



Epping Forest District Council

Tenant Satisfaction Measures – Summary of Approach 2024/25

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Introduction



The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers develop and report TSMs in accordance with the guidelines set by the regulator. As part of this requirement, it is necessary for Epping Forest District Council to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details Epping Forest District Council's methodology and outlines the criteria specified in the Regulator of Social Housing's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys and report performance annually as specified by the RSH. TSMs are intended to make landlords' performance more visible to tenants so that tenants can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

- ▶ Keeping properties in good repair
- ▶ Maintaining building safety
- ▶ Respectful and helpful engagement
- ▶ Responsible neighbourhood management
- ▶ Effective handling of complaints

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

Summary of Achieved Sample & Sample Method



Epping Forest District Council works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures. In 2024/25, Epping Forest District Council completed TSM surveys with a sample of tenants. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. Epping Forest District Council must ensure that they survey enough tenants to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 4%.

During 2024/25, Epping Forest District Council completed 1,151 TSM surveys. Epping Forest District Council have 6,386 properties, which means that a statistical accuracy level of +/- 2.69% was achieved, which is a greater level of accuracy than required.

No tenants were removed from the sample frame.

No incentives were offered.

Timing of Survey



Epping Forest District Council carried out a total of 1,151 surveys between the 25th of October 2024 and the 5th of March 2025.

Collection Method(s)



The TSM surveys were completed via telephone interviews. The rationale for using this methodology approach is:

- ✓ **Accessibility and Inclusivity:** Telephone surveys ensure accessibility for all tenants, especially those who may not have internet access or digital skills, which aligns with our goal of reaching a broad and representative sample
- ✓ **Engagement and Data Quality:** Direct interaction over the phone tends to enhance engagement, allowing participants to answer clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- ✓ **Response Rates:** Historically, telephone surveys have yielded higher response rates than other methods within this tenant demographic, maximising the robustness of our data and ensuring the results truly reflect the tenant base. Using a telephone interaction allows Epping Forest District Council to be reactive to flags and alerts, which improves customer recovery.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. A telephone-based approach helps ensure the comparability of responses across survey years, supporting more insightful year-over-year analyses.
- ✓ **Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

Sample Method



A sample approach was used for Epping Forest District Council. Acuity contacted a random selection of current tenants to participate in a telephone survey based on quotas set out by Epping Forest District Council. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with Epping Forest District Council, who then manage a follow up and review process which includes both responding to feedback as necessary and analysing the feedback, to understand how we can improve.

Representativeness



Representative checks were carried out to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Needs

General Needs
General Needs Affordable
Independent Living
OAP
Unknown

| Population | Sample |
|------------|--------|
| 88% | 88% |
| 3% | 3% |
| 8% | 8% |
| 1% | 0% |
| 0% | 1% |

Age Group

0 - 24
25 - 34
35 - 44
45 - 54
55 - 59
60 - 64
65 - 74
75 - 84
85 +

| Population | Sample |
|------------|--------|
| 2% | 2% |
| 12% | 12% |
| 16% | 14% |
| 17% | 15% |
| 11% | 10% |
| 10% | 11% |
| 15% | 17% |
| 11% | 13% |
| 5% | 6% |

Gender

Man
Other
Woman

| Population | Sample |
|------------|--------|
| 34% | 34% |
| 1% | 0% |
| 65% | 65% |

Property Type

Bungalow
Flat
House
Maisonette

| Population | Sample |
|------------|--------|
| 12% | 15% |
| 37% | 37% |
| 43% | 40% |
| 8% | 7% |

Area

Bishops Stortford
Buckhurst hill
Chigwell
Epping
Harlow
Ingatestone
London
Loughton
Ongar
Romford
Sawbridgeworth
Waltham Abbey
Woodford Green

| Population | Sample |
|------------|--------|
| 1% | 1% |
| 5% | 5% |
| 6% | 7% |
| 14% | 14% |
| 2% | 2% |
| 0% | 0% |
| 0% | 0% |
| 34% | 33% |
| 9% | 9% |
| 2% | 2% |
| 0% | 0% |
| 26% | 26% |
| 0% | 0% |

Ethnicity

African/Caribbean
Asian Other
Bangladesh/Pakistan/Indian
Black African
Black Caribbean
Black Other
Chinese
Gypsies & Travellers
Mixed Other
Mixed White and Asian
Mixed White and Black African
Mixed White and Black Caribbean
Other
Pakistani
Unknown
White Asian
White British
White Irish
White Other

| Population | Sample |
|------------|--------|
| 0% | 0% |
| 0% | 0% |
| 0% | 0% |
| 1% | 1% |
| 1% | 1% |
| 0% | 0% |
| 0% | 0% |
| 0% | 0% |
| 1% | 1% |
| 0% | 0% |
| 0% | 0% |
| 0% | 0% |
| 1% | 0% |
| 0% | 0% |
| 23% | 26% |
| 0% | 0% |
| 66% | 66% |
| 0% | 0% |
| 2% | 3% |

Length of Tenancy

- A. < 1 year
- B. 1 - 3 years
- C. 4 - 5 years
- D. 6 - 10 years
- E. 11 - 20 years
- F. Over 20 years

| Population | Sample |
|------------|--------|
| 5% | 2% |
| 19% | 21% |
| 10% | 11% |
| 17% | 18% |
| 24% | 23% |
| 25% | 26% |

Questionnaire and Introductory Text



Hello is that [Respondent Name],

My name is [Interviewer Name] and I'm calling on behalf of [Organisation Name] from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now? IF NO ASK; can I call back at another time?

No appointments after [Project End Date]

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by [Organisation Name] and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

NB: Data sharing if challenged – “Your landlord will, from time to time, share your personal data with third parties for “legitimate interests”. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord's website. You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather we did not contact you again, we can remove your details from system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties.”

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that [Organisation Name] provides. [Organisation Name] will be able to identify you from your survey responses, are you happy to continue?

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- ☐ Yes
- ☐ No

| Label | Question text | Rating scale |
|---|--|---|
| Overall Satisfaction | Taking everything into account, how satisfied or dissatisfied are you with the service provided by Epping Forest District Council's Housing Services? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| Well Maintained Home | How satisfied or dissatisfied are you that Epping Forest District Council's Housing Services provides a home that is well maintained? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| Safe Home | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Epping Forest District Council's Housing Services provides a home that is safe? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know |
| Communal Areas? | Do you live in a building with communal areas, either inside or outside, that Epping Forest District Council's Housing Services is responsible for maintaining? | Yes, No, Don't know |
| Communal Area Satisfaction | How satisfied or dissatisfied are you that Epping Forest District Council's Housing Services keeps these communal areas clean and well-maintained? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know |
| Communal areas comments | If you are not satisfied with your home and/or communal areas, please provide more information and what Epping Forest District Council's Housing Services could improve | n/a |
| Repairs in Last 12 Months | Has Epping Forest District Council's Housing Services carried out a repair to your home in the last 12 months? | Yes, No |
| Repairs Last 12 Months Satisfaction | How satisfied or dissatisfied are you with the overall repairs service from Epping Forest District Council's Housing Services over the last 12 months? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| Time Taken Repairs | 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 |
| Repairs and maintenance (in general) comments | If you are not satisfied with the repairs and maintenance service, please provide more information and what Epping Forest District Council's Housing Services could improve. | n/a |
| Listens and Acts | How satisfied or dissatisfied are you that Epping Forest District Council's Housing Services 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 |
| Keeps you Informed | How satisfied or dissatisfied are you that Epping Forest District Council's Housing Services 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 |
| Fairly and with Respect | To what extent do you agree or disagree with the following 'Epping Forest District Council's Housing Services treats me fairly and with respect'? | Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know |
| Easy to Deal With | How satisfied or dissatisfied are you that Epping Forest District Council's Housing Services is easy to deal with? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| Customer service & communication comments | If you are not satisfied with customer service and communications, please provide more information and what could Epping Forest District Council's Housing Services improve. | n/a |
| Contribution To Neighbourhood | How satisfied or dissatisfied are you that Epping Forest District Council's Housing Services makes a positive contribution to your neighbourhood? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know |

| | | |
|---------------------------------------|---|---|
| Approach to ASB | How satisfied or dissatisfied are you with Epping Forest District Council's Housing Services approach to handling anti-social behaviour? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know |
| Place to Live | How satisfied or dissatisfied are you with your neighbourhood as a place to live? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| Complaints in Last 12 Months | Have you made a complaint to Epping Forest District Council's Housing Services in the last 12 months? | Yes, No |
| Complaints Handling | How satisfied or dissatisfied are you with Epping Forest District Council's Housing Services approach to complaints handling? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know |
| NPS | How likely would you be to recommend Epping Forest District Council's Housing Services to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely? | 10 - Extremely likely, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0 - Not at all likely |
| One thing to Improve | What one thing could Epping Forest District Council's Housing Services improve? | n/a |
| Cost of Living rent or service charge | Do you currently struggle with any of the following? Paying your rent or service charges | Grid |
| Cost of Living household bills | Do you currently struggle with any of the following? Paying your household bills | Grid |
| Cost of Living utility/fuel bills | Do you currently struggle with any of the following? Paying your utility / fuel bills | Grid |
| Damp and Mould | Does your home currently suffer from any damp or mould issues? <i>(If you tick "Yes" we will pass on your name and address to Epping Forest District Council's Housing Services for damp and mould purposes only)</i> | Yes, No |
| Damp and Mould | And if yes, have you reported it to Epping Forest District Council's Housing Services? | Yes, No |
| Energy Efficiency | How satisfied or dissatisfied are you with the energy efficiency of your home? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know |
| Customer Involvement | Are you interested in getting involved with the work of Epping Forest District Council's Housing Services, for example by joining a meeting, a focus group or a tenant's panel? | Yes, No |
| Permission 1 | The results of this survey are confidential. However, would you be happy for us to give your responses to Epping Forest District Council's Housing Services with your name attached so that they have better information to help them improve services? | Yes, No |
| Permission 2 | Would you be happy for Epping Forest District Council's Housing Services to contact you to follow up on any of the comments or issues you have raised? | Yes, No |