

# Summary of our approach to achieve the Tenant Satisfaction Measures

## What are Tenant Satisfaction Measures?

The Regulator of Social Housing now requires all social rent landlords to provide them with performance information every year. The required information is called the Tenant Satisfaction Measures (TSMs), and the Regulator provides detailed guidance for landlords about how this information is collected and calculated. There are 22 TSMs:

- 10 landlord measures – which we calculate ourselves, and
- 12 tenant survey measures, which are collected and calculated by an independent specialist called Acuity.

The Regulator has coded the 22 TSMs, and we have included this code on the published results to make it easier for you to compare them with other social landlord results.

This report explains our approach to collecting and calculating these measures for the last financial year 2023-2024.

## Our tenant survey measures

### 1. Who is included in the satisfaction survey for the TSMs?

- 1.1 Cornwall Council has a stock of over 10,000 low-cost rental homes, including just over 50 Cornwall Housing social rent homes, and about 60 affordable rent. These have all been included in the pool of tenants to assess the tenant population for the satisfaction survey.
- 1.2 The Council owns or leases a range of temporary accommodation. No temporary accommodation was included. In January, an assessment against the Regulator eligibility guidance excluded all temporary accommodation on the basis of rent level or lease type. Temporary accommodation that was let at the end of the financial year was not included in the assessment or the Your Call survey, this includes the eight government funded homes acquired for refugees.
- 1.3 The Council and Cornwall Housing only had just over 20 low-cost home ownership homes (shared ownership) – therefore we have excluded these from the survey sample in line with Regulator guidance.<sup>1</sup>

### 2. Our survey approach for the 'Your Call' Tenant Satisfaction Measures

- 2.1 We commissioned Acuity Research and Practice to undertake a rolling monthly sample survey, primarily by telephone with the option of an online link via email to be sent to the interviewer. Their role was to collect, generate, and validate reported perception measures. We also asked them to flag any urgent safety concerns directly to us.

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<sup>1</sup> TSM Return Provisional Guidance notes 2023 v1 – page 5 completion of parts flowchart

2.2 We asked them to engage at least 1000 tenants in total, who are representative of the whole tenant body on the categories of age, area, and tenure type. This sample method is called ‘Random, stratified with quotas’.

2.3 All social rent tenants were included in the sample frame, and residents who have requested no surveys were removed from the call base (518).

2.4 We promoted the ‘Your Call’ TSMs survey on our website, social media and in our magazine. It includes the incentive of entry into a free prize draw for £100 supermarket voucher. This is pulled every three months from the >250 that have participated that quarter. Winners’ photographs are published on the website and in the resident magazine.

2.5 1039 tenants took part – 1026 by phone and 13 online. The first survey was on 6 April 2023 and the last survey 11 March 2024.

2.6 This has provided a margin of error of +/-2.9% at 95% confidence level, meeting the requirement of at least +/- 3%.

2.7 Our satisfaction results have been calculated using unweighted data, and are rounded to .

### 3. How many tenants took part in the questions with a pre-qualifying question?

Some questions in the TSM’s have a ‘pre-qualifying question’. First a tenant is asked if you have experienced that service recently or if it is applicable. The number of tenants who said yes to the pre-qualifying questions and answered the relevant TSM are as follows:

TSM code	TSM question	Pre-qualifying question	Answered yes
TP02	Satisfaction with repair	Has Cornwall Housing carried out a repair to your home in the last 12 months?	665
TP03	Satisfaction with time taken to do the repair		665
TP09	Satisfaction with the approach to complaints handling	Have you made a complaint to Cornwall Housing in the last 12 months?	295
TP10	Satisfaction that the communal area is clean and well maintained	Do you live in a building with communal areas, either inside or outside, that Cornwall Housing is responsible for maintaining?	333

### 4. Summary of the assessment of representativeness of the sample against the tenant population

The regulator requires all social landlords to try and achieve a response that is representative of their tenant population. After considering the guidance, we chose to ask Acuity to ensure that the total responses were representative in relation to the age, tenure and area of the tenant population. Below is the detail of the number of responses in relation to those categories.

Tenure

	Population		Surveys	
	Number	%	Number	%
<b>General Needs</b>	8246	81%	850	82%
<b>Older Persons</b>	1871	18%	186	18%
<b>Supported</b>	57	1%	3	0%
	<b>10174</b>	<b>100%</b>	<b>1039</b>	<b>100%</b>

Area (see over)

	Population		Surveys	
	Number	%	Number	%
<b>Caradon</b>	3543	35%	372	36%
<b>Carrick</b>	3390	33%	340	33%
<b>North Cornwall</b>	3163	31%	327	31%
<b>Penwith</b>	49	0%	0	0%
<b>Restormel</b>	29	0%	0	0%
	<b>10174</b>	<b>100%</b>	<b>1039</b>	<b>100%</b>

Age

	Population		Surveys	
	Number	%	Number	%
<b>0 - 24</b>	208	2%	21	2%
<b>25 - 34</b>	1065	10%	107	10%
<b>35 - 44</b>	1524	15%	141	14%
<b>45 - 54</b>	1655	16%	162	16%
<b>55 - 59</b>	1042	10%	88	8%
<b>60 - 64</b>	962	9%	99	10%
<b>65 - 74</b>	1754	17%	198	19%
<b>75 - 84</b>	1346	13%	146	14%
<b>85 +</b>	584	6%	74	7%
<b>Unknown</b>	34	0%	3	0%
	<b>10174</b>	<b>100%</b>	<b>1039</b>	<b>100%</b>

## Our landlord measures

### 5. Which tenants, homes and buildings are included in the landlord measures?

5.1 For landlord measures, the stock profile potentially includes shared ownership, but won't include ineligible temporary accommodation.

5.2 Measures CH01 and CH02 - Complaints data will mostly be social rented tenants but may also be leaseholders or other customers.

5.3 Measure NM01 - Anti-social Behaviour (ASB) cases could include neighbouring residents to our tenants that might not be social rented customers, including leaseholders or private homeowners.

## **6. How have we calculated the Building Safety Measures?**

6.1 Measure BS01 – Gas safety checks – our result is calculated from 6695 systems of 6710 are compliant. This does not include seven communal systems that service a number of homes or non-domestic buildings but are compliant. We are reviewing how we report this for 2024-25.

6.2 Measure BS03 – Asbestos checks – our result is calculated from the 225 blocks of homes that are compliant in accordance with Regulation Control of Asbestos Regulation 2012. In 2024-25 we will collect and report to our Board on asbestos checks in both the blocks and individual dwellings.

6.3 Measures BS02 – Fire safety checks, and BS04 – Water safety checks. These results also calculate from the compliance on the blocks, and we will report to our Board on both the blocks and applicable dwellings in 2024-25 results.

6.4 Measure BS05 – Lift safety checks. These results are calculated from the 13 communal passenger lifts that we are required to check.

## **The final results for 2023-24**

### **7. Published Results**

7.1 Results were calculated to one decimal place in line with regulatory guidance. Our published results are taken from those calculated from our supplied figures by the regulator's NROSH system.

For the final published results, please see over the page

## 7.2 Tenant satisfaction survey

Measure	2023-24 result
TP01: Overall satisfaction	71.3%
TP02: Satisfaction with repairs	74.4%
TP03: Satisfaction with time taken to complete most recent repair	72.7%
TP04: Satisfaction that home is well maintained	68.1%
TP05: Satisfaction that the home is safe	78.0%
TP06: Satisfaction that the landlord listens to views and acts upon them	56.2%
TP07: Satisfaction that the landlord keeps tenant informed about things that matter to them	75.0%
TP08: Agreement that the landlord treats tenant fairly and with respect	77.1%
TP09: Satisfaction with the landlord's approach to handling complaints	27.7%
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	58.8%
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	62.1%
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	58.2%

## 7.3 Landlord measures

Measure	Subcategory	2023-24 result
RP01: Homes that do not meet the decent standard	-	21.9%
RP02: Repairs completed within target timescale	Non-emergency	87.0%
	Emergency	90.4%
BS01: Gas safety checks	-	99.7%
BS02: Fire safety checks	-	100.0%
BS03: Asbestos safety checks	-	100.0%
BS04: Water safety checks	-	100.0%
BS05: Lift safety checks	-	100.0%
CH01: Complaints relative to the size of the landlord, per 1000 homes	Stage 1	86.0
	Stage 2	10.1
CH02: Complaints responded to within Complaint Handling Code timescales	Stage 1	84.7%
	Stage 2	95.2%
NM01: Anti-social behaviour cases relative to the size of the landlord, per 1000 homes	All cases	21.0
	Hate incidents only	0.3