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# Lewisham Homes TSM Tracker

Q1 2023/24 Report

May 2023

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# Introduction

Acuity has been commissioned to undertake quarterly, independent satisfaction surveys of the residents of Lewisham Homes to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The surveys for 2023/24, were designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which have become mandatory from April 2023 and are due to be reported for the first time during 2024. The survey also includes some questions specific to Lewisham Homes which have been used previously.

Every quarter, residents are telephoned and invited to take part in a telephone interview. The survey is designed to collect the views of approximately 380 residents per quarter, proportionately sampled by tenure, area and age. A report is produced each quarter. This report presents an analysis of the results based on the 384 completed interviews for Q1 2023/24, this includes 252 tenants and 132 leaseholders.

The previous surveys carried out for Lewisham Homes have been largely based on a 10-point scale and the results were reported as either satisfied or dissatisfied (with no neither option). However, the Regulator requires surveys to be based on a five-point scale and results to be counted as satisfied, neither and dissatisfied. Therefore, the question set has been changed to reflect the new requirements. However, when comparisons are made with previous surveys, the older format will still be used for these so care needs to be taken when considering the changes. In addition, the results will be shown as a combination of the tenant and leaseholder score, as previously, although later in the report the individual results by tenure will be analysed. When reporting to the Regulator, just the tenant scores will be required as leaseholder scores are not necessary.

The telephone survey is confidential, and the results are sent back to Lewisham Homes anonymised unless residents give their permission to be identified – 68% of residents did give permission to share their name and 93% of these residents are happy for Lewisham Homes to contact them to discuss any issues they raised.

The aim of this survey is to provide data on residents' satisfaction, which will allow Lewisham Homes to:

- Provide information on residents' perceptions of current services
- Compare the results with previous surveys, where possible
- Report to the regulator from April 2024 onwards.

For the overall results, Acuity, Housemark and the Regulator of Social Housing recommend that landlords with over 10,000 properties achieve a sampling error of at least  $\pm 3\%$  at the 95% confidence level. For Lewisham Homes, 384 responses were received this quarter. This response is high enough to conclude that the findings are accurate to within  $\pm 4.9\%$  for the quarter and  $\pm 2.4\%$  annually.



# 48%

## Overall Satisfaction

The Q1 23/24 survey shows that 48% of residents are satisfied with the overall services provided by Lewisham Homes; 57% of tenants are satisfied and 31% of leaseholders.

The highest levels of satisfaction are for the grounds maintenance (77%) and how Lewisham Homes keeps residents informed about things that matter to them (66%).

At the other end of the scale, just 39% of residents are satisfied with the overall repairs and maintenance service, 36% with how Lewisham Homes listens to residents' views and acts upon them and only 18% are satisfied with the way complaints are handled.

# Key Metrics – Overall Resident Summary Q1 2023/24

	<b>77%</b> Grounds Maintenance		<b>52%</b> Positive contribution to neighbourhood <span>TSM</span>
	<b>66%</b> Keeps you informed <span>TSM</span>		<b>49%</b> Well maintained home <span>TSM</span>
	<b>62%</b> Friendly & approachable staff		<b>48%</b> Easy to deal with
	<b>61%</b> External Communal Cleaning		<b>47%</b> Communal Repairs
	<b>60%</b> Internal Communal Cleaning		<b>47%</b> Time taken - Last repair <span>TSM</span>
	<b>60%</b> Quality of home		<b>42%</b> Anti-social behaviour <span>TSM</span>
	<b>60%</b> Safe home <span>TSM</span>		<b>39%</b> Repairs - Overall satisfaction
	<b>58%</b> Repairs - Last 12 months <span>TSM</span>		<b>36%</b> Listens & Acts <span>TSM</span>
	<b>56%</b> Communal areas clean & well maintained <span>TSM</span>		<b>18%</b> Complaints handling <span>TSM</span>
	<b>54%</b> Treats fairly & with respect <span>TSM</span>		



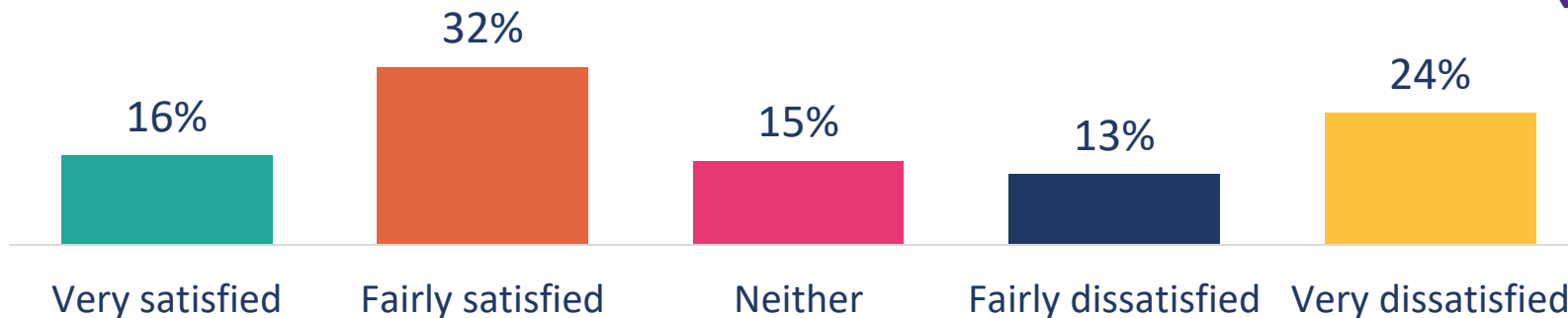
# Overall Satisfaction



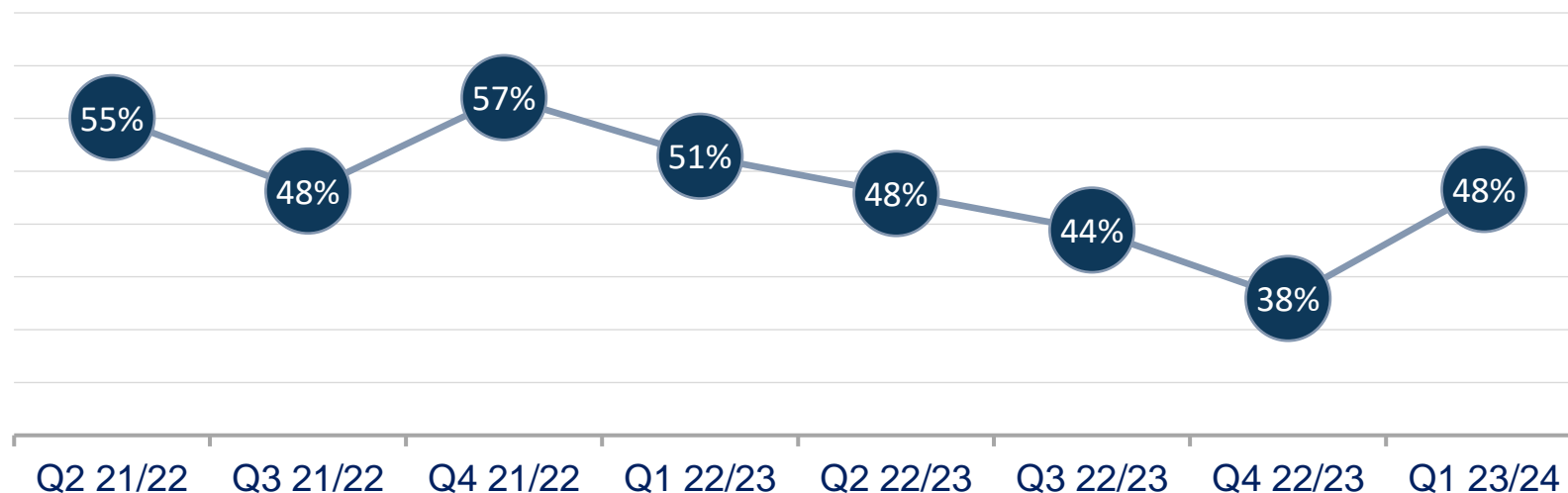


# Overall Satisfaction

Q1 2023/24 (TSM Metric)



Overall Satisfaction Over Time



Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lewisham Homes?” This is the key metric in any resident perception survey.

Just under half the residents (48%) are satisfied, with fewer very satisfied (16%) than fairly satisfied (32%). However, 37% of residents are dissatisfied with the overall service provided and a further 15% are neither satisfied nor dissatisfied. Tenants are considerably more satisfied than leaseholders; 57% compared with 31%.

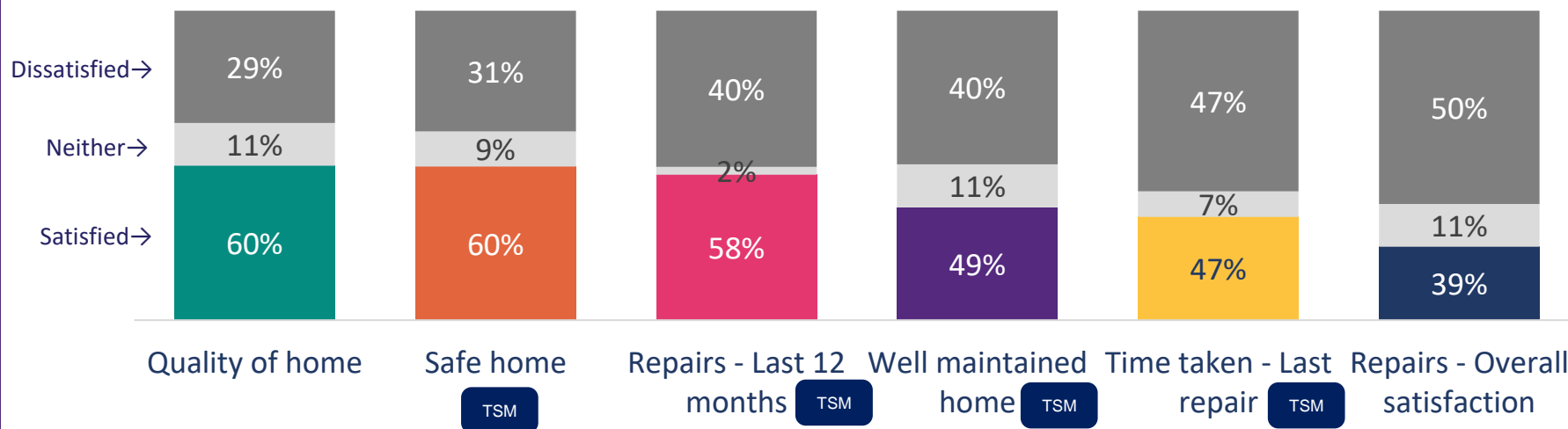
Despite the change in the format of the questions, satisfaction is up by 10% in Q1 23/24 compared with the previous survey. This halts a decline in satisfaction since the end of 2021/22. If the five-point scale was used in Q4 22/23 the rating would have been 32%, so this represents an even bigger change.



# Keeping Properties in Good Repair



# Keeping Properties in Good Repair



	Q2 21/22	Q3 21/22	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Q1 23/24
Quality of home	69%	62%	68%	60%	59%	54%	48%	60%
Safe home	73%	70%	76%	58%	50%	55%	54%	60%
Repairs - Last 12 months	--	--	--	57%	52%	55%	42%	58%
Well maintained home	--	--	--	--	--	50%	38%	49%
Time taken - Last repair	--	--	--	54%	51%	52%	42%	47%
Repairs - Overall satisfaction	61%	56%	60%	43%	42%	41%	33%	39%

\*Safe home changed from “safe and secure” to “well maintained and safe” in Q1 22/23 and to just “safe” in Q3 22/23.

Six out of ten residents (60%) are satisfied with the quality of their homes with the same number satisfied that their homes are safe, although 29% and 31% respectively are dissatisfied. Compared with the previous survey, 12% more residents are satisfied with the quality of their homes and 6% more feel that their homes are safe.

Fewer are satisfied (49%) that their homes are well maintained, with 40% dissatisfied, although this is also up, in this case by 11%.

The repairs service does not fare as well, with more dissatisfied with the overall service than satisfied; 50% compared with 39%. However, satisfaction has increased by 6% since Q4 22/23.

More are satisfied with the repairs service in the last 12 months (58%), an increase of 16%. While 47% of residents are satisfied with the time taken to complete their most recent repair (up 5%), the same number are dissatisfied.







# Responsible Neighbourhood Management



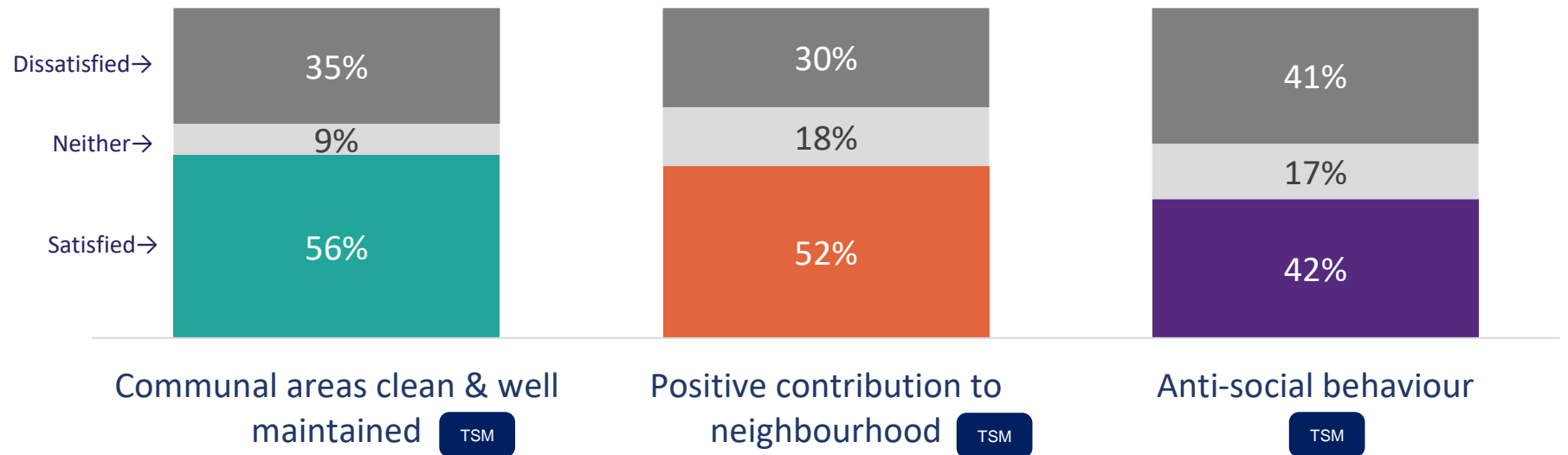
Eight out of ten residents (81%) stated that they live in a building with communal areas that Lewisham Homes is responsible for maintaining. Of these residents, 56% are satisfied that Lewisham Homes keeps their communal areas clean and well maintained. Satisfaction has increased by 11% since Q4 22/23.

Half the residents (52%) are satisfied that Lewisham Homes makes a positive contribution to their neighbourhood, up 6%, although 30% are dissatisfied and 18% are neither satisfied nor dissatisfied.

Additionally, 42% of residents are satisfied with Lewisham Homes' approach to handling anti-social behaviour, although almost as many are dissatisfied (41%). There has, however, been a small increase in satisfaction since the previous survey (up 2%).



# Responsible Neighbourhood Management



	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Q1 23/24
Communal areas clean & well maintained	58%	46%	56%	45%	56%
Positive contribution to neighbourhood	52%	49%	53%	46%	52%
Anti-social behaviour	48%	42%	46%	40%	42%

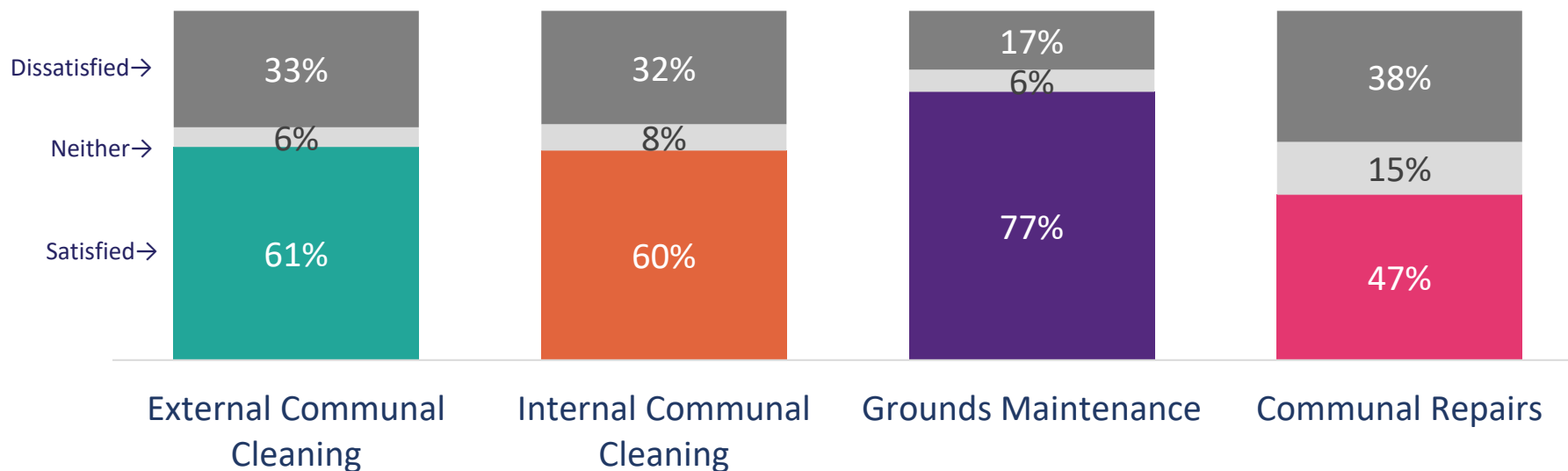
# Communal Areas

Lewisham Homes has retained extra questions about the maintenance of the communal areas in addition to the more generic one that is part of the new TSMs.

The results show that 61% of residents are satisfied with the cleaning of the external communal areas and 60% with the cleaning of internal communal areas. More are satisfied (77%) with the grounds maintenance service.

However, fewer are satisfied with the repairs undertaken in the communal areas (47%), with 38% dissatisfied.

All these measures show increases in satisfaction compared with the previous survey (of between 6% and 12%). The biggest increase has been for the cleaning of internal communal areas.



	Q2 21/22	Q3 21/22	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Q1 23/24
Grounds Maintenance	77%	74%	79%	75%	70%	74%	68%	77%
External Communal Cleaning	67%	61%	70%	59%	54%	59%	51%	61%
Internal Communal Cleaning	74%	63%	70%	64%	58%	60%	48%	60%
Communal Repairs	42%	37%	45%	55%	44%	48%	41%	47%



# Reason for Cleaning Rating

When asked to explain their rating for the cleaning of the internal and external communal areas, 296 residents left comments.

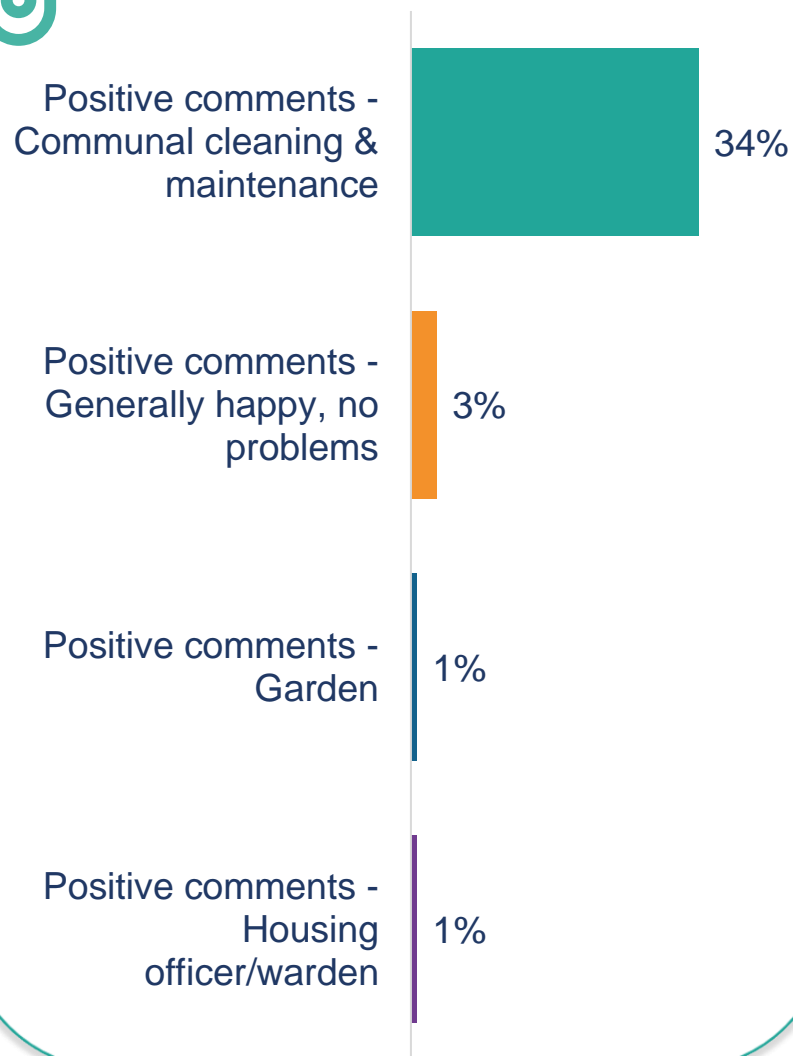
A third of these comments (34%) are positive about the overall cleaning and maintenance of these areas.

However, of the more negative comments, the frequency and quality of the cleaning service is mentioned by 23% and 20% of the residents respectively. Some also refer to issues with the rubbish storage areas and the accumulation of rubbish generally.

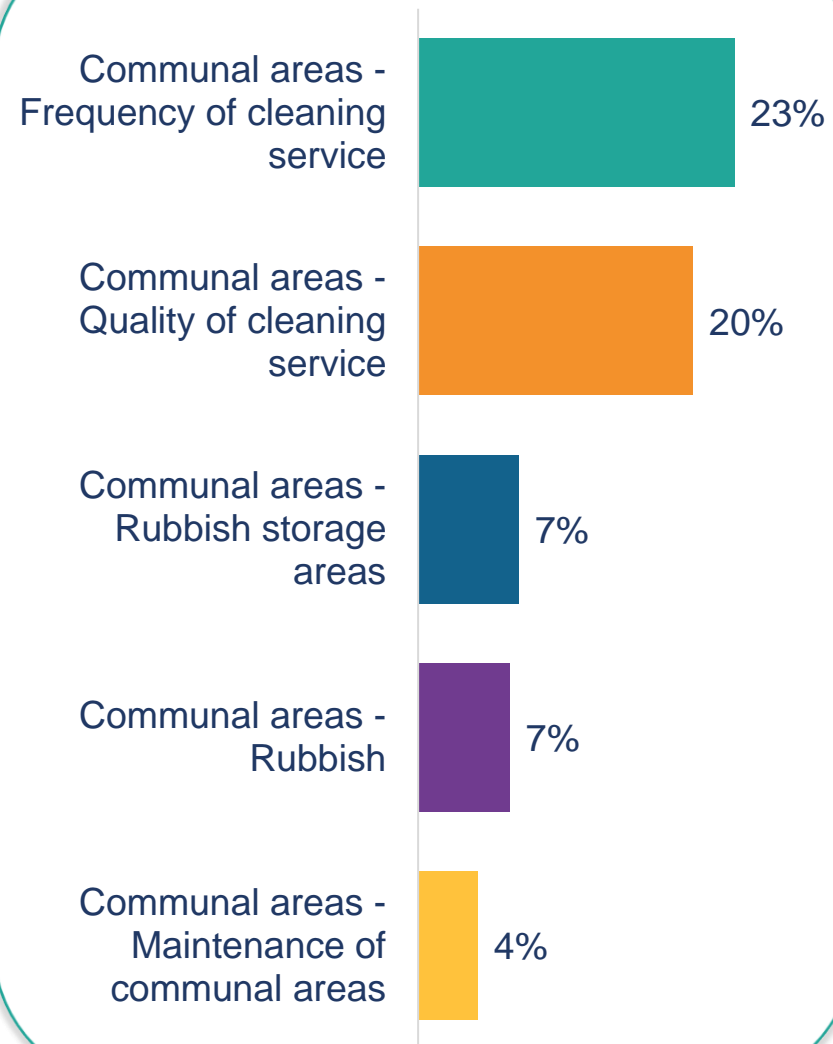
Only a few comments were received about other issues, such as fly-tipping and external property maintenance.



## Top Positive Comments



## Top Negative Comments



Number of respondents: 296



Respectful & Helpful Engagement



# Respectful & Helpful Engagement

Just under half the residents (48%) find Lewisham Homes easy to deal with, up 13% since Q4 22/23.

Around three-fifths of residents (62%) find the staff friendly and approachable (up 5%) and 54% agree they are treated fairly and with respect (the same as Q4 22/23).

In terms of communicating with the residents, two-thirds are satisfied (66%) that they are kept informed about things that matter to them. However, just 36% are satisfied with the way Lewisham Homes listens to their views and acts upon them, with more dissatisfied (48%). Despite the lower levels of satisfaction, both have increased since the previous survey; up 12% and 2% respectively.

A third of residents (30%) stated they had made a complaint to Lewisham Homes in the last, but it is not clear whether these are genuine complaints following a failure of service or service requests. However, just 18% are satisfied with the way their complaint was handled, with far more dissatisfied (75%).



	Q2 21/22	Q3 21/22	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Q4 22/23	Q1 23/24
Keeps you informed	--	--	--	66%	60%	61%	54%	66%
Friendly & approachable staff	75%	73%	78%	64%	63%	60%	57%	62%
Treats fairly & with respect	--	--	--	60%	58%	53%	54%	54%
Easy to deal with	--	--	--	51%	41%	45%	35%	48%
Listens & Acts	50%	46%	55%	42%	39%	40%	34%	36%
Complaints handling	--	--	--	37%	28%	16%	11%	18%

\*From Q3 2022/23 satisfaction with complaints handling is now only asked to those who had used service in last 12 months

# Reason for Staff Rating

Residents were asked to explain why they think the staff are (or are not) friendly and approachable and 345 residents gave comments. Whilst the majority of the comments received are positive, some residents took the opportunity to bring up various issues regarding contact and customer service.

Over half the comments are positive about the staff, with a third mentioning the attitude of the staff and a further fifth the good overall service they provide.

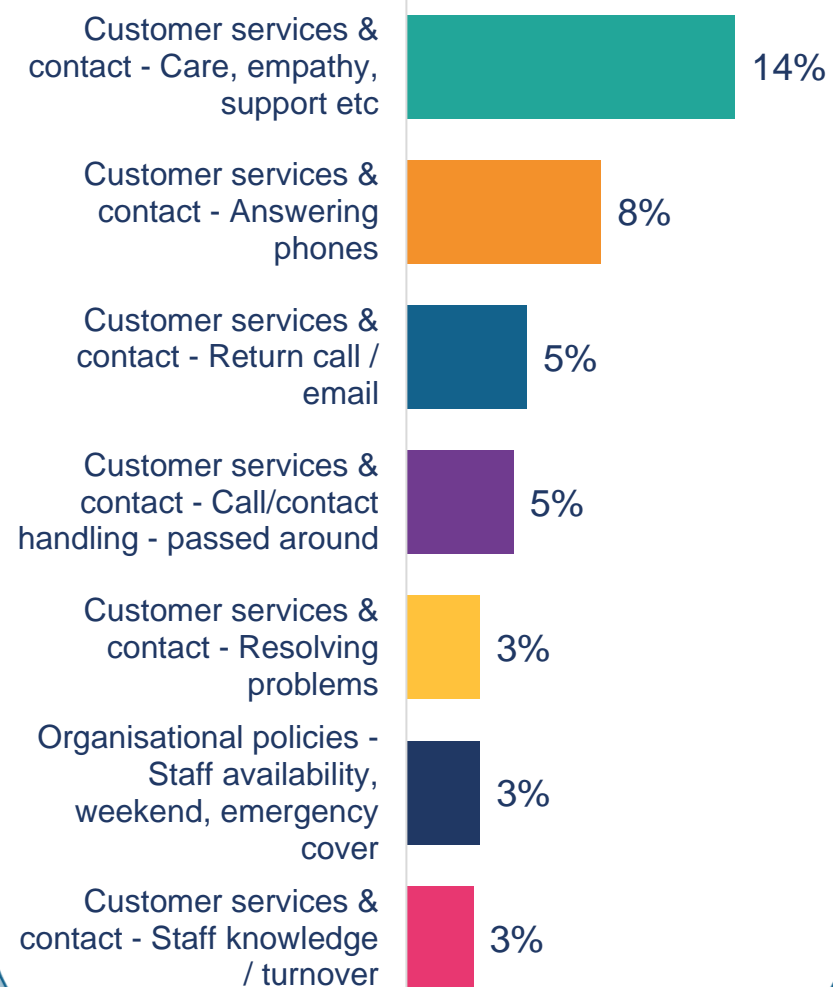
However, 14% of the comments suggest that the staff could show more care, empathy and support when making contact. Whilst other residents refer to problems with the answering of phones and returning of calls. In this respect, these comments are similar to those made in the previous survey, which suggests these issues are still ongoing.



## Top Positive Comments



## Top Negative Comments



Number of respondents: 345



# Trends





As previously stated, the survey in Q1 23/24 has been re-modelled to not only include the new TSM questions but to use a five-point scale, as required by the Regulator, rather than the ten-point scale used previously. This means results are displayed including a neither option, whereas previously it was just satisfied or dissatisfied.

Despite this change, when comparing the current results against those from previous surveys, satisfaction is up, across the board. There are 10% more residents satisfied with the overall service provided, with even bigger changes for the repairs service in the last 12 months (up 16%), Lewisham Homes being easy to deal with (up 13%) and the quality of the home, the cleaning of internal communal areas and residents being kept informed (all up 12%).

It will be interesting if this improvement continues throughout the year or is more of a one-off.



# Trend Over Time

	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24
Overall satisfaction	51%	48%	44%	38%	48%
Quality of home	60%	59%	54%	48%	60%
Well maintained home	--	--	50%	38%	49%
Safe home	58%	50%	55%	54%	60%
Repairs - Last 12 months	57%	52%	55%	42%	58%
Time taken - Last repair	54%	51%	52%	42%	47%
Repairs - Overall satisfaction	43%	42%	41%	33%	39%
Communal areas clean & well maintained	58%	46%	56%	45%	56%
Positive contribution to neighbourhood	52%	49%	53%	46%	52%
Anti-social behaviour	48%	42%	46%	40%	42%
Easy to deal with	51%	41%	45%	35%	48%
Friendly & approachable staff	64%	63%	60%	57%	62%
Listens & Acts	42%	39%	40%	34%	36%
Treats fairly & with respect	60%	58%	53%	54%	54%
Keeps you informed	66%	60%	61%	54%	66%
Complaints handling	37%	28%	16%	11%	18%
External Communal Cleaning	59%	54%	59%	51%	61%
Internal Communal Cleaning	64%	58%	60%	48%	60%
Grounds Maintenance	75%	70%	74%	68%	77%
Communal Repairs	55%	44%	48%	41%	47%

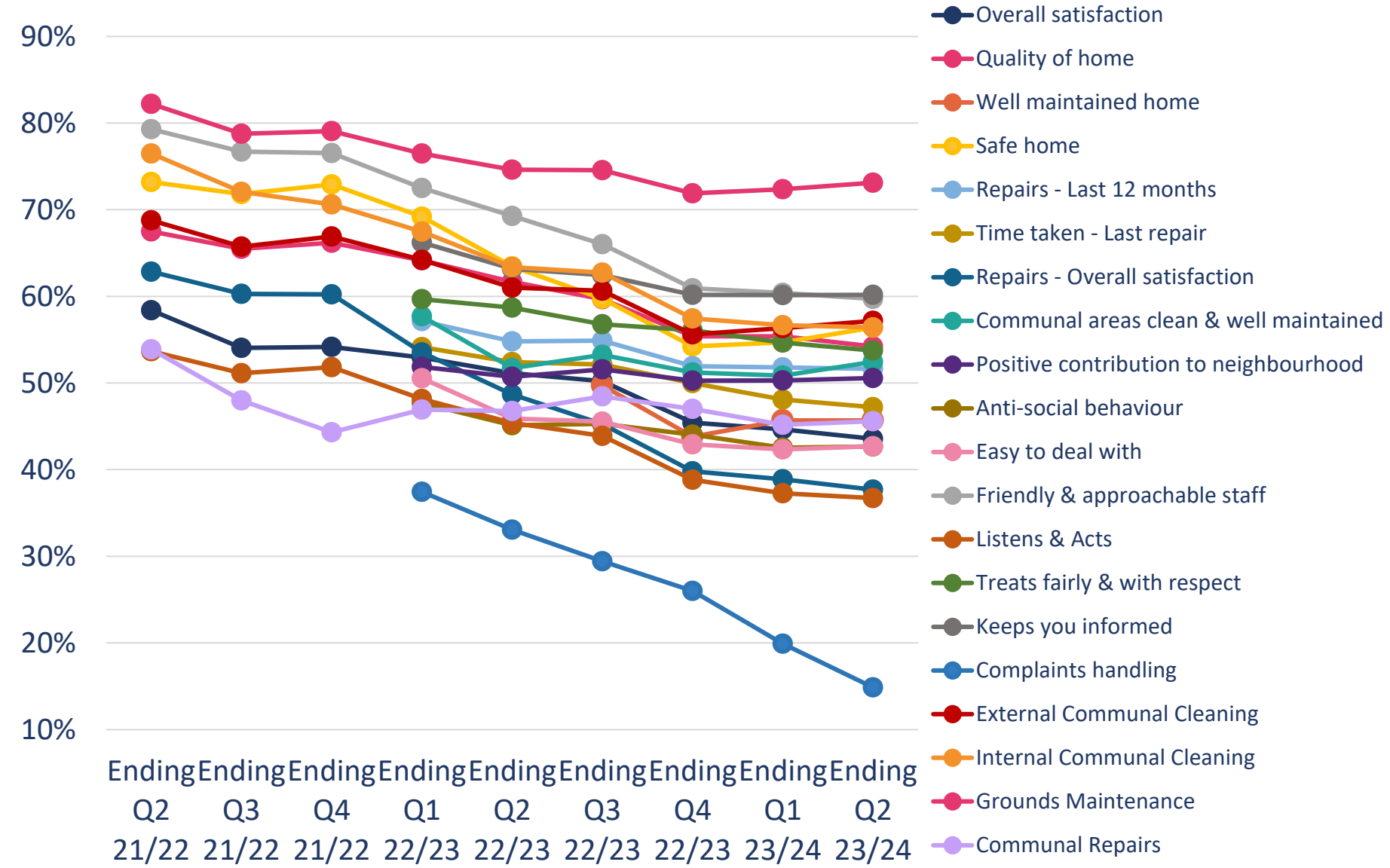
\*Safe home changed from “safe and secure” to “well maintained and safe” in Q1 22/23 and to just “safe” in Q3 22/23. And from Q3 2022/23 satisfaction with complaints handling is now only asked to those who had used the service in the last 12 months.

# 12 Month Rolling Averages

The 12 month rolling averages give a more accurate view and are not subject to the fluctuations between quarters. However, they are affected as much by those ratings dropping off as the new ones being added in.

The averages have generally been falling over the past few quarters but with the increases in satisfaction in Q1 23/24, they are starting to flatten out or even rise.

That being said, the only rolling average that has increased or decreased by more than 2% since the previous survey, is the handling of complaints (down 6%). This will have been somewhat impacted by the change in how this question is asked from Q3 22/23 onwards.



\*Safe home changed from "safe and secure" to "well maintained and safe" in Q1 22/23 and to just "safe" in Q3 22/23. And from Q3 2022/23 satisfaction with complaints handling is now only asked to those who had used the service in the last 12 months.





# Conclusion



# Conclusion



The start of a new year of tracker surveys has seen a change in the way the results are collected and displayed. The key measures are now shown using a five-point scale to conform with the requirements of the Regulator of Social Housing, although this report includes previous results using the old format. The results are also shown as combined results, as done previously, with those from the tenants and leaseholders. Although below on slide 23 the separate ratings for the two tenure groups can be viewed. The Regulator requires results separated by LCHA and LCHO only, so the leaseholder results will not be mandatory but are retained here for consistency and information.

The chart opposite shows that 48% of residents are satisfied with the overall service provided by Lewisham Homes, although a number of other measures received higher levels of satisfaction. Residents are the most satisfied with the grounds maintenance (77%), how they are kept informed (66%), that staff are friendly and approachable (62%) and the cleaning of external communal areas (61%). While 60% are satisfied with the cleaning of internal communal areas, the quality of their homes and that they are provided with a home that is safe.

However, just 39% of residents are satisfied with the overall repairs and maintenance service and 36% with the way Lewisham Homes listens to their views and acts upon them. Moreover, only 18% are satisfied with the way complaints are handled. In each of these cases, more residents are dissatisfied than satisfied; 50%, 48% and 75% respectively.

Despite the change in the format of the results, satisfaction has improved, more or less, across the board. There are 10% more residents satisfied with the overall service provided, with even bigger increases for repairs and maintenance generally (up 16%), Lewisham Homes being easy to deal with (13%) and the quality of the home, the cleaning of internal communal areas and residents being kept informed (all up 12%).

The introduction of the neither option has also seen a significant decrease in the number of residents dissatisfied with the services provided, including 25% fewer with the overall service provided. It will be interesting to plot the results over the coming year to see whether these increases are sustained or more of a one-off.

# Recommendations

Lewisham Homes' mission is to provide safe, quality homes, deliver efficient services and enhance life chances. In particular, it wants to consistently deliver an excellent and reliable customer experience. The values of the organisation are to engage, empower, innovate and deliver.

The results in recent times suggest that it has been a challenge to deliver on this mission in Lewisham. However, the recent set of results suggests improvements are being made and the organisation is moving in the right direction. Nonetheless, there is clearly more to do, and these surveys will help Lewisham Homes identify the areas most in need of improvement. The suggestions opposite may help in targeting those areas.



## How complaints are dealt with

The level of satisfaction with the way complaints are handled stands out as an outlier with just 18% satisfied and far more dissatisfied (75%). Some 30% of residents stated they had made a complaint to Lewisham Homes in the last 12 months, but it is not clear whether these are actual complaints following a failure of service or service requests yet to be properly addressed. For this reason, these results may vary from the records on formal complaints. Nevertheless, complaints are currently a hot topic in the sector and need to be dealt with quickly and effectively to ensure residents have confidence their issues will be resolved. Lewisham Homes should continue to look at how this aspect of service is delivered so improvements can be made.



## Communications

More residents are dissatisfied that Lewisham Homes listens to their views and acts upon them than are satisfied; 48% compared with 36%. This has been an ongoing issue for a while and may be at the route of some of the lower levels of satisfaction seen in recent times. Residents need to be involved in the management of their homes and feel they are important, and that their voices are heard. This is clearly difficult to achieve within a large organisation and in challenging times, but the good news is that satisfaction is up from the previous survey for this measure and for how residents feel informed about things that matter to them. Lewisham Homes' values are based around the engagement and empowerment of its residents, there is more to do but further improvement is likely to lead to greater satisfaction generally.



## Survey changes

2023/24 marks the start of the requirement to collect the new TSM information which will be reported to residents and to the Regulator in 2024. This has necessitated a change in the format of the questions with results now displayed including a neither option, whereas previously it was just satisfied and dissatisfied. This may take a little time to settle in to get used to the new setup, but it is interesting that despite these changes, satisfaction has increased, and far fewer residents are now dissatisfied, with some of these now in the neither bracket. The Regulator does not require data from leaseholders so Lewisham Homes should decide whether the current survey format is right or whether the results should be reported in a different way.



# Appendix 1 – Subgroup Breakdown



# Tenure

	Tenant	Leasehold
Overall satisfaction <span>TSM</span>	57%	31%
Quality of home	62%	55%
Well maintained home <span>TSM</span>	58%	32%
Safe home <span>TSM</span>	65%	49%
Repairs - Last 12 months <span>TSM</span>	62%	19%
Time taken - Last repair <span>TSM</span>	51%	13%
Repairs - Overall satisfaction	48%	20%
Communal areas clean & well maintained <span>TSM</span>	64%	42%
Positive contribution to neighbourhood <span>TSM</span>	62%	31%
Anti-social behaviour <span>TSM</span>	48%	27%
Easy to deal with	58%	29%
Friendly & approachable staff	69%	46%
Listens & Acts <span>TSM</span>	44%	21%
Keeps you informed <span>TSM</span>	74%	50%
Treats fairly & with respect <span>TSM</span>	61%	41%
Complaints handling <span>TSM</span>	19%	18%
External Communal Cleaning	72%	43%
Internal Communal Cleaning	65%	51%
Grounds Maintenance	84%	65%
Communal Repairs	61%	26%

Base: Tenant = 252, Leasehold = 132

As stated above, the ratings use a combination of those from both the tenants and the leaseholders to be consistent with the previous reports. Tenant responses outnumber leaseholder responses by about two to one and tenants are consistently more satisfied than their leasehold counterparts. This is consistent with previous surveys from Lewisham Homes and with other landlords.

The split of results is important as the Regulator will only require the results to the TSMs from tenants and low-cost homeowners separately, but not from leaseholders.

Whilst some of the differences are relatively small between the two groups, such as the handling of complaints (1% more tenants satisfied) and the quality of the home (7% more), the differences are much bigger on other measures; including 26% overall, 29% with the external cleaning and 31% with the contribution to the neighbourhood.



# Housing Need

It is common in surveys of this type that older people, and those in sheltered accommodation, are more satisfied than their general needs counterparts. This is the case with Lewisham Homes, although only 10 sheltered residents responded to the survey.

Despite this, sheltered residents are more satisfied with all the measures in the survey.

There are 33% more sheltered tenants satisfied with the overall service provided than general needs tenants, while 41% more feel their homes are safe, 40% more are satisfied with the external cleaning, 33% more find Lewisham Homes easy to deal with and 27% more agree that they are treated fairly and with respect.



	GENERAL NEEDS	SHELTERED
Overall satisfaction <span>TSM</span>	47%	80%
Quality of home	59%	80%
Well maintained home <span>TSM</span>	48%	90%
Safe home <span>TSM</span>	59%	100%
Repairs - Last 12 months <span>TSM</span>	57%	75%
Time taken - Last repair <span>TSM</span>	46%	75%
Repairs - Overall satisfaction	38%	60%
Communal areas clean & well maintained <span>TSM</span>	55%	83%
Positive contribution to neighbourhood <span>TSM</span>	51%	100%
Anti-social behaviour <span>TSM</span>	41%	63%
Easy to deal with	47%	80%
Friendly & approachable staff	61%	78%
Listens & Acts <span>TSM</span>	35%	71%
Keeps you informed <span>TSM</span>	65%	100%
Treats fairly & with respect <span>TSM</span>	53%	80%
Complaints handling <span>TSM</span>	18%	20%
External Communal Cleaning	60%	100%
Internal Communal Cleaning	59%	83%
Grounds Maintenance	77%	80%
Communal Repairs	47%	75%

Base: GENERAL NEEDS = 374, SHELTERED = 10



# Area

Lewisham Homes operates over three management areas within the Borough; North, South and Central.

Residents in the Central area are the most satisfied with the overall service provided; 55%, compared with 46% in the North and 45% in the South. Although the residents based in the North area are generally the most satisfied when viewed across all the measures.

Residents in the North are the most satisfied with the recent repairs service (59%), the upkeep of the communal areas (59%), complaints handling (21%), and the different estate services.

Residents in the South area are the least satisfied overall and with their homes and the recent repairs service, while those in the Central area are the least satisfied with five other measures.



	NORTH	SOUTH	CENTRAL
Overall satisfaction <span>TSM</span>	46%	45%	55%
Quality of home	60%	58%	62%
Well maintained home <span>TSM</span>	48%	49%	52%
Safe home <span>TSM</span>	59%	59%	62%
Repairs - Last 12 months <span>TSM</span>	59%	56%	56%
Time taken - Last repair <span>TSM</span>	46%	42%	53%
Repairs - Overall satisfaction	37%	42%	40%
Communal areas clean & well maintained <span>TSM</span>	59%	54%	51%
Positive contribution to neighbourhood <span>TSM</span>	58%	45%	49%
Anti-social behaviour <span>TSM</span>	45%	37%	40%
Easy to deal with	45%	51%	50%
Friendly & approachable staff	59%	65%	61%
Listens & Acts <span>TSM</span>	34%	36%	40%
Keeps you informed <span>TSM</span>	66%	68%	65%
Treats fairly & with respect <span>TSM</span>	56%	51%	54%
Complaints handling <span>TSM</span>	21%	17%	16%
External Communal Cleaning	67%	59%	55%
Internal Communal Cleaning	65%	60%	51%
Grounds Maintenance	81%	70%	77%
Communal Repairs	46%	48%	50%

Base: NORTH = 172, SOUTH = 109, CENTRAL = 103

# Age Group

It is often found in surveys of this kind that satisfaction generally increases with age.

When considering the age groups that had at least 10 responses, residents aged over 75 tend to be the most satisfied, followed by those aged 65 to 74.

The least satisfied are residents aged 45 to 54, followed by those aged 35 to 44.

Regarding overall satisfaction, 77% of residents aged over 75 are satisfied, compared with just 46% of those aged 45 to 54.

Residents aged 75 and over are also the most satisfied that they are treated fairly and with respect (76%), with those aged 35 to 44 the least satisfied (42%).



	25-34	35-44	45-54	55-64	65-74	75+
Overall satisfaction <span>TSM</span>	58%	48%	46%	49%	65%	77%
Quality of home	58%	56%	60%	52%	72%	83%
Well maintained home <span>TSM</span>	58%	46%	43%	47%	63%	83%
Safe home <span>TSM</span>	54%	53%	61%	63%	63%	80%
Repairs - Last 12 months <span>TSM</span>	64%	54%	53%	48%	86%	92%
Time taken - Last repair <span>TSM</span>	43%	50%	49%	30%	71%	77%
Repairs - Overall satisfaction	42%	42%	35%	38%	53%	63%
Communal areas clean & well maintained <span>TSM</span>	68%	47%	59%	56%	70%	79%
Positive contribution to neighbourhood <span>TSM</span>	56%	41%	47%	58%	71%	78%
Anti-social behaviour <span>TSM</span>	55%	37%	33%	45%	70%	50%
Easy to deal with	63%	44%	41%	54%	58%	76%
Friendly & approachable staff	70%	64%	54%	69%	69%	76%
Listens & Acts <span>TSM</span>	53%	36%	30%	35%	47%	70%
Keeps you informed <span>TSM</span>	64%	67%	61%	72%	72%	92%
Treats fairly & with respect <span>TSM</span>	52%	42%	52%	59%	63%	76%
Complaints handling <span>TSM</span>	14%	0%	23%	33%	22%	20%
External Communal Cleaning	78%	59%	57%	63%	73%	75%
Internal Communal Cleaning	67%	50%	57%	67%	72%	75%
Grounds Maintenance	89%	76%	78%	77%	86%	73%
Communal Repairs	63%	47%	39%	59%	70%	71%

Base: 0-24 = 4, 25-34 = 24, 35-44 = 56, 45-54 = 92, 55-64 = 78, 65-74 = 40, 75+ = 30

# Disability

It is interesting that residents who say they have a long-term illness or disability are more satisfied than those without, but is this the deciding factor or is something else at play?

It is likely that older people are more likely to also have a long-term illness or disability, so it is probable that this is causing the differences. The previous chart clearly shows that satisfaction is affected by the age of the residents, with satisfaction increasing with age.

However, Lewisham Homes needs to be aware of these differences and continue to offer what help it can to its older and disabled residents.



	No	Yes
Overall satisfaction <span>TSM</span>	45%	62%
Quality of home	59%	62%
Well maintained home <span>TSM</span>	47%	59%
Safe home <span>TSM</span>	59%	62%
Repairs - Last 12 months <span>TSM</span>	53%	72%
Time taken - Last repair <span>TSM</span>	44%	56%
Repairs - Overall satisfaction	36%	51%
Communal areas clean & well maintained <span>TSM</span>	54%	63%
Positive contribution to neighbourhood <span>TSM</span>	50%	64%
Anti-social behaviour <span>TSM</span>	40%	50%
Easy to deal with	45%	62%
Friendly & approachable staff	58%	75%
Listens & Acts <span>TSM</span>	35%	41%
Keeps you informed <span>TSM</span>	65%	71%
Treats fairly & with respect <span>TSM</span>	53%	58%
Complaints handling <span>TSM</span>	19%	13%
External Communal Cleaning	61%	60%
Internal Communal Cleaning	60%	61%
Grounds Maintenance	77%	76%
Communal Repairs	43%	73%

Base: No = 315, Yes = 69

# Ethnicity

The respondents to the survey fall into four main ethnic groups; White, Mixed/Other, Asian and Black.

As shown opposite, Asian residents tend to be the most satisfied, with 70% being satisfied with the overall service from Lewisham Homes compared with just 24% of the Mixed/Other group.

The Asian group are the most satisfied on 10 of the 20 measures within the survey and the Mixed/Other group are the least satisfied on all but one of these.

The results have also been broken down by other factors such as caretaker patch, block height and gender. Whilst these are not shown in this report, they are available to view in the accompanying data files.



	A White	B Mixed / Other	C Asian	D Black
Overall satisfaction <span>TSM</span>	57%	24%	70%	54%
Quality of home	67%	55%	60%	58%
Well maintained home <span>TSM</span>	59%	30%	63%	55%
Safe home <span>TSM</span>	66%	38%	60%	64%
Repairs - Last 12 months <span>TSM</span>	69%	42%	71%	57%
Time taken - Last repair <span>TSM</span>	53%	58%	43%	49%
Repairs - Overall satisfaction	50%	21%	55%	46%
Communal areas clean & well maintained <span>TSM</span>	58%	39%	67%	63%
Positive contribution to neighbourhood <span>TSM</span>	58%	42%	82%	57%
Anti-social behaviour <span>TSM</span>	36%	35%	75%	56%
Easy to deal with	53%	32%	37%	59%
Friendly & approachable staff	62%	56%	61%	75%
Listens & Acts <span>TSM</span>	38%	16%	46%	49%
Keeps you informed <span>TSM</span>	72%	43%	89%	73%
Treats fairly & with respect <span>TSM</span>	60%	43%	67%	59%
Complaints handling <span>TSM</span>	21%	6%	33%	15%
External Communal Cleaning	68%	49%	60%	70%
Internal Communal Cleaning	63%	51%	58%	65%
Grounds Maintenance	83%	70%	75%	84%
Communal Repairs	57%	28%	58%	61%

Base: White = 98, Mixed / Other = 55, Asian = 20, Black = 102

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

For further information on this report please contact:

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