

CHICHESTER GREYFRIARS HOUSING ASSOCIATION

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 Chichester Greyfriars Housing Association to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details Chichester Greyfriars Housing Association 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



Chichester Greyfriars Housing Association 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, Chichester Greyfriars Housing Association 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. Chichester Greyfriars Housing Association must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

During 2025/26, Chichester Greyfriars Housing Association completed 68 TSM surveys. Chichester Greyfriars Housing Association have 101 properties which means that a statistical accuracy level of +/- ±9.1% was achieved.

No tenant was removed from the sample frame.

There was an incentive that consisted of three prize draw winners selected at random to win £75, £50 and £25 shopping vouchers.

Timing of Survey

Chichester Greyfriars Housing Association carried out a total of 68 surveys between 05/09/2025 and 30/10/2025

Collection Method(s)



The TSM Surveys were completed via Postal then Telephone methodologies. The rationale for using a mixed methodology 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**: Indirect interaction by paper, and direct interaction over the phone tends to enhance engagement, allowing participants to answer clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- **Response Rates**: Using a mixed methodology approach maximises the robustness of our data and ensuring the results truly reflect the tenant base. Including a telephone aspect also allows Chichester Greyfriars Housing Association 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 census approach was used for the survey, Acuity sent out a postal survey (1-mailout, 8-page colour questionnaire, cover letter and reply-paid envelope). The postal survey included the option for tenants to complete the survey online via a QR code or unique survey. Followed by a telephone booster survey that was conducted for tenants who had not completed the survey via postal or online using the QR code or hyperlink.

Survey responses are immediately shared with Chichester Greyfriars Housing Association, 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:

Age Group	Population	Sample
60 - 64	6%	4%
65 - 74	40%	40%
75 - 84	42%	41%
85 +	13%	15%

Gender	Population	Sample
Female	57%	56%
Male	43%	44%

Ethnicity	Population	Sample
Black, African	0.99%	1%
White, British	41%	47%
White, Other	2%	1%
Unknown	56%	50%

Length of Tenancy	Population	Sample
A. < 1 year	9%	9%
B. 1 - 3 years	32%	34%
C. 4 - 5 years	23%	26%
D. 6 - 10 years	19%	18%
E. 11 - 20 years	14%	10%
F. Over 20 years	4%	3%

Number of Bedrooms	Population	Sample
1	76%	75%
2	24%	25%

Questionnaire & Introductory Text

CHICHESTER GREYFRIARS
HOUSING ASSOCIATION
FOUNDED IN 1963

Acuity
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PO Box 395
Umberleigh EX32 2HL
01273 287114
acuity@arap.co.uk
www.arap.co.uk

{#respondentname#}
{#address1#}
{#address2#}
{#postcode#}

1 September 2025

Dear {#Respondentname#}

Re: Chichester Greyfriars Housing Association's Tenant Satisfaction Survey

Chichester Greyfriars Housing Association (CGHA) has asked Acuity to carry out an independent survey of residents to help them improve services. We want to understand what the most important issues and priorities for you are. The survey will be used to calculate the annual Tenant Satisfaction Measures (or TSMs), which will be published by [landlord] and reported back to tenants as required by the Regulator of Social Housing. It should take around 10 minutes to complete the survey.

Everyone who completes the survey will be entered into a prize draw. **We will select three responses at random to win a prize of £75, £50 and £25 shopping vouchers.**

Please use the enclosed FREEPOST envelope to return your completed survey. If you would prefer to fill it in on-line, go to: **www.starsurveys.co.uk/CG** and use your unique reference code, which is **{#Resp_Code#}** or scan the QR code below. Please retain this letter for your reference and do not send it back with the completed survey.

If you have any questions or would like help completing the survey, please e-mail acuity@arap.co.uk or call me on 01273 287114.

What you tell us will be strictly confidential. We will report the findings to CGHA without identifying any individual residents, unless you give us permission to do so. We will not share your personal details with any other organisation.

If you are dissatisfied with the service provided by CGHA, they do have a complaints process you can access by calling 01243 531482, emailing office@chichestergreyfriars.org.uk, or by completing a form on their website: https://chichestergreyfriars.org.uk

Yours faithfully
Acuity

{#pw-insert-registration-qr#}

Tenant Satisfaction Measures Survey

Your chance to have your say!

Overall Services

1 **Taking everything into account, how satisfied or dissatisfied are you with the service provided by Chichester Greyfriars Housing Association (CGHA)?** Tick one box only ☑

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

2 **Please describe your specific experiences that have shaped your view of CGHA's service.**

Your Home and Communal Areas

3 **How satisfied or dissatisfied are you that CGHA provides a home that is well maintained?** Tick one box only ☑

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

4 **Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that CGHA provides a home that is safe?** Tick one box only ☑

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

5 **Do you live in a building with communal areas, either inside or outside, that CGHA is responsible for maintaining?** Tick one box only ☑

Yes **(Go to 6)** | No **(Go to 7)** | Don't know **(Go to 7)**

6 **How satisfied or dissatisfied are you that CGHA keeps these communal areas clean and well maintained?** Tick one box only ☑

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

7 **Share your views on the safety and maintenance of your home and communal areas.**

Your Neighbourhood

8 **How satisfied or dissatisfied are you that CGHA makes a positive contribution to your neighbourhood?** Tick one box only ☑

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

9 **How satisfied or dissatisfied are you with CGHA's approach to handling anti-social behaviour?** Tick one box only ☑

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

10 **Have you experienced anti-social behaviour in the last 12 months?** Tick one box only ☑

Yes **(Go to 11)** | No **(Go to 13)**

11 **What did the anti-social behaviour relate to?** Tick as many as apply ☑

- Noise nuisance
- Drug use or dealing
- Alcohol-related nuisance
- Domestic abuse
- Hate-relates incidents
- Fly-tipping or littering
- Pet or animal nuisance
- Problems with vehicles
- Vandalism or damage to property
- Verbal abuse or harassment
- Intimidation, bullying, or threatening behaviour
- Groups or individuals loitering or causing intimidation
- Criminal behaviour or activity
- Physical violence or threats of violence
- Illegal or unauthorised use of property
- Other (please specify below ↓)

12 **Is there anything CGHA could have improved or done differently when handling your anti-social behaviour complaint?**

Repairs and Maintenance

13 **Has CGHA carried out a repair to your home in the last 12 months?** Tick one box only ☑

Yes **(Go to 14)** | No **(Go to 16)**

14 **How satisfied or dissatisfied are you with the overall repairs service from CGHA over the last 12 months?** Tick one box only ☑

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

15 **How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?** Tick one box only ☑

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

16 **Generally, how satisfied or dissatisfied are you with the way CGHA deals with repairs and maintenance?** Tick one box only ☑

Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

17 **Tell us more about your experience with the repairs service over the last 12 months.**

Communications, Information and Resident Engagement

18 **How satisfied or dissatisfied are you that CGHA listens to your views and acts upon them?** Tick one box only ☑

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

19 **How satisfied or dissatisfied are you that CGHA keeps you informed about things that matter to you?** Tick one box only ☑

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

20 **To what extent do you agree or disagree with the following "CGHA treats me fairly and with respect"?** Tick one box only ☑

Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Not applicable / don't know

21 **How useful do you find the following...?** Tick one box only for each ☑

	Very useful	Fairly useful	Neither	Not very useful	Not useful at all	Don't know
Annual visit by Housing Officer	☐	☐	☐	☐	☐	☐
Tenant Newsletter	☐	☐	☐	☐	☐	☐
Resident Consultation on issues	☐	☐	☐	☐	☐	☐
The work of the Resident Committee Representatives	☐	☐	☐	☐	☐	☐

Making a Complaint

22 **Have you made a complaint to CGHA in the last 12 months?** Tick one box only ☑

☐ Yes **(Go to 23)** ☐ No **(Go to 28)**

23 **How satisfied or dissatisfied are you with CGHA's approach to complaints handling?** Tick one box only ☑

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
☐	☐	☐	☐	☐

24 **How did you make your complaint?** If you have gone through more than one route, please tick all that apply ☑

☐ Telephone call to CGHA
☐ To a Housing Officer
☐ In writing
☐ Complaints procedure
☐ Email to CGHA
☐ Via the website
☐ Through a legal representative
☐ To a Regulatory body (e.g. Housing Ombudsman)
☐ Other (please specify below ↓)

25 **What was your complaint relating to?** Tick one box only ☑

☐ Repairs service
☐ Anti-social behaviour
☐ Damp & mould
☐ Communication
☐ Tenancy matters
☐ Property condition
☐ Communal areas
☐ Staff or contractor attitude
☐ Rent or service charge matters
☐ Other (please specify below ↓)

26 **What stage in the complaints process did your complaint reach?** Tick one box only ☑

Stage 1	Stage 2	Informal complaint (service failure)	Don't know
☐	☐	☐	☐

27 **Please describe your experience of how complaints are handled.**

Chichester Greyfriars Housing Association

28 **How likely would you be to recommend CGHA to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?** Tick one box only ☑

Extremely likely										Not at all likely
10	9	8	7	6	5	4	3	2	1	0
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Anything Else?

29 **Is there anything else you would like to add?**

Permissions and Confidentiality

30 **If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?** Tick one box only ☑

Telephone call	Postal questionnaire	Email with link to online survey	Text with link to online survey	Not sure
☐	☐	☐	☐	☐

31 **CGHA would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to CGHA?** Tick one box only ☑

☐ Yes **(Go to 32)** ☐ No **(End)**

32 **Are you happy for CGHA to contact you regarding any information you have provided in this survey?** Tick one box only ☑

☐ Yes ☐ No

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Thank You!

Thank you for taking the time to complete this survey.
Please return the questionnaire in the FREEPOST envelope provided (you do not need a stamp). CGHA will inform you about the results.

Report by Acuity Research & Practice

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