



**Calico Homes**

# **TSM Annual Report 2024/25**

Prepared by: Acuity Research & Practice



# Introduction

Calico Homes owns around 5,500 properties. Acuity has been conducting quarterly independent satisfaction surveys of Calico's tenants throughout 2024/25, starting in Q2. Now that the final survey of the year has been completed, this report gives an annual perspective combining the quarterly reports for the year. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and were reported for the first time in June 2024, these submissions are required annually from now on.

The surveys started in August 2024 and have been running quarterly since then, with the survey for Q4 2024/25 concluding in March 2025. In Q2 2024/25, 267 interviews were completed, this was followed by 266 in Q3 2024/25 and 288 in Q4 2024/25. Additionally, there were 12 incomplete interviews in Q2 2024/25, followed by 16 in Q3 2024/25 and 11 in Q4 2024/25. Therefore, the full 2024/25 year concluded with 821 complete interviews and 39 incomplete. While the majority of properties are General Needs, there are also some Housing for Older People and Supported Housing properties included in this report.

Tenants are invited to take part in a telephone interview and the survey is designed to collect the views of approximately 266/267 tenants per quarter. The tenants are proportionately sampled by tenure, neighbourhood and age. This report presents an analysis of the results based on the 821 completed interviews for the full year 2024/25, alongside 39 incomplete interviews, which are required to be included by the Regulator.

The telephone survey is confidential, and the results are sent back to Calico Homes anonymised unless tenants give their permission to be identified – 78% of tenants did give permission to share their name and 95% of these tenants are happy for Calico Homes to contact them to discuss any issues they raised.

This survey aims to provide data on tenants' satisfaction, which will allow Calico Homes to:

- Provide information on tenants' perceptions of current services
- Compare the results with other landlords submitting results to the Regulator
- Report to the Regulator

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with over 2,500 and under 10,000 properties achieve an annual sampling error of at least  $\pm 4\%$  at the 95% confidence level. For Calico Homes, 821 complete responses were received this year, and this response is high enough to conclude that the findings are accurate to within  $\pm 3.2\%$  annually.

Note: The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.

Key TSM Metrics

Annual Summary

NPS

Wellbeing

Further Insight

Trends

Summary

Annual Demographics

# 73%



## Overall Satisfaction

Slightly fewer than three-quarters of tenants are satisfied with the overall service provided by Calico Homes in 2024/25 (73%). This is a positive result and further in this report, Calico Homes will be able to see how well this is benchmarked against other landlords. In future annual reports, Calico Homes will be able to view and analyse their annual performance against previous years.

The highest performing measure this year is for the treatment of tenants fairly and with respect, with a satisfaction score of 80%. The safety of the home and repairs in the last 12 months also perform well, scoring 78% and 75% satisfaction, respectively.

Conversely, two measures have satisfaction scores below 65%. These are for listening to views & acting upon them at 63% and complaints handling at 37%. Complaints handling is often the lowest performing measure in a TSM survey, however, as this has resulted in a score below 40%, Calico Homes may wish to take action and investigate this further.

## 2024/25 TSM Key Metrics (LCRA)

### Keeping Properties in Good Repair



**Well Maintained Home**

71%



**Safe Home**

78%



**Repairs Last 12 Months**

75%



**Time Taken Repairs**

69%

### Respectful & Helpful Engagement



**Listens & Acts**

63%



**Kept Informed**

72%



**Fairly & with Respect**

80%



**Complaints Handling**

37%

### Responsible Neighbourhood Management



**Communal Areas**

74%



**Neighbourhood Contribution**

67%



**Approach to ASB**

67%



# Annual Summary



At the end of the financial year, it is possible to look at the annual results to help understand what is driving satisfaction at Calico Homes. The charts opposite summarise the key results from 2024/25 by showing a comparison of satisfaction and dissatisfaction.

Sometimes, where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are genuinely dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are dissatisfied.

For Calico Homes, it generally follows that measures with high satisfaction also have low dissatisfaction and vice versa. An exception is the satisfaction with neighbourhood contribution, which has resulted in a relatively low satisfaction score (67%) but the dissatisfaction is around the midpoint of the list (21%). This would indicate a group of respondents (12%) do not have strong opinions and could potentially go on to become satisfied if some small improvements were made.

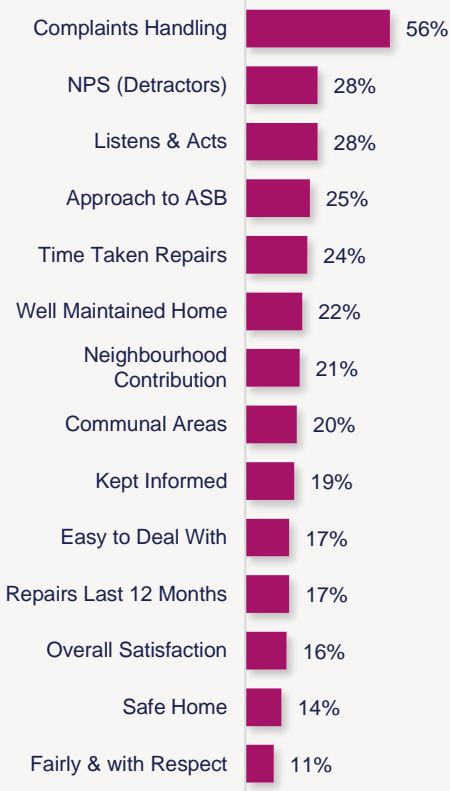
Dissatisfaction is generally below a quarter of tenants, except for complaints handling, NPS (Detractors), listening & acting and the approach to ASB. Complaints handling is the only measure which has a higher proportion of dissatisfied tenants than satisfied.

# Annual Satisfaction & Dissatisfaction

## Satisfaction with Measures 2024/25



## Dissatisfaction with Measures 2024/25





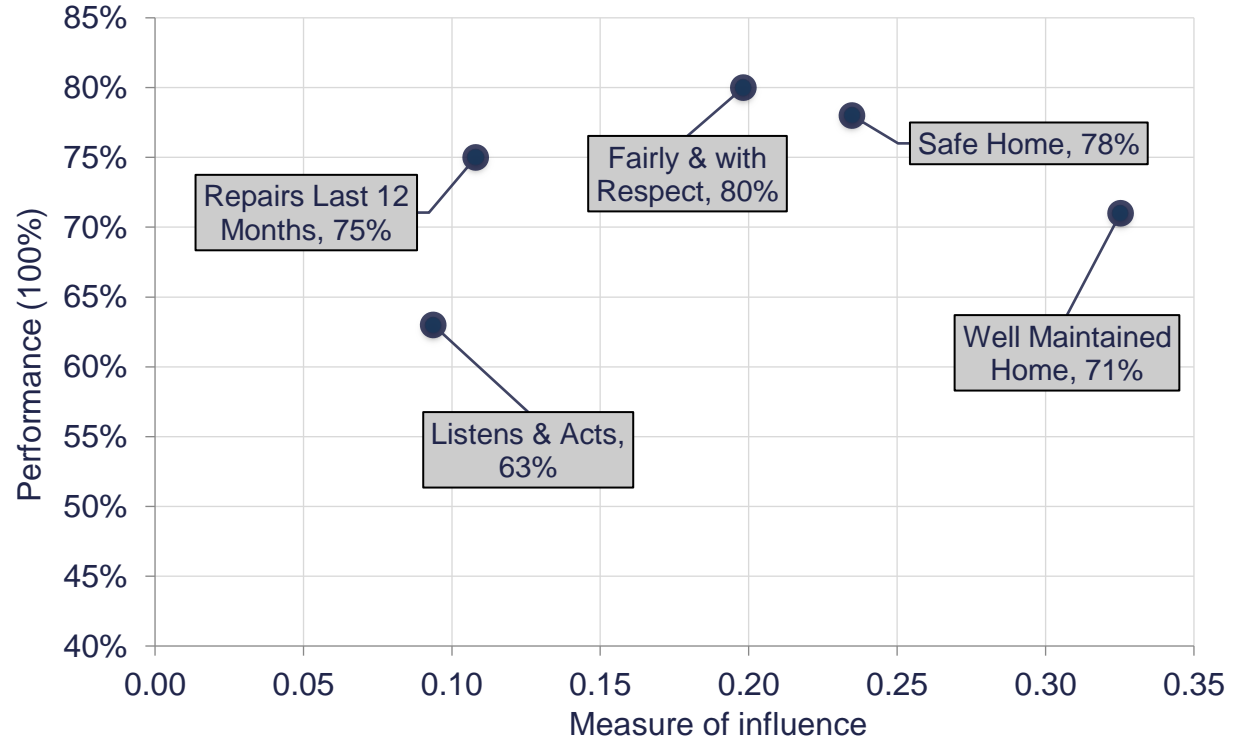
# Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction. Each landlord has its own unique pattern of influence.

When combining all the results for 2024/25, the most important driver for tenants' satisfaction with the overall services is that they have a well-maintained home. Having a safe home treating tenants fairly & with respect, the repairs service in the last 12 months and listening to tenant views & acting upon them are also important but not as influential.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

Annual Key Driver Analysis – Overall Satisfaction



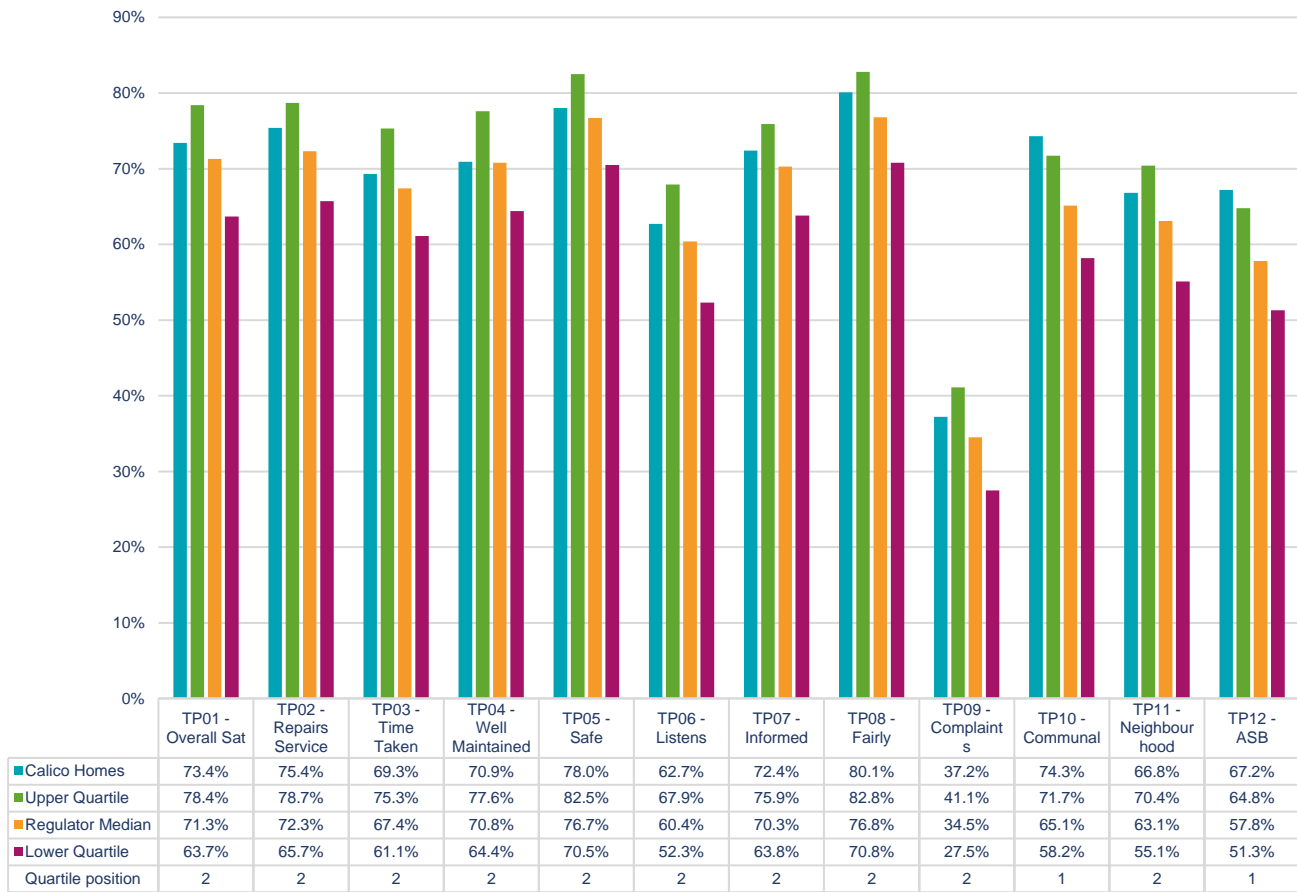
# Benchmarking – RSH results 2023/24 (LCRA)



All registered providers over 1,000 units were required to submit their TSM results for 2023/24 to the Regulator of Social Housing (RSH) by the end of June 2024. The full set of results was then released late in the year so it is possible to compare the results from Calico Homes against these.

Calico Homes compares very well against this group, with all measures above the group medians. There are two measures in the top quartile, the maintenance of communal areas and approach to ASB, with the remaining ten measures in the second quartile, including overall satisfaction.

Calico Homes should be very pleased with this and shows how hard it has worked to make the service as effective as possible, although there are still areas which could improve further.





## Benchmarking – RSH results 2023/24 (Housing Associations)

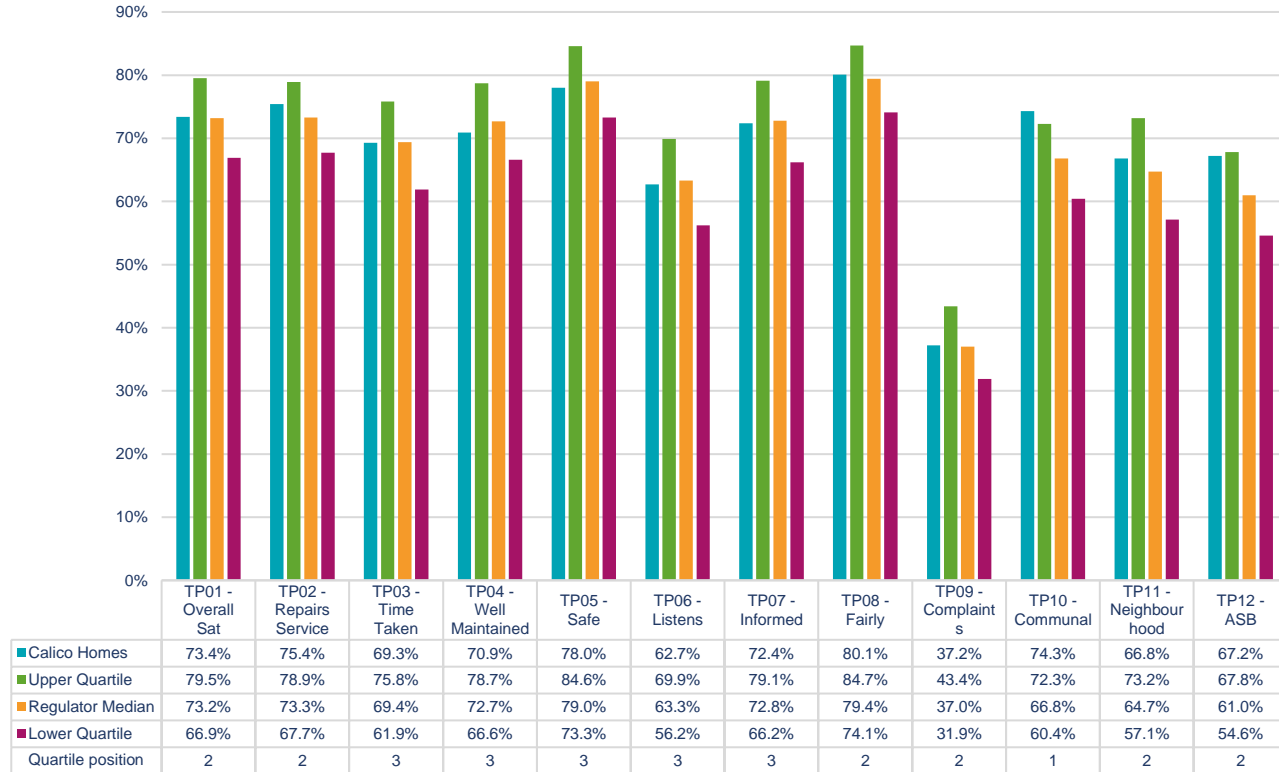
Given that Calico Homes is a housing association, it is appropriate to compare the results against other housing associations only, and the chart shows the differences against the quartile positions.

Calico Homes shows mixed results when benchmarked with this group, typically housing associations score higher levels of satisfaction than council landlords, due to some tenants' negative feelings towards their local council.

Five measures are below the group medians, these are the time taken with repairs, a well-maintained home, a safe home, listening & acting and keeping informed. All of these measures are in the third quartile, and none have fallen into the lower quartile.

Positively, the remaining seven measures are above the group medians. One measure has also finished in the top quartile, the maintenance of communal areas.

Overall, there are positive results from this comparison, however potential areas of improvement have been highlighted.







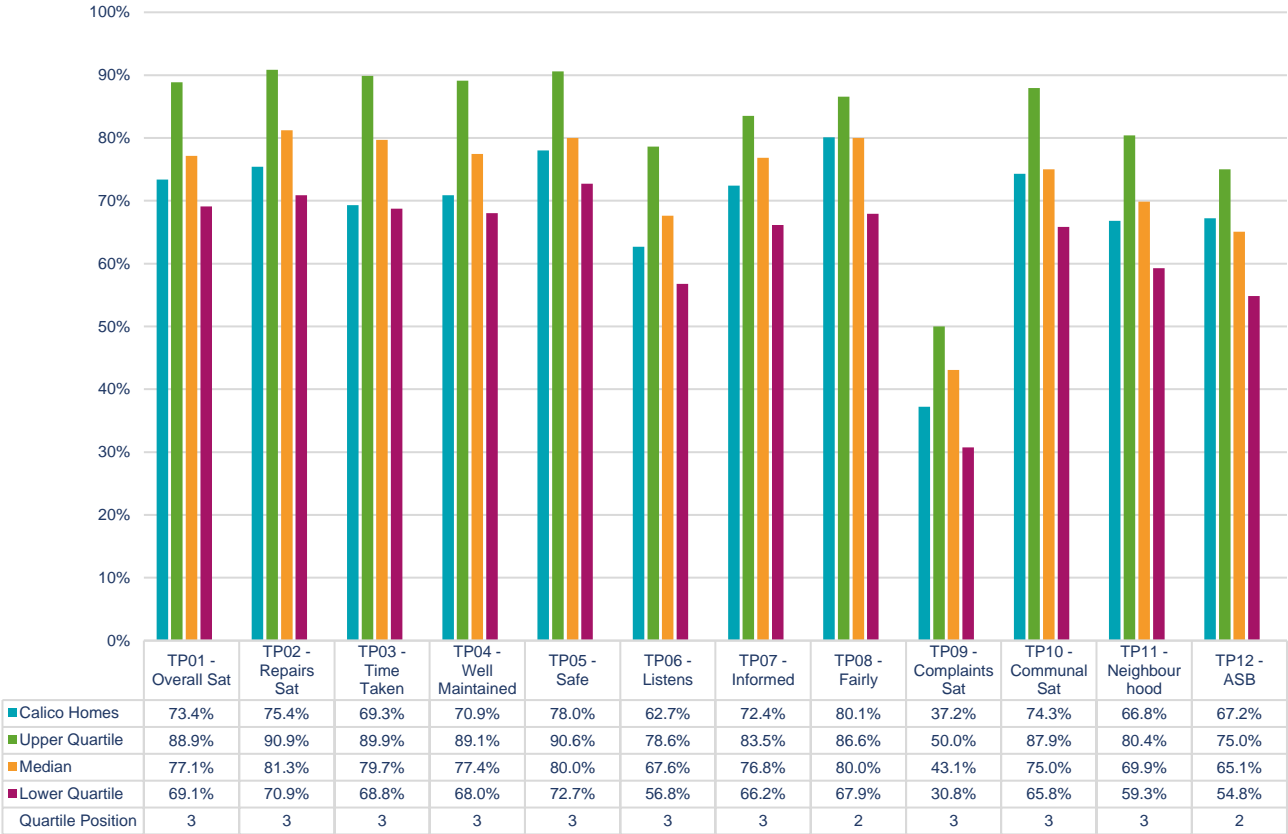
# Benchmarking – RSH results 2023/24 (Size)

Given that Calico Homes has approximately 5,500 properties, it is possible to compare the results against other smaller LCRA landlords, and the chart shows the differences against the quartile positions.

Calico Homes does not benchmark as favourably with this group, as ten measures are below the group medians. However, none of these measures have fallen into the lowest quartile and all remain in the third quartile.

Two measures are above the group medians, these are treating tenants fairly and with respect and the approach to ASB, which are both in the second quartile. No measures have scores which are high enough to enter the top quartile.

It is common that smaller housing associations score higher levels of satisfaction than large associations, this is because they are typically spread over a smaller area and can keep on top of the repairs and maintenance services more easily. Additionally, it is easier for small associations to establish more personal connections with fewer tenants.





# National Context

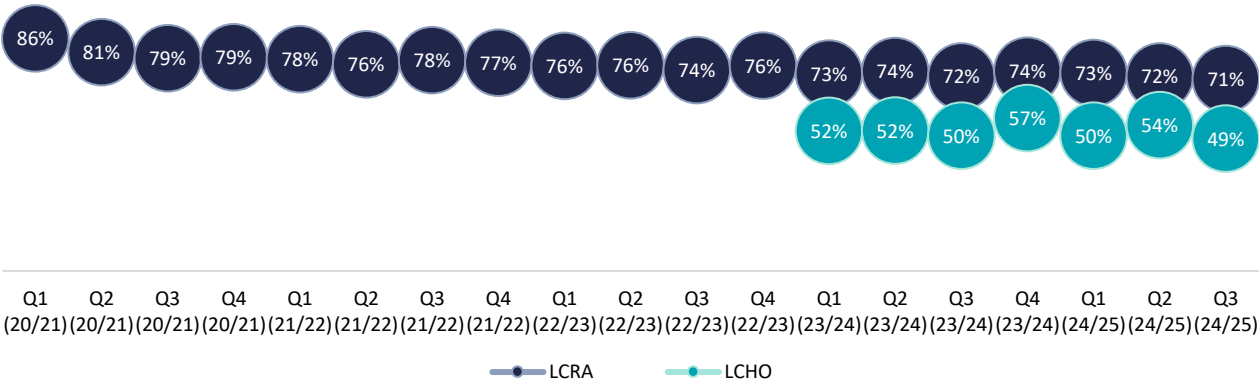
When considering the results, the national context and external factors must also be taken into account.

- For example:
- The ongoing cost of living crisis
  - New government, political changes, and changing legislative landscape
  - Uncertainty about the future
  - Wider economic challenges

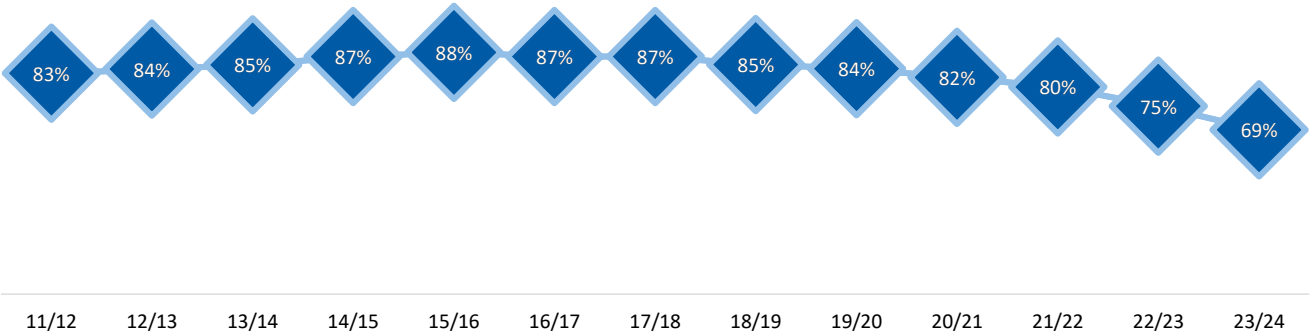
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members with a peak in 2015/16 and a slow decline since; this started even before the disruption caused by the pandemic.

Overall Services (Acuity Clients)



Satisfaction with services provided (Housemark median - general needs)





**Net Promoter**



# Net Promoter

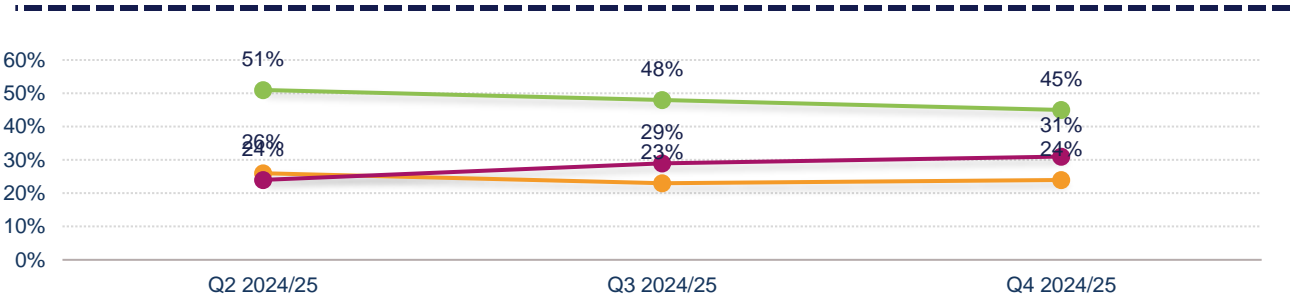
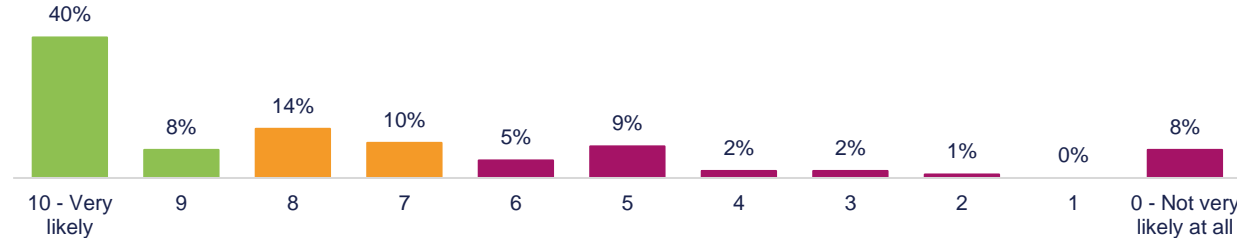
Tenants were asked, “How likely would you be to recommend Calico Homes to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?”

Just under half the tenants are promoters, very loyal and happy to promote Calico Homes to other people (48%), with 40% of tenants giving a score of 10 out of 10. Close to a quarter of tenants are currently passive and could be persuaded either way (24%), whilst close to one in three are detractors (28%), and likely to have negative views about Calico Homes.

For those who are currently passive but close to becoming promoters, it would be interesting to know how this group could be converted into promoters. An additional question asking tenants for the reason behind their score would help in this regard.

The Net Promoter Score (promoters minus detractors) is +20 for 2024/25. This is a positive result and shows more tenants are likely to recommend Calico Homes than would not.

**+20**  
**NPS**





**Wellbeing**



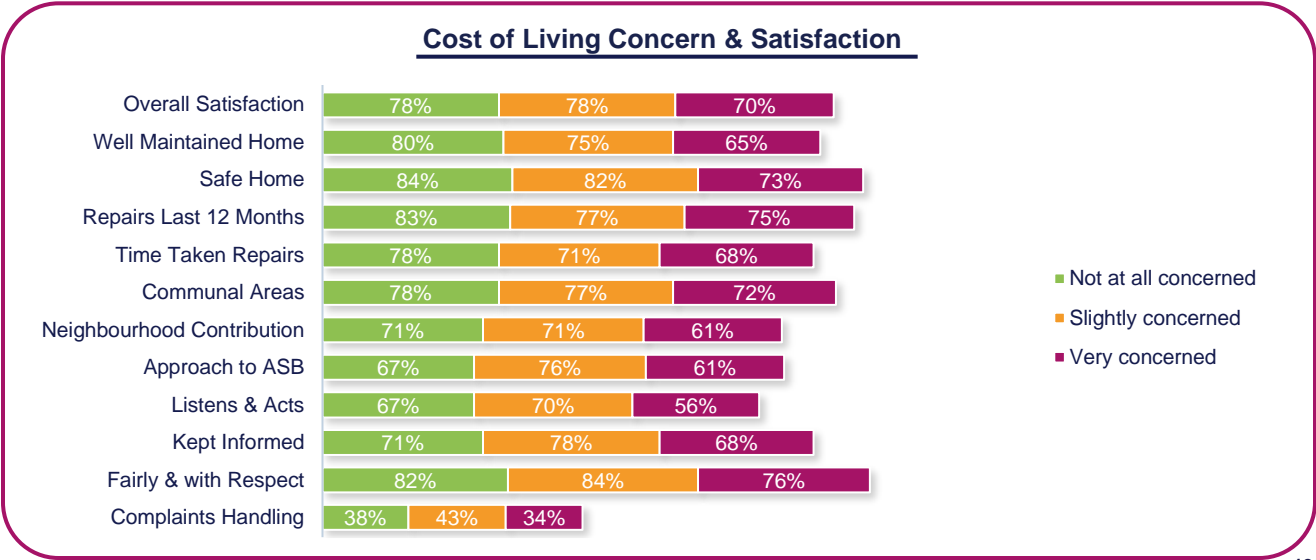
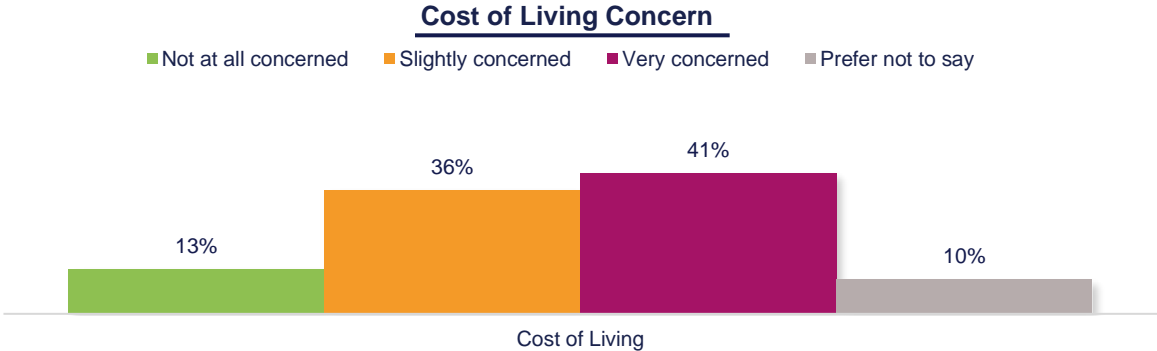
Tenants were also asked how the cost of living is affecting them, and just over three-quarters of tenants are concerned about it (77%), with 41% very concerned and 36% slightly concerned.

Similar surveys from other social landlords show that tenants who are concerned about their financial situation and the cost of living are less satisfied across the range of survey metrics. However, this is not always the case for Calico Homes.

Several of the measures, including a well-maintained home and a safe home, do show the highest levels of satisfaction for those not concerned with the cost of living, followed by those who are slightly concerned, with those who are very concerned showing the lowest levels of satisfaction. However, for some measures including listening & acting, keeping tenants informed and treating them fairly and with respect, the slightly concerned group shows the highest levels of satisfaction. Even for overall satisfaction, the non-concerned group and those who are slightly concerned have the same score of satisfaction at 78%.

Financial worries, therefore, do not appear to have impacted satisfaction scores for Calico Homes in 2024/25, as they have for some other social landlords. However, this can still be a useful measure to monitor, especially as we enter a new financial year with proposed changes such as cuts in benefits and a rise in energy costs.

# Cost of Living







**Further Insight**



# Comments - Home or communal areas safe or well maintained



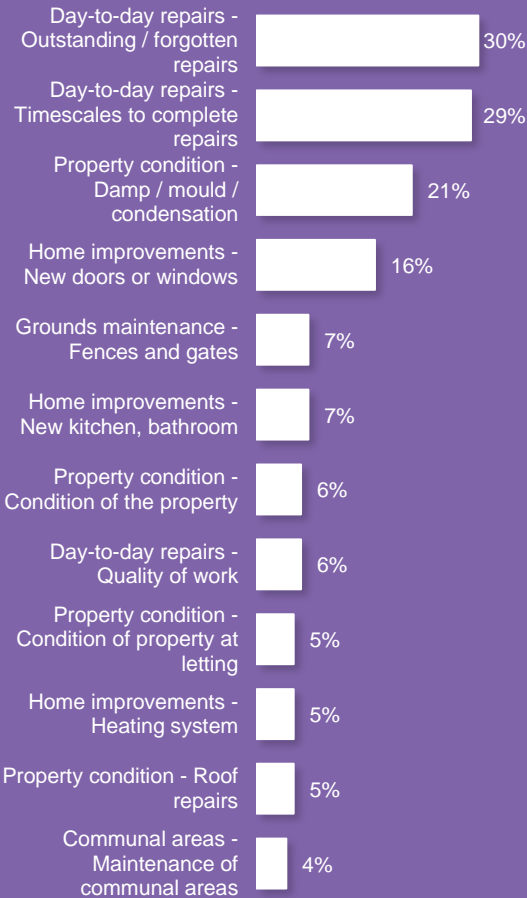
## Summary

Those not satisfied with their homes and/or communal areas were asked why and what could be improved; 316 tenants left comments. These responses reveal some dissatisfaction among tenants regarding property maintenance and repair services provided by Calico Homes. A recurring theme is the prolonged waiting times for repairs, with many respondents reporting delays of several months. Issues such as damp, mould, and leaks are prevalent, with tenants expressing frustration over unresolved problems that have persisted for years. For instance, several individuals mention waiting over a year for window replacements, while others highlighted ongoing issues with mould that have affected their health.

Communal areas also receive criticism, with some respondents noting poor maintenance, including unkempt gardens and inadequate cleaning of shared spaces. Many residents feel responsible for maintaining these areas themselves, indicating a lack of support from Calico Homes. Safety concerns are raised by some tenants, particularly regarding broken doors and inadequate lighting in communal spaces, which contribute to feelings of insecurity among vulnerable residents.

Some tenants mention negative experiences with customer service, with reports of unresponsive communication and a lack of follow-through on reported issues. Tenants expressed frustration over being passed between departments without resolution, leading to a sense of neglect. Additionally, some respondents highlight the need for better communication regarding service charges and what they cover, as many feel they are paying for inadequate services.

Overall, the feedback highlights areas where Calico Homes could improve, such as maintenance response times, enhanced communication with tenants, and ensuring that properties and communal areas are adequately maintained to foster a safer and healthier living environment.



Number of Responses: 316





# Comments - Customer Service and Communication



## Summary

The responses among the 331 answering this question show some reasons for dissatisfaction regarding communication, repair services, and overall responsiveness from Calico Homes. A recurring theme is the frustration with long wait times to reach customer service, with respondents reporting difficulties in getting through on the phone and experiencing disconnection issues. Tenants express that once they do connect, the staff sometimes fail to provide adequate support or follow-up on reported issues.

Some respondents highlight delays in repairs, with several waiting too long for urgent issues to be addressed, such as leaks, dampness, and security concerns. There is a sentiment that repairs are not prioritised, leading to deteriorating living conditions. Tenants feel that their concerns are sometimes dismissed or inadequately addressed, with a lack of clear communication regarding the status of their requests.

Additionally, there are complaints about the inconsistency in service quality, with some staff being described as rude or unhelpful. This inconsistency extends to the handling of anti-social behaviour (ASB) complaints, where tenants feel their reports are not taken seriously or acted upon effectively.

Calico Homes may benefit from an improvement in internal communication, as many respondents note that information about repairs and tenant concerns often does not reach the appropriate departments. This lack of coordination contributes to tenants feeling undervalued and ignored.

Overall, the feedback indicates that Calico Homes could enhance their communication strategies, improve response times for repairs, and ensure that all staff are trained to provide respectful and effective service. Addressing these issues could help drive tenant satisfaction and trust in the organisation.



Number of Responses: 331



# Comments - Getting it Right



Number of Responses: 759

## Summary

The survey received many positive responses with regard to the services provided by Calico Homes, particularly about repairs, communication, and overall satisfaction with housing. A number of respondents express positive experiences, highlighting the promptness and quality of repair services. Many noted that when issues are reported, repairs are typically addressed quickly, often within a day or two. The communication from staff, including housing officers and maintenance teams, is frequently praised for being polite, respectful, and efficient.

Affordability emerged as a recurring theme, with many respondents appreciating the reasonable rent prices and the provision of affordable housing. Many felt that Calico Homes is effectively meeting the needs of vulnerable populations, including families and individuals facing financial difficulties. The presence of supportive staff, such as wardens and outreach workers, is also acknowledged as a positive aspect of the service.

Several tenants also express satisfaction with their properties, stating that they like the size and location of their homes. New properties in particular are praised for their build quality and value for money.

Overall, many respondents conveyed satisfaction with Calico Homes' services and there are many positive sentiments to take away. Calico Homes would benefit from a review of all of these comments and ensure that the service provided is consistent across all tenants.





# Comments - Improvements



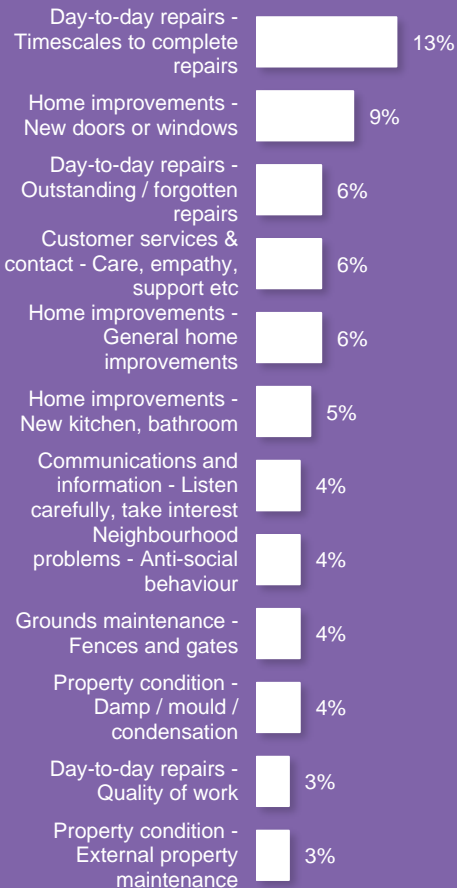
## Summary

Most tenants (772) responded when asked if Calico Homes could do one thing to improve, what would they like it to be? These responses reveal a range of concerns and suggestions from tenants regarding the services provided by Calico Homes. Several respondents express dissatisfaction with the speed and quality of repairs, highlighting that many repairs take too long to be addressed, with some waiting months for resolution. Tenants frequently mention the need for better communication, both in terms of informing them about repair timelines and updates on ongoing issues.

Many respondents call for improvements in the maintenance of communal areas and the overall appearance of properties, including gardens, fencing, and external paintwork. There is a sentiment from some tenants that existing homes should receive more attention and investment rather than focusing predominantly on new builds. Several tenants noted issues with damp and mould, which needs to be investigated by Calico Homes to rectify any potential health-related concerns.

Security and safety are also recurring themes, with requests for better lighting in communal areas and improved measures to handle anti-social behaviour. Tenants express a desire for more empathetic and responsive customer service, particularly for vulnerable individuals, including the elderly and those with mental health issues.

Additionally, there are calls for more regular inspections of properties to identify and address issues proactively. Some respondents suggest that the organisation should consider the needs of families and individuals with disabilities when making housing decisions and improvements. Overall, the feedback indicates a demand for enhanced communication, faster repairs, and a more customer-focused approach to service delivery.





**Trends**

The table shows the quarterly results for 2024/25. Although there were three surveys in the year, this is still suitable data to see the direction of travel.

It should be noted, that with a quarterly margin of error of around  $\pm 5.9\%$ , a change of more than 11.8 percentage points would be needed to be statistically significant, although any change can show a direction of travel; only one quarterly change was more than this, which was complaints handling increasing by 12p.p in Q4 2024/25.

Overall satisfaction has remained very consistent throughout the year, only deviating by 2p.p per quarter and never falling below 70% satisfaction.

Maintenance and repair measures also remained consistent throughout 2024/25, with well-maintained homes and safe homes only varying by 2p.p per quarter. Repairs in the last 12 months did see a drop of 5p.p in the most recent quarter, which shouldn't cause Calico Homes undue concern but may be a measure to monitor closely in the future to ensure this does not become a trend.

The two most volatile measures are the maintenance of communal areas and complaints handling, which is common as these measures have a smaller respondent base. The maintenance of the communal areas showed a spike in Q3 2024/25 before returning to similar levels of satisfaction as the beginning of the year. Complaints handling rose by 11p.p from the start of the year which is positive to see.

## Quarterly Change 2024/25

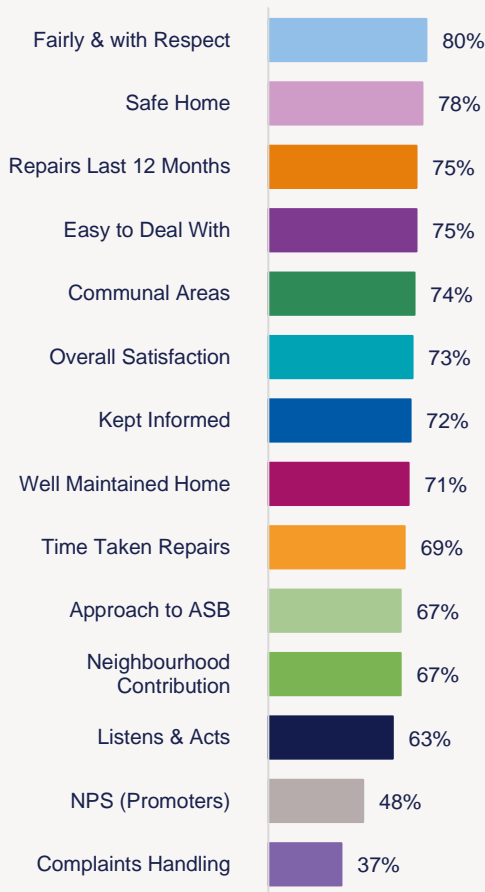


	Q2 2024/25	Q3 2024/25	Q4 2024/25
Overall Satisfaction	72%	75% (+2)	73% (-2)
Well Maintained Home	69%	72% (+2)	72% (0)
Safe Home	78%	77% (-1)	79% (+2)
Communal Areas	71%	79% (+8)	73% (-6)
Repairs Last 12 Months	77%	77% (+1)	73% (-5)
Time Taken Repairs	69%	70% (+1)	69% (-2)
Listens & Acts	63%	63% (0)	62% (-1)
Fairly & with Respect	83%	80% (-3)	78% (-2)
Kept Informed	75%	71% (-4)	72% (+1)
Easy to Deal With	79%	73% (-6)	73% (+1)
Neighbourhood Contribution	66%	68% (+2)	66% (-2)
Approach to ASB	69%	68% (-1)	65% (-3)
Complaints Handling	33%	33% (-1)	44% (+12)
NPS (Promoters)	51%	48% (-3)	45% (-3)



# Summary

## Satisfaction with Measures



## Conclusion



Calico Homes has now completed three quarterly surveys, with 821 completed interviews in the 2024/25 year. Calico Homes chose to survey supported housing tenants in-house during Q4 2024/25, although this data was excluded from the Q4 2024/25 report, it has been included in this annual report.

Satisfaction scores are fairly high, with eight measures having more than 60% satisfaction. The highest ranked measures are treating tenants fairly and with respect at 80% and satisfaction that the home is safe at 78%. Overall satisfaction ranks sixth when compared with the other measures, just above the midpoint. The lowest ranked measure in the survey, and the only one to score less than 40% satisfaction, is complaints handling at 37%.

Nearly half of the tenants (48%) are promoters and would recommend Calico Homes to other people, whereas 28% are detractors who would not recommend Calico Homes, making the Net Promoter Score +20. Nearly a quarter (24%) of tenants are passive and could potentially become promoters if Calico Homes focuses on their concerns.

Although there has been positive news around the current cost-of-living crisis, more than three-quarters of tenants (77%) in this survey are at least slightly concerned about the cost of living and how it affects them; of these tenants, 44% are very concerned. Considering recent news, it is likely that the cost-of-living crisis will continue to impact tenants throughout 2025/26.

Several open-ended questions were included in the survey to allow tenants to expand on their reasons for dissatisfaction and suggest improvements. Several tenants express satisfaction with regards to their home, particularly if they have been housed in a newly built property. However, other tenants feel that the building of new properties has taken priority over the maintenance of existing properties, with reports of outdated kitchens and unreplaced windows. Several tenants also mention the communication and repairs services, stating that it can be difficult to get through to the correct department to report an issue, followed by prolonged waits for repairs and no follow-up from Calico Homes. Communal areas are also mentioned as potential areas for improvement, with several tenants saying that areas are not kept tidy and would benefit from enhanced security measures.

Positively, in response to the question regarding what Calico Homes is getting right, many tenants praised the staff for being friendly and helpful. Tenants also speak highly of the repairs service, saying issues are attended to quickly and professionally.

This report has also broken down satisfaction scores by different demographics and subgroups. This analysis can be seen in the following pages of the report, after the recommendations.



# Recommendations

Calico Homes has commissioned Acuity to complete compliant surveys for 2024/25 based on the TSM questions provided by the Regulator of Social Housing.

Surveys for 2024/25 were completed across three quarters and show high performance in some areas, but have also highlighted areas where improvements could be made. This report covers the full 2024/25 year, incorporating responses from Q2, Q3, and Q4 2024/25.

In addition to the TSM questions, the comments made by tenants provide more insight into issues that they would like to see improved. These can help Calico Homes target services for improvement as a priority.

Shown opposite are some recommendations, building on the results of the surveys this year, that Calico Homes may wish to follow up on to help improve satisfaction in the future.

## Repairs and Maintenance

Satisfaction with the repairs service in the last 12 months has scored relatively well, with three-quarters of tenants (75%) satisfied, however, fewer tenants are satisfied with the time taken to complete repairs, with this measure at 69%. This echoes sentiments that tenants expressed in the open-response questions. Several tenants are critical of the length of time taken to complete repairs, with some citing they waited too long for urgent repairs. Calico Homes would benefit from reviewing repair data and assessing the percentage of repairs which are completed within target timescales, if this data reveals timescales are not being met, this would provide Calico Homes with information on where to target repair improvements. There is also an apparent perception among tenants that Calico Homes is prioritising the building of new properties over performing planned works in existing properties. Calico Homes may wish to review their planned works programme and ensure works such as kitchen and bathroom replacements have been completed within acceptable timescales.

## Complaints Handling

Complaints Handling is the lowest ranking measure for Calico Homes in 2024/25. Nearly a quarter of tenants surveyed (24%) had made a complaint in the last year, and of these, 37% are satisfied with the service. There has been a positive increase in satisfaction in the most recent survey, however, there are still more tenants dissatisfied than satisfied with this measure. Effective handling of complaints is important for all landlords, and Calico Homes may benefit from investigating specific reasons for dissatisfaction with this aspect of service and making improvements where possible. This would help to ensure continued improvement in tenants' satisfaction with this service.

## Communication and Customer Contact

Several tenants are critical of the communication process, which is closely linked with the repairs service, mentioning that it could be difficult to reach the correct department when reporting an issue. After this, several respondents feel that there is a lack of internal communication between departments within Calico Homes, with a lack of follow-up after a reported issue. Many tenants also state they feel they were not updated throughout the repair process. These issues indicate that it may help Calico Homes to perform a review of the customer contact process from a customer journey perspective, breaking down how a customer reports an issue and ensuring that it is logged and communicated to the correct department in good time. If tenants are kept up to date while issues are being resolved, this would go a long way to increasing trust with Calico Homes and therefore driving satisfaction.





# Annual Demographics



## Tenure

Calico Homes offers different tenure types in its services, with General Needs, Housing for Older People and Supported Housing included here.

As is often the case across the sector, older people are more satisfied than their general needs counterparts, and this is the case for Calico Homes. It is not entirely clear why this is, but one theory is that older people are more likely to be retired and have less general stress, which also makes it easier to work with their housing provider to resolve issues. Younger tenants can also have higher expectations of what they feel services should look like.

General Needs tenants have the lowest satisfaction score in 11 measures, although they have the highest percentage of satisfaction in complaints handling at 38%.

By far, the most satisfied tenure group is Supported Housing, with the highest satisfaction score in ten measures and the lowest satisfaction score in only two. It should be noted that if these interviews were not done by telephone, this can cause a difference in satisfaction scores, for example, tenants tend to be more positive when speaking to a person directly.

	All Residents	General Needs	Housing For Older People	Supported
Overall Satisfaction	73%	70%	81%	100%
Well Maintained Home	71%	66%	83%	100%
Safe Home	78%	74%	88%	100%
Repairs Last 12 Months	75%	72%	86%	93%
Time Taken Repairs	69%	66%	76%	93%
Communal Areas	74%	74%	70%	100%
Neighbourhood Contribution	67%	65%	72%	78%
Approach to ASB	67%	65%	76%	68%
Listens & Acts	63%	60%	69%	89%
Kept Informed	72%	71%	79%	65%
Fairly & with Respect	80%	80%	82%	83%
Easy to Deal With	75%	73%	83%	73%
Complaints Handling	37%	38%	33%	67% *
NPS (Promoters)	48%	45%	55%	57%

\*Base below 10



# Tenure Split

When Calico Homes' tenure types are broken down into subcategories, it is once again Supported Housing tenants that receive the highest levels of satisfaction, topping the table in ten measures, including overall satisfaction.

Housing for Older People - Social also perform well with the highest levels of satisfaction in four measures, which are the approach to ASB, keeping tenants informed, treating them fairly and with respect and being easy to deal with. As these measures all relate to communication and customer service, Calico Homes may wish to investigate further into these results and ensure the same level of service is consistent across all groups.

General Needs - Social sees the lowest scores of all the tenure subtypes, with the lowest satisfaction in eight measures, including overall satisfaction.

General Needs – Affordable scores slightly better than Social, scoring the highest levels of satisfaction in treating tenants fairly & with respect and handling complaints. General Needs – Affordable also does not score the lowest satisfaction in any measures.

	All Residents	General Needs - Affordable	General Needs - Social	Housing for Older People - Affordable	Housing for Older People - Social	Supported
Overall Satisfaction	73%	75%	69%	85%	81%	100%
Well Maintained Home	71%	78%	63%	92%	82%	100%
Safe Home	78%	84%	71%	92%	88%	100%
Repairs Last 12 Months	75%	73%	71%	57% *	88%	93%
Time Taken Repairs	69%	67%	66%	57% *	77%	93%
Communal Areas	74%	76%	73%	80% *	70%	100%
Neighbourhood Contribution	67%	75%	61%	70%	72%	78%
Approach to ASB	67%	72%	62%	100% *	75%	68%
Listens & Acts	63%	66%	58%	50%	71%	89%
Kept Informed	72%	77%	69%	73%	79%	65%
Fairly & with Respect	80%	83%	79%	69%	83%	83%
Easy to Deal With	75%	78%	71%	67%	84%	73%
Complaints Handling	37%	42%	36%	0% *	34%	67% *
NPS (Promoters)	48%	56%	42%	54%	56%	57%



## Neighbourhood

Calico Homes operates over multiple neighbourhoods, those with more than 20 responses in this survey are shown here.

Overall, those in Eastern Estate and Barden have the highest satisfaction, topping the table in eight measures, including overall satisfaction. Close behind are tenants in New Palace House/Palace House/Woodbine, who have the highest levels of satisfaction in four measures. Neither of these areas show the lowest levels of satisfaction in any measures.

The neighbourhoods with the lowest levels of satisfaction are Brunshaw and Casterton/Lanehead/Kibble Bank. Tenants in Brunshaw scored the lowest levels of satisfaction in four measures, which includes overall satisfaction at 64%. Although Casterton/Lanehead/Kibble Bank has a higher score for overall satisfaction at 64%, tenants scored the lowest levels of satisfaction in six other areas, including both repairs measures.

It would be useful for Calico Homes to investigate differences in satisfaction between neighbourhoods and ensure the best service is consistent across the organisation.

	All Residents	Brunshaw	Casterton/ Lanehead/Kibble Bank	Eastern Estate and Barden	Hargher Clough	New palace house/Palace house/ Woodbine	Stoops and Plane Tree	Turf Moor
Overall Satisfaction	73%	64%	68%	82%	75%	78%	73%	69%
Well Maintained Home	69%	65%	56%	87%	73%	72%	65%	69%
Safe Home	77%	72%	73%	92%	77%	82%	67%	78%
Repairs Last 12 Months	75%	69%	66%	84%	75%	88%	73%	69%
Time Taken Repairs	68%	75%	50%	77%	72%	74%	64%	69%
Communal Areas	73%	69%	67%	68%	71%	94%	62%	77%
Neighbourhood Contribution	66%	58%	59%	67%	69%	59%	72%	79%
Approach to ASB	68%	58%	50%	71%	78%	82%	71%	68%
Listens & Acts	62%	67%	54%	63%	70%	62%	56%	63%
Kept Informed	72%	67%	63%	79%	74%	88%	66%	74%
Fairly & with Respect	81%	73%	77%	88%	86%	85%	81%	80%
Easy to Deal With	75%	72%	71%	82%	79%	75%	70%	75%
Complaints Handling	35%	12%	15%	70%	41%	14%	50%	45%
NPS (Promoters)	48%	47%	50%	54%	47%	48%	51%	34%



# Age Group

It is common in TSM surveys that satisfaction increases with age, and this is generally the case for Calico Homes.

The 35–44 age group is the least satisfied, with the lowest scores in seven measures, including overall satisfaction with services.

Satisfaction gradually increases with age from this point and peaks for the 85+ age group, who score the highest levels of satisfaction in six measures, including overall satisfaction.

One possible explanation for this is that younger tenants, before the age of 35, are likely to be more satisfied as they are less likely to have encountered issues with the property or neighbours. Once tenants start to reach middle age, they may be less satisfied with their career choices and more affected by issues such as the cost of living. As tenants reach the age of 65+, they are more likely to have retired and have more time to spend in the home, any long-term issues are likely to have been rectified.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	73%	73%	68%	65%	72%	75%	75%	80%	81%	85%
Well Maintained Home	70%	64%	69%	59%	66%	71%	71%	80%	90%	84%
Safe Home	77%	50%	71%	64%	76%	79%	84%	87%	90%	89%
Repairs Last 12 Months	75%	63% *	77%	62%	66%	86%	76%	87%	86%	92%
Time Taken Repairs	69%	63% *	65%	62%	62%	67%	74%	81%	74%	67%
Communal Areas	73%	0% *	95%	52%	82%	65%	69%	71%	79%	67% *
Neighbourhood Contribution	66%	50% *	72%	63%	63%	59%	65%	75%	72%	60%
Approach to ASB	67%	100% *	71%	57%	67%	65%	61%	79%	80%	71% *
Listens & Acts	62%	63% *	53%	54%	60%	59%	64%	76%	70%	92%
Kept Informed	73%	78% *	65%	66%	74%	68%	68%	80%	89%	93%
Fairly & with Respect	80%	70%	78%	75%	79%	78%	78%	88%	83%	100%
Easy to Deal With	75%	73%	67%	67%	77%	75%	80%	83%	85%	75%
Complaints Handling	37%	- *	32%	35%	34%	45%	37%	54%	20%	0% *
NPS (Promoters)	48%	55%	48%	44%	49%	49%	42%	53%	49%	63%

\*Base below 10





## Length of Tenancy

When breaking down satisfaction by length of tenancy, tenants who are the most satisfied are those who have been in their properties for less than a year, this group scored the highest levels of satisfaction in 13 measures. This could indicate that these tenants are very happy to have been housed, perhaps after a long wait, and have also not been in the properties long enough to encounter significant issues with repairs or the neighbourhood.

The least satisfied group are tenants who have been in their properties for 6-10 years and have scored the lowest levels of satisfaction in 11 measures, including overall satisfaction. One possible explanation for this is that after tenants have been in their properties for a few years, the initial happiness of being housed has gone, with tenants now more likely to have encountered issues with repairs or their neighbours.

Satisfaction does begin to increase as tenants get older, with those in the over 20 years category only scoring the lowest satisfaction in one measure.

	All Residents	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years
Overall Satisfaction	73%	84%	77%	74%	66%	72%	71%
Well Maintained Home	71%	84%	79%	75%	59%	68%	68%
Safe Home	78%	85%	82%	82%	69%	75%	82%
Repairs Last 12 Months	75%	81%	80%	77%	69%	73%	76%
Time Taken Repairs	69%	75%	75%	73%	60%	66%	70%
Communal Areas	74%	86%	72%	76%	72%	70%	59%
Neighbourhood Contribution	67%	90%	76%	72%	58%	56%	60%
Approach to ASB	67%	85%	72%	67%	60%	65%	68%
Listens & Acts	63%	79%	71%	60%	50%	60%	68%
Kept Informed	72%	81%	76%	77%	61%	75%	74%
Fairly & with Respect	80%	92%	84%	81%	72%	81%	79%
Easy to Deal With	75%	89%	80%	74%	66%	76%	79%
Complaints Handling	37%	44% *	39%	35%	39%	30%	40%
NPS (Promoters)	48%	70%	56%	52%	37%	44%	44%

\*Base below 10



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:  
**Adam Jewitt:** adam.jewitt@arap.co.uk

Acuity  
Tel: 01273 287114  
Email: acuity@arap.co.uk  
Address: PO Box 395, Umberleigh, EX32 2HL

