

## **Summary of NCHA's approach to the TSMs**

There are 22 Tenant Satisfaction Measures (TSMs). 10 of these are measured by us directly in relation to management information, and 12 are measured by carrying out satisfaction surveys with customers.

All of our TSMs were measured following the specific descriptions and calculations outlined by the Regulator of Social Housing and following the advice and guidance outlined in the Tenant Satisfaction technical requirements and the Tenant Satisfaction Survey requirements.

We started to collect our TSM data in April 2023 for the period 1st April 2023 to 31st March 2024.

902 TSM surveys were carried out on our behalf by an independent research company, Service Insights, working with Housemark. The role of Service Insights was to carry out the calls. The role of Housemark was to collate, analyse and benchmark the results.

All surveys (100%) were completed via telephone, with calls made between the dates of 1st September and 31st October 2023. When carrying out the surveys, the research company followed the script and questions set by the Regulator of Social Housing for the 12 satisfaction measures within the TSMs. No incentives were offered to customers for participation in the survey.

As part of the telephone surveys, we also collected data on 7 additional questions using the Warwick Edinburgh Mental Wellbeing scale. The additional questions on wellbeing are being used to measure the social impact of our work in different areas. This will form part of our ongoing impact reporting and to benchmark against in future years. The exact wording of the questionnaire used, including the additional wellbeing questions, has been provided below.

A random sample of all customers across the relevant population was selected for the surveys. No customers or households were excluded from the relevant population.

Our sampling was representative of our customers across the following selected characteristics: gender; age; tenure type; local authority area. We did not need to apply any weighting to the survey responses. The statistical confidence achieved through the surveying was +/- 3.13%, which was within the requirement of +/- 4.00%.

A summary of representation across these characteristics is presented overleaf.

Figure 3: Representativeness by gender

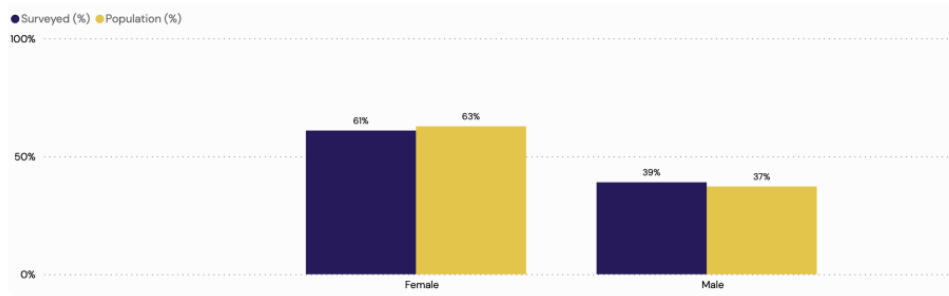


Figure 4: Representativeness by age

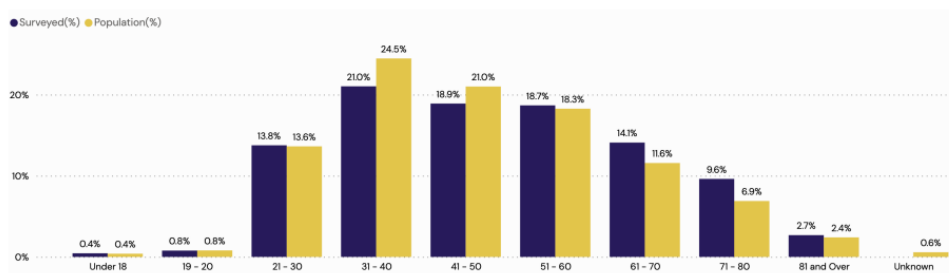


Figure 5: Representativeness by Local Authority

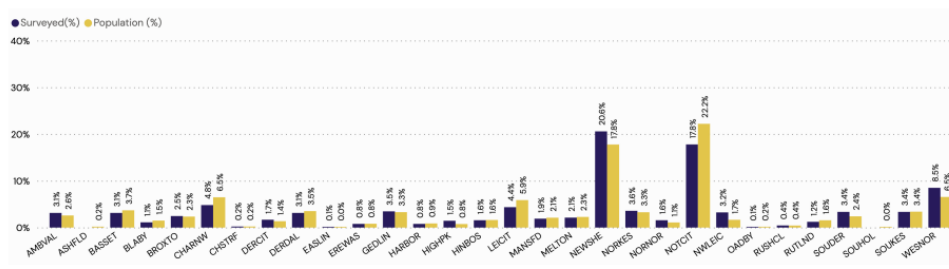
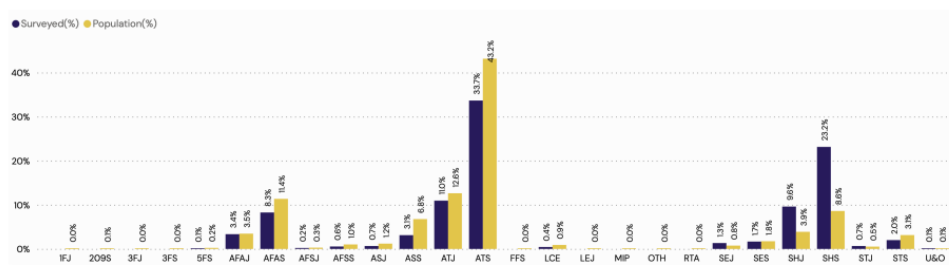


Figure 6: Representativeness by tenure



The rationale for selecting the identified characteristics (gender, age, local authority area and tenure type) was to focus on a smaller number of characteristics in the first year of surveying and collection. We intend to broaden our selected characteristics going forward from 2024/25.

In determining the rationale for telephone surveys, we took advice from Housemark and consulted with our Customer Committee. The rationale for selecting 100% telephone surveys was that it was better able to meet the requirements for representation across the selected characteristics and the other technical requirements, within our surveying timescales. It was also considered a more appropriate approach for asking potentially sensitive questions on wellbeing.

## **Questionnaire Used for the surveys**

### **Introduction**

*Hello, can I please speak to xxx?*

*My name is xxx calling from Service Insights on behalf of Nottingham Community Housing Association.*

*I'm calling today as I would like to ask you a few quick questions about the services you receive from them.*

*It will only take about 5 minutes. Is now a convenient time? Thank you*

*Before I start, there are a couple of things I need to tell you about the survey.*

*Firstly, NCHA are required to carry out this survey by the Regulator for Social Housing to calculate the Tenant Satisfaction Measures which all social landlords are required to publish.*

*Secondly, all of the information that you provide will only be used by NCHA to assess its performance and help them improve their services.*

*Finally, the call will be carried out according to the Market Research Society Code of Conduct and calls will be recorded for training purposes. Is that ok?*

*Thank you, so my first question is:*



## Tenant Satisfaction Measures Survey 2023/24

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by NCHA?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

Q1a Can you briefly tell us why you gave that score?

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Q2 Has NCHA carried out a repair to your home in the last 12 months?

Yes [Go to Q2a]  
 No [Go to Q3]

Q2a How satisfied or dissatisfied are you with the overall repairs service from NCHA over the last 12 months?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

Q2b How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

Q3 How satisfied or dissatisfied are you that NCHA provides a home that is well maintained?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that NCHA provides a home that is safe?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

Q5 How satisfied or dissatisfied are you that NCHA listens to your views and acts upon them?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

Q6 How satisfied or dissatisfied are you that NCHA keeps you informed about things that matter to you?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

Q7 To what extent do you agree or disagree with the following: "NCHA treats me fairly and with respect"?

Strongly agree      Agree      Neither agree nor disagree      Disagree      Strongly disagree      Not applicable / don't know

Q8 Have you made a complaint to NCHA in the last 12 months?

Yes [Go to Q8a]

No [Go to Q9]

Q8a How satisfied or dissatisfied are you with NCHA approach to complaints handling?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

Q9 Do you live in a building with communal areas, either inside or outside, that NCHA is responsible for maintaining?

Yes [Go to Q9a]      No [Go to Q10]      Don't know [Go to Q10]

Q9a How satisfied or dissatisfied are you that NCHA keeps these communal areas clean and well maintained?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

Q10 How satisfied or dissatisfied are you that NCHA makes a positive contribution to your neighbourhood?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

Q11 How satisfied or dissatisfied are you with NCHA's approach to handling anti-social behaviour?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

## Additional questions

Finally, we would like to ask you some questions about your wellbeing. These questions are based on the Warwick-Edinburgh Mental Wellbeing Scale, it's a widely adopted framework that will help NCHA measure the impact of their work and policies on customers' lives, ultimately helping them shape their future services.

### Please note these questions use a different scale:

Q12 On a scale of 1 to 5, where 1 represents "None of the time" and 5 represents "All of the time," please rate the following statements based on your experiences over the past two weeks:

	1 "None of the time"	2	3	4	5 "All of the time"	Prefer not to say
How optimistic have you been feeling about the future?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How useful have you been feeling?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How relaxed have you been feeling?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well have you been dealing with problems?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How clearly have you been thinking?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How close have you been feeling to other people?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How able have you been to make up your own mind about things?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### **\*Important: Permissions and Confidentiality**

Q13 NCHA would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to NCHA?

- Yes [Go to Q14]  
 No [Thanks, that's the end of the survey]

Q14 Are you happy for NCHA to contact you about anything you have raised in this survey?

- Yes  
 No

### **Close**

*That's the end of my questions. Thank you for your time today. NCHA really appreciate your feedback. Goodbye*

*(If needed - NCHA's customer service team 0800 013 8555. They are open Monday to Friday, 9am to 5pm)*