

Summary

NCHA's approach to TSMs

There are 22 Tenant Satisfaction Measures (TSMs). 10 of these are measured by us directly in relation to management information, and 12 are measured by carrying out satisfaction surveys with customers.

All of our TSMs were measured following the specific descriptions and calculations outlined by the Regulator of Social Housing and following the advice and guidance outlined in the Tenant Satisfaction technical requirements and the Tenant Satisfaction Survey requirements.

We collected our TSM data in two waves in October 2024 and March 2025 for the period 1st April 2024 to 31st March 2025. This is a change to the previous year when all surveys were conducted in a single wave, however it is not expected to significantly affect satisfaction scores.

900 TSM surveys were carried out on our behalf by an independent research company, Service Insights, working with Housemark. The role of Service Insights was to carry out the calls. The role of Housemark was to collate, analyse and benchmark the results.

All surveys (100%) were completed via telephone. The telephone surveying approach is consistent with the previous year, when 100% of surveys were also completed by telephone. When carrying out the surveys, the research company followed the script and questions set by the Regulator of Social Housing for the 12 satisfaction measures within the TSMs. No incentives were offered to customers for participation in the survey.

As part of the telephone surveys, we also collected data on 7 additional questions using the Warwick Edinburgh Mental Wellbeing scale, and 2 additional questions relating to our services. The additional questions are being used to measure the social impact and effectiveness of our work in different areas. This will form part of our ongoing impact reporting and to benchmark against in future years. The exact wording of the questionnaire used, including the additional questions, has been provided below.

A random sample of all customers across the relevant population was selected for the surveys. No customers or households were excluded from the relevant population.

Our sampling was representative of our customers across the following selected characteristics: age; ethnicity; sexuality; building type; service type. We did not need to apply any weighting to the survey responses. The statistical confidence achieved through the surveying was +/- 3.11%, which was within the requirement of +/- 4.00%.

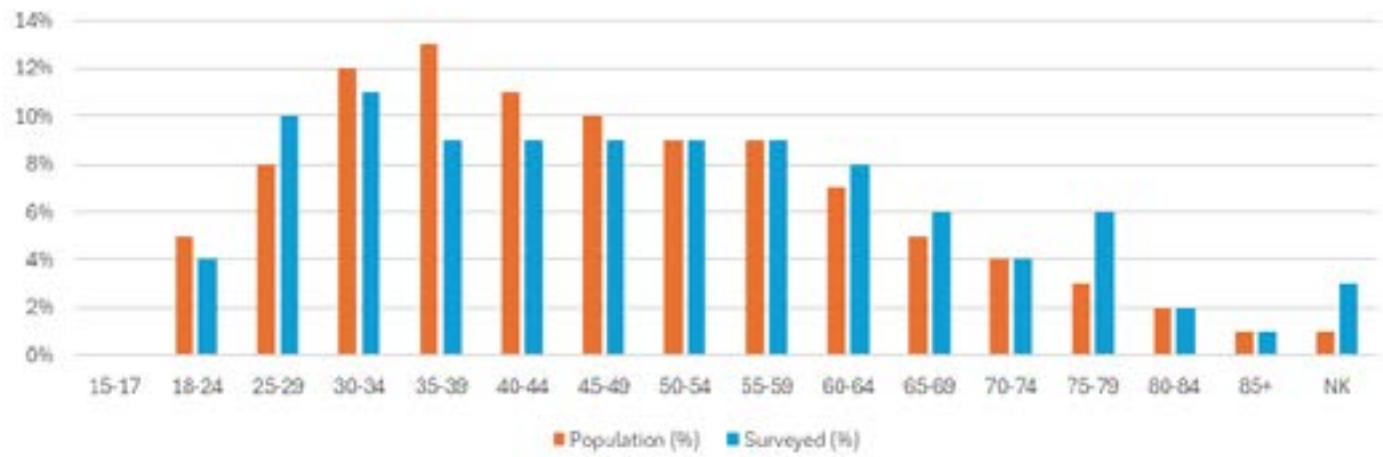
A summary of representation across these characteristics is presented overleaf.



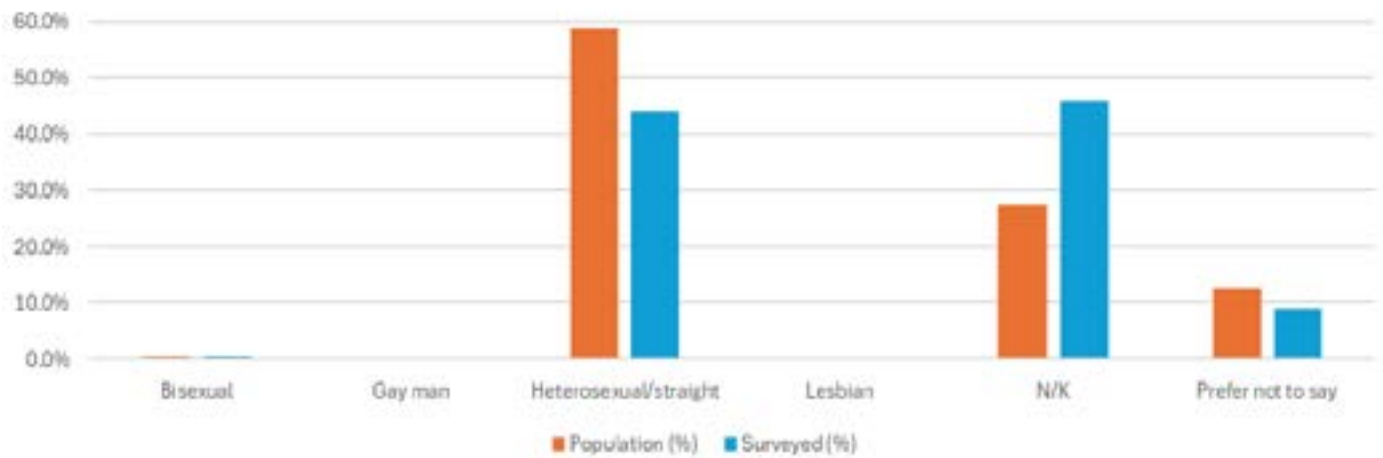
ncha

Results

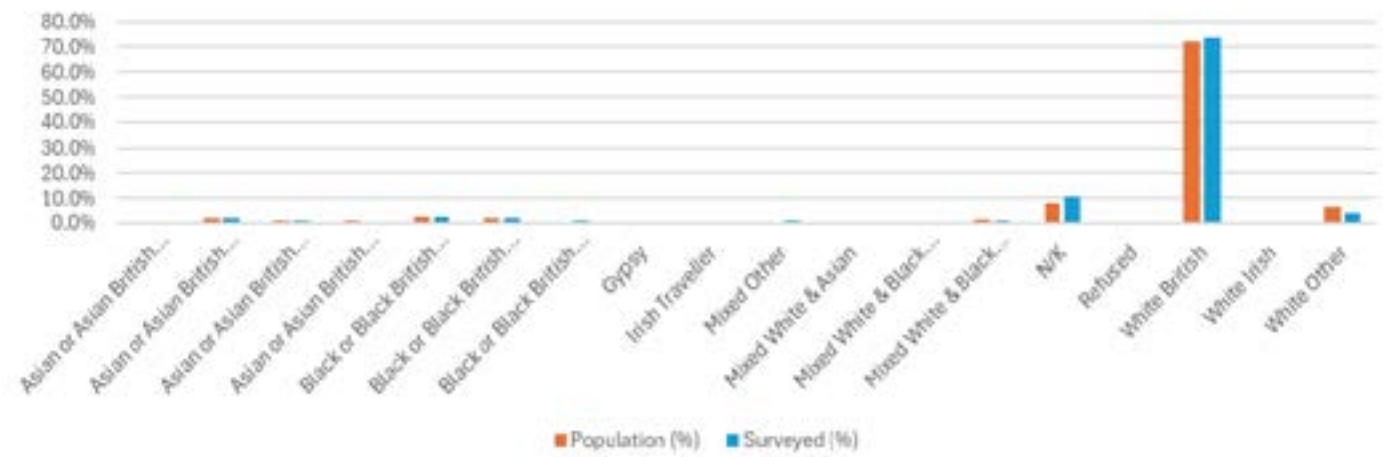
Representativeness by age

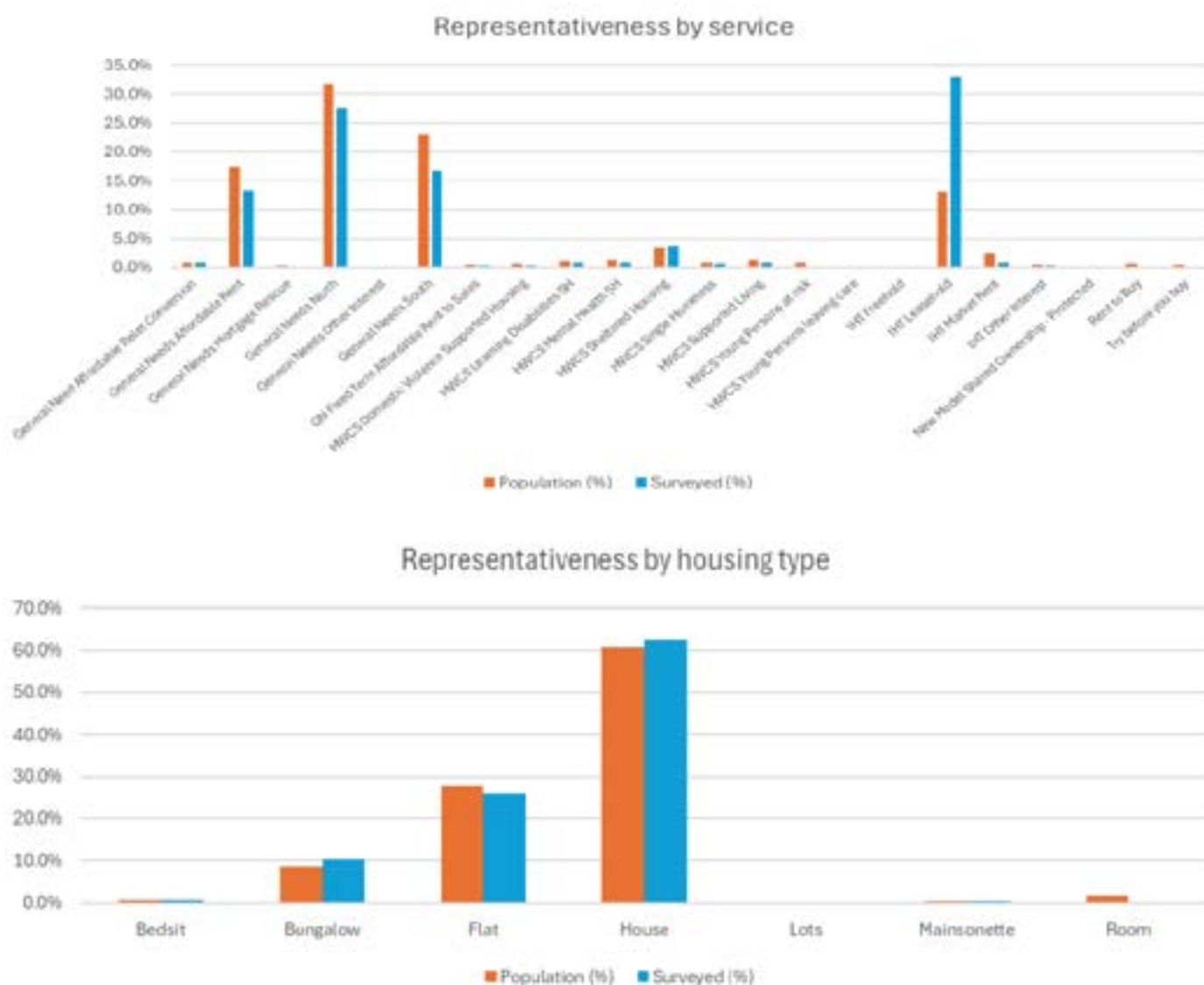


Representativeness by sexuality



Representativeness by ethnicity





The rationale for selecting the identified characteristics (age; ethnicity; sexuality; building type; service type) was to broaden our selected characteristics compared to last year, and ensure we were not excluding any one area. Including service type also helps us to identify any internal areas of improvement or focus.

In determining the rationale for telephone surveys, we took advice from Housemark and consulted with our Customer Committee. The rationale for selecting 100% telephone surveys was that it was better able to meet the requirements for representation across the selected characteristics and the other technical requirements, within our surveying timescales. It was also considered a more appropriate approach for asking potentially sensitive questions on wellbeing.





Questionnaire

Introduction

Hello, can I please speak to xxx?

My name is xxx calling from Service Insights Ltd on behalf of Nottingham Community Housing Association.

I'm calling today as I would like to ask you a few quick questions about the services you receive from them.

It will only take about 5-10 minutes. Is now a convenient time? Thank you

Before I start, there are a couple of things I need to tell you about the survey.

Firstly, NCHA are required to carry out this survey by the Regulator for Social Housing. The results of this survey will be used to calculate the Tenant Satisfaction Measures which all social landlords are required to publish.

Secondly, all of the information that you provide will be kept completely confidential. It will only be used by NCHA to assess its performance and help them improve their services.

Finally, the call will be carried out according to the Market Research Society Code of Conduct and calls will be recorded for training purposes. Is that ok?

Thank you. Most of the questions are rated on a 5 point scale – Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied and very dissatisfied





Questions

Q1

Taking everything in to account, how satisfied or dissatisfied are you with the service provided by NCHA?

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

☐ ☐ ☐ ☐ ☐

Q1a

Can you briefly tell us why you gave that score?

Q2

Has NCHA carried out a repair to your home in the last 12 months?

Yes ☐

No ☐

Q2a

TP02 How satisfied or dissatisfied are you with the overall repairs service from NCHA over the last 12 months?

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

☐ ☐ ☐ ☐ ☐

Q3

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

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

☐ ☐ ☐ ☐ ☐

Q4

How satisfied or dissatisfied are you that NCHA provides a home that is well maintained?

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

☐ ☐ ☐ ☐ ☐

Q5

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

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

☐ ☐ ☐ ☐ ☐

Q6

How satisfied or dissatisfied are you the NCHA listens to your views and acts upon them?

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

☐ ☐ ☐ ☐ ☐

Q7

How satisfied or dissatisfied are you that NCHA keeps you informed about things that matter to you?

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

☐ ☐ ☐ ☐ ☐

Q8

To what extent do you agree or disagree with the following: "NCHA treats me fairly and with respect"?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable

☐ ☐ ☐ ☐ ☐ ☐

Q9

Have you made a complaint to NCHA in the last 12 months?

Yes ☐

No ☐

Q9a

How satisfied or dissatisfied are you with NCHA's approach to complaints handling?

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

☐ ☐ ☐ ☐ ☐

Q10

Do you live in a building with communal areas, either inside or outside, that NCHA is responsible for maintaining?

Yes ☐

No ☐

Don't know ☐

Q10a

How satisfied or dissatisfied are you that NCHA keeps these communal area clean and well maintained?

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

☐☐☐☐☐

Q11

How satisfied or dissatisfied are you that NCHA makes a positive contribution to your neighbourhood?

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

☐☐☐☐☐

Not applicable/
Don't know

☐

Q12

How satisfied or dissatisfied are you with NCHA's approach to handling anti-social behaviour?

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

☐☐☐☐☐

Not applicable/
Don't know

☐

Additional questions

Finally, we would like to ask you some questions about your wellbeing. These questions are based on the Warwick-Edinburgh Mental Wellbeing Scale, it's widely adopted framework that will help NCHA measure the impact of their work and policies on customers' lives, ultimately helping the shape their future services.

Please note these questions use a different scale:

Q13

On a scale of 1 to 5, where 1 represents "None of the time" and 5 represents "All of the time," please rate the following statements based on your experiences over the past two weeks:

	1 "None of the time"	2	3	4	5 "All of the time"	Prefer not to say
How optimistic have you been feeling about the future?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How useful have you been feeling?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How relaxed have you been feeling?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well have you been dealing with problems?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How clearly have you been thinking?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How close have you been feeling to other people?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How able have you been to make up your own mind about things?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q14

Are there any outstanding works or issues in your home or neighbourhood that you would like NCHA to get back to you on, for example: damp, mould and condensation?

Yes ☐

No ☐



Q15

Would you like to be contacted about our range of customer involvement opportunities?

Yes ☐

No ☐

***Important: Permissions and Confidentiality**

Q16

NCHA would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to NCHA?

Yes ☐

No ☐

Q17

Are you happy for NCHA to contact you about anything you have raised in this survey?

Yes ☐

No ☐

Close

That's the end of my questions.

Thank you for your time today. NCHA really appreciate your feedback.

Goodbye.

(If needed - NCHA's customer service team 0800 013 8555. They are open Monday to Friday, 9am to 5pm)

