

eldon housing

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# Eldon Housing Association TSM Report

2024 Report

December 2024

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Eldon Housing Association (Eldon HA) are an established provider of supported housing for older people in Croydon. They currently own 274 properties, which includes Extra Care units, sheltered schemes, general needs flats, and flats for people recovering from mental illness.

In 2024, they re-commissioned Acuity to undertake an independent satisfaction survey of its tenants to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which become mandatory to collect from April 2023 and were reported for the first time this year. It also includes additional questions specific to Eldon HA and probes to gain further insight into what is driving satisfaction and dissatisfaction.

# Introduction

The aim of this survey is to provide data on tenants' satisfaction, which will allow Eldon HA to:

- Provide an up-to-date picture of tenants' perceptions of their homes and the current services
- Compare the results with previous surveys where possible
- Compare the results with other landlords where appropriate
- Inform decisions regarding future service development
- Publish results to residents, as per RSH requirements

The survey was undertaken throughout November and December 2024. It adopted a census approach, with all tenants invited to participate, and used a postal methodology of one mailout. These included a link to complete the survey online if they preferred, as well as a cover letter and a reply-paid envelope. A prize draw incentive was also used, with four tenants winning a shopping voucher.

This report presents an analysis of the results based on the 52 returned surveys. This includes an analysis of results at various subgroup levels, including housing need, scheme, age, and length of tenancy. As this is an annual survey, the report contains an analysis of what is driving satisfaction at Eldon HA, a comparison with other landlords who have completed TSM surveys, and an understanding of the context in which Eldon HA is currently operating.

The survey was confidential, and the results were sent back to Eldon HA anonymised unless tenants gave their permission to be identified – 73% of tenants did give permission to share their responses with their details attached and 84% of these tenants were happy for Eldon HA to contact them to discuss any information they provided.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of  $\pm 5\%$  at the 95% confidence level. For Eldon HA, 52 responses were received in 2024, from a sample of 274, which is equal to a response rate of 19%. This response was high enough to conclude that the findings are accurate to within 12%. Although this is outside the required margin of error, it was expected due to a change in approach this year from two mailouts to one mailout to avoid survey fatigue, and the regulator understands that with such a small number of properties, the requirement is unlikely to be achievable. It was also not a mandatory requirement to undertake this survey this year but has been undertaken as good practice and to retain momentum in the way Eldon HA seeks and acts upon tenant feedback.



# 96%

## Overall Satisfaction

Eldon HA show strong levels of satisfaction across the full range of services provided, with 96% of tenants satisfied with the overall service and seven other metrics over 90%. There are very high levels of satisfaction for providing a safe home and well-maintained home (96%).

Complaints handling has improved 48% since the last survey and is now 100%. Satisfaction is also over 90% repairs in the last 12 months, time taken to undertake the last repair, and treating people fairly and with respect (all 92%), with slightly higher satisfaction for communal areas (93%).

However, there are some areas where improvements can be made – listens and acts (88%), keeping people informed (84%, ASB handling (76%), and the positive contribution Eldon HA makes to the neighbourhood (75%).

## Key Metrics Summary 2024

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96% Well maintained home



96% Safe home



92% Repairs - Last 12 months



92% Time taken - Last repair



93% Communal areas clean & well maintained



75% Positive contribution to neighbourhood



76% Anti-social behaviour



88% Listens & Acts



84% Keeps you informed



92% Treats fairly & with respect



100% Complaints handling



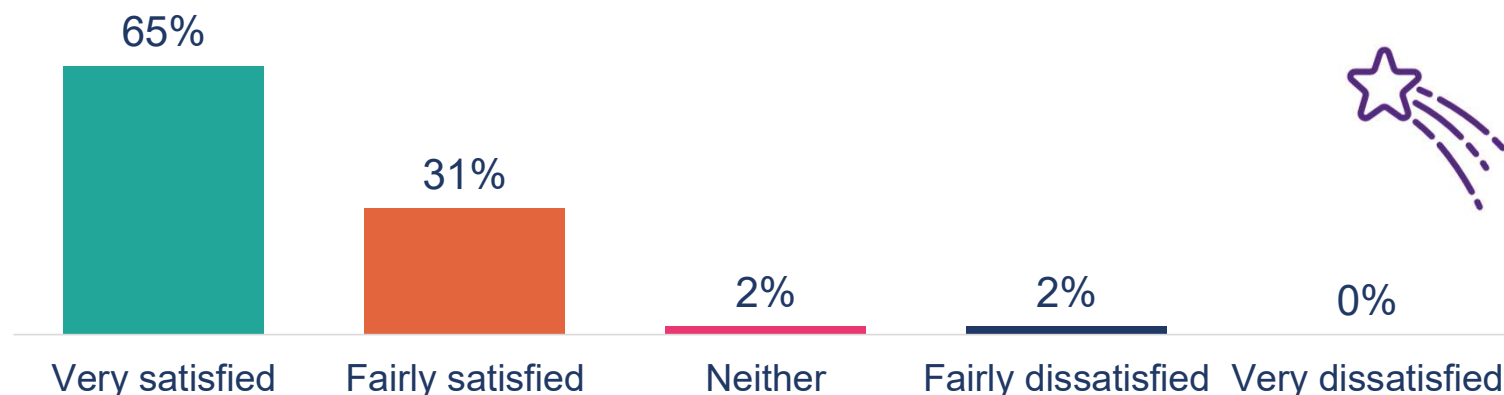


# Overall Satisfaction

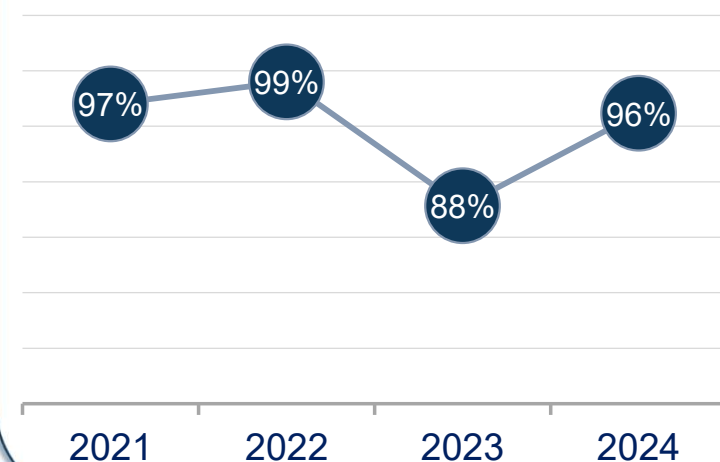




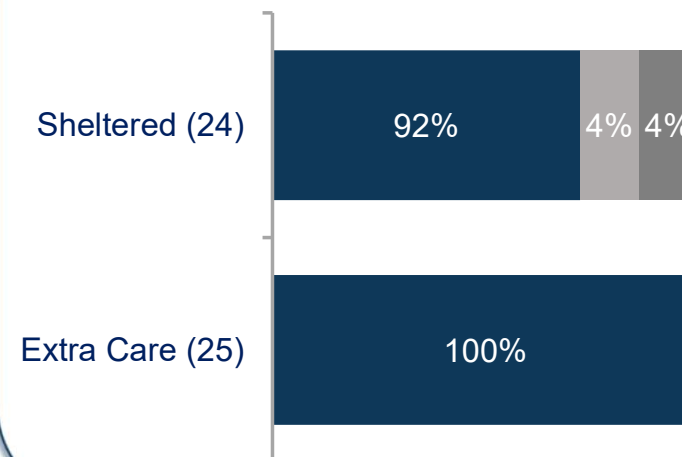
# Overall Satisfaction



## Over Time



## Housing Need



Tenants were asked, “*Taking everything into account, how satisfied or dissatisfied are you with the service provided by Eldon Housing Association?*” This is the key metric in any tenant perception survey.

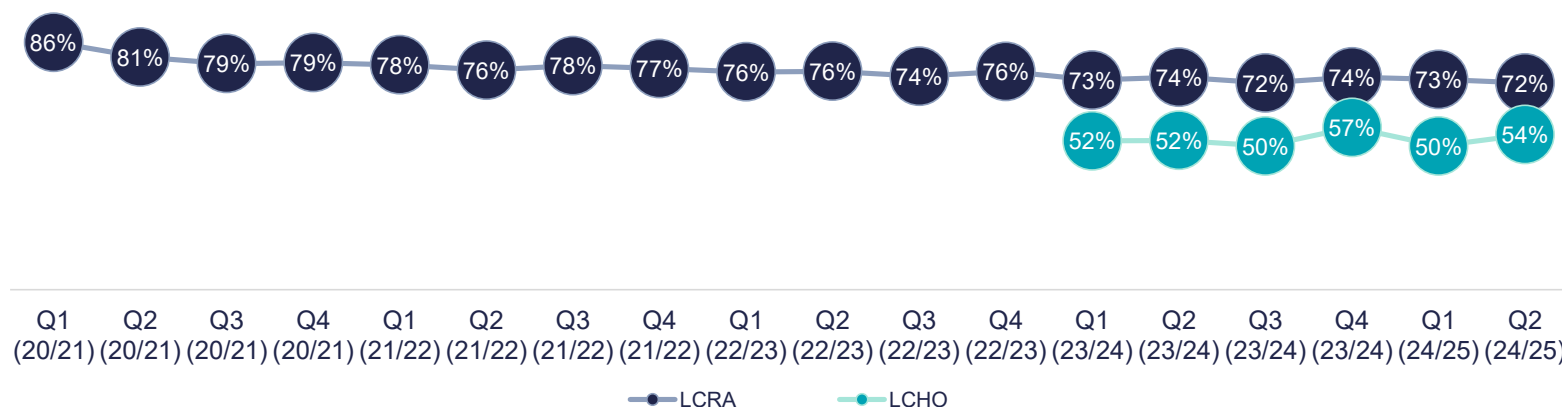
Well over nine out of ten tenants are satisfied (96%), with more very satisfied (65%) than fairly satisfied (31%). Just 2% of tenants are dissatisfied, with a further 2% neither satisfied nor dissatisfied.

Overall satisfaction has increased by 8% since the previous survey in 2023. This returns satisfaction to high levels of satisfaction experienced in 2021 and 2022.

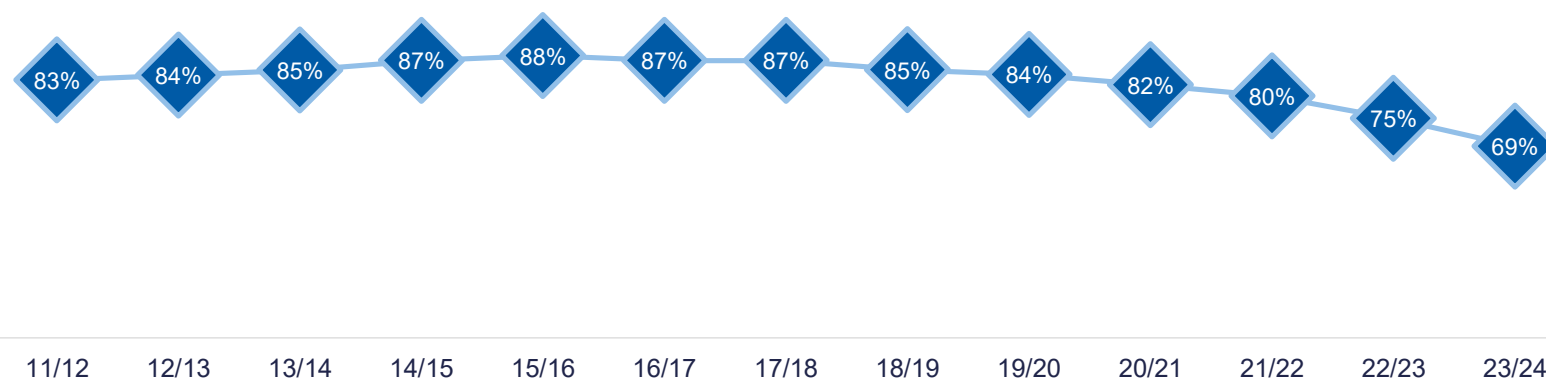
Of the two main groups, Extra Care tenants were the most satisfied (100%) with the overall service provided. Sheltered tenants were slightly less satisfied (92%). The ‘understanding satisfaction’ section of this report also further analyses the ratings by scheme, age, etc.

# National Context

## Overall Services (Acuity Clients)



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



\*As reported by Housemark in 2024. \*\*LCRA only onwards

When considering the results, it is important that the national context and external factors are taken into account. For example:

- Cost of Living Crisis
- New Government & Political Changes
- Uncertainty about the Future
- Economic uncertainty

Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members, which peaked in 2015/16 but has been falling slowly since, even before the effects of the pandemic. The largest decline in satisfaction occurred this year with satisfaction falling below 70% for the first time (69%).





# Keeping Properties in Good Repair





The TSMs split out satisfaction with the home into two questions around its safety and its maintenance. Tenants are equally satisfied that their homes are well maintained and safe (96%).

Around half of tenants had a repair carried out to their homes in the last 12 months (51%). Of these tenants, 92% are satisfied with the overall repairs service during this period a 5% increase since 2023. 92% are satisfied with the time taken to complete their most recent repair, a 12% increase since 2023. Only 4% are dissatisfied. 92% of tenants are satisfied with the way Eldon HA deals with repairs and maintenance over the past 12 months. This is an 8% increase since 2023.

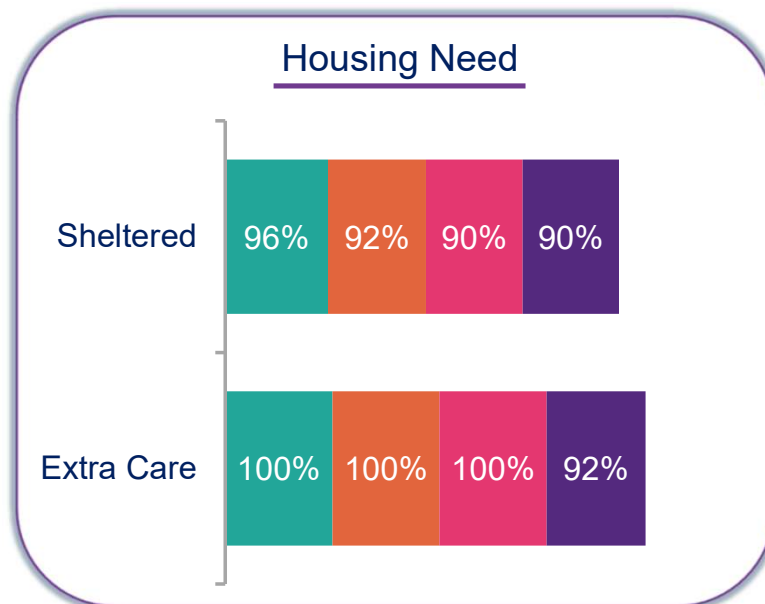
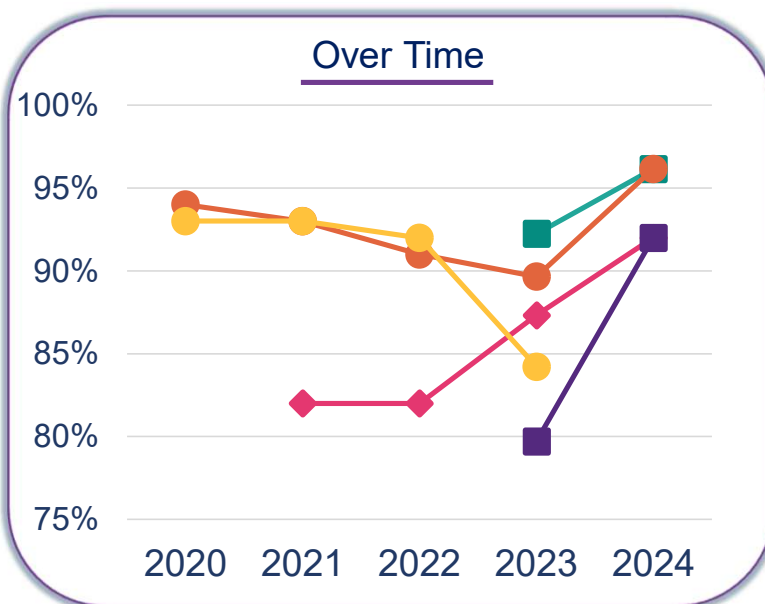
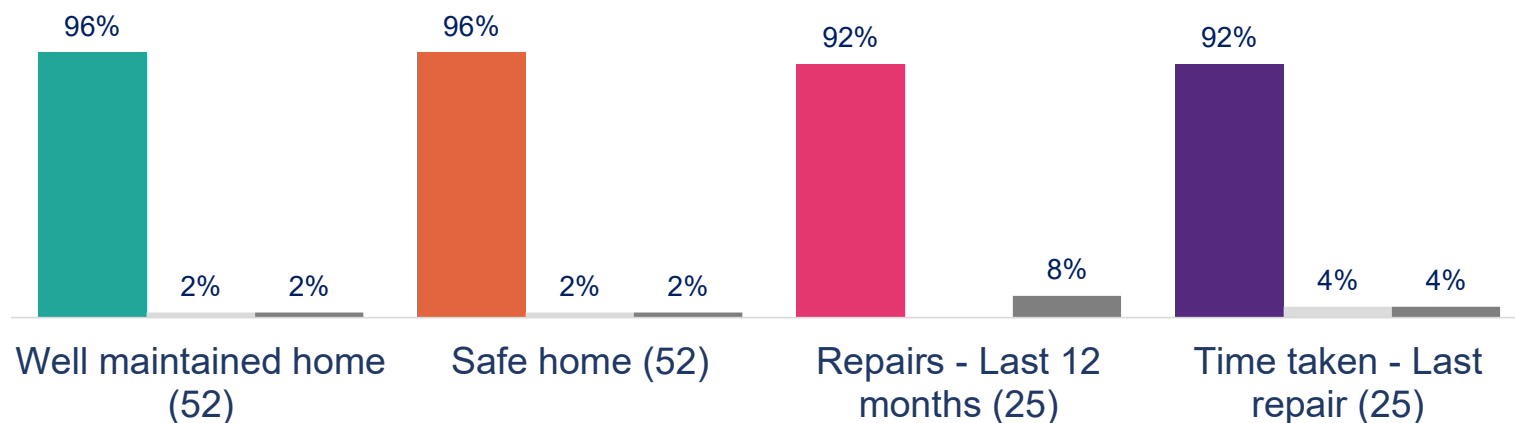
All four measures relating to keeping properties in good repair have increased since 2023, with time taken to complete the last repair experiencing the most marked improvement (12%) compared to the previous survey in 2023.

Extra Care tenants are more satisfied with their homes for all four measures, with three of the measures scoring 100% satisfaction. Sheltered tenants' satisfaction is encouraging though, being at least 90% for all four measures.



## Keeping Properties in Good Repair

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\*Safe home changed from "safe and secure" to just "safe" in 2023.



# Responsible Neighbourhood Management



Almost all tenants stated that they live in a building with communal areas that Eldon HA is responsible for maintaining (99%). Of these tenants, 93% are satisfied with the cleaning and maintenance of their communal areas, with just 7% dissatisfied. Satisfaction has declined by 2% since the last survey.

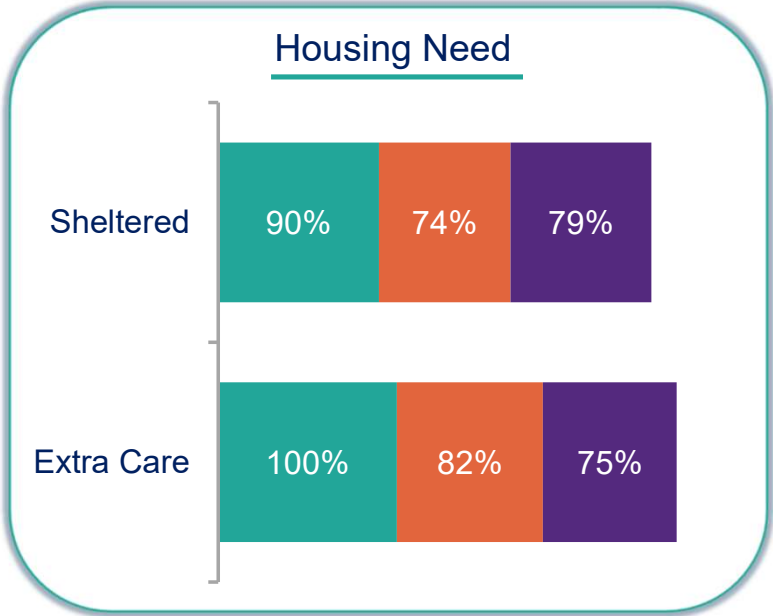
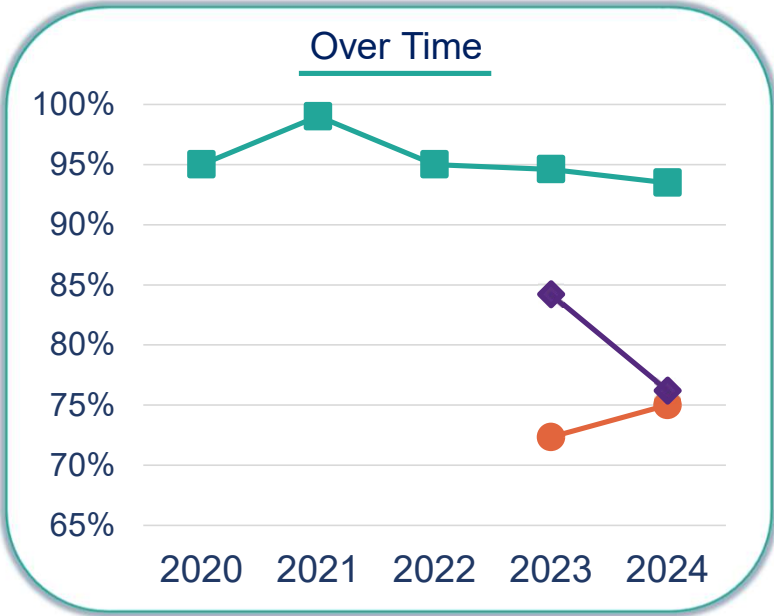
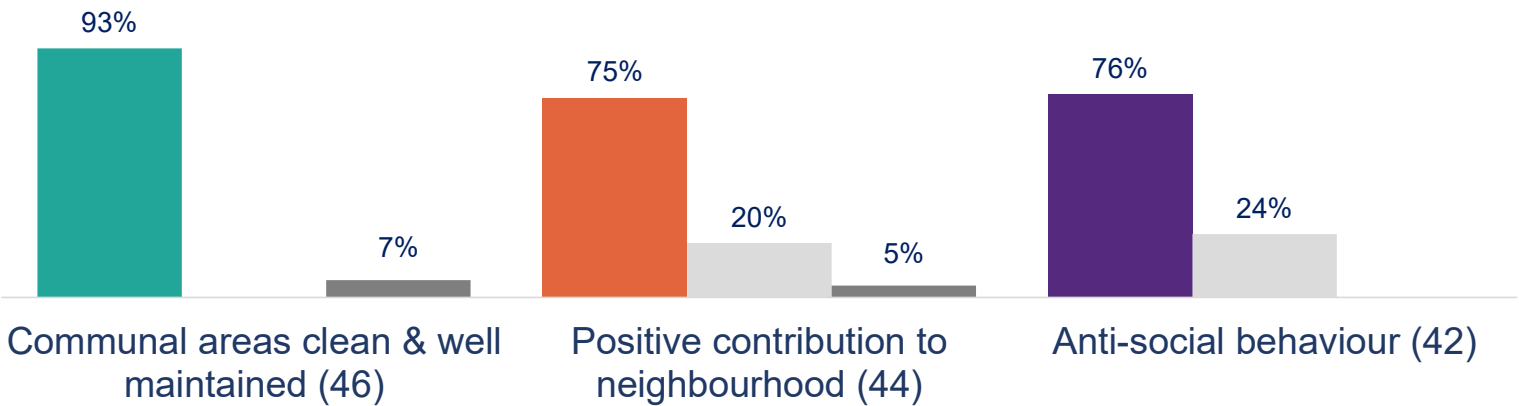
Fewer tenants are satisfied with the positive contribution Eldon HA makes to their neighbourhood (75%), although that has increased by 3% since the last survey. Although 20% gave a neutral response, perhaps because they are unaware of the contribution made. This neutrality score has however declined by 6% since 2023 showing some increase in awareness.

Over seven out of ten tenants are satisfied with how Eldon HA deals with anti-social behaviour (76%), with nobody dissatisfied. The satisfaction here has decreased by 8% since 2023.

The differences between Sheltered and Extra Care tenants vary, with the largest difference relating to communal areas (Extra Care tenants are 10% more satisfied).



# Responsible Neighbourhood Management







# Respectful & Helpful Engagement



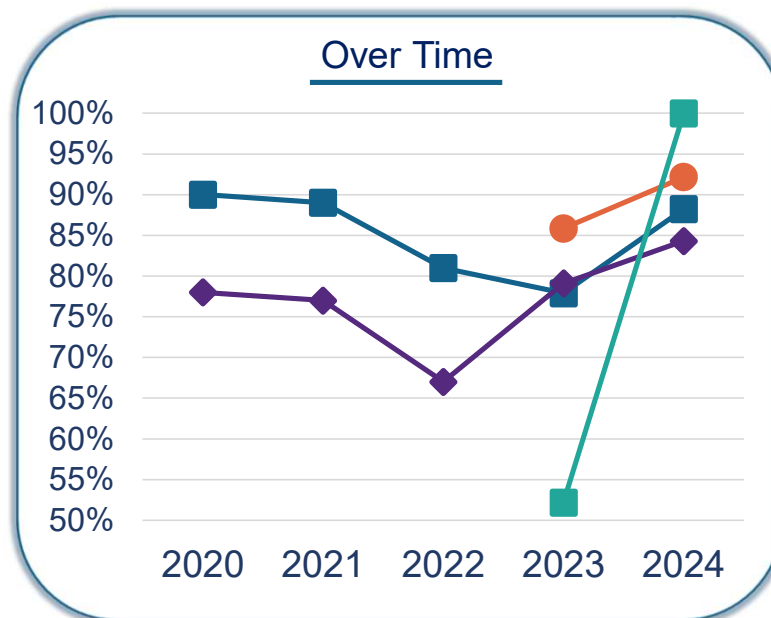
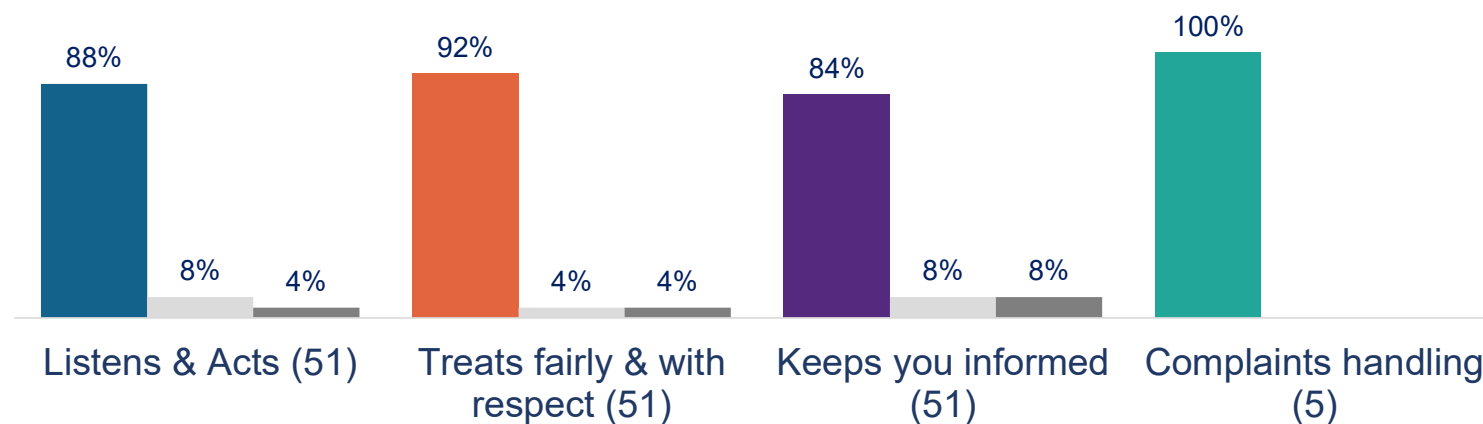
# Respectful & Helpful Engagement

Nearly nine in ten tenants are satisfied that Eldon HA listens and acts (88%), with just 4% dissatisfied. Over nine in ten feel satisfied that they are treated fairly and with respect (92%).

Over eight in ten tenants are satisfied with how they are kept informed about things that matter to them (84%) Satisfaction has increased by 17% since 2022 for how tenants are kept informed.

Only 11% of tenants stated that they had made a complaint to Eldon HA in the last 12 months. Despite this caveat, all of the tenants were satisfied with how this complaint was handled.

Extra Care tenants are the most satisfied with these measures, with 100% satisfaction for being treated fairly and with respect, and complaints handling, and 92% for listening and acting, and keeping tenants informed.



Eldon HA also asked tenants about their Tenants' Panel.

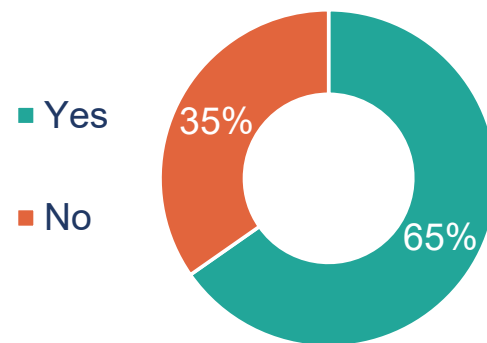
Two-thirds of tenants are aware of the Tenants' Panel (65%). From those who are aware, four in ten would like to know more (39%).

24 tenants shared responses on the impact of the Tenants' Panel. The most positive comment was that the Tenants' Panel listens and acts on views. This was followed by further positive comments that the Panel has good communications and was contactable, as well as being a good overall service.

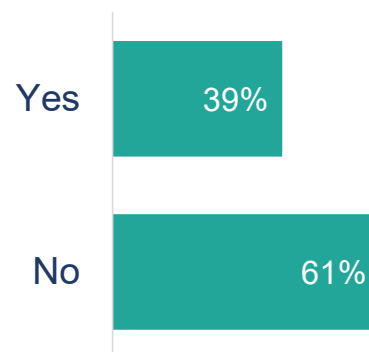
Smaller numbers felt that the Panel acts on views and gives feedback, and is a good overall service. One respondent commented that the attitude of staff was positive, with a further tenant happy that the Panel keeps tenants informed.

## Tenants' Panel

### Aware of Tenants' Panel



### Would like to know more



### Impact of Panel



Number of respondents: 24





# Trends



Satisfaction with most comparable measures has improved since the previous survey conducted in 2023. For instance, overall satisfaction has improved from 88% to 96%.

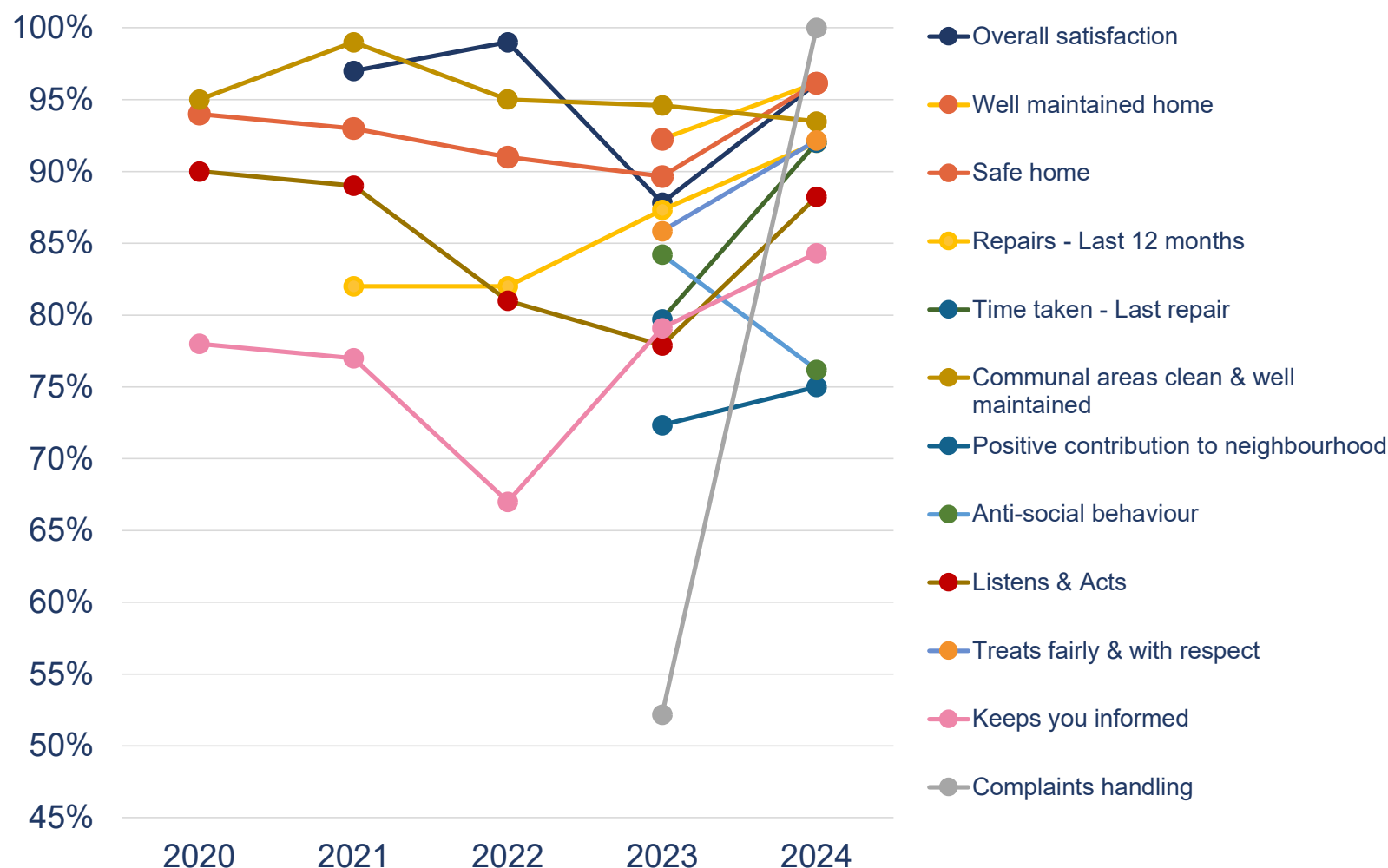
Satisfaction has increased for ten of the twelve measures surveyed. The largest increase was by 48% for complaints handling which now has 100% satisfaction, although it must be noted that this was from a low sample volume (5). The second highest increase in satisfaction was with the time taken to complete repairs (12%) followed by listening and acting (10%). Smaller increases were experienced for treating tenants fairly and with respect (6%), safe home (6%), being kept informed (5%), well maintained home (4%), and making a positive contribution to the neighbourhood (3%).

However, satisfaction has decreased slightly (by 2%) for communal areas clean & well maintained although is still very high at 93%. This is much higher than the sectoral average.

Satisfaction with ASB handling has declined by 8% since last year when it was introduced.



## Trend Over Time



\*Safe home changed from "safe and secure" to just "safe" in 2023.

## Year on Year Change

The table to the right also shows the changes since the previous survey in a different format.

With a margin of error of around 12% for the survey, changes to this extent can not be considered statistically significant.

That being said, there are clearly some areas where satisfaction has increased considerably, mostly notably for complaints handling. This is encouraging as it is typically a stubbornly low measure amongst landlords. Overall satisfaction also bucks the national trend with a significant increase of 8% since last year.

Although satisfaction with nearly all services remains relatively high, it will be important for Eldon HA to see if they can continue to maintain improvements.

	2023	2024	Change
Overall satisfaction	88%	96%	8%
Well maintained home	92%	96%	4%
Safe home	90%	96%	6%
Repairs - Last 12 months	87%	92%	5%
Time taken - Last repair	80%	92%	12%
Communal areas clean & well maintained	95%	93%	-2%
Positive contribution to neighbourhood	72%	75%	3%
Anti-social behaviour	84%	76%	-8%
Listens & Acts	78%	88%	10%
Keeps you informed	79%	84%	5%
Treats fairly & with respect	86%	92%	6%
Complaints handling	52%	100%	48%





# Understanding Satisfaction



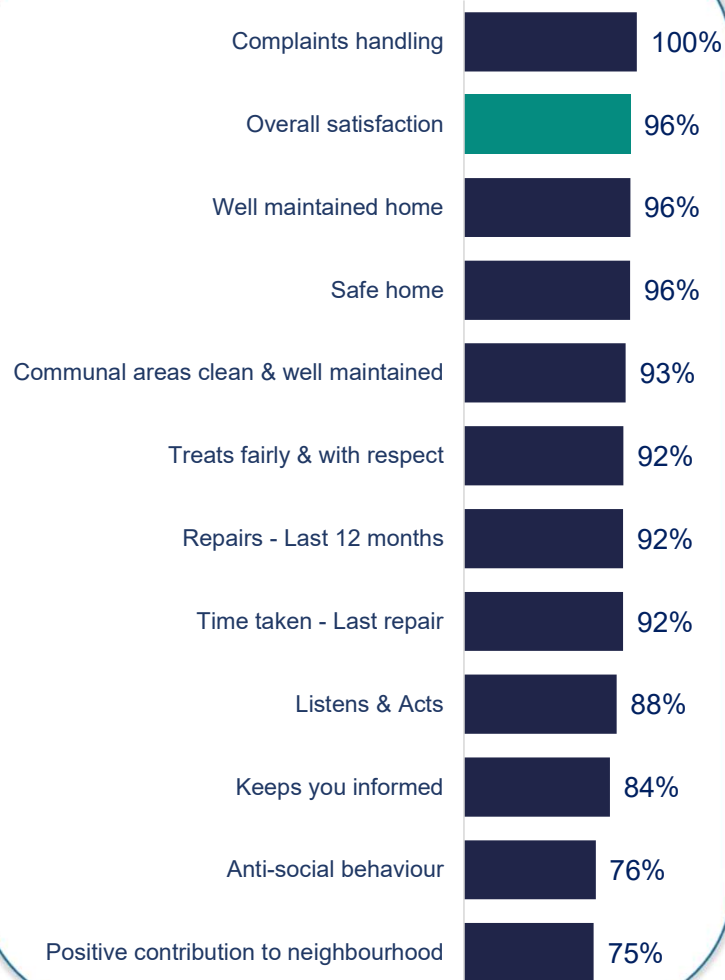
# Satisfaction & Dissatisfaction

Sometimes where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

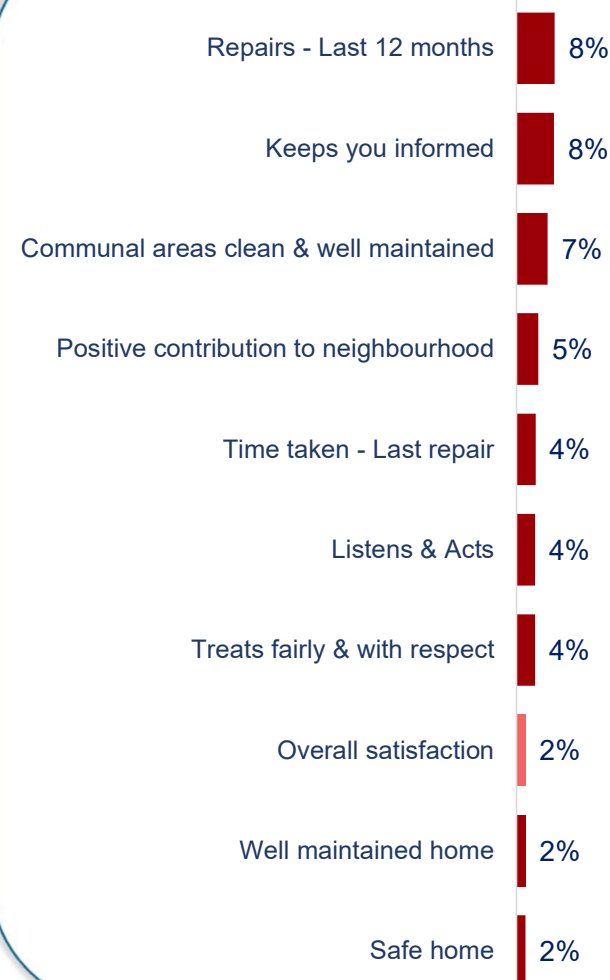
For Eldon HA, tenants are the most satisfied with complaints handling (100%). This is the opposite of 2023 when this was the measure where tenants were the least satisfied. This high score is followed by seven measures over 90% satisfied, with overall satisfaction, well maintained home, and safe home the next highest, all with 96%.

Correspondingly, the highest level of dissatisfaction, whilst low, is for repairs in the last 12 months and keeping tenants informed (both 8%). This is followed by communal areas clean and well maintained (7%) and positive contribution to the neighbourhood (5%). Dissatisfaction is less than 10% for all measures, a marked improvement from 2023 when dissatisfaction was as high as 30% for some measures.

## Satisfaction with measures

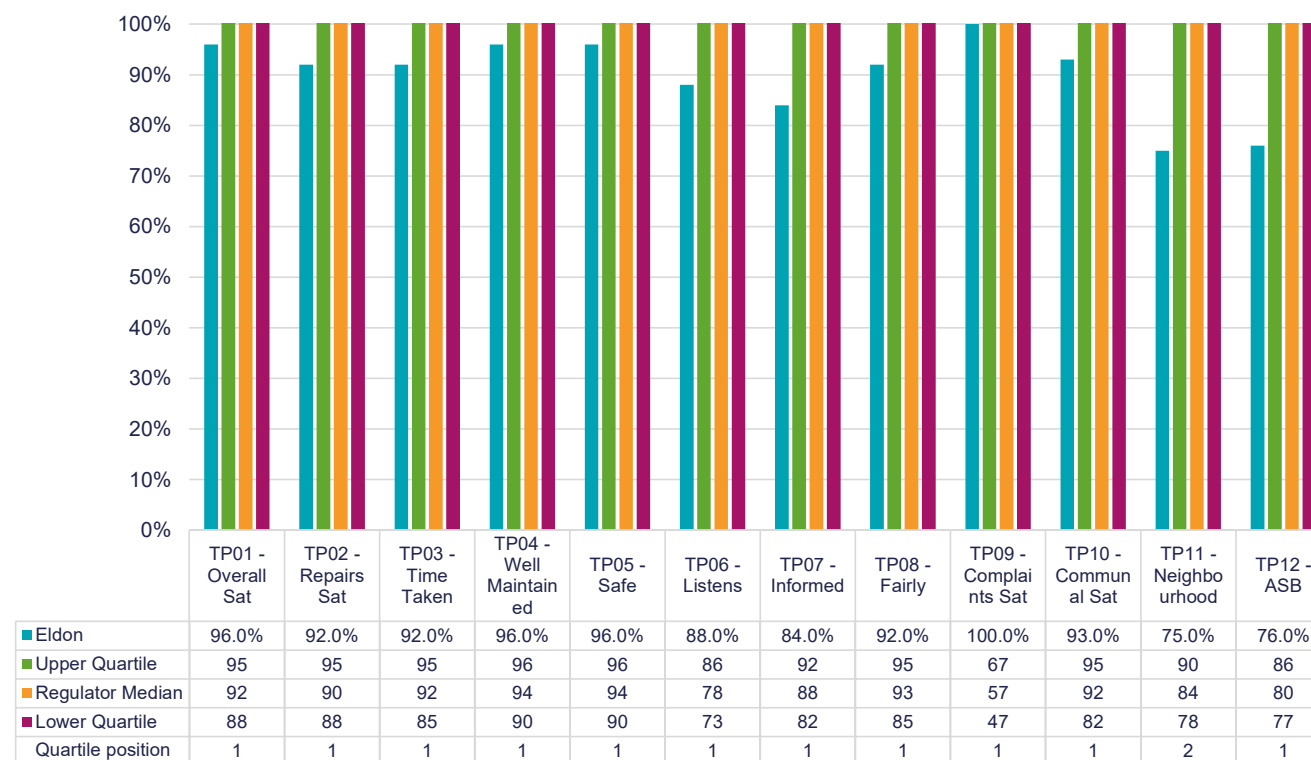


## Dissatisfaction with measures



# Benchmarking – Acuity

## Satisfaction Levels Acuity Median Q1 24/25



It is also possible to compare performance on the core questions against Acuity clients that have been using the TSM questions during the year. The chart shows the quartile positions based on the results collected in Q1 2024/25.

Across all measures, Eldon HA performs above the Acuity median, with eleven of the measures falling into the top quartile. This gives good reassurance that Eldon HA is delivering a quality service across the spectrum.

The only measure to fall into the second quartile is satisfaction that Eldon HA makes a positive contribution to the neighbourhood.

This cohort is based on around 60 landlords of different types, sizes, and locations. It includes mostly general needs tenants and therefore does not entirely reflect the tenant base of Eldon where satisfaction is typically higher but does provide some insight into satisfaction across the sector.



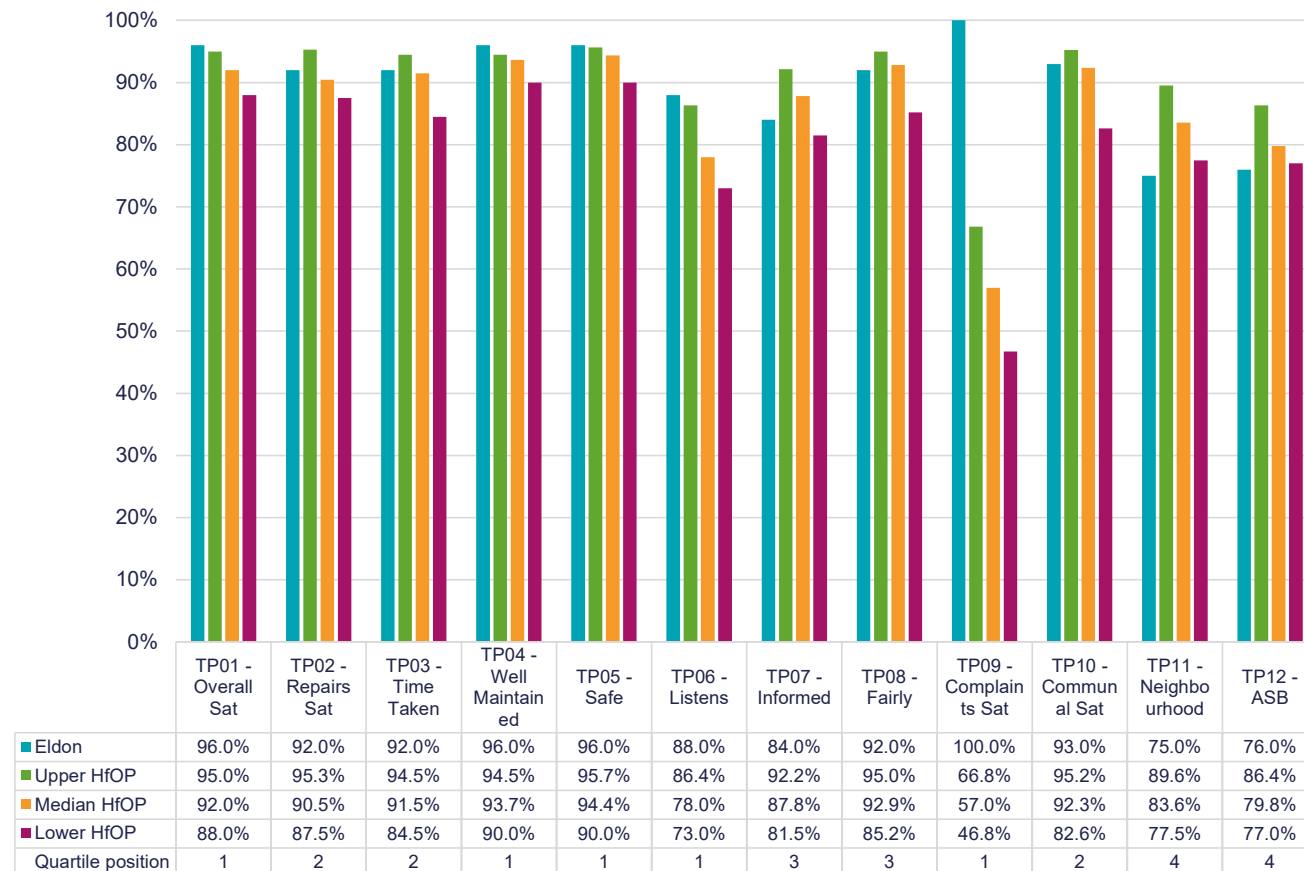
# Benchmarking – Acuity HfOP

## Satisfaction Levels Acuity – HfOP Benchmarking Club 2023/24

It is also possible to compare performance against the Acuity Housing for Older People benchmarking figures for 2023/24, which helps to provide a more accurate reflection of how Eldon HA is performing against similar landlords.

However, we should be mindful that the cohort for these ratings is much smaller, giving us a more narrow and limited view of how other landlords in this area are performing.

Although Eldon HA compares very well against the general Acuity base, against HfOP clients the results show that there are still improvements to be made, with two measures in the third quartile and two in the bottom quartile. However, five measures are in the upper quartile including overall satisfaction. The other upper quartile measures are satisfaction that the home is well maintained, the safety of the home, that Eldon HA listens and acts, and satisfaction with complaints handling.



The majority of the tenants that responded to the survey belong to two main housing need groups; Sheltered and Extra Care.

As has been shown throughout this report, there is unlike 2023, now a clearer picture regarding satisfaction across these two groups, with the most satisfied for all measures except ASB handling which is 4% lower, and complaints handling, where both are 100% satisfied.

In terms of overall satisfaction, it is safe to conclude that both groups are largely satisfied. Whilst lower scores, satisfaction for Sheltered tenants is 90% or above for eight of the twelve measures, and over 95% for two – overall (96%) and complaints (100%)..

The scores are much more positive for both groups compared to 2023, but it may be worth some further investigation for those measures where Extra Care is 100% and Sheltered is in the 90s, to identify best practices or actions that can be replicated or adopted in the Sheltered schemes.



## Housing Need

	Sheltered	Extra Care
Overall satisfaction	92%	100%
Well maintained home	96%	100%
Safe home	92%	100%
Repairs - Last 12 months	90%	100%
Time taken - Last repair	90%	92%
Communal areas clean & well maintained	90%	100%
Positive contribution to neighbourhood	74%	82%
Anti-social behaviour	79%	75%
Listens & Acts	83%	92%
Keeps you informed	87%	92%
Treats fairly & with respect	92%	100%
Complaints handling	100%	100%

Base: Sheltered = 24, Extra Care = 25, General Needs = 2, Supported = 1

It is often found in surveys of this kind that satisfaction generally increases with age. As the range of ages is much narrower for Eldon HA (all aged 60+), we wouldn't expect disparities to be quite as marked as for other landlords.

However, the results here do show that tenants aged 65-74 are generally the most satisfied, with those aged 75 to 84 the least satisfied.

Satisfaction for both the 65-74 group and 85+ group is particularly high, with 100% satisfaction for nine measures for those aged 65-74, and six measures for those aged 85+. This includes overall satisfaction for both age groups.

Tenants aged 75 to 84 are the least satisfied with all of the measures except from the communal areas, neighbourhood contribution, and ASB handling.



## Age Group

	65 - 74	75 - 84	85+
Overall satisfaction	100%	90%	100%
Well maintained home	100%	95%	100%
Safe home	100%	90%	100%
Repairs - Last 12 months	100%	91%	100%
Time taken - Last repair	100%	82%	100%
Communal areas clean & well maintained	100%	94%	91%
Positive contribution to neighbourhood	100%	75%	58%
Anti-social behaviour	88%	76%	70%
Listens & Acts	89%	81%	92%
Keeps you informed	80%	90%	92%
Treats fairly & with respect	100%	90%	100%
Complaints handling	100%	100%	--

Base: 35 - 44 = 1, 45 - 54 = 1, 55 - 59 = 1, 60 - 64 = 2, 65 - 74 = 10, 75 - 84 = 21, 85+ = 13, NO DATA = 3



We commonly find that tenants who have the longest tenancies tend to be more satisfied. More recent tenants also tend to have higher satisfaction than those with longer tenancies.

It is possible that new tenants are initially very pleased to have received an offer of a new home, many having been waiting for some time and often leaving poor housing circumstances. However, as time progresses and tenants experience a range of issues in their homes, satisfaction tends to drop off.

On the overall services provided, 100% of tenants who have been with Eldon HA for less than a year are satisfied, compared with 86% of those of 6 to 10 years. This group are also 100% satisfied with ten of the eleven measures for which responses were received. This is very encouraging.

Tenants who have been with Eldon HA for 11-20 years are 100% satisfied with six of the measures in the survey.



## Length of Tenancy

	A. < 1 year	B. 1 - 3 years	D. 6 - 10 years	E. 11 - 20 years
Overall satisfaction	100%	100%	80%	100%
Well maintained home	100%	100%	90%	100%
Safe home	100%	96%	90%	100%
Repairs - Last 12 months	100%	100%	71%	100%
Time taken - Last repair	100%	92%	86%	100%
Communal areas clean & well maintained	100%	100%	75%	86%
Positive contribution to neighbourhood	75%	81%	63%	80%
Anti-social behaviour	100%	71%	88%	60%
Listens & Acts	100%	91%	80%	71%
Keeps you informed	100%	87%	70%	86%
Treats fairly & with respect	100%	100%	70%	100%
Complaints handling	--	100%	100%	--

Base: A. < 1 year = 6, B. 1 - 3 years = 23, C. 4 - 5 years = 4, D. 6 - 10 years = 10, E. 11 - 20 years = 7, F. Over 20 years = 2

## Property Type

Tenants in two different property types responded to the survey; flats and bungalows.

The vast majority of responses (46), however, came from tenants residing in flats, with just six from those in bungalows. This is very similar to the response ratio in the 2023 survey.

Therefore, while these results are shown here for information, care should be taken when comparing the ratings across the two different property types.

With this caveat, satisfaction for those living in flats exceeds 90% for eight of the twelve measures and is 100% for seven measures for those living in bungalows.

Satisfaction is lowest for both positive contribution to the neighbourhood and ASB handling.



	Flat	Bungalow
Overall satisfaction	96%	100%
Well maintained home	96%	100%
Safe home	96%	100%
Repairs - Last 12 months	91%	100%
Time taken - Last repair	91%	100%
Communal areas clean & well maintained	95%	75%
Positive contribution to neighbourhood	74%	80%
Anti-social behaviour	76%	75%
Listens & Acts	89%	83%
Keeps you informed	82%	100%
Treats fairly & with respect	93%	83%
Complaints handling	100%	100%

Base: Flat = 46, Bungalow = 6



# Conclusion





## Satisfaction 2024



## Conclusion

The survey in 2024 has incorporated all of the Tenant Satisfaction Measures (TSMs) for the second time and shows good levels of satisfaction with the services provided by Eldon HA, with satisfaction generally increased since the previous survey in 2023.

**Satisfaction:** Well over nine out of ten tenants are satisfied with the overall service provided by Eldon HA (96%). There are even higher levels of satisfaction for complaints handling (100%) which is the most improved score since 2023. Satisfaction is over 90% for the home being well maintained (96%), the provision of a safe home (96%), communal areas being clean and well maintained (96%), treated fairly and with respect, repairs in the last twelve months and time taken for the last repair (all 92%). On the other hand, satisfaction is lowest for the positive contribution made by Eldon HA to the neighbourhood (72%), ASB handling (76%), and being kept informed (84%).

**Dissatisfaction:** The highest level of dissatisfaction, whilst low, is for repairs in the last 12 months and keeping tenants informed (both 8%). This is followed by communal areas clean and well maintained (7%) and positive contribution to the neighbourhood (5%). Dissatisfaction is less than 10% for all measures, a marked improvement from 2023 when dissatisfaction was as high as 30% for some measures.

**Changes Over Time:** Throughout the report, for most measures, it has been possible to compare the results with the previous survey. Satisfaction with the overall service provided has increased by 8%, a recovery of the decline between 2022 and 2023. Satisfaction with most comparable measures has improved since the previous survey was conducted. Ten of the twelve measures surveyed have increased. The largest increase was by 48% for complaints handling which now has 100% satisfaction. The second highest increase in satisfaction was with the time taken for the last repair (12%) followed by listening and acting (10%). However, satisfaction has decreased slightly (by 2%) for communal areas although is still very high at 93%. This is much higher than the sectoral average. Satisfaction with ASB handling has declined by 8% since last year when it was introduced.

**Tenants' Comments:** The survey included a question asking tenants about the Tenants Panel. Two-thirds of tenants are aware of the Tenants' Panel (65%). Of these, four in ten would like to know more (39%). 24 tenants shared responses on the impact of the Tenants' Panel. The most positive comment was that the Panel listens and acts on views. Smaller numbers felt that the Panel acts on views and gives feedback and is a good overall service.

**Subgroup Analysis:** The ratings have been shown broken down by a number of different sub-groups. This has demonstrated that there is an emerging pattern that Extra Care tenants are more satisfied than Sheltered tenants. Although tenants in the schemes of Garden Court and Bardsley Court tend to be the most satisfied, those in Fellows Court are the least satisfied.

Eldon Housing Association was founded in 1981, and it aims to provide affordable and sustainable housing for people in housing need, with a commitment to providing quality and reliable services and tenant participation.

The survey reveals many areas of good performance and suggests Eldon HA is on its way to meeting these aims. However, it has also highlighted some areas where improvements could be made.

The comments made by tenants give insight into what they are most concerned about and will help Eldon HA target services that may need some improvement.

Shown opposite are some recommendations that Eldon HA may wish to follow up on to help improve satisfaction in the future. It must be reiterated however that Eldon H has made marked improvements in most scores and even when benchmarked against peers providing Housing for Older People, is performing very well with one of the highest overall satisfaction scores for the sector.

# Recommendations



## Adoption of best practice

There are some measures where Eldon HA has made significant improvements in the past year. An exercise to investigate these further may yield further insight in order to replicate best practices that can be adopted across areas of the business. For instance, Extra Scheme tenant satisfaction is 100% for over half (7) of the measures surveyed. Whilst the satisfaction for Sheltered tenants is good in many areas, it is worth considering what if any particular Actions, processes, or activities are followed that may be unique to the delivery of services for Extra Care tenants. There is potentially sector-leading activity here that is worth considering wider communication as part of Eldon HA communicating the excellent services it provides. Set against a national context where overall satisfaction has declined, the (large 8%) increase in overall satisfaction to 96% is worth wider communication.



## Contribution to the neighbourhood

This was the lowest scoring measure for Eldon HA in this survey at 75%. It was even marginally lower for tenants living in flats (74%) as was 63% for those who lived in their property for 6-10 years. It also featured in the lowest quartile when compared again the Housing for Older People peer group benchmark. Whilst dissatisfaction was low for this measure at 5%, the fact that one in five tenants were neither satisfied nor dissatisfied indicates there may be a lack of understanding of the contribution Eldon HA makes to the local neighbourhood. Reviewing how Eldon HA communicates its contribution to the neighborhood for these tenants is recommended, as well as is a consideration of whether any additional community engagement activity or partnership working here, could be beneficial.



## ASB Handling

This was the second lowest scoring measure for Eldon HA in this survey at 76% and is another measure that is in the bottom quartile in the Housing for Older People peer group benchmarking. Of the 42 who responded to this question, only 62% were very satisfied. Whilst dissatisfaction was minimal, 24% provided a neutral response, which could indicate a lack of knowledge around both Eldon HA's responsibilities for ASB, as well as its approach. Satisfaction with this measure also experienced the largest decline since 2023 at 8%. Further work here to understand the drivers behind the low score and decline in performance is recommended, alongside wider communication on ASB can be dealt with at Eldon HA, if applicable

# eldon housing

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

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