



St. Leger Homes
OF DONCASTER

Tenant Satisfaction Measures Report 2024/25

viewpoint

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Executive Summary

This report details the results of the 2024/25 St Leger Homes of Doncaster Tenant Satisfaction Measures (TSM) survey.

The survey is required by the Regulator of Social Housing to generate annual tenant perception measures. St Leger Homes of Doncaster commissioned Viewpoint Research CIC survey to complete the survey through a single method approach of telephone surveys. A total of 1014 surveys were completed.

The report presents results for all questions showing counts (actual number of responses) and percentages to one decimal place. Commentary to the results will typically group answers to give a combined satisfaction score (fairly satisfied and very satisfied answers added together) and differences are highlighted between demographics where they are notable, alongside summaries of the open text questions which asked for reasons for dissatisfaction.

Further analysis is provided with a key driver analysis to investigate how opinion-based questions have been influencers on overall satisfaction.

Results summary

- Overall satisfaction (TP01): This measure is often used as the headline measure of service performance. The 2024/25 score for St Leger Homes of Doncaster is 81.0%, a 5 point improvement on 2023/24.
- Highest scoring TSMs: The top scoring Tenant Satisfaction Measures were as follows:
 - TP08: 87.7% - Proportion of respondents who report that they agree with the statement: "St Leger Homes treats me fairly and with respect".
 - TP05 86.3% - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied their home is safe.
 - TP02: 82.0% - Proportion of respondents who report that they are satisfied that their home is well maintained.
- Lowest scoring TSMs / high dissatisfaction:
 - TP09 37.2% - St Leger Homes' approach to complaints handling. Based on those who stated they had experienced the service in the last 12 months.
 - TP10 72.1% - That St Leger Homes keeps communal areas clean and well maintained, based on those who stated that they live in a building with communal areas, either inside or outside, that St Leger Homes is responsible for maintaining.
- Identifying what drives overall satisfaction: Based on the key driver analysis, the top service areas driving satisfaction are: Listening to tenant views and acting upon them (TP06), The Repairs service overall (TP02), The home is well maintained (TP04).

- The three additional quantitative questions added to the survey, covering transparency, opportunities to participate, and being fair & equitable, all scored over 80% satisfaction.

Results Table

A summary of all the TSM results, compared to 2023/24 is below:

	2024/25	2023/24	Change
TP01 Overall satisfaction	81.0%	75.6%	+5.4
TP02 Overall repairs service	81.5%	79.6%	+1.9
TP03 Repairs: Time taken	75.6%	72.6%	+3.0
TP04 Home is well maintained	82.0%	75.9%	+6.1
TP05 Home is safe	86.3%	84.9%	+1.4
TP06 Listens to views & acts upon them	75.3%	71.6%	+3.7
TP07 Keeps informed	81.1%	79.3%	+1.8
TP08 Treated Fairly & with Respect	87.7%	89.8%	-2.1
TP09 Approach to complaints	37.2%	29.7%	+7.5
TP10 Communal areas	72.1%	66.5%	+5.6
TP11 Contribution to Neighbourhood	80.9%	76.7%	+4.2
TP12 Approach to Anti-social behaviour	73.0%	69.1%	+3.9

Satisfaction has risen on all questions compared to 2023/24, aside from TP08 - being treated fairly and with respect.

Summary of Approach

Methodology

A summary of the methodology used to complete the Tenant Satisfaction Measures' survey for St Leger Homes is below.

Feedback services provider (collecting, generating, and validating the reported perception measures)	Independent research company – Viewpoint Research CIC
Survey fieldwork dates	May to September 2024. Approx. 200 surveys completed every month for 5 months.
Total surveyable population	20098
Statistical confidence required and achieved	Required: $\pm 3\%$ margin of error at 95% confidence level (i.e. requiring a minimum of 1014 responses).
Total sample size achieved (total number of responses)	1014
Reasons for any failure to meet the required sample size	N/A
Collection method	Telephone survey
Sampling method	Stratified sampling
Type and amount of any incentives offered	None
Number of tenant households within the relevant population that have not been included in the sample	None
Summary of representativeness of the sample against the relevant tenant population	The response is representative of management area, property type, occupancy, ethnicity and age group
Any weighting applied	None
Questions asked	12 x regulatory TSM questions. 12 x open comment question after each TSM to provide reasons if dissatisfied. 3 x additional questions: <ul style="list-style-type: none">- How satisfied are you that St Leger Homes is open & transparent?- How satisfied are you that the organisation provides opportunities to participate in the decision-making process?- How satisfied are you that St Leger Homes is fair and equitable when providing access to and delivering housing services?
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

Representation

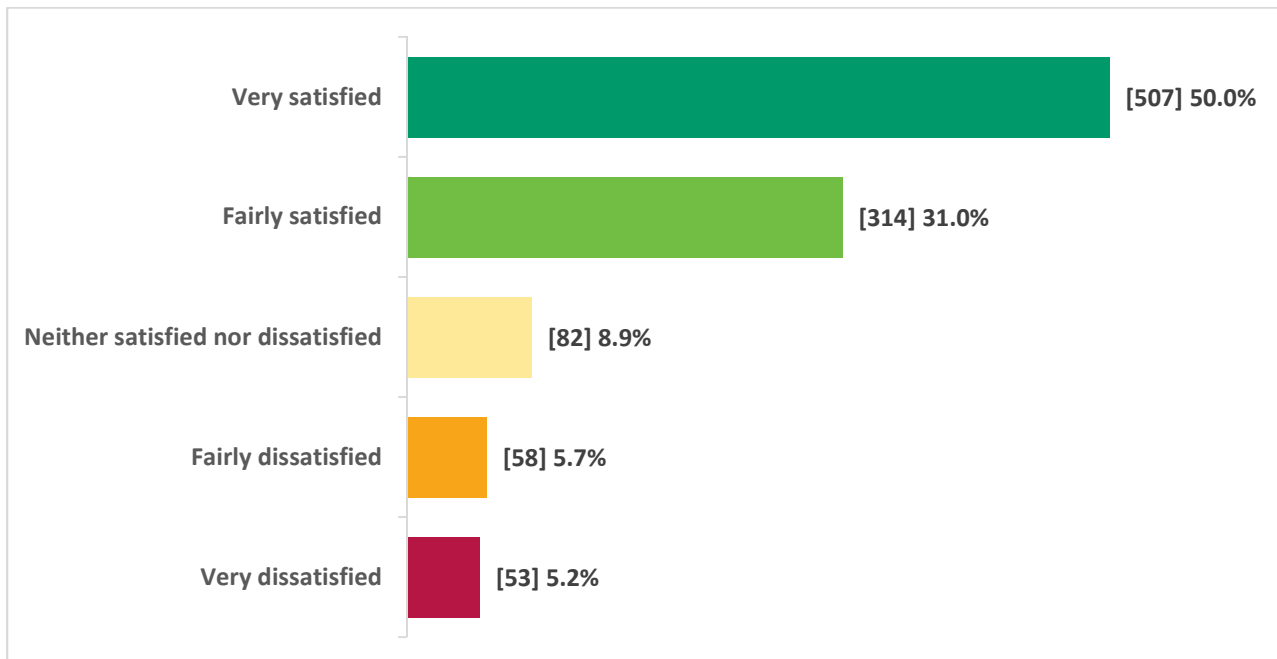
The table below shows that the survey sample achieved is representative of the relevant tenant population in regards to Management area, property type, occupancy, age and ethnicity.

	Population %	Responses % (and actual)
Management area		
SOUTH WEST	29%	29% (297)
CENTRAL	29%	30% (302)
EAST	20%	19% (192)
NORTH	22%	22% (223)
Property type		
Bungalow	30%	30% (310)
Flat	17%	17% (173)
House	51%	51% (514)
Other	1%	1% (10)
G&T Plot	1%	1% (7)
Occupancy		
0-1	26%	26% (265)
2	31%	31% (309)
3+	43%	43% (440)
Age		
Under 35	12%	13% (129)
35-59	42%	42% (421)
60+	46%	46% (464)
Ethnicity		
White British	90%	90% (798)
Other	10%	10% (84)

TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Leger Homes?

81.0%



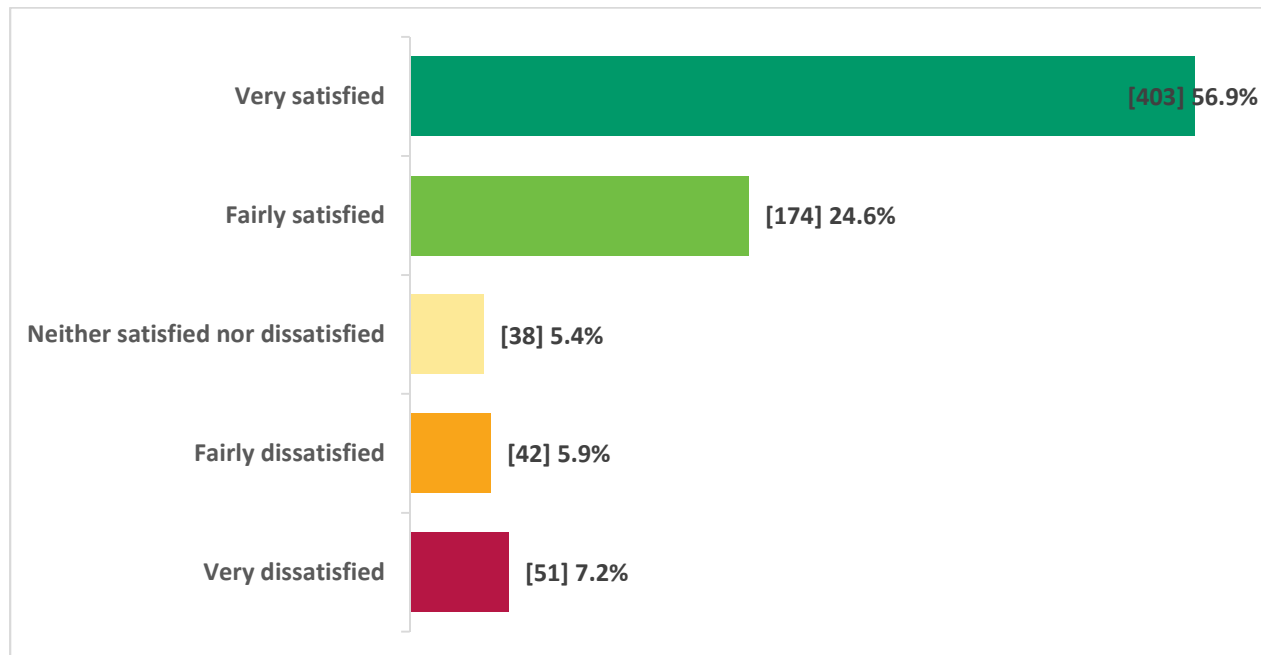
Analysis

- Overall satisfaction is 81.0% (1014 respondents).
- 'Neither satisfied nor dissatisfied' accounted for 8.9% of responses meaning 10.9% (111 responses) were actively dissatisfied, a small increase on 2023/24.
- Satisfaction between age groups shows that the older tenants were slightly more satisfied – Under 35 (74%), 35-59 (79%), 60+ (85%).
- Differences in satisfaction with housing type were possibly linked to age with residents living in bungalows slightly more satisfied – Bungalow (85%), Flat (83%), House (78%).
- Satisfaction between areas showed very little difference – South West (82%), North (81%), Central (80%) and East (79%).
- There was no notable difference by ethnicity - White British (81%), Other ethnicities (82%).
- Comments were taken from respondents who were dissatisfied. By far the main area of dissatisfaction was with repairs (79). This was followed by Communication/contact with staff (33) and quality of the house (19). Wider issues were raised in much smaller numbers, such as anti-social behaviour (4) and quality of the local area (3).

TP02 – Overall Repairs Service

How satisfied or dissatisfied are you with the overall repairs service from St Leger Homes over the last 12 months?

81.5%



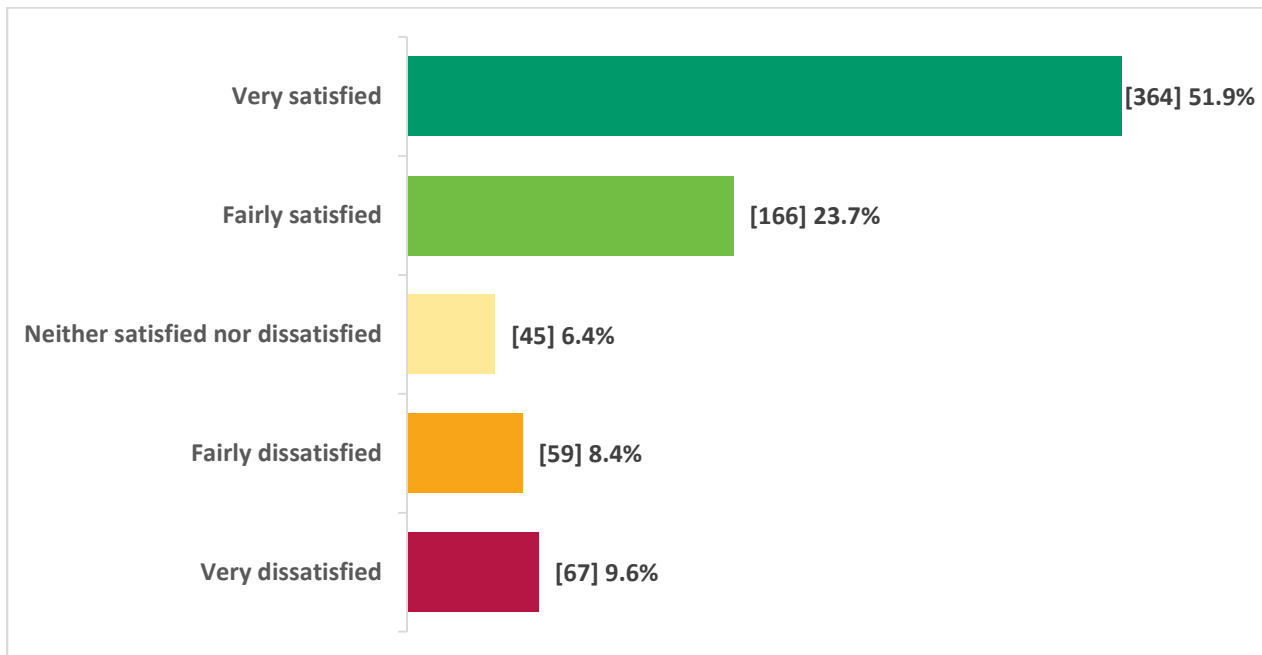
Analysis

- Residents were asked, “Has St Leger Homes carried out a repair to your home in the last 12 months?”. A total of 69.8% (708 respondents) stated ‘Yes’ compared to 29.6% (301 respondents) who stated ‘No’.
- Those who stated ‘Yes’ were then asked TP02 above, where 81.5% (577 respondents) were fairly or very satisfied.
- Residents in the North area (85%) were most satisfied, with Central (78%) the least.
- Residents in Flats (87%) were more satisfied than other property types – Bungalows (85%) and Houses (79%).
- Of the age groups, 60+ were more satisfied (87%) than 35-59 (78%) and Under 35 (74%).
- Repairs are clearly of upmost importance to St Leger customers. This question is the second ranked key driver to satisfaction, and the majority of comments received in relation to TP01 ‘overall satisfaction’ were related to the repairs service.
- Comments relating to dissatisfaction: Repair not completed (51), Had to wait too long for the repair (35), Poor quality work (25) and a repair is still needed (10).

TP03 – Repairs: Time Taken

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

75.6%



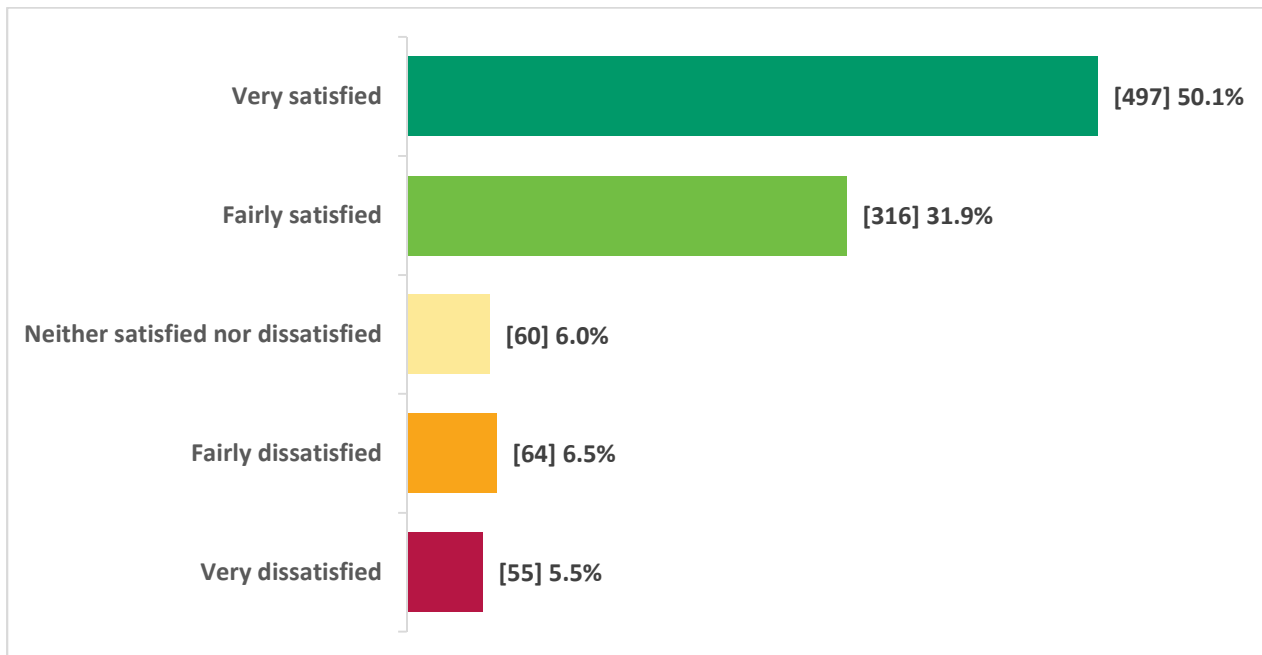
Analysis

- Of those residents who previously stated St Leger Homes had carried out a repair to their home in the last 12 months, residents were then asked TP03, above.
- A total of 75.6% (530 respondents) were fairly or very satisfied.
- As with TP02, customers in Houses (70%) were less satisfied than Flats (82%) and Bungalows (82%).
- As with 2023/24, residents in North area were more satisfied (80%) than the other management areas – South West (73%), Central (76%) and East (74%).
- Satisfaction with older respondents – 60+ (84%) was significantly higher than other groups – 35-59 (70%) and Under 35 (64%).
- The main reason given for dissatisfaction was that repairs take too long (82) with a further 29 saying they are still waiting for a repair to be completed. A further 11 commented that the repairs service is of poor quality.

TP04 – Home is well maintained

How satisfied or dissatisfied are you that St Leger Homes provides a home that is well maintained?

82.0%



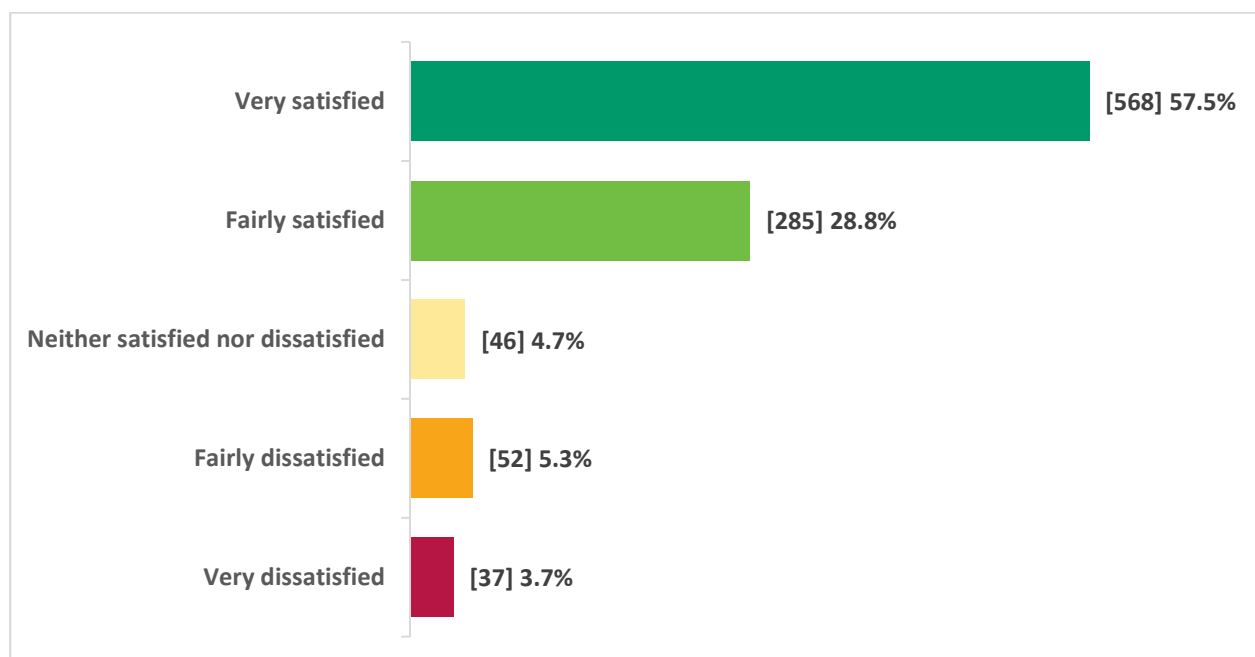
Analysis

- 82.0% (813 respondents) were fairly or very satisfied.
- Differences between property types show tenants living in Bungalows (86%) were marginally more satisfied than those in Flats (82%) and Houses (80%).
- Residents living in North (85%) and South West (85%) areas were more satisfied than Central (80%) and East (78%).
- This question was the third top driver to overall satisfaction, showing its importance.
- In the comments received relating to dissatisfaction, 40 tenants said they needed upgrades to their property. An even greater number, 55, said they were waiting for repairs with 21 experiencing ongoing repairs. 14 specifically mentioned damp or mould.

TP05 – Home is safe

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

86.3%



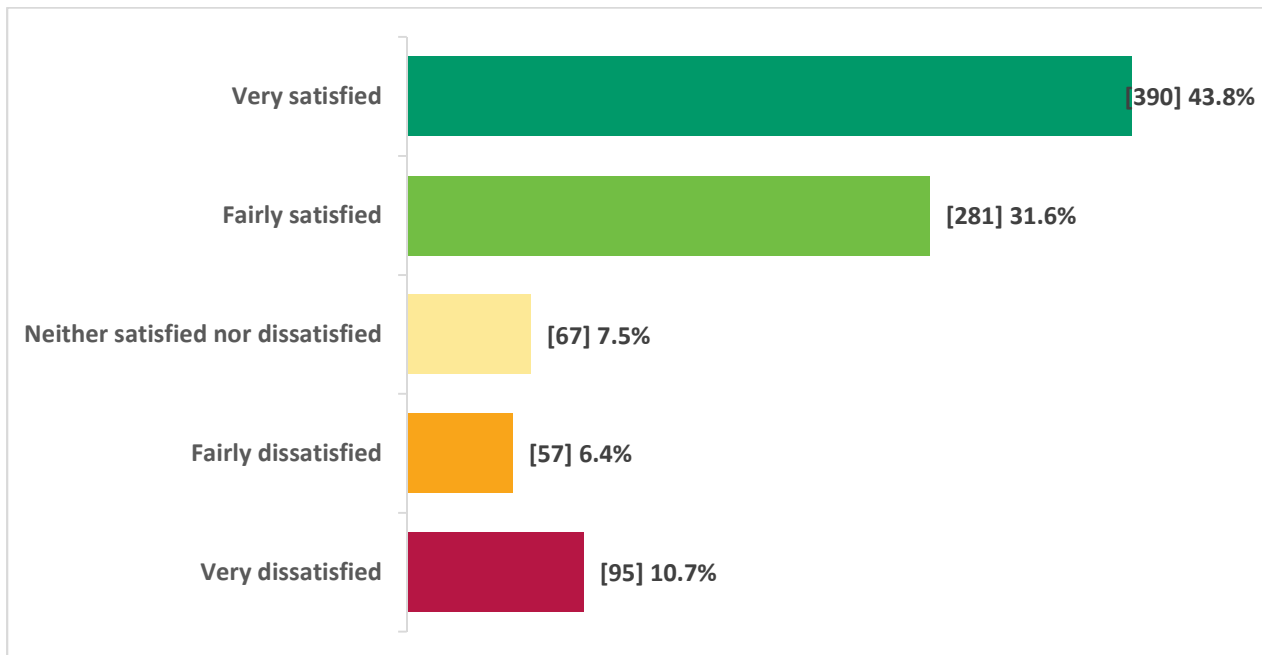
Analysis

- 86.3% (853 respondents) were fairly or very satisfied. It remains the second highest scoring question on the survey.
- Scores are high across all management areas – North and South West (89%) were again the highest compared to Central (83%) and East (84%).
- Residents in Flats (81%) gave the lowest satisfaction compared to Bungalows (92%) and Houses (85%)
- Satisfaction by ethnicity shows White British residents (87%) were more satisfied than other ethnic groups (78%).
- Comments relating to dissatisfaction were mixed with a number of issues raised relating to the quality of the home, including: Cold/damp (17), Cracks/holes (11), Garden (4), Doors (5), and General quality (22). Safety in the wider neighbourhood was raised in relation to ASB (5) and Waste/rubbish (3).

TP06 – Listens to views & acts upon them

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

75.3%



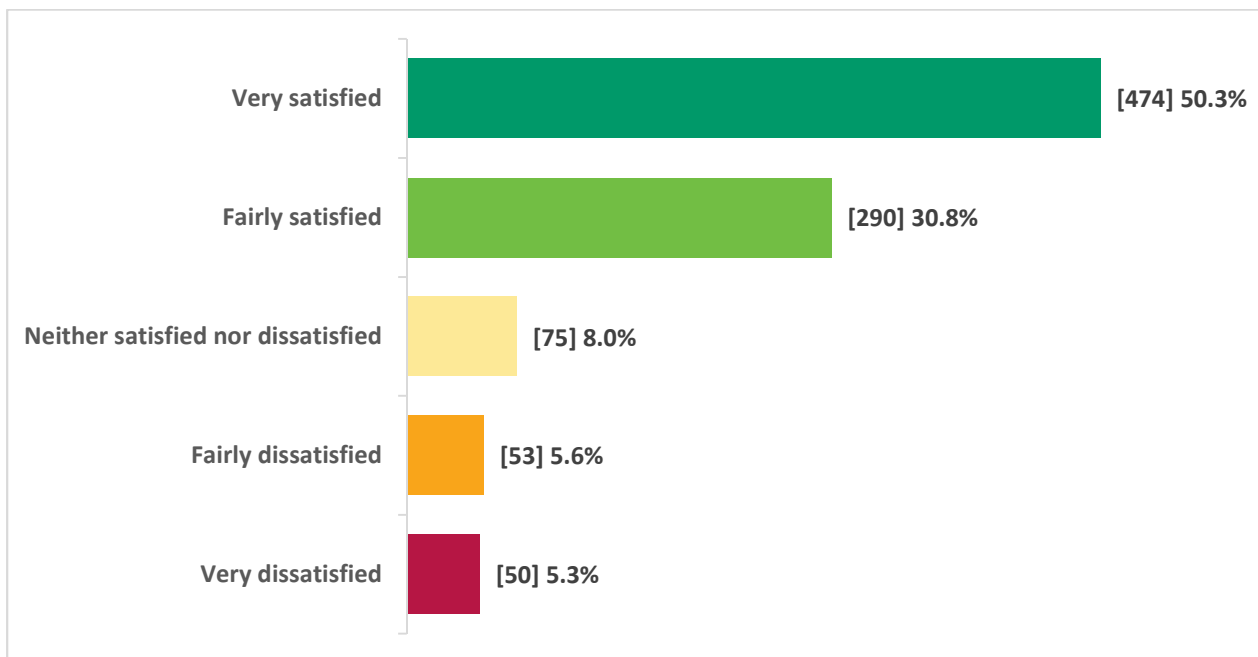
Analysis

- 75.3% (671 respondents) were fairly or very satisfied.
- As with most other questions, older tenants were more satisfied with this aspect – 60+ (81%) compared to 35-59 (71%) and Under 35 (69%).
- The question is the highest ranked key driver to overall satisfaction showing its importance to tenants. It is again backed up by the number of comments in TP01 relating to communication/contact with staff.
- In the comments the largest category of response was that St Leger don't listen or do anything in general (64). 46 people said that nothing was done about a particular issue with 17 saying they are waiting for a repair.

TP07 – Keeps you informed

How satisfied or dissatisfied are you that St Leger Homes keeps you informed about things that matter to you?

81.1%



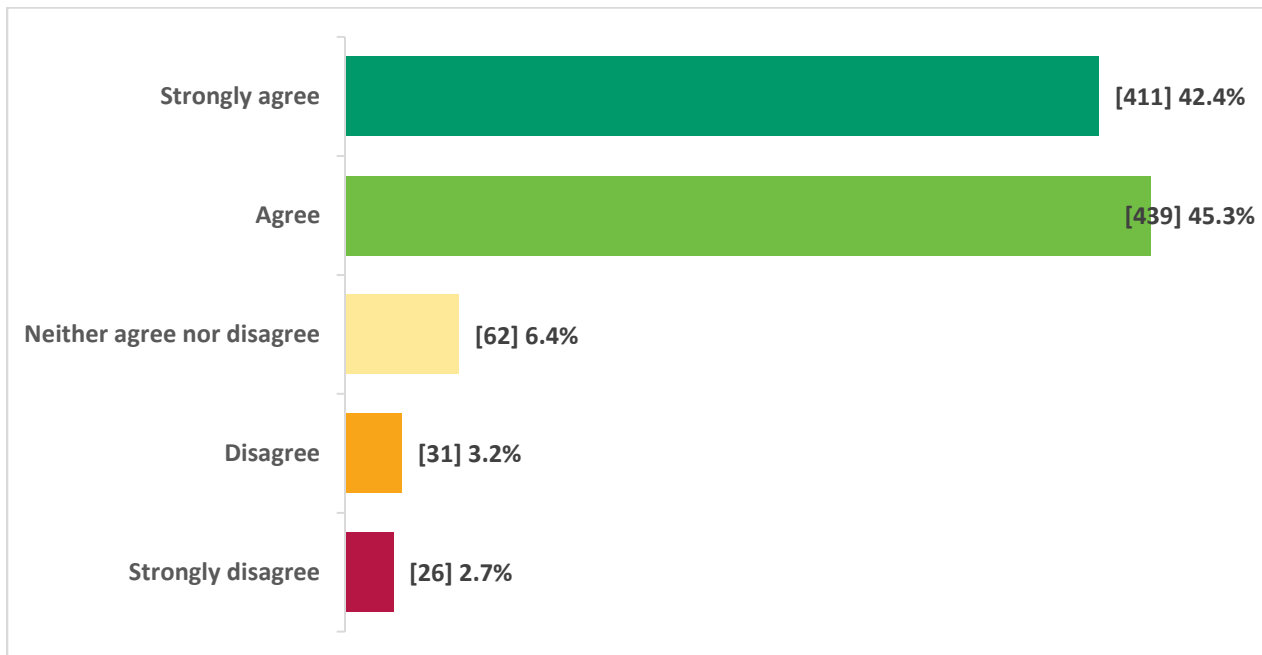
Analysis

- 81.1% (764 respondents) were fairly or very satisfied.
- Tenants in the North & South West areas (84%) were most satisfied, compared to East (79%) and Central (78%).
- There were no notable differences between property types.
- The question is again in the top 5 key drivers to overall satisfaction, again showing the importance of good communication and customer service to residents.
- The vast majority of responses given by tenants for dissatisfaction was that they don't hear anything from St Leger / are not kept informed (70).

TP08 – Treated Fairly & with Respect

To what extent do you agree or disagree with the following: “St Leger Homes treats me fairly and with respect”?

87.7%



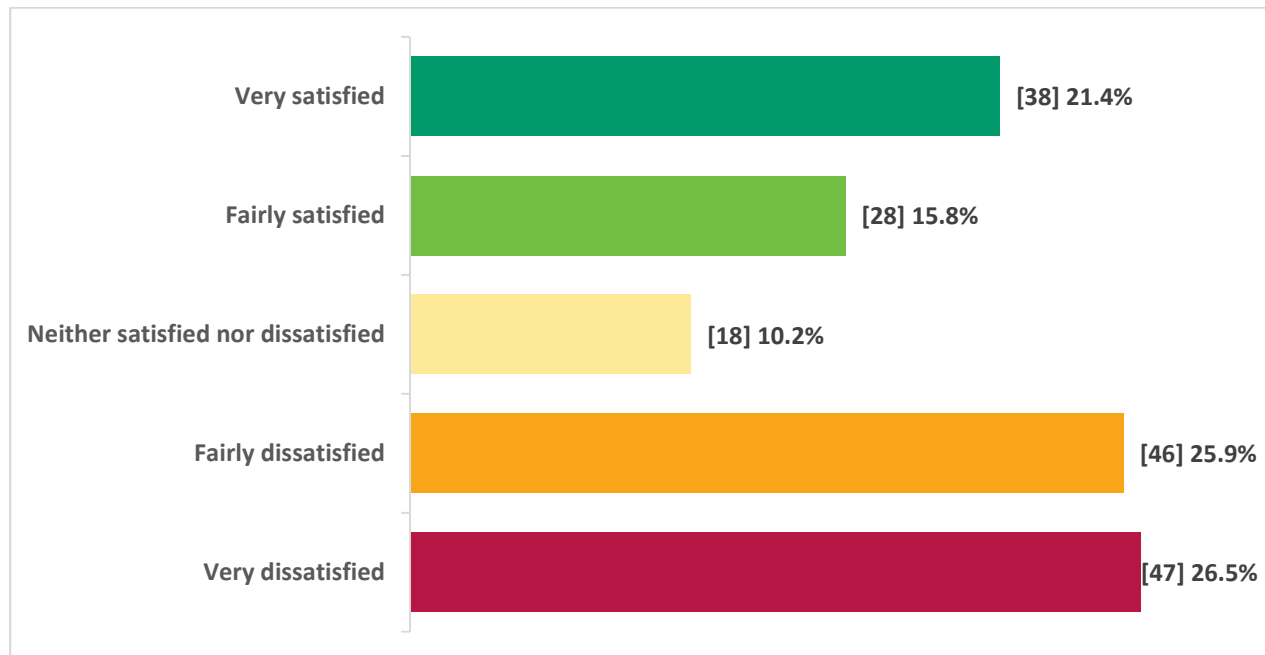
Analysis

- 87.7% (850 respondents) agreed or strongly agreed that they are treated fairly and with respect.
- This remains the highest scoring question on the survey, but is also the only question where satisfaction levels have fallen from 2023/24.
- Differences between management area and property type were minimal.
- An extremely high 92% of tenants aged 60+ were satisfied. Satisfaction with both Under 35 and 35-59 was 84%.
- The question is the fourth ranked key driver to satisfaction.
- In the comments explaining dissatisfaction, 17 respondents said they had experienced general communication issues. 11 said they experienced rude or poor customer service, while 9 commented that no action had been taken as the result of contact with St Leger.

TP09 – Approach to Complaints

How satisfied or dissatisfied are you with St Leger Homes approach to complaints handling?

37.2%



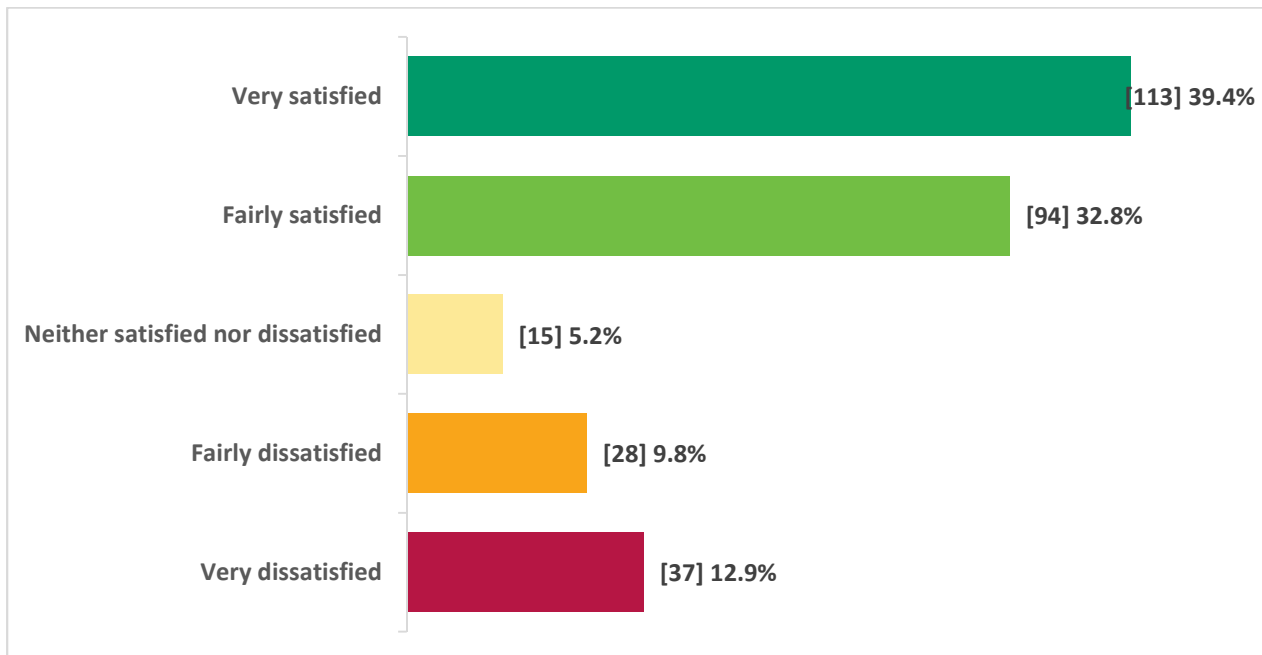
Analysis

- Residents were asked, “Have you made a complaint to St Leger Homes in the last 12 months?”. A total of 17.5% (177 respondents) stated ‘Yes’ compared to 80.2% (813 respondents) who stated ‘No’.
- Those who stated ‘Yes’ were then asked TP09 above, where 37.2% (66 respondents) were fairly or very satisfied.
- This is the lowest scoring question on the survey by some distance but has also increased by the greatest amount compared to the previous year – by 7.5 percentage points.
- As with last year, the main focus of comments explaining dissatisfaction was that ‘nothing was done’ about their complaint (40), with 30 respondents saying they were unhappy as the process had taken too long or that they were still waiting for a resolution.

TP10 – Communal Areas

How satisfied or dissatisfied are you that St Leger Homes keeps these communal areas clean and well maintained?

72.1%



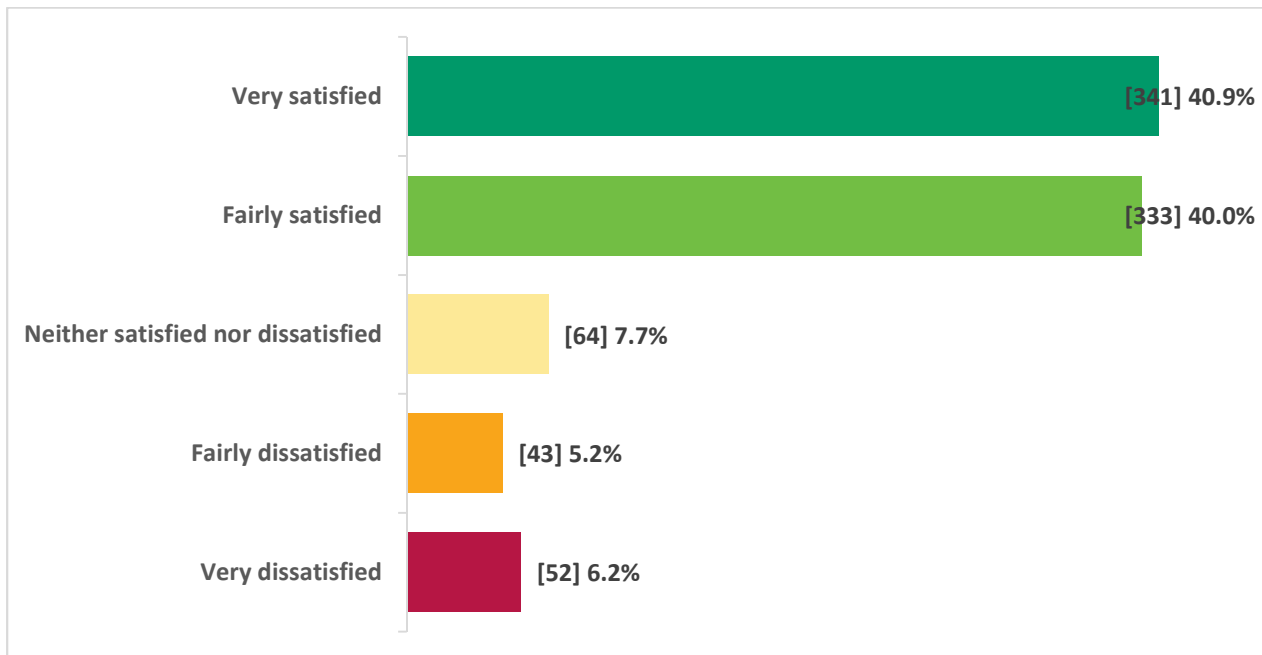
Analysis

- Residents were asked, “Do you live in a building with communal areas, either inside or outside, that St Leger Homes is responsible for maintaining?”. A total of 28.4% (288 respondents) stated ‘Yes’ compared to 63.8% (647 respondents) who stated ‘No’. A further 55 respondents stated that they did not know.
- Those who stated ‘Yes’ were then asked TP10 above, where 72.1% (207 respondents) were fairly or very satisfied.
- Tenants living in Bungalows (67%) were notably less satisfied than Houses (78%) and Flats (77%).
- The scores for the East management area were lowest (66%) compared to Central (75%), South West (75%) and North (71%).
- White British tenants (73%) were notably less satisfied than other ethnicities (85%).
- Reasons for dissatisfaction on this question focused mainly on issues with green/outside areas (38) and areas not being cleaned / too much rubbish (17).

TP11 – Contribution to Neighbourhood

How satisfied or dissatisfied are you that St Leger Homes makes a positive contribution to your neighbourhood?

80.9%



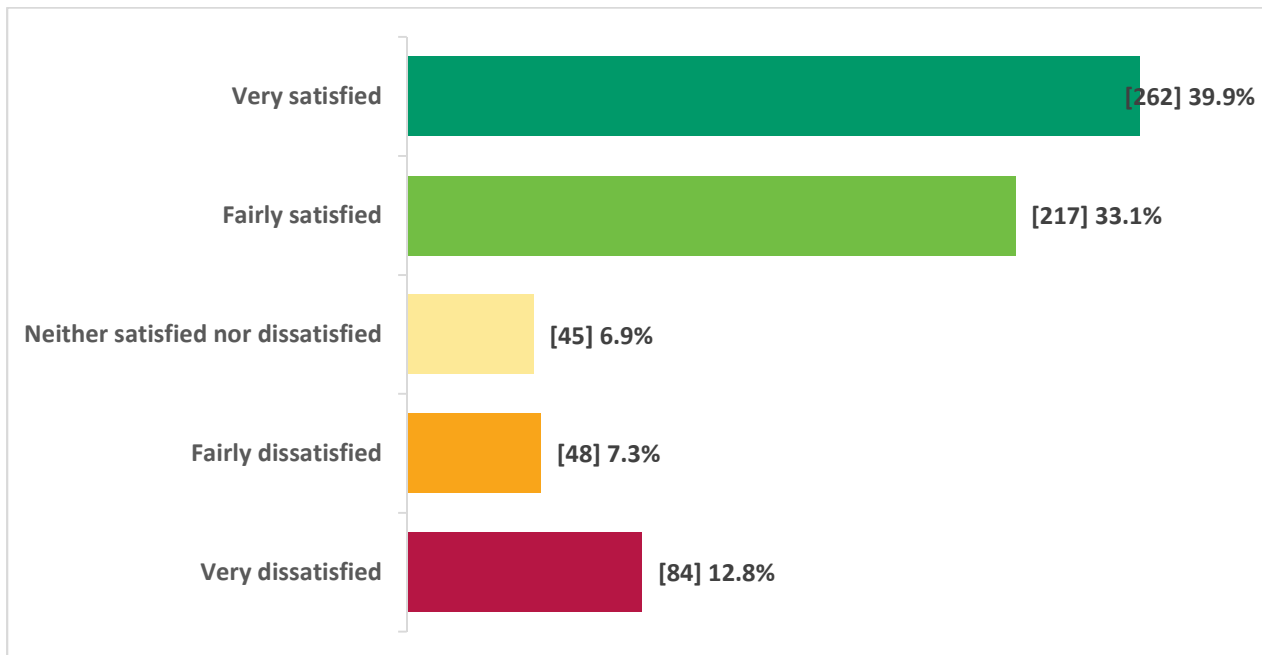
Analysis

- 80.9% (674 respondents) were fairly or very satisfied.
- A large number of respondents – 181 – were unable to answer this question, replying 'don't know / non applicable'. For many it was the 'contribution' that was difficult to judge, not the quality of the neighbourhood.
- Respondents living in Bungalows (84%) were marginally more satisfied than Houses (81%) and particularly Flats (76%).
- Differences between management areas were even less apparent. Tenants in the North area (83%) were the most satisfied, followed by South West (82%), Central (80%) and East (79%).
- The comments on this question highlighted ASB (24) as the main reason for dissatisfaction, closely followed by St Leger not doing anything/don't see them (23). Areas not being cleaned/having too much rubbish (18) and issues with the grass areas (17) were the other notable areas of concern.

TP12 – Approach to Anti-social Behaviour

How satisfied or dissatisfied are you with St Leger Homes' approach to handling anti-social behaviour?

73.0%



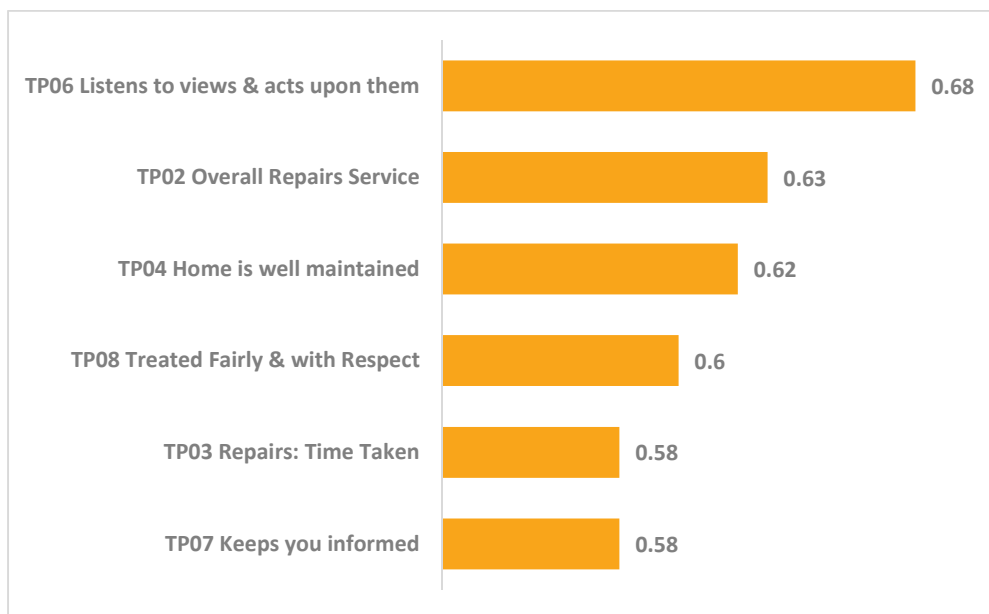
Analysis

- 73.0% (479 respondents) were fairly or very satisfied.
- As with TP11, a relatively large number of respondents – 358 – were unable to answer this question, replying 'don't know / non applicable'. As with last year many said they were not aware of what St Leger did in this regard, including many who were pleased that they had not experienced anti-social behaviour but were still unable to judge their approach.
- There were very small differences between management areas and property type, and differences in age were much closer on this question than many of the others – 60+ (76%), 35-59 (71%), Under 35 (71%).
- When asking for reasons for dissatisfaction, the main reason given was 'They don't do anything or act upon things (36) with a further six saying it takes too long to sort out. Various types of ASB were identified including: Drug users/dealers (17), issues with a specific neighbour (12), Motorbikes (9) and Kids/teenagers (8).

Further analysis

Key Driver Analysis

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which of the other questions were most related to the overall satisfaction score.



Note - The analysis produces a correlation coefficient (or r value for short) with can range from -1.0 to +1.0. This rating can be interpreted using the following guide:

- An r value close to 1 indicates that there is a strong relationship between the two variables
- A positive r value means that as one variable increases in value, the other variable will increase in value.

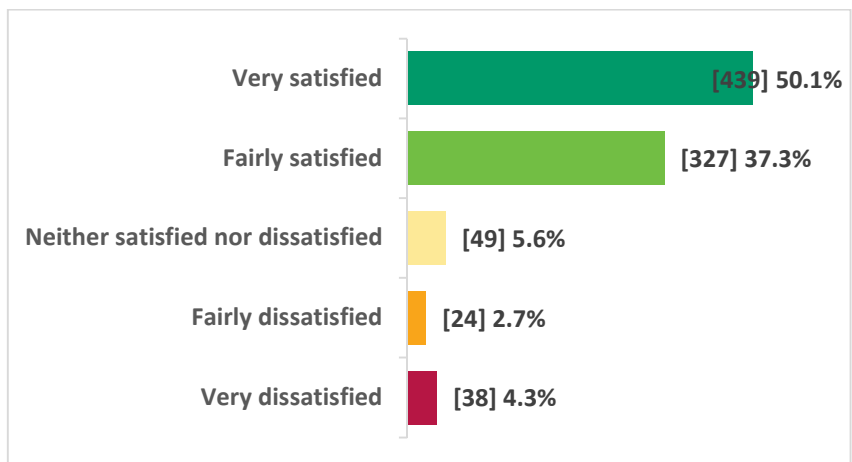
TP06 – Listens to views and acts upon them had the strongest link to overall satisfaction. Last year it was the second highest key driver so is consistently very important to customers.

As with last year, the quality of the home comes out as very important with ‘home being well maintained’ and the ‘overall repairs service’ both featuring prominently.

Additional Questions

Transparency

How satisfied or dissatisfied are you that St Leger Homes is open & transparent?

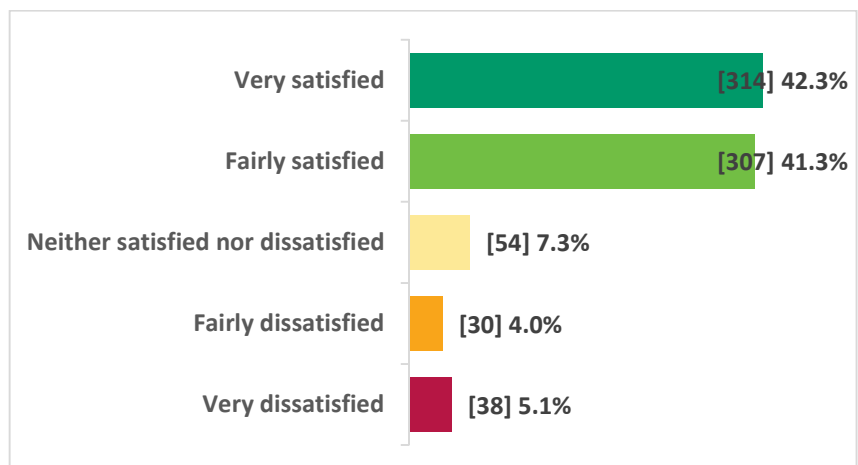


Analysis

- 87.4% (766 respondents) were fairly or very satisfied.
- The result is similar to a related question - TP08 - being treated fairly and with respect (87.7%)
- In the comments 15 respondents simply stated that they are not open & transparent, while 12 said they should provide better communication.

Participation

How satisfied or dissatisfied are you that the organisation provides opportunities to participate in the decision-making process?

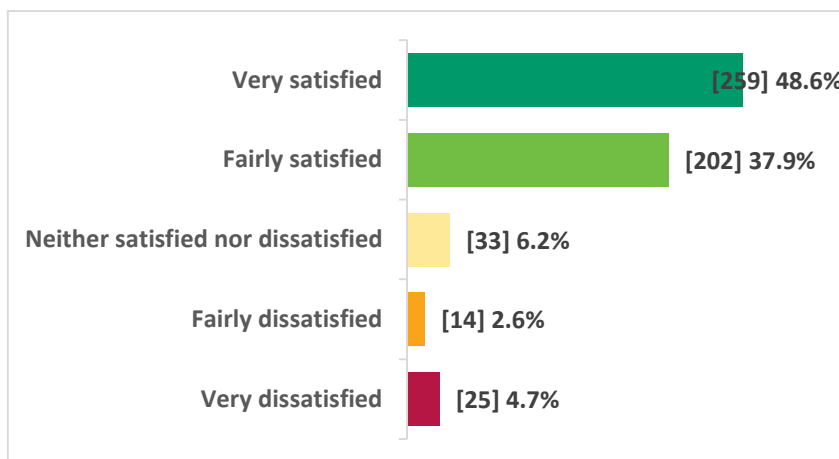


Analysis

- 83.6% (621 respondents) were fairly or very satisfied.
- The result is notably higher than TP06 – Listening to views and acting on them (75.3%)
- 27 respondents said in the comments that they were not aware of any opportunities to get involved/participate. 14 said St Leger Homes should communicate better.

Fairness

How satisfied or dissatisfied are you St Leger Homes is fair and equitable when providing access to and delivering housing services?



Analysis

- 86.5% (461 respondents) were fairly or very satisfied.
- This question was introduced part way through the process so was only asked to respondents in July, August and September.
- Comments from dissatisfied respondents identified re-housing (11) as the main area of concern, with other reasons categorised as: they do not behave fairly (5), poor communication (4) and they don't do anything (4).

Annex 1 - copy of questionnaire

Tenant Satisfaction Measures Survey

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Leger Homes?

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

Q1a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q2 Has St Leger Homes carried out a repair to your home in the last 12 months?

- Yes
- No

Q2a How satisfied or dissatisfied are you with the overall repairs service from St Leger Homes over the last 12 months?

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

Q1a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q2b How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

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

Q2a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q3 How satisfied or dissatisfied are you that St Leger Homes provides a home that is well maintained?

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

Q3a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that St Leger Homes provides a home that is safe?

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

Q4a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q5 How satisfied or dissatisfied are you that St Leger Homes listens to your views and acts upon them?

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

Q5a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q6 How satisfied or dissatisfied are you that St Leger Homes keeps you informed about things that matter to you?

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

Q6a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q7 To what extent do you agree or disagree with the following: "St Leger Homes treats me fairly and with respect"?

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

Q7a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q8 Have you made a complaint to St Leger Homes in the last 12 months?

- Yes
- No

Q8a How satisfied or dissatisfied are you with St Leger Homes approach to complaints handling?

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

Q8b (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q9 Do you live in a building with communal areas, either inside or outside, that St Leger Homes is responsible for maintaining?

- Yes
- No
- Don't know

Q9a How satisfied or dissatisfied are you that St Leger Homes keeps these communal areas clean and well maintained?

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

Q9b (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q10 How satisfied or dissatisfied are you that St Leger Homes makes a positive contribution to your neighbourhood?

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

Q10a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q11 How satisfied or dissatisfied are you with St Leger Homes approach to handling anti-social behaviour?

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

Q11a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q12 How satisfied or dissatisfied are you that St Leger Homes is open & transparent?

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

Q12a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q13 How satisfied or dissatisfied are you that the organisation provides opportunities to participate in the decision-making process?

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

Q13a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q14 How satisfied or dissatisfied are you St Leger Homes is fair and equitable when providing access to and delivering housing services?

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

Q14a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q15 Finally, are you happy for St Leger Homes to contact you about any of the answers you have given today?

- Yes
- No

