

Platform Housing Group Tenant Satisfaction Measures Survey Annual report 2023/24 (Q1-Q4)

April 2024



IFF Research

Introduction

10/10/2024

Tenant Satisfaction Measures

The Regulator for Social Housing published the final Tenant Satisfaction Measures (TSMs) in September 2022, which came into effect in April 2023. Platform Housing Group commissioned IFF Research to carry out their Tenant Satisfaction Measures survey. IFF Research is an independent research agency with extensive experience in gathering robust customer feedback for a wide range of sectors. IFF Research is conducting a monthly TSM survey on Platform's behalf. This is the annual report of 2023-24 and reflects on Q1, Q2, Q3, and Q4 of survey feedback from eligible customers.

Overview of Tenant Perception Measures (TPMs)

TP01 – Overall satisfaction

Keeping properties in good repair

TP02 – satisfaction with repairs

TP03 – satisfaction with time taken to complete most recent repair

TP04 – satisfaction that the home is well maintained

Maintaining building safety

TP05 – satisfaction that the home is safe

Respectful and helpful engagement

TP06 – satisfaction that landlord listen & acts

TP07 – satisfaction that landlord keeps tenants informed

TP08 – agreement that landlord treats tenants with fairness and respect

Effective handling of complaints

TP09 – satisfaction with complaints handling

Responsible neighbourhood management

TP10 – satisfaction with communal areas kept clean and well maintained

TP11 – satisfaction that landlord makes a positive contribution to neighbourhoods

TP12 – satisfaction with ASB handling

Sampling requirements from April 2023

Regulatory requirements based on assumptions from Platform Housing Group's Statistical Data Return 2023:

Tenure type	Population	Confidence interval required	Number of interviews
LCRA	40,200	+/- 2%	2262 (minimum)
LCHO	6,199	+/- 4%	547 (minimum)
Total	46,399		2,809

The TSM survey is conducted on a monthly basis with 70% of surveys carried out via telephone and 30% online via email.

Representative quotas have also been put in place for the TSM survey. After reviewing the overall eligible customer population and the customer feedback received in the baseline TSM survey conducted in February 2023, representative quotas were set for the age group of customers to be surveyed that reflect the age groups of the overall eligible customer population. These groups have been set for both LCRA and LCHO customers.




Methodology

This report provides cumulative full year results from Q1, Q2, Q3 and Q4 surveys.

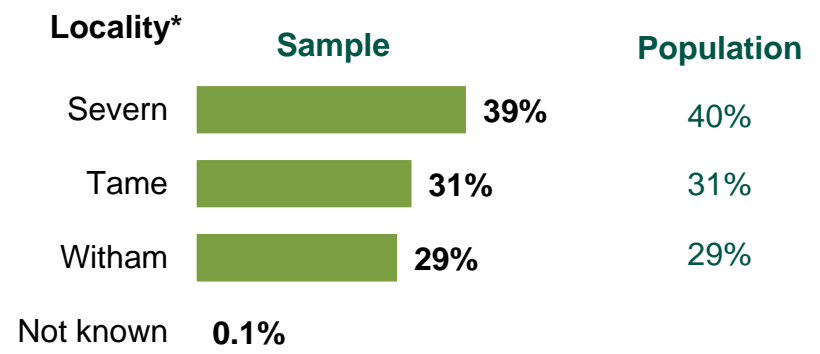
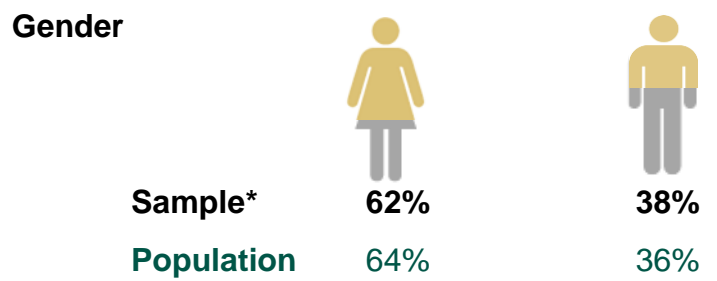
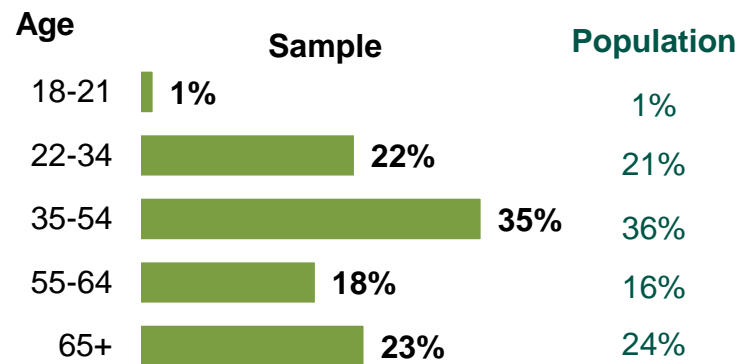
- Across Q1 – Q4 combined, a total of 2,958 interviews have been conducted: 2,375 with LCRA customers and 583 with LCHO customers.
- At each quarter interviews were carried out in 3 localities – Severn, Tame and Witham.

NB: Throughout the survey, base sizes exclude those who responded with 'don't know', 'unable to answer', 'N/A', or 'refused'.

	Population	Total Interviews	Q1	Q2	Q3	Q4
LCRA	40,200	2,375	544	554	524	753
LCHO	6,199	583	127	114	119	223

	Fieldwork dates 2023/24	 Telephone	 Online	Total
Q1	15 May - 28 Jun	491	180	671
Q2	19 Jul - 26 Sept	486	182	668
Q3	17 Oct - 18 Dec	486	157	643
Q4	18 Jan - 31 Mar	796	180	976
Annual		2259	699	2958

Demographic breakdown of survey respondents Q1-Q4



Tenure	Sample	Population
LCRA	80%	87%
LCHO	20%	13%



Disability	Sample	Population
Yes	9%	9%
No	34%	29%
Not provided	57%	62%



Ethnicity	Sample	Population
White	83.5%	84%
Black	2.2%	2%
Asian	2.2%	1%
Mixed	1.2%	1%
Other	10.7%	1%
Not provided	10.2%	11%

Base: All customers at Q1/Q2/Q3/Q4, Apr 23 – Mar 24 (Base: 2958) * 1 person was 'other' gender

Demographic breakdown of survey respondents, by locality



Witham has slightly older profile and Tame a slightly younger profile.

<u>Age</u>	Sample	Severn	Tame	Witham
18-34	24%	22%	27%	22%
35-64	53%	54%	54%	49%
65+	23%	19%	19%	29%



Severn has above average proportion who are White. Tame has above average proportion from ethnic minorities.

<u>Ethnicity</u>	Sample	Severn	Tame	Witham
White	84%	89%	77%	84%
Non-White	6%	4%	13%	2%
Not provided	10%	7%	10%	14%



All localities are majority female respondents.

<u>Gender</u>	Sample	Severn	Tame	Witham
Female	62%	63%	61%	61%
Male	38%	37%	39%	39%



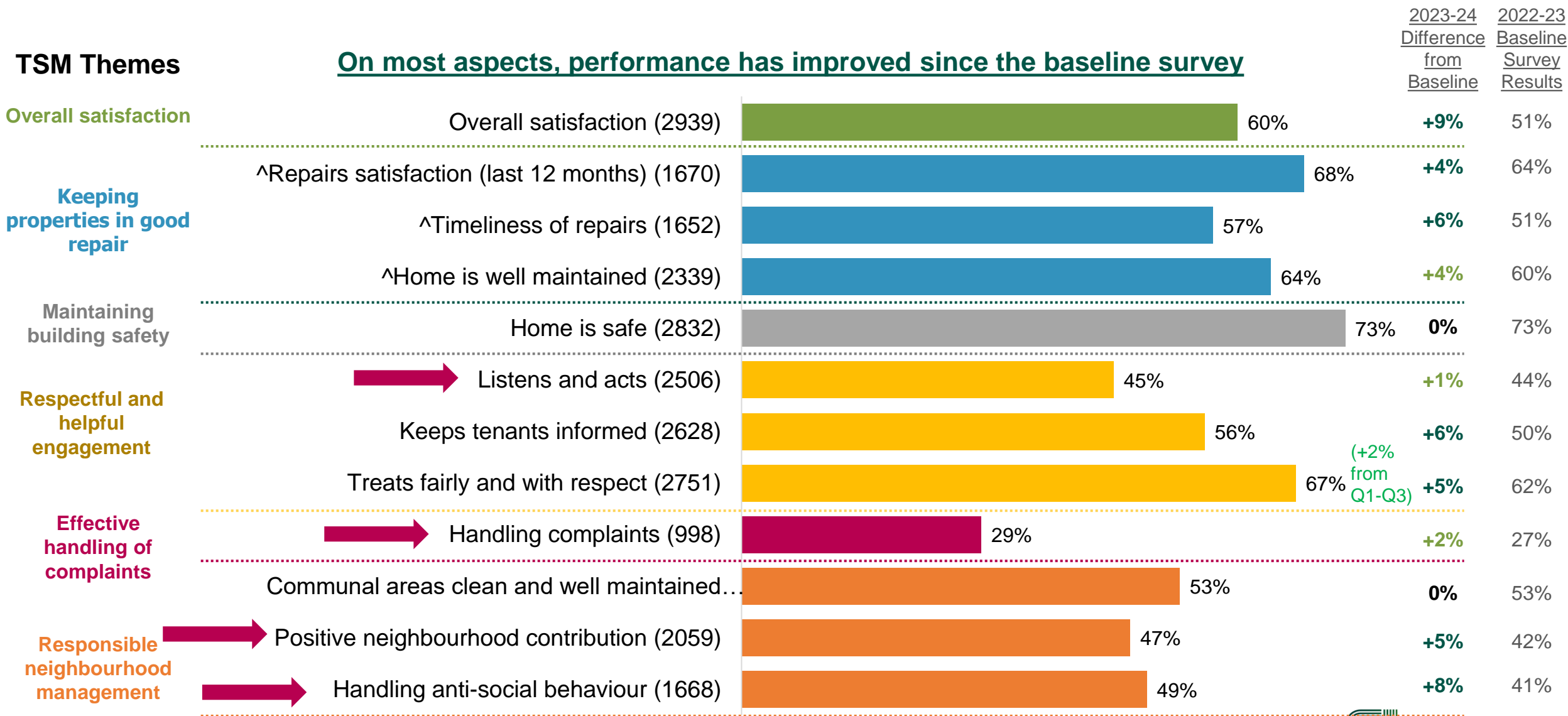
Tame has above average proportion of LCHO customers and Severn has below average proportion of LCHO customers.

<u>Tenure</u>	Sample	Severn	Tame	Witham
LCRA	80%	85%	75%	80%
LCHO	20%	15%	25%	20%

TSM Headline Results 2023-24



TSM results: As before, relative strengths (over 6 in 10 satisfied) are: repairs, maintenance, provision of a safe home and respectful treatment; whilst weakest aspects (under half satisfied) are: listens and acts, handling complaints & ASB, neighbourhood contribution.



Base: All customers at Q1-Q4, Apr 23 – Mar 24 (bases vary by question). ^ These questions only asked of LCRA customers and not of LCHO customers.
 % 'very' or 'fairly' satisfied at each question is shown.



Overall Satisfaction

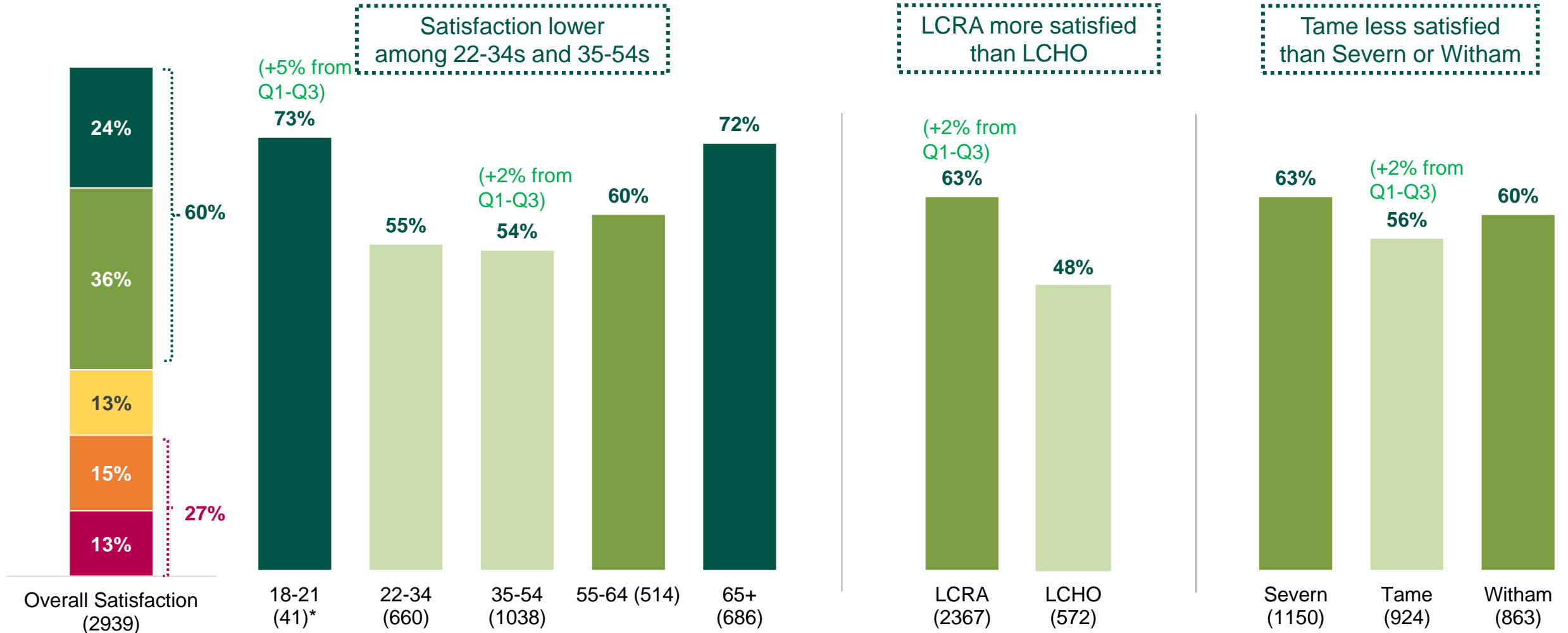


Overall satisfaction breakdown by key characteristics

These general demographic variations at Q1-Q4 were also apparent in the previous quarterly cumulative results throughout 2023/24.

Note how several sub-groups have improved satisfaction since the Q1-Q3 results.

Differences of +/- 2% or more from the previous Q1/Q2/Q3 result are shown.



Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Platform Housing Group?

All customers at Q1-Q4, Apr 23 – Mar 24 (Base: 2939). For variations in % satisfied by sub-groups, base varies by column.

*Please note small base size of 18-21 year olds so result may be unreliable.

(+2% from Q1/Q2 score)

Thank you.

020 7250 3035

info@iffresearch.com



IFF Research

www.iffresearch.com



@IFFResearch



IFF Research