

# 2024 Shared Owner Satisfaction Survey

Research Report

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## 1. Introduction

Larger registered providers are required by the Regulator of Social Housing (RSH) to undertake a satisfaction survey each year, to gather “tenant perception measures”. For residents in Low Cost Rental Accommodation (LCHO) — shared owners in Jigsaw’s case — the tenant perception measures are:

- TP01 Overall Satisfaction.
- TP05 Satisfaction that the home is safe.
- TP06 Satisfaction that the landlord listens to tenant views and acts upon them.
- TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them.
- TP08 Agreement that the landlord treats tenants fairly and with respect.
- TP09 Satisfaction with the landlord’s approach to handling of complaints.
- TP10 Satisfaction that the landlord keeps communal areas clean and well maintained.
- TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods.
- TP12 Satisfaction with the landlord’s approach to handling anti-social behaviour.

The RSH provides [detailed methodological guidance](#) about how such surveys should be undertaken. This report sets out the results of a survey of Jigsaw shared owners which was undertaken in accordance with the RSH’s methodology during the months of February and March 2024.

## 2. Results

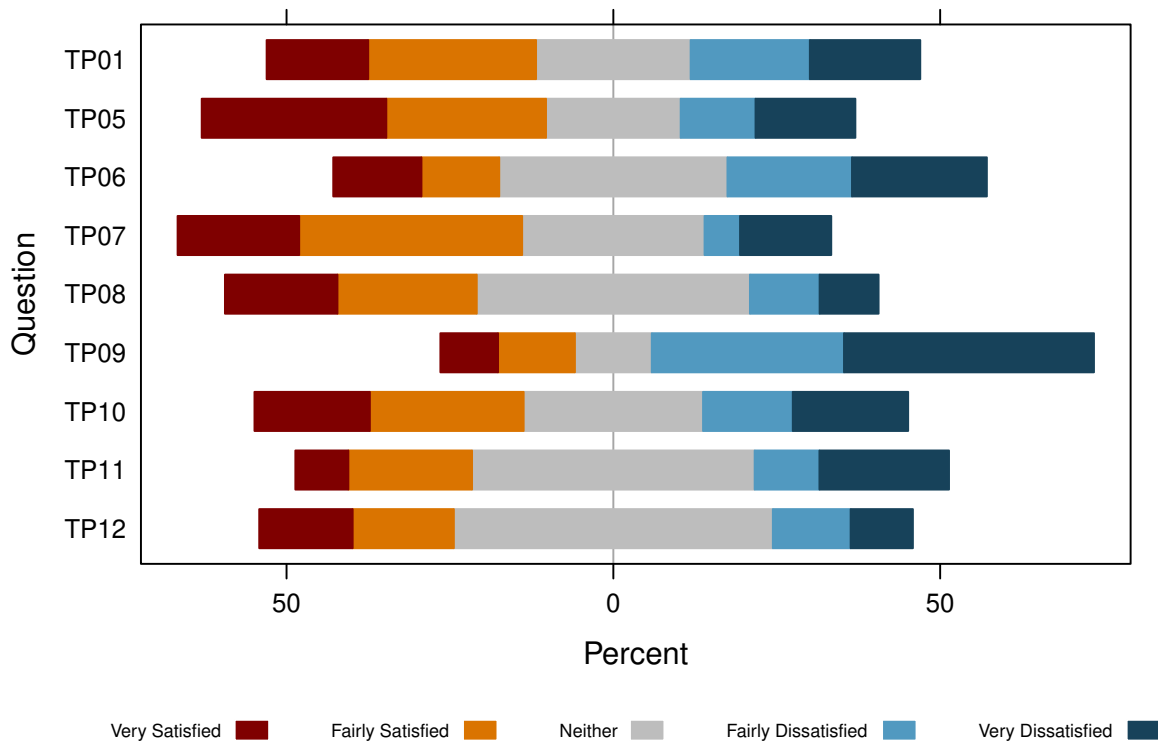
The survey found that 41.2% of shared owners are very or fairly satisfied overall with Jigsaw.

Results for each of the measures of tenant perception are presented in Figure 1<sup>1</sup> and in greater detail in Table 1.

It can be seen from Figure 1 and Table 1 that TP07, *Satisfaction that the landlord keeps tenants informed about things that matter to them*, has the greatest proportion of positive responses followed by TP05, *Satisfaction that the home is safe*.

TP09, *Satisfaction with the landlord’s approach to handling of complaints*, has the greatest proportion of negative responses followed by TP06, *Satisfaction that the landlord listens to tenant views and acts upon them*.

### 2.1. Summary Chart



**Figure 1:** Summary tenant satisfaction perception results.

<sup>1</sup> Please note that responses to TP08 use a five point Likert Scale ranging from Strongly Agree through to Strongly Disagree which is not shown here to simplify the presentation.



## 2.2. Summary Table

**Table 1:** Summary tenant satisfaction perception results.

No.	Question	Satisfied / Agree			Disatisfied / Disagree		responses	error
		Very	Fairly	Neither	Fairly	Very		
TP01	Overall Satisfaction	15.5%	25.7%	23.6%	18.2%	16.9%	148	+/-8.15%
TP05	Satisfaction that the home is safe	28.2%	24.4%	20.6%	11.5%	15.3%	131	+/-8.56%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	13.5%	11.9%	34.9%	19.0%	20.6%	126	+/-8.18%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	18.6%	34.1%	27.9%	5.4%	14.0%	129	+/-8.63%
TP09	Satisfaction with the landlord's approach to handling of complaints	8.8%	11.8%	11.8%	29.4%	38.2%	34	
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	17.6%	23.5%	27.5%	13.7%	17.6%	51	
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	8.1%	18.9%	43.2%	9.9%	19.8%	111	+/-8.87%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	14.3%	15.5%	48.8%	11.9%	9.5%	84	+/-10.47%
		<b>Strongly</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Strongly</b>		
TP08	Agreement that the landlord treats tenants fairly and with respect	17.2%	21.3%	41.8%	10.7%	9.0%	122	+/-8.95%

The “error” stated for each question in Table 1 is the calculated margin of error for “satisfied responses”<sup>2</sup> at a 95% confidence level where available.

<sup>2</sup> i.e. "Very Satisfied" + "Fairly Satisfied" responses or "Strongly Agree" + "Agree" in the case of question TP08.

# Technical Appendix

## **A. Methodology**

### **A.1. Survey Approach**

The survey was undertaken during the months of February and March 2024 through an automated digital survey administered by [Voicescape](#).

At the time of the survey, the total number of LCHO tenancies was 1,152. Given the small population size, a census approach was taken to ensure that regulatory requirements were met and attempts were made to contact every one of Jigsaw's Low Cost Rental Accommodation (LCHO) tenancies by telephone.

148 survey responses were received, achieving a margin of error for "satisfied" responses to question TP01 *Overall Satisfaction* of  $\pm 8.2\%$  at a 95% confidence level.

No incentives to respondents were offered to encourage them to complete the survey.

### **A.2. Assessment of Sample Representativeness and Data Weighting**

Sample survey responses were compared to data held by Jigsaw detailing its resident population demographics, the characteristics of their homes and tenancy activity.

Bias in the proportion of survey responses was not found to have a statistically significant association with overall satisfaction and therefore the survey responses were given equal weights.

Table [A.1](#) compares the survey responses to the shared owner population.

**Table A.1:** Check of representativeness of weighted survey responses.

Characteristic	Population	% of Population	Weighted Sample	% of Sample	Satisfaction Score
<b>Age of Respondent</b>					
75 +	85	7.9%	14	9.5%	50%
65 - 74.9	135	12.6%	37	25%	56.8%
55 - 64.9	165	15.4%	35	23.6%	37.1%
45 - 54.9	191	17.8%	25	16.9%	40%
35 - 44.9	223	20.8%	22	14.9%	27.3%
25 - 34.9	248	23.1%	14	9.5%	28.6%
< 25	27	2.5%	1	0.7%	0%
<b>Gender</b>					
Female	573	58%	81	58.3%	48.1%
Male	451	42%	52	37.4%	32.7%
<b>Ethnic Grouping</b>					
White	198	18.4%	28	20.1%	50%
Unknown	854	79.5%	110	79.1%	39.1%
Other	7	0.7%	1	0.7%	100%
<b>Property Type</b>					
House	891	83%	92	66.2%	42.4%
Flat	128	11.9%	33	23.7%	42.4%
Bungalow	54	5%	13	9.4%	30.8%
Bedsit or Room	1	0.1%	1	0.7%	100%

### A.3. Other Methodological Issues

Confidence intervals were not calculated for a small number of survey questions that due to questionnaire routing, some respondents did not have an opportunity to answer. In these cases, the population statistic to be used in the calculation of confidence intervals was uncertain.

### A.4. Software Used

In order to reduce the administrative burden involved in undertaking future surveys and to ensure that the analysis is transparent and open to audit, a programmatic approach to both the data analysis and to the production of this document was taken using [R](#) version 4.2.1.



## **A.5. Survey script**

The survey script used was as follows:

### **Jigsaw TSM Intro.WAV**

Hello, it's Jigsaw Homes. To help us to improve the services we provide, we're collecting feedback on how we're performing as a landlord and have a short survey for you. For each question we have a fixed set of answers, and we would like you to select the answer that you feel best describes your views. The responses received from this survey will be used to calculate annual Tenant Satisfaction Measures and the results of the Tenant Satisfaction Surveys will be published by Jigsaw Homes. The survey will take around 5 minutes to complete. Please press 1 to take part in the survey over the phone now or press 9 and we will text you a link to an online version.

### **Jigsaw TSM Online survey response.WAV**

Thank you, you will receive a text message with a weblink on shortly, you may now hang up.

### **Jigsaw TSM Phone survey respons.WAV**

Thank you for opting to complete the survey over the telephone. To answer the questions you will need to use your telephone keypad.

### **TSM TP01: Overall satisfaction**

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

### **TSM TP05: Satisfaction that the home is safe**

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

### **TSM TP06: Satisfaction that the landlord listens to tenant views and acts upon them**

How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

### **TSM TP07: Satisfaction that the landlord keeps tenants informed**

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

### **TSM TP08: Agreement that the landlord treats tenants fairly and with respect**

To what extent do you agree or disagree with the following. My landlord treats me fairly and with respect?

### **TSM TP09: Satisfaction with the landlord's approach to handling of complaints.WAV**

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

**TSM TP09A: Satisfaction with the landlord's approach to handling of complaints.WAV Jigsaw TSM Q10.WAV**

How satisfied or dissatisfied are you with your landlords approach to complaints handling?

**TSM TP10: Satisfaction that the landlord keeps communal areas clean and well maintained.WAV**

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

If yes

**TSM TP10A: Satisfaction that the landlord keeps communal areas clean and well maintained.WAV Jigsaw TSM Q7a.WAV**

How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

**TSM TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods.WAV**

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

**TSM TP12: Satisfaction with the landlord's approach to handling anti-social behaviour.WAV**

How satisfied or dissatisfied are you with your landlords approach to handling anti-social behaviour?

**TSM satisfied 5 scale.WAV**

Please press

1 for Very satisfied

2 for Fairly satisfied

3 for Neither satisfied nor dissatisfied

4 for Fairly dissatisfied

5 for Very dissatisfied

**TSM satisfied 6 scale.WAV**

Please press

1 for Very satisfied

2 for Fairly satisfied

3 for Neither satisfied nor dissatisfied

4 for Fairly dissatisfied

5 for Very dissatisfied

6 if it's not applicable or you don't know

**TSM Agree 6 scale.WAV**

Please press

1 for Strongly agree

2 for agree

3 for Neither agree nor disagree

4 for Disagree

5 for Strongly disagree

6 if it's not applicable or you don't know

**TSM yes no response.WAV**

Please press 1 for Yes

Or 9 for No

**TSM yes no don't know response.WAV**

Please press 1 for Yes 9 for No

Or 0 for don't know

**Jigsaw Not satisfied/comments.WAV**

We're sorry that you're not satisfied , to help us understand more, please press 1 to leave us a short message to tell us why this is. If you do not want to leave a message, please press 1.

**Thank you/bye**

Thank you for your feedback, we really appreciate you taking the time to provide it. Goodbye.

**Aphone**

Hello, it's Jigsaw Homes calling. We'd love your feedback on how you feel we're performing and have a short survey for you which will take around 5 minutes to complete. Please call us back on (Telephone number) to take part in the survey or if using a mobile, we'll send you text shortly. Thank you

**Unrecognized number:**

Hello, it's Jigsaw Homes. We called with a short survey to ask how we're performing as a landlord. Unfortunately we don't recognise the number you're calling from. Please call back using the number we originally called you on to take part in the survey. Thank you

**Feedback Received:**

Hello, it's Jigsaw homes, we contacted you regarding a short survey on how we're performing. Our records show that you've already completed this survey. Thank you for your feedback.



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