
Inquilab Housing Association TSM Tracker

Q4 2023/24 Report

March 2024

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Introduction

Acuity has been commissioned to continue with quarterly, independent satisfaction surveys of the tenants of Inquilab to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which have become mandatory in April 2023 and are due to be reported for the first-time next year.

For the past five years, Acuity has been carrying out quarterly satisfaction surveys on behalf of Inquilab and has been commissioned to continue this process during 2023/24. Last year, the survey was adapted to start using the new TSM questions from the Regulator of Social Housing so the organisation could get used to using these and ready for their formal introduction in April 2023.

Every quarter, tenants are telephoned and invited to take part in a telephone interview. The survey is designed to collect the views of approximately 100 tenants per quarter, proportionately sampled by tenure, area and age. A report is produced for each quarter with a fuller round-up at the end of each completed year. There were 100 responses received in Q4 23/24 with all coming from tenants (LCRA).

The telephone survey is confidential, and the results are sent back to Inquilab anonymised unless residents give their permission to be identified – 81% of tenants did give permission to share responses with their details attached and 100% of these tenants are happy for Inquilab to contact them to discuss any issues they raised.

The aim of this survey is to provide data on tenants' satisfaction, which will allow Inquilab to:

- Provide information on tenants' perceptions of current services
- Compare the results with previous surveys, where possible
- Report to the regulator from April 2024 onwards.

For the overall results, Acuity, Housemark and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. For Inquilab, 100 tenant responses were received this quarter from a total of 1,174. This response is high enough to conclude that the findings are accurate to within $\pm 9.4\%$ for the quarter and $\pm 4.0\%$ annually.



39%

Overall Satisfaction

The survey for Q4 2023/24, carried out in March 2024, found that 39% of tenants are satisfied with the overall service provided by Inquilab; below in this report, we will show how this has changed from the previous surveys.

The highest rating within the survey is for the upkeep of communal areas (57%) and keeping tenants informed (56%), however, for all but two of the other measures, less than half of the tenants are satisfied.

The lowest ratings are listening to and acting on tenants' views (41%), being easy to deal with (39%), as well as the way complaints are handled (just 18%).

Key Metrics Summary Q4 2023/24



42% Well maintained home



48% Anti-social behaviour



50% Safe home



39% Easy to deal with



43% Repairs - Last 12 months



41% Listens & Acts



45% Time taken - Last repair



56% Keeps you informed



57% Communal areas clean & well maintained



53% Treats fairly & with respect



48% Positive contribution to neighbourhood



18% Complaints handling



Overall Satisfaction



Overall Satisfaction

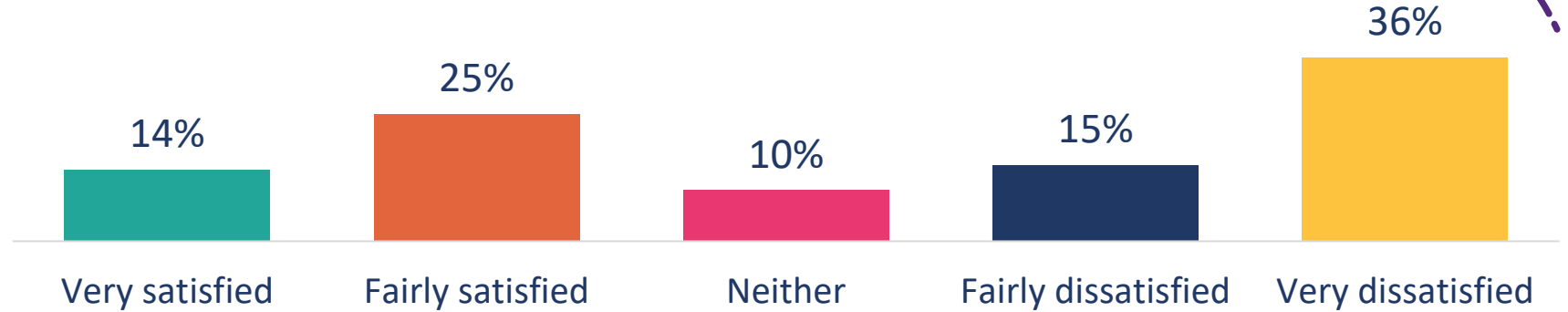


Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Inquilab?" This is the key metric in any tenant perception survey.

Just 39% of tenants are satisfied with the overall service provided, with 14% very satisfied and 25% fairly satisfied. More tenants (51%) are dissatisfied with the services they receive, including 36% who are very dissatisfied.

Satisfaction has decreased by six percentage points in Q4 23/24 compared to the previous survey in Q3 23/24. Since Q4 21/22 satisfaction has fluctuated between 35-45%. The overall trend remains slightly downwards.

It should be noted that the totals before Q1 23/24 include other tenures, whereas the results from Q1 23/24 onwards include tenants (LCRA) only.



The results from these surveys have fallen since last year, which, in turn, were lower than the year before, but is this to do with Inquilab's performance or other factors?

When considering the results, it is important that the national context and external factors should also be taken into account. For example:

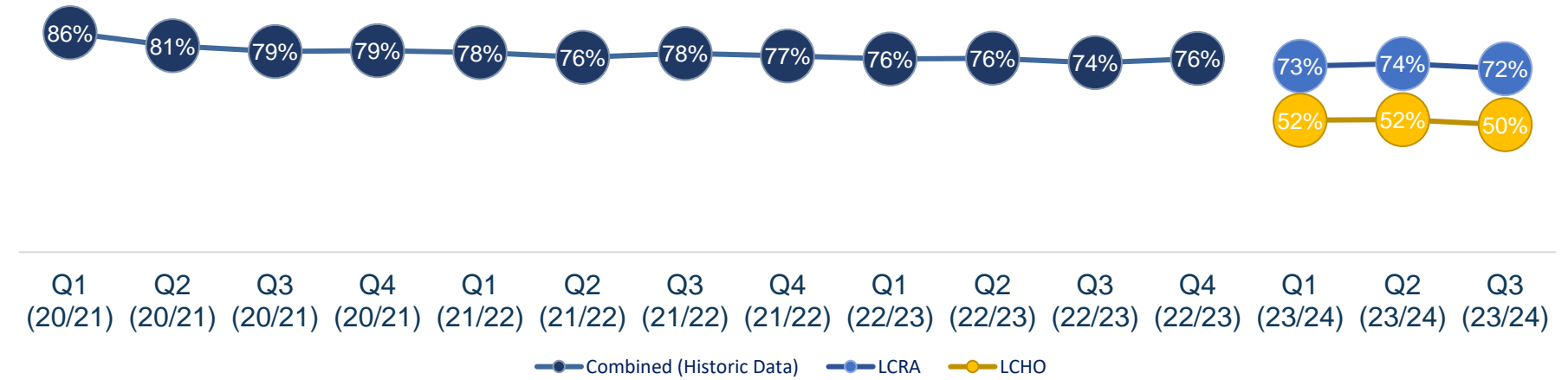
- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

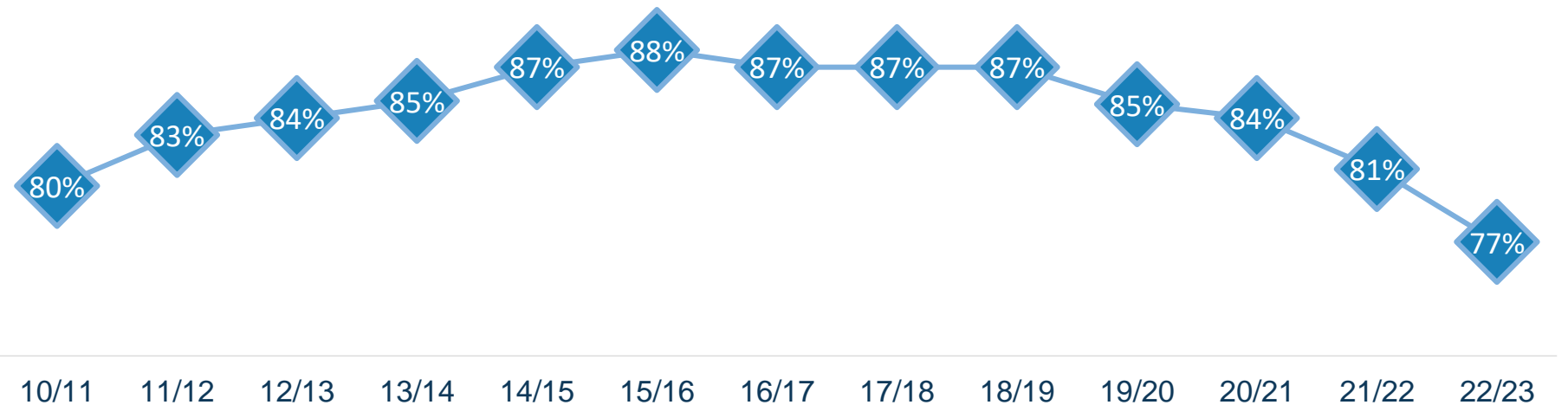
The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members.

National Context

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF/Housemark median - general needs)





Keeping Properties in Good Repair



Keeping Properties in Good Repair

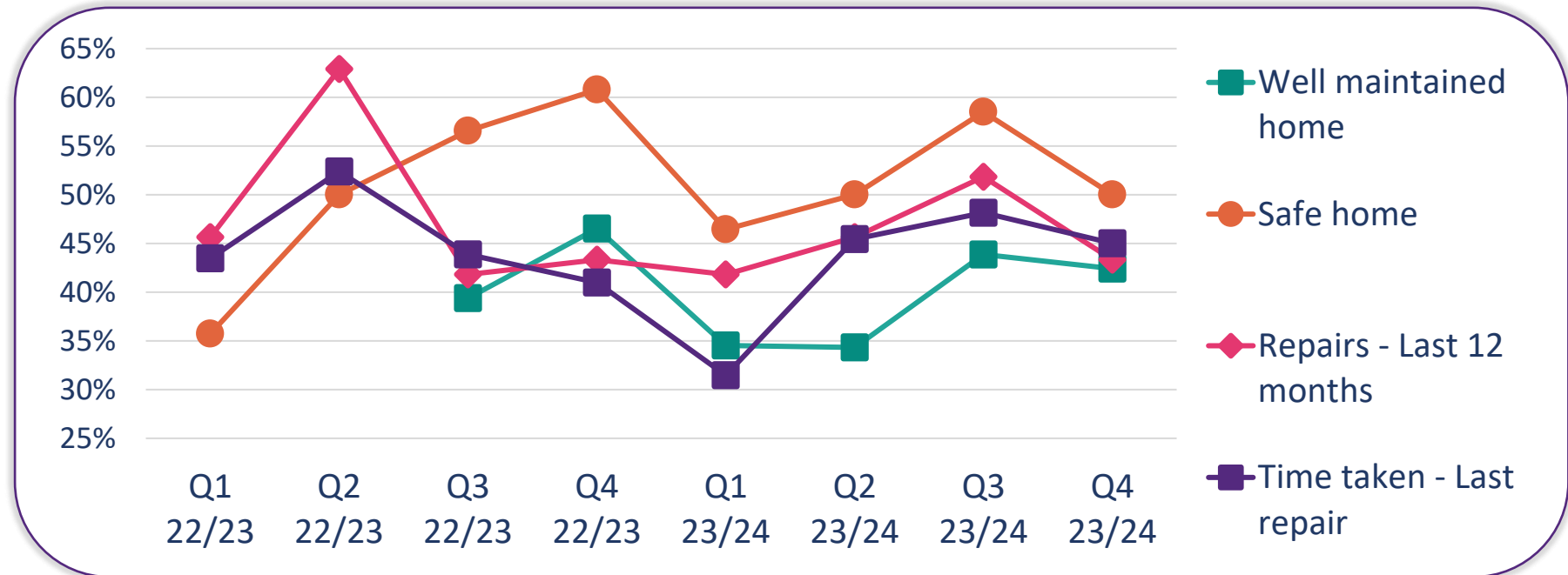
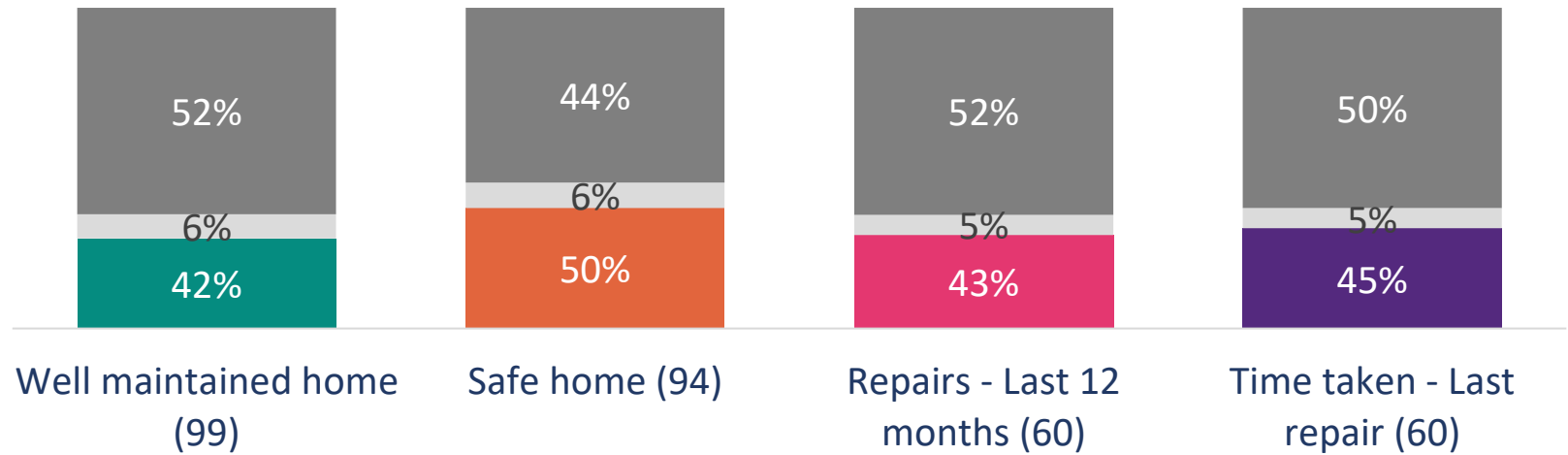
Satisfaction for this section of measures have all decreased this quarter, following increases in the last quarter.

The provision of a safe home remains has dropped nine percentage points (p.p) to 50%. This is also significantly lower than at Q4 one year ago.

Keeping homes well maintained has decreased two p.p. to 42%. There are also more tenants that are dissatisfied with this service (52%). This is also marginally lower than at Q4 one year ago.

Satisfaction with the repairs service during the last 12 months is 43%, which has decreased nine p.p. with more tenants dissatisfied (52%). The time taken for the last repair is now 45% vs 48% in Q3 23/24.

While we saw improvements across all of these measures in Q3, we have seen decreases in all measures in Q4.



*Safe home changed from “safe and secure” to “well maintained and safe” in Q1 22/23 and to just “safe” in Q3 22/23.





Responsible Neighbourhood Management

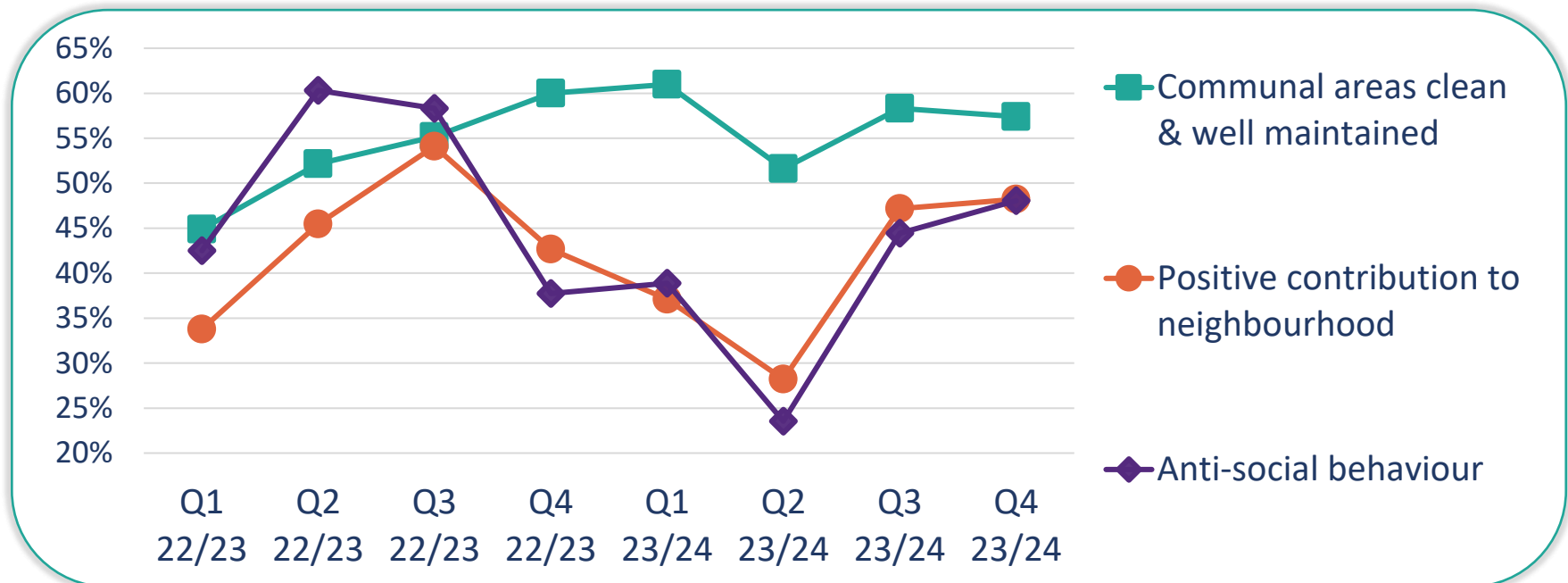
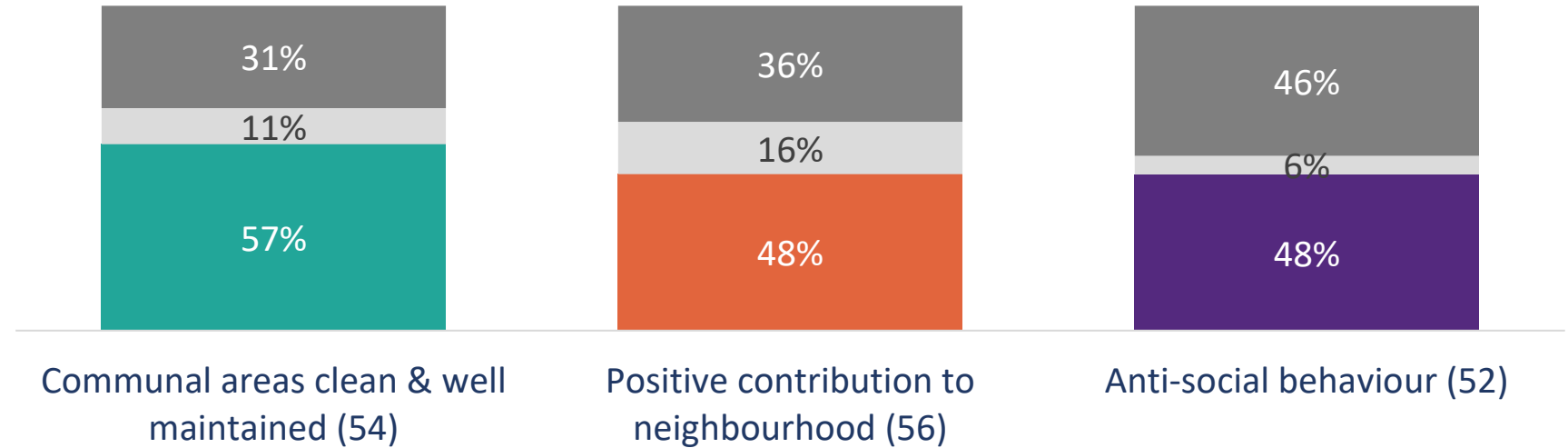


Responsible Neighbourhood Management

Over half the tenants (59%) said they live in a building with communal areas that Inquilab is responsible for maintaining. Almost three-fifths of these tenants (57%) are satisfied that Inquilab keeps their communal areas clean and well maintained, a one-percentage point (p.p) decrease since the previous survey, though dissatisfaction has also decreased by seven p.p to 31%.

There are 48% of tenants satisfied that Inquilab makes a positive contribution to their neighbourhood, which is a small increase of one p.p. This follows a major increase in the previous quarter.

We also see an increase in satisfaction for Q4 23/24 with the way Inquilab deals with ASB, a 4p.p. increase since the previous survey (48% vs 44% respectively). This also follows a major increase in the previous quarter.





Respectful & Helpful Engagement



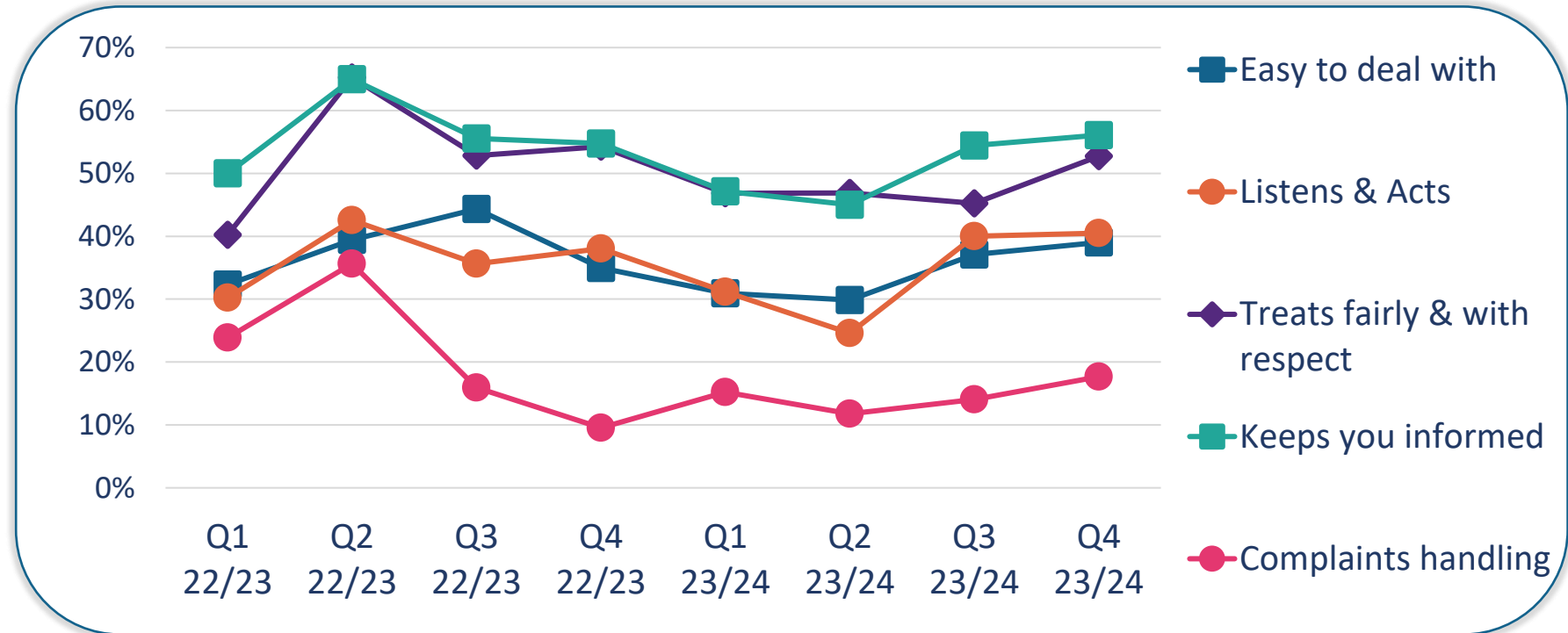
Respectful & Helpful Engagement

Over a third of tenants find Inquilab easy to deal with (39%), although half find it difficult (50%); with satisfaction improving by two percentage points (p.p.).

Slightly more are satisfied that their views are listened to and acted upon (41%), which is an increase of one p.p since the previous survey.

There are 53% of tenants satisfied with the way Inquilab treats them fairly and with respect, with also over half of tenants (56%) satisfied that Inquilab keeps them informed about things that matter to them.

Just over half of tenants (51%) said they made a complaint to Inquilab in the last 12 months, although it is uncertain if these relate to formal complaints or expressions of dissatisfaction. Nonetheless, satisfaction with the way complaints are handled remains low, just 18%, up 4p.p. since the last survey. The majority of tenants (80%) are dissatisfied with how their complaint was handled, which is 1p.p. more than the last survey.



*From Q3 2022/23 satisfaction with complaints handling is now only asked to those who had used service in last 12 months.

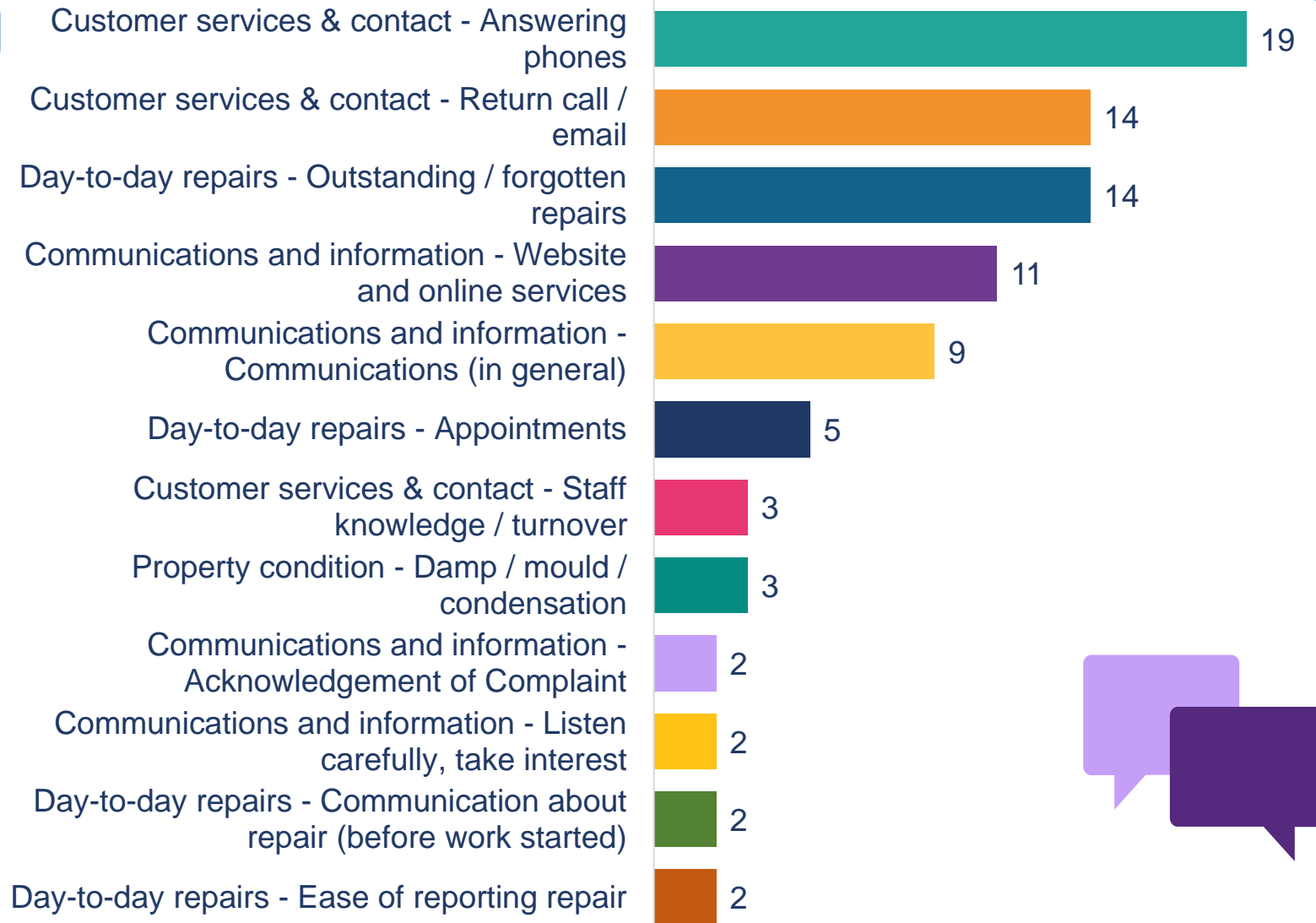


Comments – Not Easy to Deal With

Tenants who stated that they do not find Inquilab easy to deal with were asked why.

Top of the list is answering phones (19 comments) and returning calls and emails (14 comments). Outstanding / forgotten repairs also received 14 comments and communication issues with the website and online services received 11 comments.

Additionally, difficulties with tenant communication continue to be recurring themes, which shows there needs to be an improvement in the customer and contact services.



Number of respondents: 0



Improvement Suggestions

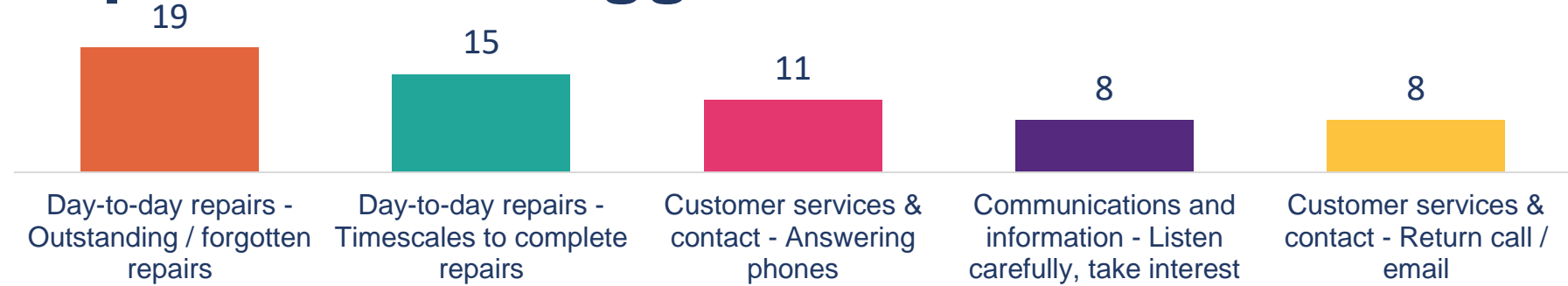


Tenants were asked to explain in their own words what Inquilab could do better.

Unsurprisingly, the most mentioned suggested improvement relates to day-to-day repairs (46 comments) and customer services and contacts (37 comments), which is in line with the reasons for dissatisfaction with Inquilab being easy to deal with.

There is an emphasis on repairs, for example, *“I’ve been waiting for a leak to be repaired for 6 months for them to fix my toilet, it has been broken for more than a year. I’ve also got damp in my kitchen and the fan is not working. Also, I’ve been in this house for over 30 years, since 1992 and they never changed the toilet, I’ve still got the same toilet, bathroom and flooring, the kitchen they never changed in 33 years, they only changed it once 15 years ago, also the windows have got mould, I’ve got mould on all windows and the wind is coming in and its freezing in the Winter time. Also, the front door has gaps and the wind is coming in. The front door and the house is very old and the doors are all very old and not closing, they are making noises and the front door is very dangerous and needs to be changed.”*

Improvement Suggestions



Categories



Number of respondents: 0



Trends

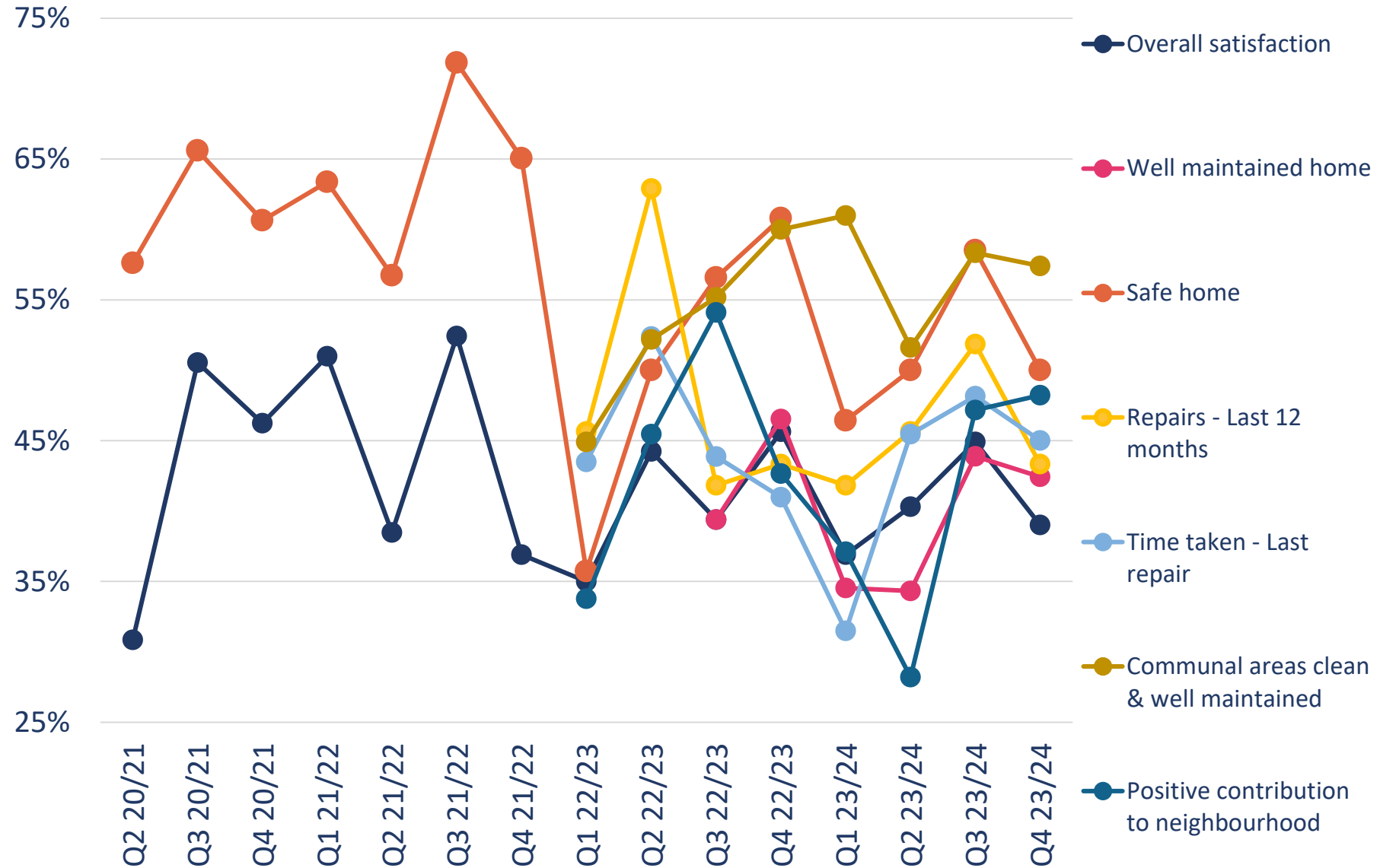


Trend Over Time

The chart opposite graphically shows that satisfaction can, and does, fluctuate from quarter to quarter and it is very difficult to predict what will happen in the future as satisfaction can be affected as much by outside influences as service delivery.

The only increase on this chart is by one percentage point (p.p.) for positive contributions to neighbourhoods, in this quarter.

All other measures on this chart have decreased from 1p.p. to 9p.p.



*Safe home changed from “safe and secure” to “well maintained and safe” in Q1 22/23 and to just “safe” in Q3 22/23. And from Q3 2022/23 satisfaction with complaints handing is now only asked to those who had used the service in the last 12 months.

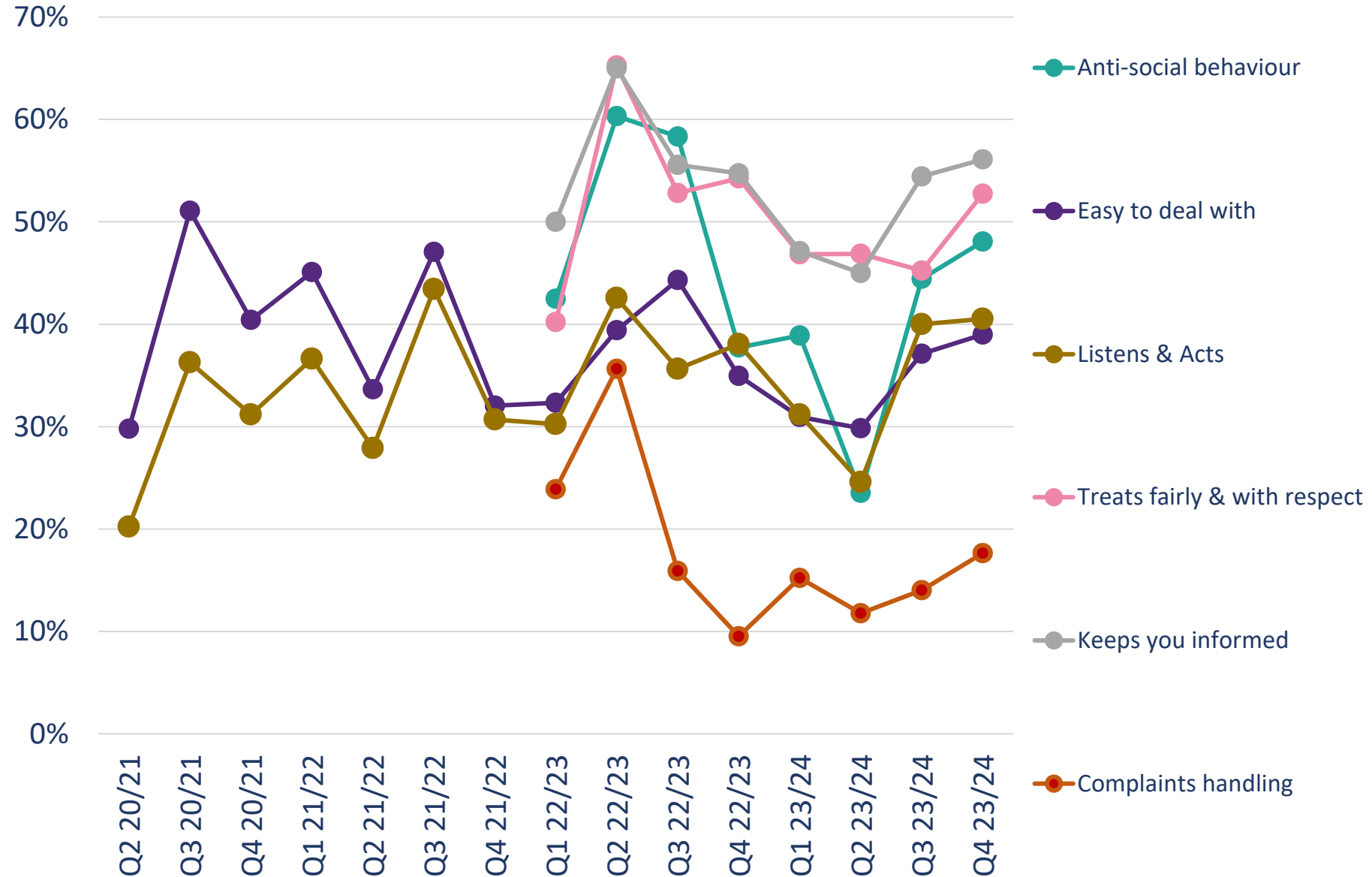


Trend Over Time

A continuation of the graph on the previous slide, this shows the trend over time for six more measures.

The measures shown on this graph all display an increase in satisfaction since the previous survey.

The largest increase for this quarter has been for treating tenants fair and with respect (up 8p.p.), followed by satisfaction with handling of ASB and complaints (both up 4p.p.).



*Safe home changed from “safe and secure” to “well maintained and safe” in Q1 22/23 and to just “safe” in Q3 22/23. And from Q3 2022/23 satisfaction with complaints handling is now only asked to those who had used the service in the last 12 months.



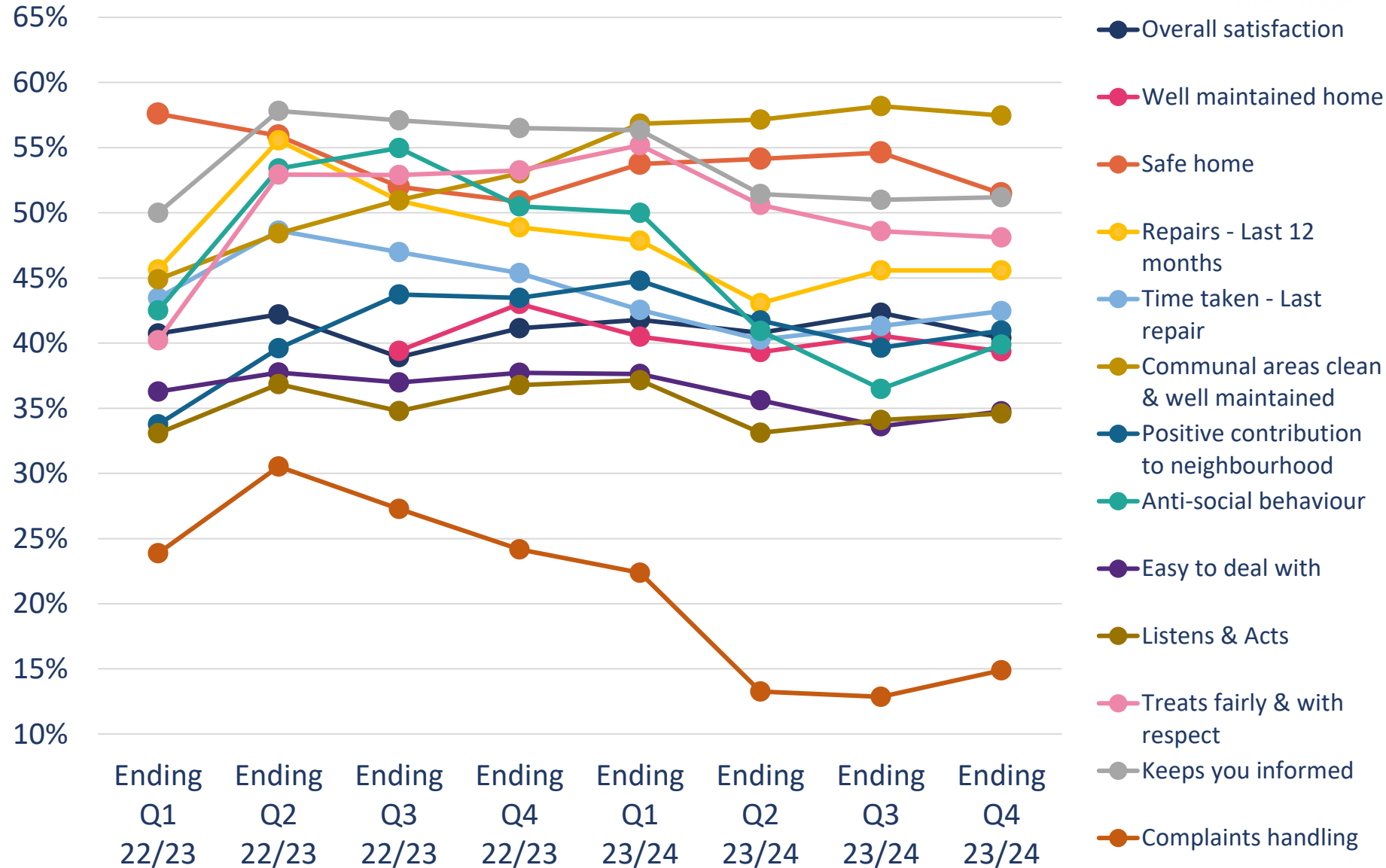
12 Month Rolling Averages

The 12 month rolling averages give a more accurate view and are not subject to the fluctuations between quarters. However, they are affected as much by those ratings dropping off as the new ones being added in.

The rolling averages between Q1 23/24 and Q2 showed that the measures have either remained the same or decreased in satisfaction, but for Q3 six of the measures have increased by one to three percentage points. Two measures remained the same, whilst the remaining five measures decreased.

For Q4 five of the measures have decreased by one to four percentage points. Two measures remained the same, whilst the remaining six measures increased by one to four percentage points.

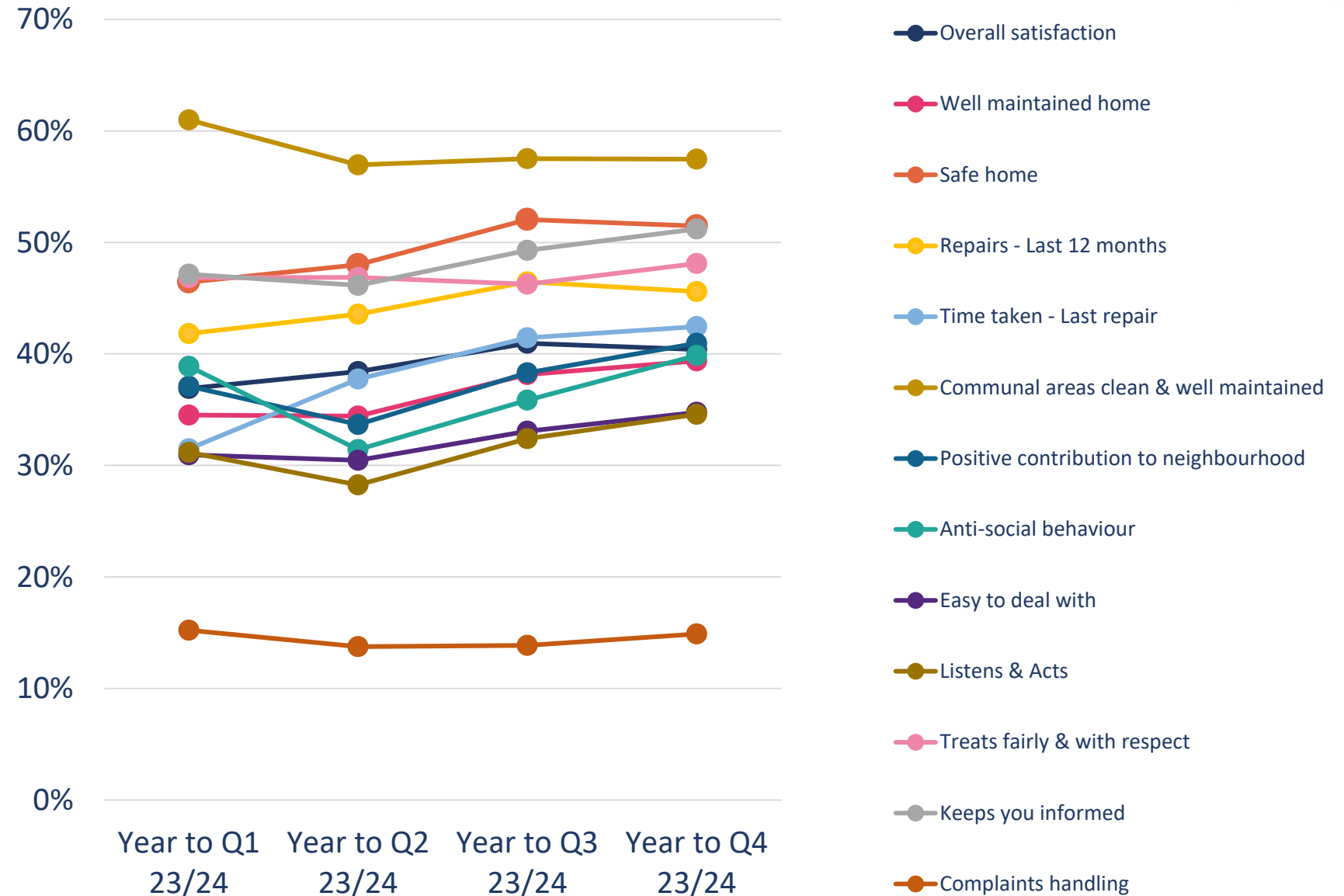
The largest being by 4p.p. seen in ASB handling, taking satisfaction to 40% from 36% since the last survey.



*Safe home changed from “safe and secure” to “well maintained and safe” in Q1 22/23 and to just “safe” in Q3 22/23. And from Q3 2022/23 satisfaction with complaints handling is now only asked to those who had used the service in the last 12 months.



YTD Averages



As the surveys progress throughout the year, the year-to-date average will be calculated which will give a more accurate view and is also not so subject to the fluctuations between quarters.

Compared to the rolling averages, the YTD averages show a better picture, with all but three measures increasing. Decreased were seen in safe home (decreased 1p.p.) and communal areas clean and well maintained (decreased 1p.p.). Overall satisfaction also decreased 1p.p..

Although the handling of complaints continues to be the lowest scoring in satisfaction, it has improved by four p.p. same since the last survey (18%).

*Safe home changed from “safe and secure” to “well maintained and safe” in Q1 22/23 and to just “safe” in Q3 22/23. And from Q3 2022/23 satisfaction with complaints handling is now only asked to those who had used service in last 12 months



Annual Summary



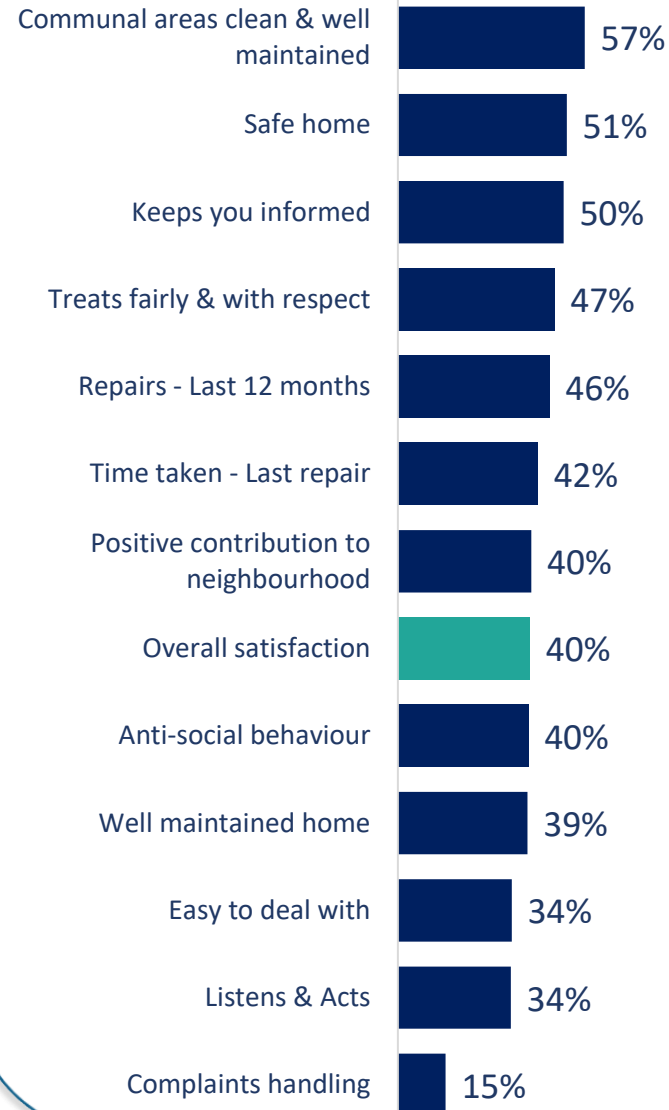
Annual Satisfaction & Dissatisfaction

Sometimes where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

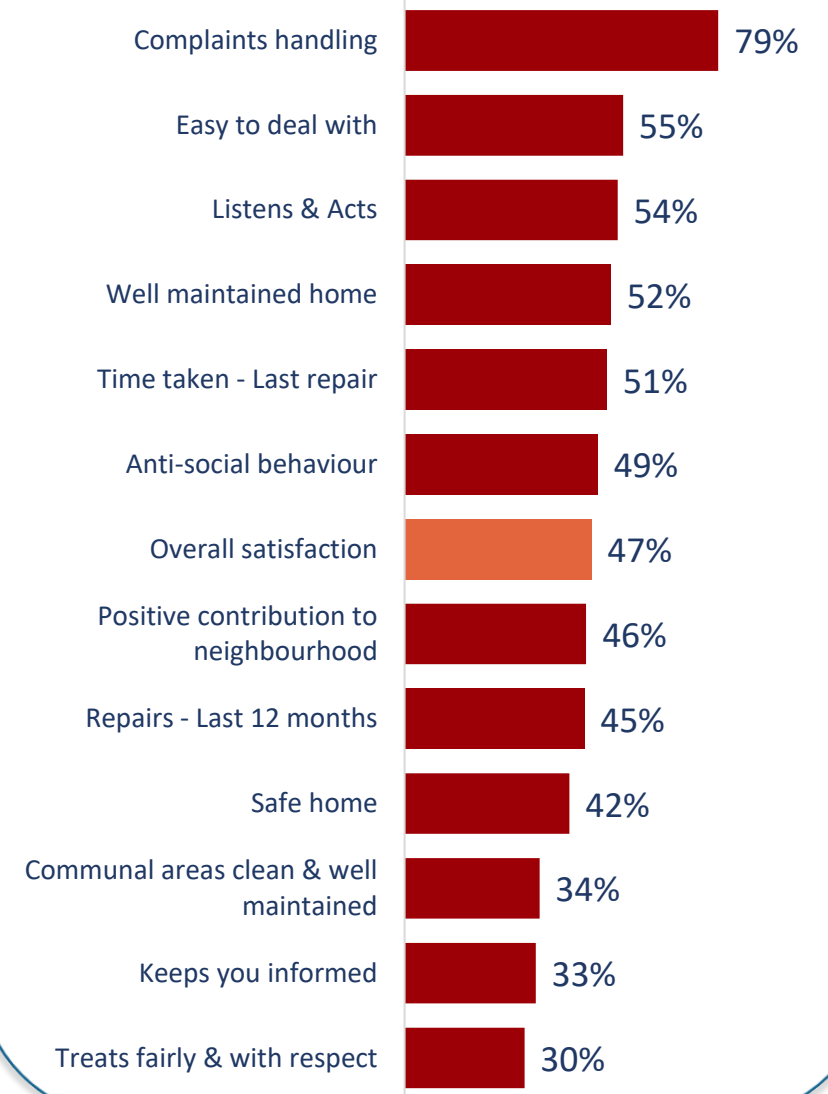
Annual satisfaction is the lowest for complaints handling (15%), and this areas also has the highest dissatisfaction (79%), with just 6% giving a neutral response.

Satisfaction with Inquilab listening and acting on views is second lowest (34%) but has the third lowest dissatisfaction (54%) with 12% giving a neutral response, showing a slightly lower strength of opinion overall.

Satisfaction with measures 2023/24



Dissatisfaction with measures 2023/24



Year on Year Change

The table shows the annual results for 2023/24 against those for 2022/23. This demonstrates that the ratings for all but two of the measures have decreased, including for overall satisfaction which is down 1p.p. (40%).

The safe home measure increased by 1p.p. (51%) and satisfaction with the communal areas being clean and well maintained increased by 4p.p. (57%).

The greatest decreases are in the handling of anti-social behaviour and complaints handling, by 11p.p. and 9p.p. respectively.

	2022/23	2023/24	Change
Overall satisfaction	41%	40%	-1%
Well maintained home	43%	39%	-4%
Safe home	51%	51%	1%
Repairs - Last 12 months	49%	46%	-3%
Time taken - Last repair	45%	42%	-3%
Communal areas clean & well maintained	53%	57%	4%
Positive contribution to neighbourhood	43%	41%	-3%
Anti-social behaviour	50%	40%	-11%
Easy to deal with	38%	35%	-3%
Listens & Acts	37%	35%	-2%
Keeps you informed	56%	51%	-5%
Treats fairly & with respect	53%	48%	-5%
Complaints handling	24%	15%	-9%



Annual Comments

The tables to the right include analysis of all the open ended comments received in 2023/24 across all open-ended questions, with positive comments displayed in green.

This shows the most frequent negative comment area is the customer services and contacts.

In addition, in 2023/24 communications and information and day-to-day repairs are key areas of concern for tenants.

In terms of the more specific comments given by tenants, outstanding and forgotten repairs is the top negative comment in 2023/24.

Top Comment Areas 2023/24

Customer services & contact	43%
Day-to-day repairs	38%
Communications and information	27%
Property condition	11%
Positive comments	7%
Safety and security	6%
Home improvements	6%
Organisational policies	5%
Tenant services and management	5%
Neighbourhood problems	5%
Manager Negative	4%

Hot Topics 2023/24

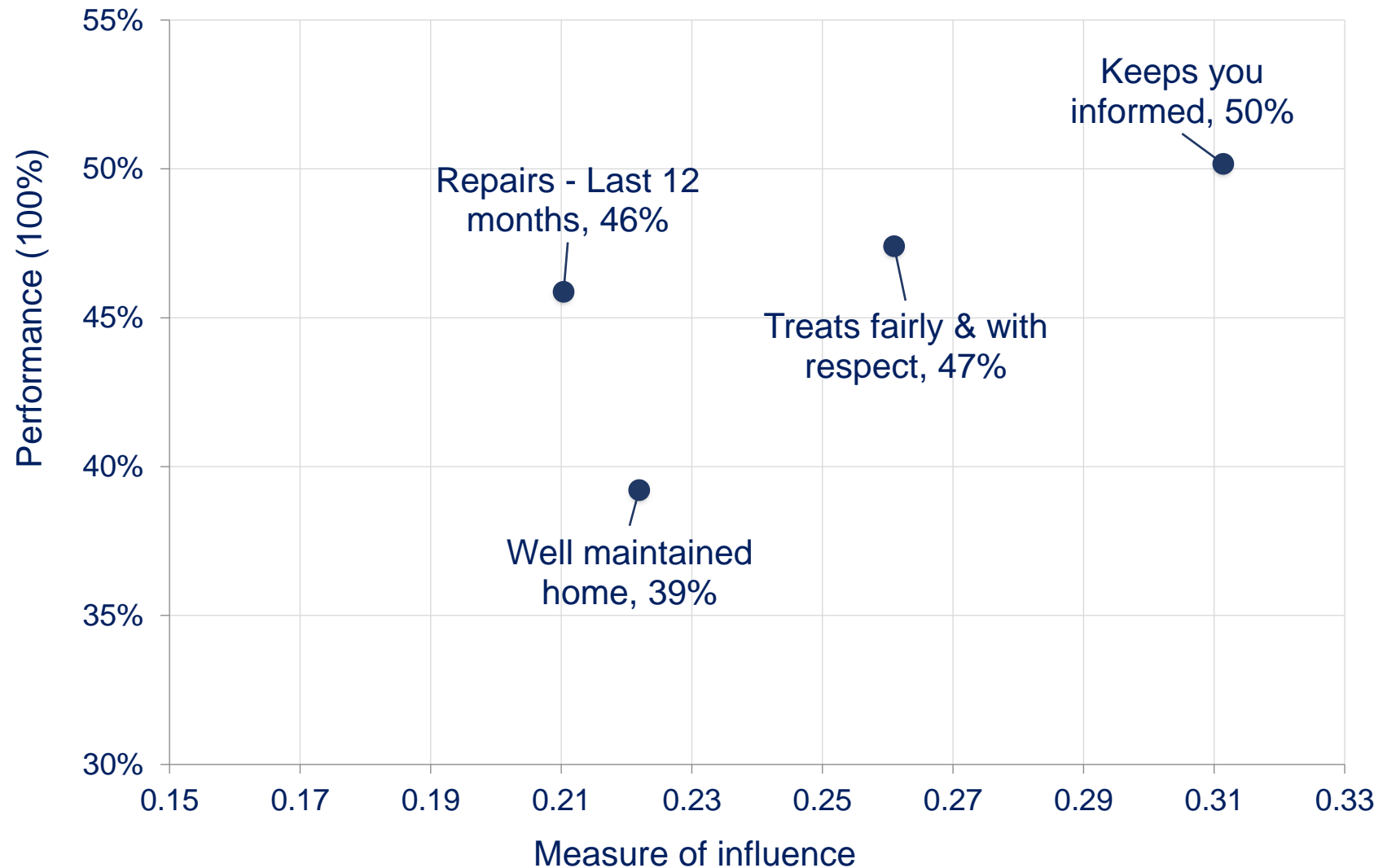
Day-to-day repairs - Outstanding / forgotten repairs	18%
Day-to-day repairs - Timescales to complete repairs	13%
Customer services & contact - Answering phones	12%
Customer services & contact - Return call / email	12%
Communications and information - Listen carefully, take interest	9%
Communications and information - Communications (in general)	7%
Day-to-day repairs - Communication about repair (before work started)	6%
Customer services & contact - Accessibility / Language barriers	6%
Customer services & contact - Care, empathy, support etc	6%
Communications and information - More visits	5%
Communications and information - Website and online services	4%
Customer services & contact - Digital self-service	4%
Home improvements - New kitchen, bathroom	4%

Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

When combining all the results for 2023/24, the most important driver for tenants' satisfaction with the overall services is that Inquilab keeps you informed, followed by treating tenants fairly and with respect. The implication of this analysis is that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

Annual Key Driver Analysis – Overall Satisfaction



Benchmarking – Acuity Clients (LCRA)

Satisfaction Levels Acuity Median Q1 - Q3 23/24

It is also possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected from Q1 to Q3 2023/24.

None of Inquilab's annual ratings are above the median. All are in the fourth quartile.

This includes overall satisfaction with the services provided, which is 33% below the median.



Benchmarking – Acuity Clients (LCRA - London)

Satisfaction Levels Acuity Median Q1 - Q3 23/24

It is also possible to compare performance on the core questions against Acuity clients in London that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected from Q1 to Q3 2023/24 from London landlords.

None of Inquilab's annual ratings are above the median. All are in the fourth quartile.

This includes overall satisfaction with the services provided, which is 25% below the median.



Area - Annual

Inquilab operates over nine London Boroughs but only in six did more than 10 tenants respond to this survey, and these are shown opposite.

Of these, tenant's satisfaction has varied this quarter. Tenants in Brent have the highest overall satisfaction (48%) and in six of the other measures.,but there are some stark differences in some scores. For example, Harrow is 25 percentage points lower than Brent for overall satisfaction.

Hounslow has the highest levels of satisfaction in three measures including the upkeep of communal areas (87%).

Harrow and Hillingdon do not have any measure where they score higher than all other areas.



	Brent	Ealing	Harrow	Hillingdon	Hounslow	Slough
Overall satisfaction	48%	46%	23%	35%	42%	44%
Well maintained home	55%	38%	33%	35%	39%	48%
Safe home	48%	51%	38%	48%	59%	56%
Repairs - Last 12 months	67%	49%	38%	42%	39%	42%
Time taken - Last repair	57%	40%	29%	39%	49%	37%
Communal areas clean & well maintained	52%	49%	40%	50%	87%	65%
Positive contribution to neighbourhood	42%	43%	36%	34%	52%	36%
Anti-social behaviour	17%	46%	27%	33%	48%	61%
Easy to deal with	48%	38%	23%	26%	39%	48%
Listens & Acts	42%	36%	26%	28%	35%	48%
Keeps you informed	63%	54%	42%	43%	58%	52%
Treats fairly & with respect	50%	51%	32%	45%	48%	58%
Complaints handling	31%	19%	11%	12%	3%	21%

Base: Brent = 31, Ealing = 81, Harrow = 39, Hillingdon = 113, Hounslow = 57, Kensington & Chelsea = 2, Kingston-Upon-Thames = 2, Richmond = 6, Slough = 27

Age Group - Annual

It is often found in surveys of this kind that satisfaction generally increases with age.

Overall satisfaction is highest among 60-64 year olds (53%), with significant drops among the older and younger age groups.

The most senior age group shown in this chart (75-84) has the highest scores in three measures – safe home (61%), positive contribution to neighbourhood (57%) and handling of ASB (67%).

The youngest age group shown in this table (25-34) does not have the highest scores in any measures.



	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84
Overall satisfaction	27%	42%	38%	36%	53%	36%	39%
Well maintained home	27%	37%	37%	43%	46%	38%	39%
Safe home	23%	50%	55%	51%	55%	51%	61%
Repairs - Last 12 months	33%	39%	48%	43%	58%	45%	38%
Time taken - Last repair	38%	43%	38%	45%	53%	38%	38%
Communal areas clean & well maintained	44%	57%	59%	43%	79%	52%	67%
Positive contribution to neighbourhood	32%	39%	41%	36%	45%	45%	57%
Anti-social behaviour	36%	37%	46%	27%	45%	47%	67%
Easy to deal with	23%	32%	33%	32%	43%	38%	33%
Listens & Acts	26%	31%	30%	34%	48%	41%	31%
Keeps you informed	38%	47%	51%	48%	63%	56%	57%
Treats fairly & with respect	33%	44%	48%	46%	62%	43%	53%
Complaints handling	21%	13%	11%	14%	14%	24%	13%

Base: 0 - 24 = 1, 25 - 34 = 26, 35 - 44 = 57, 45 - 54 = 82, 55 - 59 = 72, 60 - 64 = 40, 65 - 74 = 42, 75 - 84 = 18

Ethnicity - Annual

It has also been possible to split down the results by ethnic origin, as shown in the chart opposite.

Overall satisfaction is highest in those from other ethnic groups (50%), as is the case with five of the other measures, including keeping tenants informed (63%).

However, black or black British tenants are more satisfied with the communal areas being clean and well maintained (71%) while that measure is substantially lower for all other groups including mixed (33%).

Given the small numbers involved the results do vary quite considerably and some care is needed when drawing conclusions.



	Asian or Asian British	Black or Black British	White	Mixed	Other Ethnic Group
Overall satisfaction	35%	38%	37%	27%	50%
Well maintained home	47%	42%	32%	36%	39%
Safe home	58%	44%	48%	64%	53%
Repairs - Last 12 months	62%	40%	41%	50%	24%
Time taken - Last repair	52%	39%	39%	50%	30%
Communal areas clean & well maintained	47%	71%	58%	33%	45%
Positive contribution to neighbourhood	47%	45%	29%	25%	56%
Anti-social behaviour	32%	36%	31%	33%	56%
Easy to deal with	28%	38%	26%	18%	39%
Listens & Acts	34%	42%	29%	20%	36%
Keeps you informed	54%	56%	43%	56%	63%
Treats fairly & with respect	44%	52%	47%	40%	43%
Complaints handling	15%	19%	4%	0%	20%

Base: Asian or Asian British = 43, Black or Black British = 78, White = 99, Mixed = 11, Other Ethnic Group = 38, Refused = 5



Summary of Results



Summary of Results

Acuity is continuing to undertake quarterly satisfaction surveys on behalf of Inquilab, and this is the third of the 2023/24 year. This report just includes the results from the tenants (LCRA).

The results show that 39% of tenants are satisfied with the overall service provided by Inquilab, although more (47%) are dissatisfied. This result sits in the lower half of results with the highest being for the upkeep of communal areas (57%) and keeping tenants informed (56%).

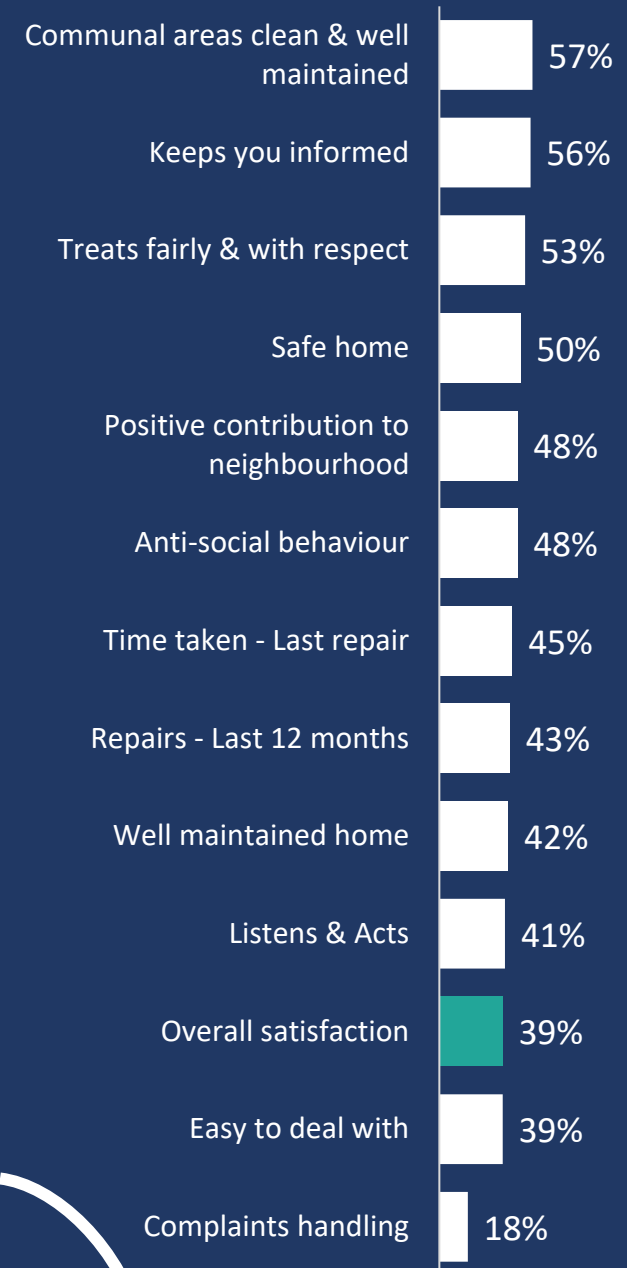
Despite an increase of 4p.p., less than a fifth of tenants are satisfied with the way Inquilab deal with complaints (just 18%). Similarly, just 39% are satisfied that Inquilab are easy to deal with and 41% feel that Inquilab listens and takes action according to the feelings of the tenants.

On a more positive note, we see an increase in satisfaction for Q4 23/24 with the way Inquilab deals with ASB, a 4p.p. increase since the previous survey (48% vs 44% respectively). This also follows a major increase in the previous quarter.

As this is the last quarter we compare results with the final quarter from the previous year. All but two of the measures have seen decrease in satisfaction.

The provision of a safe home remains has dropped nine percentage points (p.p) in Q4 to 50%. This is also significantly lower than at Q4 one year ago.

The survey included an open question about possible improvements to the service. The most frequently mentioned area is day to day repairs, followed closely by customer service and contact. Specifically, tenants want Inquilab to listen more carefully, and take interest, to what they have to say.



Recommendations

Inquilab's mission is 'Paving the way for a brighter future'.

They are committed to providing quality homes and services, sustainable growth, being a high-performing business and empowering their communities.

These surveys give tenants the opportunity to comment on how they are doing in relation to these aims and the results suggest that progress is being made but for nine of the thirteen measures, less than half of the tenants are satisfied.

However, the comments made by tenants within this survey and the recommendations opposite should help Inquilab target areas in need of improvement.



How complaints are dealt with

With over half of tenants stating they'd made a complaint this quarter, 80% of tenants are still dissatisfied with the handling of complaints and it continues to be the lowest performing measure. There are discrepancies in how a complaint is perceived but ensuring that residents are aware of the complaints process is key to issues being dealt with appropriately.



Customer Service

The next lowest scoring measures relate to customer service; satisfaction with being easy to deal with (39%) and listening to tenant's views and acting upon them (41%). Despite both having improved this quarter, comments provided on what Inquilab can do to improve highlight the issues in this area. Making tenants aware of the various methods available to them will reduce the amount of effort required and ensuring staff are responding within a reasonable time will help improve satisfaction.



Overall satisfaction

The number of tenants that are satisfied overall has fallen (39%). Focusing on engagement with tenants, by listening and responding efficiently across the various services will help to improve the overall score. This score also varies significantly by Borough so work could be undertaken to understand this discrepancy and whether different approaches are being taken in different areas.

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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