

Your Views



Tenant Satisfaction Survey 2024/25

About the Survey

Between July and September 2024, many of you took part in an important survey. All tenants were invited to take part in the survey at various stages, by completing either a postal, telephone or online questionnaire.

The survey was carried out by an independent market research company, Acuity Research and Practice. It focused on how happy you are with the way English Rural Housing Association (English Rural) maintains your home and delivers key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

This report contains key results regarding **rented tenants'** opinions about their homes and the services provided. In addition, it summarises the results from a similar survey undertaken with shared owners.



490

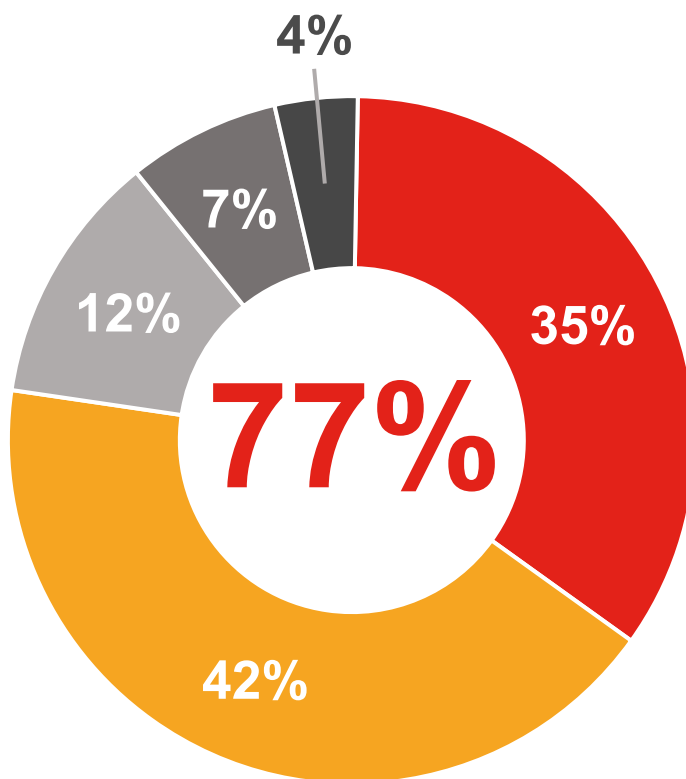
tenants took part
(258 online, 209
by post and 23
by telephone)
out of a total of
1,154

A big thank you to everyone who took part!

Overall Service



Almost eight out of ten tenants are satisfied with the overall service provided by English Rural (**77%**).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



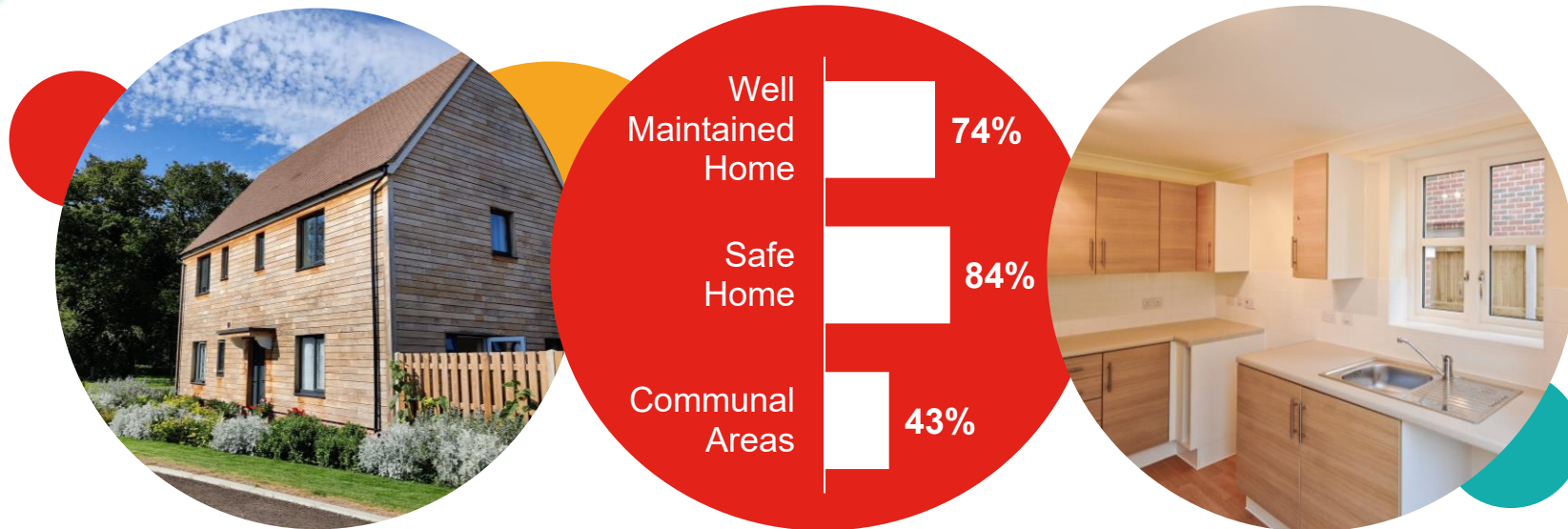
Three out of four tenants are satisfied that they are provided with a home that is well maintained (**74%**).



Over eight out of ten tenants are satisfied that English Rural provides them with a home that is safe (**84%**).



Around four out of ten tenants with communal areas are satisfied that these areas are kept clean and well maintained (**43%**).



Repairs Service



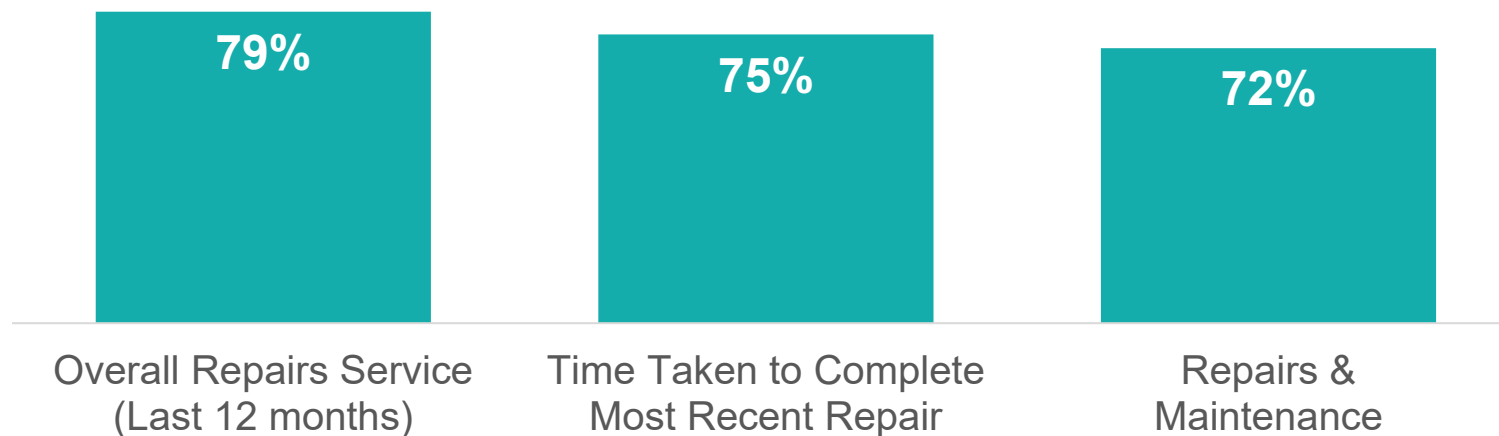
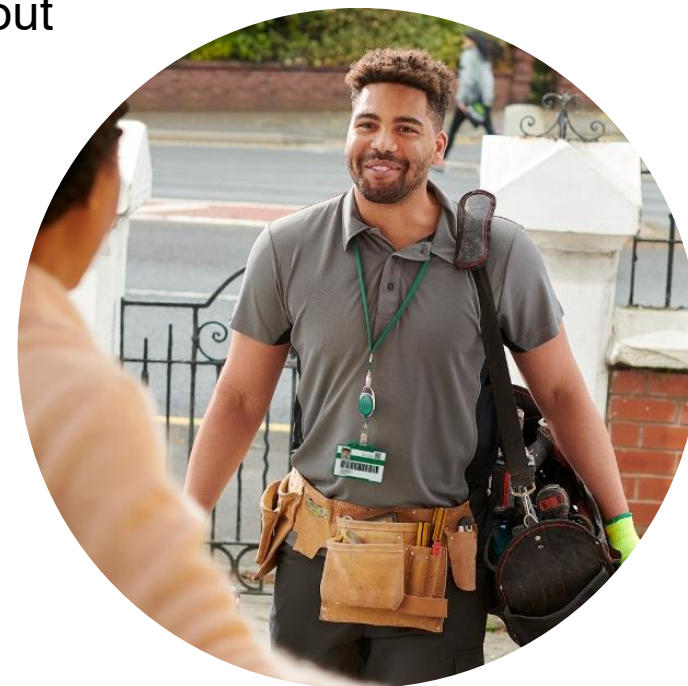
Eight out of ten tenants who had a repair carried out in the last 12 months are satisfied with the overall repairs service during this period **(79%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(75%)**.



Around seven out of ten tenants are satisfied with the way English Rural deals with repairs and maintenance generally **(72%)**.



76%
of tenants had a repair carried out in the last 12 months

The Neighbourhood



Around half of tenants are satisfied that English Rural makes a positive contribution to their neighbourhood (**53%**).



Tenants are similarly satisfied with English Rural's approach to handling anti-social behaviour (**52%**).



Communications and Tenant Engagement



Six out of ten tenants are satisfied that English Rural listens to their views and acts upon them **(61%)**.



Around two out of three tenants are satisfied that they are kept informed about things that matter to them **(68%)**.



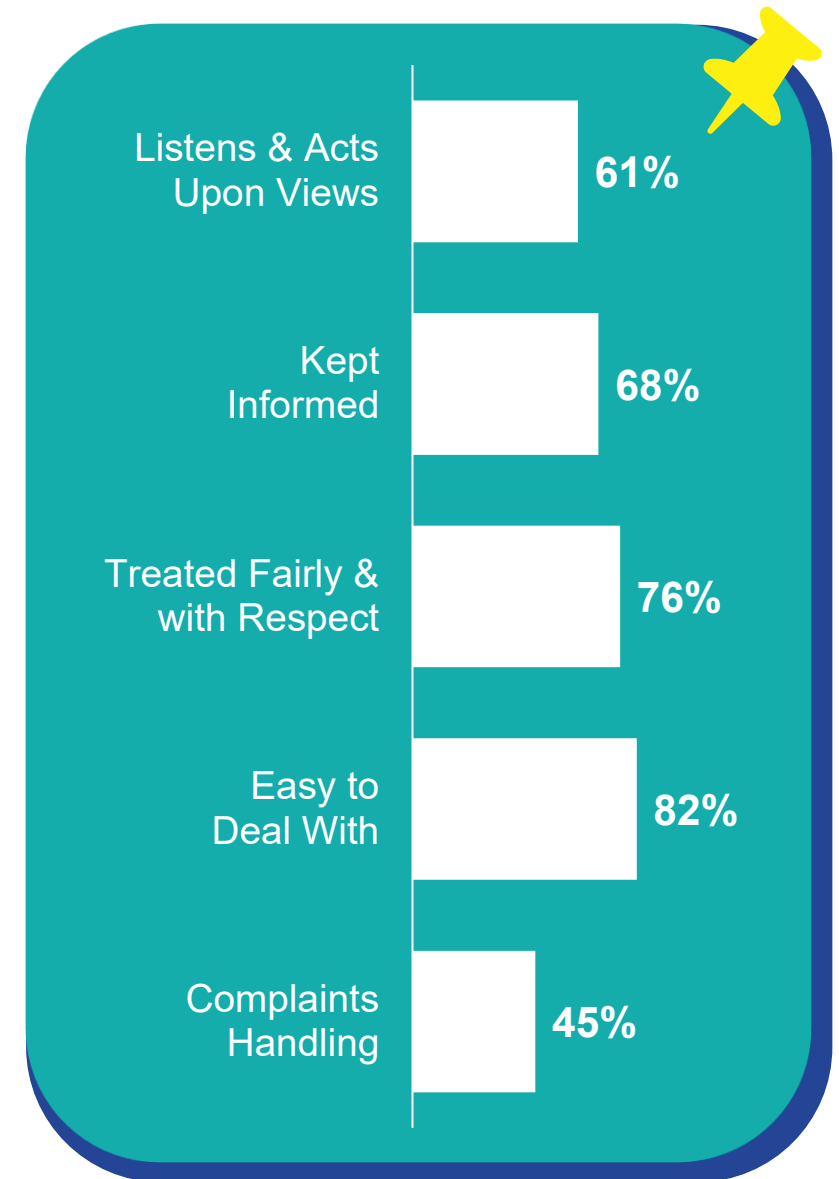
Three out of four tenants agree that they are treated fairly and with respect by English Rural **(76%)**.



Around eight out of ten tenants are satisfied that English Rural is easy to deal with **(82%)**.



Over four out of ten tenants who made a complaint in the last 12 months are satisfied with complaints handling **(45%)**.



Recommending English Rural



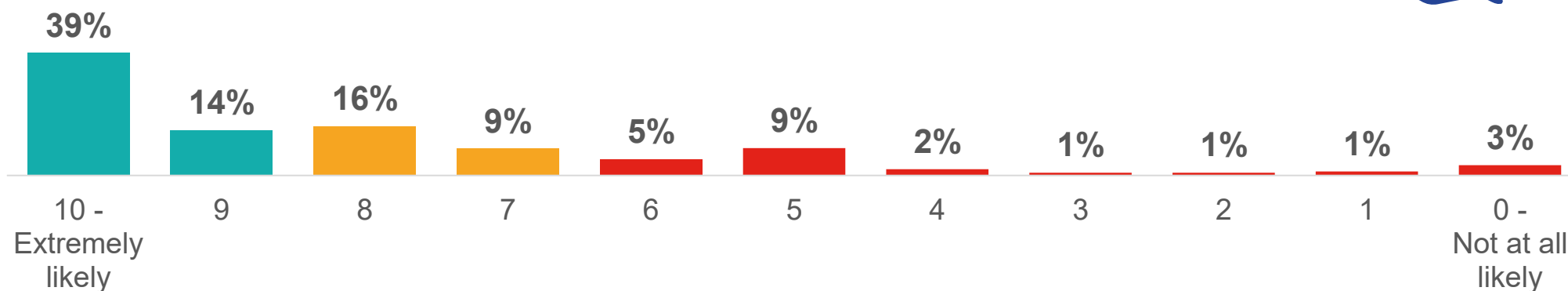
Tenants were also asked how likely they would be to recommend English Rural to other people. This is a 0-10 point rating. Those who would recommend English Rural score 9 or 10, those who are unsure score 7 or 8 and those who would not recommend the association score 6 or below.



Around half of tenants are happy to recommend English Rural to other people (**53%**). However, **24%** of tenants are unsure, and **22%** would not recommend them, feeling rather more negative about the association.



The 'Net Promoter Score' for English Rural (the percentage of tenants who would recommend English Rural minus the percentage of those who would not) is **+31**.



Tenants' Comments

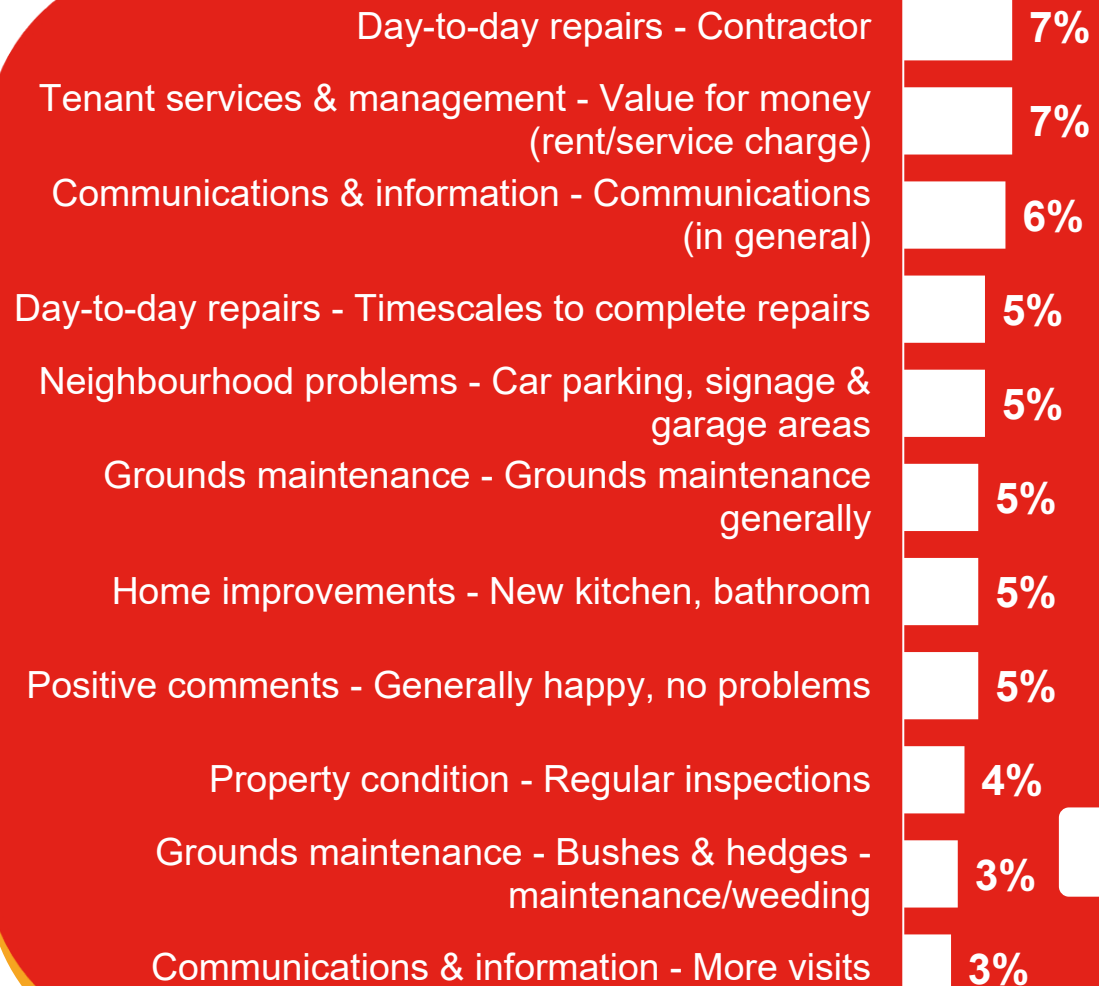
Finally, tenants were asked what one thing English Rural could improve, and 242 tenants gave comments.

Tenants most frequently commented on the repairs service, including the contractors and the time taken to complete repairs.

Tenants also mentioned communications and the value for money provided.

Other tenants would like improvements to their homes and neighbourhoods, such as car parking areas, grounds maintenance and new kitchens or bathrooms.

Top comments



Shared Owners

Shared owners were also invited to participate in a survey, and 142 responses were received from a total of 390. The satisfaction ratings for shared owners are displayed on the left-hand side chart. This shows that shared owners are the most satisfied that they are treated fairly and with respect, and the least satisfied that their communal areas are kept clean and well maintained.



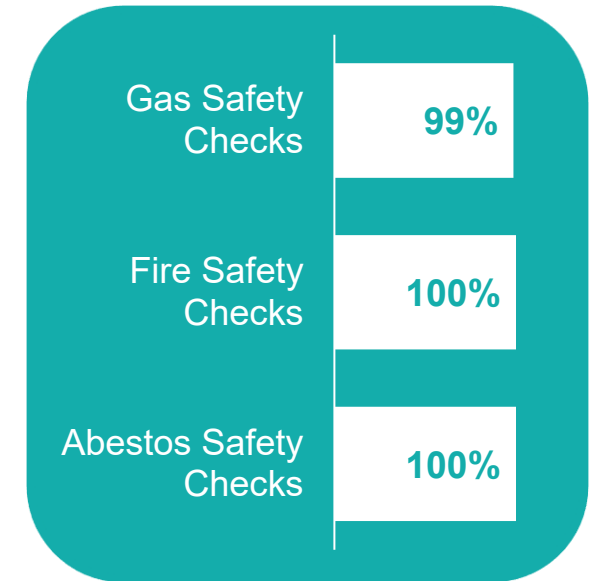
Summary of Tenant Satisfaction Measures (TSMs)

		Tenants	Shared Owners
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	77%	46%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	79%	N/A
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	75%	
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	74%	
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	84%	54%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	61%	36%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	68%	60%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	76%	64%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	45%	29%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	43%	28%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	53%	45%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	52%	39%

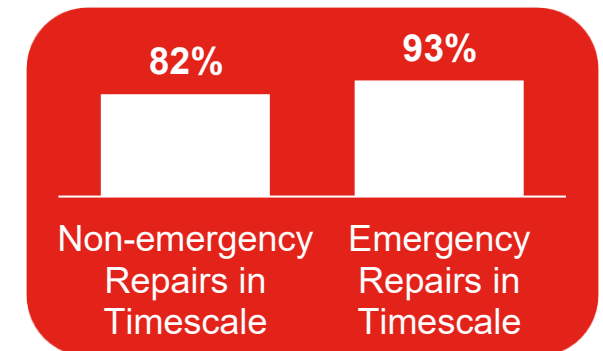
TSM Management Information: Safety & Repairs

The following two pages include a summary of the TSMs generated from English Rural's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to English Rural.

BS01	Proportion of homes for which all required gas safety checks have been carried out.	99%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	N/A
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	N/A



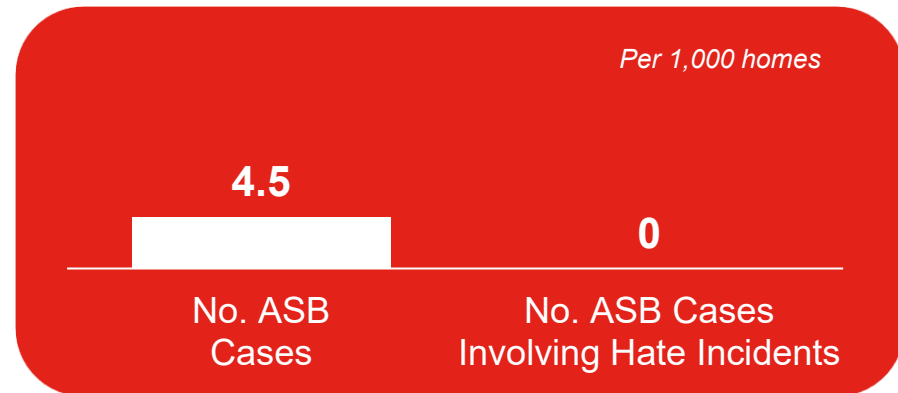
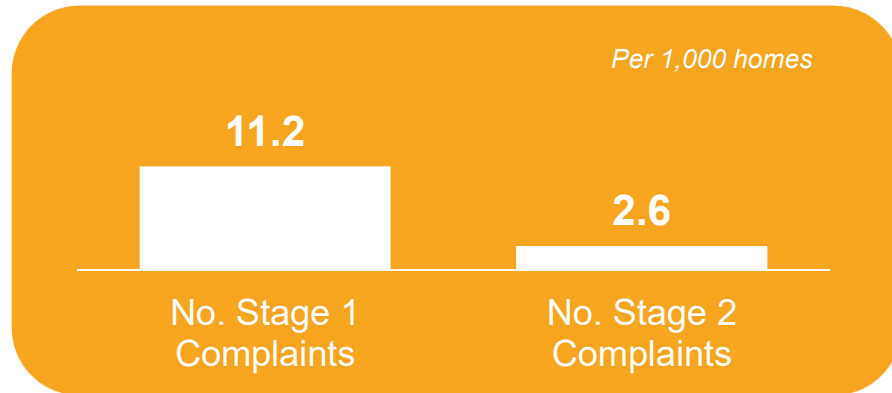
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (30 calendar days).	82%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale (24 hours).	93%



TSM Management Information: Complaints & ASB

CH01 (1)	Number of stage one complaints received per 1,000 homes.	11.2
CH01 (2)	Number of stage two complaints received per 1,000 homes.	2.6
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%

NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.	4.5
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0



Your Views



English Rural appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be, improved.

Carrying out this survey is just part of the work English Rural does to involve you in developing services. As well as publishing the results of the survey, English Rural plans to put the findings to good use by working with tenants to further improve the services provided.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., repairs,
communications, and
grounds maintenance



Involve tenants in
shaping service
improvements



TSM Summary of Approach

Summary of the survey approach used to generate the published tenant perception measures.

A.	A summary of achieved sample size (number of responses)	490 (tenants) and 142 (shared owners)
B.	Timing of survey	22/07/2024 to 29/09/2024
C.	Collection method(s)	Online, postal and telephone surveys
D.	Sample method	Random sample, with quotas set
E.	Summary of the assessment of representativeness of the sample against the relevant tenant population	Representativeness checks carried out by tenure type, age group, region, gender and length of tenancy
F.	Details of any weighting applied to generate the reported perception measures	No weighting applied
G.	Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd, collecting, generating and validating perception measures
H.	The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	None
I.	Reasons for any failure to meet the required sample size requirements	Required sample size has been met
J.	Type and amount of any incentives offered to tenants to encourage survey completion	No incentives offered
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None