



# Dawson Housing TSM Survey

2024/25 Report

April 2025

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# Introduction

Dawson Housing is based in London and has around 1,515 properties, which comprises largely supported housing and just 15 general needs units.

In 2024/25, Acuity, an independent market research company which specialises in the social housing sector, was commissioned by Dawson Housing to undertake a satisfaction survey with its tenants. This served to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed to collect Tenant Satisfaction Measures (TSMs) as defined by the Regulator of Social Housing (RSH). Social housing providers are required to collect and report these to the RSH annually.

The survey used a census approach whereby all tenants were invited to participate in the survey through one of two ways. For supported tenants, Acuity posted survey packs in batches to each individual scheme (22 in total). These packs included a cover letter, 4-page questionnaire and a reply-paid envelope. Staff were then tasked with hand-delivering these to tenants within those schemes. By doing so, staff were also at hand to assist tenants with the survey if they required it. The questionnaire also included a unique survey link and QR code if tenants wished to complete the survey online. For the 15 general needs tenants, all were contacted by Acuity's in-house telephone team and asked to complete a telephone interview. As with supported tenants, general needs tenants were also given the opportunity to complete the survey online if they wished.

At the close of the survey in March 2025, a total of 90 responses had been received – 80 by post, six by telephone interview and four online. Despite efforts to increase uptake, the response rate was disappointing. For the upcoming 2025/26 survey, strategies to improve engagement should be prioritised, including potential changes to the methodology and enhanced communication with both staff and tenants.

The survey is confidential, and the results are sent back to Dawson Housing anonymised unless tenants give their permission to be identified – 84% of tenants did give permission to share their name, and 65% of these tenants are happy for Dawson Housing to contact them to discuss any issues they raised.

This survey aims to provide data on tenants' satisfaction, which will allow Dawson Housing to:

- Provide information on tenants' perceptions of current services
- Compare the results with previous surveys, undertaken last year
- Compare the results with other landlords (where appropriate)
- Report to the Regulator from April 2025 onwards.

For the overall results, Acuity 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 Dawson Housing, 90 responses were received, and this response is high enough to conclude that the findings are accurate to within  $\pm 10.0\%$ , which is short of the minimum threshold.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from one decimal place to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.



77%

### Overall Satisfaction

Over three-quarters (77%) of tenants are satisfied with the overall service provided by Dawson Housing. There are even higher levels of satisfaction for the provision of a safe home (79%), the time taken for the last repair (82%), Dawson Housing treating tenants fairly and with respect (83%), and communal areas being clean and well maintained (87%). There are 79% of tenants who are also satisfied that their homes are well-maintained.

However, there are some areas where improvements can be made, such as how Dawson Housing keeps tenants informed of what is important to them (70%) and making a positive contribution to the neighbourhood (63%).

As will be shown throughout this report, satisfaction has decreased for most of the measures since the previous survey.

## Key Metrics Summary 2024/25



79% Well maintained home



79% Safe home



80% Repairs - Last 12 months



82% Time taken - Last repair



87% Communal areas clean & well maintained



63% Positive contribution to neighbourhood



74% Anti-social behaviour



70% Listens & Acts



70% Keeps you informed



83% Treats fairly & with respect



75% Complaints handling



90% Support provider



91% Level of support



# Overall Satisfaction

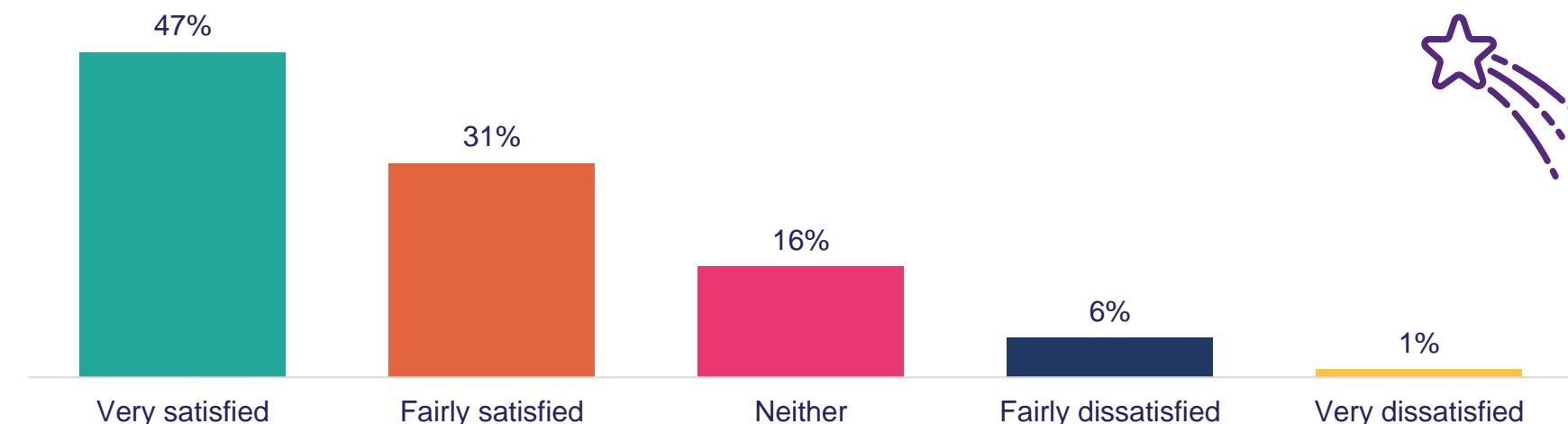


# Overall Satisfaction

Firstly, tenants were asked, “*Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dawson Housing?*” This is the key metric in any tenant perception survey.

Over three-quarters of tenants are satisfied overall, a drop of 23 percentage points (p.p) on 2023/24. However, just 7% of tenants are dissatisfied, with the remaining 16% neither satisfied nor dissatisfied. This is a 9p.p increase, suggesting that this group could be encouraged back to being satisfied with some work to address issues.

The bottom right chart shows the ratings for the management that received at least ten responses to the survey – any fewer than this and the accuracy of the results is seriously affected. Of these, tenants managed Direct are the most satisfied (81%), with those managed by HSPG the least satisfied (76%). However, dissatisfaction is highest in Direct management (19%), as the remaining tenants in the other areas are neither satisfied nor dissatisfied.



## Over Time

100%

77%

2023/24

2024/25

## Management

Direct  
(26)

81%

19%

HSPG  
(62)

76%

15% 10%

■ Satisfied ■ Neither ■ Dissatisfied



# Keeping Properties in Good Repair



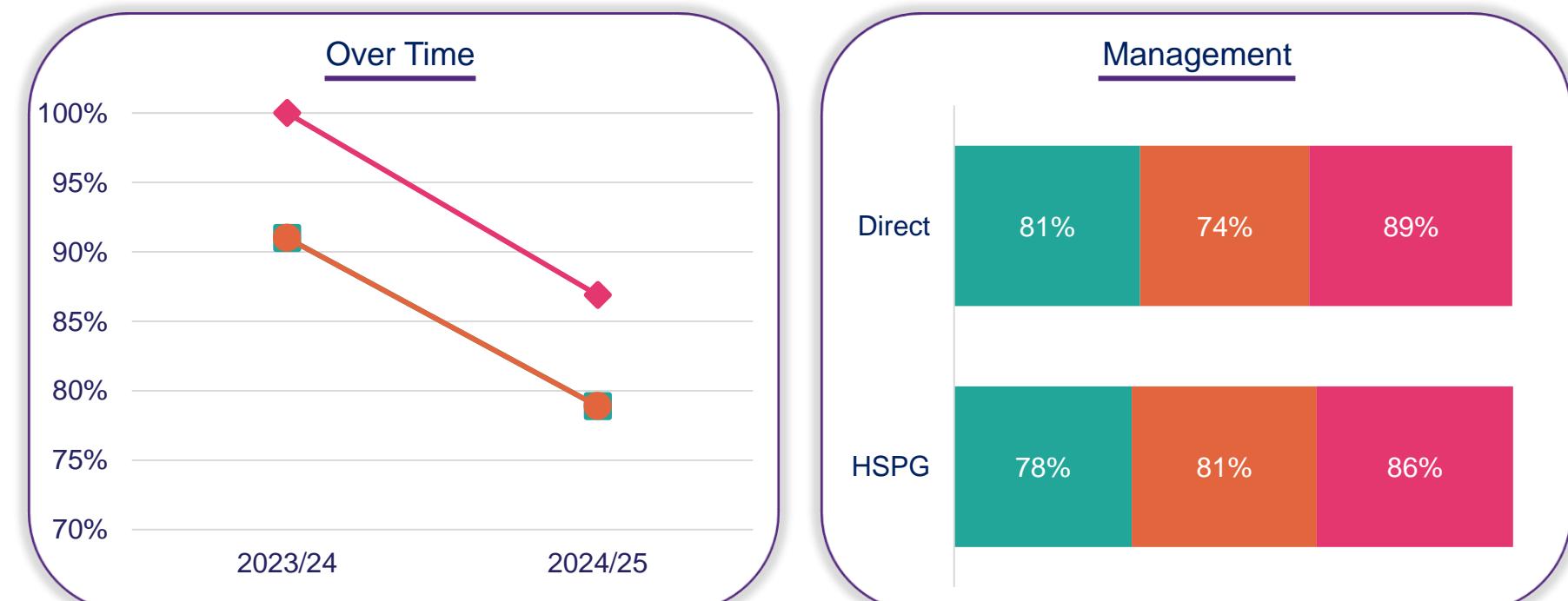
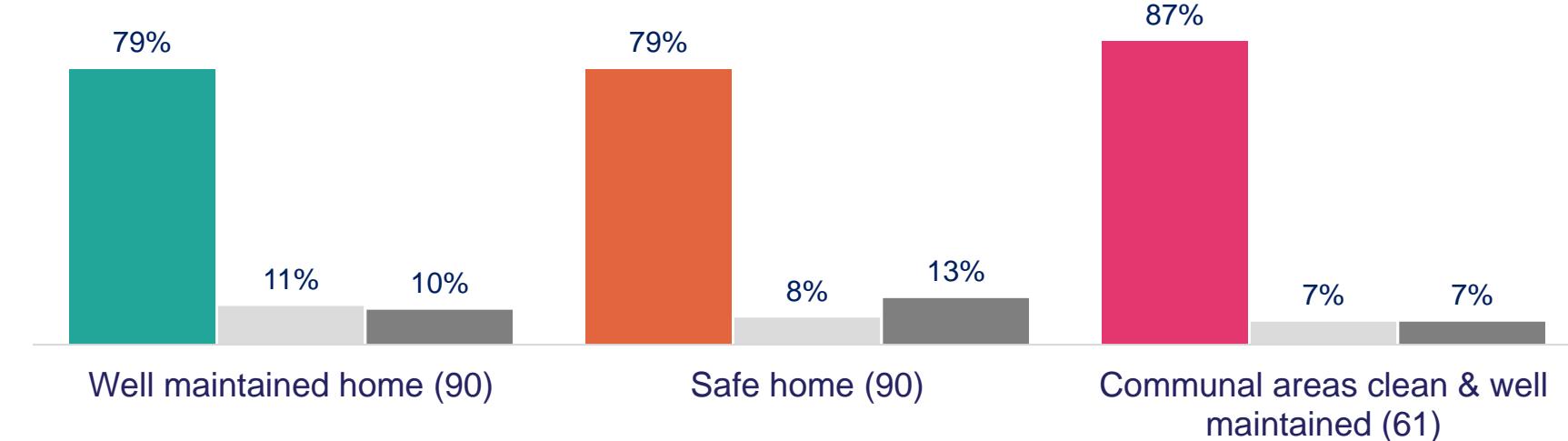
# The Home & Communal Areas

The same number of tenants are satisfied that their homes are safe as are well-maintained (both 79%). Only 10% are dissatisfied that their home is well maintained and a further 13% are dissatisfied with the safety of their home.

Tenants were also asked how satisfied they are that communal areas are clean and well-maintained, and 87% are satisfied. Just 7% are dissatisfied with this measure.

Over the past 12 months, there has been a marked decrease in satisfaction over 10p.p, and it would be useful to understand why. Later in this report, there are recommendations which could help Dawson Housing to address the issues leading to a decrease in satisfaction.

Tenants in Direct management are more satisfied with having a well-maintained home and that the communal areas are clean and well-maintained, while HSPG tenants are more satisfied that their home is safe.



# Comments – Home or Communal Areas

Tenants not satisfied with their homes or communal areas were asked to explain why and what could be done to improve this. Just ten tenants gave comments, which is a reflection of the generally high levels of satisfaction with these aspects of service.

There is no clear stand-out issue, but outstanding or forgotten repairs attracted the most comments (two). One tenant has concerns about the control of pests/vermin around their properties, while another commented upon the repairs service, referring to the quality of repair work, how they are kept informed about repairs and having to report a repair multiple times.

Only one tenant made a comment about the communal areas and grounds maintenance, including problems with the clearance of rubbish and how the communal areas are maintained.

To provide further insight into tenants' concerns, the comments received are shown in full on the following page.



# Home or Communal Areas – Comments

Safety/communal areas	Other matters
<p><i>“Safety of the home, make sure the front door is locked at all times, depends on the flat, our front door was not locked, and we were not provided with a key for the front door neither and making sure that all the mail has a safe and secure place to go rather than being dumped through the main communal letter box for anyone to access.”</i></p> <p><i>“Decorating.”</i></p> <p><i>“Cockroaches, bed bugs, horrible smells in the stairway.”</i></p> <p><i>“Needs work.”</i></p> <p><i>“I am not happy about the toilet and shower, as the systems are very old.”</i></p>	<p><i>The window is broken and not fixed. It was reposted multiple times.”</i></p> <p><i>“Outdoor shed, leaks, falling apart. Doors no handles and latches, fire doors, walls blown.”</i></p> <p><i>“Landlord portal.”</i></p> <p><i>“Last year, the biscuit was stolen, my right to £1100, and no one helped me, so that he could help me, with any information to answer me.”</i></p> <p><i>“It is a work in progress.”</i></p>

# Repairs & Maintenance

While day-to-day repairs are highlighted as a reason for dissatisfaction with the overall service provided, satisfaction with the service as a whole is high, even with a decrease since 2023/24.

Around eight out of ten tenants stated they had a repair carried out to their home in the last 12 months (78%). Of these tenants, 80% are satisfied with the overall repairs service during this period. There are 10% who are dissatisfied, and a further 10% are neither one nor the other.

Even more are satisfied with the time taken to complete their most recent repair (82%), with 16% dissatisfied and just 2% neither.

It is tenants managed by HSPG who are the most satisfied for each measure, with 83% satisfied with the repairs in the last 12 months and 88% satisfied with the time taken to complete the repair. Those with Direct management are 76% and 70% satisfied, respectively.



80%

10%

10%

Repairs - Last 12 months (61)

82%

2%

16%

Time taken - Last repair (61)

Over Time

100%

90%

80%

70%

60%

2023/24

2024/25

Management

Direct

76%

70%

HSPG

83%

88%

# Comments – Dissatisfaction with Repairs

Tenants not satisfied with the repairs and maintenance service were asked to provide more information and what could be improved, and just eight tenants gave comments.

Four tenants reported the timescale to complete repairs as their main cause for concern, and three reported outstanding or forgotten repairs. These are also common areas of concern for other social landlords, which is partly due to being faced with issues around increased costs and shortages of labour and materials. In addition, expectations about times to complete work can be high and difficult to manage.

Another tenant highlighted the time taken to resolve an enquiry as an issue for them.

Therefore, Dawson Housing should keep tenants clearly informed about repair schedules and how long they can expect to wait, with updates if this changes and expertise in managing expectations.



Number of respondents: 8

# Dissatisfaction with Repairs – Comments

Timescales	Outstanding repairs
<p><i>"I had to go a month without hot water before the boiler was fixed."</i></p> <p><i>"I was without a heater and hot water in the kitchen for some time before it was fixed. Was told to hear back from the landlord, which took a while."</i></p> <p><i>"Has taken time to repair electrical white goods."</i></p> <p><i>"It took a very, very long time for them to rectify my issues with the toilet."</i></p>	<p><i>"Difficulty with hot water in property."</i></p> <p><i>"Lack of hot water."</i></p> <p><i>"Had a drainage repair which has still not been rectified."</i></p>



# Responsible Neighbourhood Management



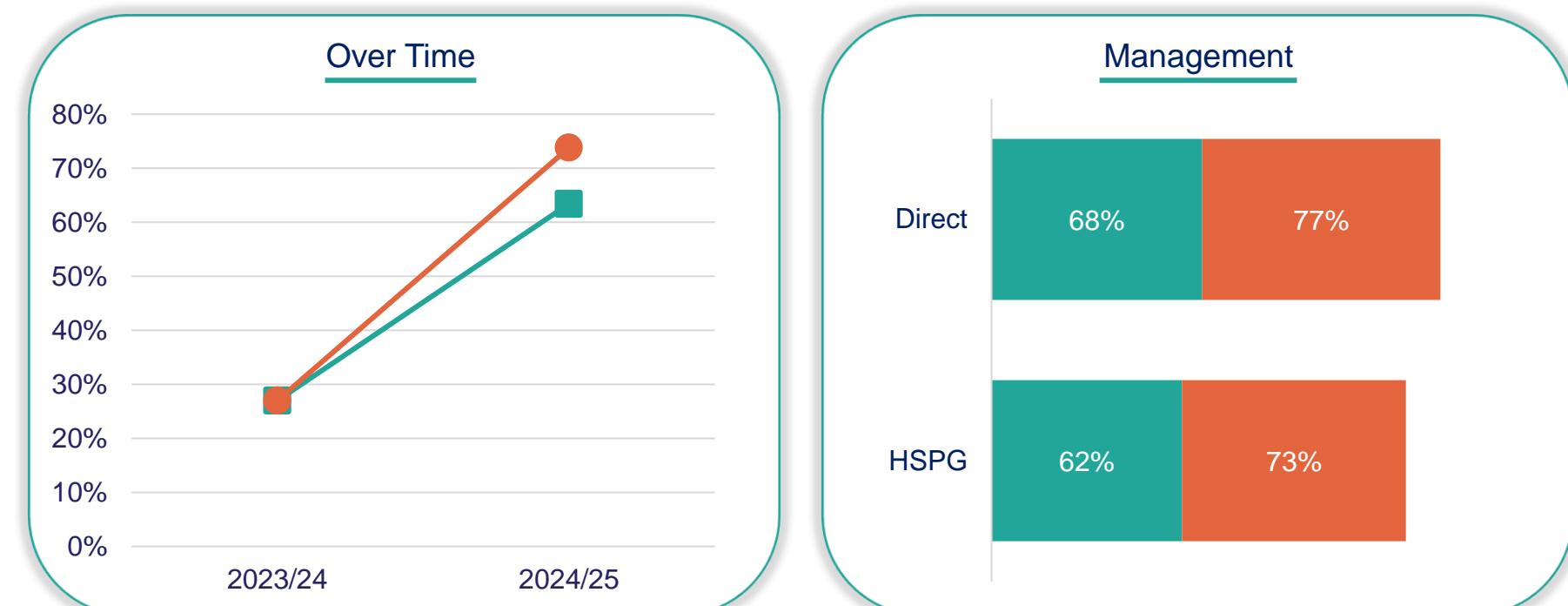
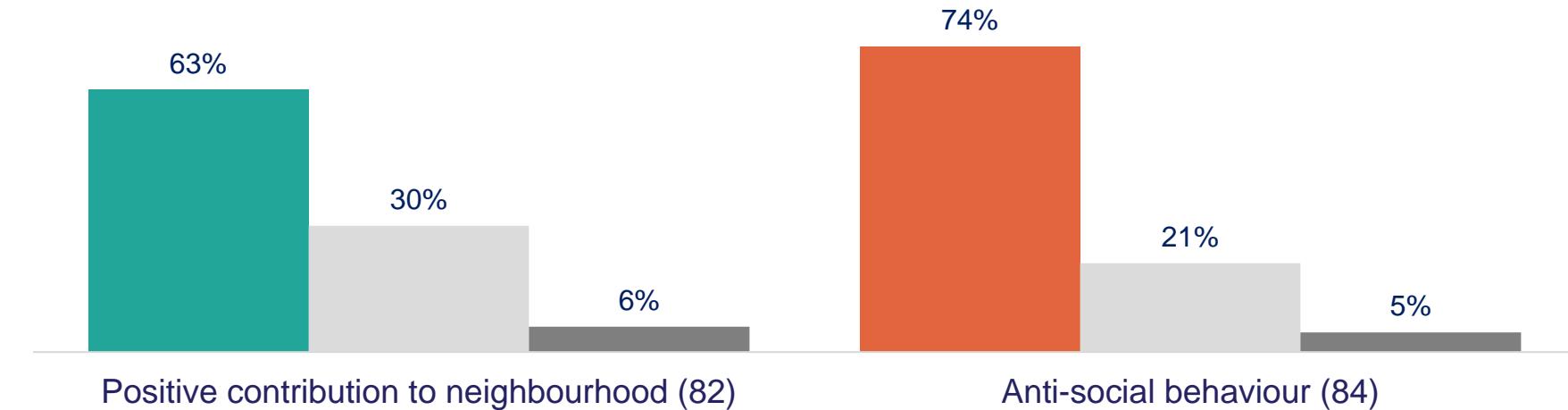
# Responsible Neighbourhood Management

Just under two-thirds (63%) of tenants are satisfied that Dawson Housing makes a positive contribution to their neighbourhood, with only 6% being dissatisfied.

This measure can often draw a higher number of neutral responses, and this is the case here with 30% neither satisfied nor dissatisfied. While it can be difficult for tenants to ascertain what a positive contribution means, there can also be awareness issues. Maybe Dawson Housing could do more to communicate and promote the impact it has in the area.

Even more tenants are satisfied with the handling of anti-social behaviour (74%). Although again, a significant number of tenants gave a neutral response (21%).

In this case, tenants who have Direct management are more satisfied with the contribution to the neighbourhood by 6p.p and with how Dawson Housing deals with anti-social behaviour, by 4p.p.





# Respectful & Helpful Engagement



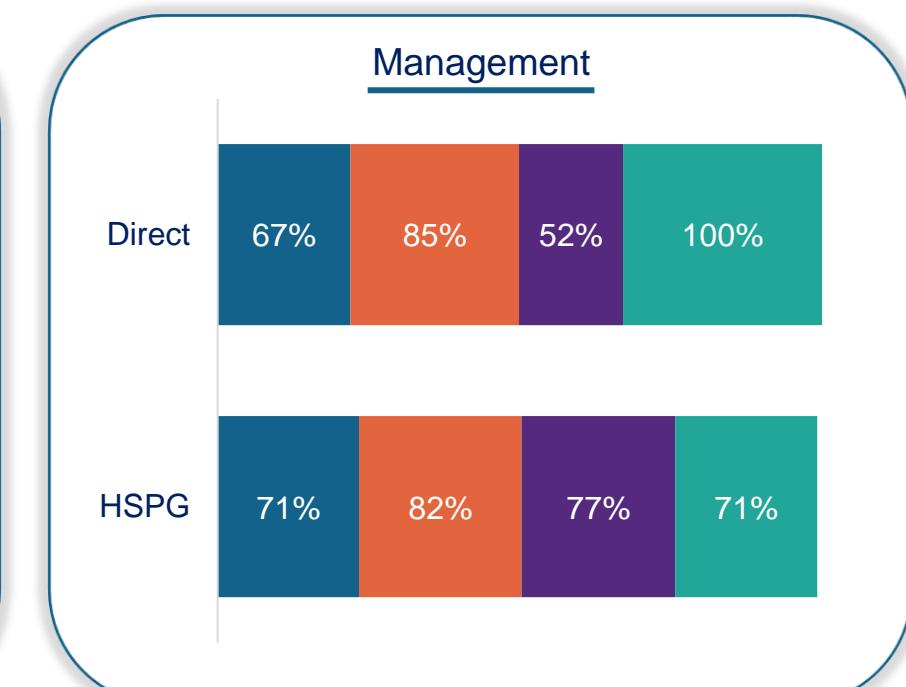
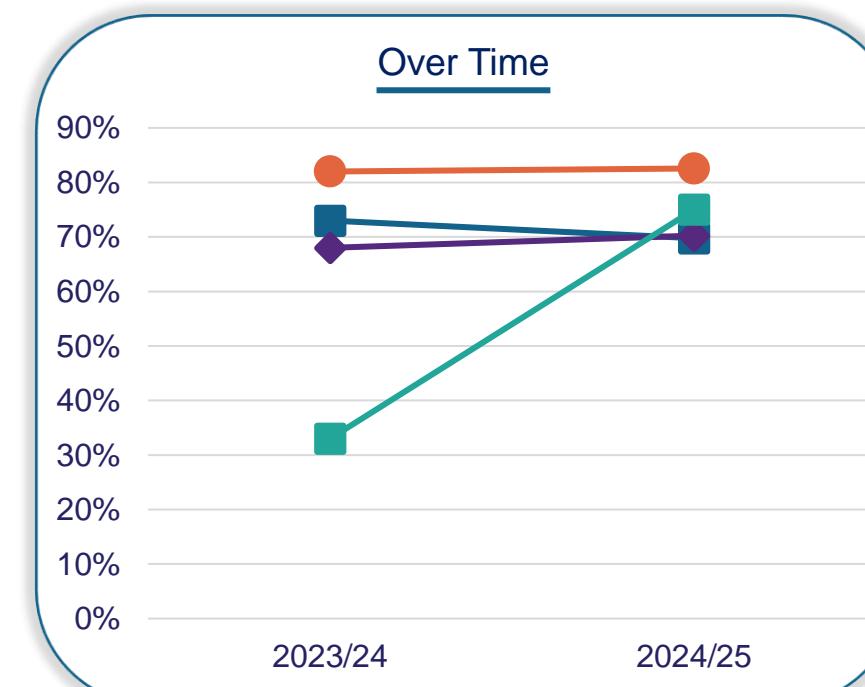
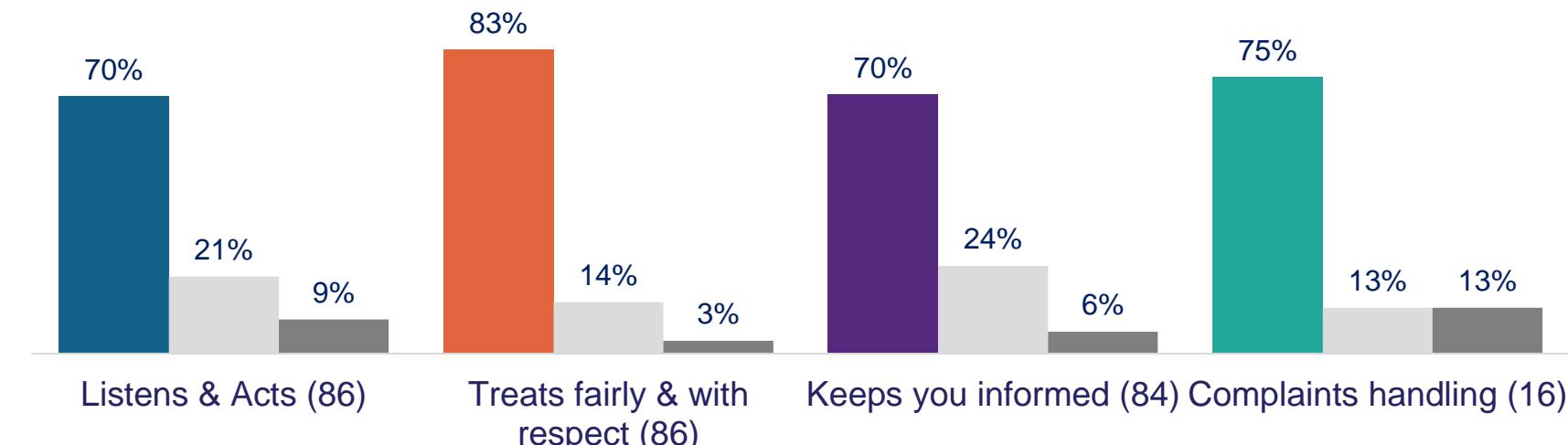
Seven out of ten tenants are satisfied that they are kept informed about things that matter to them (70%), and 83% agree that they are treated fairly and with respect; only 3% of tenants are dissatisfied with this measure.

Slightly fewer tenants are satisfied that Dawson Housing listens to their views and acts upon them (70%). Satisfaction with this metric can be influenced by a range of interactions tenants have with their landlords, including the handling of repairs and anti-social behaviour. There are 21% of respondents who are neither satisfied nor dissatisfied, which again, is quite a high proportion and suggests that with some improvement to customer service, these tenants could become satisfied.

Satisfaction with the handling of complaints is 75%, a high score, with only 13% dissatisfied and a 40% increase on 2023/24, although this only affects 16 tenants.

Again, satisfaction is split across Direct and HSPG management. Direct scores highest in Dawson Housing, treating tenants with respect and the handling of complaints (85% and 100% respectively), while HSPG comes out on top with listening and acting and keeping informed (71% and 77% respectively).

# Respectful & Helpful Engagement



Tenants who stated that they are not satisfied with customer service and communications were asked to provide more information on what Dawson Housing could improve. Just two tenants gave comments, one involving two issues, which is a reflection of the high levels of satisfaction with these aspects of service.

One tenant commented upon the repairs service, and the timescale to complete repairs, perhaps demonstrating that the repairs service can impact how satisfied tenants are with several measures, especially when they are not getting a response; *“If they fixed things straight away instead of months later.”* Generally, the repairs service is the most common reason for tenant-landlord interaction and therefore, the basis on which tenants judge customer service and contact.

Another tenant mentioned being kept up to date and the availability of the manager, *“Keeping us informed of what is going on and more contact from the housing manager or whoever it is that manages the property.”* These are specific comments from two tenants and therefore cannot provide a general basis for improvement, although all tenants' voices are important.

# Comments – Customer Service & Communications



Communications and information - Keep tenants up to date

1

Day-to-day repairs - Timescales to complete repairs

1

Manager Negative - Availability of manager

1





# Improvements



# Improvement Suggestions

Tenants were asked what one thing could Dawson Housing improve, and 41 tenants gave comments.

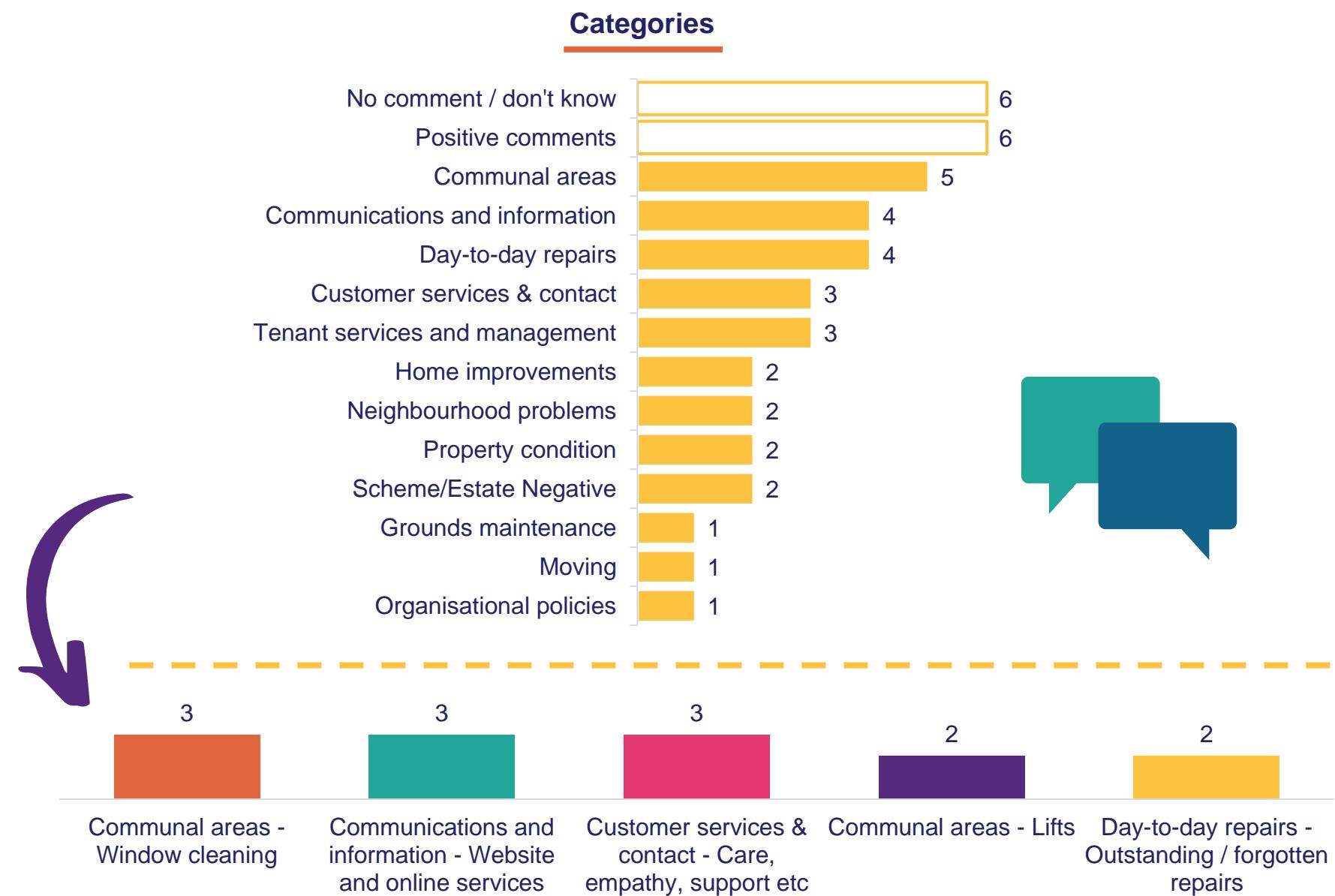
This includes six tenants who gave positive comments about the current services provided, and a further six who had no suggestions, perhaps also feeling no improvements are necessary.

Of the more critical comments, tenants refer to the communal areas, day-to-day repairs and communications and information.

Tenants also mention tenant service and management, including the availability of staff, together with home improvements.

Other tenants would like to move home, have issues with organisational policies and property conditions.

Examples of the comments are shown overleaf and give further insight into the key areas where tenants would like improvements to be made.



# Improvements to Service – Comments

Positive comments	Communal areas/repairs	Customer service & contact	Other issues
<p>“Opportunity to say - staff/team are absolutely top class, they are friendly, kind, smiley, happy to help/listen, basically the whole team. The girls in the office, to the on-site (permanently) Tony/Stephen, are just awesome. I know when I’m down they’re always happy to talk/listen with a smile on their faces, without judgement or condescension.”</p> <p>“I am happy.”</p> <p>“All OK.”</p> <p>“They are really good at the service that they provide, and they are good at the job they do.”</p> <p>“Jayde’s a godsend with my illnesses.”</p> <p>“I believe the colonnades staff do the best they can with the tools given, without the Colonnades I would not be where I am today, 2 years sober, my own council flat, and I’m starting a community interest company, very happy, thank you.”</p>	<p>“The lift and hot water.”</p> <p>“Make sure the lift is more reliable, replace.”</p> <p>“Clean the windows more often.”</p> <p>“More frequent window cleaning.”</p> <p>“Windows are dirty, could be cleaned more frequently.”</p> <p>“Change my washing machine. They keep fixing it, but it’s not working.”</p> <p>“Notice given to do any works; 1 day’s notice is not enough!”</p> <p>“Ensuring there’s hot water.”</p> <p>“Hot water.”</p> <p>“Repairing and cleaning or asking others to keep everything clean.”</p> <p>“Mail really, the mail is a big thing, to have somewhere safe and secure for our individual post so that others cannot access it so freely, it is currently posted through the mail communal door for all to access.”</p>	<p>“Give me a permanent flat to rent after my contract runs out with Greenbridge.”</p> <p>“Provide more privacy within the house/property.”</p> <p>“Information sharing. Introducing new house members to existing ones.”</p> <p>“Communication.”</p> <p>“Landlord portal.”</p>	<p>“Ground floor studio, one level will be more suitable due to medical problems.”</p> <p>“I really need help with my housing. I’ve lived in shared accommodation for 5 years, I need my own space. I can’t afford to clean after others.”</p> <p>“The price is so high and expensive, so its could you possibly make it a bit cheaper because if we start work, we can’t afford the rent price.”</p> <p>“The anti-social behaviour and boundaries that the support worker doesn’t seem to abide by.”</p> <p>“Improve the water system – it’s very poor. Better insulation under carpets for noise.”</p> <p>“The back garden fences.”</p> <p>“Help with moving on to own flat.”</p>



# Support Provider



Over nine out of ten tenants are happy with the level of support provided by Dawson Housing (91%), and a further 90% are satisfied with the support provider.

Only 9% of tenants are not satisfied with the level of support, while 6% are dissatisfied with the support provider, and a further 5% are neither satisfied nor dissatisfied.

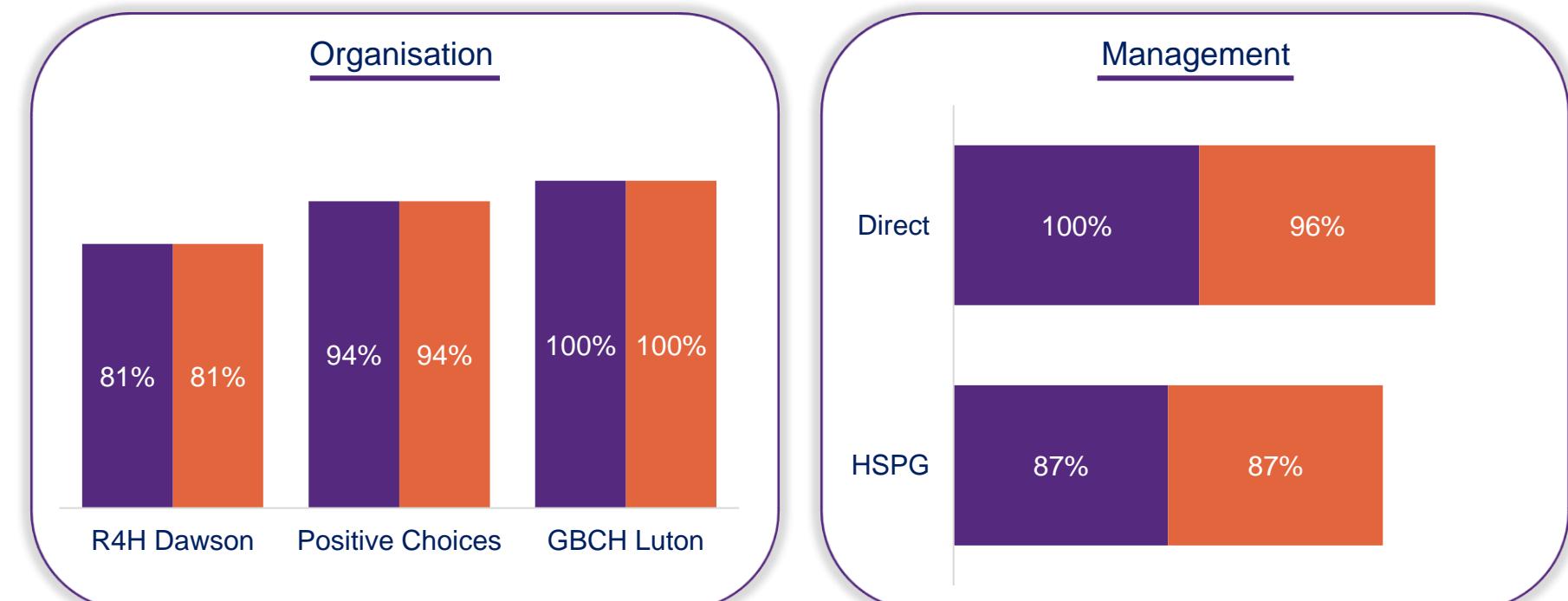
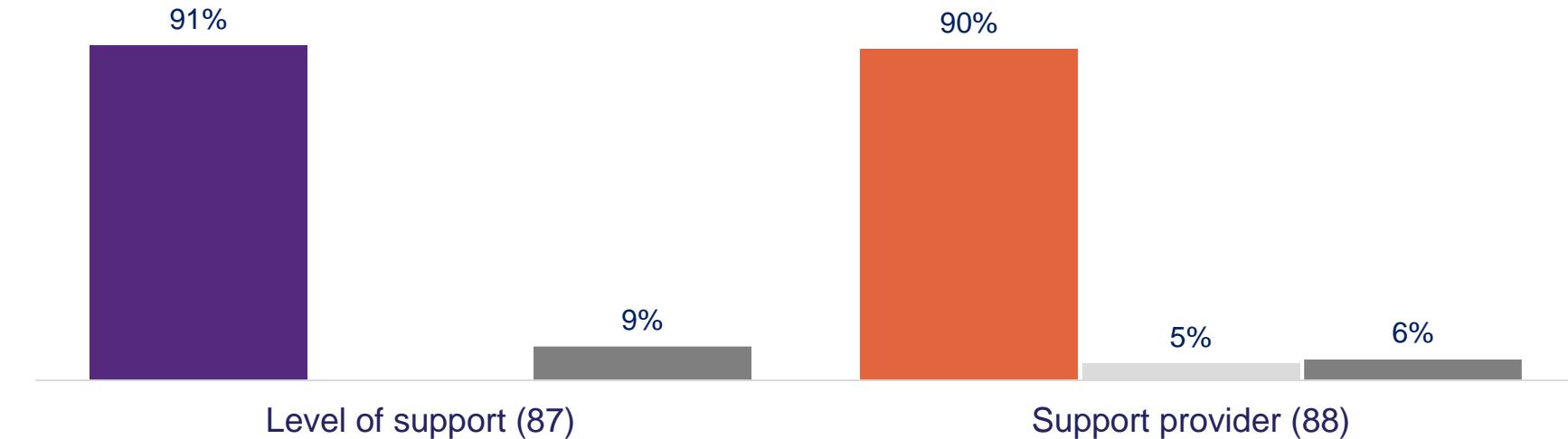
The scores are identical for both levels of support and support providers for each organisation providing support. R4H Dawson measures 81%, Positive Choices measures 94%, and GBCH Luton has 100% satisfaction.

Split across the management arrangements, those in Direct management score 100% for level of support and 96% for the support provider. Meanwhile, HSPG scores 87% across both metrics.

This level of satisfaction is very high, suggesting that Dawson Housing is providing a very good level of support to its tenants.



# Support Provider





# Trends



As has been shown throughout this report, satisfaction has decreased in some areas compared with the previous survey.

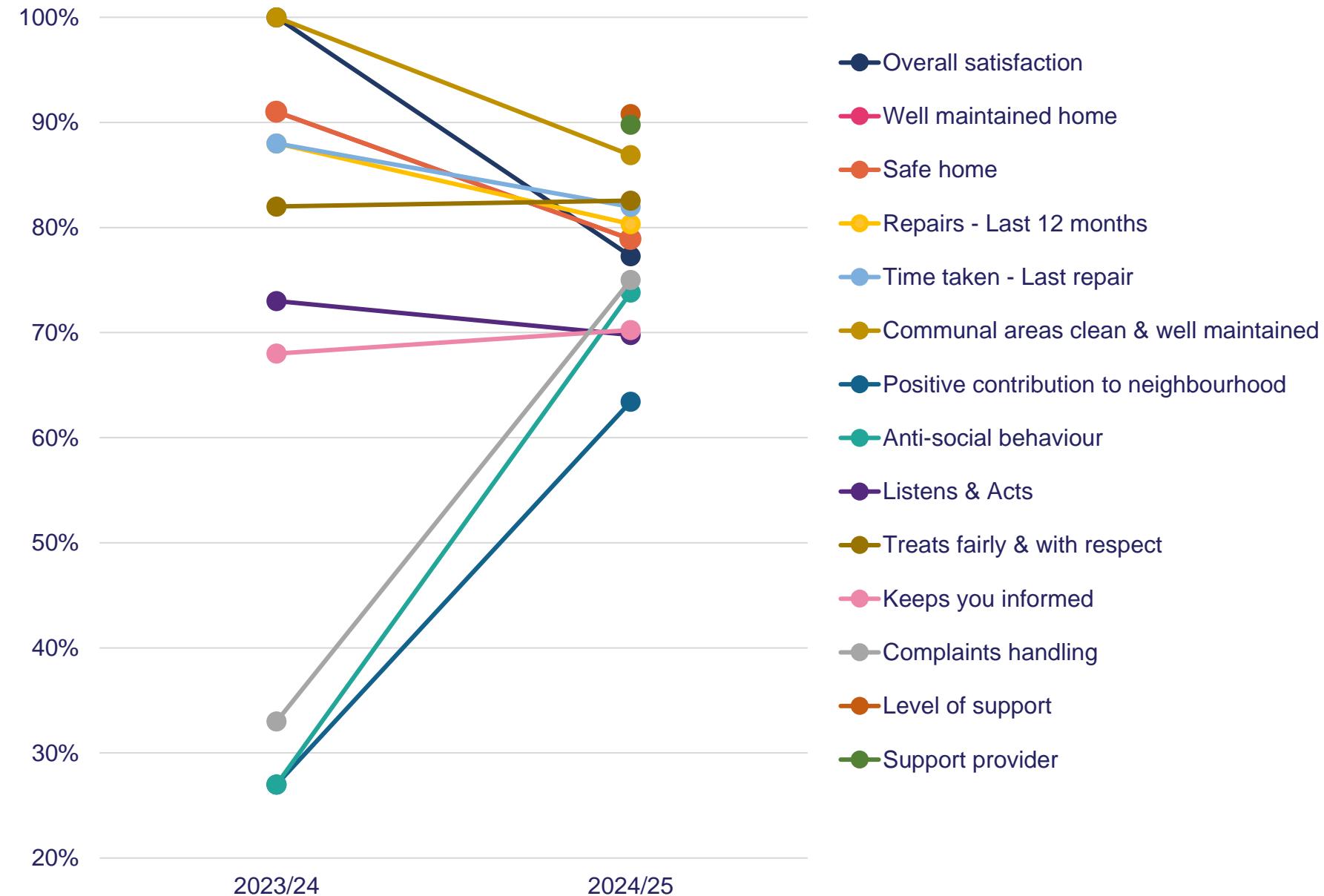
However, there have also been some large increases. The biggest increase is for how Dawson Housing handles anti-social behaviour, up from 33% to 74%, a difference of 53p.p

The handling of complaints has also seen a large increase in satisfaction of 42p.p to 75% and a positive contribution to the neighbourhood has seen an increase in satisfaction of 36p.p to 63%.

However, some measures have decreased including overall satisfaction down 23p.p to 77% and having a safe home, down from 91% to 79%.

The time taken to complete the last repair has also fallen from 88% to 82%, a difference of 6p.p.

## Trend Over Time



# Year on Year Change

The table to the right also illustrates the results for 2024, compared with those from 2025 (where possible).

This once again highlights that many of the measures have decreased while some have had large increases.

The smallest change is for how Dawson Housing treats its tenants fairly and with respect, up 1p.p, followed by how tenants are kept informed at a 2p.p increase.

The smallest decrease in satisfaction is for listening and acting at 3p.p.

The fluctuations are larger than we see with other landlords and suggest that there might have been changes in service delivery or staffing over the period.



	2023/24	2024/25	Change (p.p)
Overall satisfaction	100%	77%	-23
Well maintained home	91%	79%	-12
Safe home	91%	79%	-12
Repairs - Last 12 months	88%	80%	-8
Time taken - Last repair	88%	82%	-6
Communal areas clean & well maintained	100%	87%	-13
Positive contribution to neighbourhood	27%	63%	36
Anti-social behaviour	27%	74%	47
Listens & Acts	73%	70%	-3
Keeps you informed	68%	70%	2
Treats fairly & with respect	82%	83%	1
Complaints handling	33%	75%	42
Level of support	--	91%	
Support provider	--	90%	



# Understanding Satisfaction



# Satisfaction & Dissatisfaction

The charts opposite show both the levels of satisfaction and dissatisfaction with the range of services provided.

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.

For Dawson Housing, tenants are the least satisfied with the positive contribution to neighbourhood, the way Dawson Housing listens and acts and how tenants are kept informed, while they are the most dissatisfied with the time taken to complete a repair, having a safe home and the handling of complaints.

## Satisfaction with measures



## Dissatisfaction with measures



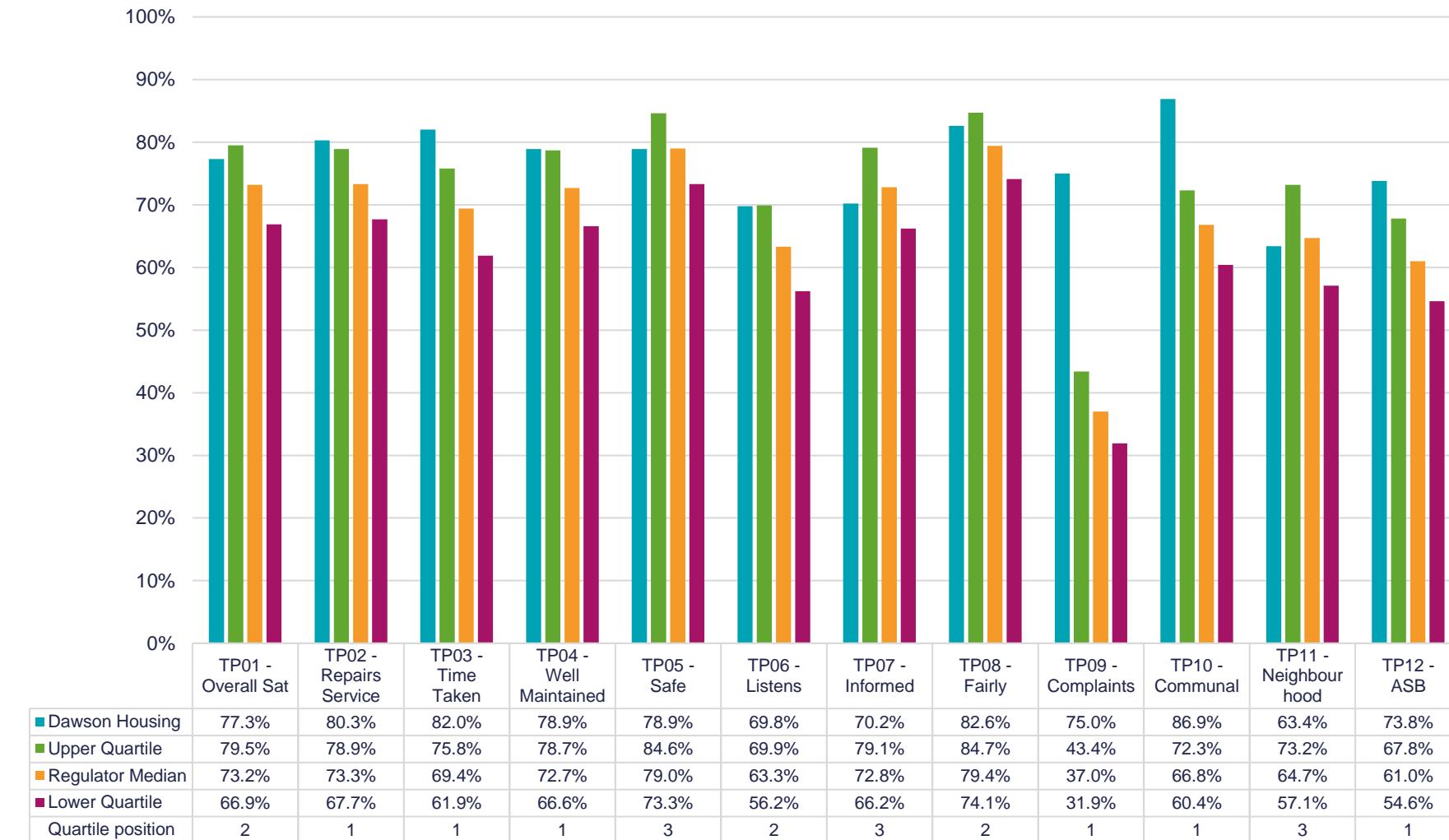
All registered providers with over 1,000 properties were required to submit their TSM results to the Regulator in 2024. The set of results was released in the Autumn, and so it is possible to compare individual results against this wider group.

As Dawson Housing is a housing association, the chart shows its results just against other associations. Although it should be remembered that Dawson Housing provided supported housing, and those in the wider group will include a variety of types and sizes of association, although it does help to provide some context to the results.

Dawson Housing compares well with all but three measures above the group medians, six in the top quartile and three in the second quartile, including the overall satisfaction.

This is very positive, but the differences in characteristics do need to be recognised as well as the similarities.

# Benchmarking – RSH 23/24 (Housing Associations)



The results from these surveys have generally fallen since last year, but is this to do with Dawson Housing's performance or other factors?

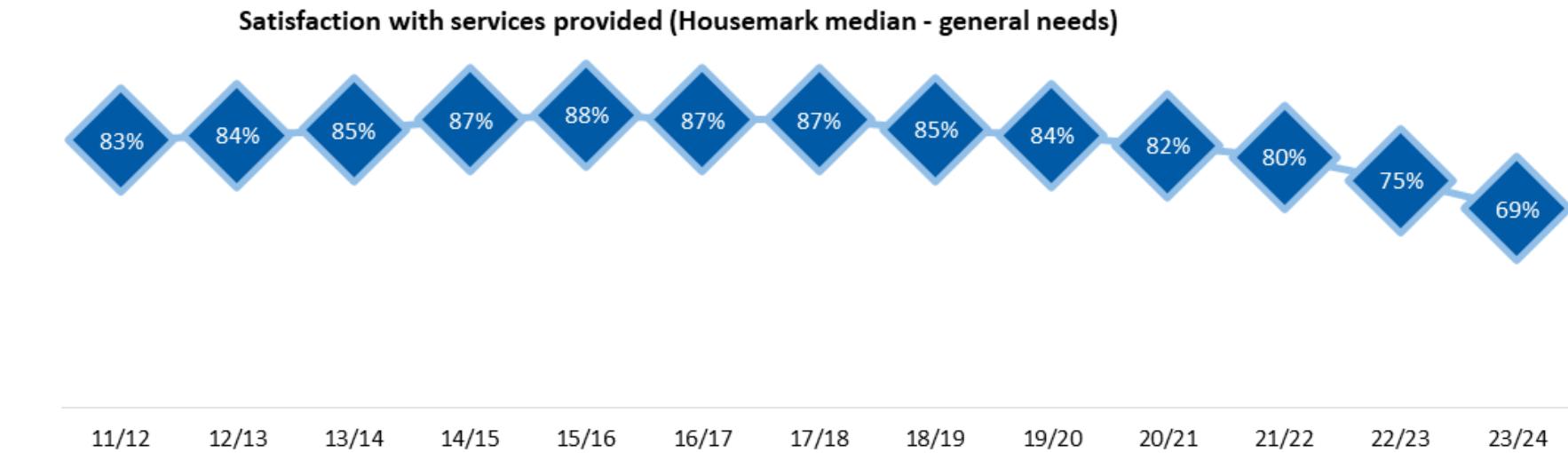
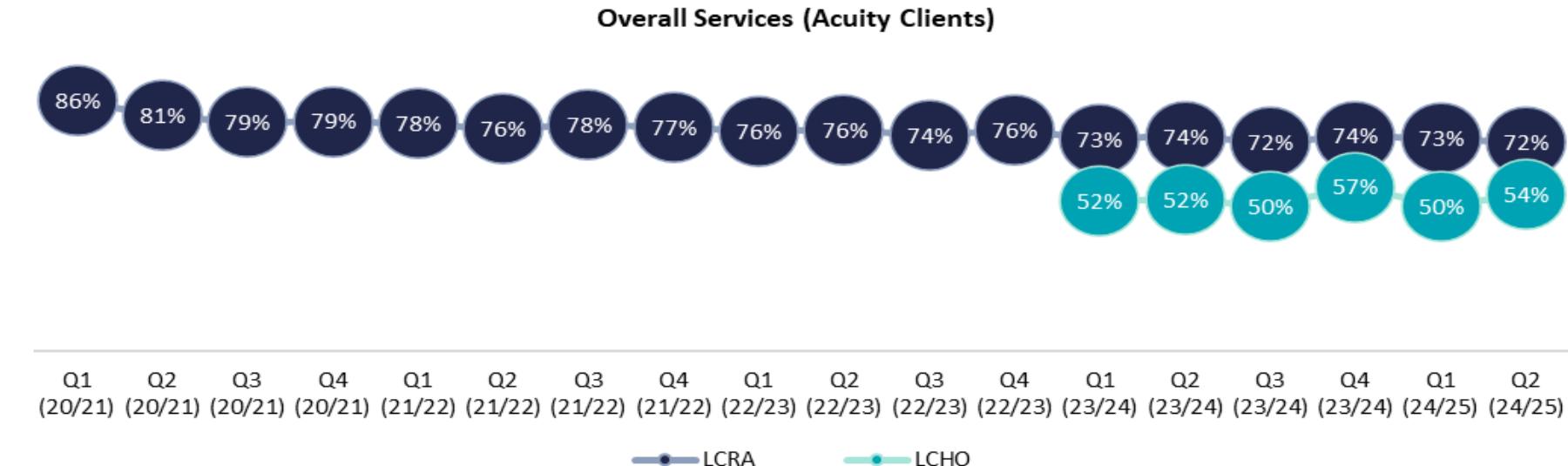
When considering the results, it is important that the national context and external factors should also be taken into account. For example:

- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- The wider economy

Satisfaction is based on perception rather than specific values, so it 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 with a peak in 2015/16 but a slow decline since, starting even before the disruption caused by the pandemic.

# National Context



\*LCRA only onwards

# Management

Tenants of Dawson Housing with Direct management are more satisfied than those managed by HSPG in nine of the 14 measures, including overall satisfaction and a well-maintained home.

Most of the variations are small except for complaints handling where those in Direct management scored 100% satisfaction and HSPG 71%, a 29p.p difference.

HSPG managed tenants recorded higher satisfaction for a safe home (81%) and repairs in the last 12 months (83%). The time taken to complete the last repair also scored higher at 88% compared with 70% for Direct, a difference of 18p.p.

When viewed like this, the fluctuations do not reveal that one management group is performing much better than the other, although Direct management does score higher in nine measures compared with five for HSPG.



	Direct	HSPG
Overall satisfaction	81%	76%
Well maintained home	81%	78%
Safe home	74%	81%
Repairs - Last 12 months	76%	83%
Time taken - Last repair	70%	88%
Communal areas clean & well maintained	89%	86%
Positive contribution to neighbourhood	68%	62%
Anti-social behaviour	77%	73%
Listens & Acts	67%	71%
Keeps you informed	52%	77%
Treats fairly & with respect	85%	82%
Complaints handling	100%	71%
Level of support	100%	87%
Support provider	96%	87%

Base: Direct = 27, HSPG = 63

# Organisation

When looked at by organisation, GBCH Luton has the most satisfaction across the 14 measures.

R4H Dawson is the least satisfied in nine measures. It has the highest level of satisfaction for just one measure, the time taken to complete the last repair at 93%.

Positive Choices scores the highest level of satisfaction in five metrics, including that Dawson Housing treats tenants fairly and with respect at 91%.

GBCH Luton measured 85% for overall satisfaction compared with 68% for R4H Dawson.

Tenants in GBCH Luton reported satisfaction levels of 100% for communal areas being clean and well maintained, the handling of complaints, the level of support and the support provider.



	GBCH Luton	Positive Choices	R4H Dawson
Overall satisfaction	85%	81%	68%
Well maintained home	86%	81%	73%
Safe home	76%	84%	77%
Repairs - Last 12 months	81%	82%	79%
Time taken - Last repair	69%	83%	93%
Communal areas clean & well maintained	100%	86%	86%
Positive contribution to neighbourhood	72%	58%	60%
Anti-social behaviour	88%	75%	65%
Listens & Acts	68%	72%	68%
Keeps you informed	56%	84%	67%
Treats fairly & with respect	90%	91%	70%
Complaints handling	100%	60%	75%
Level of support	100%	94%	81%
Support provider	100%	94%	81%

Base: Aemulator Leeds = 3, Bright street - General Needs = 2, GBCH Luton = 21, NICHE = 5, Positive Choices = 32, R4H Dawson = 26, The Brick Queens Halls = 1

# Region

For this chart, Yorkshire and the Humber and the South East have not been included as responses are below the base level of ten.

Tenants in the North West are the least satisfied region in 11 of the 14 measures. The only metric where it scored the highest is the time taken to complete the last repair at 94%.

The highest levels of satisfaction are in the East of England. Overall satisfaction scored 85% here, a 17p.p difference from the North West at 68%. Those in the East of England also scored 100% in four measures, communal areas kept clean and well maintained, complaints handling, level of support and support provider.

Those in the West Midlands scored highest in five measures, including being treated fairly and with respect (91%) and having a safe home (84%).



	North West	West Midlands	East of England
Overall satisfaction	68%	81%	85%
Well maintained home	72%	81%	86%
Safe home	72%	84%	76%
Repairs - Last 12 months	81%	82%	81%
Time taken - Last repair	94%	83%	69%
Communal areas clean & well maintained	76%	86%	100%
Positive contribution to neighbourhood	58%	58%	72%
Anti-social behaviour	64%	75%	88%
Listens & Acts	67%	72%	68%
Keeps you informed	62%	84%	56%
Treats fairly & with respect	69%	91%	90%
Complaints handling	75%	60%	100%
Level of support	81%	94%	100%
Support provider	78%	94%	100%

Base: North West = 29, Yorkshire and The Humber = 3, West Midlands = 32, East of England = 21, South East = 5



# Conclusion





# Summary of Results

The survey in 2025 has incorporated all of the Tenant Satisfaction Measures (TSMs), which became mandatory for all registered providers of social housing to collect from April 2023. Most of these measures are comparable to previous survey questions; however, others have been used for the first time and will provide an important baseline for Dawson Housing moving forward.

Overall, the survey shows very good levels of satisfaction with the services provided by Dawson Housing, with nine of the 12 TSMs scoring above the Regulator median for housing associations, and six of these in the top quartile. Over three-quarters are satisfied with the overall service provided by Dawson Housing (77%), while just 6% are dissatisfied. Satisfaction is highest for the level of support provided (91%) and the support provider (90%).

There are also high levels of satisfaction for the provision of a safe home (79%), the time taken for the last repair (82%), Dawson Housing treating tenants fairly and with respect (83%), and the communal areas being clean and well-maintained (87%). There are 79% of tenants who are also satisfied that their homes are well-maintained.

Satisfaction is lowest for the positive contribution to the neighbourhood (63%), and that Dawson Housing listens and acts (70%).

As has been shown throughout this report, satisfaction has decreased in some areas compared with the previous survey. However, there have also been some large increases. The handling of complaints has seen an increase in satisfaction from 42% to 75%.

The survey included several open-ended questions allowing tenants to expand on their answers and reasons for dissatisfaction. Tenants most frequently would like improvements to the repairs service, including outstanding repairs that have not been dealt with, the timescales to complete repairs, the quality of repair work and contractors. In addition, tenants commented upon concerns around customer service and contact, as well as the communications they receive and neighbourhood problems.

This report has also analysed the ratings by several different subgroups. This demonstrates that tenants in the East of England are generally more satisfied than those in the North West and the West Midlands. Tenants of GBCH Luton are more satisfied than those of Positive Choice, with R4H Dawson the least satisfied and tenants managed by Direct are more satisfied than those managed by HSPG.

# Recommendations

The survey reveals many areas of very good performance, but it has also highlighted some areas where improvements could be made.

The comments made by tenants give insight into what they are most concerned about and will help Dawson Housing target services that may need some improvement.

Shown opposite are some recommendations that Dawson Housing may wish to follow up on to help improve satisfaction in the future.



## Positive contribution to the neighbourhood

It is important that tenants are kept informed as to what Dawson Housing is doing in their neighbourhood. Perhaps more resident involvement would help to be more visible with the work being done. Keeping tenants informed via newsletters, emails or visits would raise awareness and keep tenants in the loop. This way, it would encourage tenants to be more involved with Dawson Housing and be more aware of what is happening in their neighbourhood.



## Repairs and maintenance

Although the scores for these metrics are good, the way repairs and maintenance is delivered is key for any tenant. Some tenants have concerns about the time taken to complete repairs, and that there are still some repairs outstanding or that appear to have been forgotten. In this respect, these are similar concerns to the previous survey, which may suggest more needs to be done to correct this. Again, the management of expectations with timescales is important.



## Listens and Acts

It is vital to overall satisfaction that tenants feel they are listened to and their concerns are acted upon. Communication is a factor in all of the recommendations and, therefore, a concern for Dawson Housing. Perhaps further training of staff is required, or perhaps Dawson Housing needs to become more proactive as an organisation in communicating with tenants about initiatives, repairs and any concerns they might have.

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

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