



keystage cic

TENANT SATISFACTION MEASURES

2025



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Welcome

Introduction

As a small provider, Keystage CIC is required to complete the Tenant Satisfaction Measure Survey every 2 years, but as best practice, and following our first run of the survey Report in 2024, Keystage Housing in collaboration with Keystage CIC made the decision to re-run the survey as part of our continued goal of Tenant Involvement. The TSMs aim to improve transparency and enable tenants to better understand how their housing provider is performing. The 2024 survey saw 32 responses but highlighted challenges around awareness and engagement. In preparation for 2025, considerable steps were taken to improve understanding and participation, including collaborative survey design, multiple response formats (phone, paper, online, QR code), and service-specific anonymized tracking. Services were given the autonomy to tailor their engagement approach, recognizing the unique needs of each service user group which resulted in a marked improvement in responses and provided valuable insight to our Service Users thoughts and feelings.

We aim to use the feedback to run further surveys on issues important to our Service Users, and to co design our services and internal processes.

Reception

With the dedication of our staff, the response we received was hugely positive. Our PAIRS Service opted to run their survey through a “TSM Lunch”, inviting Service Users to enjoy a range of healthy snacks and have an open discussion on why we were running the survey. Service Users were then supported to submit their survey anonymously in a format of their choice.

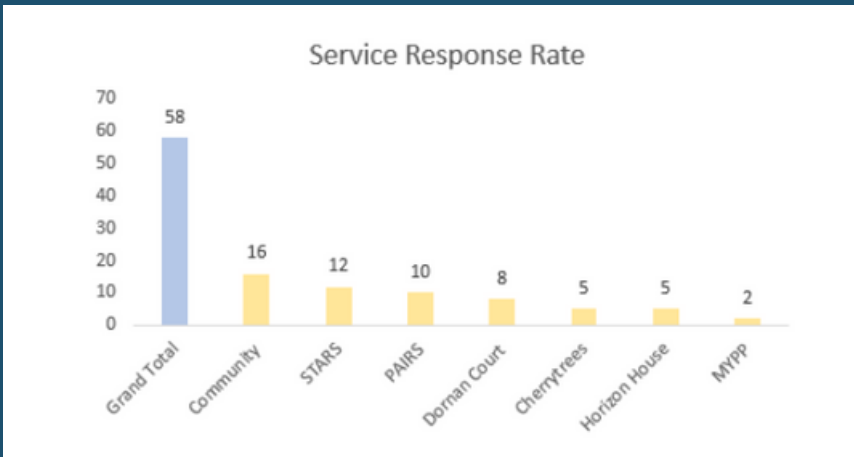
Our other services hosted similar events, and Service Users were given a variety of methods to submit their responses. We arranged for paper copies, online via QR code, online via link and an anonymous phone call.

Positivity and eagerness to put their views forward was shown by all services, which demonstrates how valuable Service User feedback is.



Our Results

We received a total of 58 responses. The majority of these responses were from Community. (note – only Community addresses under KCIC).



Code	Measures	Total Response	Percentage
TP01	Overall satisfaction	57	89%
TP02	Satisfaction with repairs	29	90%
TP03	Satisfaction with time taken to complete most recent repair	29	90%
TP04	Satisfaction that the home is well maintained	57	89%
TP05	Satisfaction that the home is safe	58	93%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	58	90%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	58	83%
TP08	Agreement that the landlord treats tenants fairly and with respect	53	91%
TP09	Satisfaction with the landlord's approach to handling complaints	9	78 %
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	46	87%
TP11	Satisfaction that the landlord makes a positive contribution to neighborhoods	58	69%
TP12	Satisfaction with the landlord's approach to handling anti-social behavior	58	79%



Whats Next

Following our analysis, and sharing of results internally, we aim to share our results with our service users. We will provide them with this report, and a “easy to read” format.

Our next steps will be to run surveys based on the feedback we have received to gain more detailed information on what our Service Users feel would be valuable and support their stay.

We will continue to run the survey yearly as we feel this will create consistency across our services, especially those Service Users who have been with us for a number of years.

Finally we will hold discussions with services and their Service Users who had a low response rate. We aim to look into any reasons why Service Users felt they did not wish to complete the survey, and how we can address this in future.

CONTACT US

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Phone – 0330 094 5954

Website – Scan QR code or visit
www.keystagehousing.co.uk/talk-to-us/



If you have a compliment, comment or complaint:

Fill In Our Form – Scan QR code or visit
<https://forms.office.com/e/7AakY737bB>



Call Us – 0330 094 5954

Email Us – housing@keystagehousing.co.uk

or speak to any of our Keystage Representative who will be happy to discuss your concern.