

# 2024 Tenant Satisfaction Survey

Research Report

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# Contents

- 1. Introduction** **4**
  
- 2. Summary** **5**
  - 2.1. Overall satisfaction . . . . . 5
  - 2.2. Home and maintenance . . . . . 5
  - 2.3. Neighbourhood Contribution . . . . . 6
  - 2.4. Communication and Complaints . . . . . 6
  
- 3. Headline Results** **7**
  - 3.1. Summary Chart . . . . . 7
  - 3.2. Summary Table . . . . . 8
  - 3.3. Associations between Survey Questions . . . . . 9
  
- 4. Home and maintenance** **11**
  - 4.1. TP04 Satisfaction that the home is well maintained . . . . . 11
  - 4.2. Demographic Analysis . . . . . 11
  - 4.3. Other Associations with Dissatisfaction . . . . . 13
  
- 5. Neighbourhood Contribution** **14**
  - 5.1. TP11 Satisfaction that landlord makes a positive contribution to neighbourhoods . . . 14
  - 5.2. Demographic Analysis . . . . . 14
  - 5.3. Other Associations with Dissatisfaction . . . . . 16
  
- 6. Communication** **17**
  - 6.1. TP06 Satisfaction that the landlord listens to tenant views and acts upon them . . . . 17
  - 6.2. Demographic Analysis . . . . . 17
  - 6.3. Other Associations with Dissatisfaction . . . . . 19
  
- 7. Complaints** **20**
  - 7.1. TP09 Satisfaction with the landlord’s approach to handling of complaints . . . . . 20
  - 7.2. Demographic Analysis . . . . . 20
  - 7.3. Other Associations with Dissatisfaction . . . . . 22
  
- 8. Overall Satisfaction** **23**
  - 8.1. TP01 Overall Satisfaction . . . . . 23
  - 8.2. Demographic Analysis . . . . . 23
  - 8.3. Other Associations with Dissatisfaction . . . . . 25
  
- 9. Modelling Overall Satisfaction** **26**
  - 9.1. Drivers of Dissatisfaction . . . . . 27

- 10. Conclusions** **28**
  
- Technical Appendix** **29**
  
- A. Methodology** **30**
- A.1. Survey Approach . . . . . 30
- A.2. Assessment of Sample Representativeness and Data Weighting . . . . . 30
- A.3. Other Data Sources . . . . . 32
- A.4. Other Methodological Issues . . . . . 33
- A.5. Software Used . . . . . 34
- A.6. Survey script . . . . . 34

## 1. Introduction

Larger registered providers are required by the Regulator of Social Housing (RSH) to undertake a tenant satisfaction survey each year, to gather “tenant perception measures”. The tenant perception measures are:

- TP01 Overall Satisfaction.
- TP02 Satisfaction with repairs.
- TP03 Satisfaction with time taken to complete most recent repair.
- TP04 Satisfaction that the home is well-maintained.
- 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 provides both summary results and a detailed analysis of a survey of Jigsaw tenants which was undertaken in accordance with the RSH’s methodology during the months of February and March 2024.

## 2. Summary

### 2.1. Overall satisfaction

*Key result:*

69.5% of tenants are very or fairly satisfied overall with Jigsaw.

*What we learned:*

The things that influence overall tenant satisfaction the most are tenant perceptions:

- of the property and its condition;
- that their views are listened to and acted on; and
- on the repairs service.

In addition, we found evidence that the following aspects of service provision and property attributes may also influence Overall Satisfaction:

- Contacts made in the last year.
- Living in a house.
- Properties with more bedrooms.
- Number of recent repairs.
- Size of rent arrears.

### 2.2. Home and maintenance

*Key results:*

67.5% of tenants are very or fairly satisfied with their home.

71.5% of tenants who recall reporting a repair in the last 12 months are very or fairly satisfied with the repairs service.

*What we learned:*

- Tenants living in larger properties and houses were less satisfied than those living in flats.
- Tenants that contact Jigsaw more frequently or have had more repairs carried out to their homes are less satisfied.
- Tenants in older properties are less satisfied.
- Tenants in less energy efficient homes are less satisfied.
- Tenants in rent arrears are less satisfied.

### **2.3. Neighbourhood Contribution**

*Key results:*

55.6% of tenants are very or fairly satisfied with Jigsaw's neighbourhood contribution.

53.3% of all tenants say they are very or fairly satisfied with Jigsaw's approach to handling anti-social behaviour.

*What we learned:*

- Over one in four tenants say they are neither satisfied or dissatisfied with Jigsaw's neighbourhood contribution.
- Tenants living in larger properties and houses are less satisfied than those living in flats.
- Tenants that contact Jigsaw more frequently or have opted-in to email communications are less satisfied.
- Tenants that have reported more repairs are less satisfied.
- Tenants in older properties are less satisfied.

### **2.4. Communication and Complaints**

*Key results:*

60.3% of tenants are very or fairly satisfied that Jigsaw listens to their views and acts upon them.

38.4% of tenants who recall reporting a complaint in the last 12 months are very or fairly satisfied with Jigsaw's handling of complaints.

*What we learned:*

- Tenants that contact Jigsaw more frequently or have had more repairs carried out to their homes are less satisfied with both the complaints service and that their views have been listened to and acted on.
- Longer standing tenants who report making a complaint are more satisfied with the complaints service.

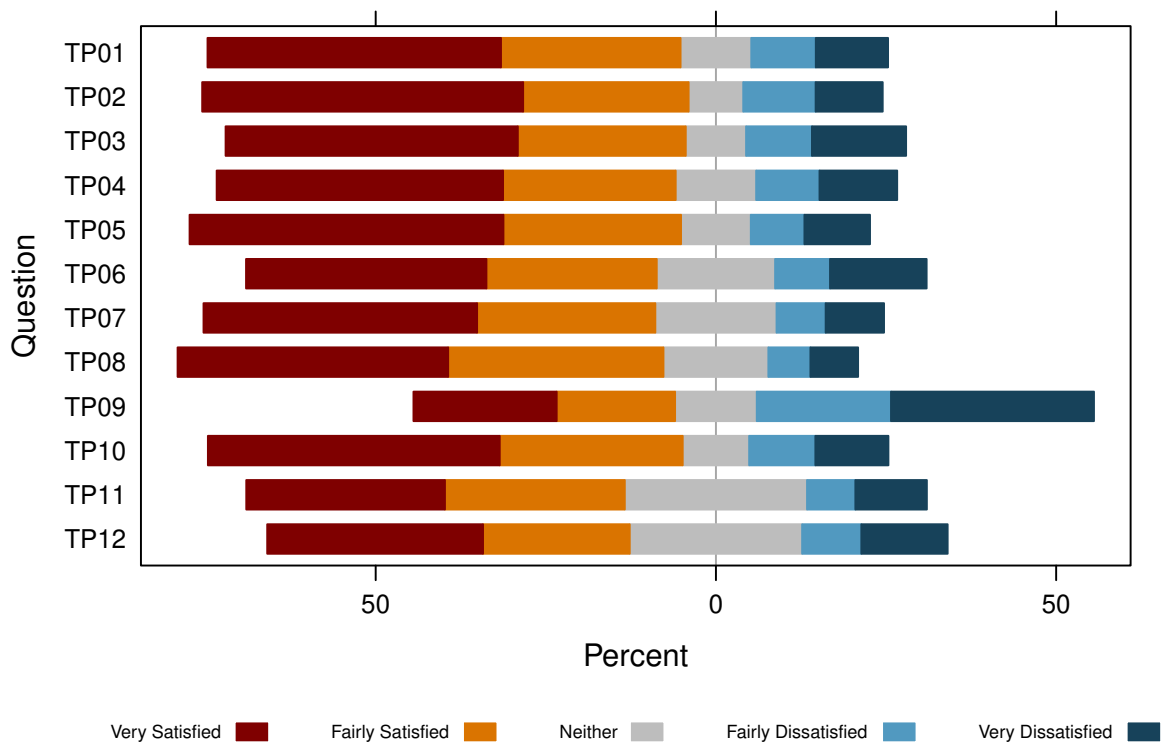
### 3. Headline Results

Headline 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 TP05, *Satisfaction that the home is safe*, has the greatest proportion of positive responses followed by TP02, *Satisfaction with repairs*, and TP08, *Agreement that the landlord treats tenants fairly and with respect*.

TP09, *Satisfaction with the landlord’s approach to handling of complaints*, has the greatest proportion of negative responses followed by TP03, *Satisfaction with time taken to complete most recent repair*, and TP06, *Satisfaction that the landlord listens to tenant views and acts upon them*.

#### 3.1. 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.

### 3.2. Summary Table

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

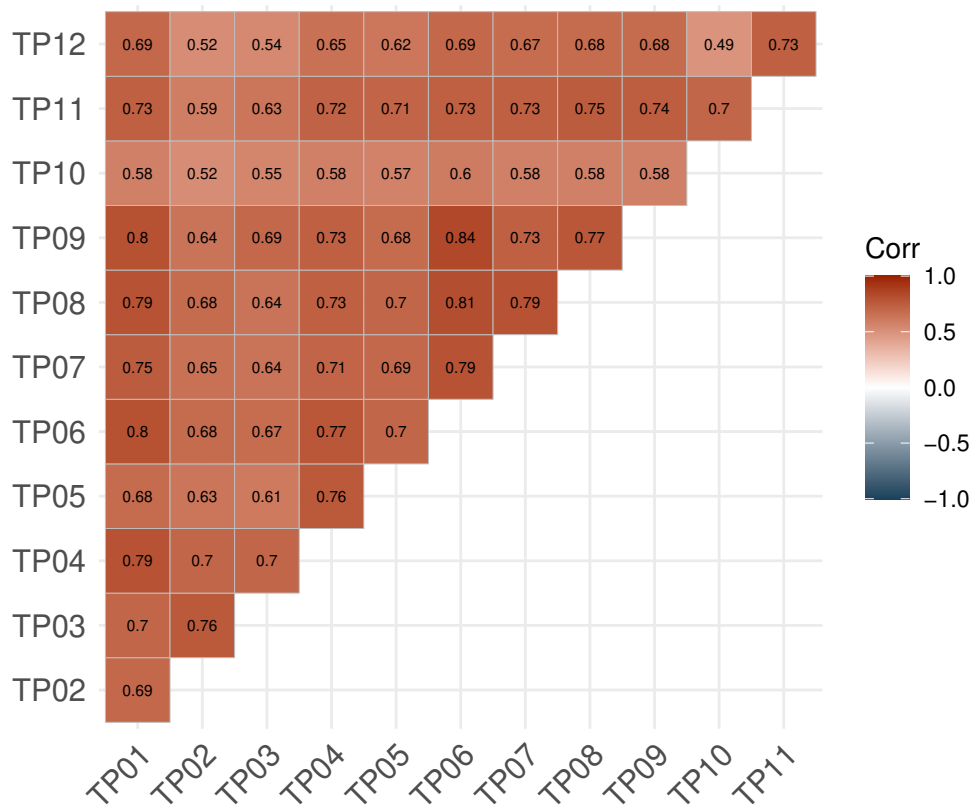
No.	Question	Satisfied / Agree			Dissatisfied / Disagree		responses	error
		Very	Fairly	Neither	Fairly	Very		
TP01	Overall Satisfaction	43.1%	26.4%	10.4%	9.5%	10.6%	2,355	+/-2%
TP02	Satisfaction with repairs	47.2%	24.3%	8.0%	10.6%	9.9%	1,666	
TP03	Satisfaction with time taken to complete most recent repair	42.9%	24.7%	8.9%	9.7%	13.8%	1,648	
TP04	Satisfaction that the home is well-maintained	42.1%	25.4%	11.8%	9.3%	11.4%	2,274	+/-2.04%
TP05	Satisfaction that the home is safe	46.1%	26.1%	10.3%	7.9%	9.6%	2,235	+/-1.95%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	35.3%	25.0%	17.4%	8.1%	14.2%	2,093	+/-2.13%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	40.2%	26.2%	17.8%	7.2%	8.6%	2,117	+/-2.06%
TP09	Satisfaction with the landlord's approach to handling of complaints	21.0%	17.4%	12.0%	19.7%	29.8%	614	
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	42.9%	26.9%	9.8%	9.7%	10.7%	994	
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	29.2%	26.4%	26.8%	7.1%	10.5%	1,884	+/-2.16%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	31.7%	21.6%	25.3%	8.7%	12.7%	1,757	+/-2.18%
		<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	39.8%	31.6%	15.4%	6.2%	7.0%	2,081	+/-1.96%



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.

### 3.3. Associations between Survey Questions

Correlation analysis was undertaken to identify associations with expressed dissatisfaction between survey questions. Figure 2 summarises the results with  $\rho$ , the correlation coefficient between each survey question, numbered within each coloured box. Darker shades in the diagram represent stronger correlations with colour indicating the direction of the association. Statistically insignificant correlations are not shown.



**Figure 2:** Key correlations between survey questions.

It can be seen from Figure 2 that answers to all of the survey questions were strongly correlated, so that increased expressed dissatisfaction in any survey question is associated with increased expressed dissatisfaction with other questions<sup>3</sup>.

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

<sup>3</sup> Alternatively, increased expressed satisfaction in most survey questions is associated with increased satisfaction with other questions.

TP10 Satisfaction that the landlord keeps communal areas clean and well maintained and TP12 Satisfaction with the landlord’s approach to handling anti-social behaviour are seen to correlate less strongly with the other survey questions.

The strongest ten correlation coefficients,  $\rho$ , between survey questions are shown in Table 2.

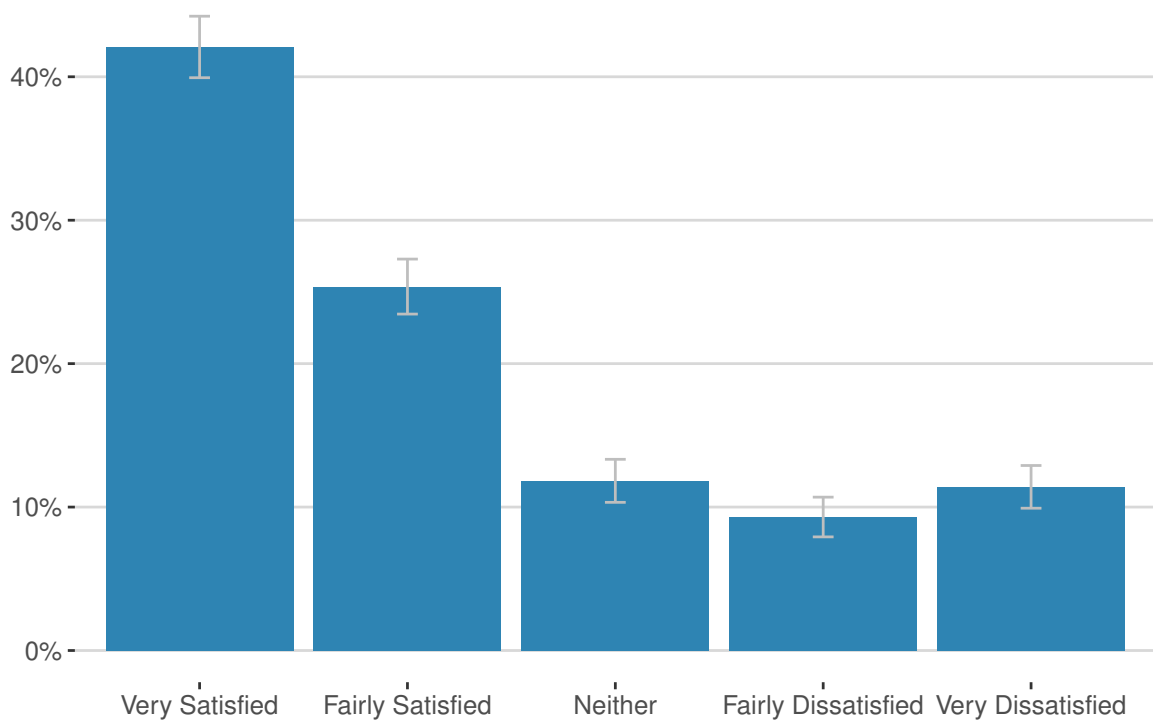
**Table 2:** Strongest correlations between survey questions.

<b>Between</b>		<b>and</b>		$\rho$
TP09	Satisfaction with the landlord’s approach to handling of complaints	TP06	Satisfaction that the landlord listens to tenant views and acts upon them	0.84
TP08	Agreement that the landlord treats tenants fairly and with respect	TP06	Satisfaction that the landlord listens to tenant views and acts upon them	0.81
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	TP01	Overall Satisfaction	0.80
TP09	Satisfaction with the landlord’s approach to handling of complaints	TP01	Overall Satisfaction	0.80
TP04	Satisfaction that the home is well-maintained	TP01	Overall Satisfaction	0.79
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	TP06	Satisfaction that the landlord listens to tenant views and acts upon them	0.79
TP08	Agreement that the landlord treats tenants fairly and with respect	TP01	Overall Satisfaction	0.79
TP08	Agreement that the landlord treats tenants fairly and with respect	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	0.79
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	TP04	Satisfaction that the home is well-maintained	0.77
TP09	Satisfaction with the landlord’s approach to handling of complaints	TP08	Agreement that the landlord treats tenants fairly and with respect	0.77

## 4. Home and maintenance

### 4.1. TP04 Satisfaction that the home is well maintained

Figure 3 summarises responses to the key survey question asked with respect to home and maintenance. 2,274 tenants (96.6% of respondents) answered this question.



'Satisfied' = 67.5% ±2%. 95% confidence intervals shown.

**Figure 3:** TP04 Satisfaction that the home is well maintained.

### 4.2. Demographic Analysis

Table 3 highlights how levels of satisfaction expressed by survey respondents tended to increase in older age groups albeit with an interesting dip in satisfaction for the 35–45 year old age group (250 respondents). Statistical tests indicated that typical expressed satisfaction was **significantly different** between younger and older age groups.

**Table 3:** TP04 Satisfaction with home—by age group.

Response	< 25	25 - 34.9	35 - 44.9	45 - 54.9	55 - 64.9	65 - 74.9	75 +	Sum
Very Satisfied	45.5%	38.3%	31.9%	38.2%	45.5%	49%	56%	42.1%
Fairly Satisfied	23.7%	22.6%	21.2%	26.6%	25.4%	30.4%	28.7%	25.4%
Neither	16.1%	12.4%	12.4%	10.3%	14%	9.6%	10.3%	11.8%
Fairly Dissatisfied	7.5%	10.1%	15.4%	11.1%	7.1%	5.8%	3.5%	9.3%
Very Dissatisfied	7.3%	16.6%	19.1%	13.8%	8%	5.2%	1.6%	11.4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 4 shows that male respondents to the survey were more likely than women to state they were “Very Satisfied”. Statistical tests indicated that typical expressed satisfaction was **significantly different** between gender groups.

**Table 4:** TP04 Satisfaction with home—by gender.

Response	Female	Male	Sum
Very Satisfied	38.7%	48.1%	42.1%
Fairly Satisfied	26.1%	24.2%	25.4%
Neither	11.1%	13.1%	11.8%
Fairly Dissatisfied	10.7%	6.8%	9.3%
Very Dissatisfied	13.4%	7.9%	11.4%
Total	100%	100%	100%

Table 5 indicates that lower proportions of Asian respondents (47 respondents) and those with Unknown ethnic origin (437 respondents) stated they were “Very Satisfied” compared to the overall survey response. Respondents categorised as Black (87 respondents) or of Other ethnic groups (45 respondents) were more likely state they were Very Satisfied compared to the overall survey response. Statistical tests indicated that typical expressed satisfaction was **not significantly different** between ethnic groups<sup>4</sup>.

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<sup>4</sup> Please note that due to the relatively small sample size of this survey, for analysis at this level of granularity there is a risk that statistical tests will fail to find a difference that may well be there. This issue is highlighted in the comments on statistical significance in the Technical Appendix to this report.

**Table 5:** TP04 Satisfaction with home—by ethnic grouping.

Response	Asian	Black	Other	Unknown	White	Sum
Very Satisfied	32.8%	50.6%	57.9%	38.7%	42.2%	42.1%
Fairly Satisfied	34.2%	16.2%	11.5%	26.6%	25.8%	25.4%
Neither	6%	6.6%	14%	13%	12%	11.8%
Fairly Dissatisfied	14.6%	8.5%	12.5%	9.4%	9%	9.3%
Very Dissatisfied	12.5%	18.1%	4.1%	12.2%	10.9%	11.4%
Total	100%	100%	100%	100%	100%	100%

**4.3. Other Associations with Dissatisfaction**

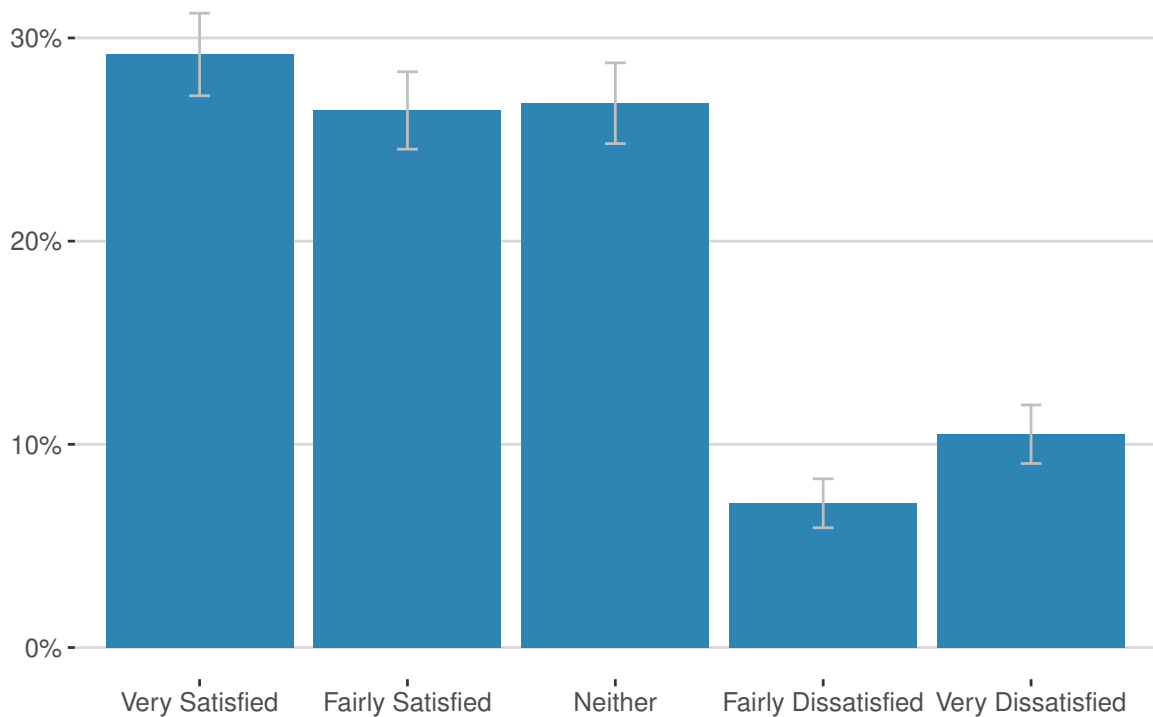
Correlation analysis was undertaken to identify other associations with expressed dissatisfaction for TP04 *Satisfaction with home*. The list below shows statistically significant correlations in order of the strength of their correlation with TP04 *Satisfaction with home*. The correlation coefficient,  $\rho$  is shown in brackets:

- Properties with more bedrooms ( $\rho = 0.17$ ).
- Living in a house ( $\rho = 0.16$ ).
- Number of recent repairs ( $\rho = 0.15$ ).
- Contacts made in the last year ( $\rho = 0.14$ ).
- Property age ( $\rho = 0.14$ ).
- Living in a flat ( $\rho = -0.1$ ).
- Energy efficiency of home ( $\rho = -0.09$ ).
- Size of rent arrears ( $\rho = 0.09$ ).

## 5. Neighbourhood Contribution

### 5.1. TP11 Satisfaction that landlord makes a positive contribution to neighbourhoods

Figure 4 summarises responses to the key survey question asked with respect to neighbourhood contribution. 1,884 tenants (80% of respondents) answered this question.



'Satisfied' = 55.6%  $\pm$ 2.2%. 95% confidence intervals shown.

**Figure 4:** TP11 Satisfaction that landlord makes a positive contribution to neighbourhoods.

### 5.2. Demographic Analysis

Table 6 provides a cross tabulation of satisfaction with neighbourhood contribution by the age of the respondent. Statistical tests indicated that typical expressed satisfaction was **significantly different** between 35 to 55 year old and other age groups.

**Table 6:** TP11 Satisfaction with neighbourhood contribution—by age group.

Response	< 25	25 - 34.9	35 - 44.9	45 - 54.9	55 - 64.9	65 - 74.9	75 +	Sum
Very Satisfied	41.5%	30.3%	25.6%	26.2%	31.3%	29.6%	30.7%	29.2%
Fairly Satisfied	42.9%	18.1%	18.7%	27.6%	28.7%	30.6%	34.9%	26.4%
Neither	7.8%	29.6%	30.5%	25.8%	25.4%	25.8%	27.3%	26.8%
Fairly Dissatisfied	3.9%	8.5%	10.2%	5.7%	6.3%	7.7%	4%	7.1%
Very Dissatisfied	3.9%	13.5%	15%	14.8%	8.4%	6.2%	3.1%	10.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 7 shows that male respondents to the survey were more likely than women to state they were “Very Satisfied”. Statistical tests indicated that typical expressed satisfaction was **significantly different** between gender groups.

**Table 7:** TP11 Satisfaction with neighbourhood contribution—by gender.

Response	Female	Male	Sum
Very Satisfied	26.1%	34.4%	29.2%
Fairly Satisfied	26%	27.2%	26.4%
Neither	28.2%	24.4%	26.8%
Fairly Dissatisfied	7.1%	7%	7.1%
Very Dissatisfied	12.5%	7%	10.5%
Total	100%	100%	100%

Table 8 shows that lower proportions of respondents who are of White (1,394 respondents), Asian (36 respondents), or Unknown (354 respondents) ethnic origin stated they were “Very Satisfied” compared to the overall survey response. Statistical tests indicated that typical expressed satisfaction was **not significantly different** between ethnic groups.

**Table 8:** TP11 Satisfaction with neighbourhood contribution—by ethnic grouping.

Response	Asian	Black	Other	Unknown	White	Sum
Very Satisfied	28.8%	44.4%	41%	28.6%	28%	29.2%
Fairly Satisfied	28.3%	28.2%	26.1%	24.6%	26.8%	26.4%
Neither	30.8%	13.8%	14.3%	27.2%	27.8%	26.8%
Fairly Dissatisfied	1.8%	3.2%	7.6%	7.3%	7.4%	7.1%
Very Dissatisfied	10.4%	10.3%	11%	12.4%	10%	10.5%
Total	100%	100%	100%	100%	100%	100%

**5.3. Other Associations with Dissatisfaction**

Correlation analysis was undertaken to identify other associations with expressed dissatisfaction for TP11 *Satisfaction with neighbourhood contribution*. The list below shows statistically significant correlations in order of the strength of their correlation with TP11 *Satisfaction with neighbourhood contribution*. The correlation coefficient,  $\rho$  is shown in brackets:

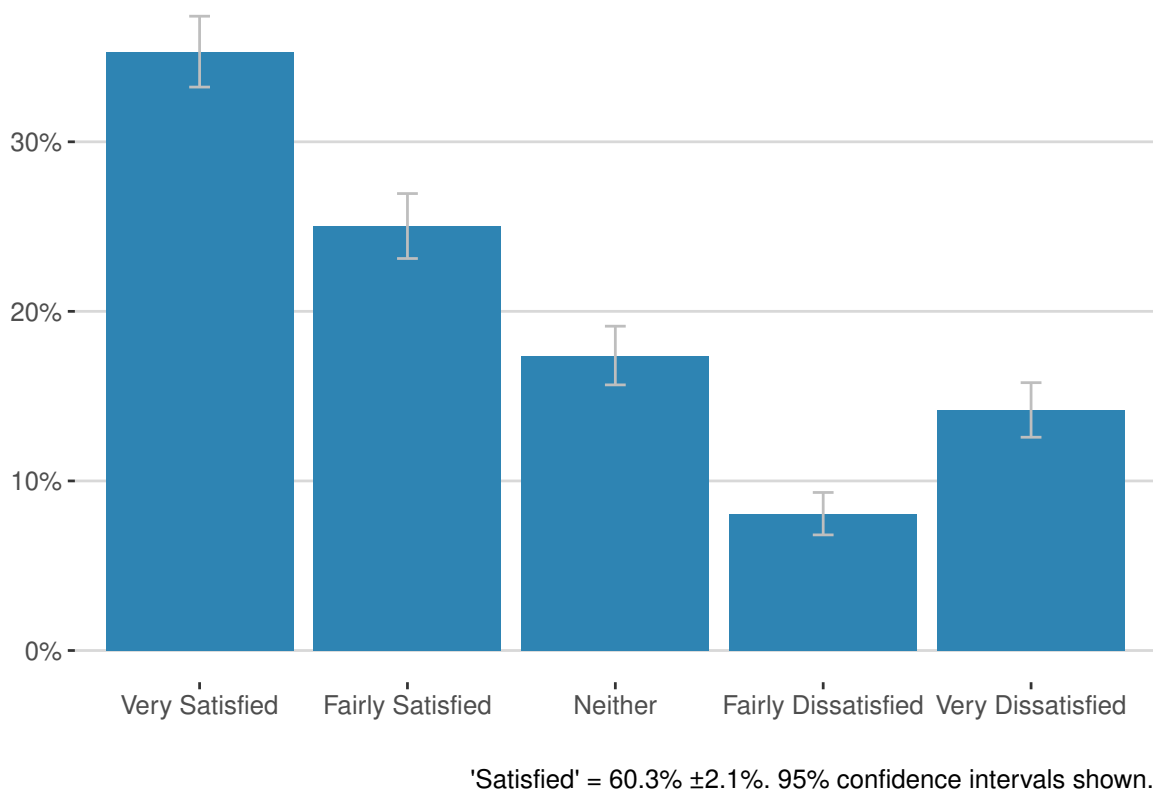
- Living in a house ( $\rho = 0.17$ ).
- Properties with more bedrooms ( $\rho = 0.16$ ).
- Living in a flat ( $\rho = -0.13$ ).
- Number of recent repairs ( $\rho = 0.11$ ).
- Contacts made in the last year ( $\rho = 0.11$ ).
- Email opt in ( $\rho = 0.1$ ).



## 6. Communication

### 6.1. TP06 Satisfaction that the landlord listens to tenant views and acts upon them

Figure 5 summarises responses to the key survey question asked with respect to communication and information. 2,093 tenants (88.9% of respondents) answered this question.



**Figure 5:** TP06 Satisfaction that the landlord listens to tenant views and acts upon them.

### 6.2. Demographic Analysis

Table 9 presents a cross-tabulation of the satisfaction of respondents that Jigsaw listens to their views and acts on them, by age. Statistical tests indicated that typical expressed satisfaction by age was **significantly different** between the age groups although further tests on which age groups differed from each other were inconclusive.

**Table 9:** TP06 Satisfaction that landlord listens and acts—by age group.

Response	< 25	25 - 34.9	35 - 44.9	45 - 54.9	55 - 64.9	65 - 74.9	75 +	Sum
Very Satisfied	28.3%	33%	29.1%	32.4%	40.5%	39%	41.4%	35.3%
Fairly Satisfied	24.3%	23.8%	21.9%	24.4%	24%	28%	31.4%	25%
Neither	24.3%	19.3%	17%	16.8%	15.4%	18.4%	17.2%	17.4%
Fairly Dissatisfied	6%	6.3%	12.6%	7.5%	8.6%	6.2%	5.5%	8.1%
Very Dissatisfied	17.1%	17.6%	19.4%	18.9%	11.5%	8.4%	4.5%	14.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 10 shows that male respondents to the survey were more likely than women to state they were satisfied that their landlord listens to tenant views and acts upon them. Statistical tests indicated that typical expressed satisfaction was **significantly different** between gender groups.

**Table 10:** TP06 Satisfaction that landlord listens and acts—by gender.

Response	Female	Male	Sum
Very Satisfied	32.1%	40.9%	35.3%
Fairly Satisfied	25.5%	24.2%	25%
Neither	18.1%	16.3%	17.4%
Fairly Dissatisfied	9%	6.5%	8.1%
Very Dissatisfied	15.4%	12.1%	14.2%
Total	100%	100%	100%

Table 11 shows that lower proportions of Asian respondents (45 respondents) and those with Unknown ethnic origin (395 respondents) stated they were “Very Satisfied” compared to the overall survey response. Higher proportions of Black respondents (80 respondents) and those categorised as of Other ethnic origin (42 respondents) stated they were “Very Satisfied” compared to the overall survey response. Statistical tests indicated that typical expressed satisfaction was **not significantly different** between ethnic groups.

**Table 11:** TP06 Satisfaction that landlord listens and acts—by ethnic grouping.

Response	Asian	Black	Other	Unknown	White	Sum
Very Satisfied	32.8%	47.8%	45%	30.2%	35.7%	35.3%
Fairly Satisfied	36.9%	19.7%	25.9%	26.1%	24.6%	25%
Neither	8.7%	10.8%	16%	18.9%	17.8%	17.4%
Fairly Dissatisfied	6.8%	4.6%	1.5%	10.5%	7.9%	8.1%
Very Dissatisfied	14.8%	17.1%	11.5%	14.3%	14%	14.2%
Total	100%	100%	100%	100%	100%	100%

**6.3. Other Associations with Dissatisfaction**

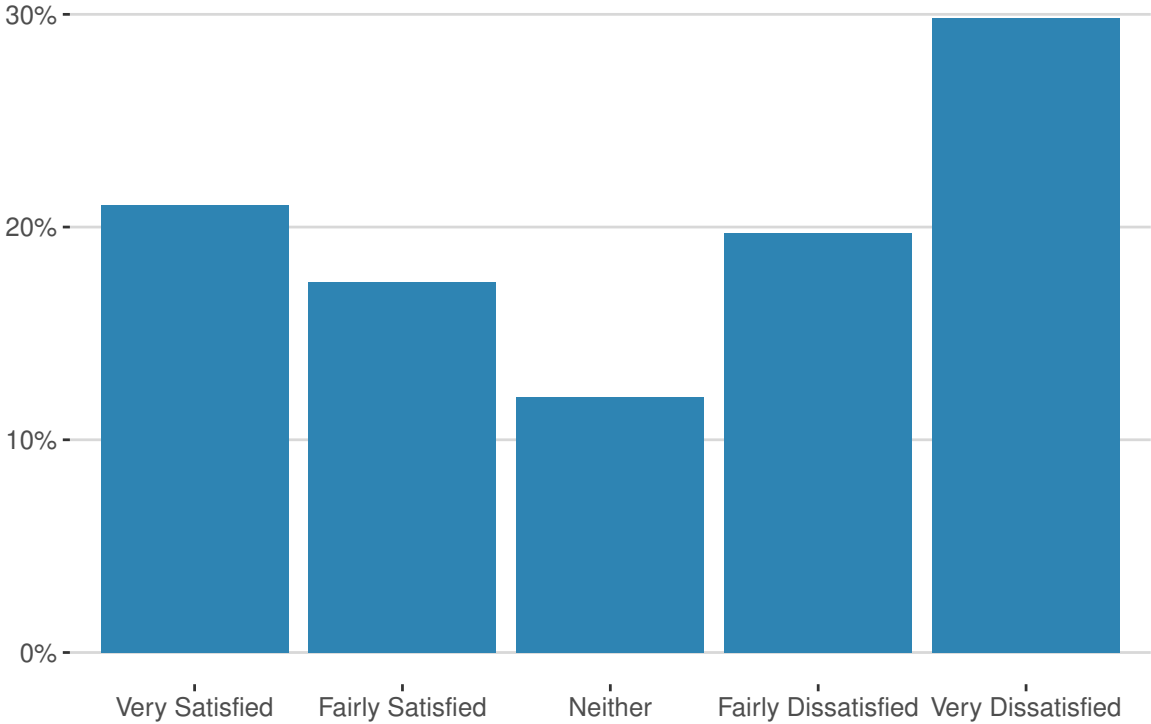
Correlation analysis was undertaken to identify other associations with expressed dissatisfaction for TP06 *Satisfaction that the landlord listens and acts*. The list below shows statistically significant correlations in order of the strength of their correlation with TP06 *Satisfaction that the landlord listens and acts*. The correlation coefficient,  $\rho$  is shown in brackets:

- Contacts made in the last year ( $\rho = 0.13$ ).
- Number of recent repairs ( $\rho = 0.13$ ).
- Living in a house ( $\rho = 0.1$ ).
- Properties with more bedrooms ( $\rho = 0.09$ ).
- Size of rent arrears ( $\rho = 0.09$ ).

## 7. Complaints

### 7.1. TP09 Satisfaction with the landlord’s approach to handling of complaints

Figure 6 summarises responses to the key survey question asked with respect to Jigsaw’s handling of complaints. 614 tenants (26.1% of respondents) answered this question.



'Satisfied' = 38.4%. No confidence intervals were calculated for this question.

**Figure 6:** TP09 Satisfaction with the landlord’s approach to handling of complaints.

### 7.2. Demographic Analysis

Table 12 presents a cross-tabulation of the satisfaction of respondents with Jigsaw’s approach to handling complaints. Statistical tests indicated that typical expressed satisfaction was **significantly different** between younger and older age groups.

**Table 12:** TP09 Satisfaction with the landlord’s approach to handling of complaints—by age group.

Response	< 25	25 - 34.9	35 - 44.9	45 - 54.9	55 - 64.9	65 - 74.9	75 +	Sum
Very Satisfied	0%	10.3%	15.4%	18.9%	26.8%	26.9%	34.3%	21%
Fairly Satisfied	0%	14.9%	11.1%	16.1%	18.4%	15.9%	36.7%	17.4%
Neither	65.2%	13.1%	10.2%	9.4%	11.5%	15.5%	11.1%	12%
Fairly Dissatisfied	34.8%	18.5%	24.8%	18.6%	21.1%	20.6%	8.1%	19.7%
Very Dissatisfied	0%	43.2%	38.5%	37%	22.1%	21.1%	9.8%	29.8%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 13 shows little apparent difference between gender groups with regard to satisfaction with Jigsaw’s approach to handling complaints. Statistical tests indicated that typical expressed satisfaction was **not significantly different** between gender groups.

**Table 13:** TP09 Satisfaction with the landlord’s approach to handling of complaints—by gender.

Response	Female	Male	Sum
Very Satisfied	19.7%	23.4%	21%
Fairly Satisfied	15.6%	20.5%	17.4%
Neither	12.9%	10.5%	12%
Fairly Dissatisfied	21.7%	16.2%	19.7%
Very Dissatisfied	30.1%	29.3%	29.8%
Total	100%	100%	100%

Table 14 shows that lower proportions of respondents who are of Unknown (121 respondents) ethnic origin stated they were “Very Satisfied” compared to the overall survey response. Higher proportions of respondents who were Asian (19 respondents), Black (30 respondents) or of Other ethnic origin (18 respondents) stated they were “Very Satisfied” compared to the overall survey response. Statistical tests indicated that typical expressed satisfaction was **not significantly different** between ethnic groups.

**Table 14:** TP09 Satisfaction with the landlord’s approach to handling of complaints—by ethnic grouping.

Response	Asian	Black	Other	Unknown	White	Sum
Very Satisfied	24.8%	25.1%	36.2%	15.3%	21.5%	21%
Fairly Satisfied	12.6%	25.1%	6.1%	19.2%	16.9%	17.4%
Neither	6.1%	7.8%	2.6%	13%	12.9%	12%
Fairly Dissatisfied	25.2%	17.3%	29.6%	16%	20.3%	19.7%
Very Dissatisfied	31.3%	24.8%	25.5%	36.4%	28.3%	29.8%
Total	100%	100%	100%	100%	100%	100%

**7.3. Other Associations with Dissatisfaction**

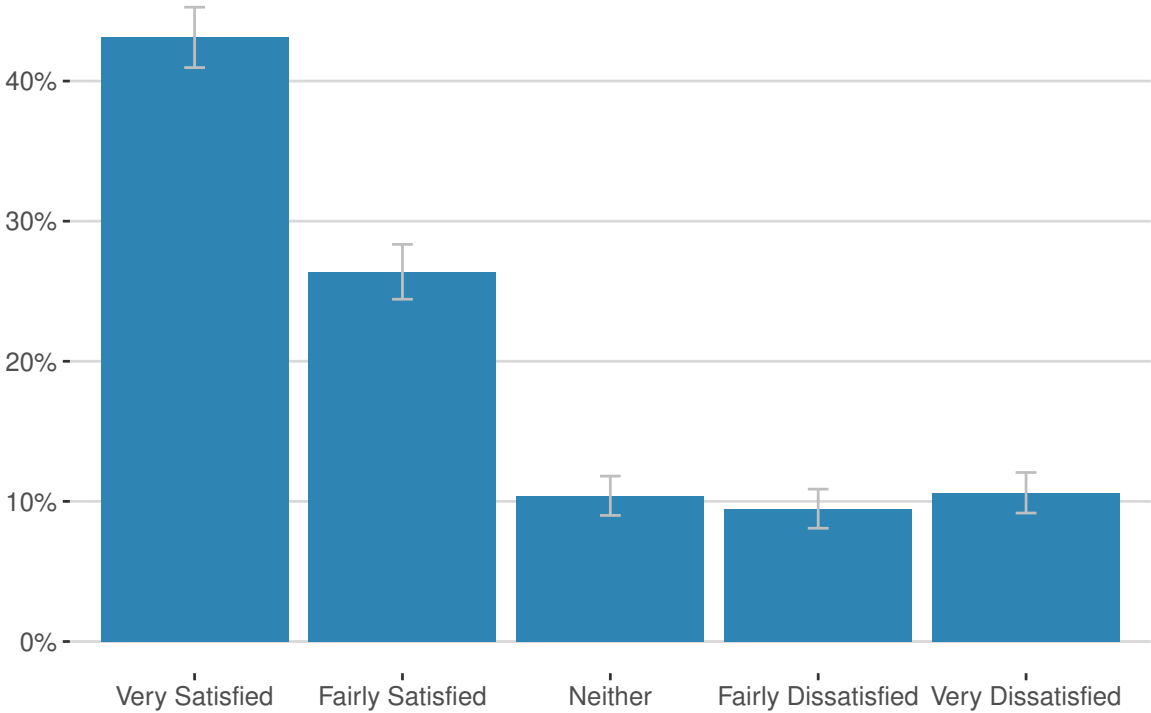
Correlation analysis was undertaken to identify other associations with expressed dissatisfaction for TP09 *Satisfaction with approach to handling of complaints*. The list below shows statistically significant correlations in order of the strength of their correlation with TP09 *Satisfaction with approach to handling of complaints*. The correlation coefficient,  $\rho$  is shown in brackets:

- Contacts made in the last year ( $\rho = 0.19$ ).
- Number of recent repairs ( $\rho = 0.13$ ).
- Email opt in ( $\rho = 0.12$ ).
- Living in a house ( $\rho = 0.1$ ).
- Tenancy age ( $\rho = -0.1$ ).

## 8. Overall Satisfaction

### 8.1. TP01 Overall Satisfaction

Figure 7 summarises the responses to TP01 Overall Satisfaction. 2,355 tenants (100% of respondents) answered this question.



'Satisfied' = 69.5% ±2%. 95% confidence intervals shown.

Figure 7: TP01 Overall Satisfaction.

### 8.2. Demographic Analysis

Table 15 highlights how levels of satisfaction expressed by survey respondents tended to increase with age. Statistical tests indicated that typical expressed satisfaction was **significantly different** between 35 to 55 year olds and older age groups.

**Table 15:** TP01 Overall Satisfaction—by age group.

Response	< 25	25 - 34.9	35 - 44.9	45 - 54.9	55 - 64.9	65 - 74.9	75 +	Sum
Very Satisfied	45%	37.2%	34.1%	40.9%	47.3%	51.1%	53%	43.1%
Fairly Satisfied	24.7%	27.3%	23%	26.5%	24.6%	28.5%	32.2%	26.4%
Neither	15.6%	10.1%	10.4%	9.7%	12.3%	9%	9.1%	10.4%
Fairly Dissatisfied	11.1%	9.8%	16.9%	9.2%	8.2%	5.2%	3.4%	9.5%
Very Dissatisfied	3.6%	15.6%	15.7%	13.7%	7.7%	6.2%	2.3%	10.6%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 16 shows that male respondents to the survey were more likely than women to state they were “Very Satisfied”. Statistical tests indicated that typical expressed satisfaction was **not significantly different** between gender groups.

**Table 16:** TP01 Overall Satisfaction—by gender.

Response	Female	Male	Sum
Very Satisfied	40.1%	48.5%	43.1%
Fairly Satisfied	27.4%	24.6%	26.4%
Neither	10.5%	10.2%	10.4%
Fairly Dissatisfied	10.5%	7.6%	9.5%
Very Dissatisfied	11.5%	9.1%	10.6%
Total	100%	100%	100%

Table 17 shows that lower proportions of respondents with Unknown ethnic origin (458 respondents) stated they were “Very Satisfied” than the overall survey response. Higher proportions of respondents who were Asian (49 respondents), Black (93 respondents) or of Other ethnic origin (49 respondents) stated they were “Very Satisfied” compared to the overall survey response.



**Table 17:** TP01 Overall Satisfaction—by ethnic grouping.

Response	Asian	Black	Other	Unknown	White	Sum
Very Satisfied	42%	53%	45.9%	39.9%	43.3%	43.1%
Fairly Satisfied	30%	11.5%	22.6%	27.4%	27.2%	26.4%
Neither	8.3%	9.9%	10.7%	9.7%	10.7%	10.4%
Fairly Dissatisfied	7.9%	4.9%	6%	12.7%	9%	9.5%
Very Dissatisfied	11.8%	20.6%	14.7%	10.2%	9.8%	10.6%
Total	100%	100%	100%	100%	100%	100%

**8.3. Other Associations with Dissatisfaction**

Correlation analysis was undertaken to identify other associations with expressed dissatisfaction for TP01 *Overall satisfaction*. The list below shows statistically significant correlations in order of the strength of their correlation with TP01 *Overall satisfaction*. The correlation coefficient,  $\rho$  is shown in brackets:

- Contacts made in the last year ( $\rho = 0.13$ ).
- Living in a house ( $\rho = 0.11$ ).
- Properties with more bedrooms ( $\rho = 0.11$ ).
- Number of recent repairs ( $\rho = 0.11$ ).
- Size of rent arrears ( $\rho = 0.1$ ).

## 9. Modelling Overall Satisfaction

Regression analysis was undertaken to explore causal relationships with expressed dissatisfaction.

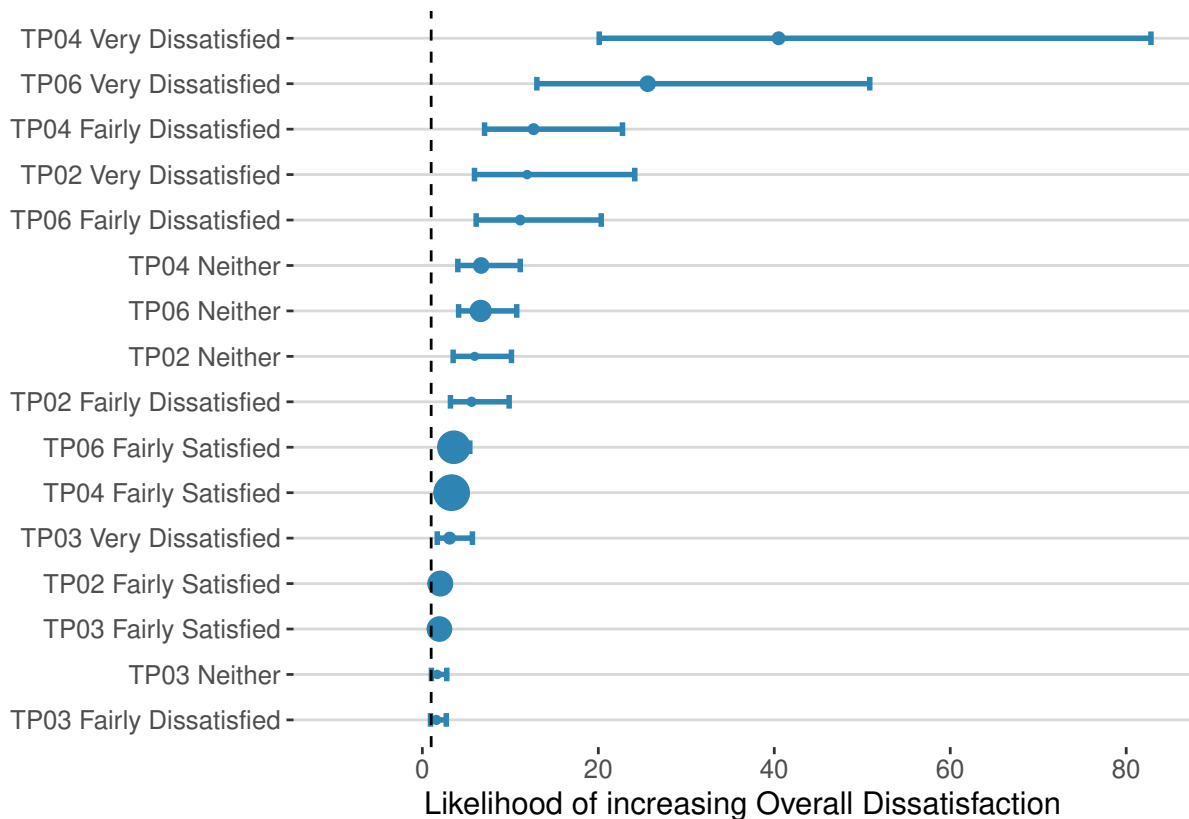
A model with reasonable performance was created using relatively few independent variables. It comprised:

- TP02 Satisfaction with repairs.
- TP03 Satisfaction with time taken to complete most recent repair.
- TP04 Satisfaction that the home is well-maintained.
- TP06 Satisfaction that the landlord listens to tenant views and acts upon them.

None of the Group’s demographic data or activity data appreciably improved the performance of the model.

The model was trained on 1,242 cases and correctly predicted Overall Satisfaction for 68% of 311 cases in a test data set. The model was most accurate in its predictions of Very Satisfied cases with an accuracy of 90%, followed by Fairly Satisfied cases with an accuracy of 66%.

Figure 8 presents the key drivers of dissatisfaction used in the model.



**Figure 8:** Drivers of dissatisfaction.

The points shown in Figure 8 are the model's estimates of how responses to survey questions impact the likelihood of increasing overall dissatisfaction, with the size of the points relating to the number of respondents in each group. The error bars show 95% confidence intervals placed around each central estimate.

### 9.1. Drivers of Dissatisfaction

The model highlights the importance of four question areas to overall satisfaction and in particular the importance of questions TP04 *Satisfaction that the home is well-maintained* and TP06 *Satisfaction that the landlord listens to tenant views and acts upon them*:

- The model predicts that the likelihood of being more dissatisfied overall is up to 40 times higher for respondents who are dissatisfied with respect to TP04 *Satisfaction that the home is well-maintained*.
- The model predicts that the likelihood of being more dissatisfied overall is up to 26 times higher for respondents who are dissatisfied with respect to TP06 *Satisfaction that the landlord listens to tenant views and acts upon them*<sup>5</sup>.

Whilst TP02 *Satisfaction with repairs* and TP03 *Satisfaction with time taken to complete most recent repair* have less impact on predicting overall satisfaction, they remain influential and underline the importance of the repairs and maintenance service to tenants:

- The model predicts that the likelihood of being more dissatisfied overall is up to twelve times higher for respondents who are dissatisfied with respect to TP02 *Satisfaction with repairs*.
- The model predicts that the likelihood of being more dissatisfied overall is up to three times higher for respondents who are dissatisfied with TP03 *Satisfaction with time taken to complete most recent repair*.

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<sup>5</sup> Note—all likelihoods stated in the model are calculated in comparison to a Very Satisfied response.

## 10. Conclusions

This analysis has again demonstrated the importance of i) the quality of the property and maintenance services provided by Jigsaw; and ii) communication, in driving satisfaction for tenants.

Considering first the quality of the property and maintenance services provided by Jigsaw, drivers of overall satisfaction are found to be tenant satisfaction that the property is well maintained, satisfaction with the repairs service generally, and satisfaction with the time taken to undertake repairs more specifically. On the whole satisfaction was found to be relatively high in these areas. It is clear however that satisfaction is negatively associated with more tenant contacts and more repairs work in the previous year.

Tenants living in houses and in properties with more bedrooms were found to be less satisfied with their home compared to tenants living in other property types. Tenants with demographic factors associated with larger properties (for example female tenants) were also found to be less satisfied with their home. Larger properties are associated with more requests for repairs and more contacts from tenants and therefore more opportunities for services to not meet expectations.

It should be noted that respondents who were Asian indicated lower levels of satisfaction with their home. Whilst this difference was not found to be statistically significant, given the relatively small survey sample size there is a risk that the survey is too “under-powered” to identify a real difference in Jigsaw’s tenant population at this level of granularity. This is an issue that should be explored further.

Communication was found to be the other key driver of overall satisfaction, with tenants indicating that it is important that Jigsaw listens to their views and acts upon them. Greater proportions of tenants were found to be neither satisfied or dissatisfied in this area, indicating perhaps a greater opportunity to shift views.

Ultimately, whilst a survey of this nature can provide a view of “the what” about satisfaction expressed by tenants, it can only provide hints about “the why”. Further work to speak to tenants to explore some of the themes identified in this report will be required to more deeply understand the findings. A project to do exactly this will be undertaken in 2024.

# Technical Appendix

## A. Methodology

### A.1. Survey Approach

The survey was undertaken during the months of February and March 2024. The majority of the survey (1,988 unweighted responses, 84.4%) was undertaken through an automated digital survey administered by [Voicescape](#). This was supplemented by a smaller number of responses (369 unweighted responses, 15.7%) gained through calls made via a third party telephone survey company named [SPS Doorguard](#), operating through its call centre. Call centre operatives asked tenants the TSM questions and recorded their answers. Calls were recorded for audit purposes. No incentives to respondents were offered to encourage them to complete the survey.

The sample for the survey was selected from a computer-generated random sample taken from the Group's records of current tenants of Low Cost Rental Accommodation (LCRA). At the time of the survey, the total number of LCRA tenancies was 30,086.

After weighting and rounding, survey responses totaled 2,355, achieving a margin of error for "satisfied" responses to question TP01 *Overall Satisfaction* of  $\pm 2\%$  at a 95% confidence level (meeting the 2% regulatory requirement).

### 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<sup>6</sup>.

The approach to weighting the data balanced the need to ensure that the sample provided representative results against the fact that weighting will usually decrease the statistical significance of results.

Bias in the proportion of survey responses was determined with respect to the following independent variables which were also found to have a statistically significant association with overall satisfaction:

- the age of respondents; and
- the number of contacts respondents made with Jigsaw in the last year.

The sample data was weighted using a raking algorithm which adjusted for the bias in the sample of these variables compared to Jigsaw's resident population data. The weights placed on responses ranged from 0.48 to 3.28 with a median weight of 0.8. Weights were not trimmed.

Weighting acted to reduce reported satisfaction derived from the sample and increased the margin of error for reported results.<sup>7</sup>

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<sup>6</sup> Data was available for 29,715 records.

<sup>7</sup> The unweighted result for question TP01 for example was 72.8% and the weighted result was 69.5%.

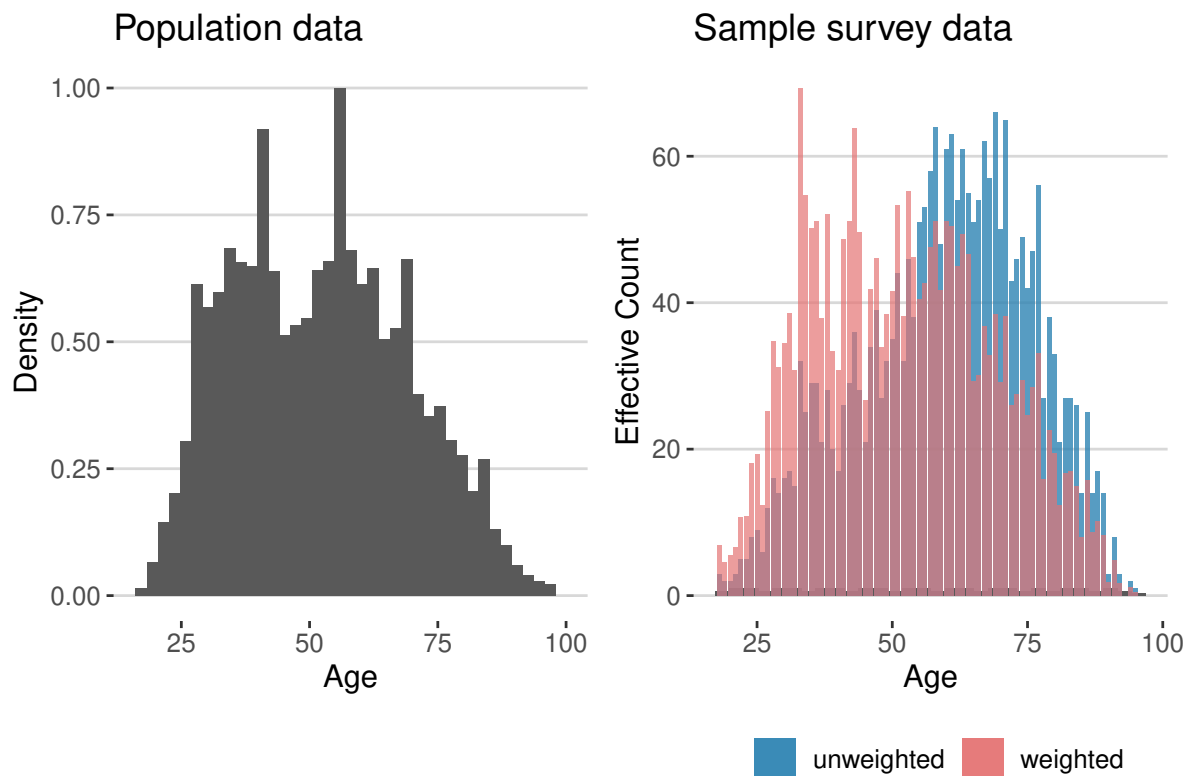
Table A.1 compares the weighted survey responses to the tenant population. It can be seen that the weighted data is reasonably representative of Jigsaw’s tenant population in terms of both key demographic factors and key property attributes.

**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 +	3353	11.3%	266	11.3%	85.2%
65 - 74.9	4025	13.5%	318	13.5%	79.6%
55 - 64.9	5875	19.8%	466	19.8%	71.8%
45 - 54.9	5319	17.9%	421	17.9%	67.4%
35 - 44.9	5921	19.9%	469	19.9%	57.1%
25 - 34.9	4434	14.9%	351	14.9%	64.5%
< 25	788	2.7%	64	2.7%	69.7%
<b>Gender</b>					
Female	18931	64.2%	1484	63%	67.4%
Male	10630	35.8%	852	36.2%	73%
<b>Ethnic Grouping</b>					
White	20364	68.5%	1622	68.9%	70.5%
Unknown	6422	21.6%	492	20.9%	67.4%
Black	1113	3.7%	119	5.1%	64.6%
Asian	1056	3.6%	58	2.5%	72%
Other	756	2.5%	63	2.7%	68.5%
<b>Housing Type</b>					
General Needs Housing	26467	89.1%	2067	87.8%	68.3%
Housing for Older People	2774	9.3%	252	10.7%	80.5%
Supported Housing	305	1%	18	0.8%	70%
Intermediate Rent	169	0.6%	18	0.8%	49.5%
<b>Property Type</b>					
House	15700	52.8%	1091	46.3%	64.7%
Flat	11013	37.1%	986	41.9%	72.5%
Bungalow	2008	6.8%	184	7.8%	83.8%
Bedsit or Room	491	1.7%	46	1.9%	73.2%
Maisonette	503	1.7%	48	2%	58.7%

Unless specifically stated otherwise, all counts of survey responses shown in this report refer to the weighted count of survey responses.

As an example of the impact of weighting, Figure A.1 shows how the unweighted sample contained an over-representation of older people. It can be seen that this bias is addressed in the weighted data which increases the weights given to younger tenants, effectively moving the average age of respondents from 59.7 years old to 52.3 years old, much closer to the true average age of all residents in Jigsaw’s demographic data (52.1 years old), and also more closely matching the true age distribution of tenants.



**Figure A.1:** Impact of weighting on age of respondents in sample.

### A.3. Other Data Sources

Analysis of the survey data was undertaken in-house by Jigsaw employees.

Survey responses were combined with demographic data relating to the primary tenant and also to property and tenancy activity data including:

- property type;
- location;



- energy efficiency;
- age of property components;
- number of bedrooms in the property;
- rent balance at the time of the survey;
- contacts made in 12 months prior to the survey;
- repairs spend in the 12 months prior to the survey; and
- anti-social behaviour reports in the 12 months prior to the survey.

The source for this data was Jigsaw’s housing management system.

Survey responses were also combined with population-weighted average scores for Indices of Multiple Deprivation for Middle Super Output Areas. The source of this data was the Office of National Statistics.

#### **A.4. Other Methodological Issues**

Demographic analysis was undertaken where data held by Jigsaw was considered to be reliable. Analysis in relation to ethnic origin has been undertaken but it should be noted that Jigsaw’s records held incomplete ethnicity details for 20.9% of respondents.

Survey respondents answered questions by selecting from five-point Likert Scales. Responses to questions are therefore ordinal in nature and treated as such in the analysis. Accordingly the following statistical methods were used:

- Spearman’s Rank Order for correlation analysis.
- Mann-Whitney U Tests or Kruskal-Wallis Test followed by Dunn’s Test (depending on the number of groups tested) for tests of statistical difference.
- Ordinal Logistic Regression for regression analysis.

The threshold for statistical significance was set at  $p \leq 0.05$ . In plain language, this means that a statement in this report that a finding was “**significantly different**” can be understood as: “a difference was found which has less than a 5% chance of being due to sampling error”. It should be noted that whilst setting  $p \leq 0.05$  is a widespread practice, it is not without its criticisms or risks. Notably for this survey, given the relatively small sample size, there is a risk of making so-called [Type II errors](#), where a real difference between groups is not formally found by statistical tests. As the sizes of groups considered in the analysis reduce, the differences between groups must be more pronounced to be found by tests of statistical difference and so the risk of a Type II error increases.

A methodological decision was taken to weight the survey data on variables that had a demonstrable statistically significant association with overall satisfaction. There is therefore the potential that Type II errors may have led to a failure to identify additional candidate variables for weighting the survey data, particularly if the number of responses from the groups in a candidate variable were relatively small.

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 (for example, if they had not reported a repair in the last year). In these cases, the population statistic to be used in the calculation of confidence intervals was uncertain and the calculation was therefore not attempted.

## **A.5. 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.6. Survey script**

Two methods of survey were used.

### **A.6.1. Automated Survey Script**

The survey script for the automated survey 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 TP02 Satisfaction with repairs**

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

**TSM TP02A: Satisfaction with repairs**

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

**TSM TP03 Satisfaction with time taken to complete most recent repair**

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

**TSM TP04: Satisfaction that the home is well-maintained**

How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

**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**

**Jigsaw TSM Q9.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 a short message to tell us why this is. If you do not want to leave a message, please press 1.

**Close**

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

**A phone**

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.

**A.6.2. Call Centre Survey Script**

The survey script for the call centre survey was as follows:

*Notes for call handler in italics*

*Each caller is to have the introductory statement read in full to them, and the caller is to be presented with the available answers to each question.*

**Introduction Statement**

Hello, I'm calling today from SPS. We are carrying out surveys to gather your opinion on Jigsaw Homes. The survey comprises of twelve questions and should take less than ten minutes to complete. 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. Are you happy to take part in the survey today?

**TP01 – Overall satisfaction**

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

*The options for answering this question are – please provide this list of answers to the caller*

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

*If the caller cannot select one of the above five response options, please repeat the question and the available answers to them. Should they not be able to answer this question please say that you will move on to the next question.*

**TP02 – Satisfaction with repairs**

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

- Yes
- No

[If yes]

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

*The options for answering this question are – please provide this list of answers to the caller*

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

*If the caller cannot select one of the above five response options, please repeat the question and the available answers to them. Should they not be able to answer this question please say that you will move on to the next question.*

**TP03 – Satisfaction with the time taken to complete most recent repair**

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

- Yes
- No

[If yes]

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

*The options for answering this question are – please provide this list of answers to the caller*

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

*If the caller cannot select one of the above five response options, please repeat the question and the available answers to them. Should they not be able to answer this question please say that you will move on to the next question.*

**TP04 – Satisfaction that home is well maintained**

How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

*The options for answering this question are – please provide this list of answers to the caller*

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

*If the caller cannot select one of the above five response options, please repeat the question and the available answers to them. Should they not be able to answer this question please say that you will move on to the next question.*

**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?

*The options for answering this question are – please provide this list of answers to the caller*

- Very satisfied

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

*If the caller cannot select one of the above six response options, please repeat the question and the available answers to them. Should they not be able to answer this question please say that you will move on to the next question.*

*If someone answers Fairly Dissatisfied or Very Dissatisfied we would want a record of the reason why the tenant doesn't feel that their home is safe so that we can investigate/follow up.*

**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?

*The options for answering this question are – please provide this list of answers to the caller*

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

*If the caller cannot select one of the above six response options, please repeat the question and the available answers to them. Should they not be able to answer this question please say that you will move on to the next question.*

**TP07 – satisfaction that the landlord keeps tenants informed about things that matter to them**

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

*The options for answering this question are – please provide this list of answers to the caller*

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

*If the caller cannot select one of the above six response options, please repeat the question and the available answers to them. Should they not be able to answer this question please say that you will move on to the next question.*



**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.”

*The options for answering this question are – please provide this list of answers to the caller*

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree
- Not applicable/don’t know

*If the caller cannot select one of the above six response options, please repeat the question and the available answers to them. Should they not be able to answer this question please say that you will move on to the next question.*

**TP09 – Satisfaction with the landlord’s approach to handling complaints**

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

- Yes
- No

[If yes]

How satisfied or dissatisfied are you with your landlord’s approach to complaints handling?

*The options for answering this question are – please provide this list of answers to the caller*

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

*If the caller cannot select one of the above five response options, please repeat the question and the available answers to them. Should they not be able to answer this question please say that you will move on to the next question.*

**TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained**

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

*A communal area could be a corridor, landing and stairwell in a block of flats or a shared garden area on estate.*

- Yes
- No
- Don't know

[If yes]

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

*The options for answering this question are – please provide this list of answers to the caller*

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

*If the caller cannot select one of the above five response options, please repeat the question and the available answers to them. Should they not be able to answer this question please say that you will move on to the next question.*

**TP11 – Satisfaction that the landlord makes a positive contribution to neighbourhoods**

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

*The options for answering this question are – please provide this list of answers to the caller*

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

*If the caller cannot select one of the above six response options, please repeat the question and the available answers to them. Should they not be able to answer this question please say that you will move on to the next question.*

**TP12 – satisfaction with the landlord's approach to handling anti social behaviour**

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

*The options for answering this question are – please provide this list of answers to the caller*

- Very satisfied
- Fairly satisfied

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

*If the caller cannot select one of the above six response options, please repeat the question and the available answers to them. Should they not be able to answer this question please move on to the concluding statement.*

**Concluding Statement**

That is the end of the survey, thank you very much for your time in completing this today.



## Creating homes. Building lives.

Jigsaw Homes Group Limited

Cavendish 249

Cavendish Street

Ashton-under-Lyne

OL6 7AT

<https://www.jigsawhomes.org.uk>

0300 111 1133

[info@jigsawhomes.org.uk](mailto:info@jigsawhomes.org.uk)

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