



West Kent LCHO

Tenant Satisfaction Measures – Summary of Approach 2024/25



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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 West Kent Housing Association (West Kent) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details West Kent'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



West Kent 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, West Kent completed TSM surveys with a tenants. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. West Kent must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

During 2024/25, West Kent completed 280 TSM surveys. West Kent has 956 LCHO properties which means that a statistical accuracy level of +/- 4.9% was achieved.

No tenant was removed from the sample frame.

No incentives were offered.

Timing of Survey



West Kent carried out a total of 280 surveys on a quarterly basis between 21/04/2024 and 21/01/2025.

Collection Method(s)



The TSM Surveys were completed via telephone. The rationale for using this methodology 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 a telephone survey also allows West Kent 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 Shared Owners to participate in a telephone survey based on quotas set on age group and local authority. The survey is carefully scripted to ensure a professional and consistent process.

All survey responses are immediately shared with West Kent, who then manage a follow up and review process which includes both responding to feedback as necessary, and analysing the feedback, to understand how we can improve. West Kent do not carry out any other TSM-style tenant perception surveys of Shared Owners; all responses are counted in the overall TSM satisfaction calculations.

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:

Local Authority

Ashford Borough Council
Canterbury City Council
Dartford Borough Council
Dover District Council
Gravesham Borough Council
Maidstone Borough Council
Medway Council
Sevenoaks District Council
Swale Borough Council
Thanet District Council
Tonbridge and Malling Borough Council
Tunbridge Wells Borough Council

Population	Sample
16%	18%
2%	1%
4%	3%
5%	4%
5%	6%
19%	18%
15%	15%
21%	22%
8%	7%
1%	1%
3%	3%
2%	1%

Gender

F
M
O

Population	Sample
56%	50%
33%	40%
11%	10%

Disability

No
Yes

Population	Sample
98%	98%
2%	2%

Tenure Type

DIY Shared Ownership
HOLD Scheme
Shared Ownership

Population	Sample
1%	1%
0%	0%
99%	99%

Age Group

0-24
25-34
35-44
45-54
55-59
60-64
65-74
75-84
85+

Population	Sample
1%	1%
33%	30%
31%	31%
20%	17%
6%	7%
4%	4%
3%	2%
1%	0%
0%	0%

Property Type

Bungalow
Flat
House
Maisonette

Population	Sample
0%	0%
24%	21%
75%	79%
1%	1%

Number of Bedrooms

1
2
3
4
5

Population	Sample
3%	16%
33%	40%
54%	38%
9%	4%
0%	0%

Length of Tenancy

<1 year
1-3 years
4-5 years
6-10 years
11-20 years
Over 20 years

Population	Sample
7%	8%
36%	35%
22%	23%
20%	20%
14%	14%
1%	1%

Questionnaire & Introductory Text



Hello is that [Respondent Name],

My name is [Interviewer Name] and I'm calling on behalf of [Organisation Name] 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 [Survey Length] 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 [Organisation Name] 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 [Organisation Name] by email [Email Address] or by phone [Telephone Number].

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 [Organisation Name] provides. [Organisation Name] will be able to identify you from your survey responses, are you happy to continue?

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 West Kent?	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 West Kent provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that West Kent is responsible for maintaining?	Yes, No, Don't Know
Communal Area satisfaction	How satisfied or dissatisfied are you that West Kent keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Listens to views & acts upon them	How satisfied or dissatisfied are you that West Kent 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
Fairly and with respect	To what extent do you agree or disagree with the following `West Kent treats me fairly and with respect` ?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Not Applicable/Don't Know
Keeps you informed	How satisfied or dissatisfied are you that West Kent 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
Keeps Informed Comments	How could West Kent improve on keeping you informed?	Open Ended
Easy to Deal With	How satisfied or dissatisfied are you that West Kent is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Contribution to neighbourhood	How satisfied or dissatisfied are you that West Kent makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Do in neighbourhood comments	What would you like West Kent to do in your neighbourhood?	Open Ended
Approach to ASB	How satisfied or dissatisfied are you with West Kent's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
One thing improve	If West Kent could do ONE thing to improve its services, what would you like it to be?	Open Ended

Complaints in last 12 months?	Have you made a complaint to West Kent in the last 12 months?	Yes/No
Complaints Handling	How satisfied or dissatisfied are you with West Kent's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to West Kent with your name attached so that they have better information to help them improve services?	Yes/No
Permission 2	Would you be happy for West Kent to contact you to follow up any of the comments or issues you have raised?	Yes/No

