



Tenant Satisfaction Measures Report 2025/26



viewpoint



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Executive Summary

This report details the results of the 2025/26 Tenant Satisfaction Measures (TSM) survey for Norwich Housing Society.

The survey is required by the Regulator of Social Housing to generate annual tenant perception measures. Norwich Housing Society commissioned Viewpoint Research CIC to complete the survey through a telephone methodology. A total of 158 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). Differences are highlighted between demographics for TP01 but not for further questions, such as the small numbers of general needs tenants and properties managed by an agent.

Further analysis is provided with a summary of the open text comments received and a key driver analysis to investigate how questions TP02-12 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 2025/26 score for Norwich Housing Society is 94.3%.
- Highest scoring TSMs: The top scoring Tenant Satisfaction Measures were as follows:
 - TP04: 98.7% - Proportion of respondents who are satisfied that their home is well maintained.
 - TP10: 98.6% - Proportion of respondents who are satisfied that communal areas are clean and well maintained.
 - TP03: 96.3% - Proportion of respondents who were satisfied with the time taken to complete their most recent repair. Based on those who had experienced the service in the last 12 months.
 - TP05: 96.1% - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report they are satisfied their home is safe.
- Lowest scoring TSMs / high dissatisfaction:
 - TP09: 40.0% - Norwich Housing Society's approach to complaints handling. Based on those who stated they had experienced the service in the last 12 months.
 - TP12: 82.8% - Proportion of respondents who are satisfied with Norwich Housing Society's approach to handling anti-social behaviour.

- Identifying what drives overall satisfaction: Based on the key driver analysis, the top service areas driving satisfaction are: Approach to Complaints (TP09), Listens to tenant views and acts upon them (TP06), and time taken to complete their most recent repair (TP03).
- As with the 2023/24 survey, the comments collected after TP01 are overwhelmingly positive with tenants praising the service provided by Norwich Housing Society in general, but specifically the quality of the repairs service and communication from staff.

Results Table

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

	25/26 Result	23/24 Result	Change
TP01 Overall satisfaction	94.3%	94.2%	+0.1
TP02 Overall repairs service	93.8%	91.9%	+1.9
TP03 Repairs: Time taken	96.3%	83.9%	+12.4
TP04 Home is well maintained	98.7%	94.2%	+4.5
TP05 Home is safe	96.1%	95.4%	+0.7
TP06 Listens to views & acts upon them	90.6%	86.7%	+3.9
TP07 Keeps informed	93.9%	90.3%	+3.6
TP08 Treated Fairly & with Respect	94.8%	91.6%	+3.2
TP09 Approach to complaints	40.0%	56.3%	-16.3
TP10 Communal areas	98.6%	94.1%	+4.5
TP11 Contribution to Neighbourhood	94.0%	94.3%	-0.3
TP12 Approach to Anti-social behaviour	82.8%	81.1%	+1.7

- Ten of the 12 measures have improved their score from the previous survey in 2023/24, most notably TP03 The time taken to do Repairs (+12.4). TP09 Approach to Complaints fell by 16.3 points, but from a very small sample of respondents.

TSMs generated from management information

		Result
CH01	Complaints relative to size (per 1,000 homes):	
	Stage One complaints	9
	Stage Two complaints	0
CH02	Complaints responded to within Complaint Handling timescales:	
	Stage One complaints	100%
	Stage Two complaints	N/A
NM01	ASB cases relative to size (per 1,000 homes)	4
	ASB cases that involve hate incidents	0
RP01	Homes that do not meet the Decent Homes standard	4%
RP02	Repairs completed within target timescales	100%
BS01	Gas safety checks	100%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety (Legionella) checks	100%
BS05	Lift safety checks	100%

Summary of Approach

Methodology

A summary of the methodology used to complete the Tenant Satisfaction Measures' survey for Norwich Housing Society is below.

Feedback services provider (collecting, generating, and validating the reported perception measures)	Independent research company – Viewpoint Research CIC
Survey fieldwork dates	April 2025 to March 2026
Total surveyable population	319
Statistical confidence required and achieved	Required: No confidence level or margin of error required as stock is fewer than 1,000 units. Employing a census approach was sufficient to meet this requirement.
Total sample size achieved (total number of responses)	158
Reasons for any failure to meet the required sample size	N/A
Collection method	Telephone survey
Sampling method	Census
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 sample achieved is representative of the tenant population, in regard to tenancy type and whether the properties have a managing agent.
Any weighting applied	N/A
Questions asked	12 x regulatory TSM questions. 1 x open comment question after overall satisfaction
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

Representation

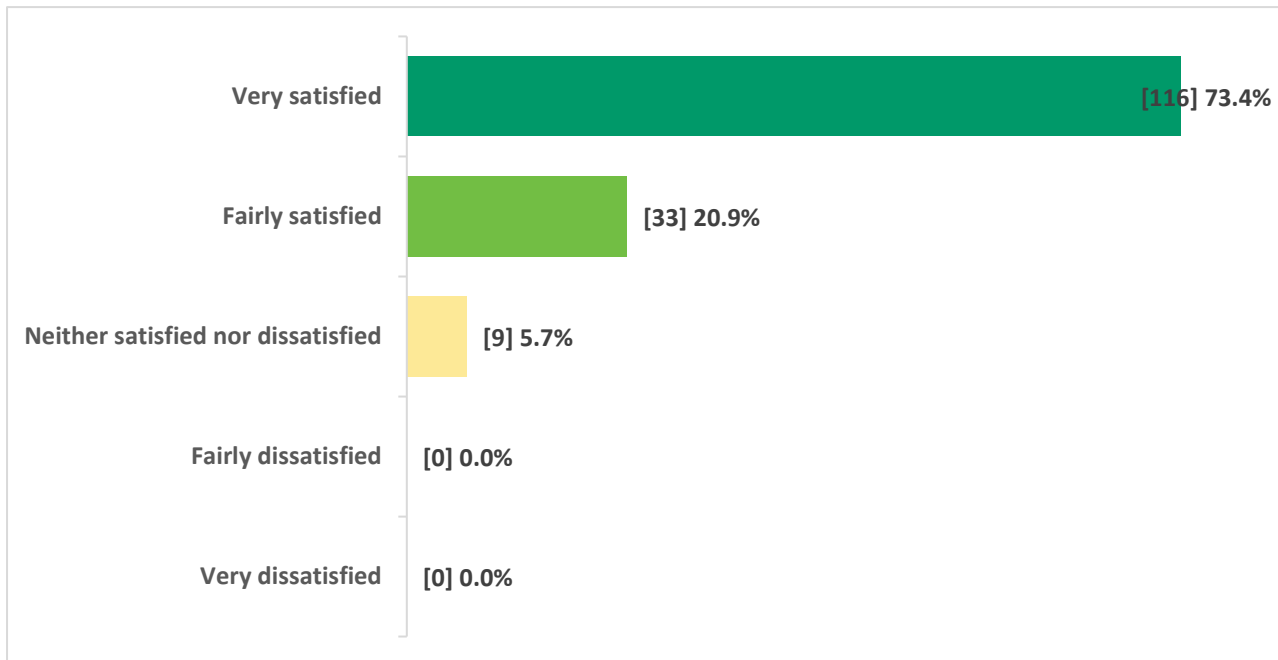
The table below shows that the survey sample achieved is broadly representative of the relevant tenant population.

	Population % (and actual)	Responses % (and actual)
Tenancy		
Sheltered	98% (314)	99% (156)
General Needs	2% (5)	1% (2)
Managing Agent		
Yes	8% (27)	8% (12)
No	92% (292)	92% (146)

TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Norwich Housing Society?

94.3%



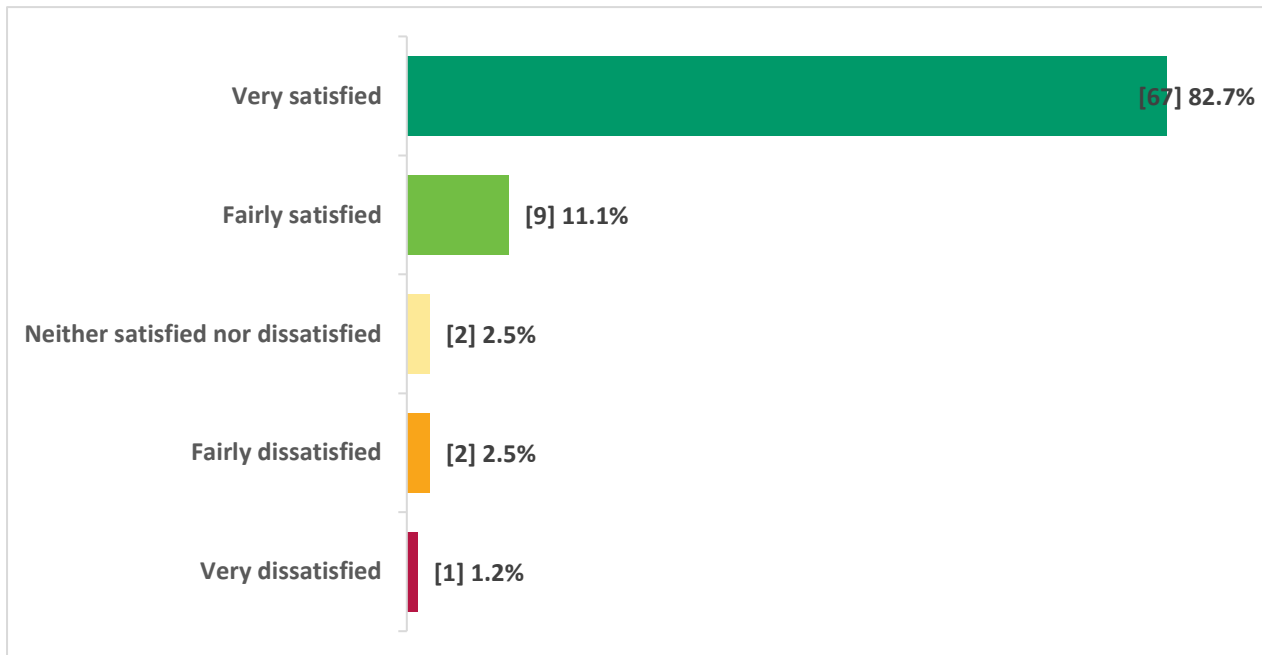
Analysis

- Overall satisfaction is 94.3% (149 respondents).
- The result is a 0.1 point increase on 2023/24.
- 'Neither satisfied nor dissatisfied' accounted for the remaining 9 responses, so nobody was actively dissatisfied overall.
- Satisfaction among tenants at Stuart Court (managed by an agent) was 91.6%, slightly lower than those not managed by an agent (94.5%).
- Satisfaction for General Needs tenants was 100%, compared with 94.2% for Sheltered.

TP02 – Overall Repairs Service

How satisfied or dissatisfied are you with the overall repairs service from Norwich Housing Society over the last 12 months?

93.8%



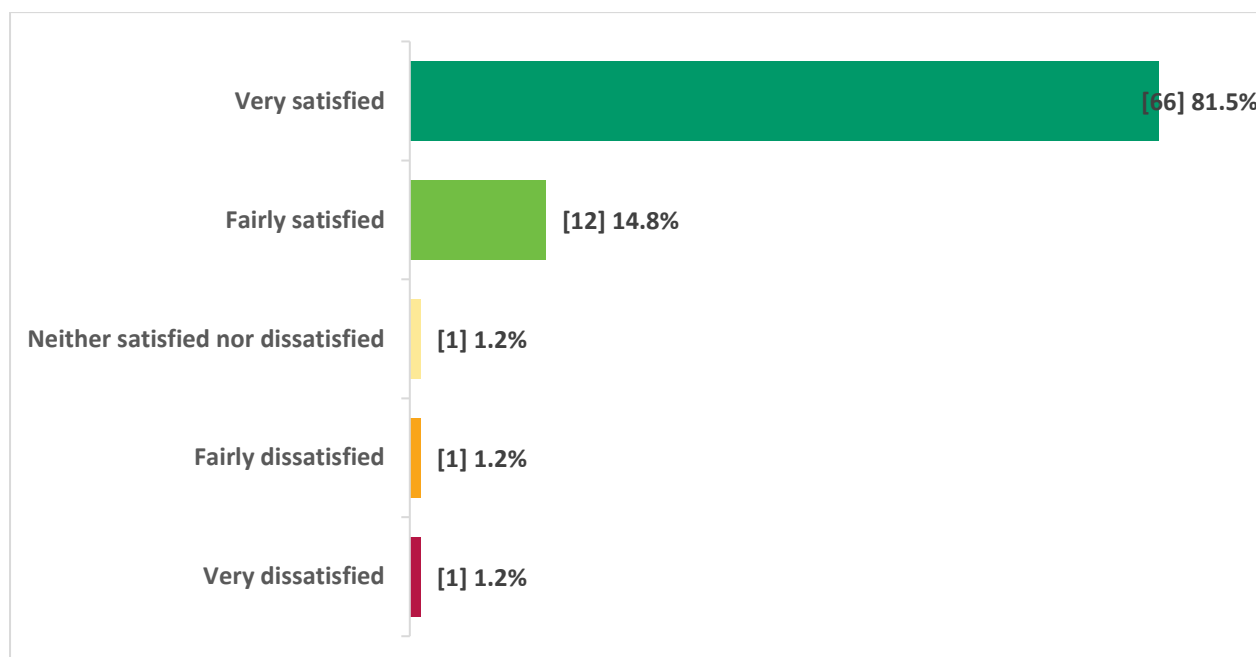
Analysis

- Residents were asked, “Has Norwich Housing Society carried out a repair to your home in the last 12 months?”. A total of 51.3% (81 respondents) stated ‘Yes’.
- Those who stated ‘Yes’ were then asked TP02 above, where 93.8% (76 respondents) were fairly or very satisfied.

TP03 – Repairs: Time Taken

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

96.2%



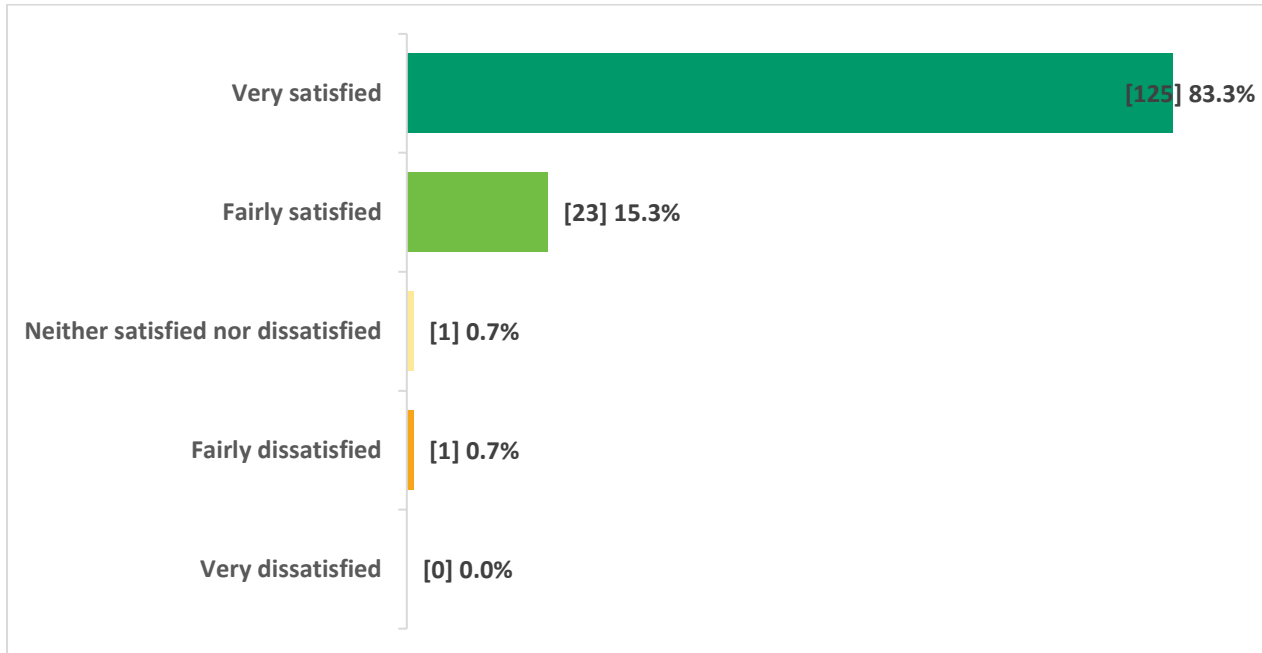
Analysis

- Of those residents who previously stated Norwich Housing Society had carried out a repair to their home in the last 12 months, residents were then asked TP03, above.
- A total of 96.2% (78 respondents) were fairly or very satisfied.
- This measure saw the biggest increase compared to 2023/24, a rise of 12.4 percentage points.
- The measure was also the third highest key driver to overall satisfaction, suggesting a quick, responsive repairs service has a strong influence on people's perception of the overall service provided by Norwich Housing Society.

TP04 – Home is well maintained

How satisfied or dissatisfied are you that Norwich Housing Society provides a home that is well maintained?

98.7%



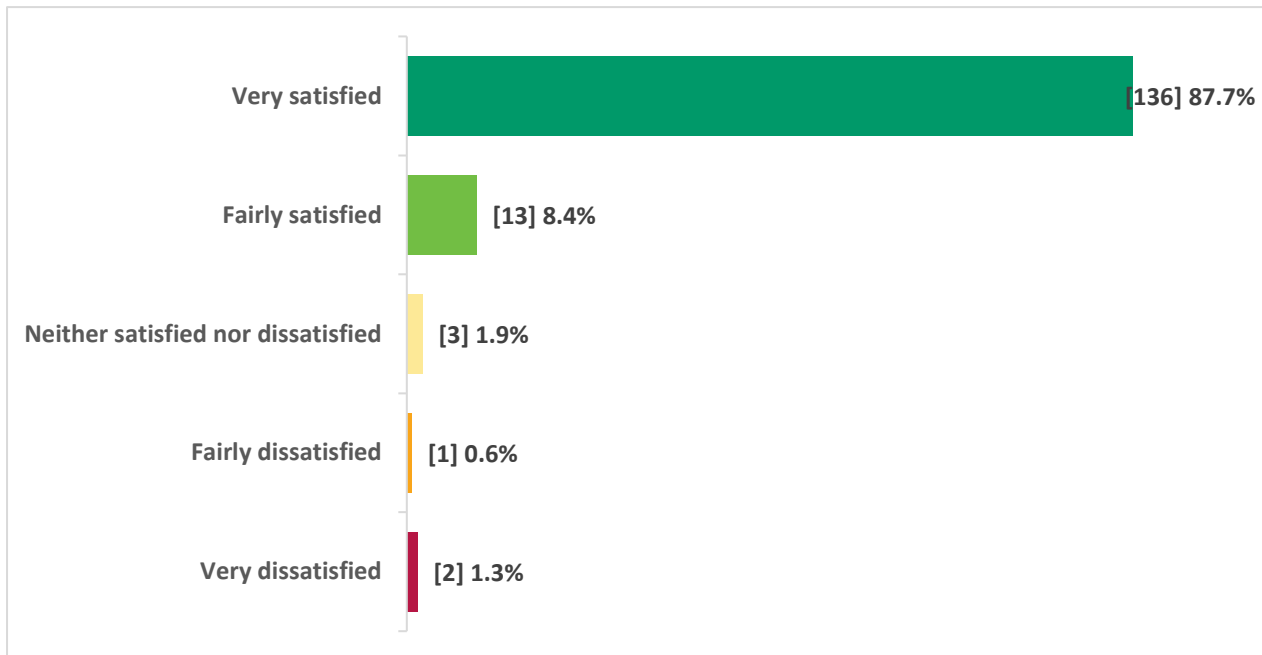
Analysis

- 98.7% (148 respondents) were fairly or very satisfied.
- This is the highest scoring question on the survey with only two tenants not satisfied.
- It is also in the top five key drivers to overall satisfaction, suggesting it is one of the most important aspects to tenants.

TP05 – Home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Norwich Housing Society provides a home that is safe?

96.1%



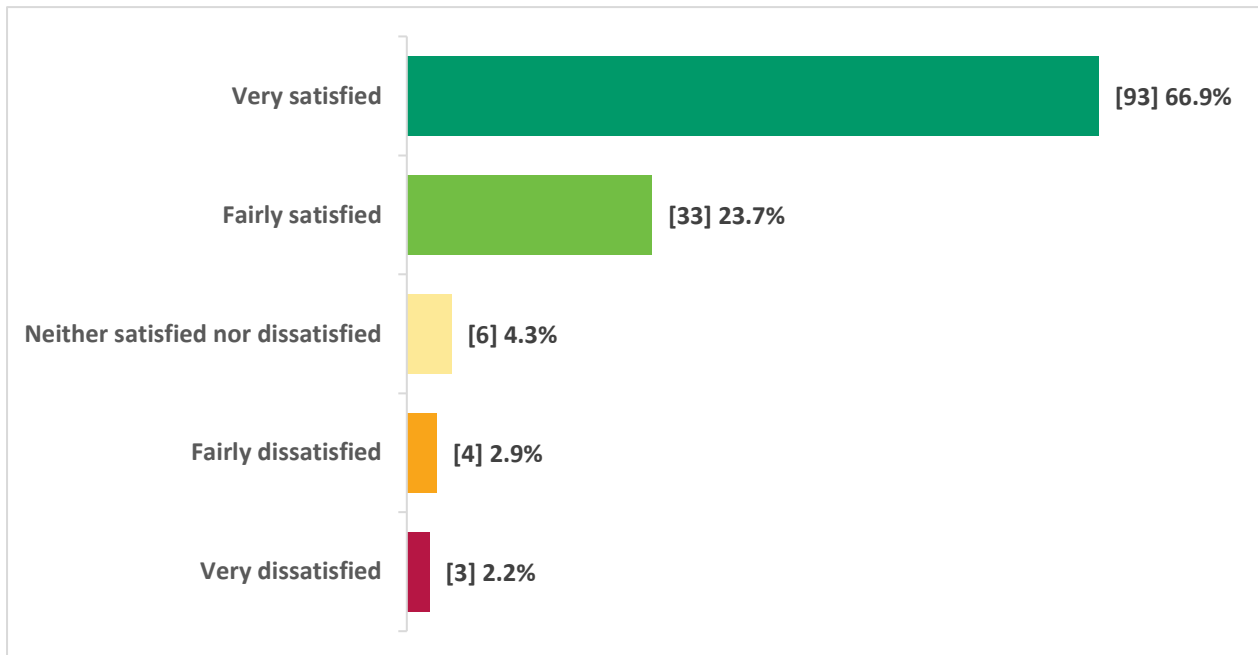
Analysis

- 96.1% (149 respondents) were fairly or very satisfied, a slight rise on the previous survey.
- Only three tenants were actively dissatisfied with this measure.

TP06 – Listens to views & acts upon them

How satisfied or dissatisfied are you that Norwich Housing Society listens to your views and acts upon them?

90.6%



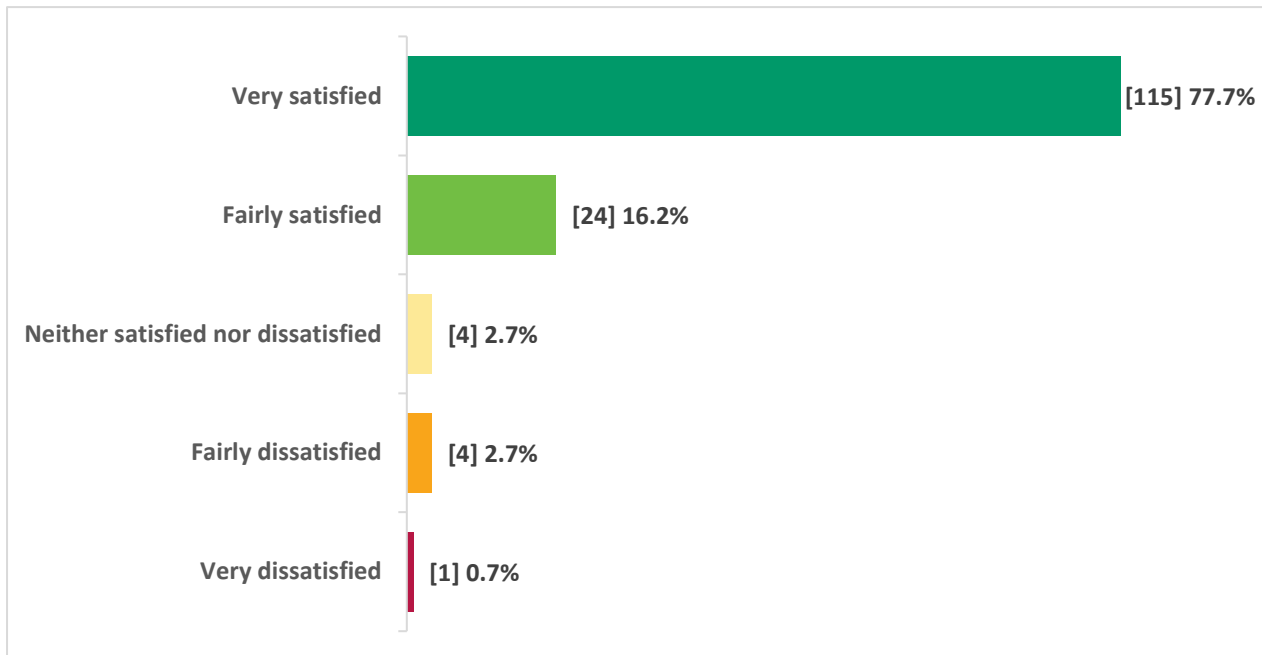
Analysis

- 90.6% (126 respondents) were fairly or very satisfied.
- The score is a 3.9 point increase on 2023/24.
- As with the last survey, this measure is the second highest key driver to satisfaction indicating that it maintains a significant influence on overall satisfaction.

TP07 – Keeps you informed

How satisfied or dissatisfied are you that Norwich Housing Society keeps you informed about things that matter to you?

93.9%



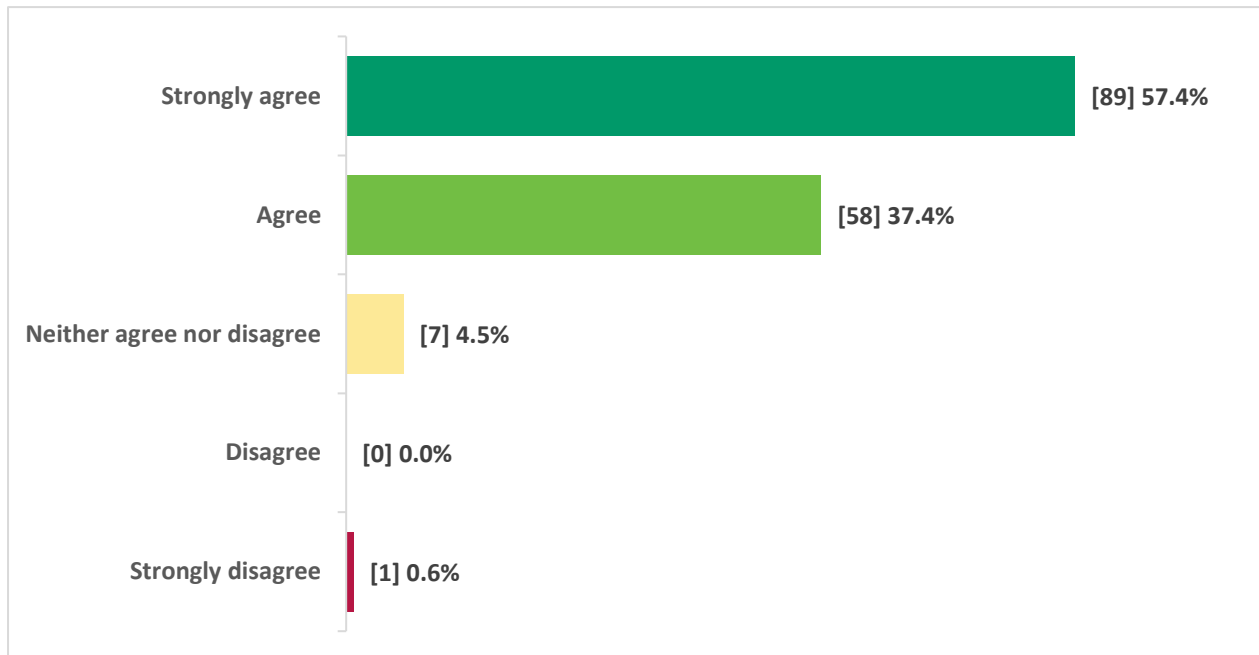
Analysis

- 93.9% (139 respondents) were fairly or very satisfied.
- The score is a 3.6 point increase on 2023/24.

TP08 – Treated Fairly & with Respect

To what extent do you agree or disagree with the following: "Norwich Housing Society treats me fairly and with respect"?

94.8%



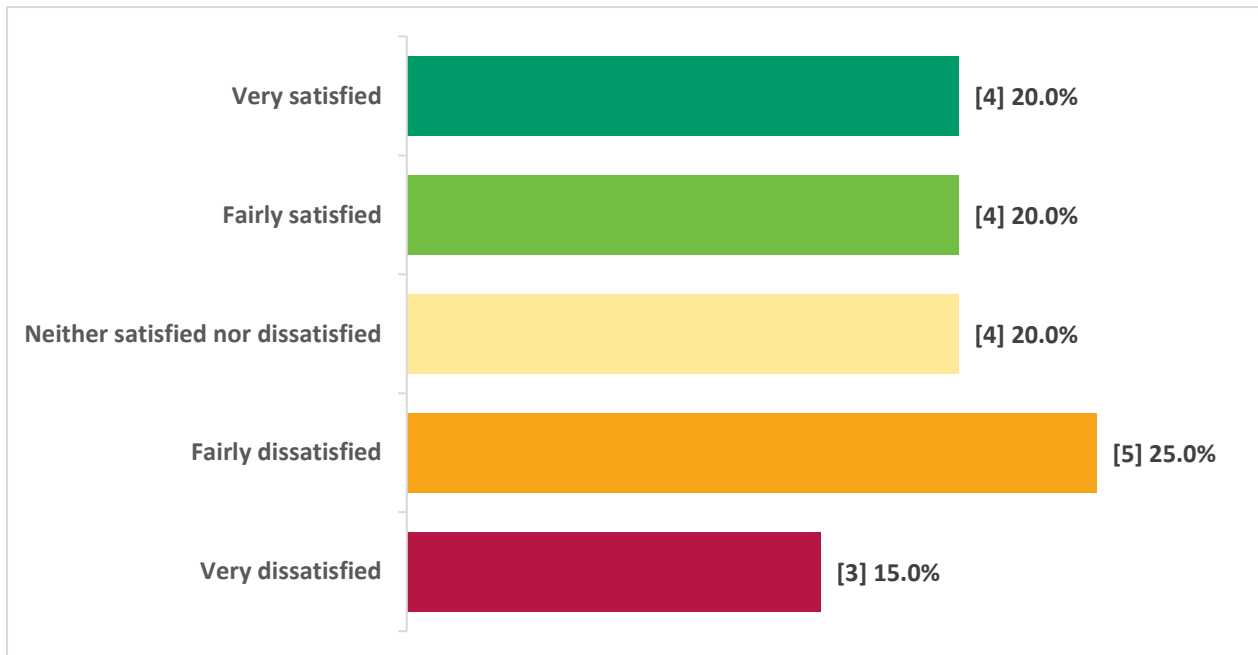
Analysis

- 94.8% (147 respondents) agreed or strongly agreed that they are treated fairly and with respect.
- It was another measure to increase on the previous survey – by 3.2 points.
- Only one tenant actively disagreed with the statement, with seven saying 'neither agree nor disagree'.

TP09 – Approach to Complaints

How satisfied or dissatisfied are you with Norwich Housing Society approach to complaints handling?

40.0%



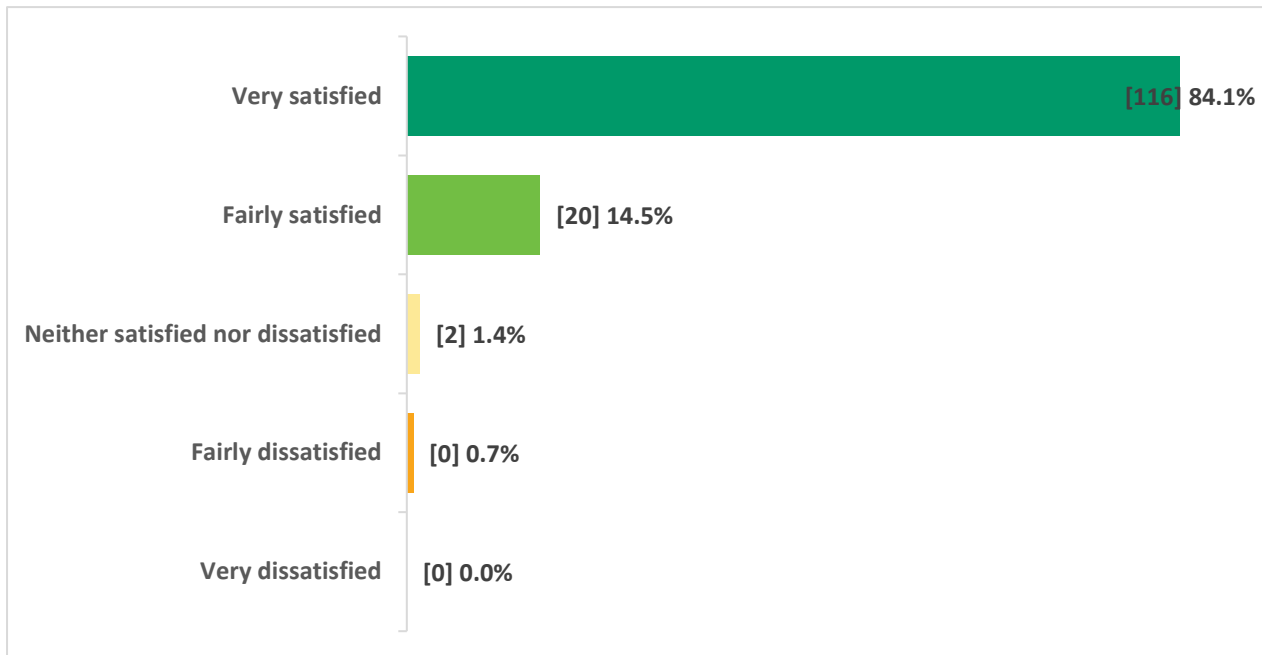
Analysis

- Residents were asked, “Have you made a complaint to Norwich Housing Society in the last 12 months?”. A total of 13.5% (21 respondents) stated ‘Yes’.
- Those who stated ‘Yes’ were then asked TP09 above, where 40.0% (8 respondents) were fairly or very satisfied.
- This is the lowest scoring question on the survey, which is a national trend. Nevertheless, performance has declined on this aspect – down by 16.3 points from 2023/24.

TP10 – Communal Areas

How satisfied or dissatisfied are you that Norwich Housing Society keeps these communal areas clean and well maintained?

98.6%



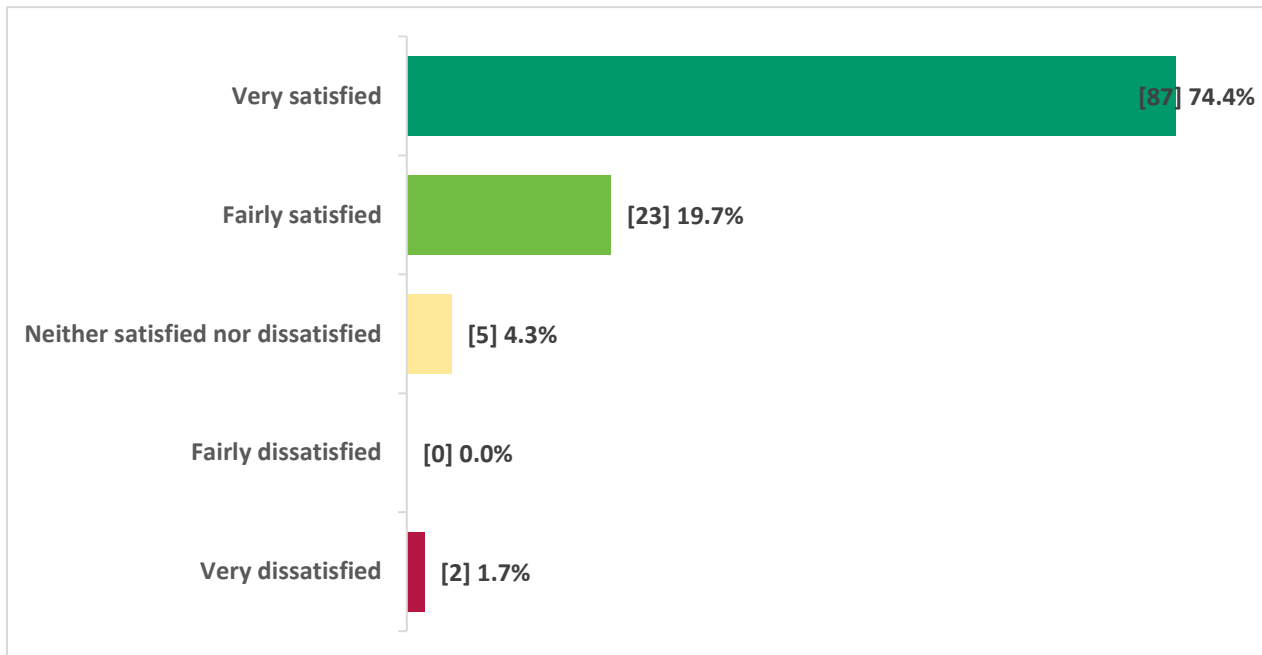
Analysis

- Residents were asked, “Do you live in a building with communal areas, either inside or outside, that Norwich Housing Society is responsible for maintaining?”. A total of 90.4% (141 respondents) stated ‘Yes’. A further 2.6% (4 respondents) stated that they did not know.
- Those who stated ‘Yes’ were then asked TP10 above, where 98.6% (136 respondents) were fairly or very satisfied, with only one tenant actively dissatisfied.
- The result makes TP10 the second highest scoring measure on the survey.

TP11 – Contribution to Neighbourhood

How satisfied or dissatisfied are you that Norwich Housing Society makes a positive contribution to your neighbourhood?

94.0%



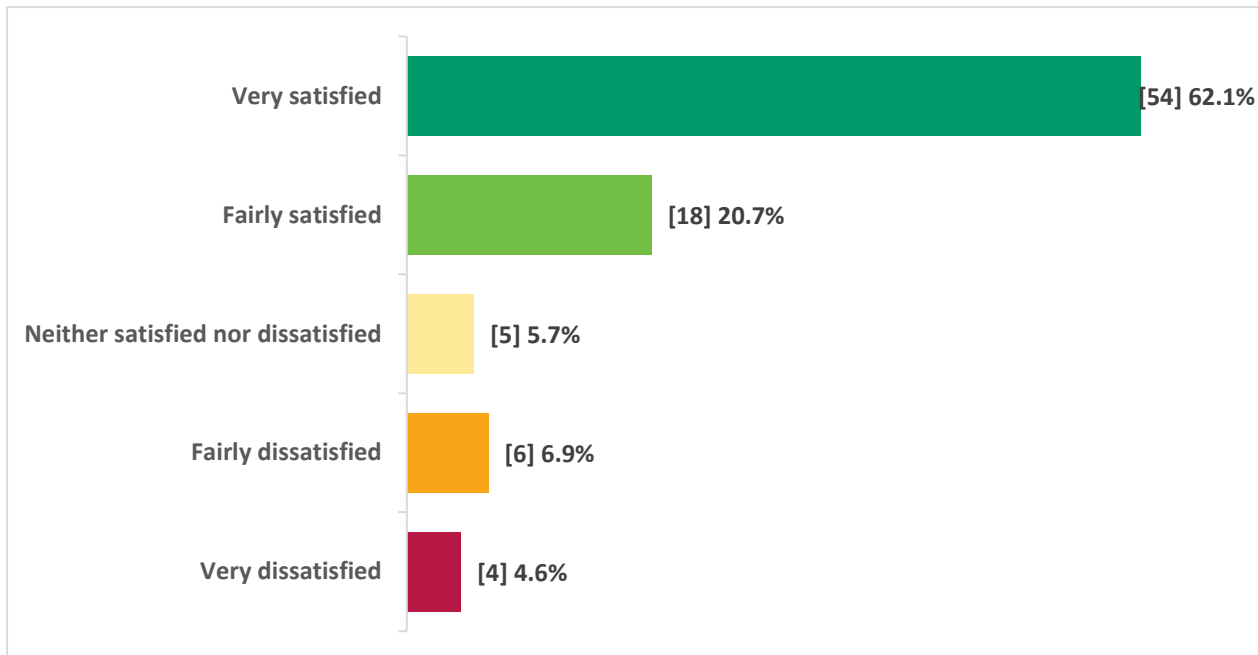
Analysis

- 94.0% (110 respondents) were fairly or very satisfied.
- 39 responses were 'don't know / not applicable' indicating relatively low awareness of the contribution Norwich Housing society makes in the community.

TP12 – Approach to Anti-social Behaviour

How satisfied or dissatisfied are you with Norwich Housing Society's approach to handling anti-social behaviour?

82.8%



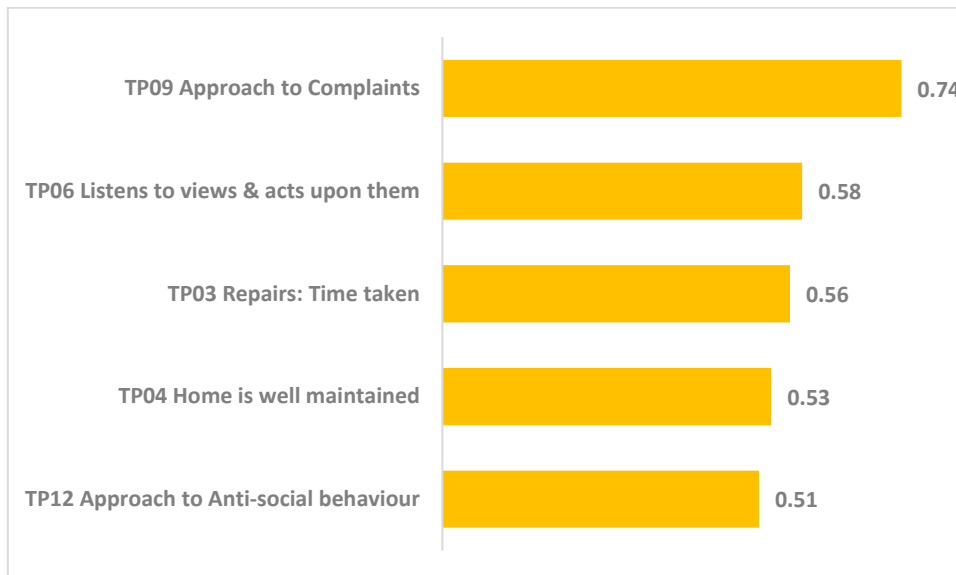
Analysis

- 82.8% (72 respondents) were fairly or very satisfied.
- A large number of respondents – 69 – were unable to answer this question, replying 'don't know / non applicable'. Many said they were not aware of what Norwich Housing Society did in this regard, including many who were pleased that they had not experienced anti-social behaviour but were still unable to judge Norwich Housing Society's contribution.
- The score has improved by 1.7 points on 2023/24 but remains the second lowest scoring question on the survey.

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) which 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.

Approach to Complaints has the strongest link to overall satisfaction. The sample of these is very small but does show the importance of how something is dealt with when something does go wrong. The analysis suggests that improving the complaints process would have the biggest impact on overall satisfaction.

Comments

Comments were collected after TP01 – Overall satisfaction - to explain reasons for satisfaction or dissatisfaction, or to offer suggestions for improvement. A summary of the main themes arising from the comments, with some examples, is below.

Positive comments:

Theme	Number of responses
Generally positive experience	89
Repairs & maintenance	10
Officers polite & professional	8

“If anything goes wrong they are always here to help.”

“It's great here, and they look after us very well.”

“Things are run smoothly, I have no complaints, I am happy living here.”

Comments focused on improvement:

Theme	Number of responses
Repairs & maintenance	7
Financial issues / support	6
Housing officer / communication	6
General	5

“Because sometimes it can take a long time to get repairs done.”

“I feel like they ignore us and the things we say because we are old.”

“I know prices are going up, but the service charge we pay is also going up and we pay for a lift that we don't have access to.”

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 Norwich Housing Society?

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

Q1a Please can you explain the reason for your answer?

(Open ended)

Q2 Has Norwich Housing Society 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 Norwich Housing Society over the last 12 months?

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

Q3 How satisfied or dissatisfied are you that Norwich Housing Society provides a home that is well maintained?

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

- Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Norwich Housing Society provides a home that is safe?**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
 - Not applicable / don't know
- Q5 How satisfied or dissatisfied are you that Norwich Housing Society 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
- Q6 How satisfied or dissatisfied are you that Norwich Housing Society 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
- Q7 To what extent do you agree or disagree with the following: "Norwich Housing Society treats me fairly and with respect"?**
- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Not applicable / don't know
- Q8 Have you made a complaint to Norwich Housing Society in the last 12 months?**
- Yes
 - No
- Q8a How satisfied or dissatisfied are you with Norwich Housing Society's approach to complaints handling?**
- Very satisfied
 - Fairly satisfied
 - Neither satisfied nor dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied

Q8b Please could you tell us what the complaint was about and why you were satisfied/dissatisfied?

(Open ended)

Q9 Do you live in a building with communal areas, either inside or outside, that Norwich Housing Society is responsible for maintaining?

- Yes
- No
- Don't know

Q9a How satisfied or dissatisfied are you that Norwich Housing Society keeps these communal areas clean and well maintained?

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

Q10 How satisfied or dissatisfied are you that Norwich Housing Society makes a positive contribution to your neighbourhood?

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

Q11 How satisfied or dissatisfied are you with Norwich Housing Society's approach to handling anti-social behaviour?

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

Q12 Finally, are you happy for Norwich Housing Society to contact you about any of the answers you have given today?

- Yes
- No