissatisfied are you with the by Greatw The overall repairs service from Greatwell Homes over the last The time taken to complete your most recent repair after you Greatwell Homes provides a home that is well Greatwell Homes provides a home Greatwell Homes listens to your views and acts Greatwell Homes keeps you informed about things that ma *Greatwell Homes treats me fairly and w Greatwell Homes's approach to complaint Greatwell Homes keeps these communal areas clean, and well n Greatwell Homes makes a positive contribution to your neigh Greatwell Homes's approach to handling anti-social

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

How satisfied or dissatisfied are you with:

	% Very satisfied & Fairly satisfied	Decrease in % satisfied/Increase in % satisfied compared to 2023/24
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Greatwell Homes (775)	79.7%	1.7%
The overall repairs service from Greatwell Homes over the last 12 months (503)	83.9%	6.9%
The time taken to complete your most recent repair after you reported it (485)	83.9%	6.4%
Greatwell Homes provides a home that is well maintained (709)	77.4%	1.8%
Greatwell Homes provides a home that is safe (714)	80.1%	2.2%
Greatwell Homes listens to your views and acts upon them (655)	71.3%	4.6%
Greatwell Homes keeps you informed about things that matter to you (681)	76.2%	2.3%
*Greatwell Homes treats me fairly and with respect (696)	84.1%	5.1%
Greatwell Homes's approach to complaints handling (173)	42.8%	0.2%
Greatwell Homes keeps these communal areas clean, and well maintained (272)	66.5%	1.2%
Greatwell Homes makes a positive contribution to your neighbourhood (598)	70.1%	8.0%
Greatwell Homes's approach to handling anti-social behaviour (489)	67.5%	8.8%

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