ForHousing

# TENANT SATISFACTION MEASURES (TSM) PERCEPTION SURVEY REPORT

2025

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# Tenant Satisfaction Measures (TSM) PERCEPTION SURVEY REPORT

**This report summarises our approach to TSM Perception Survey requirements of the Regulator of Social Housing (RSH) for April 2024 - March 2025 inclusive.**

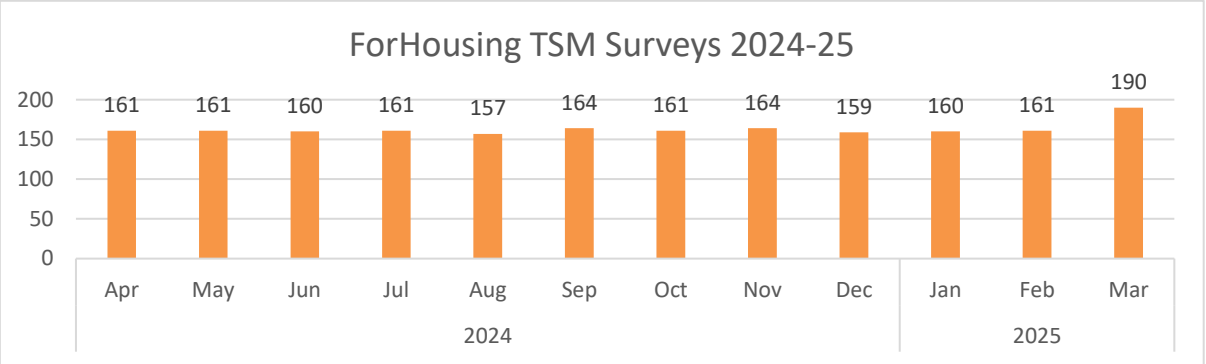
## About our approach

In total we conducted 1,959 surveys, not every person surveyed answered every question – our breakdown of responses is as follows:

| Question: | Responses: |
|---|---|
| Taking everything into account, how satisfied or dissatisfied are you with the service provided by ForHousing? | 1,944 |
| In your own words, can you tell me why you gave this response? | 1,207 |
| Has ForHousing carried out a repair to your home in the last 12months? (1219 answered yes and were asked the next two questions) | |
| How satisfied or dissatisfied are you with the overall repairs service from ForHousing over the last 12 months? | 1,203 |
| How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? | 1,181 |
| How satisfied or dissatisfied are you that ForHousing provides a home that is well maintained? | 1,814 |
| Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that ForHousing provides a home that is safe? (anyone not satisfied is asked the following question) | 1,836 |
| Is there anything about your home or the building that you think is unsafe, or anything ForHousing could do to improve the safety of your home? | 215 |
| How satisfied or dissatisfied are you that ForHousing listens to your views and acts upon them? | 1,819 |
| How satisfied or dissatisfied are you that ForHousing keeps you informed about things that matter to you? | 1,805 |
| To what extent do you agree or disagree with the following, “ForHousing treats me fairly and with respect?” | 1,797 |
| Have you made a complaint to ForHousing in the last 12 months? | 1,783 |
| How satisfied or dissatisfied are you with ForHousing’s approach to complaints handling? | 464 |
| Do you live in a building with communal areas, either inside or outside, that ForHousing is responsible for maintaining? | 1,790 |
| How satisfied or dissatisfied are you that ForHousing keeps these communal areas clean and well maintained? | 671 |
| How satisfied or dissatisfied are you that ForHousing makes a positive contribution to your neighbourhood? | 1,750 |
| In your own words, what could ForHousing do to improve your satisfaction with your neighbourhood? | 169 |
| How satisfied or dissatisfied are you with ForHousing’s approach to handling anti-social behaviour? | 1,768 |
| Finally, is there any other feedback you would like to provide to ForHousing that would help them improve their services? | 495 |

## Timing of our surveys

We conducted our surveys between April 2024 and March 2025 inclusive, the following chart shows how these were distributed:




## How we surveyed our tenants

We conducted our surveys in conjunction with an external partner, Kwest Research. They conducted 1,926 telephone interviews on our behalf. We also undertook 33 surveys face to face when members of our Performance Team visited three of our 'Extra Care' schemes and conducted interviews with tenants who would have been unable to participate in our telephone surveys. Tenants were not pre-selected and anyone who was willing to share their opinions was welcome to do so during the drop-in visits.

## Our sampling method

We shared the profile of our tenant data and worked with Kwest Research to select a suitable sample method. In order to achieve a highly representative response, a stratified sampling method was used.

## Ensuring our sample was representative

We asked Kwest Research to baseline our data to ensure our sample was representative of ForHousing tenants along the following measures:

**Tenant**

- Age group
- Gender
- Sexual orientation
- Religion
- Tenancy type
- Economic status
- Ethnic origin

**Property**

- Location (area)
- Household size
- Property type
- Number of bedrooms

This is who our surveys were conducted with against a baseline of our data (percentages below may not add up to 100% due to rounding):

| Age Group | Baseline | Responses |
|---|---|---|
| 16-44 | 40% | 40% |
| 45-64 | 37% | 37% |
| 65+ | 23% | 24% |
| Other values | 0% | 0% |

| Gender | Baseline | Responses |
|---|---|---|
| Female | 63% | 64% |
| Male | 37% | 36% |
| Other Values | 0% | 0% |

| Sexual orientation | Baseline | Responses |
|---|---|---|
| Heterosexual | 85% | 88% |
| Not known / Prefer not to say | 13% | 11% |
| Other values | 2% | 2% |

| Religion | Baseline | Responses |
|---|---|---|
| Christian (All denominations) | 47% | 48% |
| No religion | 39% | 40% |
| Other values | 9% | 8% |
| Not known / Prefer not to say | 5% | 5% |

| Tenancy Type | Baseline | Responses |
|---|---|---|
| Assured | 79% | 78% |
| Assured by mutual exchange | 4% | 5% |
| Other values | 11% | 12% |
| Starter tenancy | 5% | 5% |

| Economic status | Baseline | Responses |
|---|---|---|
| Act seeking work/may recv JSA | 12% | 12% |
| Long-term Sick or Disability | 14% | 16% |
| Not Known / Prefer not to say | 5% | 4% |
| Not seeking work | 16% | 15% |
| Other Values | 7% | 8% |
| Retired not seeing work other | 13% | 14% |
| Working Full Time (Over 35 hr) | 20% | 18% |
| Working Part Time (less 35 hr) | 12% | 13% |

| Ethnic origin | Baseline | Responses |
|---|---|---|
| Other Values | 13% | 13% |
| White (British) | 82% | 82% |
| Not known / Prefer not to say | 5% | 4% |

| Area | Baseline | Responses |
|---|---|---|
| Eccles | 28% | 28% |
| Irlam & Cadishead | 10% | 9% |
| Little Hulton & Worsley | 29% | 30% |
| Oldham South | 5% | 5% |
| Other Values | 2% | 2% |
| Stockbridge Village | 10% | 9% |
| Swinton | 15% | 15% |

| Household size | Baseline | Responses |
|---|---|---|
| Adults: 1 Children: 0 | 39% | 40% |
| Adults: 1 Children: 1 | 8% | 8% |
| Adults: 1 Children: 2 | 5% | 4% |
| Adults: 2 Children: 0 | 18% | 18% |
| Adults: 2 Children: 1 | 5% | 5% |
| Adults: 3 Children: 0 | 6% | 6% |
| Other Values | 19% | 19% |

| Property type | Baseline | Responses |
|---|---|---|
| Cottage Flat | 13% | 12% |
| End Terraced House | 11% | 11% |
| Low Rise Flat | 7% | 8% |
| Medium Rise Flat | 9% | 9% |
| Mid Terraced House | 17% | 17% |
| Multi-Storey Flat | 7% | 8% |
| Other Values | 5% | 5% |
| Semi Detached Bungalow | 6% | 6% |
| Semi-Detached House | 24% | 24% |

| No. of bedrooms | Baseline | Responses |
|---|---|---|
| 1 | 26% | 27% |
| 2 | 39% | 37% |
| 3 | 32% | 32% |
| Other Values | 3% | 3% |

## Sample weighting

Kwest Research ensured that we did not need to apply any weighting to our survey sample. Ongoing monitoring of the responses as the data was collected and the Representation Assessment gave us assurance that our sample was representative of our tenant population. This is demonstrated in the previous tables.

## The role of our survey partner

Kwest Research were responsible for all elements of the telephone survey after we supplied our tenant data to them.

## Exclusions

Kwest Research identified that 266 Low-Cost Rental Accommodation households were excluded from the sampling frame because ForHousing did not hold valid telephone contact details for the household at the time of the survey, either the number was incorrect, no longer in use or not valid for any other reason.
It is not believed that this will have any material impact on the results, which are still considered to be representative of all LCRA households.

## Our sample size

We conducted 1,959 surveys out of our potential tenant population of 17,785 homes. This gives us +/- 2.09% @ 95% confidence level which exceeds the target set by RSH of +/- 3% @ 95% confidence level for a registered provider of our size.

## Incentives

Neither ForHousing nor Kwest Research offered any incentives for tenants who took part in our surveys.

## Any other methodological issues

There do not appear to be any other methodological issues that have a material impact on the tenant perception measures reported.

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## Tenant Satisfaction with ForHousing April 2024-March 2025

| Measure: | Result |
|---|---|
| TP01 – Proportion of respondents who report that they are satisfied with the overall service from ForHousing. | 73.5 % |
| 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. | 76.1 % |
| 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. | 70.8 % |
| TP04 – Proportion of respondents who report that they are satisfied that their home is well maintained. | 74.6 % |
| TP05 – Proportion of respondents who report that they are satisfied that their home is safe. | 79.8 % |
| TP06 – Proportion of respondents who report that they are satisfied that ForHousing listens to tenant views and acts upon them. | 71.9 % |
| TP07 – Proportion of respondents who report that they are satisfied that ForHousing keeps them informed about things that matter to them. | 80.0 % |
| TP08 – Proportion of respondents who report that they agree ForHousing treats them fairly and with respect. | 85.5 % |
| TP09 – Proportion of respondents who report making a complaint in the last 12 months who are satisfied with ForHousing's approach to complaints handling. | 43.8 % |
| TP10 – Proportion of respondents with communal areas who report that they are satisfied that ForHousing keeps communal areas clean and well maintained. | 70.5 % |
| TP11 – Proportion of respondents who report that they are satisfied that ForHousing makes a positive contribution to the neighbourhood. | 75.7 % |
| TP12 – Proportion of respondents who report that they are satisfied with ForHousing's approach to handling anti-social behaviour. | 73.4 % |
| CH01 – Number of stage one complaints received per 1,000 homes. | 145.9 |
| CH01 – Number of stage two complaints received per 1,000 homes. | 19.7 |
| CH02 – Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 99.7% |
| CH02 – Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 98.9% |
| NM01 – Number of anti-social behaviour cases opened per 1,000 homes. | 57.0 |
| NM01 – Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes. | 1.4 |
| RP01 – Proportion of homes that do not meet the Decent Homes Standard. | 0.0% |
| RP02 – Proportion of non-emergency responsive repairs completed within ForHousing's target timescale of 30 days. | 83.6% |
| RP02 – Proportion of emergency responsive repairs completed within ForHousing's target timescale of 24 hours. | 87.7% |
| BS01 – Proportion of homes for which all required gas safety checks have been carried out. | 100.0% |
| BS02 – Proportion of homes for which all required fire risk assessments have been carried out. | 100.0% |
| BS03 – Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. | 100.0% |
| BS04 – Proportion of homes for which all required legionella risk assessments have been carried out. | 100.0% |
| BS05 – Proportion of homes for which all required communal passenger lift safety checks have been carried out. | 100.0% |

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