Tenant Satisfaction Measures

2023-24

Our Results and Summary of Approach

Railway Housing Association 1919

Introduction

The Tenant Satisfaction Measures have been introduced by the Regulator of Social Housing to assess how social landlords are at providing quality homes and services for residents. There are 26 measures in total, 14 measures are collected through information that we have on our performance and 12 satisfaction measures, which are taken directly from resident feedback.

The satisfaction measures are a set of questions and for Railway Housing Association we asked a representative sample of our residents to complete this. To do this, we worked with an organisation called Acuity Research and Practice Limited, who contacted residents by telephone in September and October 2023. The sample of residents was representative of residents living in different tenures, property types, the age of the resident and how long they have been a Railway resident.

Our Satisfaction Results

Our satisfaction survey was carried out in September 2023, and we published the results to all residents and on our website.

TP01 - Overall Satisfaction 83.5%	TP02 - Satisfaction with repairs 76.2%	TP03 - Satisfaction with the time taken to complete the most recent repair 75.1%
TP04 - Satisfaction that the home is well maintained 82.5%	TP05 - Satisfaction that the home is safe 89.5%	TP06 - Satisfaction that the landlord listens to tenants views and acts upon them 71.7%
TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them 84.1%	TP08 - Agreement that the landlord treats tenants fairly and with respect 85.9%	TP09 - Satisfaction with the landlord's approach to complaint handling 30.9%
TP10 - Satisfaction that the landlord keeps communal areas clean and well maintained 83.3%	TP11 - Satisfaction that the landlord makes a positive contribution to neighbourhood 79.7%	TP12 - Satisfaction with the landlord's approach to handling anti-social behaviour 79.3%

Our Performance Measures

RP01 - Homes that do not meet the Decent Homes Standard 61.7%	RP02 (1) - Proportion of non-emergency repairs compelted within the landlord's target timescale 71.1%	RP02 (2) - Proportion of emergency repairs completed within the landlord's target timescale 59.4%
BS01 - Proportion of homes for which all required has safety checks have been carried out 99.4%	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 have been carried out 100%
BS04 - Proportion of homes for which all required legionella risk assessments have been carried out 100%	BS05 - Proportion of homes for which all required communal passenger lift safety checks have been carried out 100%	CH01 (1) - Number of stage one complaints received per 1,000 homes 30.2
CH01 (2) - Number of stage two complaints received per 1,000 homes 3.9	CH02 (1) - Stage one complaints responded to within Complaints Handling Code timescales 68.1	CH02 (1) - Stage two complaints responded to within Complaints Handling Code timescales 16.7
NM01 (1) - Anti-social behaviour cases per 1,000 homes 4.29	NM01 (2) - Anti-social behaviour cases involving hate crime per 1,000 homes 0	

Summary of Approach

Acuity spoke to 315 Railway residents, with 310 residents completing the survey by telephone and five residents completing the survey through an online link, in September and October 2023. The survey focuses on the tenure type of 'Low Cost Rental Accommodation', which means that if you are a leaseholder or a shared owner, you would not have been contacted to be part of this survey. No incentives were offered to residents to take part in the survey and we've set out below in a little more detail the approach that we have used.

Sample size	315
Total surveyable population	1,537
Timing of the fieldwork surveys	29 September to 4 October 2023
Statistical confidence required and achieved	Required a 5% margin of error at 95% confidence level, requiring a minimum of 315 responses
Sample size achieved	315 in total, 310 by telephone and 5 by online link
Collection method	Telephone with the option of an online link sent via email by the interviewer
Sample method	Random stratified sample with quotas to take account for tenure, property type, age of resident and length of tenancy based on resident population

Summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)

	Pop (N)	Pop (%)	Sample (N)	Sample (%)
Older persons non sheltered	606	39%	130	41%
General Needs	559	36%	107	34%
Older persons sheltered	372	24%	78	25%
	1537		**315**	

	Pop (N)	Pop (%)	Sample (N)	Sample (%)
Flat	665	43%	145	46%
Bungalow	484	31%	103	33%
House	388	25%	67	21%
	1537		**315**	

	Pop (N)	Pop (%)	Sample (N)	Sample (%)
0 - 24	9	1%	2	1%
25 - 34	57	4%	8	3%
35 - 44	87	6%	14	4%
45 - 54	137	9%	21	7%
55 - 59	83	5%	18	6%
60 - 64	126	8%	27	9%
65 - 74	462	30%	106	34%
75 - 84	388	25%	82	26%
85 +	182	12%	36	11%
Unknown	6	0%	0	0%
	1537		**314**	

	Pop (N)	Pop (%)	Sample (N)	Sample (%)
A. < 1 year	98	6%	24	8%
B. 1 - 3 years	325	21%	64	20%
C. 4 - 5 years	235	15%	41	13%
D. 6 - 10 years	349	23%	88	28%
E. 11 - 20 years	369	24%	66	21%
F. Over 20 years	161	10%	31	10%
	1537		**314**	

Any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)	N/A
The role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd Collecting, generating, validating reported perception measures
The number of tenant households within the relevant population that have not been	N/A

included in the sample	
Reasons for any failure to meet the required sample size	N/A
Type and amount of any incentives offered to tenants to encourage survey completion	None
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None