



Acis Group

Tenant Satisfaction Measures – Summary of Approach 2024/25



Table of Contents

Introduction	3
Summary of Achieved Sample & Sample Method	3
Timing of Survey	4
Collection Method(s)	4
Sample Method	4
Representativeness	5
Questionnaire.....	8

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 Acis Group (Acis) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details Acis' 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



Acis 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, Acis completed TSM surveys with a sample of residents. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. Acis must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 4%.

During 2024/25, Acis completed 944 TSM surveys. Acis have 6033 properties which means that a statistical accuracy level of +/- 2.9% was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

No incentives were used.

Timing of Survey



Acis carried out a total of 982 surveys between 14/06/2024 and 25/03/2025.

Collection Method(s)



The TSM Surveys were completed via telephone. The rationale for using a single 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 ask 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, maximizing the robustness of our data and ensuring the results truly reflect the tenant base.
- ✓ **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 the survey. Acuity contacted a random selection of current tenants from Low Cost Rental Accommodation properties to participate in a mixed methodology survey based on quotas set on tenure, age group and area. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with Acis, 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:

Gender

Male
Female

Population	Sample
34%	32%
66%	68%

Age Group

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

Population	Sample
3%	3%
15%	13%
19%	18%
17%	17%
10%	9%
9%	9%
13%	14%
9%	11%
5%	5%
0%	1%

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%	5%
18%	17%
11%	11%
24%	27%
25%	23%
17%	16%

Ethnicity

Any other Ethnic Background
Black / Black British: African
Mixed: White & Black Caribbean
Unknown
Other Ethnic Origin

Population	Sample
1%	0%
1%	1%
1%	0%
2%	1%
0%	1%

White Eng, Scot, NI, British	91%	92%
White: Any other background	3%	1%
White: Other	0%	1%

Area

	Population	Sample
Bardney	2%	3%
Beckingham	1%	1%
Bilsthorpe	2%	2%
Blyton	1%	1%
Caistor	2%	2%
Cherry Willingham	1%	1%
Dinnington	1%	1%
Dunholme	1%	1%
Edwalton	1%	1%
Epworth	0%	1%
Fiskerton	1%	1%
Gainsborough	27%	28%
Grassmoor	1%	1%
Grimsby	1%	1%
Harworth	1%	1%
Ingham	0%	1%
Keelby	1%	1%
Langwith	1%	1%
Louth	0%	1%
Lower Manor	6%	5%
Market Rasen	3%	3%
Middle Rasen	1%	1%
Morton	1%	1%
Nettleham	1%	1%
Nettleton	0%	1%
North Hykeham	1%	1%
North Kelsey	0%	1%
North Wingfield	1%	1%
Owston Ferry	0%	1%
Rainworth	1%	1%
Retford	1%	1%

Saxilby	3%	3%
Scothern	1%	1%
Scotter	1%	1%
Sleaford	2%	1%
Stow	0%	1%
Sturton-by-Stow	1%	2%
Sutton-in-Ashfield	0%	1%
Thurcroft	1%	1%
Welton	2%	2%
Woodthorpe	12%	8%
Worksop	1%	1%

Beds

	Population	Sample
1	7%	17%
2	41%	49%
3	48%	32%
4	4%	2%

Arrears Patch

	Population	Sample
Area 1	23%	25%
Area 2	19%	20%
Area 3	24%	25%
Area 4	7%	7%
Area 5	12%	9%
Area 6	6%	4%
Area 8	9%	10%

Tenancy Type

	Population	Sample
Affordable Assured	5%	6%
Assured	64%	65%
Assured (Rent Guarantee)	9%	9%
Starter Tenancy	6%	7%
Yorkshire Assured Tenancy	9%	8%
Yorkshire Transfer (AT)	6%	3%

Questionnaire & Introductory Text



Here is the introductory text and question set used for Acis surveys.

Telephone Intro:

Hello, is that [Respondent Name]?

My name is [Interviewer Name], and I'm calling on behalf of Acis Group from an independent research agency called Acuity. We are carrying out short satisfaction surveys with residents to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare 10 minutes to go through the survey with me now? IF NO ASK; can I call back at another time?

No appointments after 25/03/2025

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by Acis Group 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 Acis Group by phone [0800 027 2057].

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 Acis Group provides.

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 Acis Group?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Comments	What is the main reason for your answer when it comes to overall satisfaction?	Open ended
Well Maintained Home	How satisfied or dissatisfied are you that Acis Group 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 Acis Group 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 Acis Group is responsible for maintaining?	Yes, No, Don't know
Communal Area Satisfaction	How satisfied or dissatisfied are you that Acis Group 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 Area Types	Which of the following communal areas do you have?	Hallway, landing or doors, Staircase, Grassed or shrubbed area, Outside area (paved, seating etc), Bin store
Communal Area Comments	As you do not feel that Acis Group keeps communal areas clean and well maintained, please can you explain why and suggest what can be improved.	Open ended
Repairs in Last 12 Months	Has Acis Group 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 Acis Group 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
Improve Repairs Comments	What do you think could be done to improve the responsive repairs service?	Open ended
Contribution To Neighbourhood	How satisfied or dissatisfied are you that Acis Group 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 Acis Group's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Listens and Acts	How satisfied or dissatisfied are you that Acis Group 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

Fairly and with Respect	To what extent do you agree or disagree with the following 'Acis Group treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
Keeps you Informed	How satisfied or dissatisfied are you that Acis Group 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 'Acis Group treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
NPS	How likely would you be to recommend Acis Group to other people on a scale of 0 - 10, where 0 is not at all likely and 10 is extremely likely?	10 – Very likely, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0 – Not likely at all
VFM Rent	How satisfied or dissatisfied are you that your rent provides value for money?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
Complaints in Last 12 Months	Have you made a complaint Acis Group in the last 12 months?	Yes, No
Complaints Handling	How satisfied or dissatisfied are you with Acis Group's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Add Services Awareness	Did you know that Acis Group offer additional services? Such as education and support to find work?	Yes – have used the service, Yes – but not used the service, No
Add Services Interested	Would this be something you'd be interested in finding out more about? (If yes, we will pass on your contact details to Acis Group separately from your results)	Yes, No
Add Services Found Out	How did you find out about our services initially?	Word of Mouth, Advert, Leaflet, Facebook, Other social media, Used service before, Have already heard of Acis, Website, Event, Other (Please state)
Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to Acis Group with your name attached so that they have better information to help them improve services?	Yes, No
Permission 2	Would you be happy for Acis Group to contact you to follow up on any of the comments or issues you have raised?	Yes, No
Call Back	Would you like a call back from Acis Group to follow up on any of the comments or issues you have raised?	Yes, No, Not Applicable

Call Back
Comments

Enter details resident would like to discuss with
Acis Group

Open ended

Report by Acuity Research & Practice



01273 287114



acuity@arap.co.uk