

South
Yorkshire
Housing
Association

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HOME

Tenant Satisfaction Measures Report 2024/25

viewpoint

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Executive Summary

This report details the results of the 2024/25 South Yorkshire Housing Association Tenant Satisfaction Measures (TSM) survey.

SYHA commissioned Viewpoint Research CIC to complete the survey through a mixed methods research approach of telephone and online. A total of 620 surveys were completed.

The report presents results for all questions showing counts (actual number of responses) and percentages to one decimal place. All results presented are 'actual' results rather than revised results after weighting, unless stated. Commentary to the results will typically group answers to give a combined satisfaction score (fairly satisfied and very satisfied answers added together) and differences are highlighted between demographics where they are notable.

Further analysis is provided with a summary of the open text comments received and a key driver analysis to investigate how opinion-based questions have been influencers on overall satisfaction.

Results summary

- Overall satisfaction (TP01): This measure is often used as the headline measure of service performance. The 2024/25 score for South Yorkshire Housing Association is 78.9%, a very slight decrease on the 79.3% achieved in 2023/24. After weighting, to make the results representative of age groups, this figure falls to 77.1%.
- Highest scoring TSMs: The top scoring Tenant Satisfaction Measures were as follows:
 - TP08: 83.8% - Proportion of respondents who report that they agree with the statement: "SYHA treats me fairly and with respect".
 - TP05 82.9% - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied their home is safe.
 - TP02: 80.0% - Proportion of respondents who were satisfied with the overall repairs service, having had a repair carried out in the last 12 months.
- Lowest scoring TSMs / high dissatisfaction:
 - TP09 41.2% - SYHA's approach to complaints handling. Based on those who stated they had experienced the service in the last 12 months.
 - TP12 66.1% - SYHA's approach to handling anti-social behaviour.
- Identifying what drives overall satisfaction: Based on the key driver analysis, the top service areas driving satisfaction are: Listens to tenant views and acts upon them (TP06), the home is well maintained (TP04), and overall satisfaction with repairs (TP02).
- Across all questions there are some general trends in regards to results by demographics:

- Tenure – Livewell customers are more satisfied than General Needs
 - Property type – People living in Bungalows are generally more satisfied than those in flats, and particularly houses.
 - Management area – Residents living in Doncaster were notably less satisfied than other areas.
 - Age – Tenants aged 60+ are more satisfied than Under 35 or 35-59.
- Different methods showed a difference in satisfaction:
Overall satisfaction: Telephone 85.6%, Online 71.6%, Face to face 93.3%
 - Guidance from the Regulator of Social Housing states that results should be as representative of the tenant population as possible. In one area the achieved sample was not sufficiently representative – the proportions of tenants from different age groups (See Representation table on P7). To achieve representation in this area the results have been weighted to adjust for the correct proportions of the age groups. The table below shows a summary of the actual results achieved and the weighted results.

Results Tables

A summary of the TSM results is below, showing the original results and the weighted results:

	Result	Weighted result
TSM01 Overall satisfaction	78.9%	77.1%
TSM02 Overall repairs service	80.0%	78.7%
TSM03 Repairs: Time taken	79.2%	77.6%
TSM04 Home is well maintained	79.8%	77.2%
TSM05 Home is safe	82.9%	80.8%
TSM06 Listens to views & acts upon them	71.8%	70.0%
TSM07 Keeps informed	72.1%	70.8%
TSM08 Treated Fairly & with Respect	83.8%	82.2%
TSM09 Approach to complaints	41.2%	39.3%
TSM10 Communal areas	73.0%	73.7%
TSM11 Contribution to Neighbourhood	69.7%	70.9%
TSM12 Approach to Anti-social behaviour	66.1%	64.1%

Comparisons with last year's scores are below (showing actual result, not weighted):

	24/25 Result	23/24 Result	Change
TP01 Overall satisfaction	78.9%	79.3%	-0.4
TP02 Overall repairs service	80.0%	79.6%	+0.4
TP03 Repairs: Time taken	79.2%	76.4%	+2.8
TP04 Home is well maintained	79.8%	82.0%	-2.2
TP05 Home is safe	82.9%	83.3%	-0.4
TP06 Listens to views & acts upon them	71.8%	68.6%	+3.2
TP07 Keeps informed	72.1%	70.8%	+1.3
TP08 Treated Fairly & with Respect	83.8%	84.4%	-0.6
TP09 Approach to complaints	41.2%	44.9%	-3.7
TP10 Communal areas	73.0%	68.1%	+4.9
TP11 Contribution to Neighbourhood	69.7%	66.7%	+3.0
TP12 Approach to Anti-social behaviour	66.1%	62.6%	+3.5

Satisfaction across the 12 measures is broadly similar to 2023/24. Satisfaction has improved with seven measures, while five have seen satisfaction decline.

There were notable improvements with TP10 Communal areas (+4.9), TP12 Approach to ASB (+3.5), TP06 Listens to views and acts upon them (+3.2) and TP11 Contribution to Neighbourhood (+3.0).

Summary of Approach

Methodology

A summary of the methodology used to complete the Tenant Satisfaction Measures' survey for SYHA is below.

Feedback services provider (collecting, generating, and validating the reported perception measures)	Independent research company – Viewpoint Research CIC
Survey fieldwork dates	April 2024 to March 2025 (surveyed quarterly)
Total surveyable population	5219
Statistical confidence required and achieved	Required: $\pm 4\%$ margin of error at 95% confidence level (i.e. requiring a minimum of 539 responses).
Total sample size achieved (total number of responses)	620
Reasons for any failure to meet the required sample size	N/A
Collection method	Online (307), telephone (298), paper form – completed independently or with assistance (15)
Sampling method	SYHA wanted to give everyone the opportunity to respond over a two year period. The tenant database was split into two and allocated to Yr1 and Yr2. A census approach was taken for the Yr2 data. Tenants with email addresses were offered to complete the survey online with the remainder contacted by phone.
Type and amount of any incentives offered	£250 gift voucher prize every quarter
Number of tenant households within the relevant population that have not been included in the sample	None
Summary of representativeness of the sample against the relevant tenant population	The sample achieved is broadly representative of the tenant population, in regard to tenure, property type, size and ethnicity
Any weighting applied	Weighting was applied to ensure results are fully representative as the sample achieved did not closely enough match the proportion of tenant age groups.
Questions asked	12 x regulatory TSM questions. 1 x open comment question at the end of the survey
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

Representation

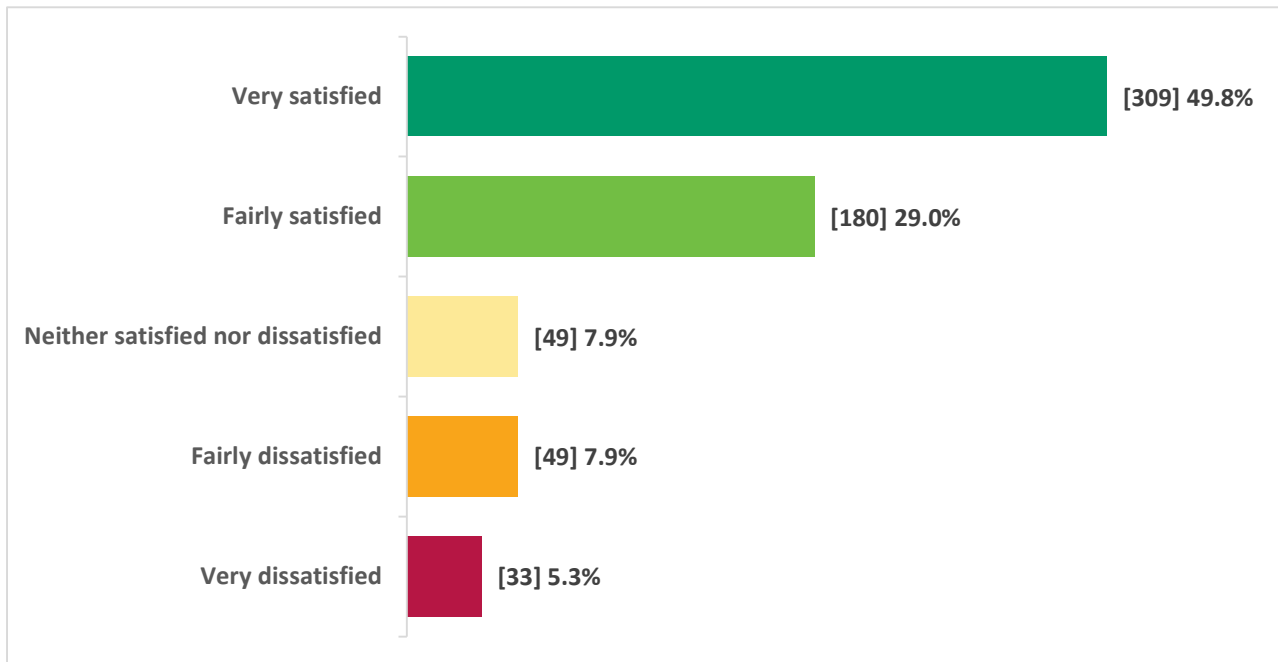
The table below shows that the survey sample achieved is generally representative of the relevant tenant population, other than age groups.

	Population %	Responses % (and counts)
Tenure		
General Needs	76%	81% (501)
Livewell	24%	19% (119)
Property type		
Bungalow	8%	13% (81)
Flat	28%	30% (184)
House	54%	54% (336)
Other	9%	3% (19)
Size (No of rooms)		
0-1	19%	18% (112)
2	47%	51% (314)
3+	35%	31% (194)
Age		
Under 35	17%	10% (61)
35-59	50%	47% (281)
60+	34%	43% (260)
Ethnicity		
White	84%	87% (487)
Mixed or multiple ethnic groups	2%	2% (9)
Asian or Asian British	5%	4% (22)
Black, African, Caribbean or Black British	6%	5% (27)
Arab or other ethnic group	3%	3% (15)

TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Yorkshire Housing Association?

78.9%



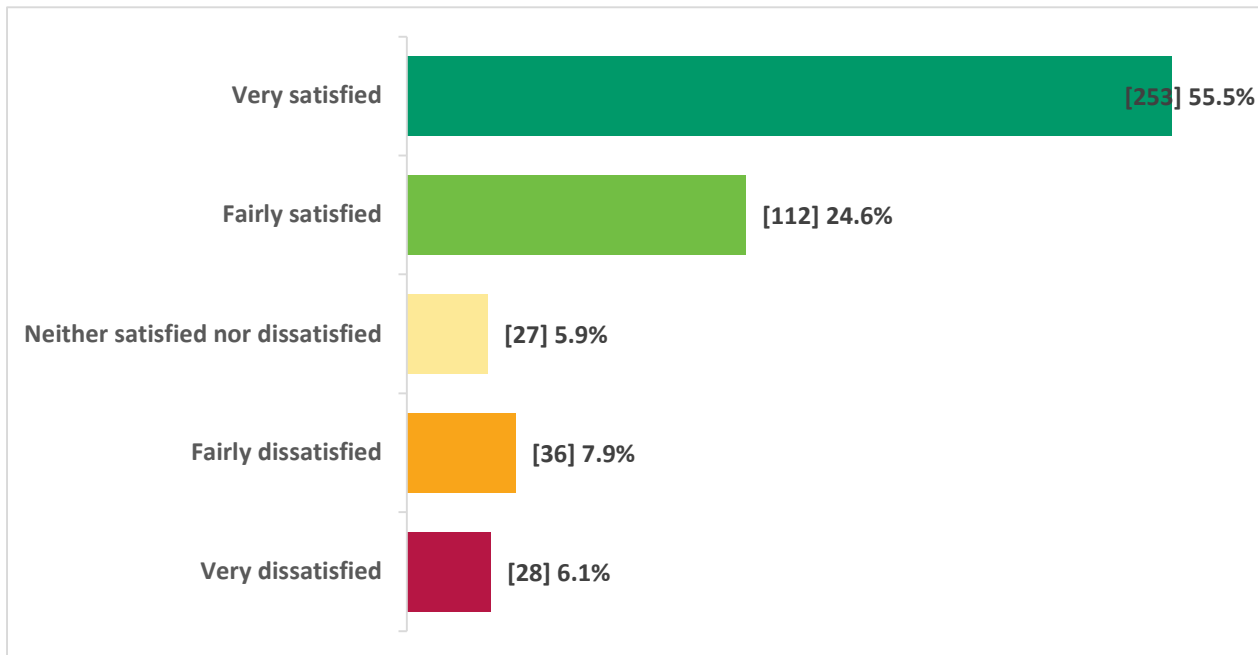
Analysis

- Overall satisfaction is 78.9% (489 respondents).
- The score is a 0.4% fall on that received in the 2023/24 survey.
- 'Neither satisfied nor dissatisfied' accounted for 7.9% of responses meaning 13.2% (82 responses) were actively dissatisfied.
- Satisfaction from tenants who completed the survey online was lower (71.6%) than those who completed by telephone (85.6%).
- Satisfaction among Livewell tenants (87%) was higher than General Needs (77%). Tenants whose property is managed by an agent returned higher satisfaction still at 93% but from only 15 responses.
- Differences in housing type showed higher satisfaction among respondents living in Bungalows (84%), compared with Flats (80%) and Houses (76%).
- Satisfaction across management areas was fairly even with Rotherham and Sheffield scoring highest (82%). Doncaster based properties scored lowest at 62%.
- Elder age groups were more satisfied – 60+ (84%) compared with Under 35 (69%).

TP02 – Overall Repairs Service

How satisfied or dissatisfied are you with the overall repairs service from South Yorkshire Housing Association over the last 12 months?

80.0%



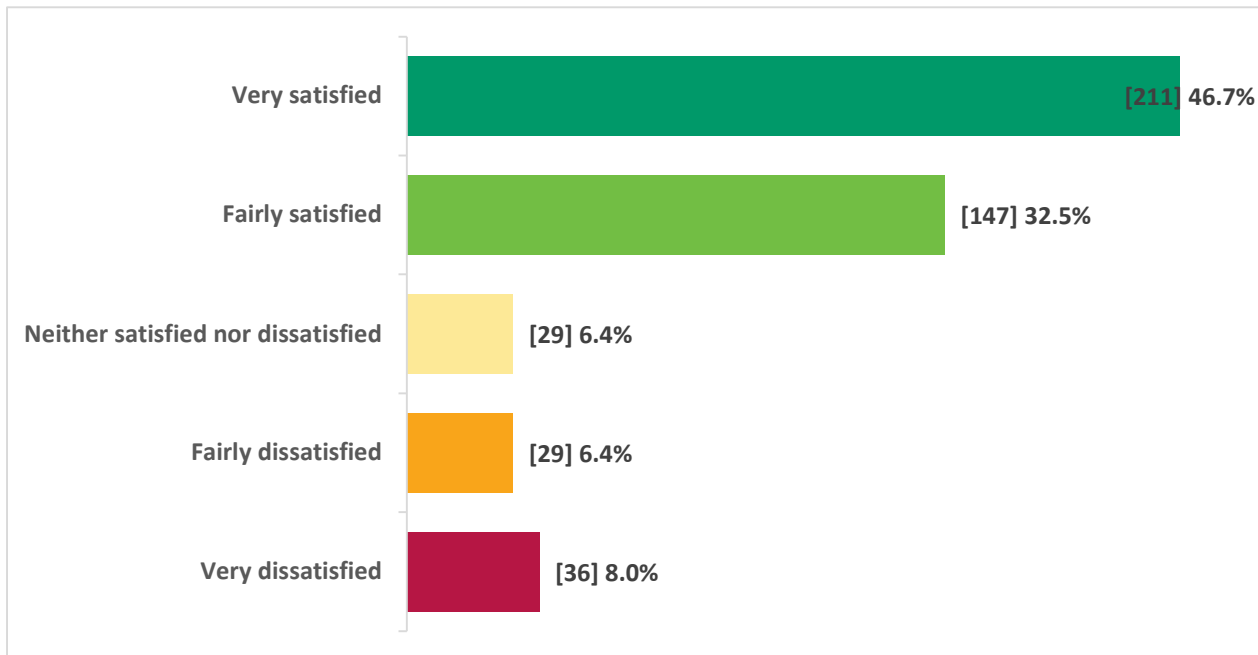
Analysis

- Residents were asked, “Has SYHA carried out a repair to your home in the last 12 months?”. A total of 74.7% (460 respondents) stated ‘Yes’.
- Those who stated ‘Yes’ were then asked TP02 above, where 80.0% (365 respondents) were fairly or very satisfied.
- The score is a 0.4% increase on 2023/24.
- Respondents in Bungalows (85%) returned higher satisfaction than Flats (81%) and Houses (78%).
- Livewell customers (85%) were more satisfied than General Needs (79%).
- This question was the third highest key driver to satisfaction and many of the comments received related to the repairs and maintenance service (both positive and negative), highlighting its importance to customers.

TP03 – Repairs: Time Taken

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

79.2%



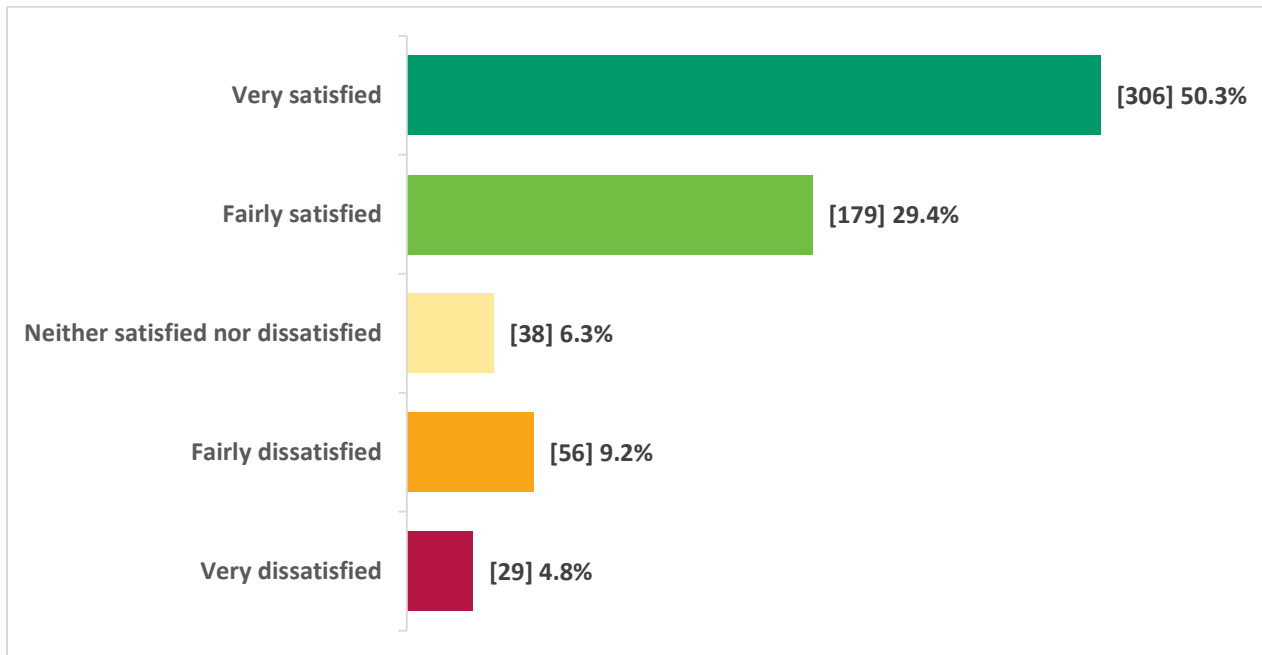
Analysis

- Of those residents who previously stated SYHA had carried out a repair to their home in the last 12 months, residents were then asked TP03, above.
- A total of 79.2% (358 respondents) were fairly or very satisfied.
- The result is a 2.8 point improvement on the 2023/24 score.
- Livewell tenants (87%) were notably more satisfied than General Needs tenants (77%).
- Bungalows and Flats (both 84%) were more satisfied than Houses (74%).

TP04 – Home is well maintained

How satisfied or dissatisfied are you that South Yorkshire Housing Association provides a home that is well maintained?

79.8%



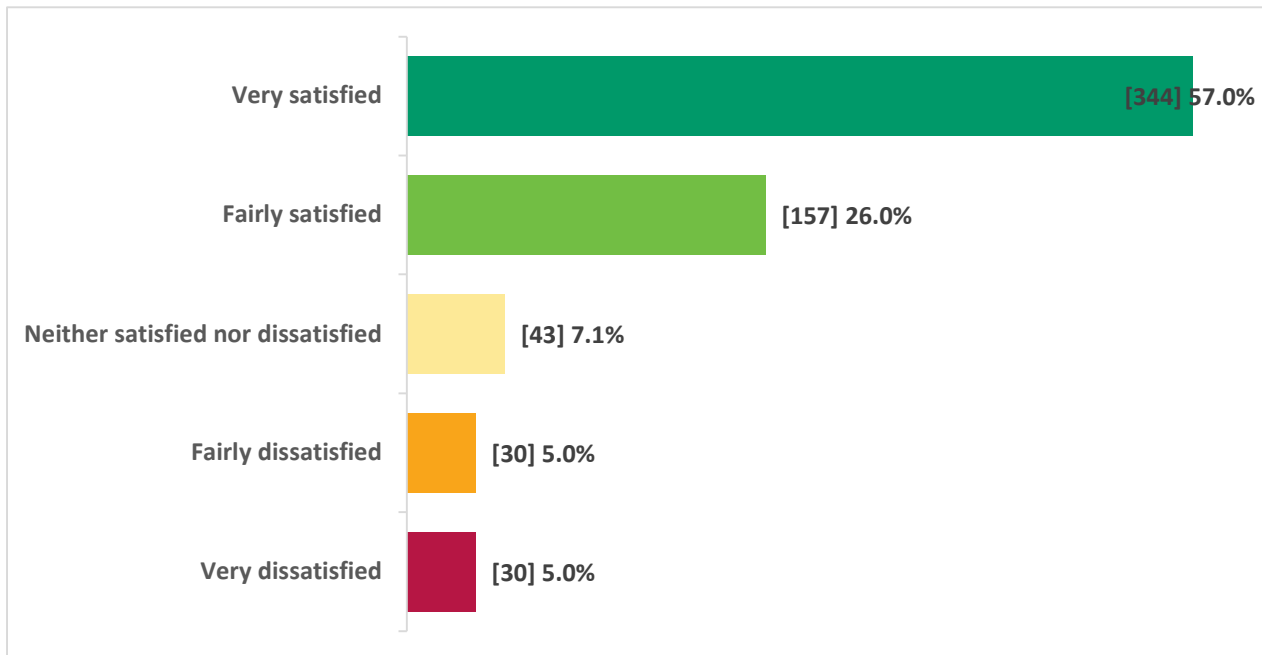
Analysis

- 79.8% (485 respondents) were fairly or very satisfied.
- As with last year, this is the third highest scoring question on the survey and the second key driver to overall satisfaction.
- The score has however declined by 2.2 points from the 2023/24 survey.
- Livewell tenants (89%) were more satisfied than General Needs (78%).
- Tenants living in bungalows were extremely satisfied with this aspect (93%) compared to Flats (83%) and Houses (75%).

TP05 – Home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that South Yorkshire Housing Association provides a home that is safe?

82.9%



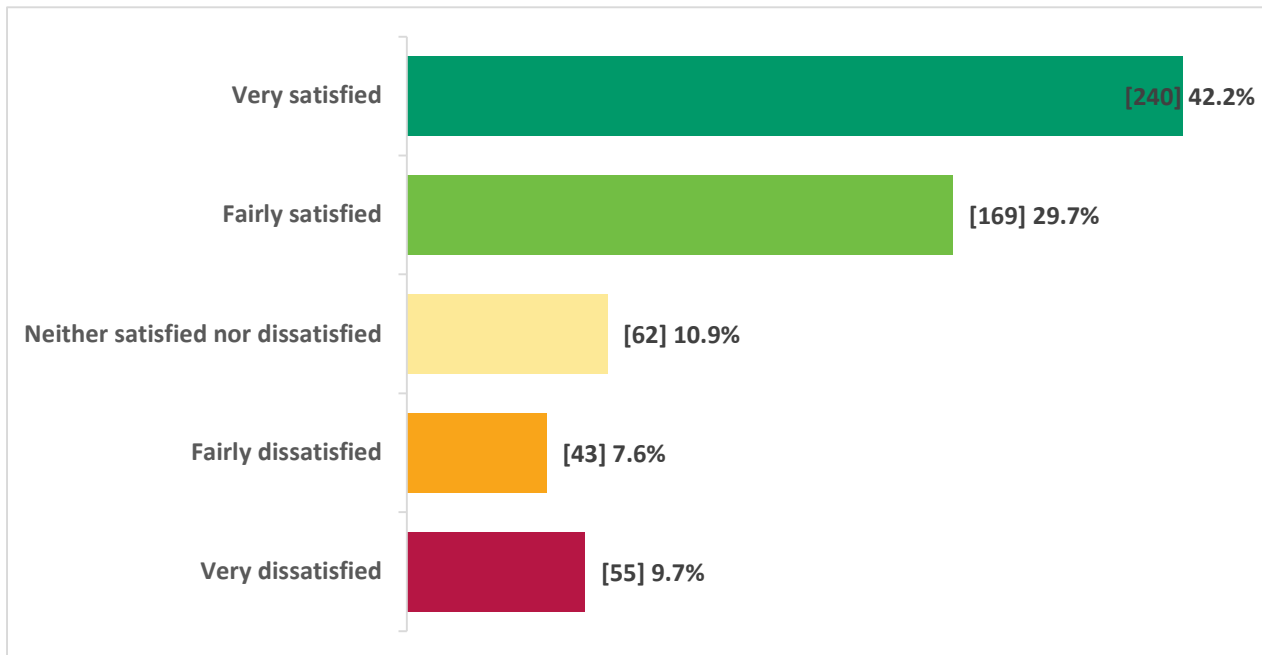
Analysis

- 82.9% (501 respondents) were fairly or very satisfied. This is the second highest scoring question on the survey.
- The score has fallen slightly on last year – down by 0.4 percentage points.
- Tenants in the 60+ age group were very satisfied (93%), compared with Under 35s (69%).
- 90% of Livewell customers are satisfied compared to 81% of General Needs.
- Scores between property types again show lower satisfaction among customers in Houses (79%) compared with Flats (85%) and Bungalows (91%).

TP06 – Listens to views & acts upon them

How satisfied or dissatisfied are you that South Yorkshire Housing Association listens to your views and acts upon them?

71.8%



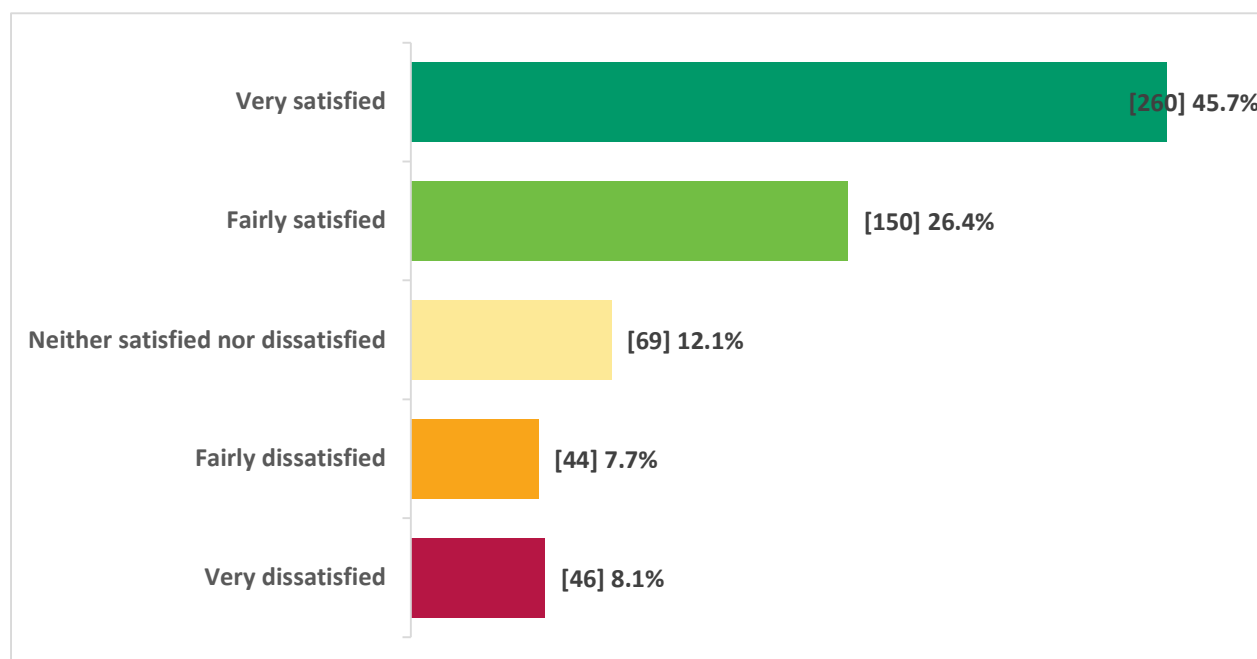
Analysis

- 71.8% (409 respondents) were fairly or very satisfied.
- The result is a 3.2 point increase on 2023/24.
- The difference between the view of Livewell tenants (80%) and General Needs (70%) follows a similar trend to other questions.
- Among property types, customers living in Bungalows (80%) were more satisfied than the other types - Houses (67%) and Flats (74%).
- As with last year, this measure is the top key driver to overall satisfaction, showing its enduring importance to customers.

TP07 – Keeps you informed

How satisfied or dissatisfied are you that South Yorkshire Housing Association keeps you informed about things that matter to you?

72.1%



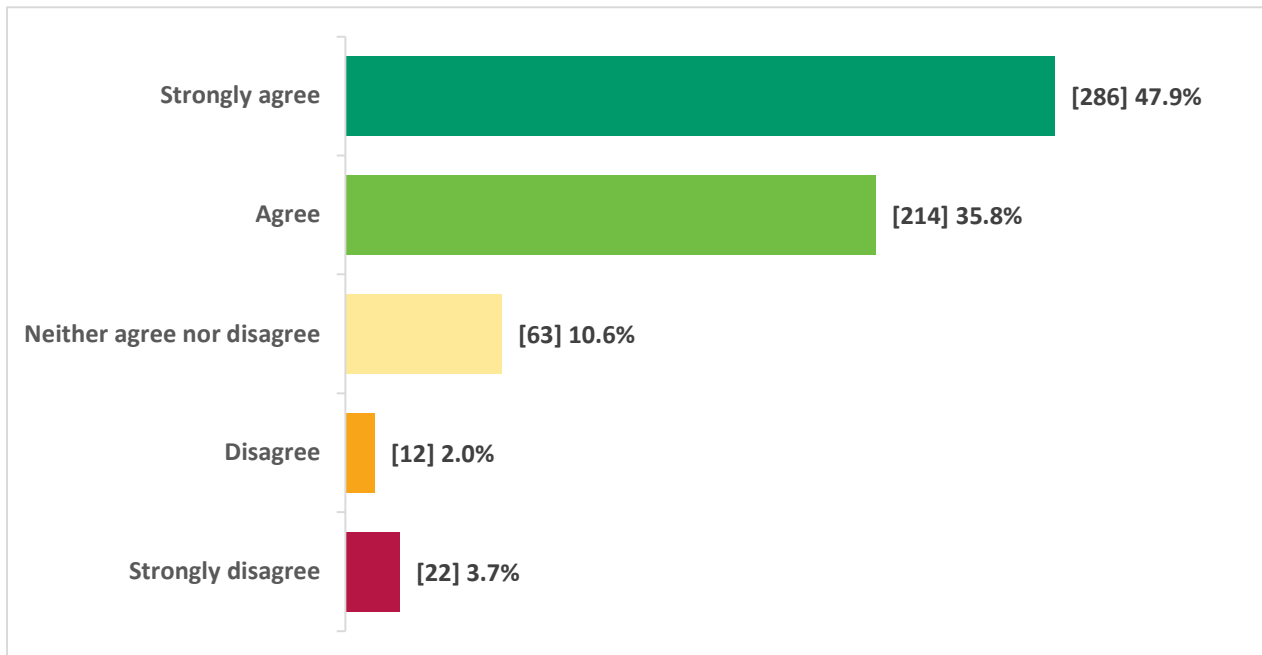
Analysis

- 72.1% (410 respondents) were fairly or very satisfied.
- Satisfaction has increased by 1.3 points compared to 2023/24.
- Livewell customers (79%) were again more satisfied than General Needs (70%).
- Residents living in Bungalows (84%) were notably more satisfied than those in Flats (71%) and Houses (69%).

TP08 – Treated Fairly & with Respect

To what extent do you agree or disagree with the following: "South Yorkshire Housing Association treats me fairly and with respect"?

83.8%



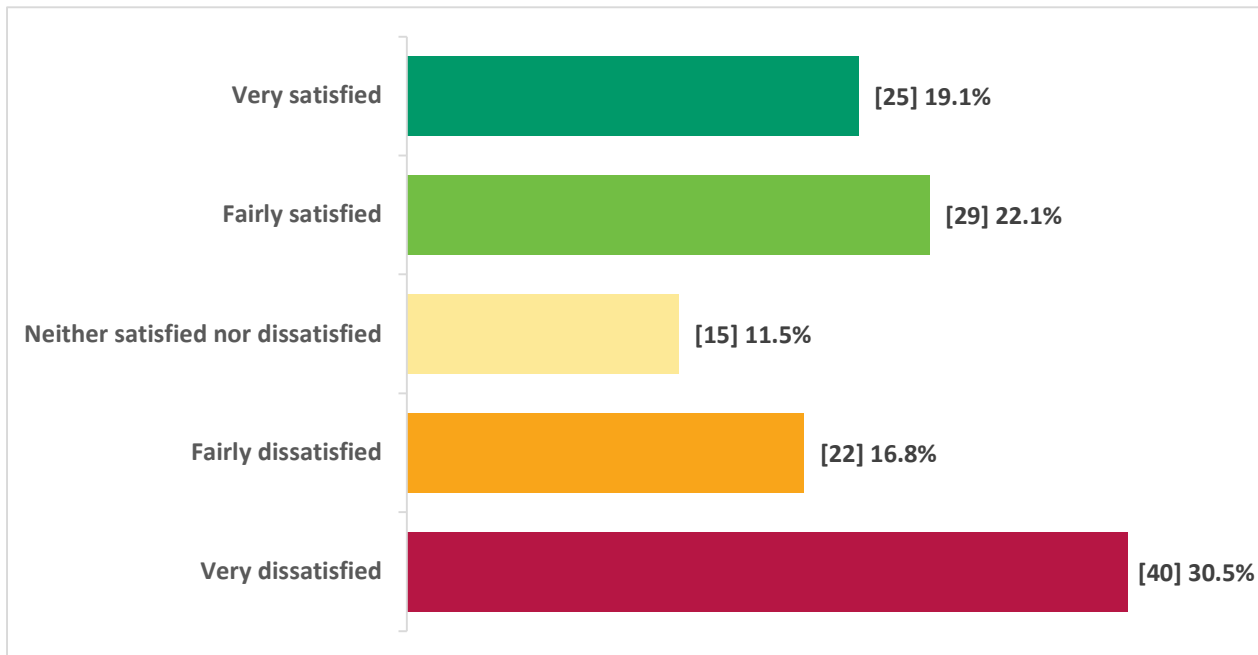
Analysis

- 83.8% (500 respondents) agreed or strongly agreed that they are treated fairly and with respect.
- As with 2023/24 this is the highest scoring question on the survey, although the score has fallen by a small 0.6 points on last year.
- 90% of Livewell customers were satisfied compared with 82% for General Needs.
- Differences between property types were slight with Bungalows (89%) again the highest followed by Flats (84%) and Houses (81%).

TP09 – Approach to Complaints

How satisfied or dissatisfied are you with South Yorkshire Housing Association's approach to complaints handling?

41.2%



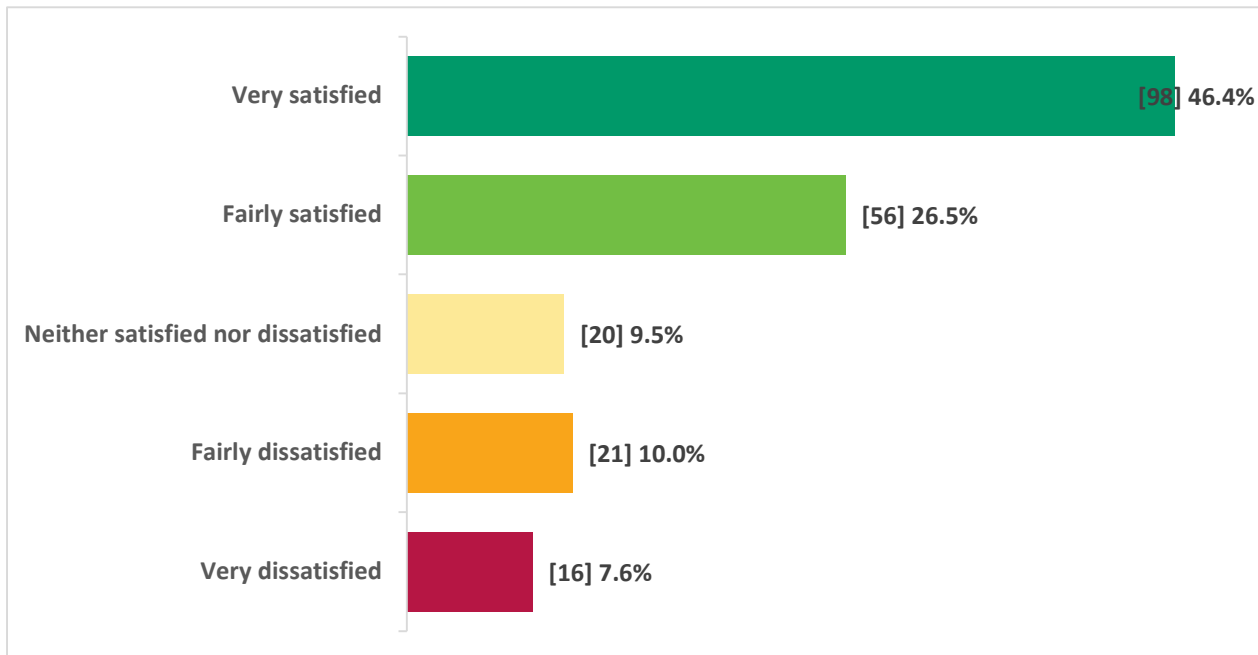
Analysis

- Residents were asked, “Have you made a complaint to SYHA in the last 12 months?”. A total of 22.1% (133 respondents) stated ‘Yes’.
- Those who stated ‘Yes’ were then asked TP09 above, where 41.2% (54 respondents) were fairly or very satisfied.
- As with last year this is the lowest scoring question on the survey, and has fallen slightly, by 3.7 points.
- The question wording is fixed and does not differentiate between official, logged complaints and perceived complaints so the score must be considered with that in mind.
- It is nevertheless a significant factor in tenant satisfaction. Overall satisfaction (TP01) is only at 53% from the 133 customers who said they had made a complaint in the last 12 months.

TP10 – Communal Areas

How satisfied or dissatisfied are you that South Yorkshire Housing Association keeps these communal areas clean and well maintained?

73.0%



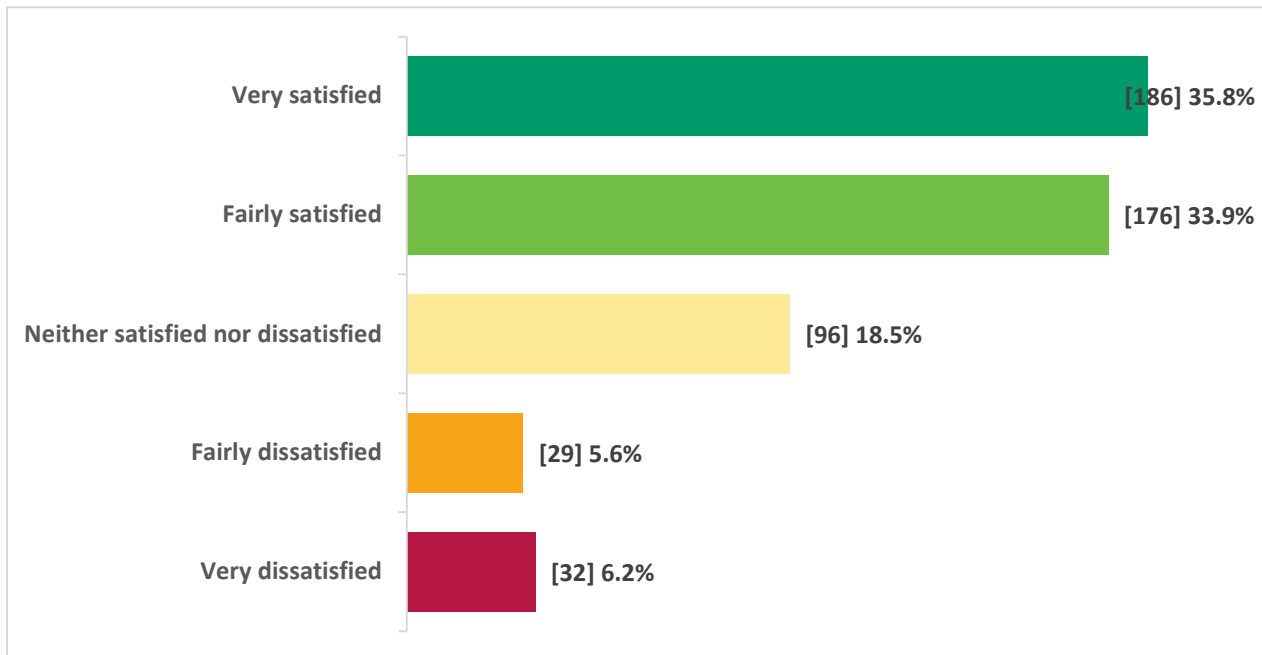
Analysis

- Residents were asked, “Do you live in a building with communal areas, either inside or outside, that SYHA is responsible for maintaining?”. A total of 35.5% (212 respondents) stated ‘Yes’. 6.9% (41 respondents) stated that they did not know.
- Those who stated ‘Yes’ were then asked TP10 above, where 73.0% (154 respondents) were fairly or very satisfied.
- This result represents the biggest annual increase of all the measures – by 4.9 points.
- This was an aspect where residents in Flats (78%) were much more satisfied than Houses (60%) and Bungalows (64%).
- Livewell tenants were 10 points more satisfied than General Needs – 79% to 69%.

TP11 – Contribution to Neighbourhood

How satisfied or dissatisfied are you that South Yorkshire Housing Association makes a positive contribution to your neighbourhood?

69.7%



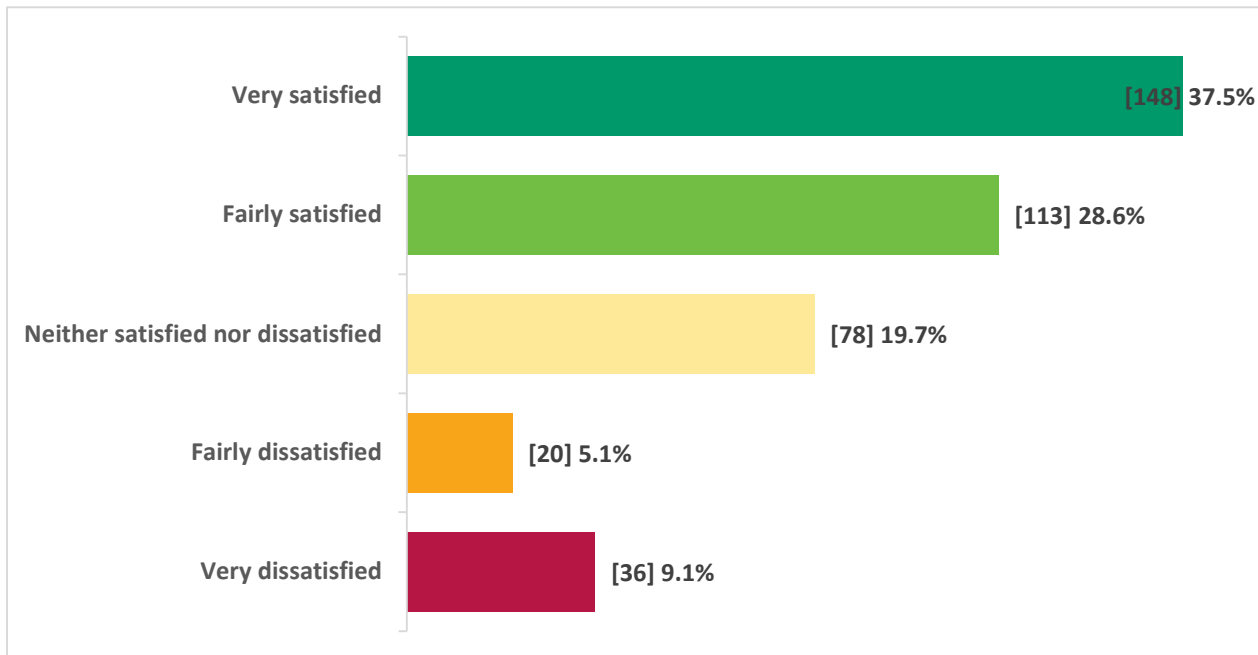
Analysis

- 69.7% (362 respondents) were fairly or very satisfied.
- Satisfaction has increased by 3 points on 2023/24.
- A number of respondents – 79 – were unable to answer this question, replying 'don't know / non applicable'. Many said that were not aware of how SYHA contributed to their neighbourhood, making it a difficult question to respond to.
- Tenants based in Doncaster (50%) were notably less satisfied than other areas - Derbyshire scored 62% with the remainder all above 70%.
- Livewell tenants (83%) were much more satisfied than General Needs (67%).
- Tenants in Bungalows and Flats (both 75%) were more satisfied than Houses (64%).

TP12 – Approach to Anti-social Behaviour

How satisfied or dissatisfied are you with South Yorkshire Housing Association's approach to handling anti-social behaviour?

66.1%



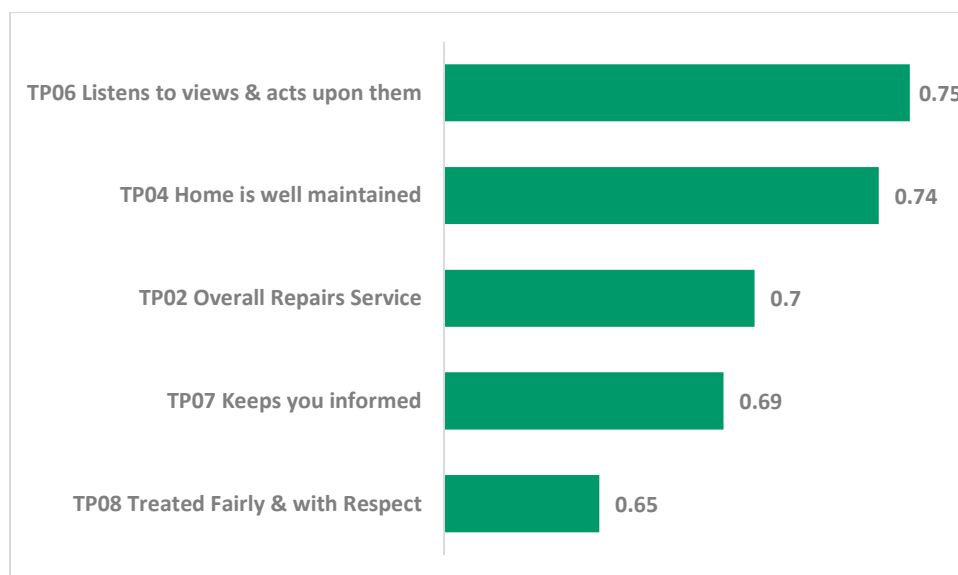
Analysis

- 66.1% (261 respondents) were fairly or very satisfied.
- Satisfaction has increased by 3.5 points on 2023/24.
- A relatively large number of respondents – 202 – were unable to answer this question, replying 'don't know / non applicable'. Many said they were not aware of what SYHA did in relation to ASB – many of whom had not experienced it.
- Tenants living in Doncaster (44%) were again the least satisfied, compared to Derbyshire (55%), Sheffield (66%), Rotherham (68%) and Barnsley (77%).
- Satisfaction by tenancy showed Livewell tenants (83%) to again be significantly more satisfied than General Needs (63%).

Further analysis

Key Driver Analysis

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which of the other questions were most related to the overall satisfaction score.



Note - The analysis produces a correlation coefficient (or r value for short) which can range from -1.0 to +1.0. This rating can be interpreted using the following guide:

- An r value close to 1 indicates that there is a strong relationship between the two variables
- A positive r value means that as one variable increases in value, the other variable will increase in value.

The results of the Key driver analysis show a similar pattern to last year.

TP06 'That SYHA listens to your views and acts upon them' comes out as most important driver followed by TP04 - Home being well maintained.

Satisfaction with TP06 increased this year while it reduced on TP04, to some extent pointing to how a similar overall satisfaction score (TP01) was achieved.

Comments

Comments were collected at the end of the survey using the question 'Is there anything else you would like to share with SYHA?' Customers used the opportunity to raise a variety of issues, many very specific to their circumstances, but nevertheless they are helpful as indicators to explain reasons for satisfaction or dissatisfaction, or to offer suggestions for improvement. A summary of the main themes arising from the comments, with some examples, is below.

Positive comments:

Theme	Number of responses
Generally positive experience	37
Repairs & maintenance	8
Support & communication	8
Quality of home	5

"I love my little bungalow and I think SYHA provide good quality housing."

"In the 5 years we have lived in this house, we have had great services from SYHA. From telephone receptionists to departmental staff, nothing has ever come across as too much trouble."

"Our housing officer has helped greatly, very happy and grateful for the support from her."

Negative comments:

Theme	Number of responses
Repairs & maintenance	70
Communication issues	30
Generally negative	30
Outside areas	25
ASB	22
Gardens	21

"Sometime repairs are not done very quickly and because I am disabled I am supposed to get help with my garden, but still have not had any help with this."

"The repairs used to be of good quality now the workers who come are not very good."

"Outside maintenance is becoming a bit of an issue - new manager is trying to get this sorted and trying to get some activities sorted for our community."

Annex 1 - copy of questionnaire

Tenant Satisfaction Measures Survey

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Yorkshire Housing Association?

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

Q2 Has South Yorkshire Housing Association carried out a repair to your home in the last 12 months?

- Yes
- No

Q2a How satisfied or dissatisfied are you with the overall repairs service from South Yorkshire Housing Association 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 South Yorkshire Housing Association 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 South Yorkshire Housing Association 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 South Yorkshire Housing Association 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 South Yorkshire Housing Association 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: "South Yorkshire Housing Association 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 South Yorkshire Housing Association in the last 12 months?
- Yes
 - No

Q8a How satisfied or dissatisfied are you with South Yorkshire Housing Association 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 South Yorkshire Housing Association is responsible for maintaining?

- Yes
- No
- Don't know

Q9a How satisfied or dissatisfied are you that South Yorkshire Housing Association 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 South Yorkshire Housing Association 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 South Yorkshire Housing Association's approach to handling anti-social behaviour?

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

Q12 Is there anything else you would like to share with SYHA?

Q13 Finally, are you happy for SYHA to contact you about any of the answers you have given?

- Yes
- No