



Nottingham City Council

Tenant Satisfaction Measures – Summary of Approach 2024/25



Nottingham
City Council

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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 Nottingham City Council (Nottingham CC) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details Nottingham CC's 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



Nottingham CC 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, Nottingham CC completed TSM surveys with a sample of tenants. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. Nottingham CC must ensure that they survey enough tenants to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 3%.

During 2024/25, Nottingham CC completed 2200 TSM surveys. Nottingham CC have 23,815 properties which means that a statistical accuracy level of +/- 2% was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

No incentives were offered to tenants to complete the survey.

Timing of Survey



Nottingham CC carried out a total of 2200 surveys between 22/05/2024 and 26/02/2025.

Collection Method(s)



The TSM Surveys were completed via telephone. The rationale for using a telephone 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. This also allows Nottingham CC to be reactive to flags and alerts, which improves tenant recovery.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered. A telephone-based approach further 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



The survey used a sample approach. Acuity contacted a random selection of current tenants from General Needs and Independent Living properties to participate in a telephone survey based on quotas set on tenure, age, and ward. The survey was carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with Nottingham CC, 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:

Housing Need/Tenure, Age, and Ward.

Tenure/Housing Need

General Needs

Independent Living

Population	Sample
92%	92%
8%	8%

Management Area

ASPLEY HOUSING OFFICE

BASFORD, BERRIDGE & SHERWOOD
OFFICE, BULWELL RIVERSIDE

BULWELL HOUSING OFFICE

CLIFTON CORNERSTONE

HYSON GREEN OFFICE

LOXLEY HOUSE

ST ANNS VALLEY CENTRE

Population	Sample
23%	24%
0%	0%
29%	29%
15%	14%
15%	15%
0%	0%
18%	18%

Age Group

0 - 24

25 - 34

35 - 44

45 - 54

55 - 59

60 - 64

65 - 74

75 - 84

85 +

Population	Sample
2%	2%
12%	13%
21%	21%
20%	19%
10%	10%
10%	10%
14%	15%
8%	8%
3%	2%

Gender

Male

Female

Other

Population	Sample
39%	38%
61%	62%
0%	0%

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
3%	3%
14%	15%
8%	8%
23%	25%
28%	27%
25%	22%

Ethnic Origin

- A1 Indian
- A2 Pakistani
- A3 Bangladeshi
- A4 Other Asian - Record Other Details
- B1 Black Caribbean
- B2 Black African
- B3 Other Black - Record Other Details
- C1 Chinese
- C2 Other Ethnic Group - Record Other
- M1 Mixed White And Black Caribbean
- M2 Mixed White And Black African
- M3 Mixed White And Asian
- M4 Other Mixed - Record Other Details
- Other Ethnic Group - Arab
- Question Refused
- Unknown
- W2 White Irish
- W3 Other White - Record Other Details
- White - Gypsy / Irish Traveller
- White Eng, Scott, Welsh, N Irish, British

Population	Sample
0%	1%
2%	2%
0%	0%
2%	3%
6%	6%
7%	8%
2%	2%
0%	0%
1%	2%
5%	4%
0%	0%
0%	1%
1%	1%
1%	1%
1%	1%
1%	1%
4%	4%
0%	0%
64%	63%

Disability

- Yes
- No

Population	Sample
14%	15%
86%	85%



Ward

Aspley Ward
Basford Ward
Berridge Ward
Bestwood Ward
Bilborough Ward
Bulwell Forest Ward
Bulwell Ward
Castle Ward
Clifton East Ward
Clifton West Ward
Dales Ward
Hyson Green & Arboretum Ward
Leen Valley Ward
Lenton & Wollaton East Ward
Mapperley Ward
Meadows Ward
Outside City (Bestwood)
Outside City (Bilborough)
Outside City (Bulwell)
Outside City (Clifton)
Outside City (Mapperley)
Outside City (Sneinton)
Radford Ward
Sherwood Ward
St Anns Ward
Wollaton West Ward

Population	Sample
12%	12%
5%	5%
1%	1%
12%	11%
10%	11%
3%	2%
10%	10%
0%	0%
8%	8%
2%	2%
4%	5%
2%	2%
1%	1%
4%	4%
2%	2%
4%	4%
1%	0%
0%	0%
0%	0%
0%	0%
0%	0%
0%	0%
4%	4%
4%	4%
12%	12%
1%	0%

Number of Bedrooms

0
1
2
3
4
5
6

Population	Sample
0%	8%
34%	32%
28%	30%
36%	28%
2%	1%
0%	0%
0%	0%

7

0%

0%

8

0%

0%

Property Sub Type

Deck Access

1%

1%

Detached

4%

4%

High Rise

6%

6%

Low Rise

28%

26%

Not Known

0%

0%

Semi Detached

18%

19%

Terraced (End)

18%

17%

Terraced (Inner)

25%

26%



Questionnaire & Introductory Text



Here is the introductory text and question set used for Nottingham CC's TSM surveys.



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 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



Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Nottingham City Council?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Very Satisfied Comments	Please can you explain why you are very satisfied?	Open Ended
Overall Satisfaction Neutral Comments	Overall, what could Nottingham City Council have done differently or better to improve your satisfaction with the service?	Open Ended
Overall Satisfaction Very Dissatisfied Comments	Please can you explain why you are very dissatisfied? And what Nottingham City Council needs to improve?	Open Ended
Well Maintained Home	How satisfied or dissatisfied are you that Nottingham City Council 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 Nottingham City Council provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Unsafe Home Comments	If you do not feel that your home is safe please can you explain in what way your home is unsafe?	Open Ended
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Nottingham City Council is responsible for maintaining?	Yes, No
Communal Area Satisfaction	How satisfied or dissatisfied are you that Nottingham City Council 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
Repairs in Last 12 Months	Has Nottingham City Council 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 Nottingham City Council 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
Contribution To Neighbourhood	How satisfied or dissatisfied are you that Nottingham City Council 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 Nottingham City Council'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 Nottingham City Council 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 Nottingham City Council 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: 'Nottingham City Council treats me fairly and with respect'?	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 to Nottingham City Council in the last 12 months?	Yes, No
Complaints Handling	How satisfied or dissatisfied are you with Nottingham City Council's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Complaints Handling Comments	If you are not satisfied with how Nottingham City Council handled your complaint, please could you explain the reason why?	Open Ended
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), Unknown
Complaint Route	How did you make your complaint?	Telephone call to the contact centre, Email to the contact centre, To a housing officer, Via the website, In writing, Complaints procedure, Through a legal representative, To a regulatory body, e.g. Housing Ombudsman, Other (please specify)
Complaint Resolution	Has your complaint now been resolved?	Yes – I am happy with the resolution, Yes – I am not happy with the resolution, No – Complaint is still ongoing, No – My landlord has not acknowledged my complaint
Improve Complaint Handling	How could your landlord improve the way it handles complaints?	Improve communication / keep me updated, Improve internal communication (communication between teams), Listen more, Better attitude of staff to complaints, Be more proactive in resolving my complaint, Make it clearer how to make a complaint, Make it easier to make a complaint, Acknowledge complaints, N/A, Other (please specify)
Cost of Living	How concerned are you about the cost of living crisis for you personally?	Not at all concerned, Slightly concerned, Very concerned, Prefer not to say
Future Contact	If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?	Telephone call, Postal questionnaire, Email with link to online survey, Text with link to online survey, Not sure
Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to Nottingham City Council with your name attached so that they have better information to help them improve services?	Yes, No
Permission 2	Would you be happy for Nottingham City Council to contact you to follow up on any of the comments or issues you have raised?	Yes, No

