

HILLDALE housing association

Tenant Satisfaction Measures 2024/25

Tenant Survey Requirements

Summary:

Hilldale Housing Association is a provider of *Specialised Supported Housing*, with all our properties designed and adapted to enable the delivery of Care and Support services. These services support individuals with a range of needs inc. learning disability, autism, mental health conditions and other complex needs. We work in partnership with a variety of CQC-regulated Care Providers who deliver tailored support to our tenants on a day-to-day basis.

Timing of Survey:

We began to collect Tenant Satisfaction Measures (TSM) by surveying our tenants from December 2024; this took place over a 4-month period and closed March 2025.

Collection Method:

Given the diverse and often complex support needs of our tenants many of whom have disabilities that create barriers to digital or postal engagement we conducted the Tenant Satisfaction Measures survey face to face. We opted for a census approach to the survey allowing all tenants to complete, we did not weight the surveys as despite increasing the amount of tenant data we hold, we still have gaps and this will be addressed in our improvement plans. This was conducted by the Hilldale Housing Officers and the wider Hilldale Management team.

This method aligns with our commitment to inclusivity and aims to increase uptake and representativeness. enables us to achieve a robust response rate for statistical confidence of 95% within a marginal error of +/- 5%, and reflects our learning from previous years where face-to-face engagement proved the most effective and equitable approach. To support accessibility, Housing Officers were provided with easy-read versions of the survey to ensure tenants could participate meaningfully.

Where the tenant did not want to complete the survey with the Housing Officer or at that moment in time a paper copy was left for collection at a later date, any of these surveys were then gathered and entered onto the Housing Management system.

We opted for a census approach to the survey allowing all tenants to complete, the reason for this is we currently do not hold enough data to weight the surveys.

We did not take a sample method or weighted approach.

We did not use any external contractor to create, collect or analyse the survey. We have found due to the support needs of our tenants they respond better to surveys when these are being conducted by someone, they are familiar with.

The survey responses and reported data has been analysed by our customer Engagement Manager using the Regulator of Social Housing's Technical Requirement document.

We did not offer any incentives to complete the survey.

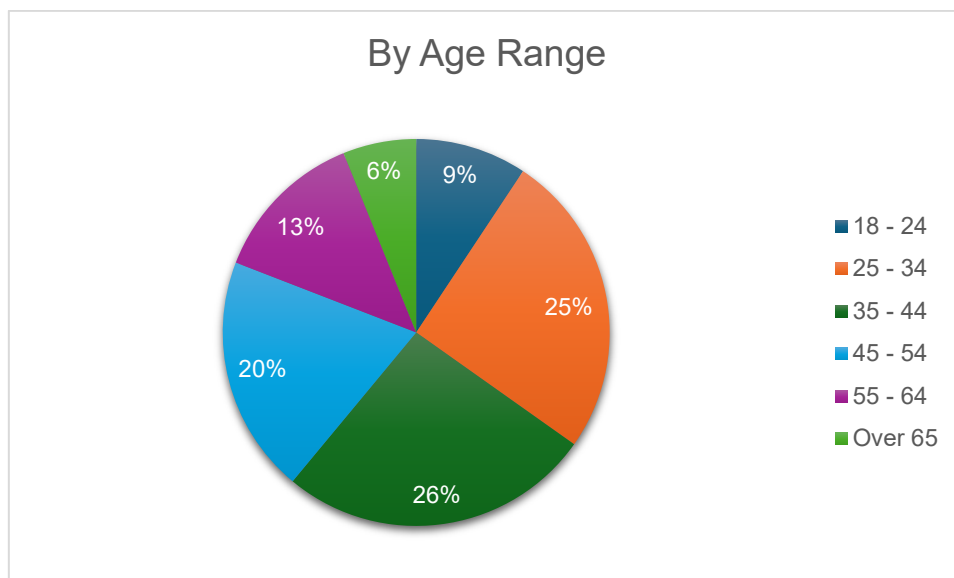
We know of no other methodological issues that would have an impact on the tenant perception measures reported.

Sample size:

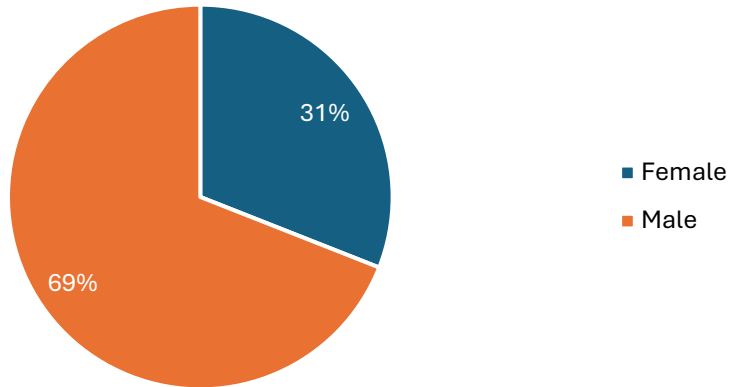
We attempted to survey all 1064 tenants. Of the number of tenants attempted, 410 completed a survey, this is 38.5% of our tenants. This sample size meets the requirements set out to achieve a 95% confidence rate within a marginal error of +/- 5%.

Assessment of Representativeness

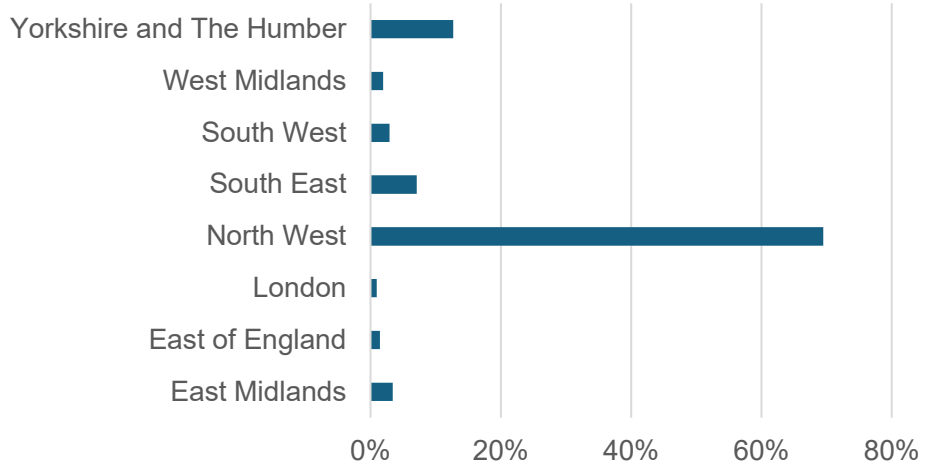
The below assessment summaries specific data of the 410 respondents.



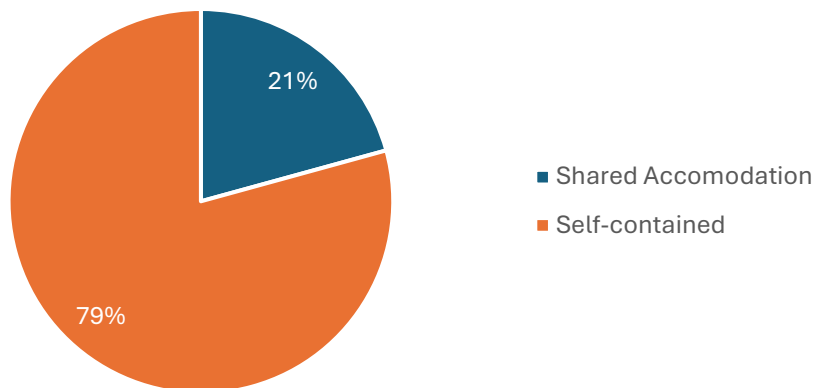
By Gender



By Region



By Property Type



Exceptional Circumstances:

119 tenants were reported as no capacity to fill out or have someone fill out the survey on their behalf, this was recorded against the tenant's file on the Housing Management System.

555 were attempted but no survey was completed, this was due to no access or refusal by the tenant.

Regulator Queries and Improvements to TSM Submissions

Following the submission of Hilldale's 2025 Tenant Satisfaction Measures (TSM) scores, the Regulator of Social Housing raised several queries regarding the data provided. In response to these queries, Hilldale conducted a review of its initial submissions and identified inaccuracies in the calculations. These errors were subsequently corrected, and the revised scores have been updated both with the Regulator and on Hilldale's website as of October 2025.

Learning and Future Improvements

The process of reviewing our approach has provided valuable learning opportunities for Hilldale colleagues. The experience has encouraged reflection on current practices and identified areas where the organisation can strengthen its approach for the 2026 submission. Hilldale remains committed to ensuring that future submissions meet all regulatory requirements, enabling the organisation to fully understand and utilise tenant feedback as meaningful insight to drive service improvements.

Hilldale TSM Questionnaire

Hilldale asked the below set of questions as part of the 2024/2025 survey collection.

We did not ask any additional questions.

TP01-Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

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

TP02- Has your landlord carried out a repair to your home in the last 12 months?

Yes/No

If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

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

TP03-

If yes, 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.

TP04-How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

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

TP05- Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

Very satisfied - Fairly satisfied - Neither satisfied nor dissatisfied - Fairly dissatisfied - Very dissatisfied - not applicable/don't Know

TP06- How satisfied or dissatisfied are you that your landlord 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

TP07-How satisfied or dissatisfied are you with the way your landlord 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

TP08- To what extent do you agree or disagree with the following statement? My landlord treats me fairly and with respect.

Very satisfied - Fairly satisfied - Neither satisfied nor dissatisfied - Fairly dissatisfied - Very dissatisfied - not applicable/don't Know.

TP09- Have you made a complaint to your landlord in the last 12 months?

Yes/No

If yes, how satisfied or dissatisfied are you with your landlords approach to complaints handling?

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

TP10- Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

Yes/No

If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

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

TP11- How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

Very satisfied - Fairly satisfied - Neither satisfied nor dissatisfied - Fairly dissatisfied - Very dissatisfied - not applicable/don't Know

TP12- How satisfied or dissatisfied are you with your landlords approach to handling anti-social behaviour?

Very satisfied - Fairly satisfied - Neither satisfied nor dissatisfied - Fairly dissatisfied - Very dissatisfied - not applicable/don't Know