



**L4543 - PLYMOUTH COMMUNITY HOMES
LCRA**

**Tenant Satisfaction Measures –
Summary of Approach 2025/26**



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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 Plymouth Community Homes (PCH) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details PCH 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 tenants so that tenants 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 tenant 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



PCH 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 2025/26, PCH 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. PCH must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 3%.

During 2025/26, PCH completed 1,062 TSM surveys. PCH's tenant population was 13,965 which means that a statistical accuracy level of +/- $\pm 2.9\%$ was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

There were no incentives used for this survey.



Timing of Survey

PCH carried out a total of 1,062 surveys between 07/06/2025 and 03/03/2026, of which 1,000 were completed and 62 were incomplete.

Collection Method(s)



The TSM Surveys were completed via telephone-only methodology. The rationale for using this approach is:

- **Accessibility and Inclusivity:** Ensuring accessibility for all tenants, 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. Using a telephone interaction allows PCH 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.
- **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 PCH's fieldwork. Acuity contacted a random selection of current tenants in a telephone survey based on quotas. All respondents had the opportunity complete the survey online by requesting to do so when speaking to an interviewer. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with PCH, who then manage 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 Type

General Needs

Sheltered Housing

Wider Supported Housing

Population	Sample
88%	88%
3%	2%
10%	10%

Gender	Population	Sample
Female	83%	85%
Male	17%	14%
Non-Binary	0.02%	0%
Transgender	0.04%	0%

Neighbourhood/Ward	Population	Sample
1 Hoegate Street	0.10%	0.19%
201 Greenbank Road	0.24%	0.38%
2 Batter Street, Barbican	0.22%	0.19%
Austin Farm	0.88%	0.94%
Barbican	2%	2%
Barne Barton	2%	1%



Beacon Park	0.88%	0.85%
Belliver	0.67%	0.56%
Belmont Place, Stoke	0.18%	0.19%
Boscawen Place	0.17%	0.19%
Brixton	0.03%	0%
Carkeel	0.32%	0.38%
Cattedown	0.01%	0%
Chaucer Way	2%	3%
Coxside	0.43%	0.19%
Crabtree	0.01%	0%
Crownhill	3%	3%
Deer Park	0.66%	0.28%
Devonport	2%	3%
Efford	4%	5%
Eggbuckland	0.32%	0.47%
Elburton Plymstock	0.09%	0.19%
Ernesettle	5%	6%
Estover	3%	3%
Filham	0.06%	0%
Ford	0.13%	0%
Granby Way Devonport	0.14%	0.09%



Ham	2%	2%
Hartley Vale	0.04%	0%
Higher St Budeaux	1%	2%
Honicknowle	4%	4%
Hooe	0.03%	0.09%
Hooe, Plymstock	0.06%	0.09%
Hooe Plymstock	0.57%	1%
Keyham	2%	2%
Kings Street Stonehouse	0.23%	0.19%
King Stamerton	2%	1%
Ladywell Place	0.02%	0%
Laira	0.02%	0%
Lambhay St Barbican	0.04%	0.19%
Leigham	2%	1%
Ley Park Walk, Estover	0.21%	0%
Lipson	0.69%	0.94%
Little America	0.62%	0.56%
Lower Compton	0.08%	0%
Manadon	0.46%	0.38%
Manandon	0.04%	0%
Marlborough Street Devonport	0.21%	0.09%



Mount Gould	0.87%	1%
Mount Wise	4%	3%
Mutley	0.01%	0%
Newton Ferrers	0.02%	0%
North Hill	0.01%	0.09%
North Prospect	5%	5%
North Road	0.11%	0%
Oreston Plymstock	0.13%	0%
Peel Street Stonehouse	0.26%	0.28%
Penlee	0.82%	1%
Pennycomequick	0.08%	0.09%
Pennycross	2%	2%
Pensilva	0.04%	0%
Peverell	0.01%	0%
Plympton	0.82%	1%
Plymstock	0.63%	1%
Pomphlett Plymstock	0.24%	0%
Prince Rock	0.08%	0%
Rendle Street	0.39%	0.66%
Sellon Court	0.27%	0.19%
Sherford	0.08%	0%



Southway	8%	8%
Staddiscombe	0.24%	0.38%
St Anns Chapel	0.05%	0.09%
St Budeaux	1%	1%
Stentaway, Plymstock	0.04%	0%
Stentaway Plymstock	0.21%	0.19%
St Judes	0.35%	0.19%
St Mary Plympton	0.08%	0.09%
St Maurice, Plympton	0.19%	0.19%
St Maurice Plympton	1%	1%
Stoke	2%	2%
Stone Barton Plympton	0.19%	0%
Stonehouse	3%	3%
Tamertonfoliot	0.36%	0.75%
The Hoe	0.18%	0%
Trelawney Ham	0.05%	0.09%
Turnchapel Plymstock	0.01%	0%
Union Street	0.55%	0.56%
Vine	0.47%	0.66%
West Hoe	0.09%	0%
Weston Mill	0.68%	0.66%



West Park	0.11%	0%
Whitleigh	10%	10%
Woodford Plympton	0.19%	0.09%
Woodlands	2%	2%
Woolwell	0.06%	0%
Wrangaton	0.04%	0.09%
Unknown	6%	6%

Patch	Population	Sample
PT01	3%	3%
PT02	3%	3%
PT03	4%	4%
PT04	3%	3%
PT05	4%	4%
PT06	4%	4%
PT07	4%	4%
PT08	7%	7%
PT09	5%	5%
PT10	5%	6%
PT11	8%	8%
PT12	6%	6%



PT13	6%	6%
PT14	6%	7%
PT15	5%	4%
PT16	9%	8%
PT17	5%	6%
PT18	7%	6%
PT19	6%	6%

Age Group	Population	Sample
0-24	3%	3%
25-34	12%	13%
35-44	19%	20%
45-54	17%	16%
55-59	9%	9%
60-64	9%	9%
65-74	16%	16%
75-84	11%	10%
85+	4%	4%



Ethnicity	Population	Sample
African	0.09%	0%
Any Other	0.17%	0.28%
Any Other Asian Background	0.01%	0%
Any Other Mixed Background	0.01%	0.09%
Any Other White Background	0.18%	0.19%
Arab	0.16%	0.19%
Asian/Asian British Bangladeshi	0.13%	0.19%
Asian/Asian British Chinese	0.04%	0.09%
Asian/Asian British Indian	0.08%	0.28%
Asian/Asian British Pakistani	0.05%	0%
Black/Black British African	0.43%	0.47%
Black/Black British Caribbean	0.11%	0.19%
Caribbean	0.01%	0%
Chinese	0.01%	0%
Mixed White & Asian	0.06%	0.19%
Mixed White & Black African	0.17%	0.19%
Mixed White & Black Caribbean	0.14%	0.09%
Mixed White And Asian	0.01%	0.09%
Mixed White And Black African	0.01%	0%
Mixed White And Black Caribbean	0.02%	0%



Other Asian/Asian British Background	0.24%	0.19%
Other Black/Black British Background	0.06%	0.09%
Other Mixed Background	0.20%	0.19%
Other White Background	2%	3%
Prefer not to say	2%	2%
White British	76%	76%
White Gypsy/Irish Traveller	0.02%	0%
White Irish	0.12%	0.09%
Other	2%	2%
Unknown	15%	15%

Length of Tenancy	Population	Sample
<1 year	1%	4%
1-3 years	18%	21%
4-5 years	11%	9%
6-10 years	20%	21%
11-20 years	25%	23%
Over 20 years	25%	22%

Property Type	Population	Sample
Bungalow	11%	11%



Flat	42%	43%
Flatlet (Bedsit)	1%	1%
House	43%	42%
Maisonette	3%	3%

Questionnaire & Introductory Text



Hello is that [Respondent Name],

My name is [Interviewer Name] and I'm calling on behalf of [Organisation Name] from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now?

IF NO ASK: can I call back at another time?

No appointments after [Project End Date]

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by [Organisation Name] and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

NB: Data sharing if challenged –

“Your landlord will, from time to time, share your personal data with third parties for *legitimate interests*. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord's website.

You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather we did not contact you again, we can remove your details from our system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties.”



Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that [Organisation Name] provides. [Organisation Name] will be able to identify you from your survey responses, are you happy to continue?

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- Yes
- No

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Plymouth Community Homes?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Comments	Please describe your specific experiences that have shaped your view of Plymouth Community Homes's service.	Open ended
Well Maintained Home	How satisfied or dissatisfied are you that Plymouth Community Homes 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 Plymouth Community Homes 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 Plymouth Community Homes is responsible for maintaining?	Yes / No / Don't Know
Communal Area satisfaction	How satisfied or dissatisfied are you that Plymouth Community Homes keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied



Home or communal areas safe or well maintained Comments	Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.	Open ended
Repairs in last 12 months?	Has Plymouth Community Homes carried out a repair to your home in the last 12 months?	Yes / No
Repairs last 12 months satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Plymouth Community Homes 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 Comments	Tell us more about your experience with the repairs service over the last 12 months.	Open ended
Overall Repairs	How satisfied or dissatisfied are you with the way Plymouth Community Homes deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Contribution to neighbourhood	How satisfied or dissatisfied are you that Plymouth Community 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
Neighbourhood Contribution Comments	Share your views on your landlord's contribution to your neighbourhood.	Open ended
Approach to ASB	How satisfied or dissatisfied are you with Plymouth Community Homes's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
ASB Comments	Give us your thoughts on Plymouth Community Homes's approach to handling anti-social behaviour.	Open ended



Listens to views & acts upon them	How satisfied or dissatisfied are you that Plymouth Community 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
Keeps you informed	How satisfied or dissatisfied are you that Plymouth Community 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
Fairly and with respect	To what extent do you agree or disagree with the following 'Plymouth Community Homes treats me fairly and with respect'?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Don't know / Not applicable
Customer Service and Communication Comments	Describe your experience with the customer service and communications you receive.	Open ended
Contact in last 12 months	Have you contacted Plymouth Community Homes in the last 12 months with a query other than to pay your rent or service charges?	Yes / No / Don't Know
Ease of Contact right person	Thinking about the last time you contacted Plymouth Community Homes...How easy or difficult was it to get hold of the right person regarding your enquiry?	Very easy, Easy, Neither easy nor difficult, Difficult, Very difficult
Easy to Deal With	How satisfied or dissatisfied were you that Plymouth Community Homes was easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Reasonable time	Was your request dealt with, within a reasonable time?	Yes / No
Contact Comments - not satisfied	Can you please explain why you are dissatisfied (with regards to ease of contact, ease of dealing with Plymouth Community Homes or length of time to deal with request) and what could have been improved?	Open ended



VFM Rent	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
VFM Service Charge	How satisfied or dissatisfied are you that your service charges provide value for money?	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 Plymouth Community Homes to other people on a scale of 0 - 10, where 0 is not at all likely and 10 is extremely likely?	0 - Not very likely at all, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 - Very likely
NPS Reason	Please can you explain your reason for awarding this score?	Open ended
Complaints in last 12 months?	Have you made a complaint to Plymouth Community Homes in the last 12 months?	Yes / No
Complaints Handling	How satisfied or dissatisfied are you with Plymouth Community Homes's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaints Handling Comments	If you are not satisfied with Plymouth Community Homes's approach to complaints, please could you explain the reason why?	Open ended
Complaint Type	What was your complaint related to?	Repairs service, Property condition, ASB, Communal areas or repairs, Damp and mould, Staff or contractor attitude, Communication, Tenancy matters, Rent or service charge matters, Other (please specify), Unknown
Complaint Route	How did you make your complaint? If you have gone through more than one route, please tick all that apply	Telephone call to the contact centre, Email to the contact centre, To a housing officer, via the website, In writing, Complaints procedure, Through a legal representative, To a regulatory body, e.g. Housing Ombudsman, Other (please specify)



Complaint Resolution	Has your complaint now been resolved?	Yes - I am happy with the resolution, Yes- I am not happy with the resolution, No - complaints is still ongoing, No - my landlords has not acknowledged my complaints
Complaint Stage Resolution	What stage in the complaints process did your complaint reach?	Stage 1, Stage 2, Not sure / don't know, N/A did not make "official" complaint
Improve Complaint Handling	How could your landlord improve the way it handles complaints? Tick all that apply	Improve communication / keep me updated, Improve internal communication (communication between teams), Listen more, Better attitude of staff to complaints, Be more proactive in resolving a complaint, Make it easier to make a complaint, Acknowledge complaints. N/A, Other (please specify)
Permission 1 - Happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to Plymouth Community Homes with your name attached so that they have better information to help them improve services?	Yes / No
Permission 2 - Follow up	Would you be happy for Plymouth Community Homes to contact you to follow up any of the comments or issues you have raised?	Yes / No

If you are dissatisfied with the service provided by PCH, they do have a complaints process you can access by calling 0808 230 6500, through your MyPCH account or by completing a form on their website where you will find more information.

<https://www.plymouthcommunityhomes.co.uk/contact/make-a-complaint>

We have now come to the end of the survey. Just to confirm my name is [INTERVIEWER NAME] and I've been calling from Acuity on behalf of PCH, thank you very much for your time in completing the survey.

Report by Acuity Research & Practice



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