



emh homes

Tenant Satisfaction Measures – Summary of Approach 2024/25

LCRA



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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 emh homes (emh) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details emh'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



emh 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, emh 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. emh must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 3%.

During 2024/25, emh completed 1,042 TSM surveys. emh has 16,187 LCRA properties which means that a statistical accuracy level of +/- 2.9% 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



emh carried out a total of 1,042 surveys between 7 October 2024 and 9 November 2024.

Collection Method(s)



The TSM Surveys were completed via telephone interviews using Acuity's in-house telephone team. The rationale for using this 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:** 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 this approach maximises the robustness of our data and ensures the results truly reflect the tenant base. Continuing to include a telephone aspect also allows emh 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 to participate in a telephone survey based on quotas set on tenure, area and age. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with emh, who then managed 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

General Needs
Sheltered
SH - Agency
SH - Direct
Managed on behalf of others

Population	Sample
73%	74%
22%	21%
0%	0%
3%	3%
2%	2%

Local Authority Area

Amber Valley
Ashfield
Bassetlaw
Blaby
Bolsover
Broxtowe
Charnwood
Chesterfield
Daventry
Derbyshire Dales
East Northamptonshire
Erewash
Gedling
Harborough
High Peak
Hinckley & Bosworth
Kettering
Leicester
Mansfield
Melton
Newark & Sherwood
North East Derbyshire
North West Leicestershire

Population	Sample
1%	1%
4%	1%
0%	0%
15%	16%
0%	0%
1%	0%
5%	5%
0%	0%
1%	0%
0%	0%
1%	1%
28%	32%
2%	2%
4%	3%
0%	0%
2%	1%
2%	1%
8%	10%
1%	1%
2%	2%
0%	0%
1%	0%
9%	10%

Northampton	7%	7%
Nottingham	0%	0%
Oadby & Wigston	0%	0%
Rushcliffe	0%	0%
South Derbyshire	2%	2%
South Kesteven	1%	1%
Staffordshire Moorlands	0%	0%
Wellingborough	2%	2%

No. of bedrooms

	Population	Sample
0	1%	1%
1	33%	33%
2	38%	37%
3	27%	28%
4	1%	2%
5	0%	0%

Length of Tenancy

	Population	Sample
< 1 year	7%	7%
1 - 3 years	22%	22%
4 - 5 years	11%	12%
6 - 10 years	21%	22%
11 - 20 years	24%	24%
Over 20 years	15%	14%

Age Group

	Population	Sample
0 - 24	3%	2%
25 - 34	16%	16%
35 - 44	19%	18%
45 - 54	17%	17%
55 - 59	9%	10%
60 - 64	9%	9%
65 - 74	14%	15%
75 - 84	9%	10%
85 +	4%	3%

Property Type

Flat
House

Population	Sample
28%	29%
72%	71%

Ethnic Origin

Asian or Asian British - Bangladeshi
Asian or Asian British - Chinese
Asian or Asian British - Indian
Asian or Asian British - Other
Asian or Asian British - Pakistani
Black British - African
Black British - Caribbean
Mixed - Other
Mixed – White & Asian
Mixed – White & Black African
Mixed – White & Black Caribbean
Other Ethnic Group – Arab
Other Ethnic Group – Other
Refused
White - British
White – Gypsy, Irish Traveller
White – Irish
White - Other

Population	Sample
0%	1%
0%	0%
2%	2%
1%	1%
0%	0%
2%	3%
1%	2%
1%	0%
0%	0%
0%	0%
1%	1%
0%	0%
1%	1%
1%	0%
86%	85%
0%	0%
0%	1%
3%	2%

Questionnaire & Introductory Text



Hello, is that [Respondent Name]?

My name is [Interviewer Name], and I'm calling on behalf of emh homes 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 10 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 emh homes 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 emh homes.

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 emh homes provides.

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 emh homes?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Well Maintained Home	How satisfied or dissatisfied are you that emh homes 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 emh homes provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
Well Maintained & Safe Comments	As you do not feel that your home is well maintained and/or safe for you to live in, please can you explain why and suggest what could be improved?	Open Ended
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that emh homes is responsible for maintaining?	Yes/No/Don` t know
Communal Area Satisfaction	How satisfied or dissatisfied are you that emh homes keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Communal Area Issues	If you are not satisfied with the communal areas, which issues are you most concerned about?	Entrance/external doors, Security, Cleaning, Repairs, Lifts, General upkeep/decorative order, Paving/paths, Bin stores/rubbish, Grounds maintenance, Other (please specify)
Contribution To Neighbourhood	How satisfied or dissatisfied are you that emh homes 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 emh homes' approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
Ever ASB?	Have you ever reported a case of anti-social behaviour to emh homes?	Yes/No
Repairs in Last 12 Months	Has emh homes 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 emh homes 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 Dissatisfaction Reason	As you are not satisfied with emh repairs service, was this due to any of the following?	Quality of the repair, The time it took for the repair to be completed, The communication between EMH and yourself, How easy/difficult it was to report your repair, Anything else (please specify)
Listens to views & acts upon them	How satisfied or dissatisfied are you that emh homes 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 emh homes 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 'emh homes 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 emh homes is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Easy to deal with Comments - not satisfied	Can you please explain why you say that about the ease of communicating and dealing with emh homes?	
Complaints in Last 12 Months	Have you made a complaint to emh homes in the last 12 months?	Yes/No
Complaints Handling	How satisfied or dissatisfied are you with emh homes' approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Getting Involved	Are you interested in helping emh homes improve their services and would like to get more involved?	Yes, No
Complaints Comments	Please can you explain why you have given this score?	Open Ended
Complaint Type	What was your complaint related to?	Repairs service, Property condition, ASB, Cleaning, Gardening, Damp and mould, Staff or contractor attitude, Communication, Tenancy matters, Rent or service charge matters, Other (please specify), none listed, Unknown
Complaint Route	How did you make your complaint? If you have gone through more than one route, please tick all that apply	Telephone call, Email to general email, To a member of staff, Via the website, In writing, Through a legal representative, To a regulatory body, e.g. Housing Ombudsman, Other (please specify)
Complaint Resolution	Has your complaint now been resolved?	Yes - I am happy with the resolution, Yes - I am not happy with the resolution, No - complaint is still ongoing, No - my landlord has not acknowledged my complaint
Complaint Stage Resolution	What stage in the complaints process did your complaint reach?	Informal complaint (Service failure), Formal Stage 1, Formal Stage 2, Not sure / don't know
Complaint Went Well	What went well about the way your complaint was handled?	Open Ended
Improve Complaint Handling	How could your landlord improve the way it handles complaints? Tick all that apply	Improve communication / keep me updated, Improve internal communication (communication between teams), Listen more, Better attitude of staff to complaints, Be more proactive in resolving my complaint, Make it clearer how to make a complaint, Make it easier to make a complaint, Acknowledge complaints, N/A, Other (please specify)
Cost of Living	How concerned are you about the cost of living crisis for you personally?	Not at all concerned, Slightly concerned, Very concerned, Prefer not to say
Anything to improve	Considering your answers within this survey, what does emh homes do well, or would you like to make any suggestions as to how emh homes could improve its service?	Open Ended

Damp	Does your home currently suffer from any damp or mould issues?	Yes/No
Reported Damp	And if yes, have you reported it to emh homes?	Yes/No
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 emh homes 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 emh homes to contact you to follow up any of the comments or issues you have raised?	Yes/No

