



Adur Homes TSM Survey

2024 Report

December 2024

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Introduction

Adur Homes is Adur District Council's local authority housing service and has been delivering housing and related support services for over 40 years. Adur Homes currently manages approximately 2,500 properties, which are mostly General Needs flats and houses but include some Sheltered Housing.

Acuity has been commissioned to carry out Adur Homes' tenant perception survey to be compliant with the Regulatory requirements. The survey is based on the Tenant Satisfaction Measures, which are required to be reported annually, for providers with over 1,000 properties. The measures were reported for the first time in 2024.

The survey is also designed to understand tenants' opinions of and attitudes towards, their landlord and the services provided.

This report includes the survey results for both General Needs and Sheltered Housing tenants.

During October and November 2024, all Adur Homes' tenants were given the opportunity to complete the survey either online, via post or over the telephone. An incentive was used, with all respondents entered into a prize draw to win one of four £50 shopping vouchers.

The survey was carried out using a mixed-mode methodology, to help ensure the maximum response rate was achieved. Firstly, an email with a link to complete the survey online was sent to all tenants with an email address. At the same time, a postal survey (one-mailout) was delivered to all tenants, including a QR code/link, giving tenants the option of completing the survey online, a cover letter and a reply-paid envelope. Following this, a telephone booster survey was conducted, with around 100 non-respondents completing a telephone interview.

The fieldwork began on 7 October and finished on 15 November. At the close of the survey, 562 responses were received in total, giving a response rate of 22%. This is split between 242 responses made via the post (43%), 191 online (34%) and 128 by telephone (23%). Representative checks were carried out by tenure type, housing need, age group, length of tenancy, property type, area, ward and ethnicity, and no weighting was applied to the results.

For the overall results, the Regulator of Social Housing requires landlords with between 2,500 and 9,999 properties to achieve enough responses to achieve a sampling error of $\pm 4.0\%$ at the 95% confidence interval. With 2,510 properties, a total of 485 completed surveys would be required to achieve this. However, with 562 responses received, this is exceeded and is sufficient to conclude that the findings are accurate to within $\pm 3.6\%$.

The survey is confidential, and the results are sent back to Adur Homes anonymised unless tenants gave their permission to be identified; 89% of respondents (472) gave permission for their details to be shared alongside their survey responses, with 92% happy to be contacted by Adur Homes to follow up on any comments or issues they raised (420).

The aim of this survey is to provide data on tenant satisfaction, which will allow Adur Homes to:

- Provide information on tenants' perceptions of current service provision.
- Compare the 2024 results with previous survey results where possible.
- Compare the results with other landlords (where appropriate).
- Inform decisions regarding future service development.
- Report to the Regulator of Social Housing from April 2024 onwards.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places to the nearest whole number, and for this reason, they may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.



59%

Overall Satisfaction

In 2024, six out of ten tenants are satisfied with the overall service provided by Adur Homes (59%). Four measures have higher levels of satisfaction; the provision of a safe home (60%), tenants being treated fairly and with respect (60%), the time taken to complete their last repair (63%) and the repairs service over the last 12 months (68%).

On the other hand, there are some areas where improvements can be made, including Adur Homes' approach to complaints handling, which has the lowest level of satisfaction at 18%. In addition, just 40% of tenants are satisfied with how their views are listened to and acted upon. However, it can be noted these two metrics are often among the lowest performing metrics for Registered Providers.

The majority of this report focuses on the headline figures from the survey and satisfaction by housing need. However, the results are broken down by different subgroups, such as age and area, in the understanding satisfaction section, to help give a better understanding of what is driving satisfaction at Adur Homes.

Key Metrics Summary 2024



54% Well maintained home



42% Anti-social behaviour



60% Safe home



40% Listens & Acts



68% Repairs - Last 12 months



44% Keeps you informed



63% Time taken - Last repair



60% Treats fairly & with respect



46% Communal areas clean & well maintained



45% Positive contribution to neighbourhood



18% Complaints handling

When considering the survey results, it is important the national context and external factors impacting on both landlords and their tenants are taken into account.

For example:

- Cost of Living Crisis, increase in poverty and pressure on funding
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the Economy

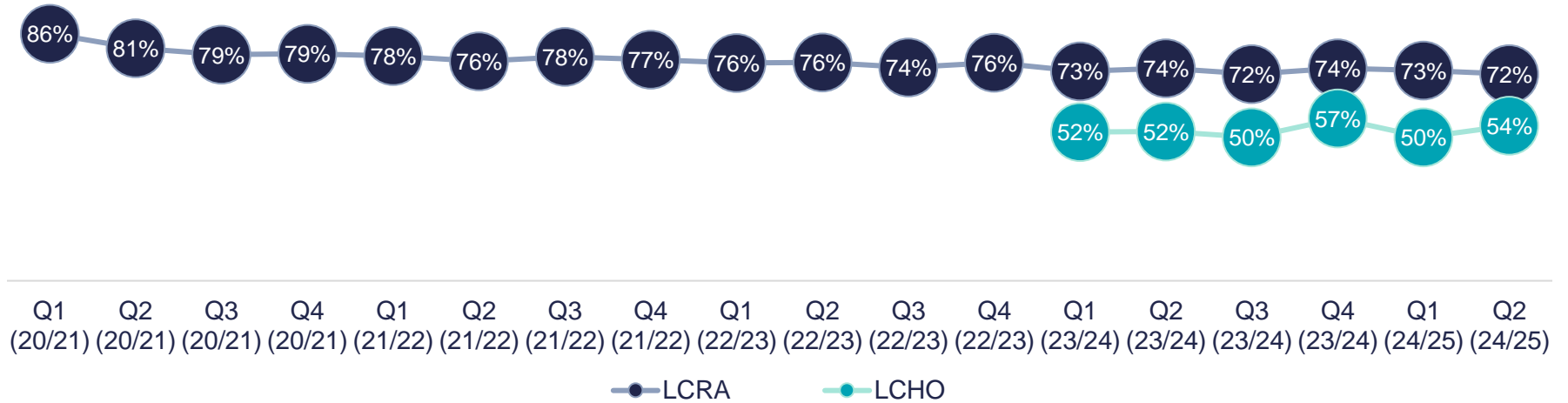
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic have also altered the way some social landlords operate.

The top graph demonstrates how overall satisfaction has changed over time (tracker only). The trendline is downward. The lower chart shows the results from Housemark members with a peak in 2015/16 but a slow decline since; this started before the effects of the pandemic started to hit.

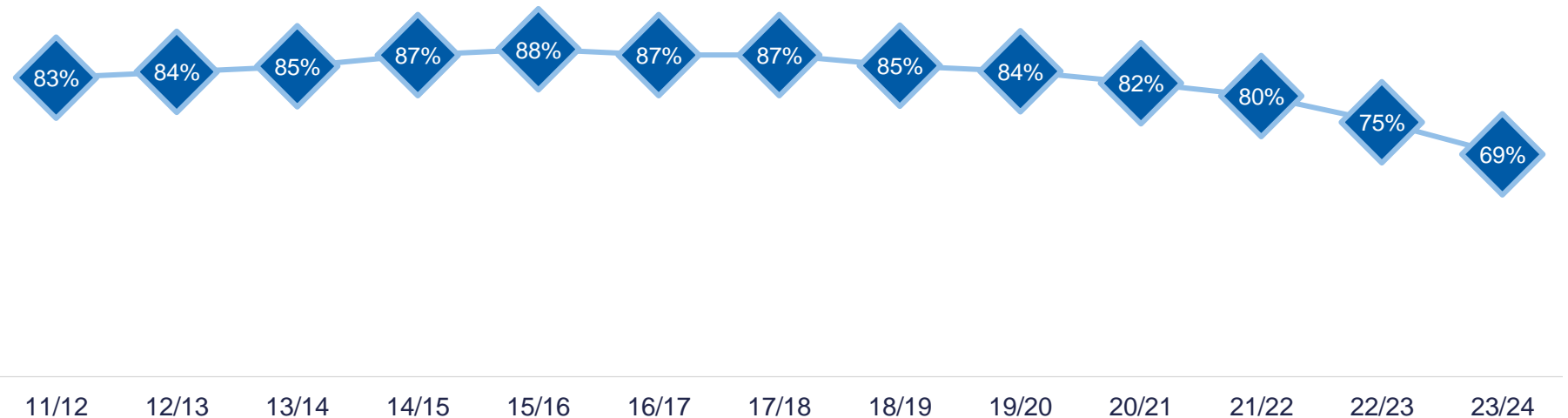
As will be shown throughout this report, satisfaction has generally increased slightly for Adur Homes since the 2023 survey. This suggests satisfaction is starting to recover, after the drops seen between 2020 and 2023 (in part due to factors such as the pandemic).

National Context

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF/Housemark median - general needs)



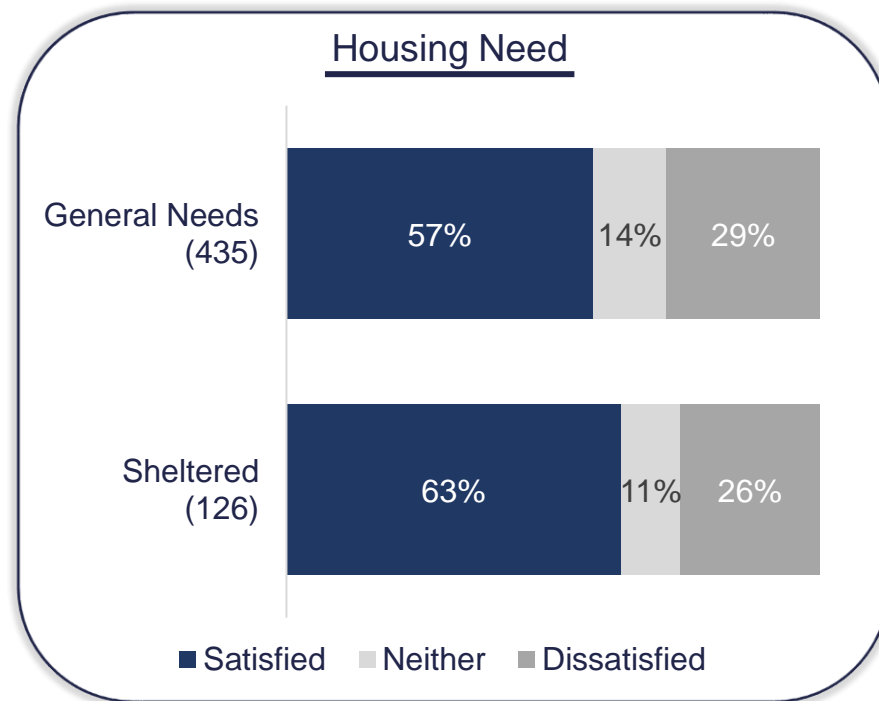
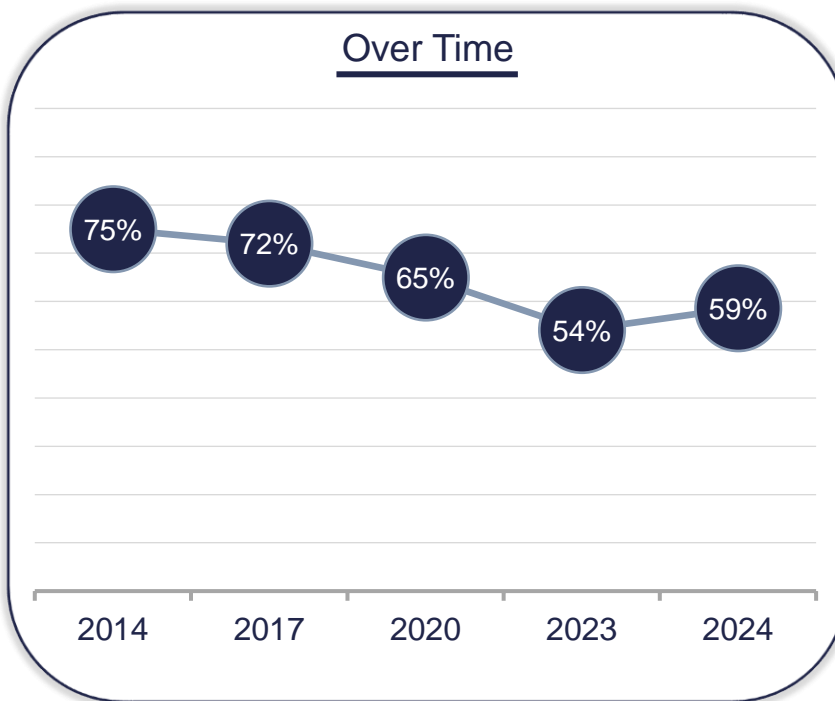
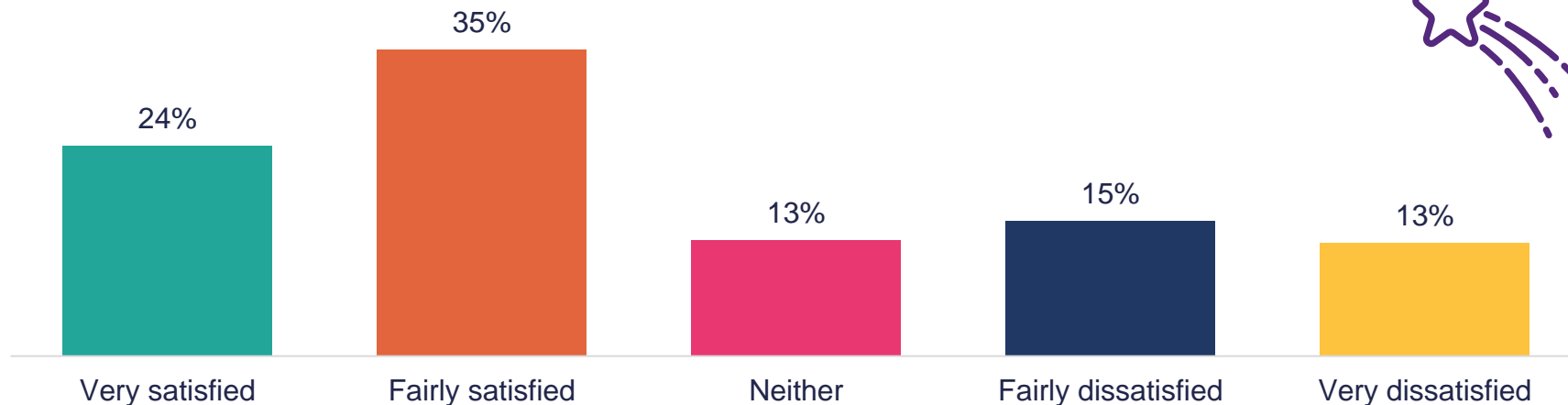


Overall Satisfaction





Overall Satisfaction



Tenants were first asked, *'Taking everything into account, how satisfied or dissatisfied are you with the service provided by Adur Homes?'* This is the key metric in any tenant perception survey.

Six out of ten tenants are satisfied with the overall service provided by Adur Homes (59%), with more fairly satisfied (35%) than very satisfied (24%). However, 28% of tenants are dissatisfied, with a further 13% neither satisfied nor dissatisfied.

Overall satisfaction has increased slightly since the previous survey, up by 5 percentage points (p.p), and is starting to recover, after a 11p.p decrease between 2020 and 2023. Dissatisfaction has also dropped by 4p.p.

The bottom right chart shows the ratings by housing need. As is often seen in surveys of this kind, Sheltered Housing tenants are more satisfied than General Needs tenants; 63% and 57% respectively. This difference is likely to be mainly due to Sheltered tenants including a higher proportion of older people. As will be shown later in this report, older tenants are generally more satisfied than younger tenants. In addition, the extra services delivered to Sheltered tenants, may also have an impact.



Keeping Properties in Good Repair



Keeping Properties in Good Repair

It is encouraging all measures linked to the home and repairs service have seen satisfaction increase a little since last year.

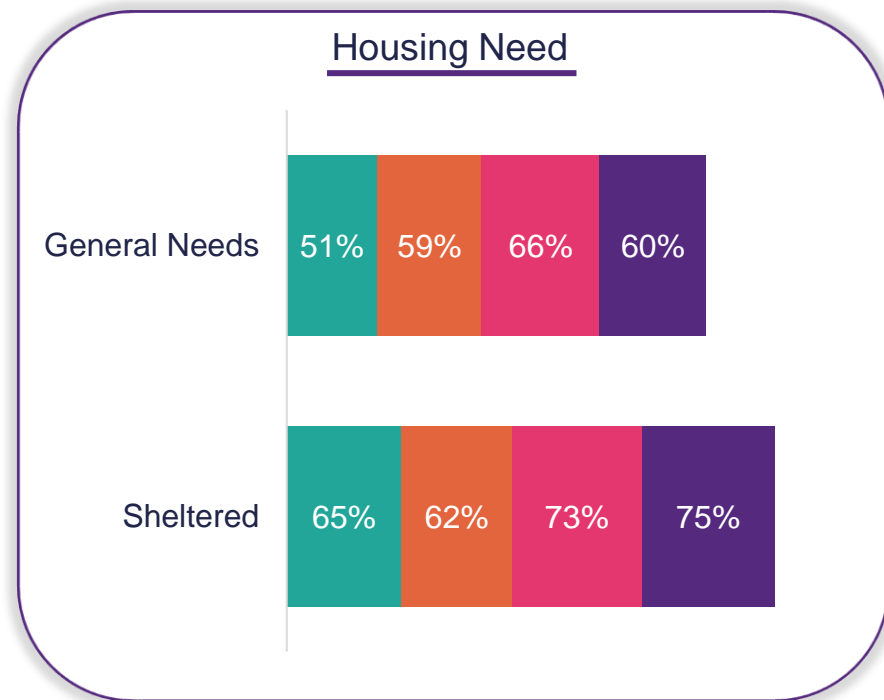
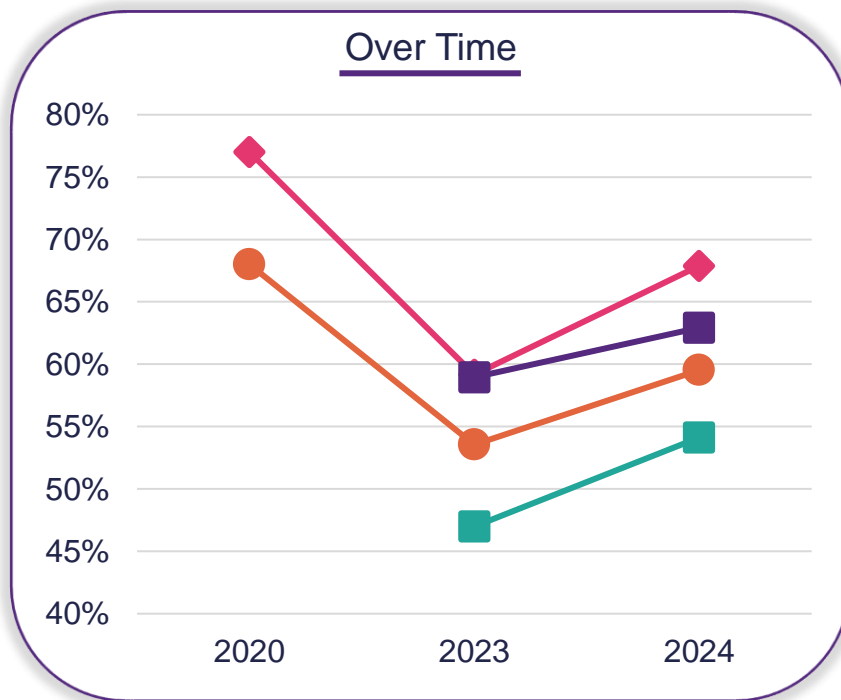
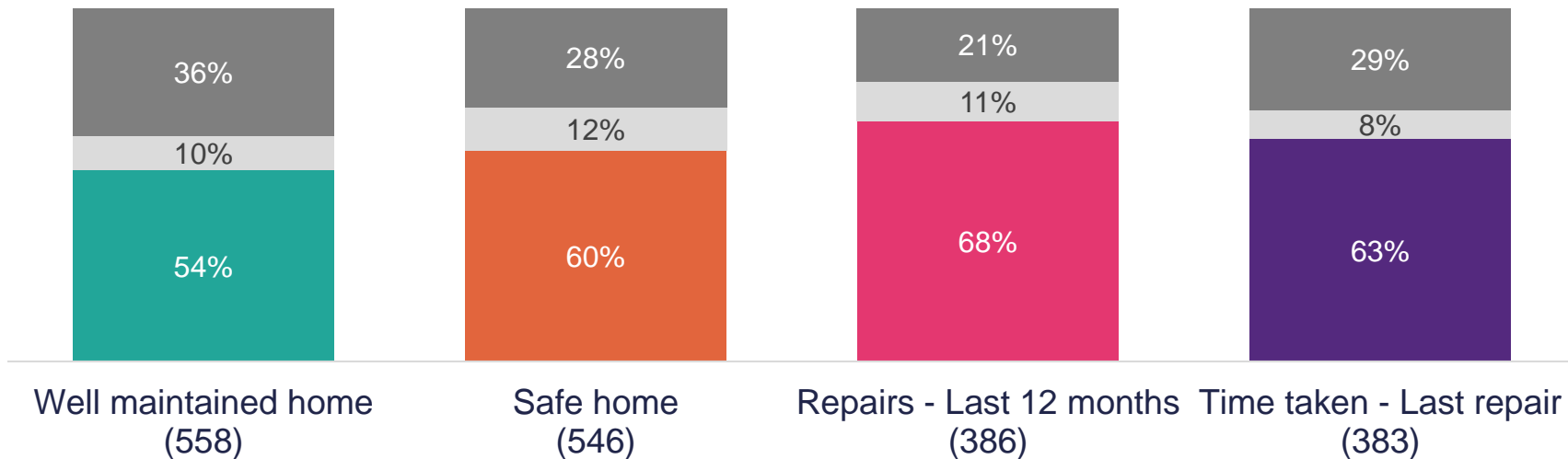
As is common in surveys of this kind, more tenants are satisfied their homes are safe (60%), than well maintained (54%), with these measures increasing by 6p.p and 7p.p respectively.

The safety of the home can be influenced by a range of factors, including building security, repair issues and safety checks, as well as neighbourhood problems, such as anti social behaviour.

The home being well maintained is typically a key driver of overall satisfaction and this is the case for Adur Homes (see Key Driver Analysis on page 26).

Nearly three quarters of tenants (73%) stated they had a repair carried out to their home in the last 12 months. Of these tenants, 68% are satisfied with the overall repairs service during this period, with slightly fewer satisfied with the time taken to complete their most recent repair (63%). Satisfaction has increased by 9p.p for the overall repairs service and by 4p.p for the time taken.

Sheltered Housing tenants are more satisfied than General Needs tenants on all these measures; including 15% more with the time taken to complete repairs.



Comments – Home or Communal Areas

Tenants not satisfied with their homes or communal areas were asked to explain why and what Adur Homes could improve, with 227 tenants providing comments.

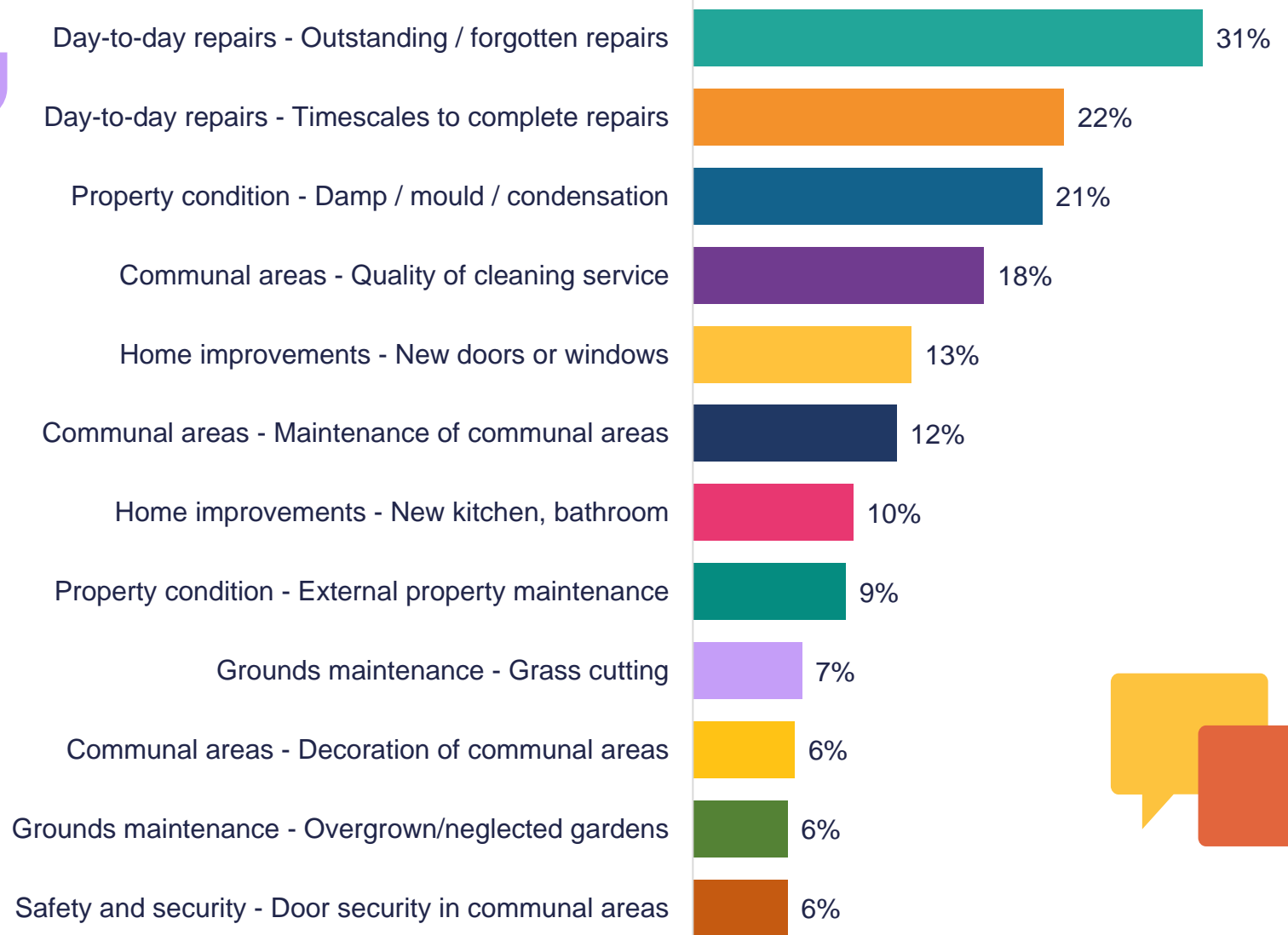
The two top comment areas (as in the previous survey) are concerns with the repairs service, specifically outstanding repairs that have not been dealt with and the time taken to complete repairs.

Additionally, tenants mentioned issues with damp or mould in their homes, and these need to be addressed as a matter of urgency to ensure the health of tenants and the condition of their property does not deteriorate.

Regarding their communal areas, tenants referred to the quality of the cleaning service, as well as the maintenance and decoration of these areas. Grounds maintenance, particularly grass cutting was also commented upon by some tenants both in the East and West.

Other tenants would like improvements to their homes, such as new doors or windows, kitchens and bathrooms.

Examples of the comments received are shown on the following page under relevant headings to give further insight into what tenants are most concerned about in relation to their homes and communal areas.



Number of respondents: 227

Home or Communal Areas – Comments

Repairs service

“Repair works never done; some work I've been waiting 5 years.”

“When reporting repairs, the repairs then need to be addressed. Reported a repair in January. Received email to say building services would be in touch, now October, no contact made.”

“They could improve by making sure the jobs are done that have been on their screens for years, at my house.”

“Follow up with repairs instead of just logging. Complete jobs by when they were raised not by who complains the most.”

“Looking after our home and repairs and maintenance. Running out of money, so you cannot do repairs.”

“Time takes to repair faults and unprofessional workers.”

“Aftercare when repairs are completed. Inspect the repairs.”

“I feel that when things need repairing in my property, it is repaired with cheaper items and less care is taken whilst repairing it in my home.”

Damp, mould and condensation

“I have been living with damp and mould for 7 years.”

“My home is still waiting for repointing, and I have damp starting it's been nearly two years I think since I first reported it.”

“My flat is mouldy due to a ridiculous amount of damp. One wall has one hundred percent dampness.”

“The walls in my bedroom are full of damp. They have someone coming out tomorrow to have a look.”

“The flats are awful, I have damp and mould everywhere, but they said it was condensation and added fans, but nothing has changed.”

“Repairs not done, living with mould, water throughout downstairs toilet, have to use a towel around the washtub, plus many other things.”

“We have suffered with damp and mould on bedroom wall to the outside. We reported it 2 years ago, we have had numerous visits by inspectors taking photos and promising to get it fixed, but we are still having to chase them every other week, still not fixed.”

Cleaning and maintenance of communal areas

“Communal gardens are very unkempt.”

“We pay for cleaning, but it does not get done. I have never seen anyone cleaning.”

“The way they clean the communal area should be improved and fix my windows and my kitchen.”

“Hallways and stairs in need of repair. Communal bins and recycling are very dirty and slippery.”

“Poor upkeep of cleaning. Cleaning logs should be visible as to when it was last cleaned and by who etc.”

“Finish work that you start and keep the communal areas properly clean and maintained.”

“Cleaning, painting, we have paint coming off our walls. Grass cutting, front and back gardens, not been done for last 3 months.”

“They don't clean enough.”

“The cleaning company Blue Frog that contracts for Adur does a terrible job of cleaning the communal areas.”

“The grass has not been cut for months.”

Home improvements

“My kitchen and bathroom are in a bad state.”

“Our home hasn't been renovated for 34 years. It should be looked at every 10 years.”

“Needs windows replaced, old and draughty, been waiting a while. Security door downstairs not working.”

“Could do with modernising with new low flush toilet and new kitchen cupboards, bring up to date for 21st century and out of the 1960s.”

“Windows are outdated, and maintenance takes too long to get done, I waited 7 years for the bathroom to be done.”

“New windows, new kitchen and bathroom and just general maintenance on the building. Damp in the property, front room and bathroom and they have not bothered to sort it out. I have been waiting 10 years for a new bathroom and kitchen.”

“Making sure homes are as energy efficient as possible, we have a very old property, and doors and windows are draughty, there is no ventilation in the lofts, so this gets very damp!”

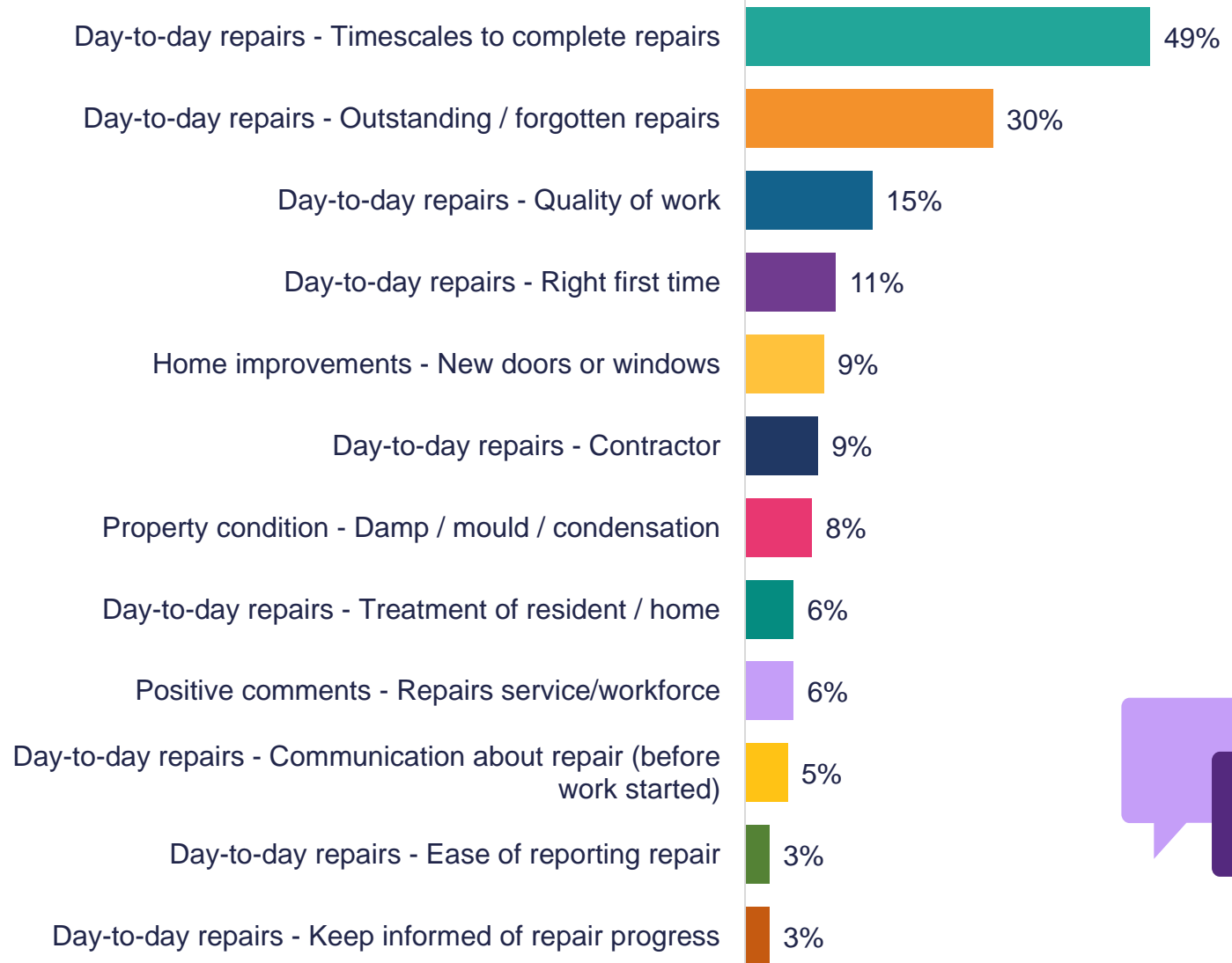
Comments – Dissatisfaction with Repairs

Tenants not satisfied with the repairs and maintenance service were also asked to provide more information and what could be improved, with 138 tenants giving comments.

As in the previous survey, tenants most frequently referred to the timescales for completing repairs and outstanding repairs. The time taken to complete repairs is an ongoing theme across the sector, with landlords being impacted by the wider context, such as issues around the cost and availability of labour and materials. In addition, tenants can have high expectations around timescales. These expectations can be a combination of both personal expectations and timeframes from their landlord. Therefore, it is vital Adur Homes keeps tenants clearly informed about repair schedules and how long they can expect to wait, with updates if anything changes.

Tenants also commented upon the quality of work being carried out and repairs not being done right upon the first visit which can lead to further delays and frustration for tenants, as well as ongoing costs for Adur Homes.

Repairs are the main reason for interaction between landlords and their tenants, so it is important improvements are made wherever possible.



Number of respondents: 138

Dissatisfaction with Repairs – Comments

Timescales to complete repairs

“It takes age to get a job done.”

“12 months waiting on mould and still waiting on repairs to roof and loft.”

“Always lengthy time to get anything done and continual chasing.”

“It took nearly 2 years to rehang a radiator, and my boiler keeps breaking and needs a new one.”

“It takes forever for a problem to be sorted out, if ever. I have had several issues since moving in 2 years ago and most have only been sorted recently.”

“They offer the bare minimum and take time they should speed up and improve the repair service, so it is better.”

“When a repair is needed it takes an age before anything is even looked at.”

“They desperately need more staff as repairs can take weeks.”

“Latest repair was nearly 3 years ago, only just repaired.”

Outstanding/forgotten repairs

“Multiple things still need doing.”

“They didn’t do the repair correctly and there are still outstanding repairs.”

“I reported our entry system as being broken, with no access at all. It’s still broken.”

“I have had to contact my MP about my windows and heating before anything was done. The damp still hasn’t been sorted, it’s just been ignored.”

“Got a leak from the two flats that are above me and they can’t or won’t repair.”

“Complete the jobs. Do not leave them incomplete for several months.”

“There is outstanding work that needs doing. They need to do their job, keep you informed and for me to not have to chase them all the time.”

“I am happy that they sorted out the boiler, but not happy about the bedroom not being done as there is a damp and mould issue.”

“The repair has not been completed.”

Quality of work

“They tend to bodge jobs rather than doing a proper job.”

“As said the standard of repairs has something to be desired. As mentioned on the other page bathroom boxing doesn’t fit flush.”

“I have a window that has the handle replaced. It is not the correct one and leaves a gap, so the window has a draught! Workmen leave dirty marks on my walls.”

“Standard of workmanship very poor.”

“Stop bodging work or use inappropriate replacements which either look bad in appearance or don’t last as long.”

“We needed a new kitchen cupboard. We got this but the operative didn’t get us the correct size cabinet or right doors, and now our kitchen is awful.”

“Had a repair to ceiling and quality was shocking joins and edges look awful.”

“Staff are incompetent, lazy, terrible workmanship, I often have repairs redone.”

Right first time

“I feel that repairs are done on a fast cheap fix rather than done properly in the first place, as I almost always need to call someone back out to re-fix the problem.”

“Last repair was not completed properly. I am now waiting for the job to be rectified.”

“They sent a bloke out to fix a shower and he said I only have 10 mins to do it, and I will have to come back, and he didn’t come back for 4 weeks.”

“To make sure the repair is done to a proper standard that it doesn’t need repair again.”

“Some repairs seem to be done half heartedly and then someone else had to come and do the same repair again. And some repairs don’t get looked at all.”

“I can only describe the building services team as a jack of all trades and a master of none. Several occasions I have had to have more than one person attend to fix an issue. This also included 6 surveyors for a kitchen which took 7 years to replace.”



Responsible Neighbourhood Management



Responsible Neighbourhood Management

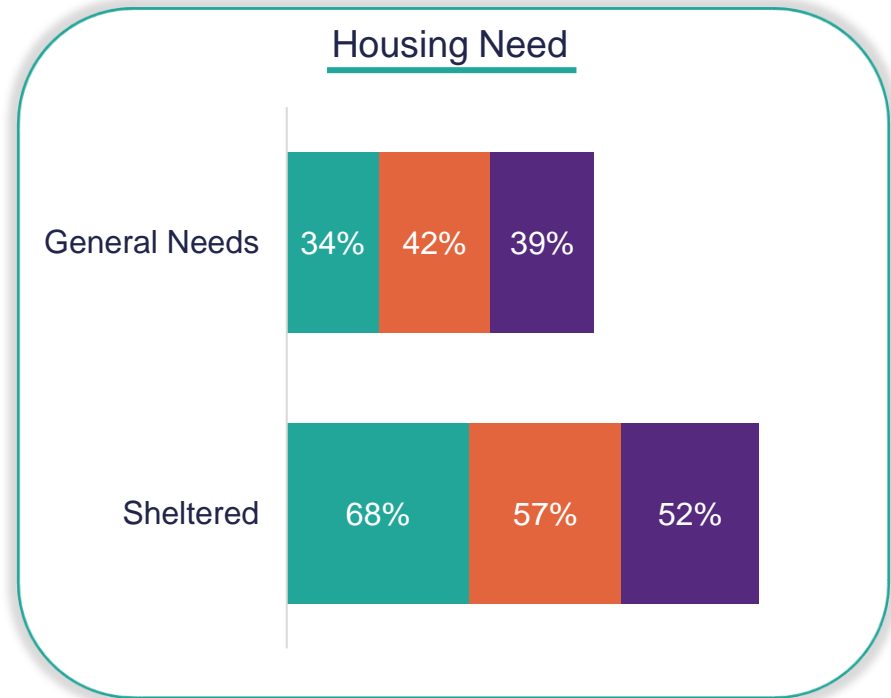
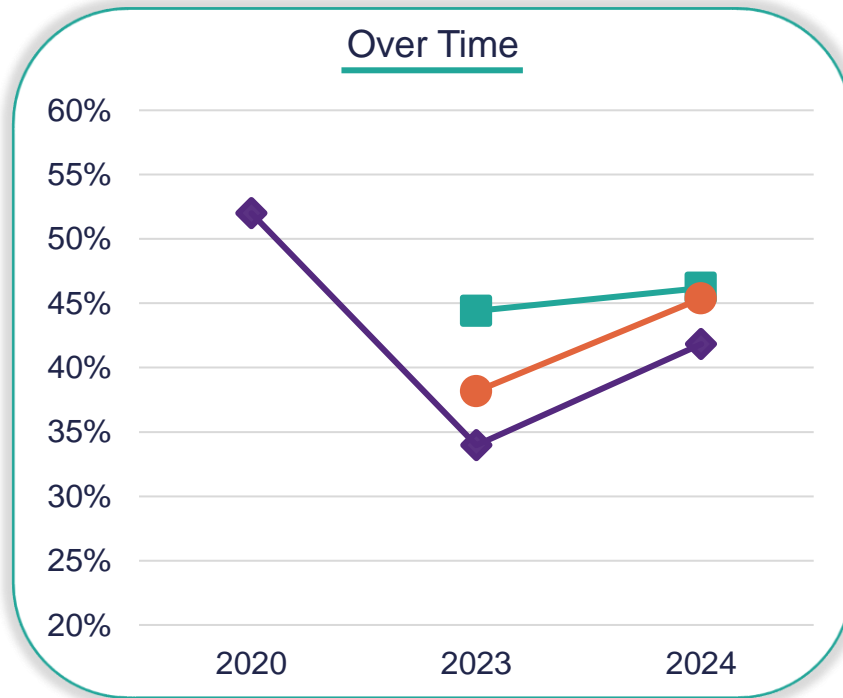
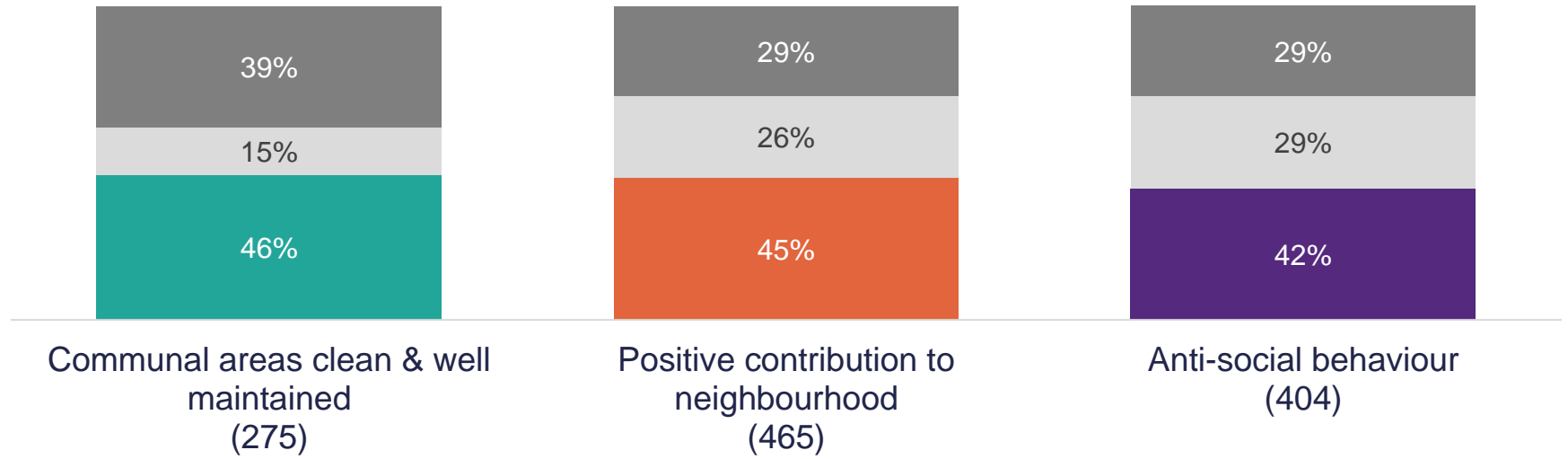
Over half of tenants surveyed stated they live in a building with communal areas, either inside or outside, that Adur Homes is responsible for maintaining (54%).

Of these tenants, just 46% are satisfied their communal areas are kept clean and well maintained; a marginal increase of 2p.p. Two fifths of tenants are dissatisfied (39%), with the aforementioned comments suggesting reasons for this including the quality of the cleaning service, the decoration of communal areas and grounds maintenance, such as grass cutting. Sheltered Housing tenants are far more satisfied than General Needs tenants; 68% compared with 34%.

Under half of tenants are satisfied Adur Homes makes a positive contribution to their neighbourhood (45%), with a considerable proportion neither satisfied nor dissatisfied (26%) perhaps as they are unaware of the contribution Adur Homes makes to the area.

Slightly fewer tenants are satisfied with Adur Homes' approach to handling anti social behaviour (42%), with 29% dissatisfied.

Satisfaction has increased by 7p.p for the positive contribution made to the neighbourhood and 8p.p for the handling of ASB.





Respectful & Helpful Engagement

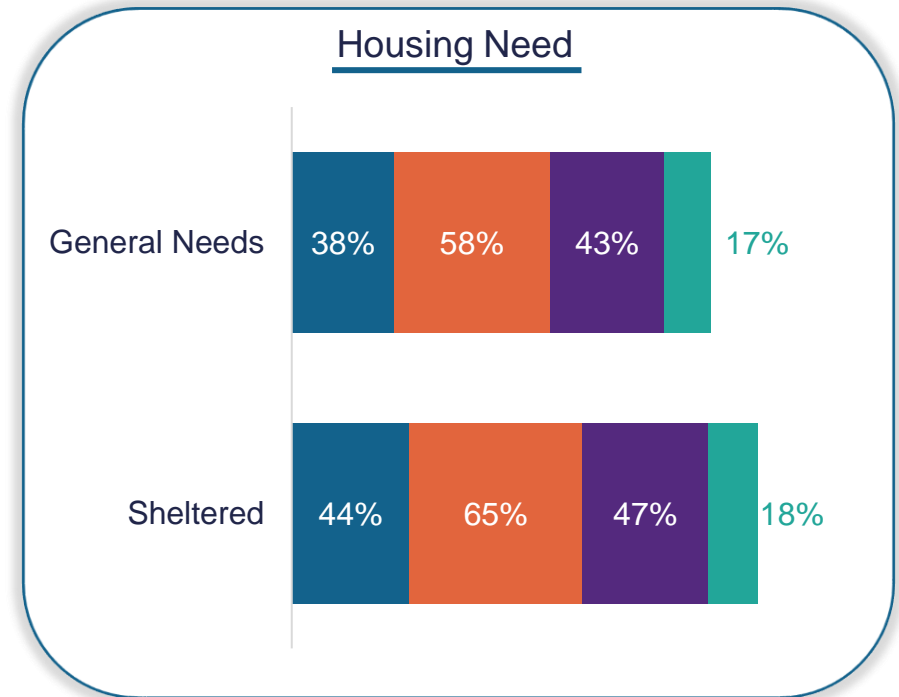
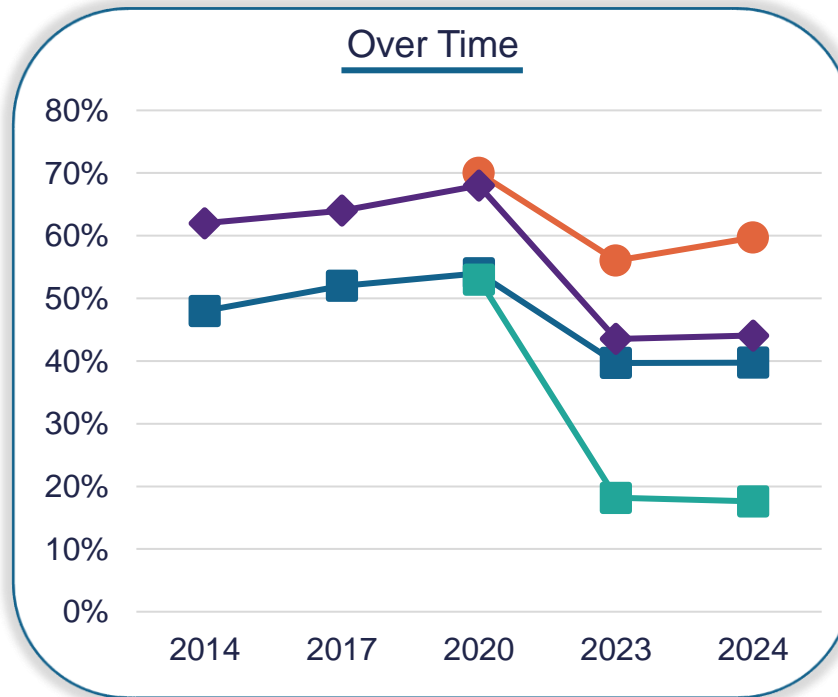
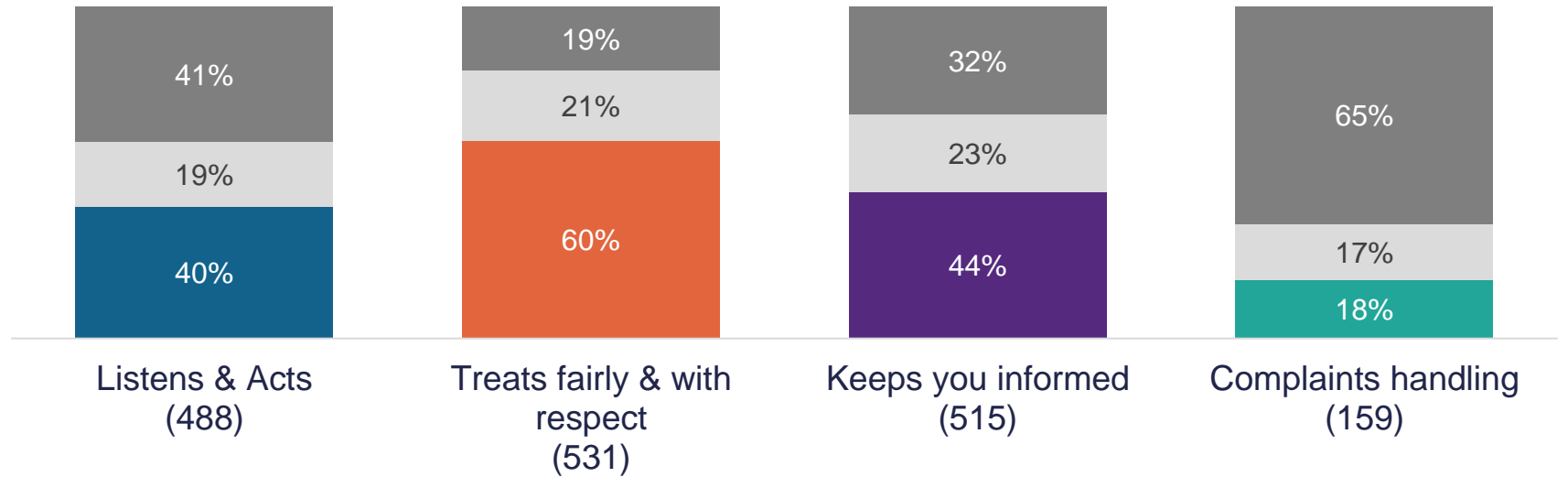


Four out of ten tenants are satisfied their views are listened to and acted upon (40%) the same as in the previous survey. Satisfaction with this measure can be impacted by a range of interactions tenants have with their landlords, including how repair requests, ASB cases and complaints are handled, as well as more formal feedback channels.

Slightly more tenants are satisfied with how they are kept informed about things that matter to them (44%), with one third dissatisfied (32%). Considerably more tenants are satisfied they are treated fairly and with respect (60%). Satisfaction has remained the same for how tenants are kept informed and increased by 4p.p for being treated fairly.

Three out of ten tenants stated they made a complaint to Adur Homes in the last 12 months (31%). This suggests what some tenants consider to be a complaint is likely to have been logged as a service request by Adur Homes. At the same time, a high proportion of complaints alone is not necessarily a negative it can indicate an easily accessible and transparent complaints process. However, just 18% of tenants are satisfied with how complaints are handled, the same as in 2023, with 65% dissatisfied. General Needs and Sheltered tenants are similarly satisfied.

Respectful & Helpful Engagement



Comments – Customer Service & Communications

Tenants who stated they are not satisfied with communications and customer service were asked what could be improved, with 180 comments received.

Once again tenants mentioned the repairs service, including outstanding repairs and the time taken to complete repairs. This demonstrates how this service area, which is often the main reason for tenant landlord contact, can impact a range of metrics in the survey, especially where tenants feel their repair requests are not being listened to.

The customer experience when contacting Adur Homes also appears to be driving dissatisfaction, such as whether tenants' calls and emails are returned, the answering of phones and the care and support provided by staff. Therefore, for some tenants long wait times to speak to Adur Homes seem to be an issue which can leave them feeling frustrated.

Tenants would like to be kept more up to date on progress, showing the importance of regular communication with tenants. Even if there are no positive updates regarding an issue, letting tenants know it has not been forgotten, the reasons behind delays and updates on timescales can help; *The wait times wouldn't be so upsetting if they at least communicated and told me what was going on.*



Number of respondents: 180

Customer Service & Communications – Comments

Repairs service

“Repairs have been communicated and then not completed. New doors have been installed on some properties in the block but no communication as to when the rest will be completed including my own front door.”

“Just need to get on and finish repairs that have been started and sort ones that have been reported.”

“I’ve reported repairs for mould in the bathroom since pre-covid. The mould is getting worse.”

“I have been waiting 3 years for my bathroom floor to be repaired. I always chase and get nowhere, I now live with it, as too stressful to keep chasing.”

“They could get out to us a bit earlier. It took them 6 weeks to even come look at a repair that was necessary.”

“Work does not get done unless a complaint is put in that things are still unfinished after months of calls and the customer service team lying about what stage repairs are at or who is responsible.”

Returning contact

“Return calls when promised and to actually help tenants would be great. I have contacted Adur multiple times she ignores my calls despite the urgency of my case.”

“Any concerns someone promised to call back but never do or when they do you’ve found our own solution.”

“We have e-mailed the housing officer 4 times and head housing and handed letters into the office to both, still no response in 4 weeks.”

“When contacting customer services, nobody ever calls back. I have a stage 2 complaint that should have been resolved by August 1st and have not received any contact.”

“As told the manager would ring and they haven’t rung back or emailed. Tried several times.”

“They always say someone will get back to you but never do, or they pass the buck to someone else.”

“Seldom receive a reply when e-mailing.”

Answering of phones

“Answering the phone more quicker.”

“Being able to talk to someone at a desk rather than be in a queue for hours.”

“They should employ more people to answer the phones. Spending two hours on the phone waiting to get through is not acceptable.”

“Everything is done through appointments, can not get through on the phone. Go back to being able to talk to someone, without making appointments.”

“Long waiting time when phoning.”

“Long wait time to get through to someone, they close for lunch then early afternoons. I work shifts so spend an hour, have used online, but you can’t access the job.”

“It can take ages for the phone to be answered. Will also say that when I eventually get through, the staff are absolutely amazing.”

“The customer service take their time they should speed up.”

Keeping tenants informed

“Keep us up to date with what is happening, I’ve made so many phone calls to chase things up.”

“Keep me informed and more communication on the things.”

“Just keep people up to date with delays and the whys and wherefores! Be honest. Be more understanding. To be fair things have been improving just lately and hopefully will keep improving.”

“No info from them, don’t hear from them.”

“Need to be kept informed at every stage or be able to check online. No one ever calls you back to bring you up to date. No updates on expected improvements. Absolutely awful.”

“When reporting an issue if it is not an emergency, at least let us know, what is the reason, that you hear nothing more about the issue or how long before we get to know.”

“Keep tenants updated. Reply to tenants.”



Trends



Between 2020 and 2023 satisfaction declined considerably although there were several external factors during this time that could have had an impact, such as the pandemic and the effects this had on service delivery.

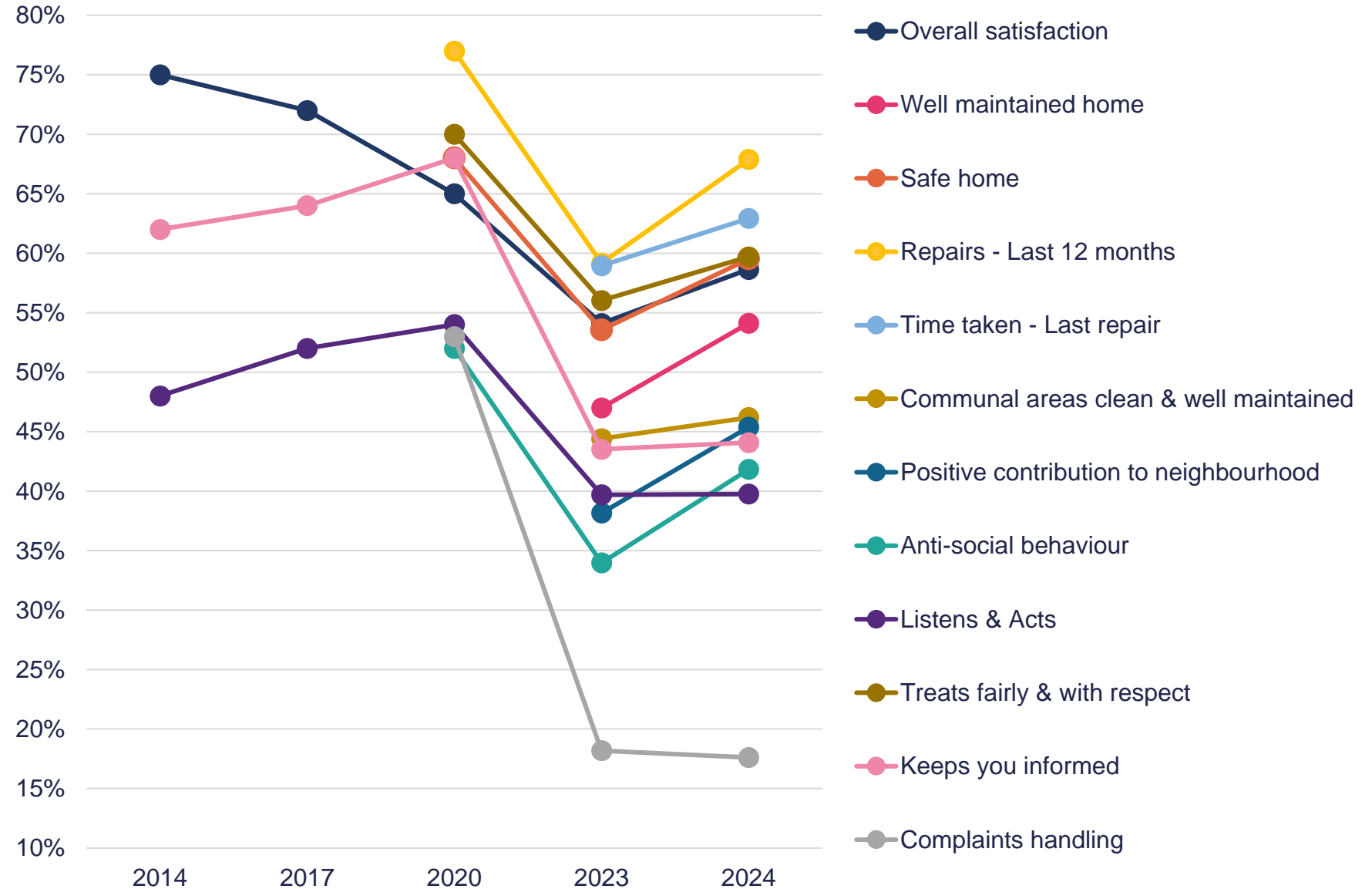
Satisfaction has, however, started to recover in 2024, with all metrics either increasing or remaining the same compared with the previous survey.

The biggest increase is for the overall repairs service over the last 12 months (up 9p.p), followed by the handling of anti social behaviour (up 8p.p), the positive contribution made to the neighbourhood (up 7p.p) and the home being well maintained (up 7p.p).

Other measures have increased by between 2p.p and 6p.p, aside from three which have stayed the same; complaints handling, tenants being kept informed and how views are listened to and acted upon.

For a change to be considered statistically significant, it needs to exceed the combined margins of error for the last two surveys in this case around 7p.p, meaning just ASB handling exceeds this. However, smaller changes can indicate a direction of travel, and it appears Adur Homes is heading in the right way.

Trend Over Time



*Safe home changed from “safe and secure” to just “safe” in 2023. And from 2023 satisfaction with complaints handling is now only asked to those who had used service in last 12 months. Prior to 2023, “treats fairly & with respect” was just “treats fairly”.



Year on Year Change

The table to the right also illustrates the results for 2024, compared with those from 2023. This is the second time the full suite of Tenant Satisfaction Measures have been used in their current format.

This once again highlights the slight increase in satisfaction seen across the board, which is positive given the context in which Adur Homes has been operating (see page 5).

However, there are clearly areas where improvements can be made, with satisfaction with complaints handling remaining at the same low level as in 2023 (18%).

In addition, none of the comparable measures have fully recovered to the levels that were seen in 2020. For example, overall satisfaction has increased by 5p.p to 59%, compared with 65% in 2020.

	2023	2024	Change
Overall satisfaction	54%	59%	5%
Well maintained home	47%	54%	7%
Safe home	54%	60%	6%
Repairs Last 12 months	59%	68%	9%
Time taken Last repair	59%	63%	4%
Communal areas clean & well maintained	44%	46%	2%
Positive contribution to neighbourhood	38%	45%	7%
Anti social behaviour	34%	42%	8%
Listens & Acts	40%	40%	0%
Keeps you informed	44%	44%	0%
Treats fairly & with respect	56%	60%	4%
Complaints handling	18%	18%	0%





Understanding Satisfaction



Satisfaction & Dissatisfaction

The charts opposite show the range of both satisfaction and dissatisfaction with the different measures in the survey.

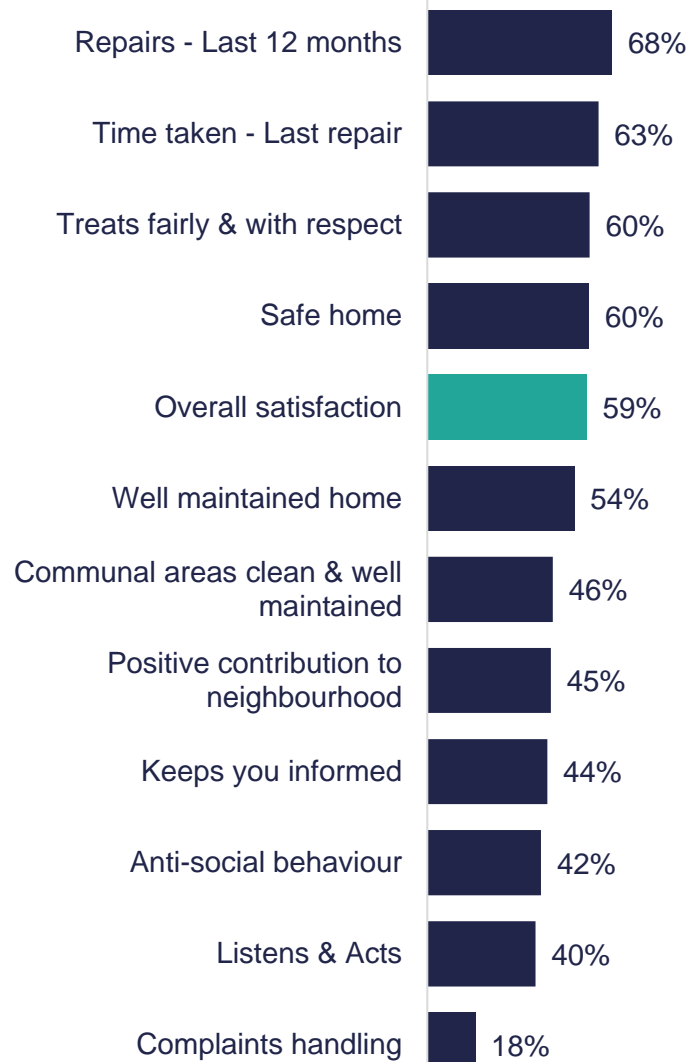
Although satisfaction may appear low, there is sometimes a significant number of tenants who have no opinion either way selecting the neither satisfied nor dissatisfied option, rather than actually being dissatisfied with the service in question.

For example, while just 45% of tenants are satisfied with the positive contribution made to the neighbourhood (ranking in the bottom for satisfaction), 29% are dissatisfied (also in the bottom half for dissatisfaction), with 26% neither satisfied nor dissatisfied. This can imply some tenants are unsure how to interpret this metric and what their landlord is responsible for or are unaware of the contribution Adur Homes makes to their local area perhaps more could be done to promote the positive impact it has.

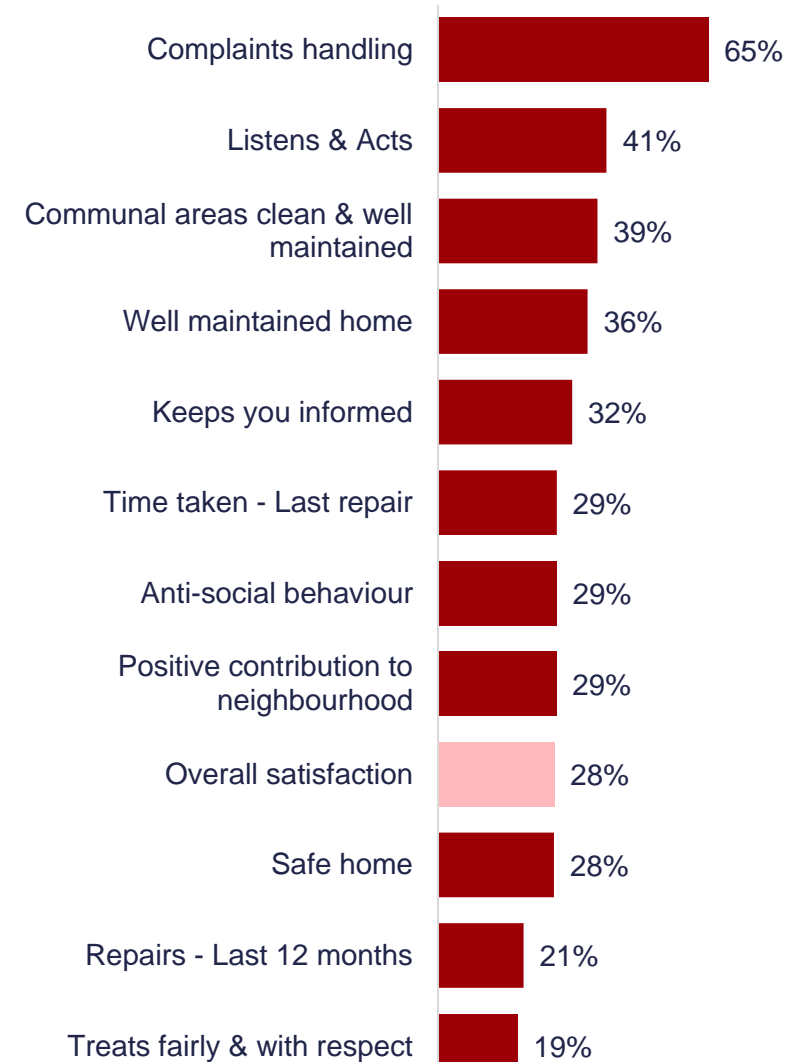
Satisfaction with Adur Homes' approach to complaints handling has both the lowest level of satisfaction (18%) and the highest level of dissatisfaction (65%).

The fewest neither responses are for the time taken to complete repairs (8%), with tenants generally having a strong opinion on this either way.

Satisfaction with measures



Dissatisfaction with measures





The tables to the right include an analysis of all the open ended comments received throughout the survey, with positive comments displayed in green. However, it should be noted, that this is influenced by which metrics had probing questions in the survey.

This demonstrates, perhaps unsurprisingly, the repairs service is by far the most frequently mentioned area by tenants. Property condition and customer services are also highlighted by tenants as top areas of concern in 2024.

Specifically, tenants commented on the time taken to complete repairs and outstanding repairs that have not been dealt with. This is followed by damp or mould problems, with such issues likely to have become more pressing with the arrival of colder temperatures.

Tenants would also like improvements to their homes, including new doors or windows, as well as a better quality cleaning service in the communal areas this is particularly important where tenants are paying relevant service charges.

Analysis of the hot topics will help Adur Homes understand the service areas that matter most to tenants and identify where improvements could have the greatest impact.

Combined Comments

Top Comment Areas	
Day-to-day repairs	50%
Property condition	19%
Customer services & contact	18%
Communal areas	16%
Home improvements	15%
Communications and information	12%
Grounds maintenance	10%
Safety and security	9%
Positive comments	7%
Tenant services and management	7%
Organisational policies	4%

Hot Topics	
Day-to-day repairs - Timescales to complete repairs	25%
Day-to-day repairs - Outstanding / forgotten repairs	25%
Property condition - Damp / mould / condensation	12%
Home improvements - New doors or windows	8%
Communal areas - Quality of cleaning service	7%
Day-to-day repairs - Quality of work	6%
Communal areas - Maintenance of communal areas	6%
Home improvements - New kitchen, bathroom	5%
Property condition - External property maintenance	4%
Customer services & contact - Return call / email	4%
Day-to-day repairs - Communication about repair (before work started)	4%
Day-to-day repairs - Contractor	3%
Day-to-day repairs - Right first time	3%



Key Driver Analysis

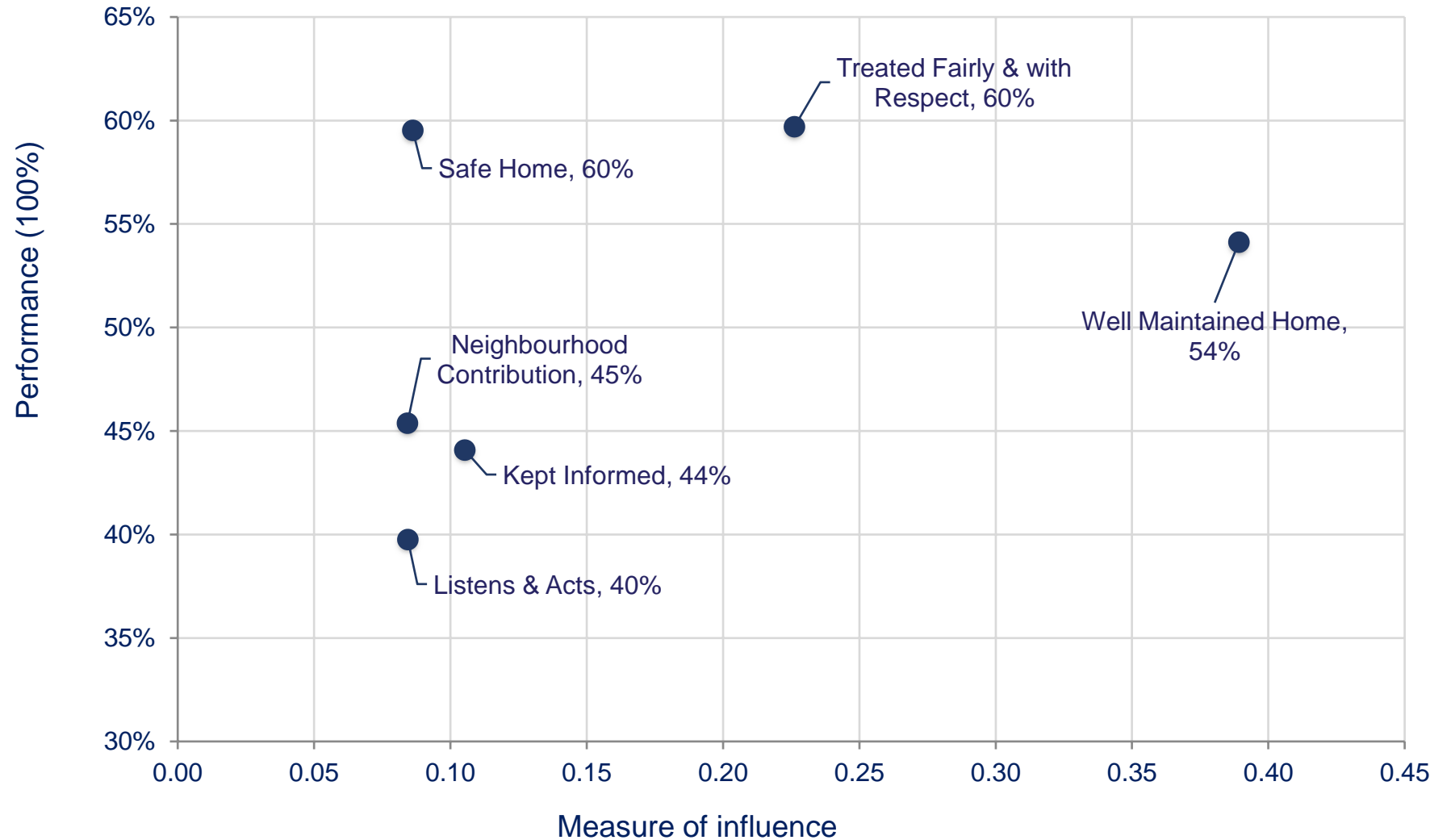
Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord has its own unique pattern of influence, and when considering the results for 2024, the most important driver for tenants' satisfaction with the overall services is that Adur Homes provides a home that is well maintained. This is often identified as the key driver for other social landlords and once again shows the importance of the repairs and maintenance service to tenants.

Tenants being treated fairly and with respect, how tenants are kept informed, listening and acting upon views, the provision of a safe home and the positive contribution made to the neighbourhood, are also important, but not as influential.

This analysis implies if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall service provided.

Key Driver Analysis – Overall Satisfaction



Benchmarking – RSH (LCRA)

In November 2024, the Regulator of Social Housing (RSH) published its 2023/24 analysis on the Tenant Satisfaction Measures for large registered landlords with 1,000 or more homes.

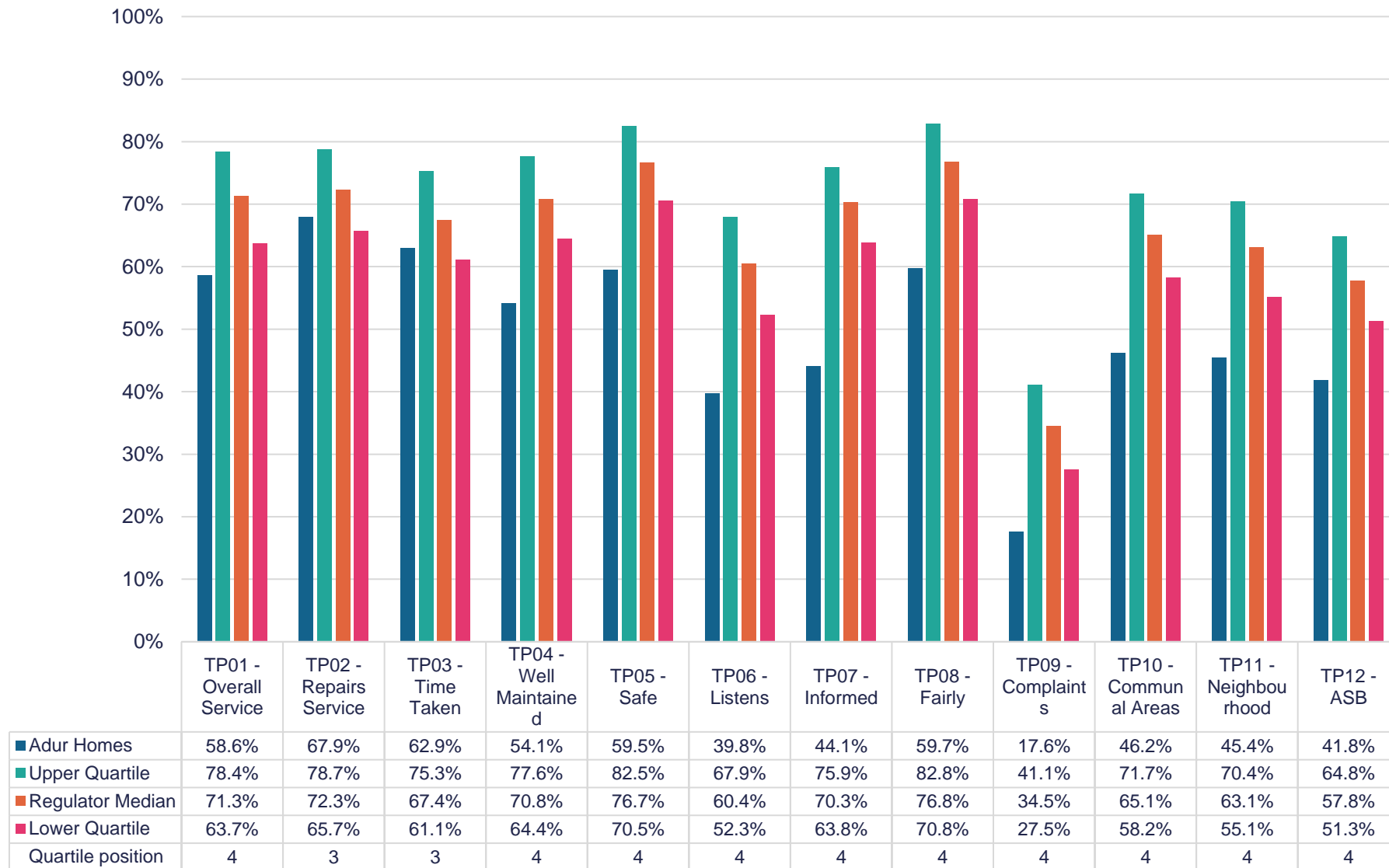
The chart to the right compares Adur Homes' ratings to the lower quartile, median and upper quartile of LCRA landlords, as circulated by the Regulator.

All but two of Adur Homes' ratings fall into the bottom quartile for this group; the only exceptions being the overall repairs service over the last 12 months and the time taken to complete the last repair.

The overall satisfaction rating of 58.6% is 13p.p below the Regulator median.

While comparisons to different landlords should be made with care, this does demonstrate improvements can be made in a range of areas, in particular, tenants being kept informed which is 26p.p below the respective median.

Satisfaction Levels Regulator Median 2023/24



Benchmarking – RSH (LCRA – Local Authorities)

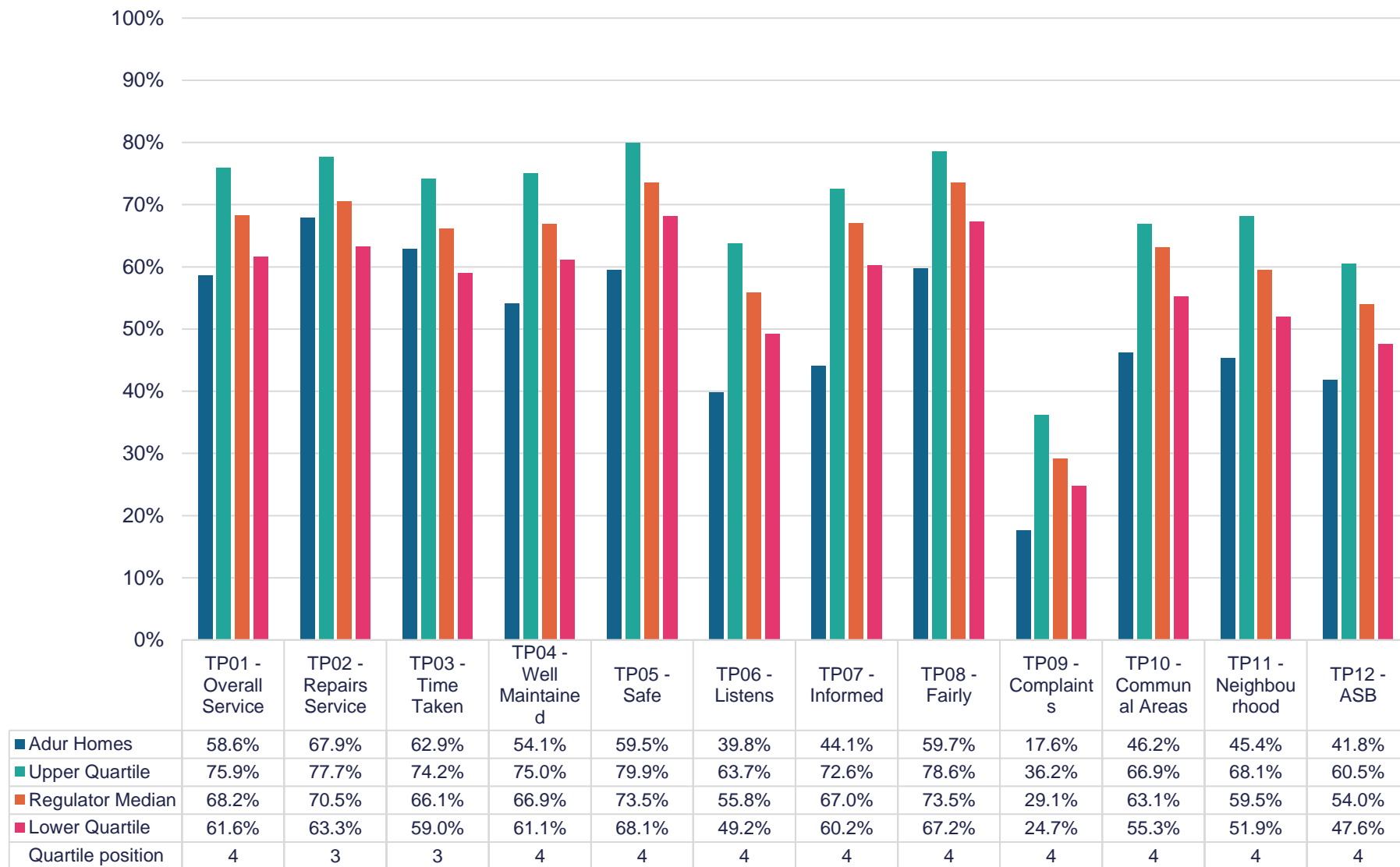
Adur Homes' ratings can also be compared against the results published by the RSH for Local Authorities.

The chart opposite shows the quartile positions for just Local Authorities who have submitted their data to the Regulator for 2023/24.

This group generally does not perform quite as well as the overall group and Housing Associations for example, the median for Local Authorities is 68.2%, compared with 73.2% for Private Registered Providers.

Nonetheless, Adur Homes does not compare particularly well with the Local Authorities group, once again being below the median for all but the two measures regarding the repairs service.

Satisfaction Levels Regulator Median 2023/24



Housing Need

This table shows the 2024 results by housing need and is based on 77% of surveys being completed by General Needs tenants and 23% by Sheltered Housing tenants.

As has been shown throughout this report, Sheltered Housing Tenants are the most satisfied with all the metrics in the survey; which will be in part due to the older demographic makeup of this group (see page 35).

The biggest difference is for the communal areas being kept clean and well maintained, with 34p.p more Sheltered Housing tenants satisfied. This significant difference implies the level of service in these areas is different across these two groups.

There are also 15p.p more Sheltered tenants satisfied with the time taken to complete their last repair and the positive contribution made to the neighbourhood.

However, satisfaction with complaints handling is similar; 17% for General Needs tenants and 18% for Sheltered Housing tenants.



	General Needs	Sheltered
Overall satisfaction	57%	63%
Well maintained home	51%	65%
Safe home	59%	62%
Repairs Last 12 months	66%	73%
Time taken Last repair	60%	75%
Communal areas clean & well maintained	34%	68%
Positive contribution to neighbourhood	42%	57%
Anti social behaviour	39%	52%
Listens & Acts	38%	44%
Keeps you informed	43%	47%
Treats fairly & with respect	58%	65%
Complaints handling	17%	18%

Base: General Needs = 435, Sheltered = 127

Tenancy Type

This table shows the ratings by tenure type and is based on 89% of surveys being completed by secure tenants, 8% by tenants living in Sheltered accommodation and 3% by tenants with Introductory tenancies.

Introductory tenants are the most satisfied with all but two of the measures; the repairs service over the last 12 months and the communal areas being kept clean and well maintained.

Secure tenants are the least satisfied with all the measures, aside from how complaints are handled.

The greatest variances in satisfaction levels are for the overall service provided and the home being well maintained; 37p.p more Introductory tenants are satisfied with both metrics compared with Secure tenants.

	Secure Tenancy	Sheltered Accommodation	Introductory Tenant
Overall satisfaction	57%	63%	94%
Well maintained home	51%	74%	88%
Safe home	58%	66%	75%
Repairs Last 12 months	66%	90%	82%
Time taken Last repair	60%	89%	91%
Communal areas clean & well maintained	42%	67%	62%
Positive contribution to neighbourhood	44%	54%	75%
Anti social behaviour	41%	50%	55%
Listens & Acts	38%	48%	62%
Keeps you informed	43%	51%	64%
Treats fairly & with respect	59%	63%	87%
Complaints handling	17%	15%	33%

Base: Secure Tenancy = 499, Sheltered accommodation = 47, Introductory Tenant = 16



The results can also be analysed by area, with a pretty even split between the number of surveys completed by tenants in the West (290) and those in the East (271). In addition, one survey was completed for Worthing BC, which has not been included in the table.

When comparing the results by area, tenants living in the West are more satisfied with all but four of the measures in the survey; the repairs service over the last 12 months, the time taken to complete their last repair, how anti social behaviour is dealt with and the approach to handling complaints.

However, the differences between the areas are generally quite small, with the biggest difference being 8p.p; for the cleaning and maintenance of the communal areas and complaints handling.

This does suggest that area is not a major factor in determining satisfaction with the services provided.



Area

	West	East
Overall satisfaction	60%	58%
Well maintained home	57%	51%
Safe home	63%	56%
Repairs Last 12 months	66%	70%
Time taken Last repair	62%	64%
Communal areas clean & well maintained	50%	42%
Positive contribution to neighbourhood	47%	43%
Anti social behaviour	42%	42%
Listens & Acts	42%	37%
Keeps you informed	46%	42%
Treats fairly & with respect	63%	56%
Complaints handling	14%	22%

Base: West = 290, East = 271, Worthing BC = 1

Housing Need & Area

When analysing the results by housing need and area, tenants living in Sheltered Housing in the East are most satisfied, scoring the highest levels of satisfaction for 10 of the 12 measures.

The only exceptions are the provision of a safe home and how tenants' views are listened to and acted upon, where Sheltered Housing tenants in the West are the most satisfied. However, these tenants are the least satisfied of all with how complaints are handled (just 11%).

Non sheltered tenants in the East are the least satisfied with all measures, aside from the two repair metrics and complaints handling.

The biggest difference is for the communal areas being kept clean and well maintained; 33% of East non sheltered tenants are satisfied, compared with 74% of East sheltered tenants.

	West dwellings (sheltered)	West dwellings (non sheltered)	East dwellings (sheltered)	East dwellings (non sheltered)
Overall satisfaction	62%	58%	64%	57%
Well maintained home	64%	54%	67%	49%
Safe home	63%	63%	61%	55%
Repairs Last 12 months	69%	65%	83%	68%
Time taken Last repair	73%	57%	79%	62%
Communal areas clean & well maintained	66%	36%	74%	33%
Positive contribution to neighbourhood	55%	43%	63%	41%
Anti social behaviour	46%	40%	67%	38%
Listens & Acts	45%	40%	43%	37%
Keeps you informed	44%	47%	58%	39%
Treats fairly & with respect	64%	63%	67%	54%
Complaints handling	11%	15%	36%	19%

Base: West dwellings (sheltered) = 91, West dwellings (non sheltered) = 199, East dwellings (sheltered) = 36, East dwellings (non-sheltered) = 235, Worthing BC properties = 1



Property Type

	House	Flat	Bungalow	Maisonette
Overall satisfaction	63%	55%	69%	53%
Well maintained home	56%	52%	69%	32%
Safe home	67%	55%	68%	33%
Repairs Last 12 months	66%	70%	66%	57%
Time taken Last repair	60%	65%	60%	64%
Communal areas clean & well maintained	62%	46%	50%	33%
Positive contribution to neighbourhood	51%	43%	45%	21%
Anti social behaviour	48%	40%	43%	15%
Listens & Acts	42%	39%	37%	29%
Keeps you informed	49%	41%	47%	37%
Treats fairly & with respect	63%	56%	70%	53%
Complaints handling	18%	19%	8%	20%

Base: House = 200, Flat = 295, Bungalow = 48, Maisonette = 19

When considering the results by property type, most of the surveys were completed by tenants either in houses (200) or flats (295), with far fewer in bungalows (48) or maisonettes (19).

Tenants living in a house are the most satisfied with five of the measures, however, they are the least satisfied with the time taken to complete their last repair.

Tenants in bungalows are also the most satisfied with four of the metrics, including the overall service provided, that their homes are safe and well maintained and that they are treated fairly and with respect.

On the other hand, tenants in maisonettes are the least satisfied with all but two of the measures in the survey; the time taken to complete their most recent repair and the approach to handling complaints.

The biggest difference across property types is satisfaction with the home being well maintained; 32% of tenants in maisonettes are satisfied, compared with 69% in bungalows.



Length of Tenancy

Considering the survey results by length of tenancy, tenants who have been living in their homes for less than one year are the most satisfied, giving the highest ratings for ten of the 12 measures. The only exceptions are how they are kept informed about things that matter to them and the approach to handling complaints.

Tenants with tenancy lengths of over 20 years are generally the second most satisfied. These tenants are more likely to be older and as shown on the following page, satisfaction tends to increase with age.

The least satisfied are tenants with tenancy lengths of 6 to 10 years and 11 to 20 years, compared to new tenants these tenants are more likely to have experienced a range of problems with their homes.

However, it is tenants of 1 to 3 years who are the least satisfied with both metrics regarding the repairs service.



	< 1 year	1 3 years	4 5 years	6 10 years	11 20 years	Over 20 years
Overall satisfaction	75%	63%	55%	48%	57%	65%
Well maintained home	75%	65%	51%	43%	51%	58%
Safe home	74%	62%	58%	46%	59%	68%
Repairs Last 12 months	88%	55%	77%	60%	70%	72%
Time taken Last repair	76%	58%	62%	60%	68%	60%
Communal areas clean & well maintained	82%	45%	63%	40%	33%	50%
Positive contribution to neighbourhood	64%	50%	44%	41%	38%	49%
Anti social behaviour	55%	44%	43%	36%	34%	49%
Listens & Acts	50%	46%	38%	35%	31%	47%
Keeps you informed	42%	45%	50%	37%	43%	49%
Treats fairly & with respect	70%	67%	64%	53%	58%	60%
Complaints handling	13%	16%	25%	13%	11%	27%

Base: <1 year = 28, 1-3 years = 64, 4-5 years = 43, 6-10 years = 124, 11-20 years = 136, Over 20 years = 167

Age Group

It is common in surveys of this type that older people tend to be more satisfied than their younger counterparts, as is the case with Adur Homes' tenants.

The 85 and over age group are the most satisfied with five of the measures in the survey, with those aged 75 to 84 the most satisfied with seven.

On the other hand, tenants aged 25 to 34 are the least satisfied with all the measures in the survey, aside from complaints handling. This includes just 33% satisfied with the overall service provided by Adur Homes, compared with 78% of tenants aged over 85.

The greatest variance in satisfaction ratings is for the home being well maintained; tenants aged 75 to 84 are 48% more satisfied than those who are 25 to 34.

	25 34	35 44	45 54	55 59	60 64	65 74	75 84	85+
Overall satisfaction	33%	51%	44%	56%	56%	67%	73%	78%
Well maintained home	24%	48%	34%	56%	59%	61%	72%	71%
Safe home	26%	58%	41%	66%	60%	68%	73%	71%
Repairs Last 12 months	51%	64%	52%	67%	73%	71%	85%	87%
Time taken Last repair	47%	60%	50%	62%	71%	67%	76%	86%
Communal areas clean & well maintained	17%	44%	21%	45%	52%	57%	60%	58%
Positive contribution to neighbourhood	26%	50%	27%	40%	44%	49%	58%	55%
Anti social behaviour	21%	33%	23%	42%	43%	49%	58%	58%
Listens & Acts	20%	37%	29%	38%	44%	47%	46%	54%
Keeps you informed	23%	38%	28%	47%	45%	51%	57%	56%
Treats fairly & with respect	45%	58%	51%	58%	57%	63%	68%	80%
Complaints handling	12%	10%	14%	0%	23%	19%	27%	20%

Base: 0-24 = 4, 25-34 = 46, 35-44 = 67, 45-54 = 81, 55-59 = 57, 60-64 = 66, 65-74 = 104, 75-84 = 67, 85+ = 36, NO DATA = 34



This table shows the results split by the method used to respond to the survey. Completing the survey by post is the more popular method, with 43% of tenants responding this way, compared with 32% completing the survey online and 23% over the telephone.

Tenants who completed a telephone survey are the most satisfied, with the highest ratings for seven of the measures. Those completing the survey online are the least satisfied, with the lowest ratings for all the measures.

Younger tenants are more likely to have completed their survey online – 66% of tenants aged under 35 did, compared with 18% of those aged 75 and over.

In the survey, tenants were also asked what their preferred method for taking part would be in the future, with 32% selecting a postal survey, 33% an email with a link, 22% a telephone call and 5% a text with a link, while 8% are not sure.

This does suggest Adur Homes took the right approach in using a mixed mode methodology and allowing tenants to take part via different methods.



Response Method

	Postal	Online	Telephone
Overall satisfaction	64%	50%	60%
Well maintained home	61%	40%	61%
Safe home	68%	42%	70%
Repairs Last 12 months	72%	62%	67%
Time taken Last repair	61%	61%	69%
Communal areas clean & well maintained	55%	32%	54%
Positive contribution to neighbourhood	49%	28%	69%
Anti social behaviour	47%	25%	62%
Listens & Acts	45%	27%	50%
Keeps you informed	49%	29%	58%
Treats fairly & with respect	66%	45%	69%
Complaints handling	24%	12%	15%

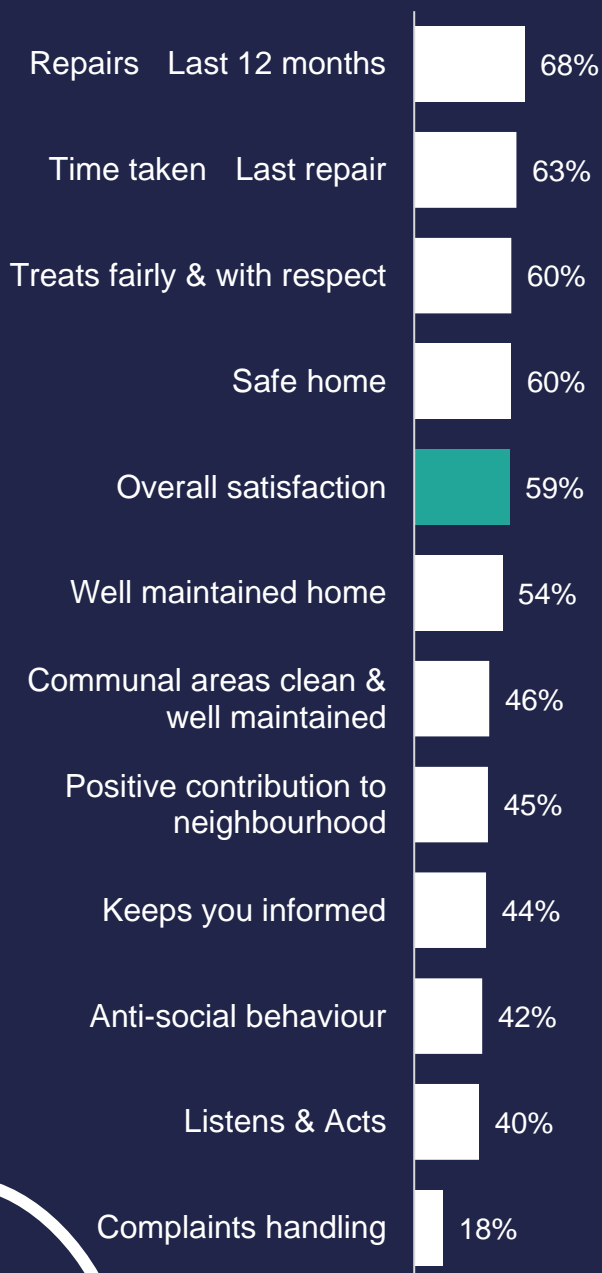
Base: Postal = 242, Online = 191, Telephone = 128



Conclusion



Satisfaction 2024



Summary of Results

Acuity was commissioned to undertake an independent satisfaction survey of the tenants of Adur Homes, using a mix-mode approach of postal, online and telephone questionnaires. The survey incorporated all the TSMs which became mandatory for Registered Providers of social housing to collect from April 2023 and were reported on for the first time in 2024. This is, therefore, the second time these measures have now been collected, meaning all can be compared with the previous survey.

Although six of the 12 measures have satisfaction ratings above 50%, all fall below the median when benchmarking the scores against the Regulator’s figures for low cost rental accommodation. Satisfaction is highest for the overall repairs service over the last 12 months (68%), followed by the time taken to complete the last repair (63%), tenants being treated fairly and with respect (60%) and the provision of a safe home (60%).

On the other hand, satisfaction is lowest for Adur Homes’ approach to complaints handling, with just 18% of tenants satisfied. Correspondingly, this metric has the highest level of dissatisfaction (65%). Dissatisfaction with this service is likely to incorporate more than just how tenants’ complaints are handled – for example, tenants not getting the resolution they want or expect, or still awaiting the final outcome. It should also be noted that this is often the worst-performing measure for registered providers, as seen on the benchmarking information pages.

Compared with the previous survey in 2023, satisfaction has either increased or stayed the same for all the measures. The biggest increase is for the overall repairs service over the last 12 months (up 9p.p), followed by the handling of anti-social behaviour (up 8p.p), the positive contribution made to the neighbourhood (up 7p.p) and the home being well maintained (up 7p.p). Other measures have increased by between 2p.p and 6p.p, aside from three which have stayed the same; complaints handling, tenants being kept informed and how views are listened to and acted upon.

The survey included several open-ended questions giving tenants the opportunity to expand on their reasons for dissatisfaction and offer improvement suggestions. Tenants most frequently mentioned the repairs service, particularly outstanding repairs and the timescales to complete repairs, as well as the quality of work. Tenants would also like improvements to their homes, such as new windows or doors, as well as issues with damp or mould to be resolved. A review of these comments will help Adur Homes understand where it should focus its improvement efforts.

This report has also analysed the satisfaction ratings of several different subgroups. Tenants living in the West tend to be the most satisfied overall, although tenants living in Sheltered Housing in the East are also satisfied. Tenants with tenancy lengths of less than one year are the most satisfied, which is common in surveys of this type. Once again as is usual, the older tenants are the most satisfied, with Sheltered Housing tenants more satisfied than General Needs tenants. A comparison of how services are being delivered in the better-performing areas may help to identify what is driving the varying levels of satisfaction and where improvements are possible.

Recommendations

Adur Homes' aim is to put tenants at the heart of everything it does by ensuring quality services are delivered effectively and are shaped by the people who live in its homes.

The survey results feed into this aim, providing an important benchmark for Adur Homes as it rolls out its improvement plans and areas for focus.

The comments provided by tenants give insight into what they are most concerned about and will help Adur Homes target services and utilise resources to achieve the greatest impact.

Shown opposite are some recommendations Adur Homes may wish to follow up on to help improve satisfaction in the future.



How complaints are dealt with

The approach to handling complaints received the lowest satisfaction rating (18%), which has stayed the same since the previous survey. It is also one of only two measures, where dissatisfaction is higher than satisfaction. Satisfaction with complaints handling can be due to a range of factors, including tenants receiving a response and being kept informed about the progress of their complaint, as well as the complaint being resolved quickly, with a positive outcome. Some landlords have included further questions to find out more about the process and where things do not work as well as they should; this is something Adur Homes may wish to consider for the future. It is also vital that avenues for complaining are open and that tenants know how to make complaints, with this process being easily accessible and transparent.



Customer services and communication

Just 40% of tenants are satisfied their views are listened to and acted upon and 44% that they are kept informed about things that matter to them. It appears some tenants are having issues getting in touch with Adur Homes – with their contact not being returned and long wait times for phones to be answered. This can leave tenants feeling frustrated and like they are being ignored, particularly concerning repair issues. Tenants would like to be kept more up-to-date, and this is something that can help even if the updates are not particularly positive – letting tenants know their issue has not been forgotten and the reasons behind delays, etc. In addition, Adur Homes should reach out to those tenants who gave permission to be re-contacted to discuss any concerns raised in the survey, this can be an opportunity to demonstrate that it listens to its tenants' views and acts upon them.



Repairs service

Although the highest levels of satisfaction are found for the repairs service and satisfaction has improved since the previous survey, it is the main focus of negative comments when tenants were asked what could be improved. In particular, tenants mentioned outstanding repairs that have not been dealt with and the time taken to complete work. These concerns could be linked to issues around resources and delays caused by more urgent problems. Tenant expectations around timescales can also sometimes be hard to match, but good communication is once again important so tenants are fully aware of when a repair will be done and kept informed of any progress or delays. Many tenants also mentioned the quality of work, which suggests spot-checking may be necessary to ensure standards are met. The home being well maintained is the key driver for overall satisfaction, so it is important improvements are made wherever possible. Some tenants are also experiencing problems with damp and mould, which need to be resolved as a matter of urgency.

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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