



Durham Aged Mineworkers Homes Association

**Tenant Satisfaction Measures –
Summary of Approach 2024/25**



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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 Durham Aged Mineworkers Homes Association (DAMHA) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details DAMHA'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



DAMHA 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, DAMHA completed TSM surveys as a census. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. DAMHA must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

During 2024/25, DAMHA completed 765 LCRA TSM surveys. DAMHA has 1,806 properties, which means that a statistical accuracy level of +/- 2.7% was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

Incentives were used, one prize of a £50 shopping voucher and two at £25.

Timing of Survey



DAMHA carried out a total of 810 surveys between 11 November 2024 and 11 January 2025.

Collection Method(s)



The TSM Surveys were completed using a mixed methodology. The rationale for using a mixed methodology 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:** Indirect interaction by paper and online, and direct interaction over the phone tends to enhance engagement, allowing participants to answer clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- ✓ **Response Rates:** Using a mixed method approach maximises the robustness of our data and ensuring the results truly reflect the tenant base. Continuing to include a telephone aspect also allows DAMHA 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 census approach was used for all properties. All tenants with an email address were contacted to complete the survey online, and tenants were also sent a postal questionnaire. A telephone booster survey was then completed to ensure as many responses as possible were received. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with DAMHA, 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:

No. of bedrooms

0
1
2
3

Population	Sample
1%	1%
46%	44%
48%	51%
4%	5%

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
8%	4%
22%	24%
11%	12%
18%	22%
29%	30%
7%	8%

Age Group

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

Population	Sample
0%	0%
0%	0%
0%	0%
1%	1%
2%	2%
6%	6%
29%	30%
42%	43%
19%	18%

Property Type

Bungalow
Flat
House
Sheltered Housing

Population	Sample
96%	98%
1%	1%
0%	0%
3%	2%

Questionnaire & Introductory Text



«Correspondence_name»
«Address_Line_1»
«Address_Line_2»
«Address_Line_3»
«Address_line_4»
«Postcode»

Acuity

PO Box 395
Umberleigh EX32 2HL
01273 287114
acuity@arap.co.uk
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11 November 2024

Dear «resp_salutation»,

Re: DAMHA Resident Satisfaction Survey

DAMHA has asked Acuity to carry out an independent survey of residents to help them to improve services.

We want to understand what are the most important issues and priorities for you, so please take a few minutes to give us your views.

Everyone who completes the survey will be entered into a prize draw. **We will select three responses at random for a first prize of £50 shopping voucher and two runners up prizes of £25 shopping vouchers each.**

Please use the enclosed FREEPOST envelope to return your completed survey. If you would prefer to fill it in on-line go to

www.starsurveys.co.uk/damha and use your unique reference code which is «Resp_Code» or scan the QR code below.

If you have any questions or would like help completing the survey, please e-mail acuity@arap.co.uk or call me on 01273 287114.

What you tell us will be strictly confidential. We will report the findings to DAMHA without identifying any individual residents, unless you give us permission to do so. We will not share your personal details with any other organisation.

If you are dissatisfied with the service provided by DAMHA, they do have a complaints process you can access by calling 0191 3881111, emailing info@damha.org.uk, or via their website where you will find more information <https://www.durhamhomes.org.uk/housing-services/making-a-complaint/>

Yours faithfully



Heather Metivier
Project Co-ordinator

«ShortLink QR
Code»



RESIDENT
SATISFACTION



PERFORMANCE
BENCHMARKING



CONSULTANCY
SERVICES



LEARNING &
DEVELOPMENT

Acuity Research & Practice Ltd | Registered Company No: 3503391 | VAT Registration: 889 4400 81

«ShortLink QR
Code»

Resident Satisfaction Survey

Your chance to have your say!



Your views are important to Durham Aged Miners Homes Association (DAMHA) and this survey will help them to understand what you think about your home and the services DAMHA provide, as well as what you would like them to do in the future. The survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs) which will be published by DAMHA and reported back to tenants as required by the Regulator of Social Housing. It should take around 10 minutes to complete the survey. Please tick one response for each question unless otherwise stated.

What you tell us will be strictly confidential. We will report your responses to DAMHA without identifying you unless you give your permission at the end of the survey. If you would prefer to complete the survey online, please go to: www.starsurveys.co.uk/DAMHA and input your unique code which is «Resp_Code». If you have any difficulties in completing the survey, please call us on 01273 287114 or email acuity@arap.co.uk

Overall Services

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by DAMHA?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

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

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable / don't know

Your Home

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

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Communal Areas

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

- ☐ Yes (Go to **5**)
- ☐ No (Go to **6**)
- ☐ Don't know (Go to **6**)

5 How satisfied or dissatisfied are you that DAMHA keeps these communal areas clean and well maintained?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Repairs and Maintenance

- 6** Has DAMHA carried out a repair to your home in the last 12 months?

☐ Yes (Go to **7**)
☐ No (Go to **9**)

- 7** How satisfied or dissatisfied are you with the overall repairs service from DAMHA over the last 12 months?

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

- 8** 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

Customer Service, Communications and Information

- 9** How satisfied or dissatisfied are you that DAMHA 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

- 10** How satisfied or dissatisfied are you that DAMHA 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

☐

- 11** To what extent do you agree or disagree with the following 'DAMHA treats me fairly and with respect'?

☐ Strongly agree
☐ Agree
☐ Neither agree nor disagree
☐ Disagree
☐ Strongly disagree
☐ Not applicable / don't know

Your Neighbourhood

- 12** How satisfied or dissatisfied are you that DAMHA makes a positive contribution to your neighbourhood?

☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied
☐ Not applicable / don't know

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

☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied
☐ Not applicable / don't know

Making a Complaint

- 14** Have you made a complaint to DAMHA in the last 12 months?

☐ Yes (Go to **15**)
☐ No (Go to **16**)

- 15** How satisfied or dissatisfied are you with DAMHA's approach to complaints handling?

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

DAMHA

16 What one thing could DAMHA improve?

Your Well-being

17 Do you currently struggle with any of the following...?

	Yes	No	I am worried about the future	Prefer not to say
Paying your rent or service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting the cost of household bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting the cost of utility/fuel bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18 Does your home currently suffer from any damp or mould issues? (If you tick 'Yes', we will pass on your name and address to DAMHA)

- ☐ Yes (Go to **19**)
- ☐ No (Go to **20**)

19 And if yes, have you reported it to DAMHA?

- ☐ Yes
- ☐ No

Permissions and Confidentiality

20 If you were contacted again in the future and asked to take part in another survey what is your preferred method for taking part? (Please select one only)

- ☐ Telephone call
- ☐ Postal questionnaire
- ☐ Email with link to online survey
- ☐ Text with link to online survey
- ☐ Not sure

21 DAMHA would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to DAMHA?

- ☐ Yes (Go to **22**)
- ☐ No (End)

22 Are you happy for DAMHA to contact you regarding any information you have provided in this survey?

- ☐ Yes
- ☐ No



Thank You!

Thank you for taking the time to complete this survey.
Please return the questionnaire in the FREEPOST envelope provided (you do not need a stamp). DAMHA will inform you about the results.

Report by Acuity Research & Practice



01273 287114



acuity@arap.co.uk