



City of Lincoln Council

Tenant Satisfaction Measures – Summary of Approach 2024/25



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Introduction



The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers develop and report TSMs in accordance with the guidelines set by the regulator. As part of this requirement, it is necessary for City of Lincoln Council to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details City of Lincoln Council's methodology and outlines the criteria specified in the Regulator of Social Housing's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys and report performance annually as specified by the RSH. TSMs are intended to make landlords' performance more visible to residents so that residents can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from resident surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

- ▶ Keeping properties in good repair
- ▶ Maintaining building safety
- ▶ Respectful and helpful engagement
- ▶ Responsible neighbourhood management
- ▶ Effective handling of complaints

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

Summary of Achieved Sample & Sample Method



City of Lincoln Council works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2024/25, City of Lincoln Council completed TSM surveys with a sample of residents. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. City of Lincoln Council must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

During 2024/25, City of Lincoln Council completed 600 TSM surveys. City of Lincoln Council have 8,358 properties which means that a statistical accuracy level of +/- 3.85% was achieved, which is within the level of accuracy required.

No tenant was removed from the sample frame.

Timing of Survey



City of Lincoln Council carried out a total of 642 surveys between 1 June 2024 and 21 January 2025.

Collection Method(s)



The TSM Surveys were completed via a telephone survey. The rationale for using a telephone methodology approach is:

- ✓ **Accessibility and Inclusivity:** Telephone surveys ensure accessibility for all tenants, especially those who may not have internet access or digital skills, which aligns with our goal of reaching a broad and representative sample.
- ✓ **Engagement and Data Quality:** Direct interaction over the phone tends to enhance engagement, allowing participants to ask clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- ✓ **Response Rates:** Historically, telephone surveys have yielded higher response rates than other methods within this tenant demographic, maximising the robustness of our data and ensuring the results truly reflect the tenant base. This also allows City of Lincoln Council to be reactive to flags and alerts, which improves customer recovery.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered. A telephone-based approach further helps ensure the comparability of responses across survey years, supporting more insightful year-over-year analyses.
- ✓ **Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

Sample Method



A sample approach was used for the survey. Acuity contacted a random selection of current tenants from Low Cost Rental Accommodation properties to participate in a telephone survey based on quotas set on tenure, age group, area, length of tenancy and gender. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with City of Lincoln Council, who then manages a follow-up and review process, which includes both responding to feedback as necessary and analysing the feedback to understand how we can improve.

Representativeness



Representative checks were carried out to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Tenure

General Needs

Housing for Older Persons

Temporary Accommodation

Population	Sample
94%	94%
6%	6%
0%	0%

Age Group

0 - 24

25 - 34

35 - 44

45 - 54

55 - 59

60 - 64

65 - 74

75 - 84

85+

Population	Sample
4%	4%
15%	16%
20%	19%
17%	17%
11%	12%
9%	8%
14%	15%
8%	8%
3%	1%

Area

Birchwood

Boultham Moor

City Centre

Ermine

Ermine West

Hartsholme

Manse

Monks Road

Newport/Burton Road

St Giles

Population	Sample
13%	13%
17%	16%
10%	12%
12%	13%
11%	11%
5%	5%
5%	5%
9%	10%
4%	4%
14%	13%

Length of tenancy

Less than 1 year

1 – 3 years

4 – 5 years

6 – 10 years

11 – 20 years

Over 20 years

Population	Sample
20%	5%
22%	21%
10%	11%
21%	23%
8%	23%
20%	18%

Gender

Male

Female

Unknown

Population	Sample
40%	35%
60%	64%
0%	0%



Questionnaire & Introductory Text

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by City of Lincoln Council's Housing Service?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Well Maintained Home	How satisfied or dissatisfied are you that City of Lincoln Council provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that City of Lincoln Council provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas	Do you live in a building with communal areas, either inside or outside, that City of Lincoln Council is responsible for maintaining?	Yes, No, Don't know
Communal Areas	How satisfied or dissatisfied are you that City of Lincoln Council keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas	If you do not feel that your home is either well maintained or safe (and / or communal areas are clean and well maintained), please can you explain why and suggest what could be improved?	Open Ended
Repairs Last 12 Months	Has City of Lincoln Council carried out a repair to your home in the last 12 months?	Yes, No
Repairs Last 12 Months	How satisfied or dissatisfied are you with the overall repairs service from City of Lincoln Council over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Time Taken Repairs	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
Repairs	Tell us more about your experience with the repairs service over the last 12 months.	Open Ended
Listens and Acts	How satisfied or dissatisfied are you that City of Lincoln Council 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
Keeps you Informed	How satisfied or dissatisfied are you that City of Lincoln Council 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
Customer Service and Communications	Describe your experience with the customer service and communications you receive.	Open Ended
Fairly and with Respect	To what extent do you agree or disagree with the following 'City of Lincoln Council treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know

Easy to Deal With	How satisfied or dissatisfied are you that City of Lincoln Council is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Customer Service and Communications	If you are not satisfied with customer service and communications please provide more information, and what could City of Lincoln Council improve?	Open Ended
Contribution To Neighbourhood	How satisfied or dissatisfied are you that City of Lincoln Council makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Approach to ASB	How satisfied or dissatisfied are you with City of Lincoln Council's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Complaints in Last 12 Months	Have you made a complaint to City of Lincoln Council in the last 12 months?	Yes, No
Complaints Handling	How satisfied or dissatisfied are you with City of Lincoln Council's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
NPS	How likely would you be to recommend City of Lincoln Council's Housing Service to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?	0 - 10
NPS	As you did not score 10, what could the City of Lincoln Council do to improve this?	Open Ended
Cost of Living	How concerned are you about the cost of living crisis for you personally?	Not concerned at all, Slightly concerned, Very concerned, Prefer not to say
Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to City of Lincoln Council with your name attached so that they have better information to help them improve services?	Yes, No
Permission 2	Would you be happy for City of Lincoln Council to contact you to follow up on any of the comments or issues you have raised?	Yes, No