



ACIS

Tenant Satisfaction Measures – Summary of Approach 2025/26



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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 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 2025/26, 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 2025/26, Acis completed 1,014 TSM surveys. Acis have 6,247 LCRA properties which means that a statistical accuracy level of +/- $\pm 2.8\%$ was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

There are no incentives used for this survey.



Timing of Survey

Acis carried out a total of 1014 surveys between 21/06/2025 and 26/03/2026

Collection Method(s)



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

- **Accessibility and Inclusivity:** Ensuring accessibility for all tenants, 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, maximising the robustness of our data and ensuring the results truly reflect the tenant base. Using a telephone interaction allows Acis 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. It also enables richer information to be gathered.
- **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 Acis' fieldwork. Acuity contacted a random selection of current tenants in a telephone survey based on quotas. All respondents had the opportunity complete the survey online by requesting to do so when speaking to an interviewer. 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:

Age Group	Population	Sample
0 - 24	3%	2%
25 - 34	14%	10%
35 - 44	20%	15%
45 - 54	17%	14%
55 - 59	9%	7%
60 - 64	9%	6%
65 - 74	14%	11%
75 - 84	10%	7%
85 +	4%	3%
Unknown	1%	0.56%

Gender	Population	Sample
Female	66%	65%
Male	34%	35%



Area	Population	Sample
Auckley	0.16%	0.19%
Bardney	2%	3%
Barnoldby-le-Beck	0.19%	0.09%
Barton Upon Humber	0.26%	0.28%
Beckingham	0.95%	0.93%
Bigby	0.06%	0.09%
Bilsthorpe	2%	2%
Bishop Norton	0.12%	0.28%
Blidworth	0.31%	0.19%
Blyton	0.97%	2%
Bolsover	0.29%	0.19%
Caistor	2%	2%
Cherry Willingham	0.84%	0.93%
Claxby	0.19%	0.09%
Coningsby	0.25%	0.37%
Crowle	0.04%	0.09%
Dinnington	0.97%	1%
Doncaster	0.07%	0.09%
Dunholme	0.98%	1%
East Ferry	0.03%	0.09%



East Stockwith	0.29%	0.37%
Edenthorpe	0.18%	0.28%
Edwalton	1%	1%
Epworth	0.62%	0.84%
Faldingworth	0.12%	0.09%
Fenton	0.28%	0.65%
Fillingham	0.07%	0.09%
Fiskerton	0.81%	1%
Friesthorpe	0.04%	0.19%
Gainsborough	25%	25%
Glentham	0.12%	0.09%
Glentworth	0.12%	0.19%
Grassmoor	0.88%	0.84%
Greylees	0.46%	0.28%
Grimsby	0.68%	0.75%
Harworth	2%	2%
Healing	0.29%	0.19%
Holdingham	0.13%	0.19%
Horncastle	0.19%	0.09%
Hucknall	0.12%	0.09%
Huthwaite	0.25%	0.47%



Ingham	0.43%	0.37%
Keelby	0.73%	0.75%
Kirkby In Ashfield	0.12%	0.09%
Langwith	0.70%	0.65%
Langworth	0.29%	0.37%
Laughton	0.12%	0.28%
Laughton Common	0.07%	0.28%
Lea	0.09%	0.19%
Lincoln	0.25%	0.28%
Louth	0.92%	0.19%
Lower Manor	6%	5%
Mansfield Woodhouse	0.10%	0.09%
Market Rasen	3%	3%
Marton	0.38%	0.56%
Middle Rasen	0.73%	1%
Misterton	0.10%	0.09%
Morton	1%	2%
Nettleham	1%	1%
Nettleton	0.75%	1%
New Waltham	0.53%	0.28%
Newark	0.38%	0.37%



Newton by Toft	0.03%	0.09%
Newton-on-Trent	0.23%	0.47%
Normanby-by-Spital	0.16%	0.09%
North Hykeham	0.72%	0.65%
North Kelsey	0.43%	0.56%
North Owersby	0.13%	0.28%
North Wingfield	0.53%	0.47%
Northorpe	0.09%	0.09%
Owmby-by-Spital	0.22%	0.28%
Owston Ferry	0.16%	0.19%
Pleasley	0.31%	0.28%
Potterhanworth	0.09%	0.09%
Rainworth	0.50%	0.47%
Reepham	0.46%	0.47%
Retford	1%	0.84%
Riby	0.09%	0.09%
Rothwell	0.23%	0.19%
Saxilby	3%	3%
Scampton	0.10%	0.19%
Scartho Top	0.81%	0.37%
Scothern	0.66%	0.47%



Scotter	0.62%	0.56%
Scotton	0.28%	0.37%
Searby	0.01%	0.09%
Selston	0.10%	0.09%
Shirebrook	0.28%	0.37%
Sleaford	2%	2%
Snarford	0.06%	0.09%
Snitterby	0.10%	0.09%
South Kelsey	0.40%	0.65%
Southrey	0.13%	0.19%
Stow	0.35%	0.28%
Sturton-by-Stow	1%	1%
Sutton In Ashfield	0.41%	0.75%
Swallow	0.10%	0.19%
Tealby	0.21%	0.37%
Thurcroft	0.98%	0.56%
Upton	0.10%	0.19%
Waddingham	0.18%	0.09%
Waddington	0.65%	0.56%
Walesby	0.07%	0.09%
Wath-Upon-Dearne	0.15%	0.28%



Welton	3%	2%
West Rasen	0.03%	0.09%
Westwoodside	0.09%	0.09%
Whitwell	0.06%	0.28%
Wildsworth	0.01%	0.09%
Willingham by Stow	0.26%	0.28%
Willoughton	0.12%	0.56%
Wombwell	0.53%	0.09%
Woodthorpe	10%	8%
Worksop	0.54%	0.47%

Ethnicity	Population	Sample
Any other Asian background	0.25%	0.19%
Any other Black background	0.15%	0.09%
Any other Ethnic background	0.59%	0.37%
Black / Black British: African	0.84%	0.19%
Black or Black British: Caribbean	0.44%	0.47%
Mixed: White & Asian	0.15%	0.37%
Mixed: White & Black African	0.18%	0.09%
Mixed: White & Black Caribbean	0.44%	0.56%
Not known	4%	2%



Other Ethnic Group: Arab	0.06%	0.09%
Prefer not to say	0.16%	0.09%
White Eng, Scot, NI, British	89%	92%
White Irish	0.25%	0.28%
White: Any other background	3%	3%

Religion	Population	Sample
Any other religion	1%	2%
Christian (CoE, Cath, Prot)	27%	28%
Jewish	0.04%	0.09%
Muslim	0.88%	0.37%
No religion	39%	41%
Not known	6%	7%
Prefer not to say	1%	0.65%

Length of Tenancy	Population	Sample
A. < 1 year	2%	3%
B. 1 - 3 years	20%	14%
C. 4 - 5 years	11%	7%
D. 6 - 10 years	24%	18%
E. 11 - 20 years	27%	20%
F. Over 20 years	16%	11%



Property Type	Population	Sample
1 Bed 1st Floor Sheltered Flat	1%	1%
1 Bed Bungalow	4%	3%
1 Bed End Terrace House	0.25%	0.56%
1 Bed First Floor Flat	4%	3%
1 Bed Grd Floor Sheltered Flat	0.88%	0.65%
1 Bed Ground Floor Flat	4%	4%
1 Bed Link House	0.12%	0.09%
1 Bed Mid Terrace House	0.04%	0.19%
1 Bed Second Floor Flat	0.43%	0.56%
1 Bed Sheltered Bungalow	0.34%	0.09%
2 Bed Bungalow	15%	20%
2 Bed Detached House	0.16%	0.09%
2 Bed End Terrace House	8%	8%
2 Bed First Floor Flat	2%	2%
2 Bed First Floor Maisonette	0.46%	0.28%
2 Bed Ground Floor Flat	2%	1%
2 Bed Mid Terrace House	10%	8%
2 Bed Second Floor Flat	0.60%	0.56%
2 Bed Semi Detached House	9%	7%



2 Bed Sheltered Bungalow	1%	1%
3 Bed Bungalow	0.25%	0.37%
3 Bed Detached House	0.40%	0.56%
3 Bed End Terrace House	7%	7%
3 Bed First Floor Flat	0.07%	0.28%
3 Bed First Floor Maisonette	0.21%	0.19%
3 Bed Mid Terrace House	10%	10%
3 Bed Semi Detached House	18%	16%
4 Bed Detached House	0.18%	0.28%
4 Bed End Terrace House	0.46%	0.37%
4 Bed Mid Terrace House	0.32%	0.37%
4 Bed Semi Detached House	1%	1%
5 Bed End Terrace House	0.01%	0.09%
Second Floor Bedsit	0.01%	0.09%



Questionnaire & 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 our 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



Question set for LCRA and LCHO combined

Label	Question text	Rating scale	Housing Stock
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Acis?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
Overall Satisfaction Comments	Please describe your specific experiences that have shaped your view of Acis's service.	Open ended	
Well Maintained Home	How satisfied or dissatisfied are you that Acis provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	LCRA ONLY
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Acis 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 is responsible for maintaining?	Yes / No / Don't Know	
Communal Area satisfaction	How satisfied or dissatisfied are you that Acis keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	
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 areas clean or well maintained Comments	Share your views on the maintenance of your communal areas.	Open ended	
Repairs in last 12 months?	Has Acis carried out a repair to your home in the last 12 months?	Yes / No	LCRA ONLY
Repairs last 12 months satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Acis over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied	LCRA ONLY
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	LCRA ONLY
Repairs Research Participation	Acis are conducting some further research to improve their responsive repairs service, would you be willing to be contacted following this survey to help them learn more?	Yes / No	LCRA ONLY
Contribution to neighbourhood	How satisfied or dissatisfied are you that Acis 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's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know	



ASB Comments	Give us your thoughts on Acis's approach to handling anti-social behaviour.	Open ended
Listens to views & acts upon them	How satisfied or dissatisfied are you that Acis 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 Acis 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 treats me fairly and with respect'?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Don't know / Not applicable
Complaints in last 12 months?	Have you made a complaint to Acis in the last 12 months?	Yes / No
Complaints Handling	How satisfied or dissatisfied are you with Acis's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaint Stage Resolution	What stage in the complaints process did your complaint reach?	Formal Stage 1 / Formal Stage 2 / It was dealt with Informally / Not sure / don't know
Complaint Type	What was your complaint related to?	Repairs service / Property condition / ASB /



		Communal areas or repairs / Damp and mould / Staff or contractor attitude / Communication / Tenancy matters / Rent or service charge matters / Other (please specify)
Complaint Went Well	What went well in the way your complaint was handled?	I found it easy to make a complaint / The communication I received was made through my preferred method of contact (e.g. email, tel, letter etc) / I was kept updated through the complaint process / I felt that my concerns were listened to and understood / The Staff member dealing with the complaint had a professional and pleasant approach / All points in my complaint have been considered and responded to / The complaint outcome letter was easy to understand and the reasons for the outcome were clearly explained / The complaint outcome was fair and well considered / Other (please specify)



Complaints Comments	Please describe your experience of how complaints are handled.	Open ended
Positive Complaints Comments	What other elements of how your complaint was handled did you find positive?	Open ended
Improve Complaint Handling Comments	How can your landlord improve the way they deal with complaints?	Open ended
NPS	How likely would you be to recommend Acis to other people on a scale of 0 - 10, where 0 is not at all likely and 10 is extremely likely?	0 - Not very likely at all, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 - Very likely
VFM Rent	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Parts Process	What parts of a process do you feel is important for customers to be a part of?	- start: Identifying what we should focus on / - during: Working with us to develop ideas and solutions / - after: Giving feedback when you have used this service to help ensure it does what we intended it to / - Or all stages
Most Important Thing	As an Acis (or CLiP / Riverside) customer, can you tell us about the most important thing that really matters to you about the service you use.	Open ended
	This could be Repairs and maintenance, Customer support,	



	Move in process, Support for budgeting or Answering queries.	
Most Important Thing Details	With the area you chose, is there anything you would like to see either stop, start or continue?	Open ended
Interest In Project	How interested would you be in a project like this to either get involved or see the results?	Very interested / Somewhat interested / Neither interested nor uninterested / Somewhat uninterested / Very uninterested
Permission 1 - Happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to Acis with your name attached so that they have better information to help them improve services?	Yes / No
Permission 2 - Follow up	Would you be happy for Acis to contact you to follow up any of the comments or issues you have raised?	Yes / No
Call back	Would you like a call back from Acis to follow up on any of the comments or issues you have raised?	Yes / No / Not applicable

If you are dissatisfied with the service provided by Acis, they do have a complaints process you can access by calling 0800 027 2057 or emailing info@acisgroup.co.uk. You can find more information on their website (<https://www.acisgroup.co.uk/feedback/>).

We have now come to the end of the survey. Just to confirm my name is [INTERVIEWER NAME] and I've been calling from Acuity on behalf of Acis , thank you very much for your time in completing the survey.

Report by Acuity Research & Practice



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