



TSM 24/25 Report

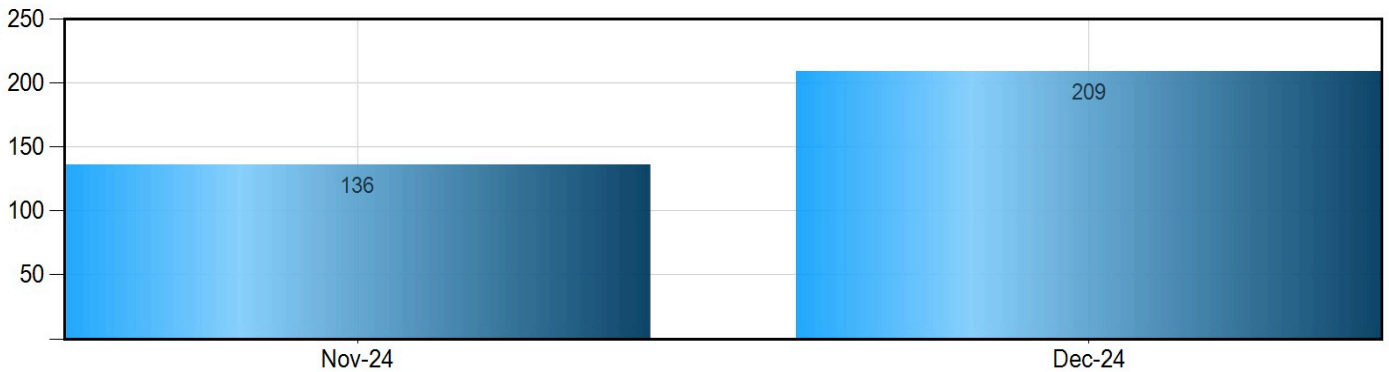
Prepared by L Chisholm of Target Applications



Purpose

The purpose of the survey was to ascertain the overall satisfaction of Tuntum tenants. The data will be used for the input to the Regulator of Social Housing. The results will also be used by the Tuntum team to focus their plans for the coming period.

Quantity of Responses



The survey was conducted using a mixed methodology of primarily telephone, and email to those that required a reasonable adjustment. Telephone calls were made by Pexel Research Services who abide by the Market Research Code of Conduct, ESOMAR, CASRO and have ISO 20252 accreditation. Emails were sent using CX-Feedback digital platform.

The questions asked were those provided by the regulator for the Tenant Satisfaction Measures and followed and fulfilled the principles set out in the TSM Survey and Technical Requirements guidelines. Four additional questions were asked at the end of the survey regarding improving the experience of dealing with Tuntum, damp and mould concerns and becoming involved with Tuntum. The research took place between 25th November and 19th December 2024.

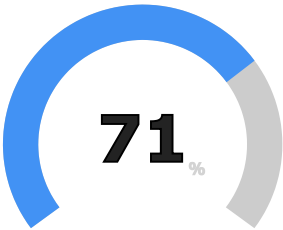
Tuntum Housing Limited manage approximately 1477 homes. The minimum number of responses based on the number of homes required is 306 to achieve a margin of error +/- 5% at 95% confidence level. Overall 345 responses were gathered, which means that Tuntum have exceeded the minimum required.

Annex table: Indicative sample sizes consistent with meeting minimum levels of statistical accuracy for example population sizes

Population (dwelling units/households)	Margin of error at 95% confidence level	Indicative achieved sample size
100	+/- 5%	80
250	+/- 5%	152
500	+/- 5%	218
750	+/- 5%	255
1,000	+/- 5%	278
1,500	+/- 5%	306
2,000	+/- 5%	323

Summary of Results

All to date



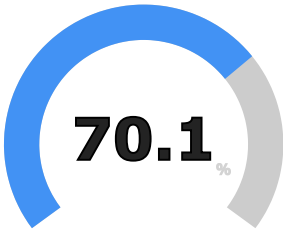
Overall Satisfaction:
TP01

All to date



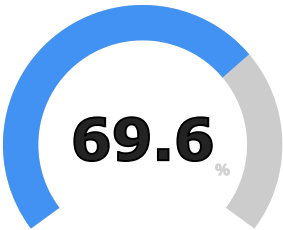
Repair Satisfaction:
TP02

All to date



Repair timing: TP03

All to date



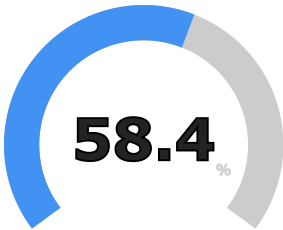
Home Maintenance:
TP04

All to date



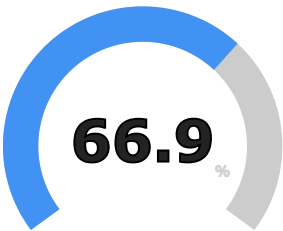
Safe Home
Satisfaction: TP05

All to date



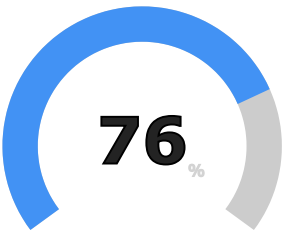
Listens and Acts:
TP06

All to date



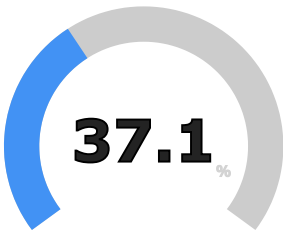
Well Informed
Satisfaction: TP07

All to date



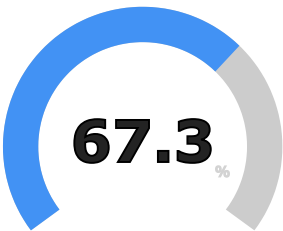
Fair and Respectful:
TP08

All to date



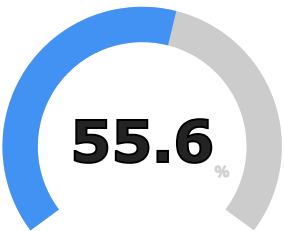
Complaint Handling:
TP09

All to date



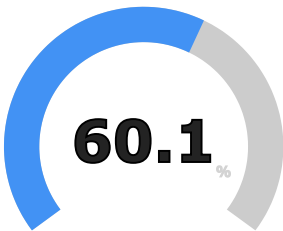
Communal Area
Satisfaction : TP10

All to date



Neighbourhood
Satisfaction: TP11

All to date



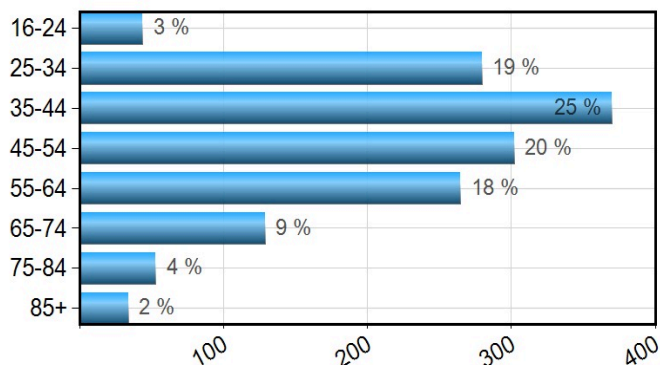
ASB Handling: TP12

The scores are the CSAT calculation. This displays the total quantity of positive (Very Satisfied or Satisfied) as a percentage of the total number of responses. It is a measure of positivity.

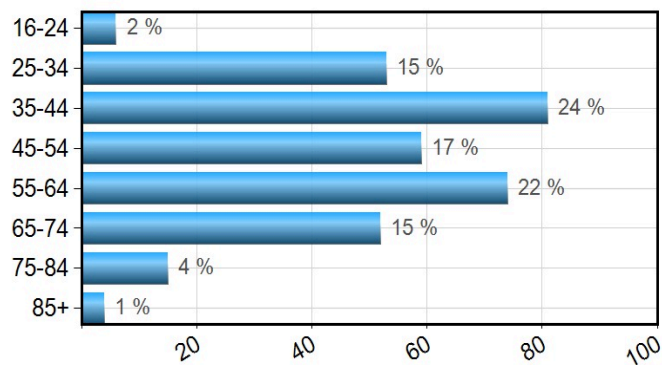
Who responded?

For all categories, where there is a 0% displayed, it equate to less than 1% of the overall population.

Population : Age Band

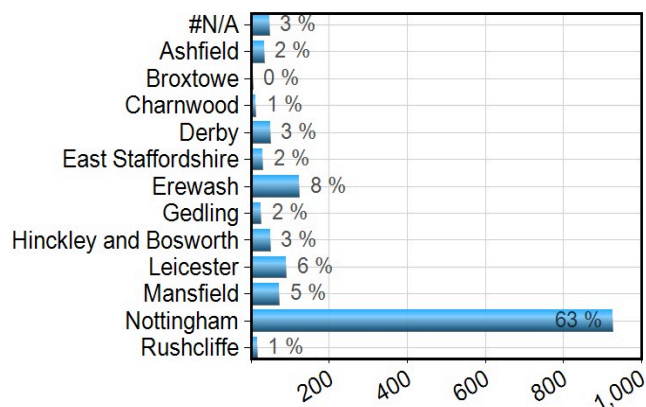


Responses : Age Band

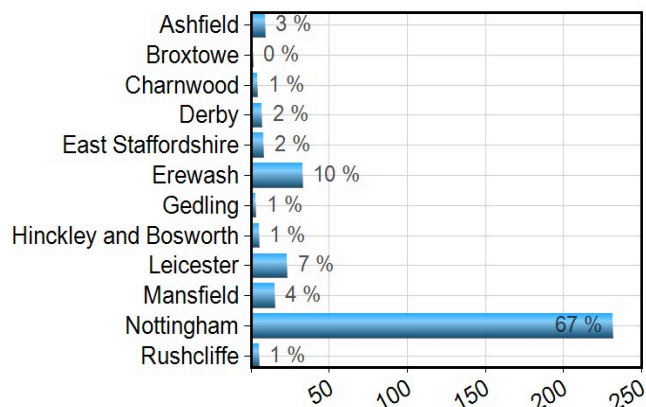


We can see that on the whole there is representativeness across the age bands. The younger age bands 16-34 are slightly under represented, with 45-54 also being under represented. The 55-74 age bands are slightly over represented. This is the normal pattern that we see across the majority of CX-Feedback customers.

Population : Local Authority

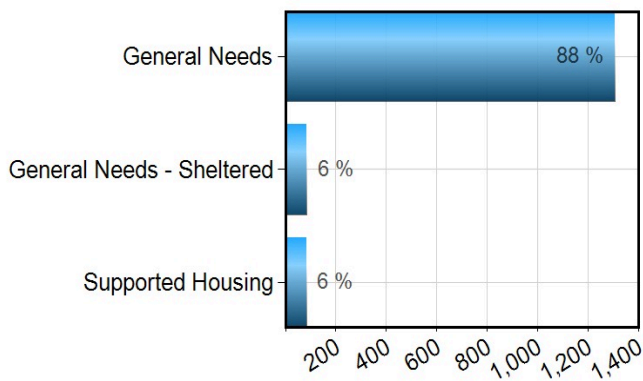


Responses : Local Authority

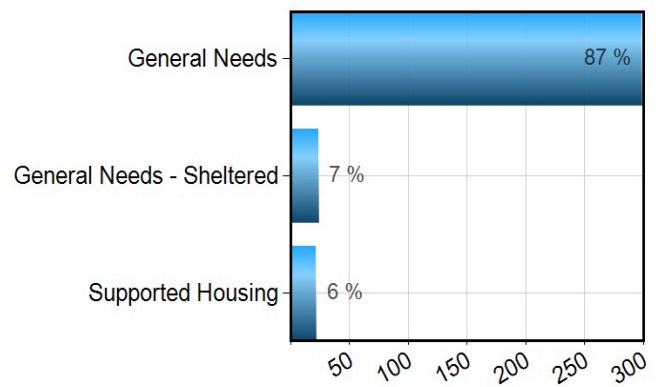


We see fairly good representation across the local authorities. Nottingham which is the largest LA is over represented by 4%. Performing a weighted responses analysis shows that if this over representation was taken into account, the overall TP01 satisfaction would decrease by 0.5%. Erewash and Leicester are also slightly over represented, but the volumes are low, hence this would not affect the overall satisfaction.

Population : Tenancy Type



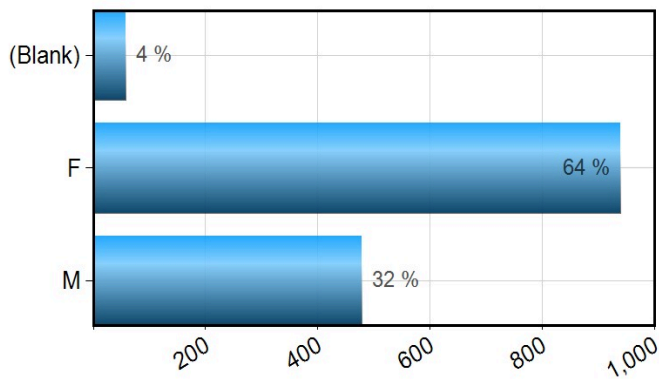
Responses : Tenancy Type



There is very good representation across the tenancy types for Tuntum HA. We can see only very small differences between the types.

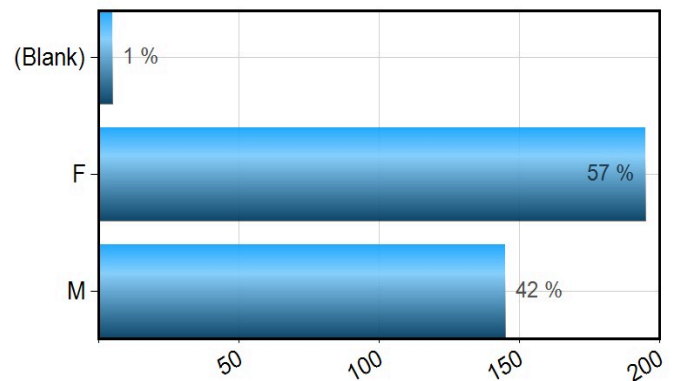
Population : Gender

Gender : Population



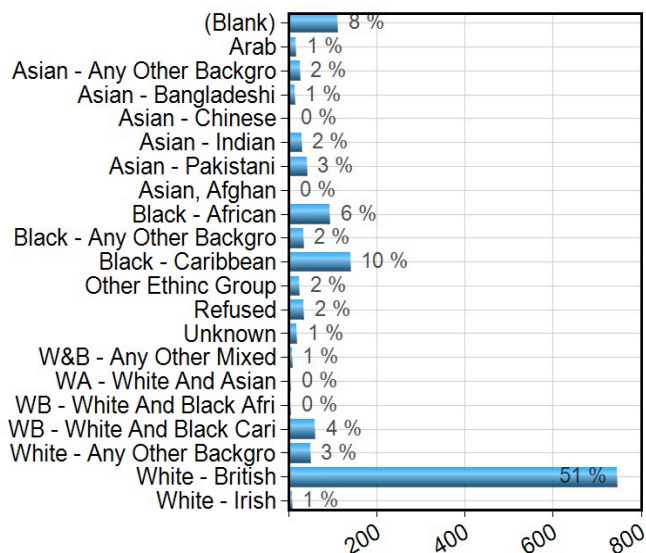
Responses : Gender

Gender : Responses

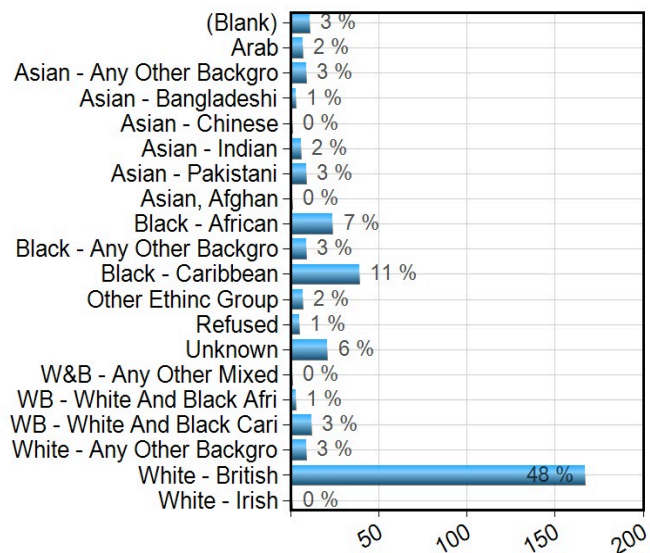


Analysis of the population by gender versus the responses shows that the responses from males are over represented by around 9%, with responses from females being under represented by the same amount. A weighting analysis shows however that TP01 will change by 1% if we account for the representation of the overall population.

Population : Ethnicity



Responses : Ethnicity

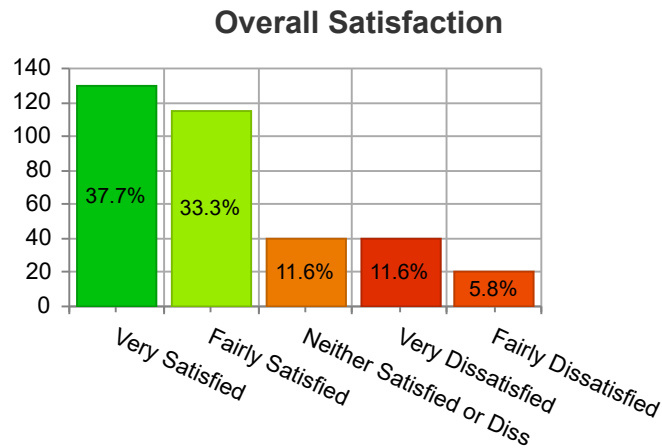


We can see that representation across the ethnic band responses is within 1 or 2 % of the overall population. We can be satisfied that the responses are representative of the ethnicities of the Tuntum tenants.

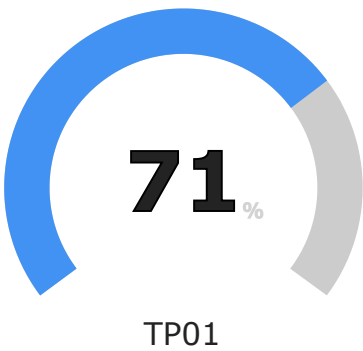
The following data analysis includes an "Expected Range" for the scores achieved for each of the TSM satisfaction questions. This range is based on the results, over the 24/25 time period, of 12 CX-Feedback customers and 15562 responses. The landlords are of various sizes and from across all of England. It is an indicator to our customers of where their results stand, and may or may not reflect the final regulator published results in 2025. The results also include the 23/24 published Housemark average scores. Guidance for the calculation for satisfaction scores indicates that, where applicable, those who answer "Not Applicable/Don't know" should not be included.

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

All to date



All to date

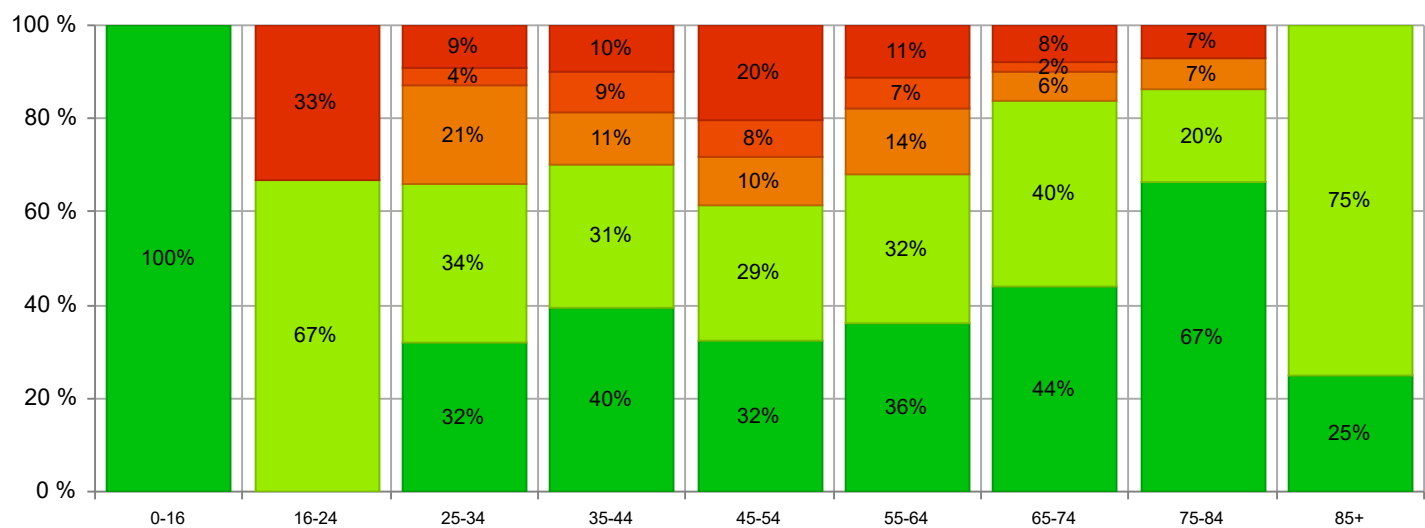


The expected range for overall satisfaction is 60-85%, with an average of 70.7% for 24/25. The Housemark published average for TP01 is 69.4% for 23/24

The CSAT score of 71% is just over the CX-F average TSM score, and has exceeded the average for last year.

Overall Satisfaction by Age Group

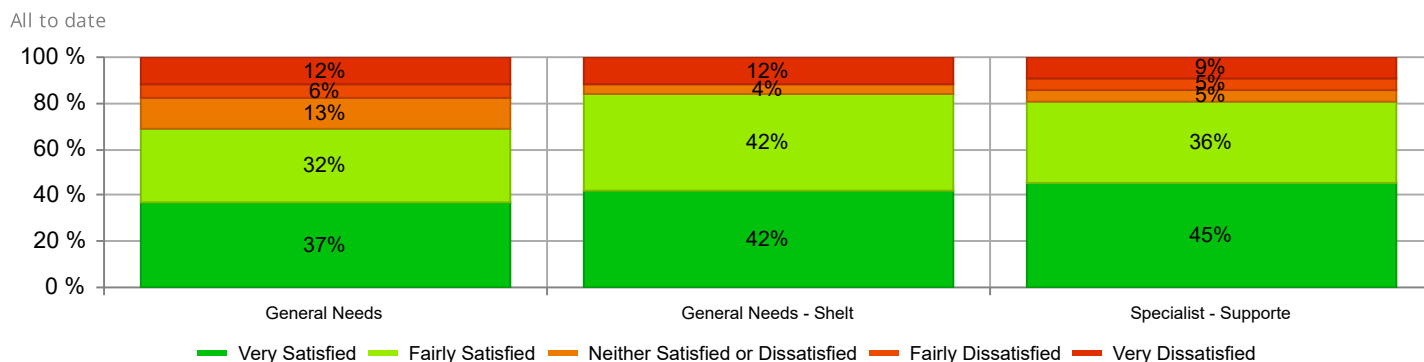
All to date



Age Group is actually one of the most significant indicators across the TSM scores. It is generally where we see the greatest differences.

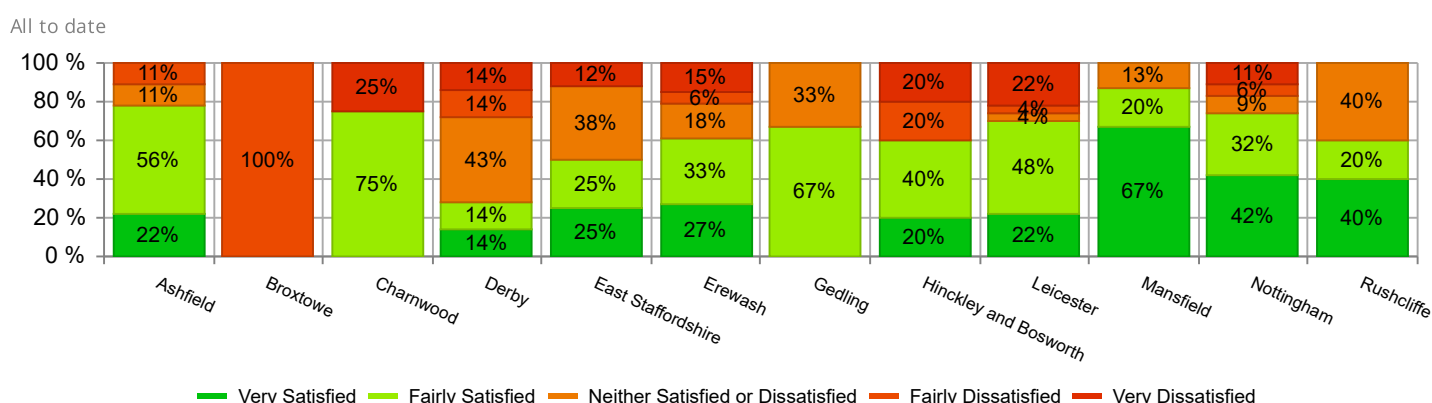
The overall results show the expected pattern of general satisfaction being greater in the older age groups and less in the younger age groups. The 25-34 group shows a fairly large neutral score, which should be considered as opportunity to improve scores. The middle age groups show a higher level of dissatisfaction overall.

Overall Satisfaction by Tenancy Type



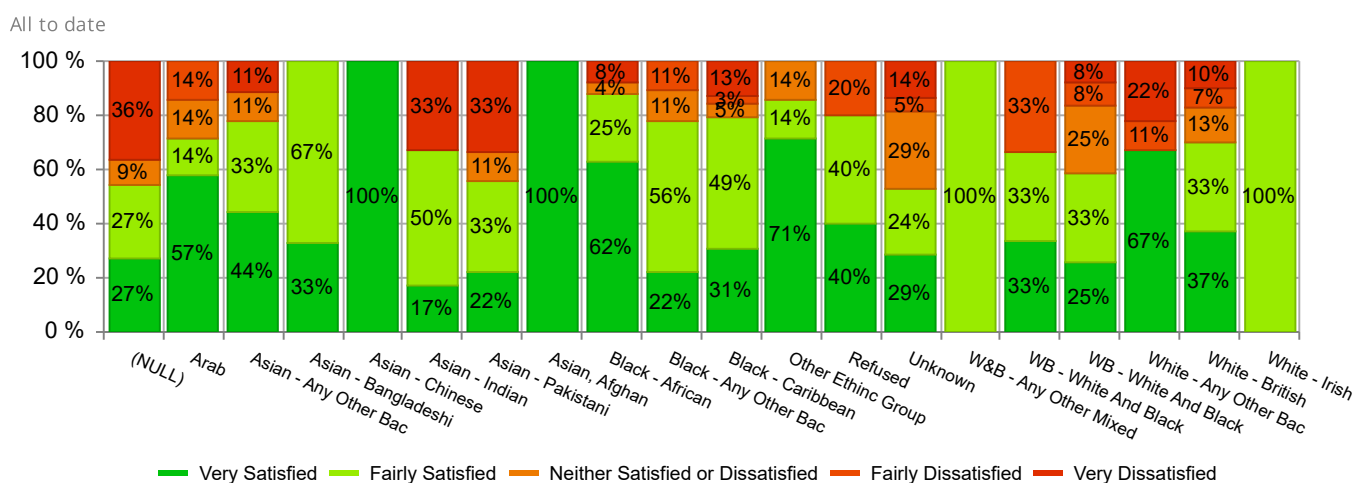
The general needs tenancy type shows the lowest level of satisfaction at 69% which is just under the overall Tuntum average for TP01.

Overall Satisfaction by Local Authority



Overall satisfaction by LA shows that the biggest authority Nottingham has greater than the Tuntum average satisfaction at 74%. The smaller authorities show lower than average satisfaction. Broxtowe has no overall satisfaction at all, but only 1 person from that area responded so this cannot be statistically significant. Derby also stands out at 29% satisfaction, although only 7 responded. The neutral score for Derby, East Staffs, Gedling and Rushcliffe are vastly higher than would be expected normally.

Overall Satisfaction by Ethnic Origin



The volumes in many of the categories are extremely small and should not be used to draw significant conclusions. Only Black African, Black Caribbean, WB White and Black and White British actually have more than 10 responses noted. Black African and Black Caribbean have higher overall satisfaction. WB White and Black and White British have lower than average overall satisfaction.

Has Tuntum carried out a repair to your home in the last 12 months ?

All to date

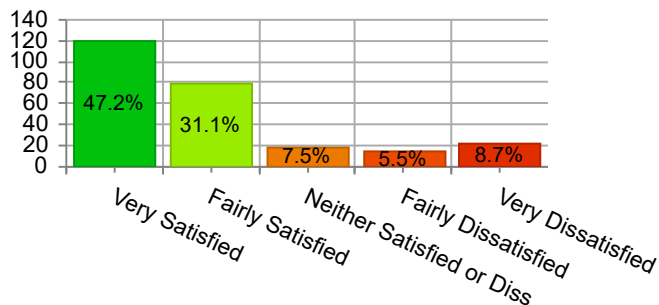


The respondents who answered Yes were asked TP02 and TP03 questions, to gauge satisfaction with the repairs service from Tuntum.

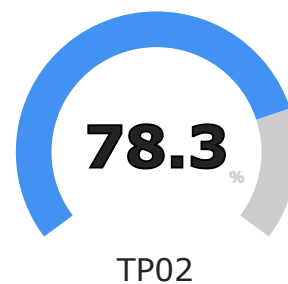
How satisfied or dissatisfied with the overall repairs service from Tuntum over the last 12 months ? TP02

Repairs service satisfaction

All to date



All to date

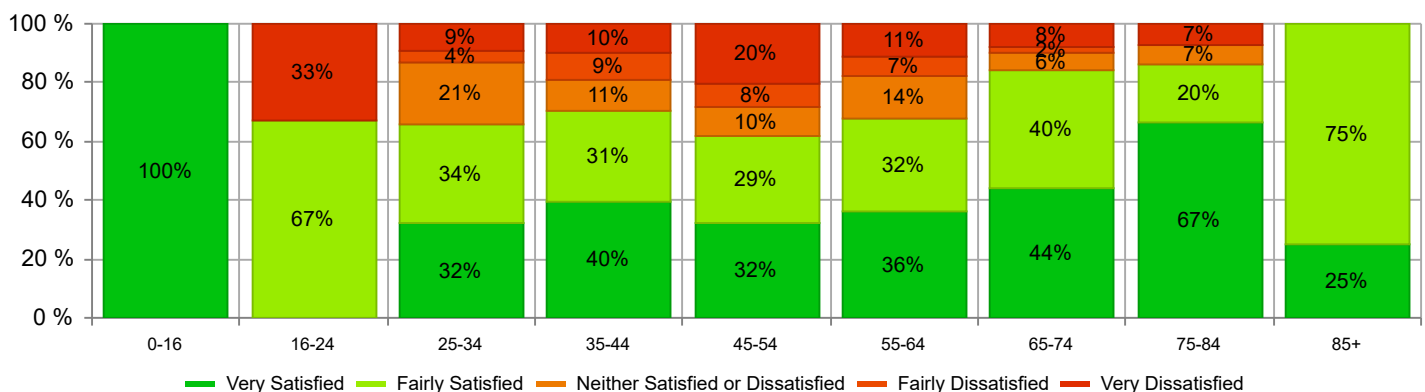


The expected range for satisfaction with repairs is 70-85%, with an average of 70%. The Housemark average is 70.4%

The CSAT core of 78.3% is well within the expected range for TP02

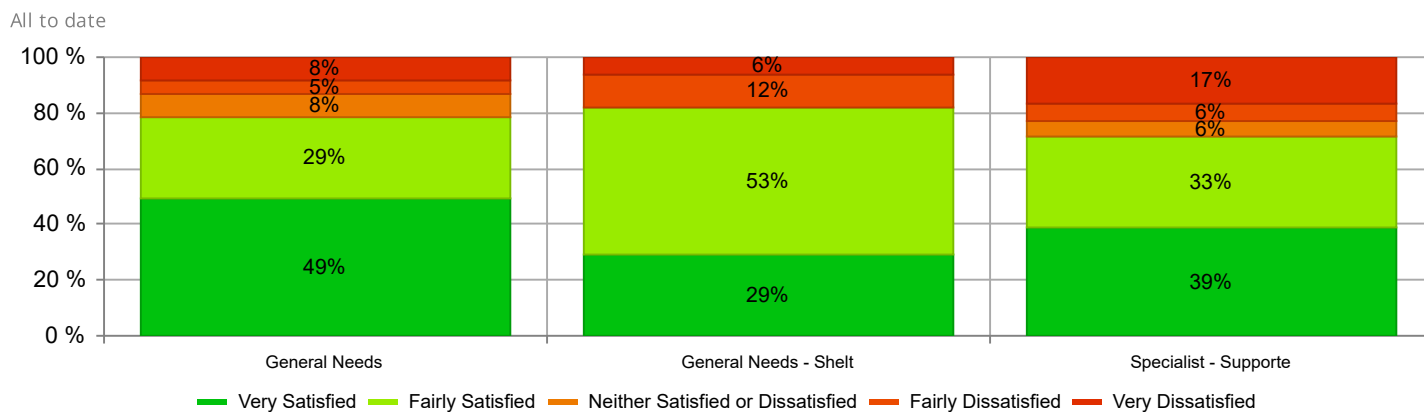
Repairs service satisfaction by Age Group

All to date



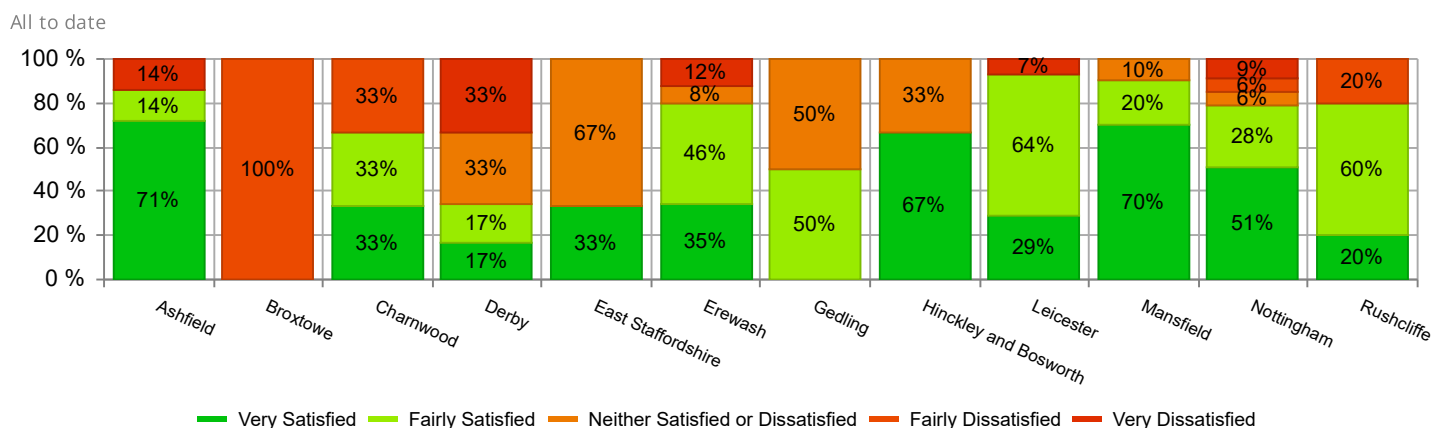
As with TP01, we see the general pattern that satisfaction increases with age band. The 25-34 age band stands out as having a higher than expected neutral score, and there is less satisfaction in the 45-54 age band.

Repairs Service Satisfaction by Tenancy Type



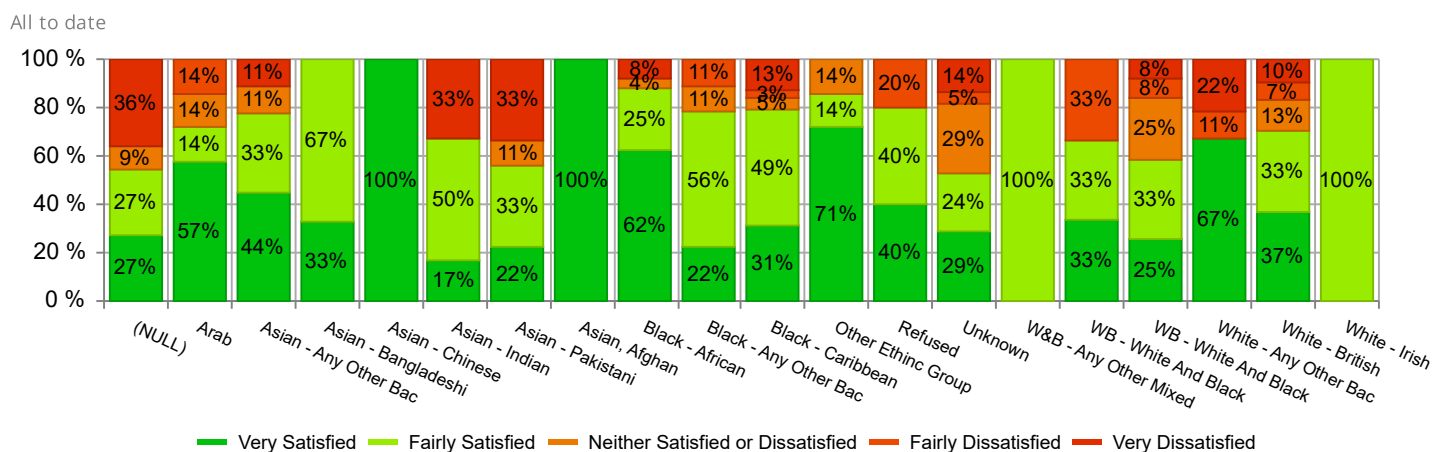
The general needs tenancy type has the lowest satisfaction with the repairs service, and is just under the average overall score for Tuntum.

Repairs Satisfaction by Local Authority



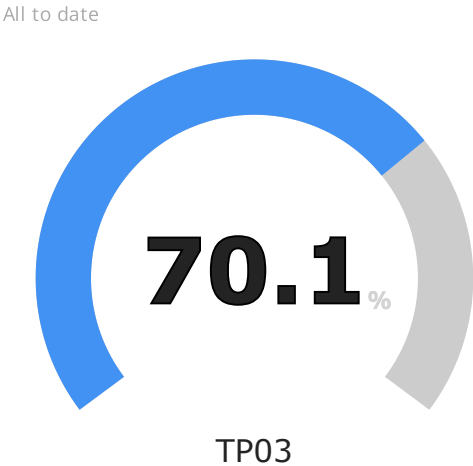
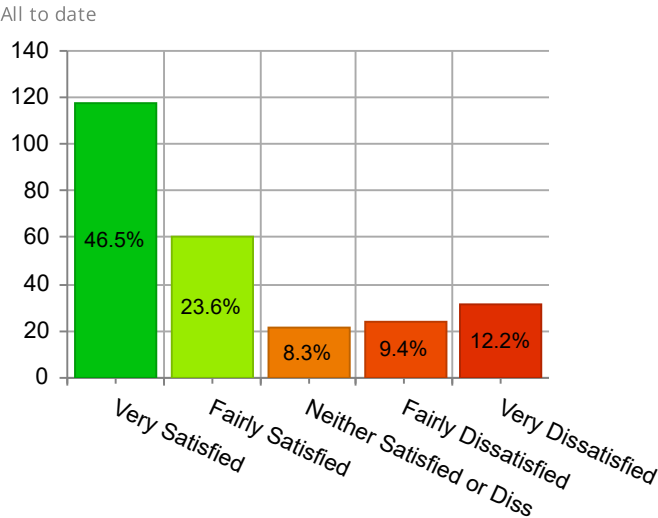
Ashfield, Erewash, Leicester and Rushcliffe stand out as having much higher than the overall average score for TP02. Broxtowe, Derby and East Staffordshire have significantly lower satisfaction, although they do have low volumes and high neutral scores.

Repairs Satisfaction by Ethnic Origin



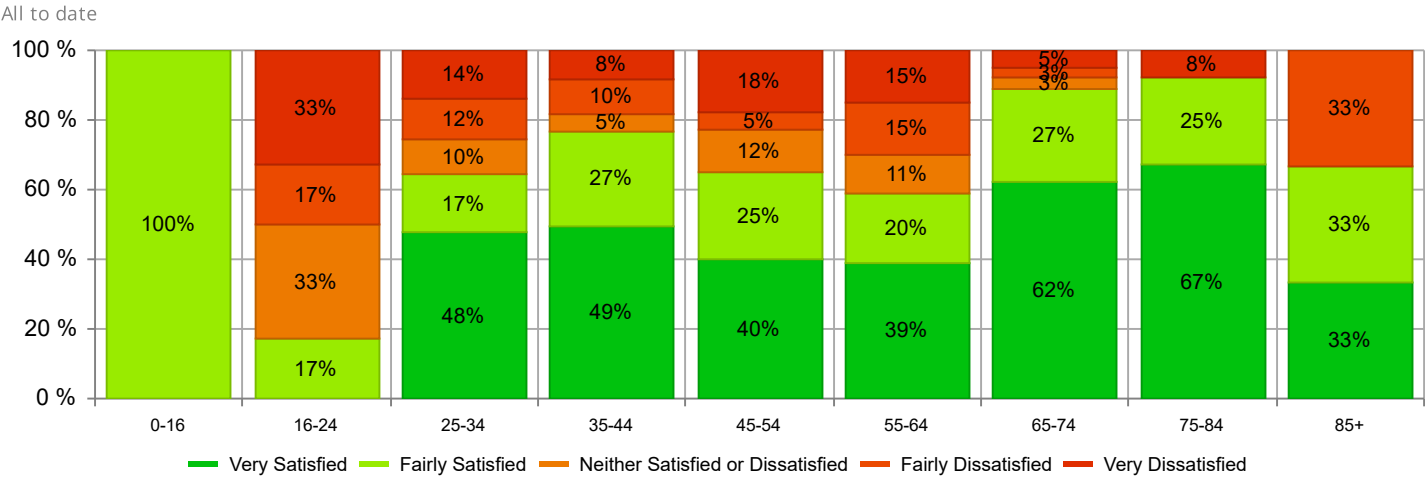
There is a large spread of satisfaction across the responses by ethnic origin. The Black - African, Black - Caribbean which are the biggest responders outside of White- British show higher than the Tuntum average satisfaction.

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? TP03



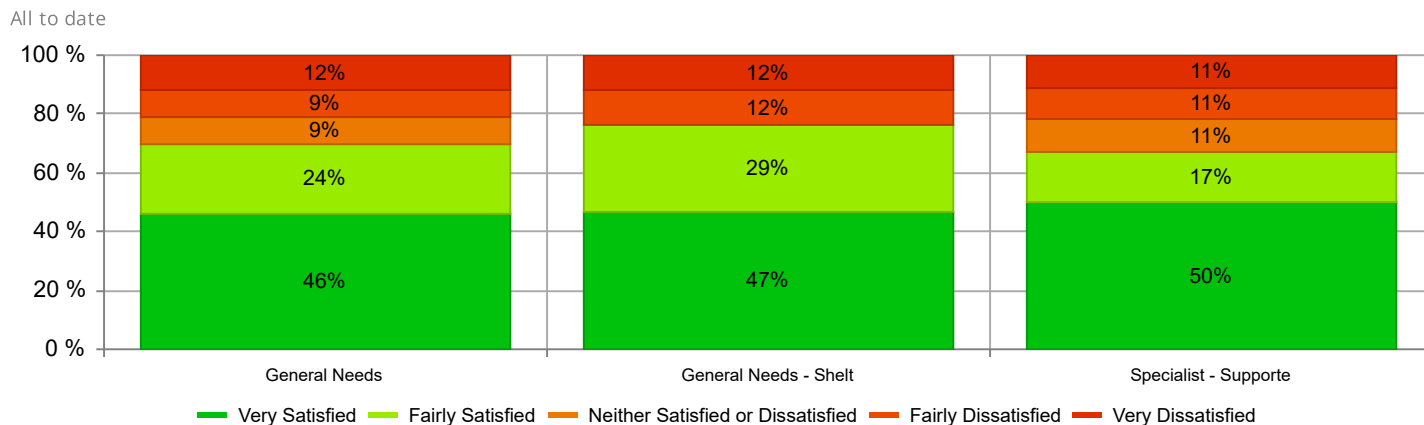
The expected range for satisfaction with the timing of repairs is 65-85% with an average of 69.9%. Housemark reported an average of 66.4%

Time taken for repair Satisfaction by Age Group



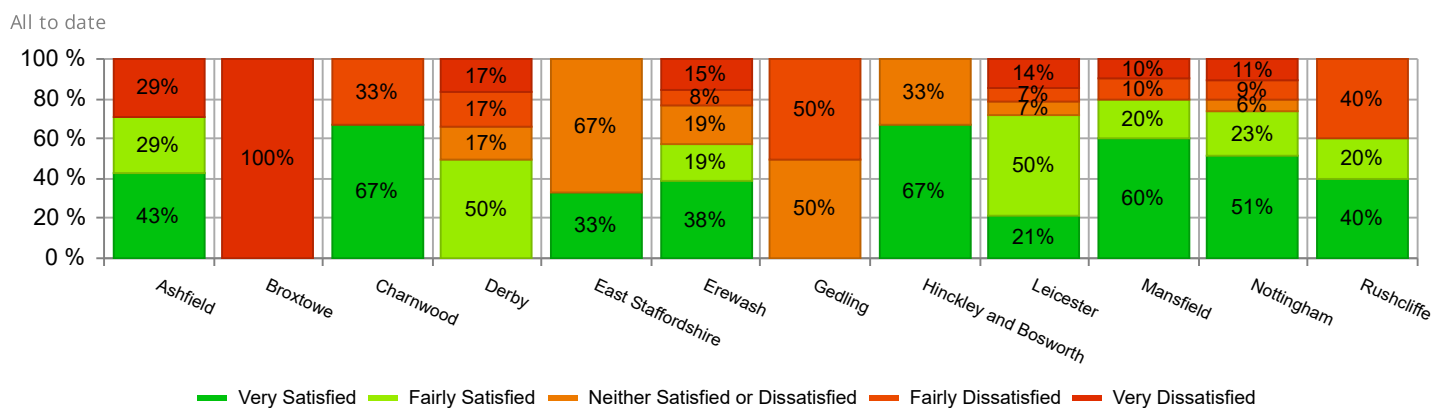
The age group 16-24 shows a particularly low satisfaction, however, there are only 6 responses in this age group, so the result would not be considered statistically significant. The middle ages 45-64 show lower than the Tuntum average satisfaction, with just 12 and 11 % neutral responses. 55-64 show particularly high levels of dissatisfaction with the timing of repairs.

Repairs timing Satisfaction by Tenancy Type



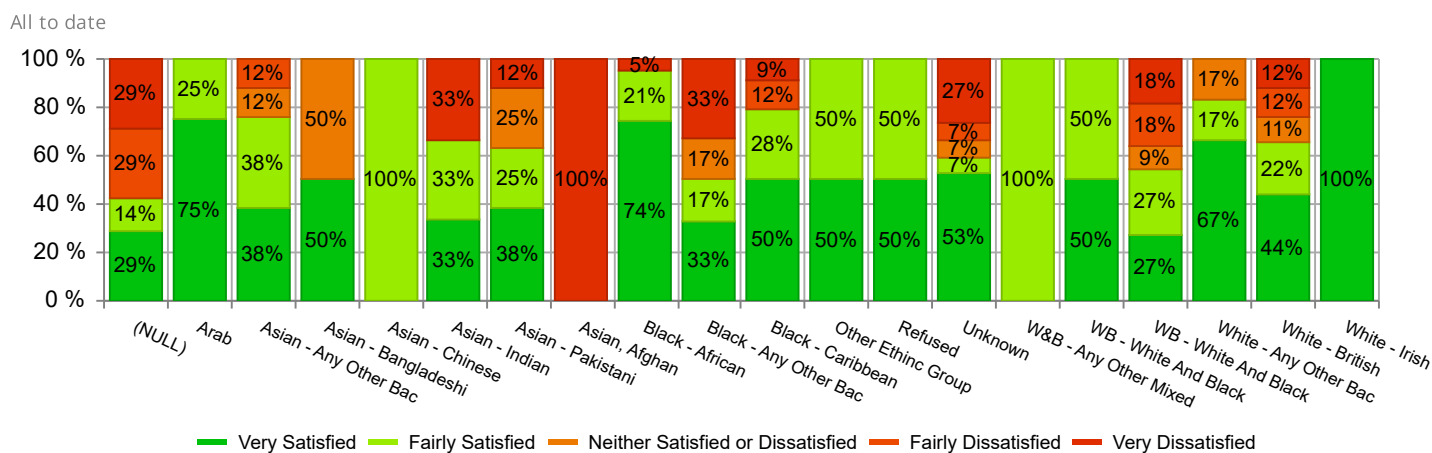
Tenancy type specialist support has the lowest satisfaction, but a relatively small number of responses at 18.

Repairs timing Satisfaction by Local Authority



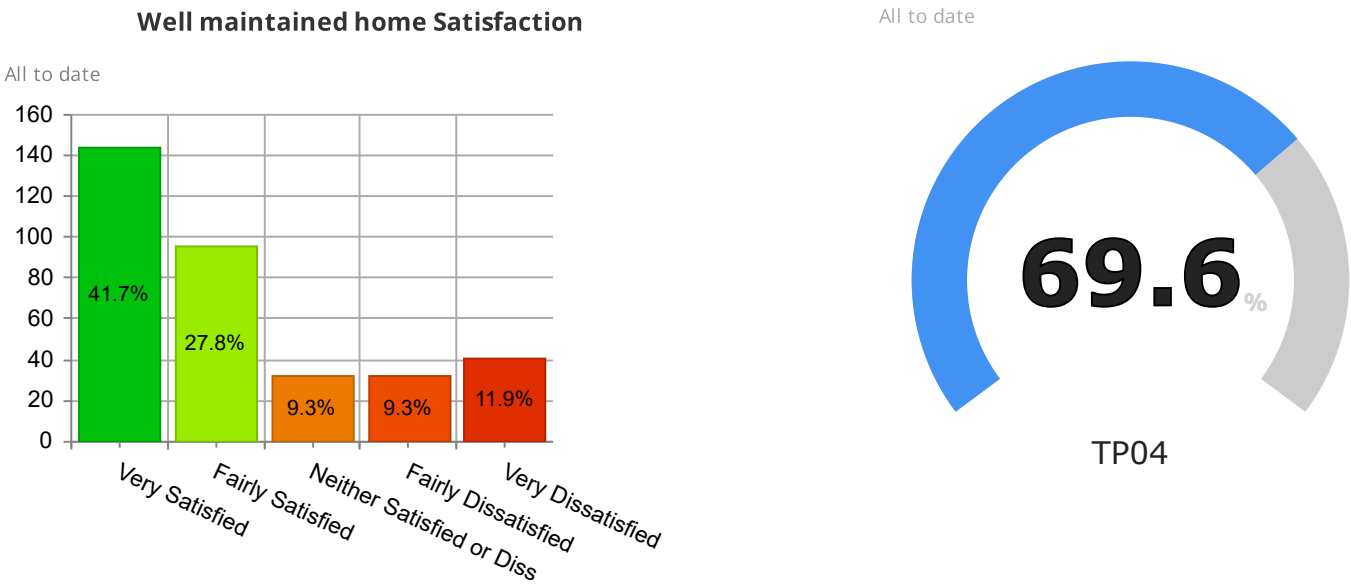
Mansfield again stands out as having the highest satisfaction for repairs timing at almost 9% above the average score. Broxtowe, East Staffordshire and Gedling have the lowest satisfaction but the high neutral scores represent an area of opportunity.

Repairs timing Satisfaction by Ethnic Origin



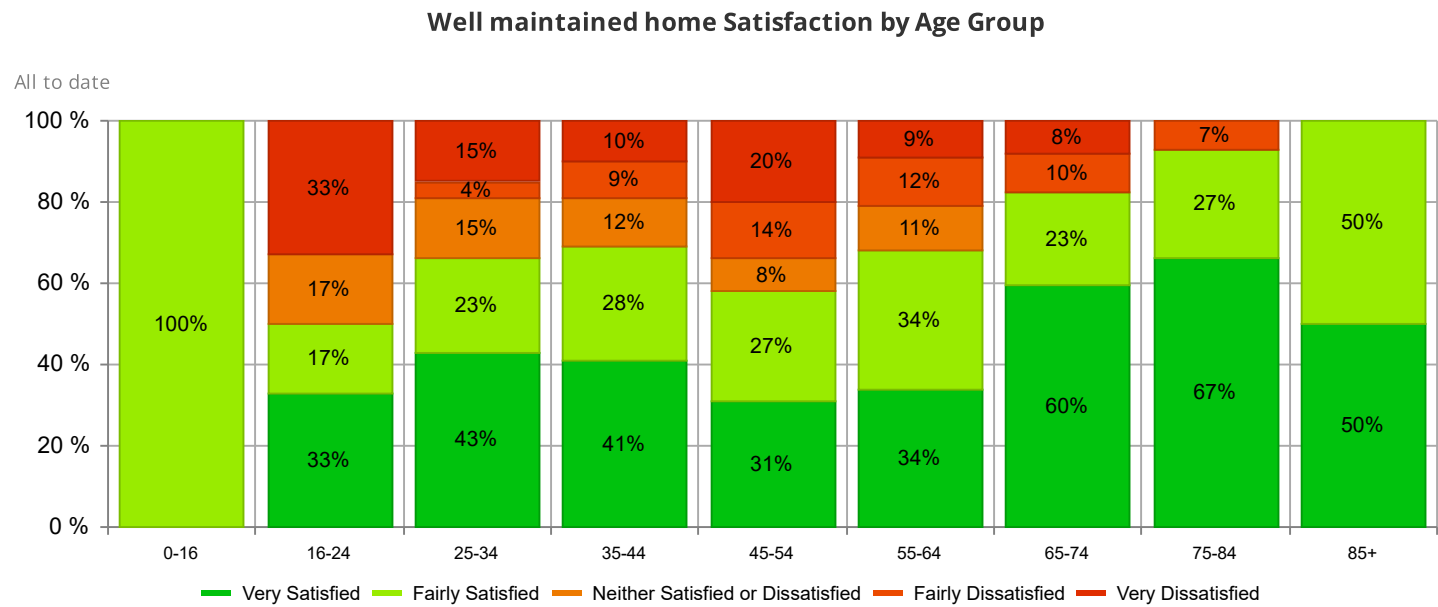
Again, although it looks like the non white ethnicities are not so satisfied, Black African and Black Caribbean which have the biggest responses have higher than the Tuntum average satisfaction for TP03. The Very Satisfied responses for Black - African are significantly high at 75%.

How satisfied or dissatisfied are you that Tuntum provides a home that is well maintained ? TP04



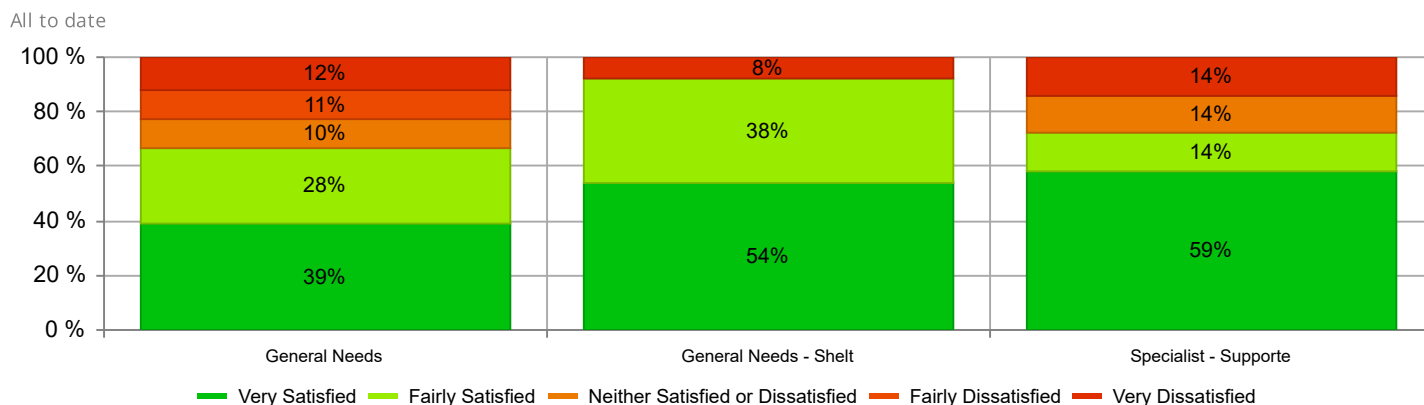
The expected range for satisfaction with homes being well maintained is 60- 85% with an average of 71.0%. Housemark reports an average of 69.4%

Tuntum are just under the average across other CX-F customers and on the average Housemark score for TP04 with



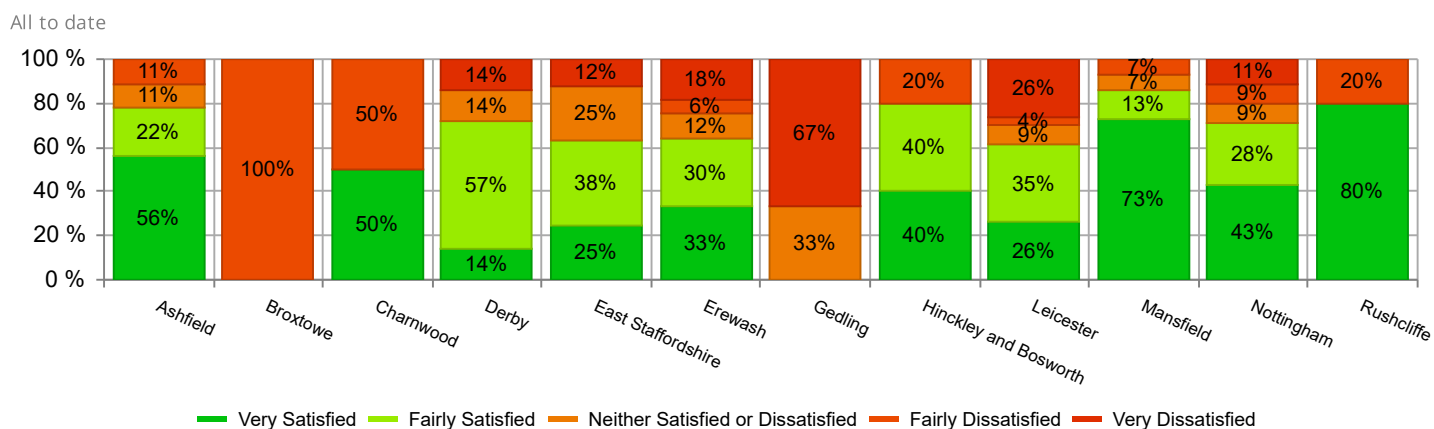
The two younger age bands of 16-24 and 25-34 show lower than average scores for satisfaction with homes being well maintained. This is a normal pattern that is shown across multiple CX-Feedback customers. Age band 45-54 and 55-64 also show lower than average scores, with particularly high dissatisfaction in the 45-54 age group.

Well maintained home Satisfaction by Tenancy Type



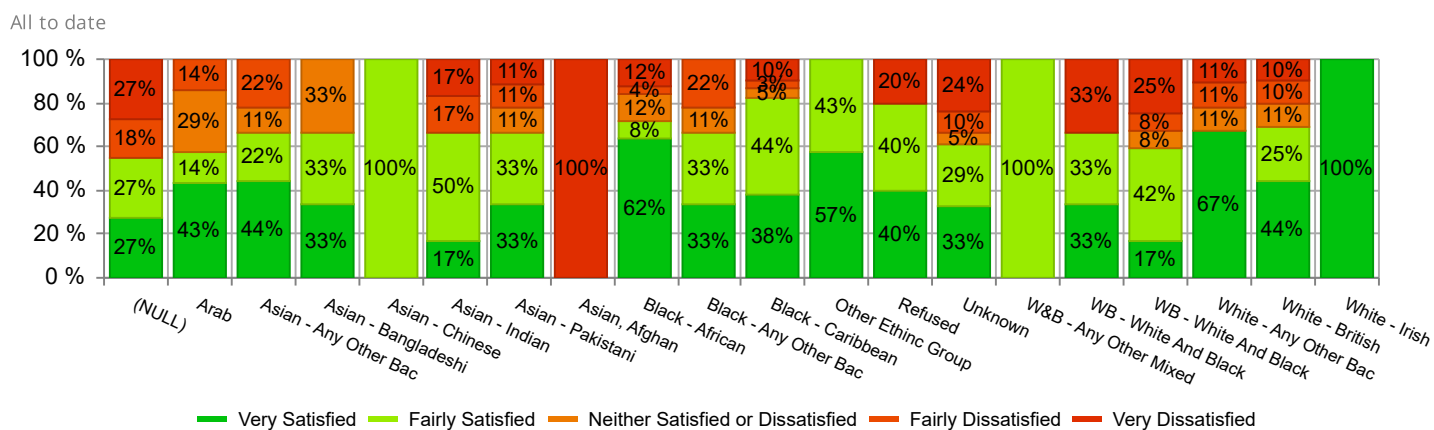
The general needs tenancy type scored just under the Tuntum average. the other tenancy types both have higher than average scores.

Well maintained home Satisfaction by Local Authority



Ashfield, Hinckley and Bosworth, Mansfield and Rushcliffe all have higher than the Tuntum average satisfaction for homes being well maintained. Although Boxtowe, Charnwood and Gedling appear to have very low satisfaction, there is a very low volume of responses from these areas so they would not be considered statistically significant.

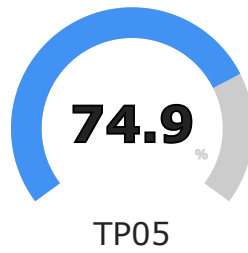
Well maintained home Satisfaction by Ethnic Origin



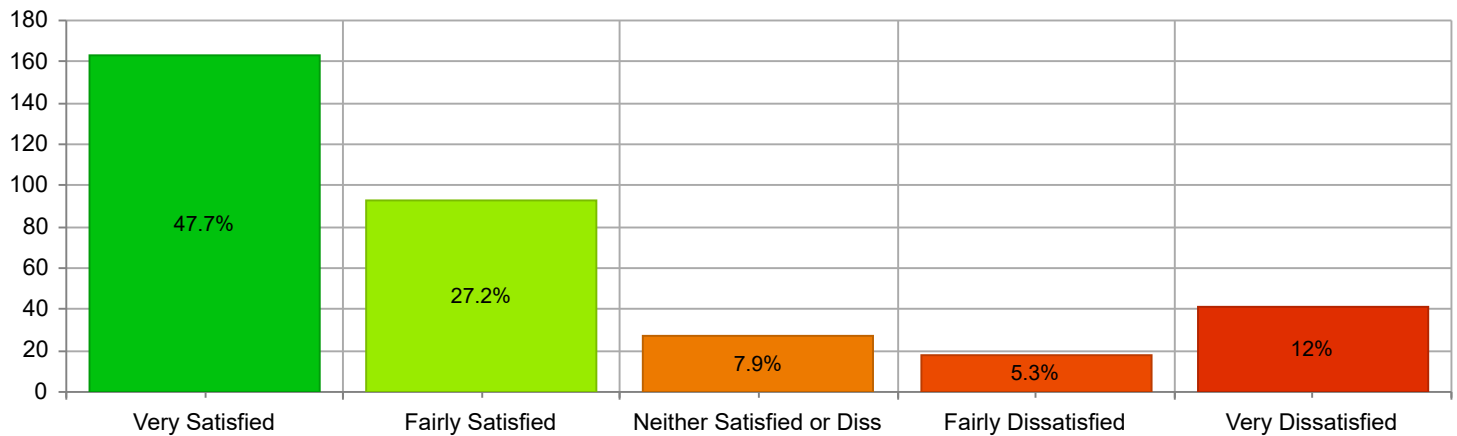
Again Black-African and Black-Caribbean show higher than the Tuntum average satisfaction.

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

All to date



All to date

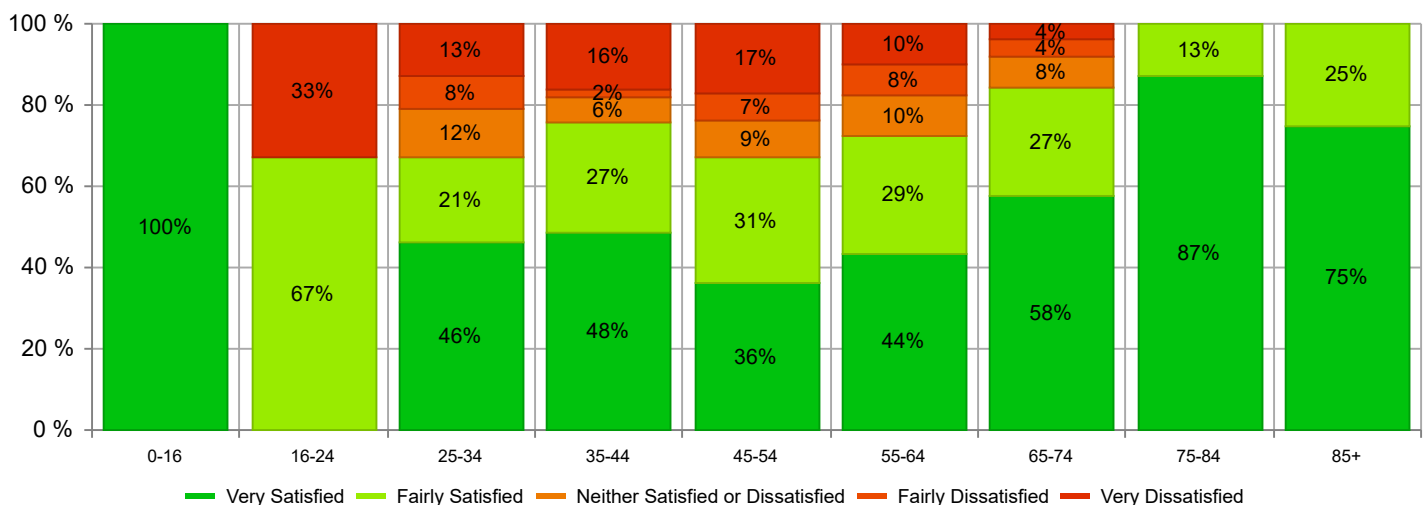


The expected range for Satisfaction that homes are safe is 66-88%, with an average of 75.9%. Housemark give an average of 74.8%.

The CSAT score of 74.9% for Tuntum is within the expected range for TP05.

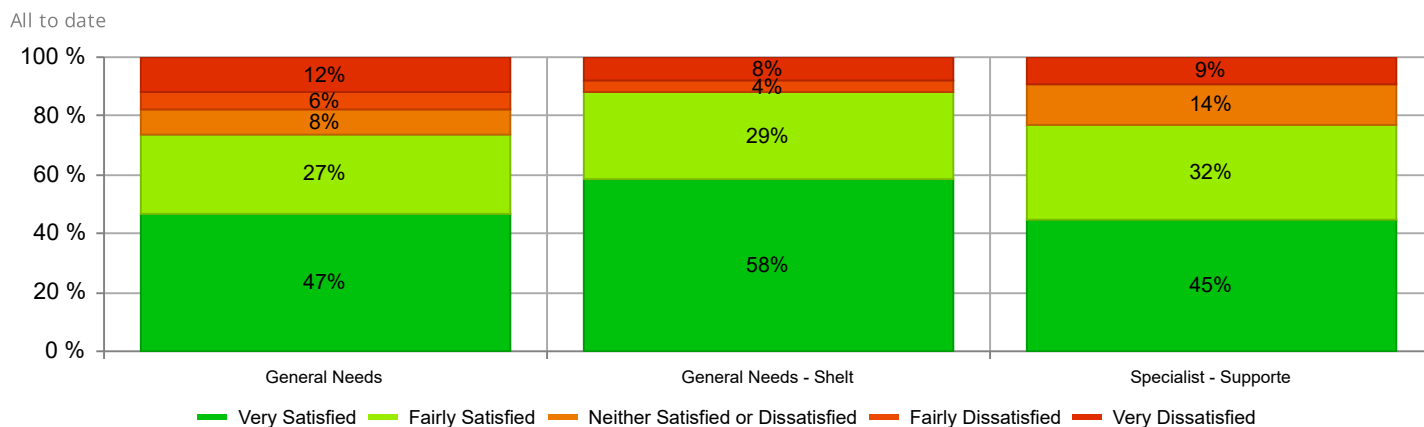
Safe Home Satisfaction by Age Group

All to date



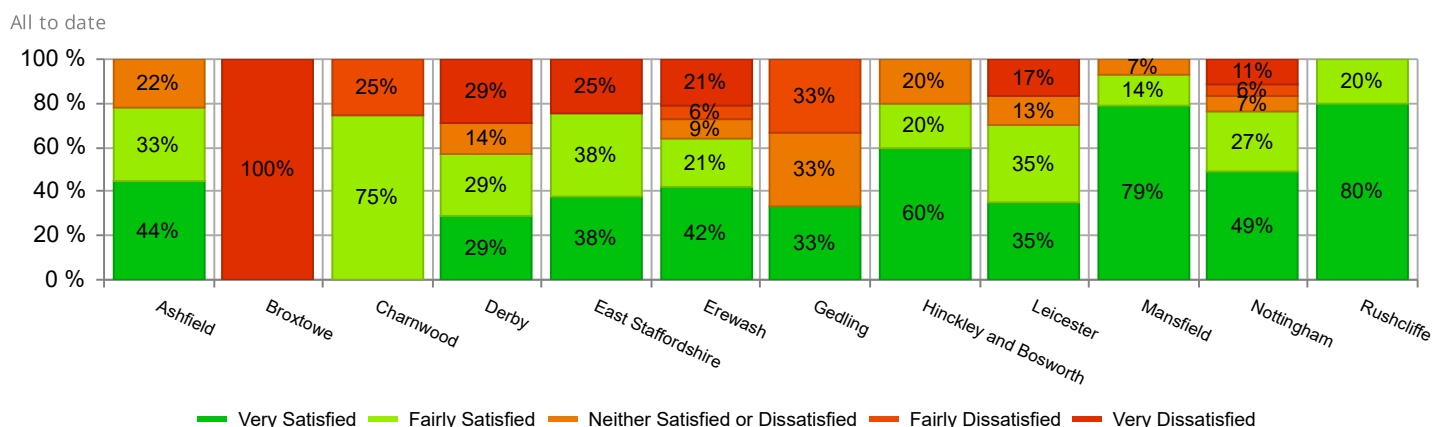
The age groups 16-24, 25-34 and 45-54 all have lower satisfaction scores than the Tuntum average, with increasing satisfaction as we progress up the age bands from 55 onwards.

Safe Home Satisfaction by Tenancy Type



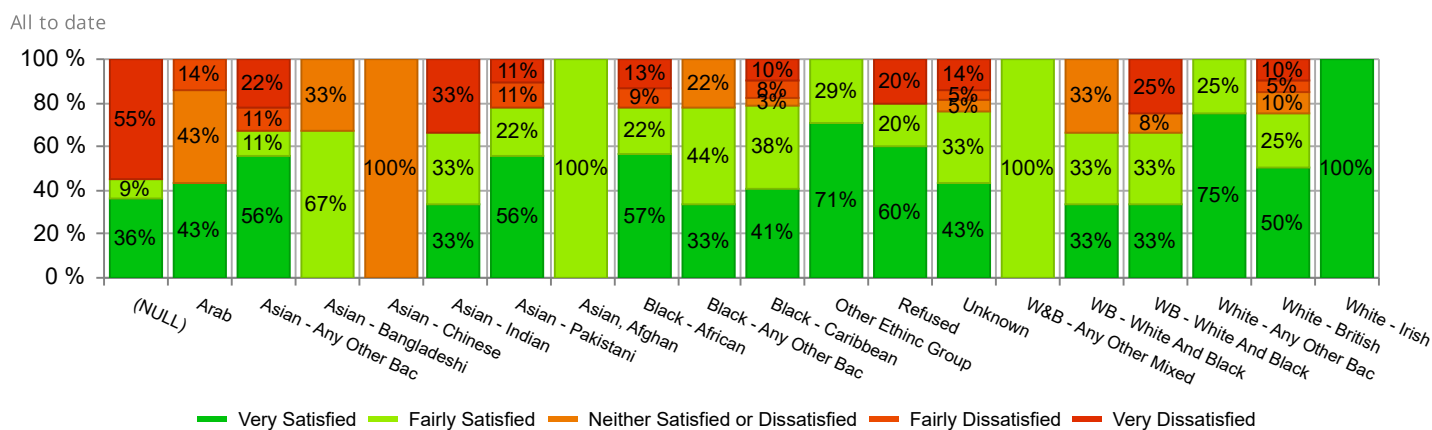
All tenancy types have satisfaction that is around or greater than the Tuntum average.

Safe Home Satisfaction by Local Authority



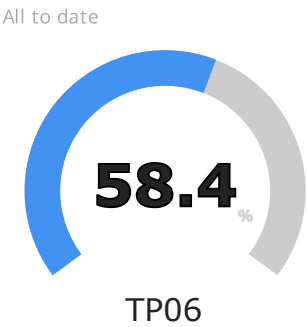
Hinkley and Bosworth, Mansfield and Rushcliffe show greater levels of satisfaction that the other LAs. Again Broxtowe and Gedling show low levels of satisfaction for homes that are safe.

Safe Home Satisfaction by Ethnicity

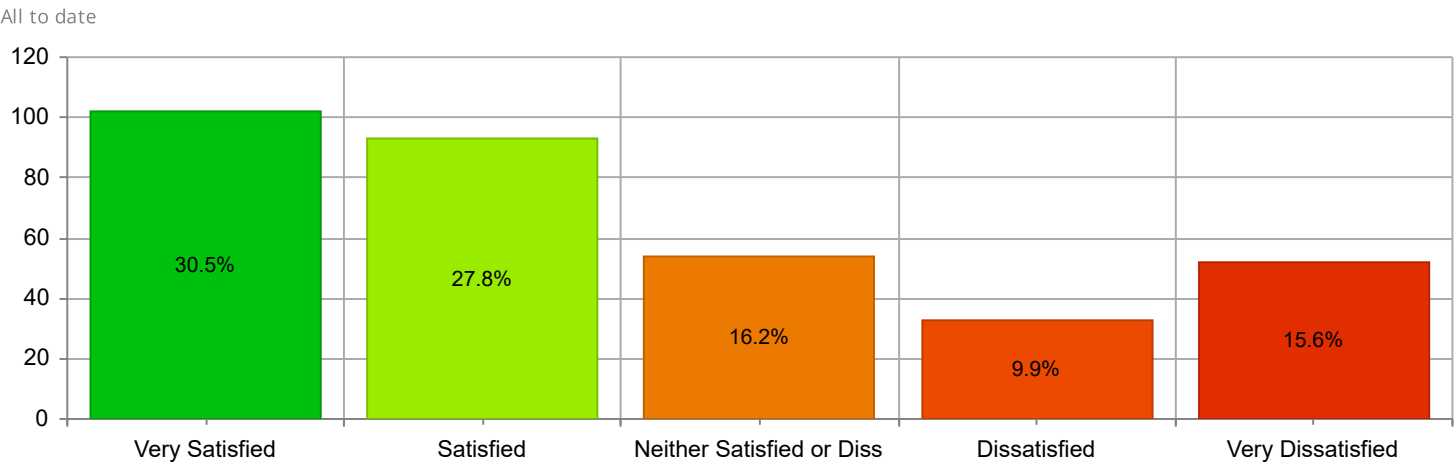


Although the chart shows a lot of red dissatisfaction, those categories of ethnicity are very small and should not be considered as statistically significant. The main volume ethnicities of Black-African, Black-Caribbean and White-British have scores that are equal or higher than the average score.

How satisfied or dissatisfied are you that Tuntum listens to your views and acts upon them ? TP06



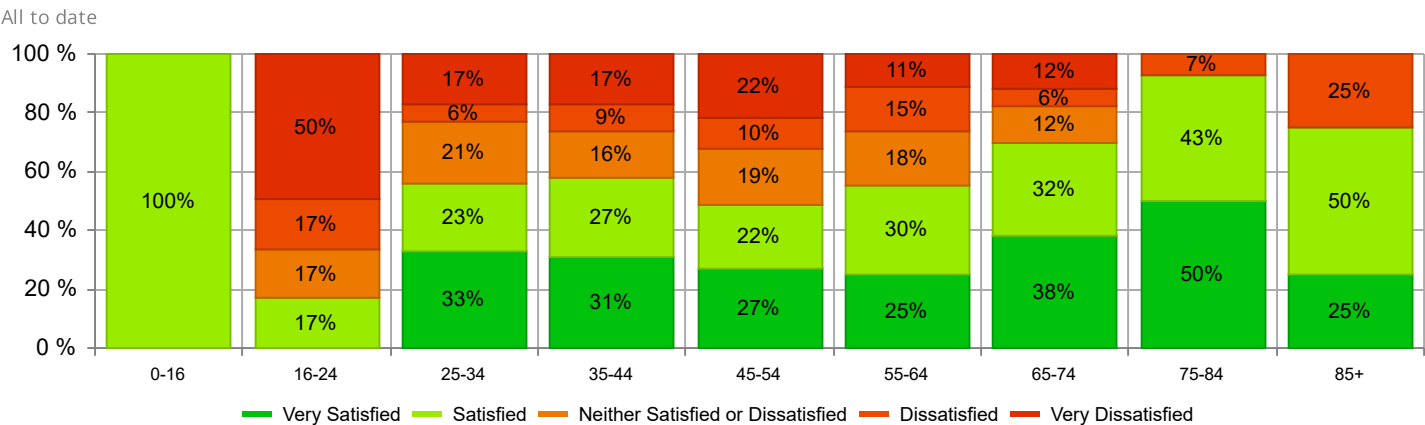
Listens to views and acts on them Satisfaction



The expected range for satisfaction that Tuntum Housing listens to views and acts on them is 45-77%, with an average of 60.7%. The Housemark average for TP06 is 58.9%

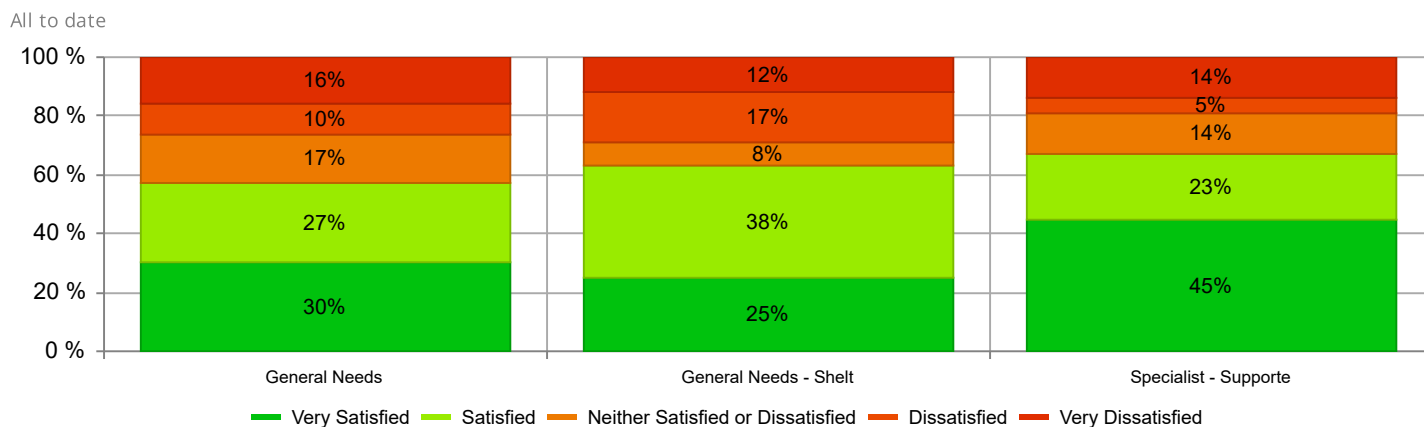
The CSAT score of 58.4% is just under the CX-Feedback average and in line with the Housemark average.

Listens to views and acts upon them by Age Group



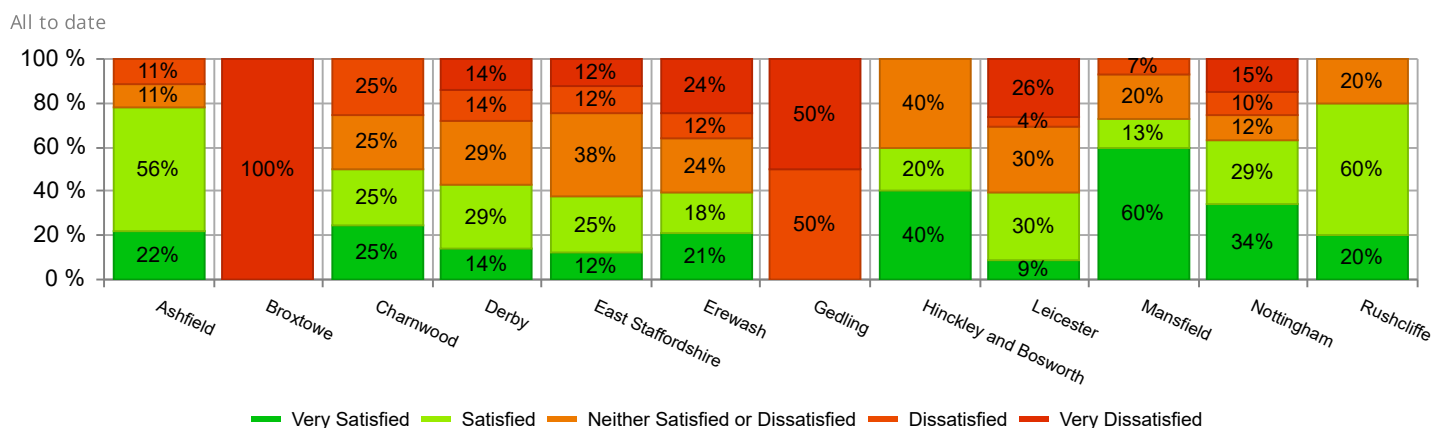
There is very low satisfaction for the 16-24 age band, with 25-34, 45-54 and 55-64 also being less than the Tuntum average. The other age ranges show increasing in satisfaction as we progress up the ranges.

Listens to views and acts upon them by Tenancy Type



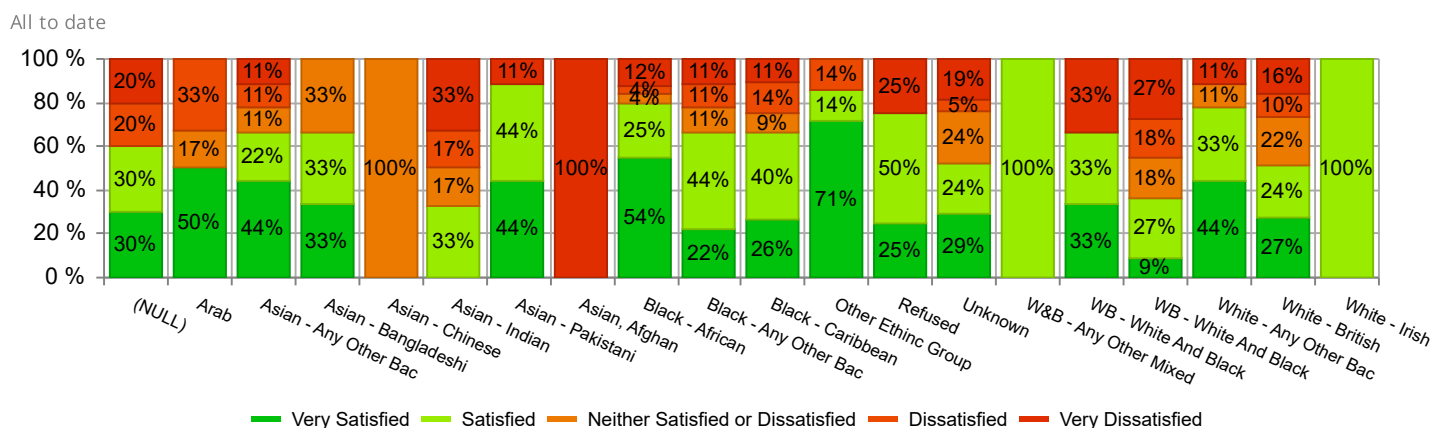
The general needs tenancy type has slightly lower than average satisfaction with listening to views and acting on them.

Listens to views and acts upon them by Local Authority



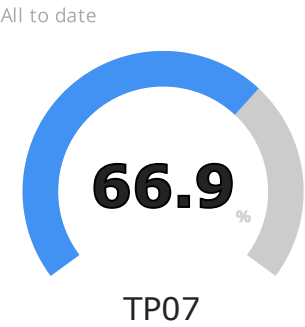
Ashfield, Mansfield and Rushcliffe all show very high levels of satisfaction that Tuntum listens to them. Broxtowe, Derby, East Staffordshire, Erewash, Gedling and Leicester all show low satisfaction, although most of them also show high levels of neutrality.

Listens to views and acts upon them by Ethnicity

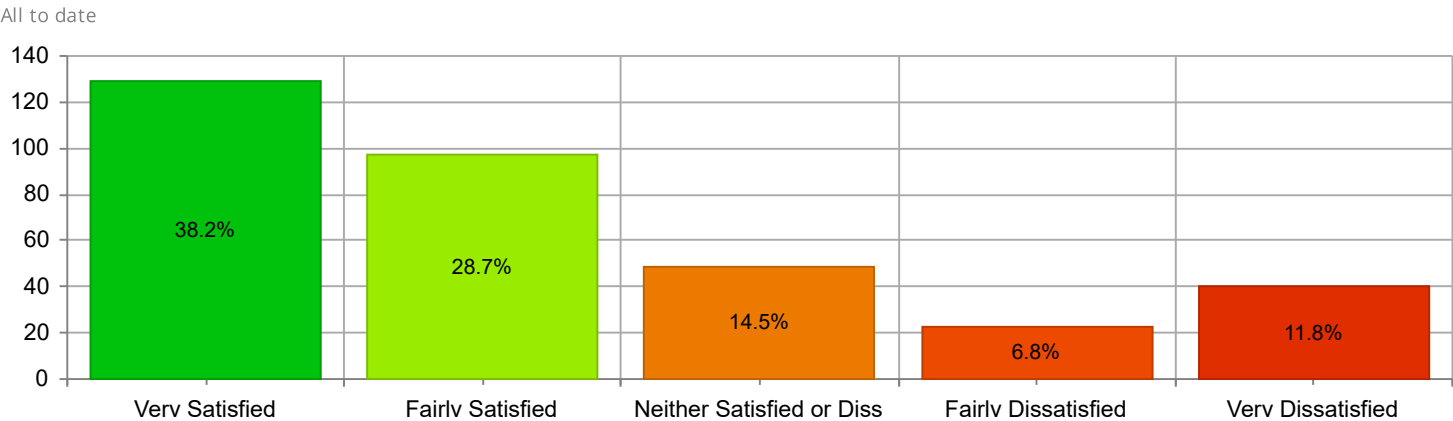


White-British is the only one of the major ethnicities that has satisfaction less than the Tuntum average. The neutral score of 21% for this ethnicity is higher than would be normally expected and is an opportunity for change.

How satisfied or dissatisfied are you that Tuntum keeps you informed about things that matter to you? TP07



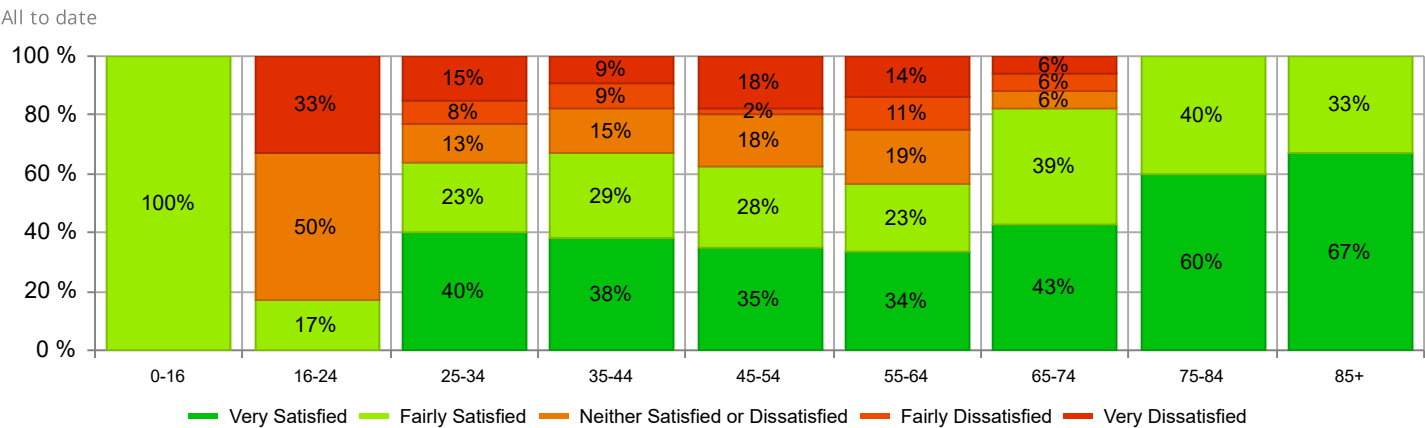
Being kept informed Satisfaction



The expected range for satisfaction that Tuntum Housing keeps tenants informed about things that matter is 56-85%, with an average of 68.6%. Housemark's average is 69.5%.

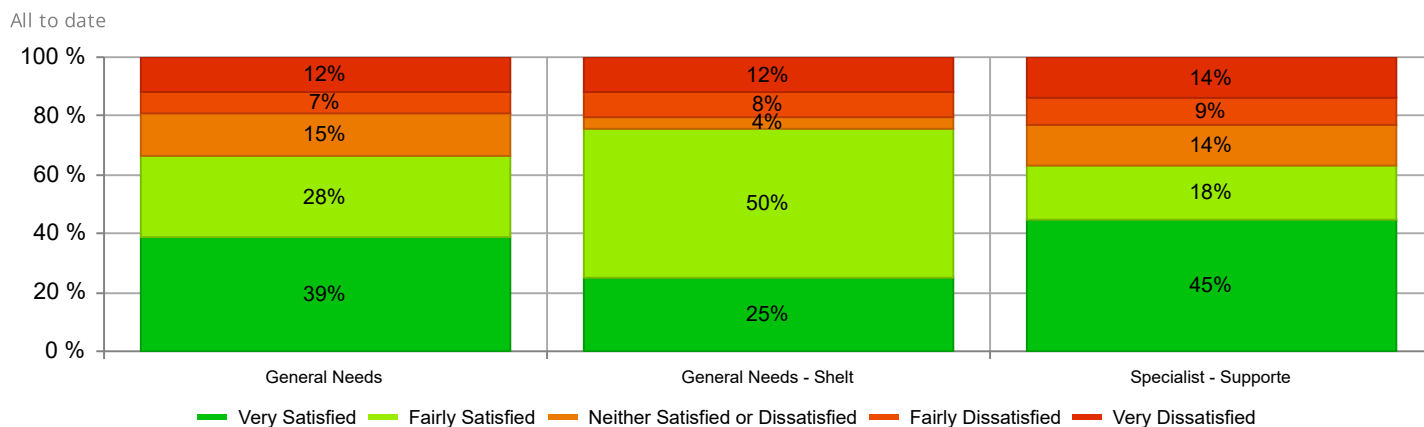
The score of 66.9% puts Tuntum just under the average for CX-Feedback customers.

Being kept informed by Age



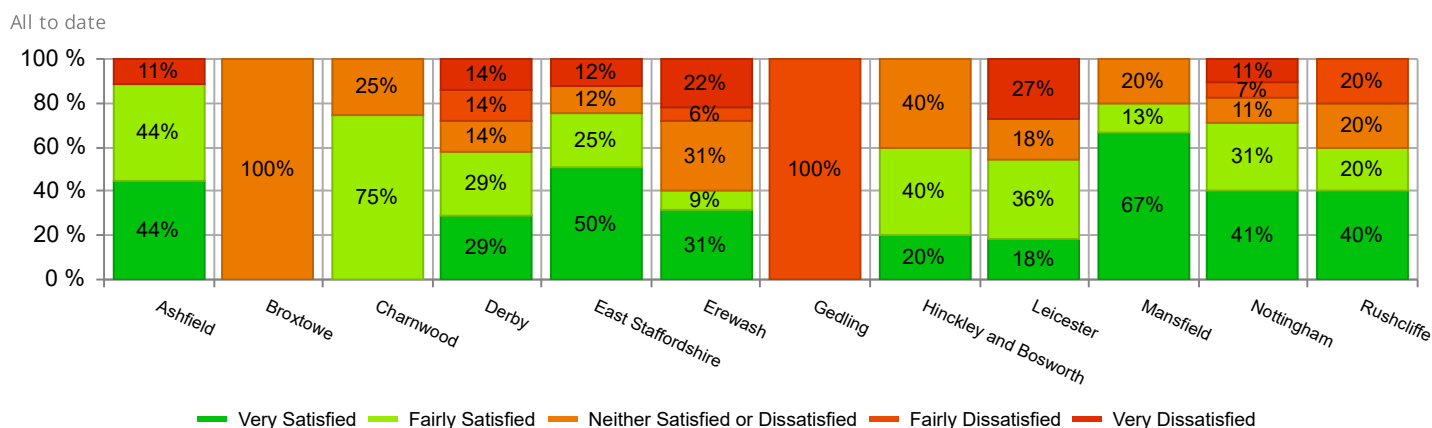
Again the 16-24 age group shows extremely low satisfaction, with a very high neutral score, but the volume of responses is very low. 25-34 and 45-64 are both lower than the Tuntum average as has been shown in previous measures. The neutral scores for 45-54 and 55-64 are a little higher than would be expected.

Being kept informed Satisfaction by Tenancy Type



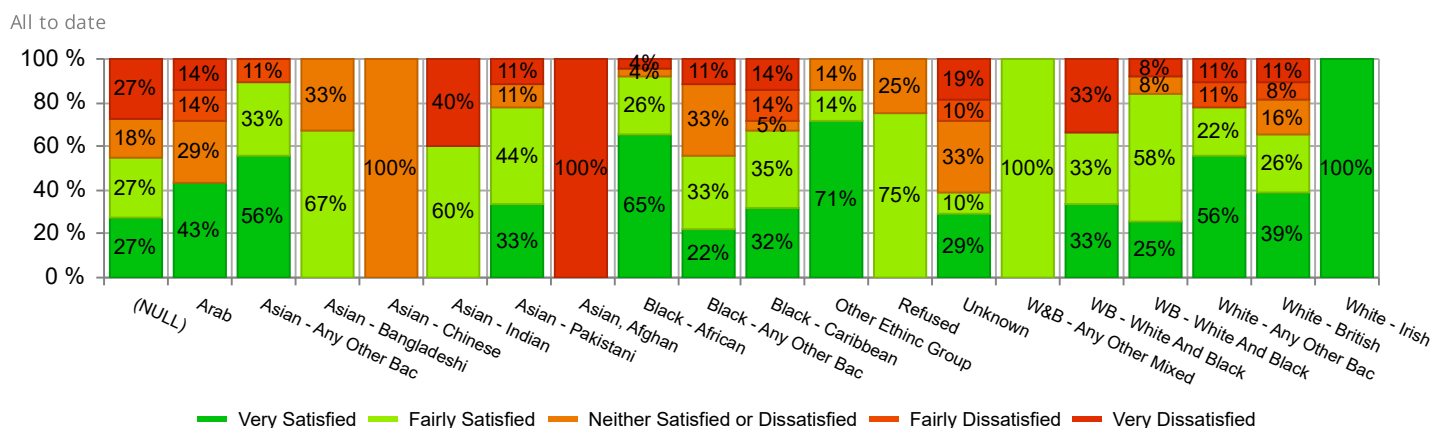
The Specialist - Supported tenancy type scored just under the Tuntum average for TP07, but is a small contributor in terms of volume.

Being kept informed Satisfaction by Local Authority



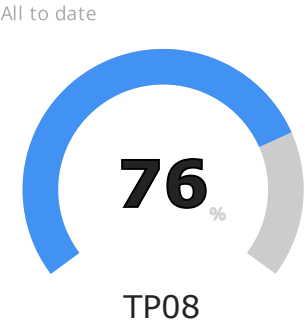
Again the same LAs of Ashfield and Mansfield show high levels of satisfaction with being kept informed. The authorities of Charnwood and East Staffordshire which have had high levels of dissatisfaction for other measures have high levels for TP07. Broxtowe, Erewash and Gedling continue to show low levels of satisfaction, although Erewash has a high neutral score.

Being kept informed Satisfaction by Ethnicity

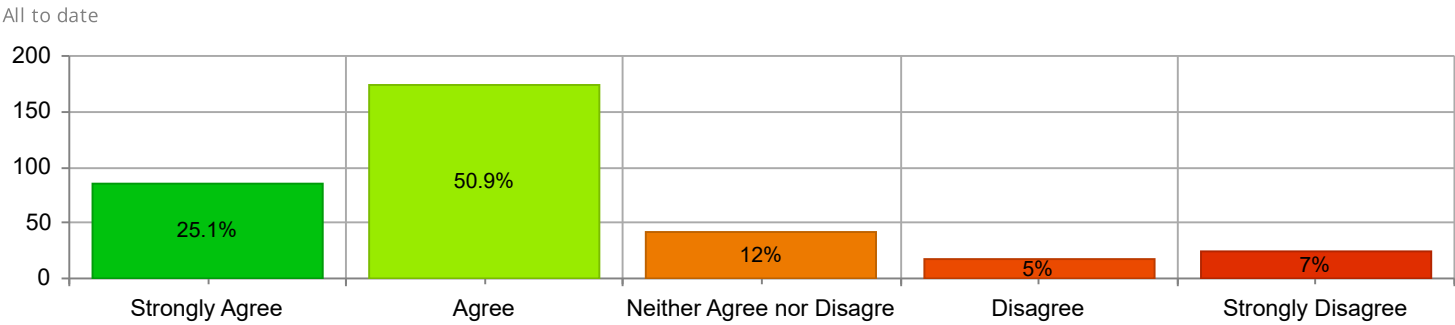


White-British is the largest ethnic origin group with satisfaction less than the Tuntum average. Black-African shows a significantly high satisfaction at 92%

To what extent do you agree or disagree with the following: Tuntum treats me fairly and with respect ? TP08



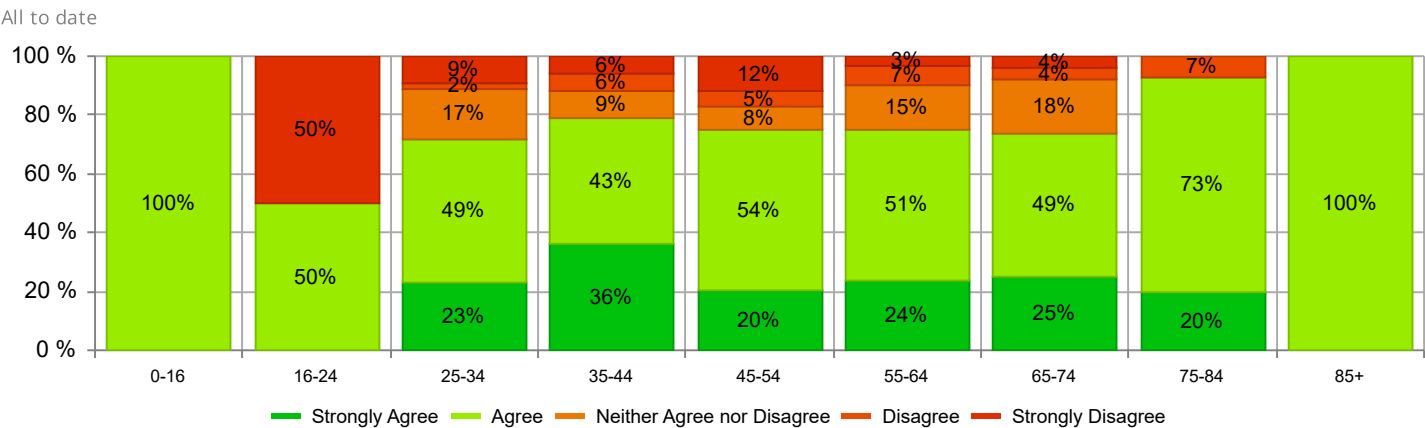
Treated fairly and with respect Satisfaction



The expected range for satisfaction of being treated fairly and with respect is 62-85%, with an average of 74.2%. Housemark reports 76.3%

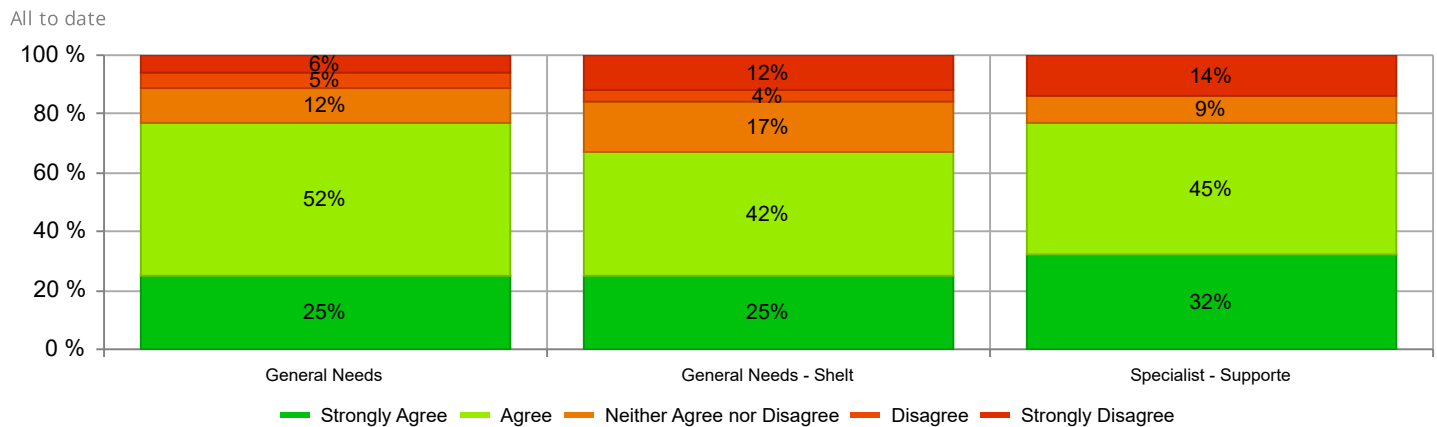
Tuntum scored 76% which is higher than the CX-Feedback average and at the top of the range of scores expected.

Treated fairly and with respect Satisfaction by Age



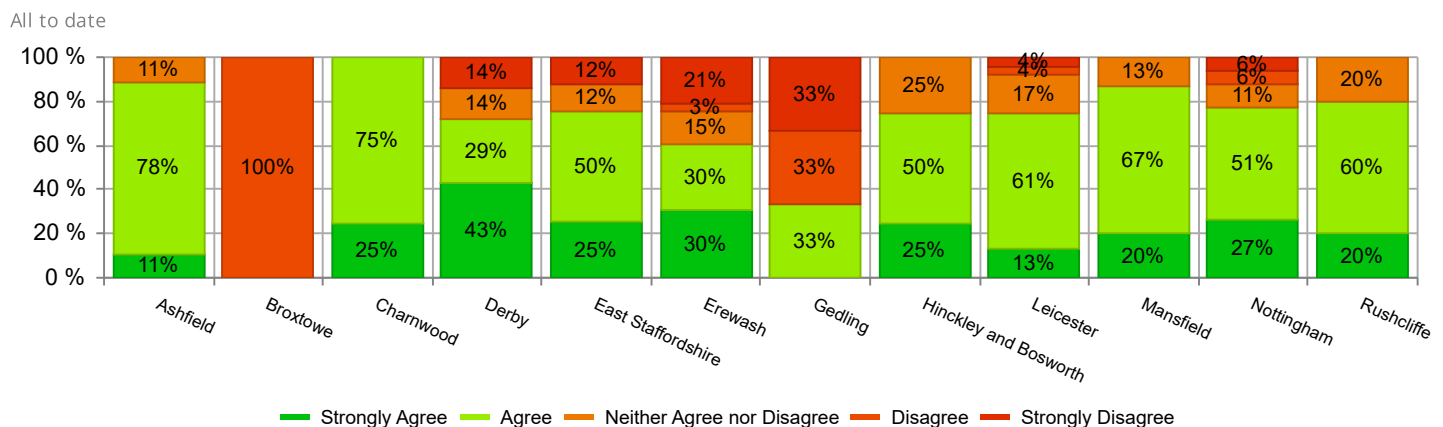
The 16-24, 25-34 and 45-54 age bands have lower than the Tuntum average, but only by small percentage points. However, they all also have a neutral score of 15% or greater, so there are opportunities to improve this score.

Treated fairly and with respect Satisfaction by Tenancy Type



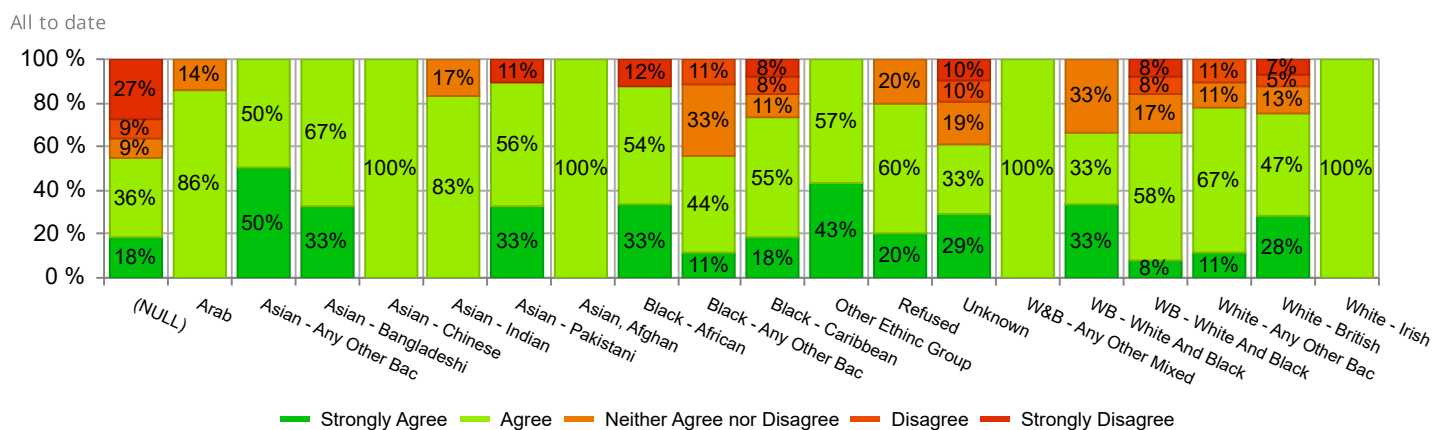
General Needs - Sheltered tenancy type has lower than the average satisfaction, but also slightly higher than normal neutral scores.

Treated fairly and with respect Satisfaction by Local Authority



Most of the local authorities show high levels of agreement that they are treated fairly and with respect. Those that stand out for having low levels of agreement are Broxtowe, and Gedling.

Treated fairly and with respect Satisfaction by Ethnicity

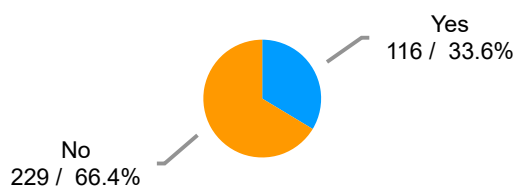


The majority of ethnicities believe that they are treated fairly and with respect by Tuntum. Those with high levels of neutral answers have very small volumes. White - British ethnicity has a score of 74% which is just under the overall average of 76%.

Have you made a complaint to Tuntum in the last 12 months?

All to date

TP09a

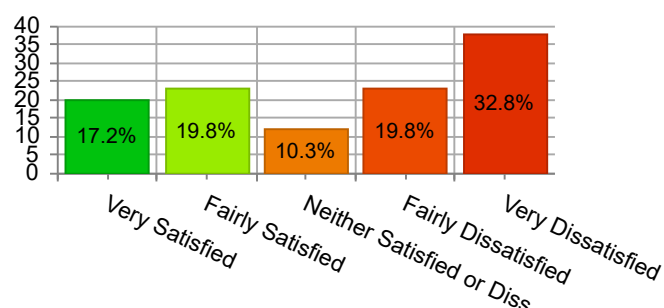


The respondents who answered Yes were asked the TP09 question to gauge satisfaction with the complaints process

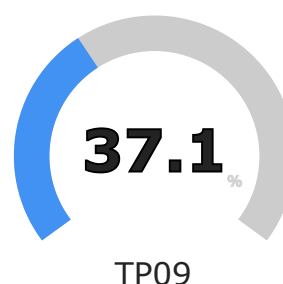
How satisfied or dissatisfied are you with Tuntum's approach to complaints handling? TP09

Complaints handling Satisfaction

All to date



All to date

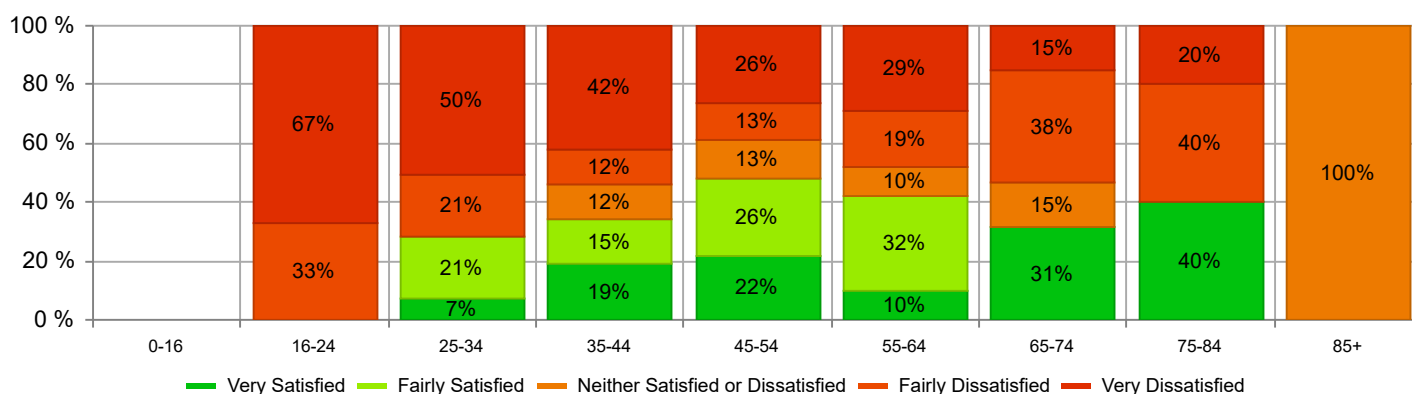


The expected range for satisfaction with complaints handling is 28-50%, with an average of 35.3%. Housemark report an average of 33.8%

The CSAT score of 37.1% for Tuntum is above the expected range from either CX-Feedback or Housemark

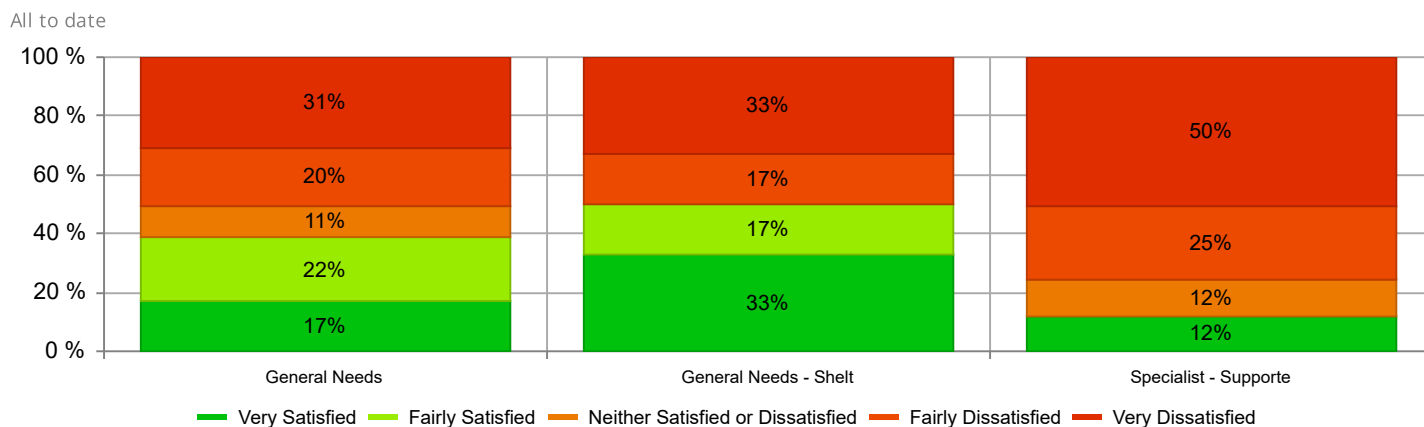
Complaint handling Satisfaction by Age Group

All to date



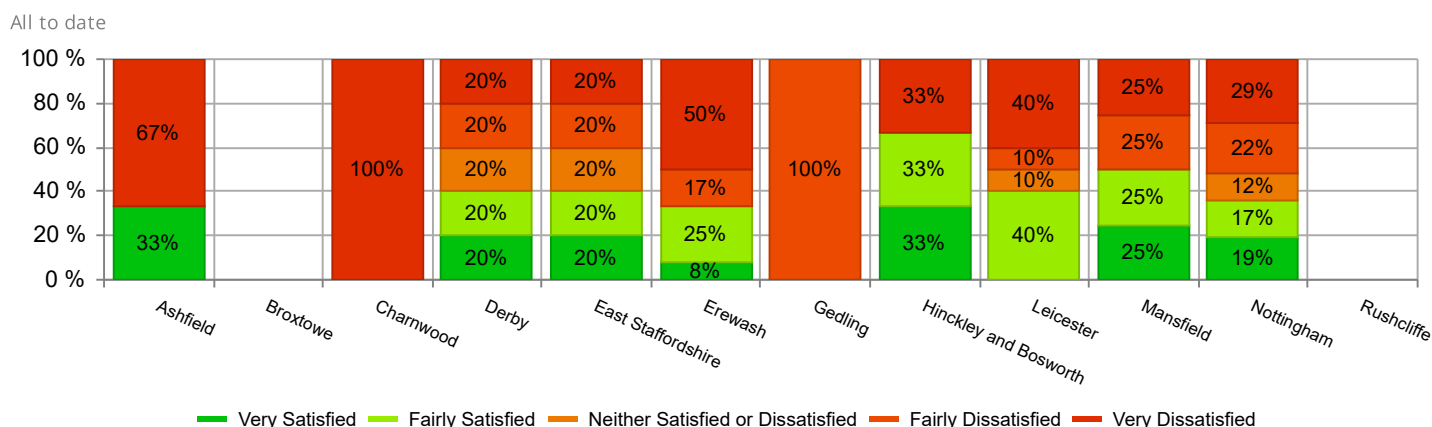
The satisfaction with complaints handling grows through the age bands to 45-54, where almost half of the respondents are satisfied. Then it goes down again for the 65-74 age band and back up a little for 75-84. This is actually quite an unusual pattern. Generally, satisfaction increases as we progress through the age bands.

Complaint handling Satisfaction by Tenancy Type



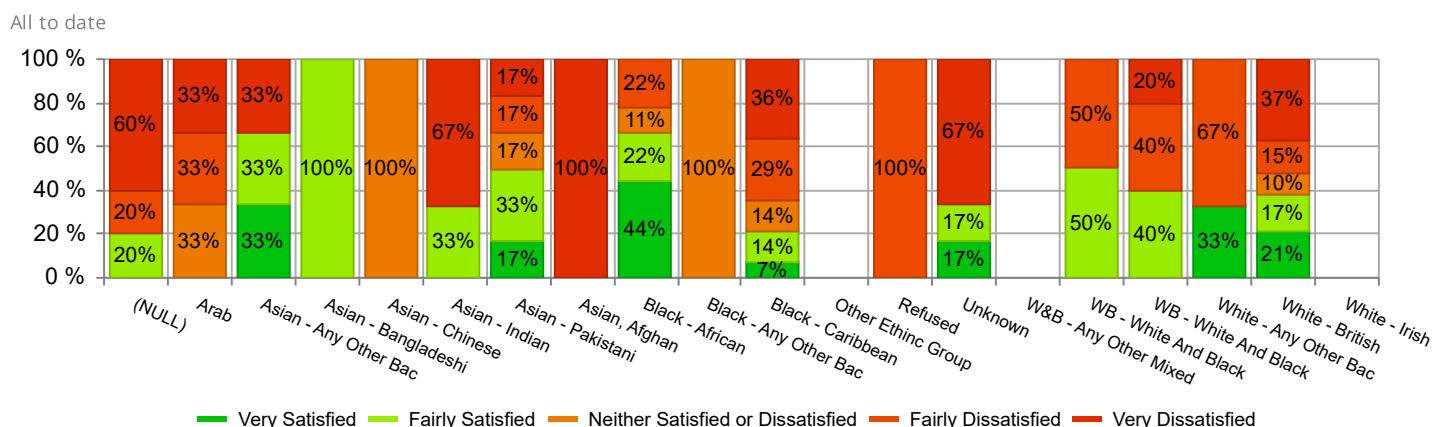
Satisfaction with complaints handling is particularly low for the Specialist - Supported tenancy type.

Complaint handling Satisfaction by Local Authority



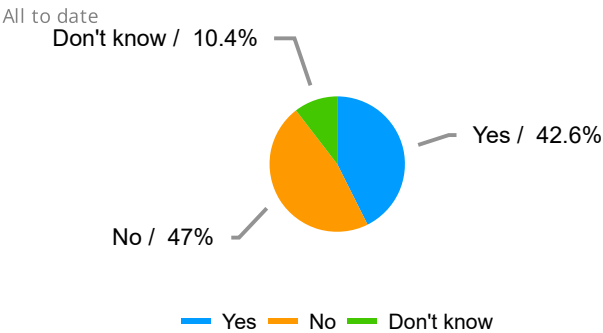
We can see that Derby, East Staffordshire, Hinckley and Bosworth, Leicester and Mansfield all have higher than average satisfaction with complaint handling. The only LA area that has significant volumes for this question is Nottingham.

Complaint handling Satisfaction by Ethnicity



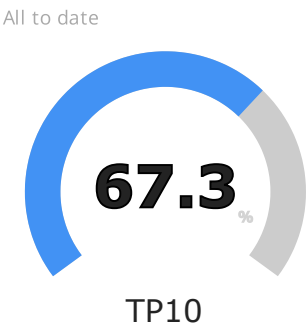
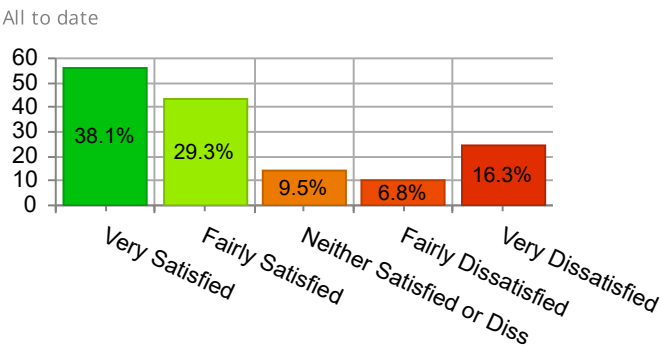
The volumes of those reporting a complaint are particularly large for the White- British ethnicity at around 55 compared to most of the other ethnic groups showing a volume of around 15 or less. The next biggest ethnic group is Black - Caribbean which has a very low satisfaction at 21%.

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



Those that answered Yes were asked TP10 to ascertain satisfaction with the maintenance of communal areas.

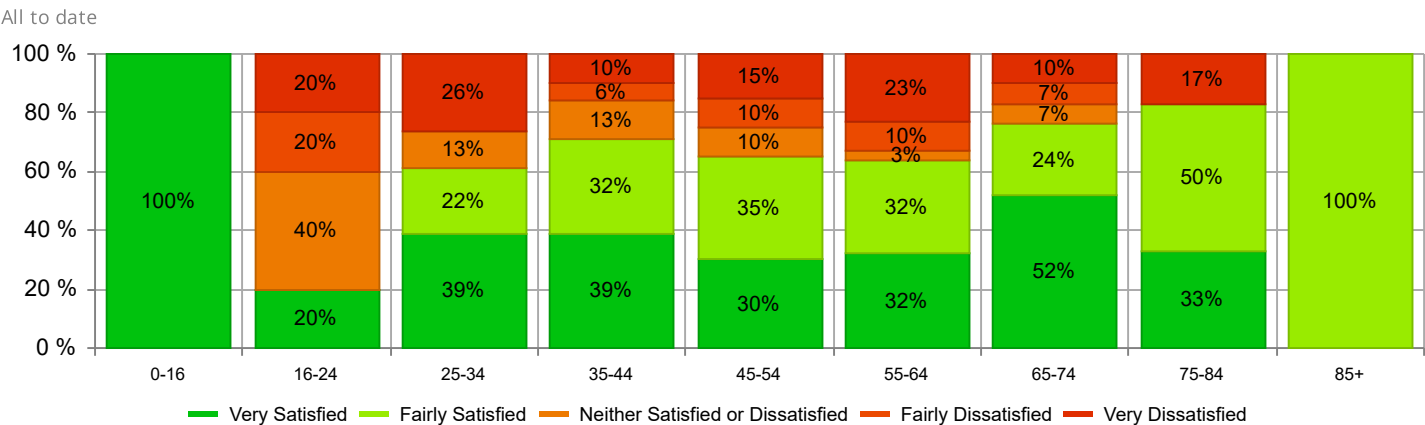
How satisfied or dissatisfied are you that Tuntum keeps these communal areas clean and well maintained? TP10



The expected range for satisfaction with maintaining communal areas is 56-70%, with an average of 61.2%. Housemark advise an average of 65.5%

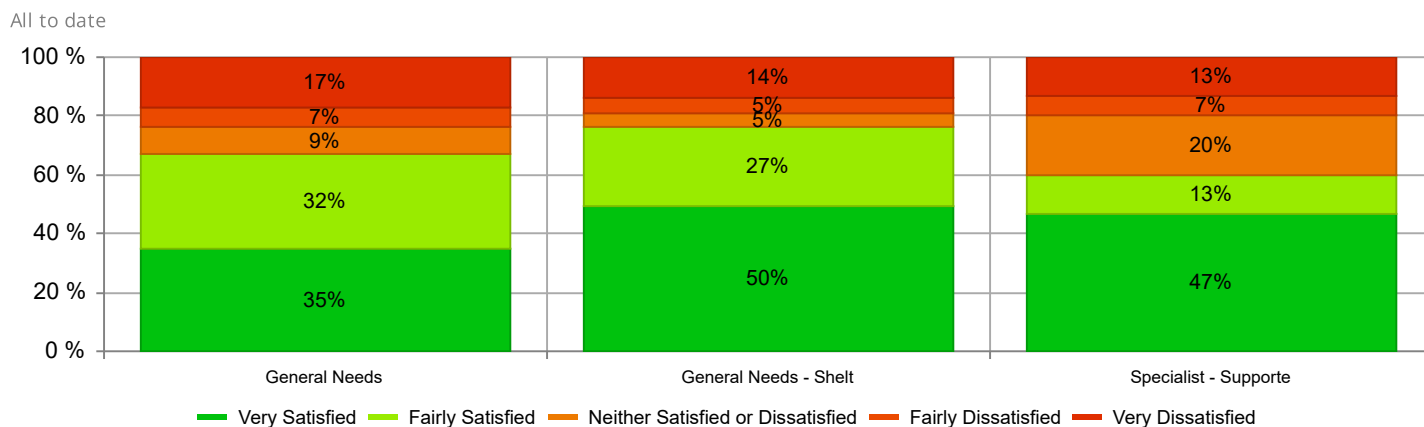
Tuntum's score of 67.3 is above the average for both CX-Feedback customers and Housemark.

Communal area Satisfaction by Age Group



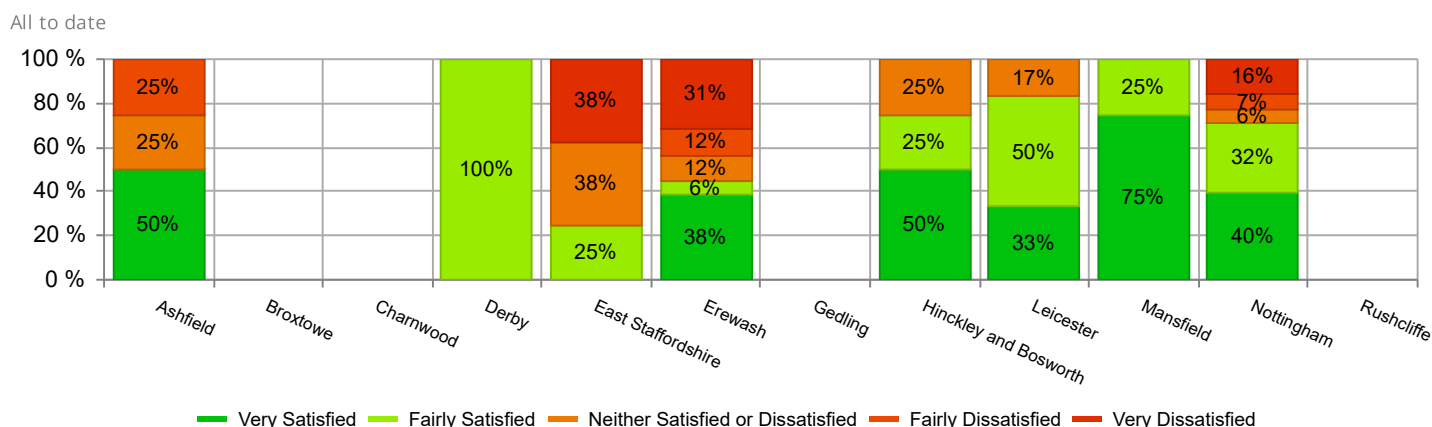
The satisfaction among the 16-24 age band is particularly low for TP10, however, this is a particularly low volume of responses. 25-34, 45-54 and 55-64 also have scores lower than the Tuntum average.

Communal area Satisfaction by Tenancy Type



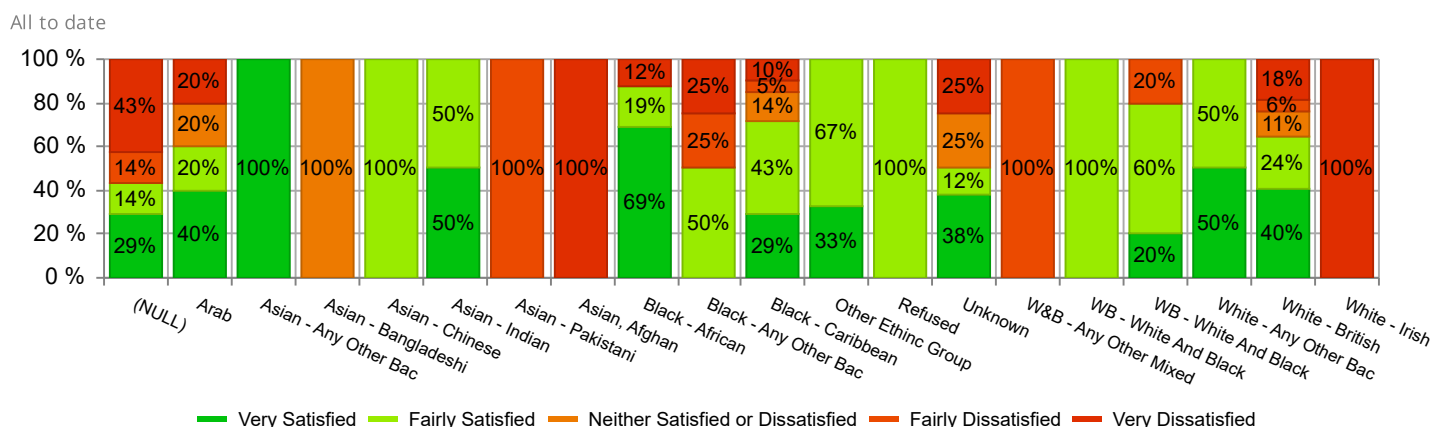
The biggest tenancy type by volume is General Needs which has a satisfaction score just under the Tuntum average. Specialist-Supported is quite significantly lower with 60% but does only have 15 responses overall.

Communal area Satisfaction by Local Authority



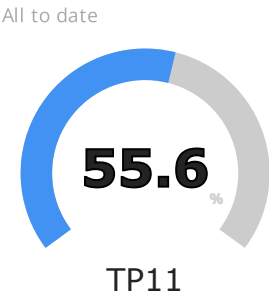
East Staffordshire and Erewash stand out as having particularly low satisfaction with communal areas, with East Staffordshire having a high neutral score. Hinckley and Bosworth and Leicester both have good satisfaction, with no dissatisfaction, but also have high neutral scores. Derby and Mansfield also stand out as having 100% satisfaction, albeit with very low volumes of responses.

Communal area Satisfaction by Ethnicity

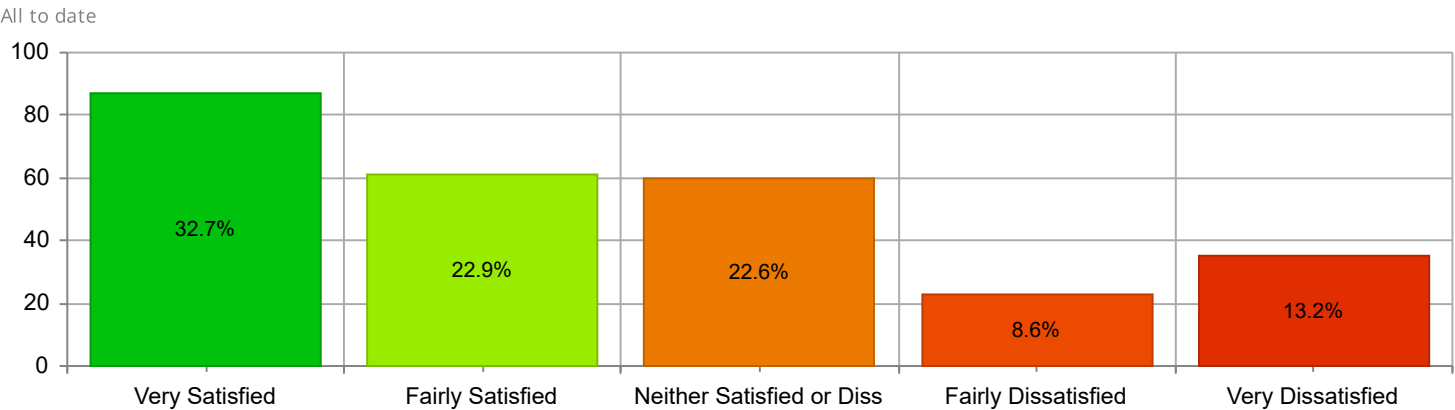


The biggest volume of responses to TP10 came from the White-British ethnicity, which also has a lower than the Tuntum average satisfaction score. The two other large ethnicity groups Black-African and Black-Caribbean both have very positive satisfaction scores.

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



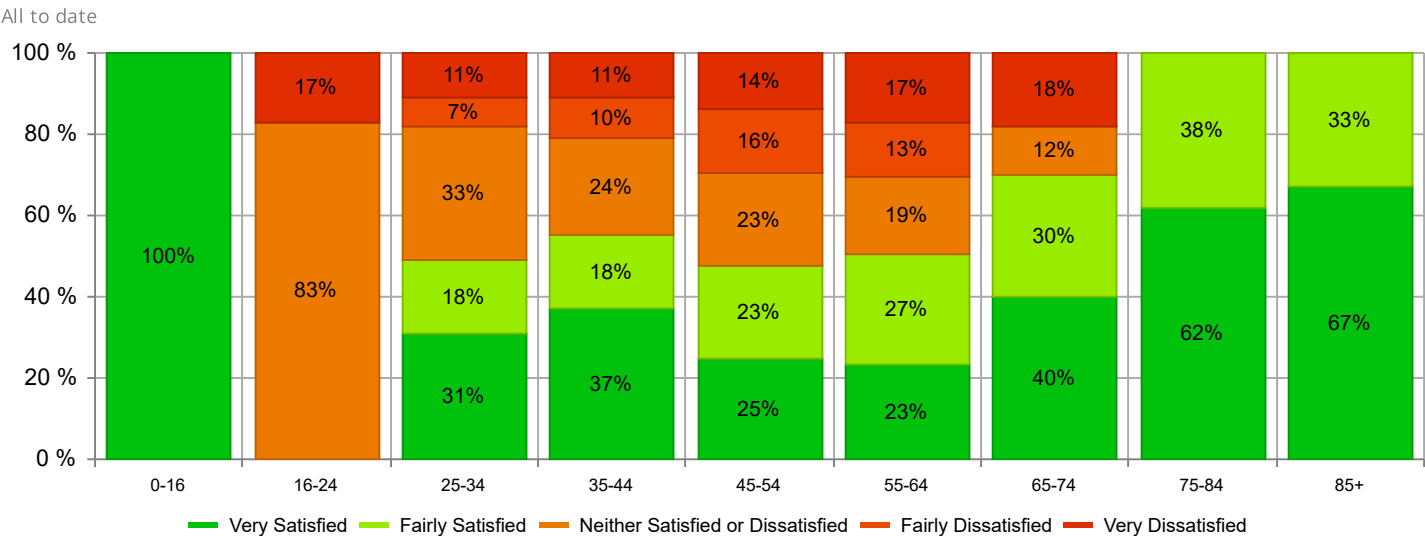
Neighbourhood contribution Satisfaction



The expected range for satisfaction that Tuntum makes a positive contribution to neighbourhoods is 50-80% with an average of 60.1%. This compares to 62.5% reported by Housemark.

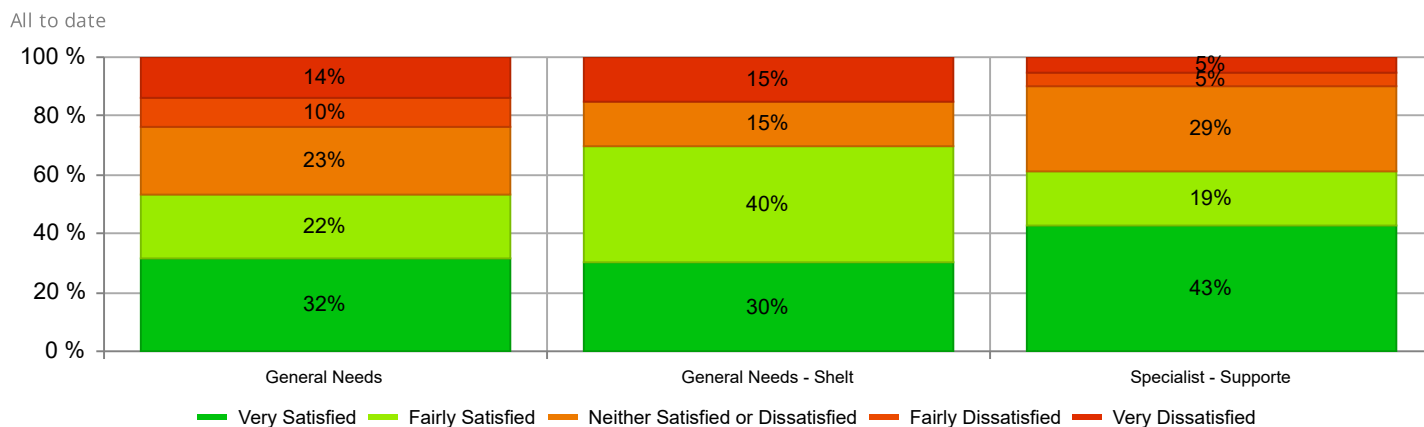
Tuntum is lower than the average CX-Feedback customer score, but within the expected range.

Neighbourhood contribution Satisfaction by Age Group



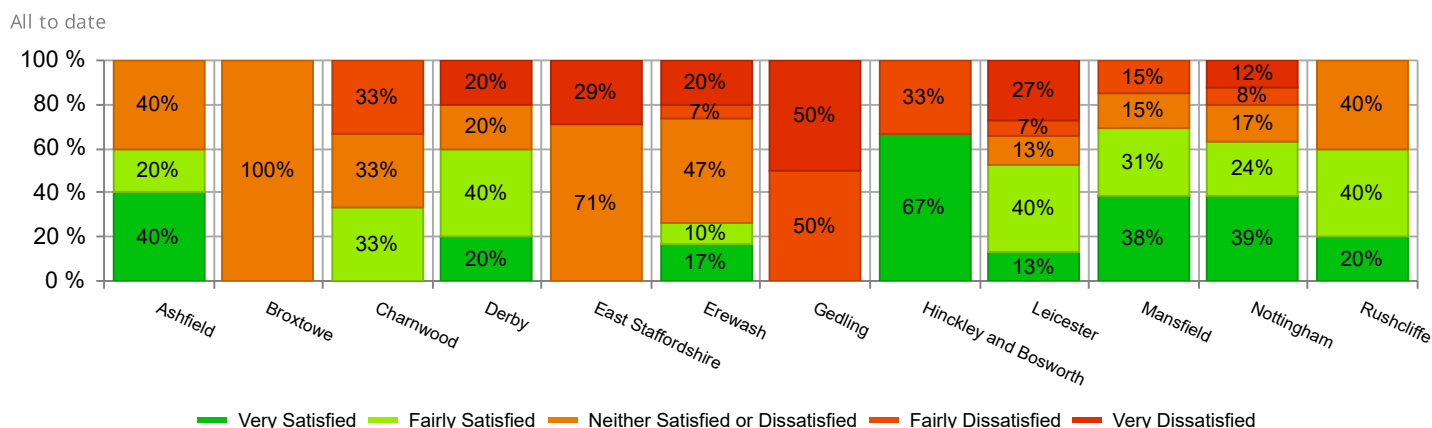
All of the younger age groups up to the 65-74 banding have 50% or less satisfaction with Tuntum's contribution to neighbourhoods. They all also have high levels of neutral scores, which is an opportunity to increase satisfaction. The two older age bands of 75-84 and 85+ both have 100% satisfaction.

Neighbourhood contribution Satisfaction by Tenancy Type



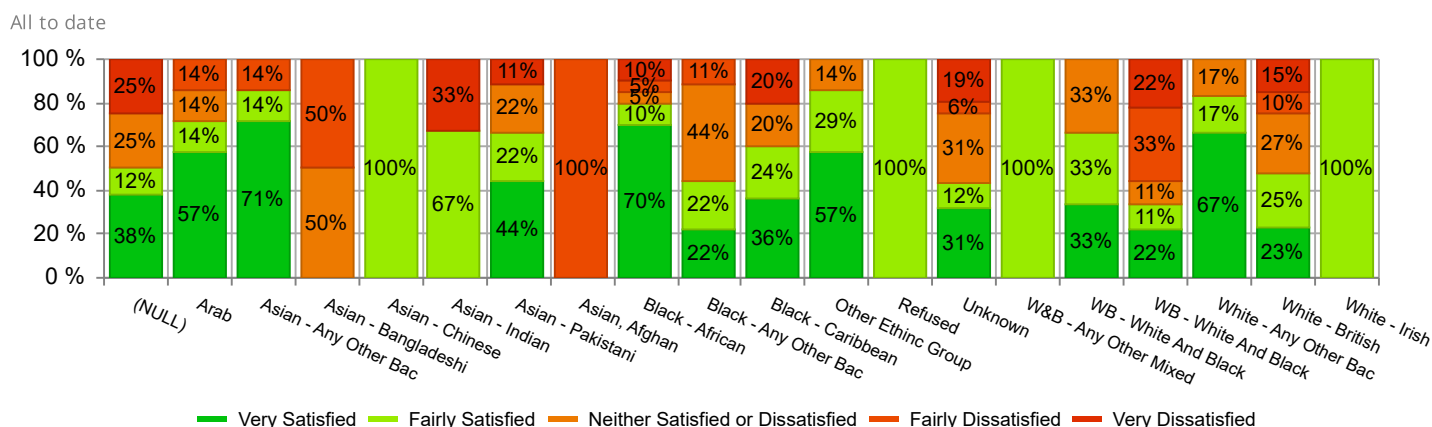
The General Needs tenancy type, which is the largest volume, has just under the Tuntum average satisfaction score for TP11. the other two tenancy types are above the average, with General Needs-Sheltered being significantly above. both General Needs and Specialist-Supported tenancy types have large (>20%) neutral scores.

Neighbourhood contribution Satisfaction by Local Authority



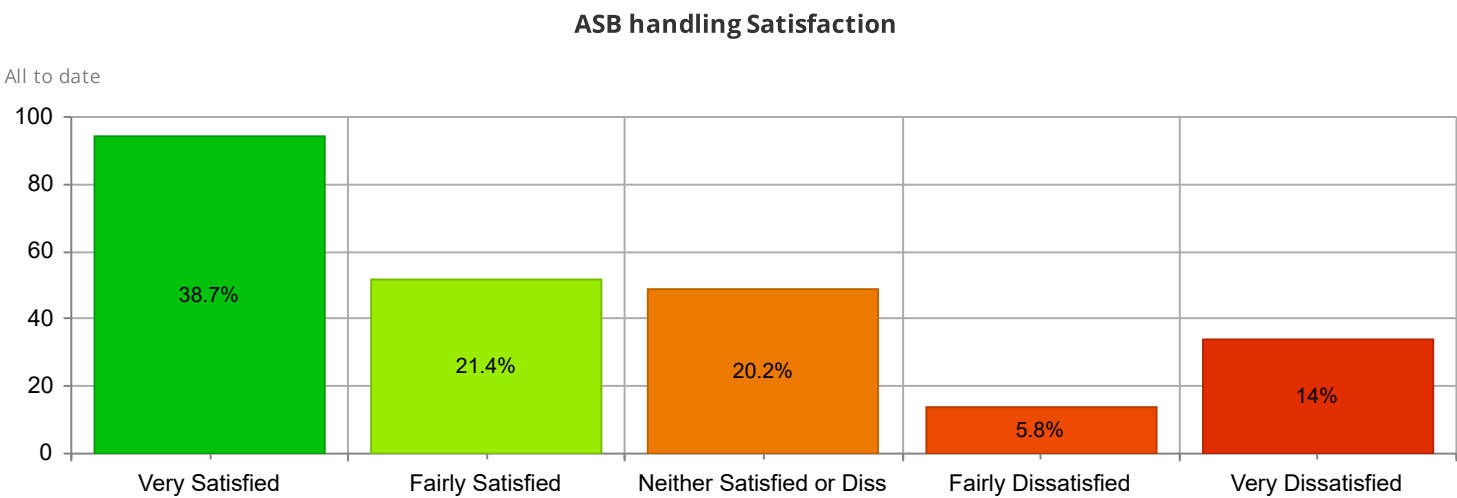
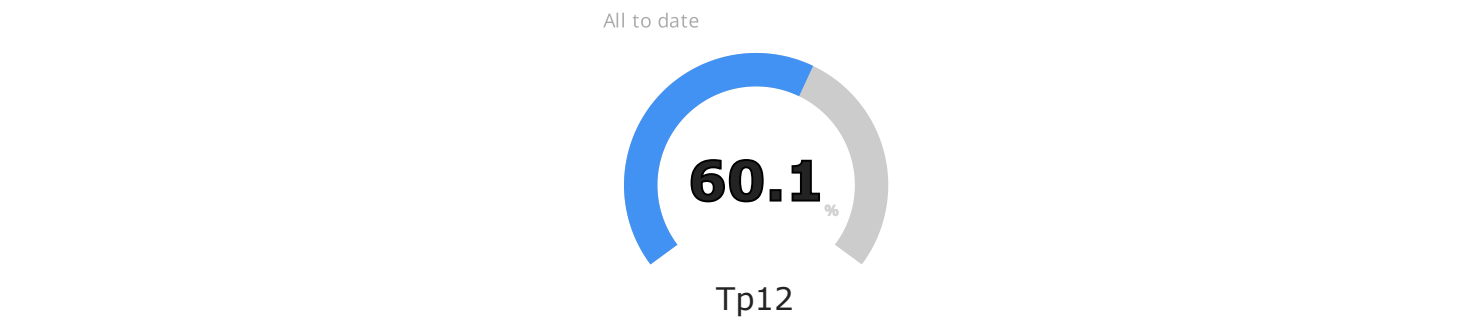
Ashfield, Derby, Hinckley and Bosworth, Mansfield, Nottingham and Rushcliffe all have satisfaction greater than the Tuntum average. Broxtowe, Charnwood, East Staffordshire, Erewash and Rushcliffe all have significantly high levels of neutral scores which is an opportunity. The only significantly negative LA is Gedling.

Neighbourhood contribution Satisfaction by Ethnicity



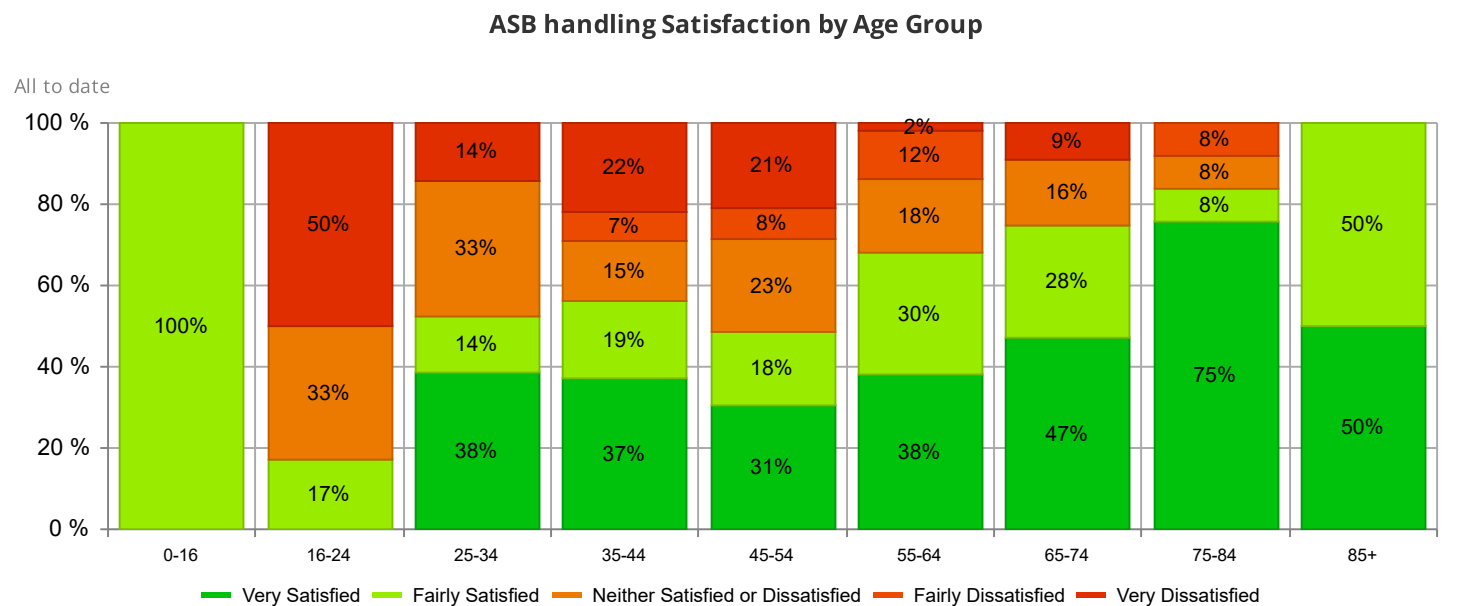
The larger ethnicities of Black-African and Black-Caribbean both have very high satisfaction for TP11, whereas the largest ethnic group of White-British is around 10% lower than the Tuntum average score. There are large pockets of neutral scores which can be considered an opportunity.

How satisfied or dissatisfied are you with Tuntum's approach to handling anti-social behaviour? TP12



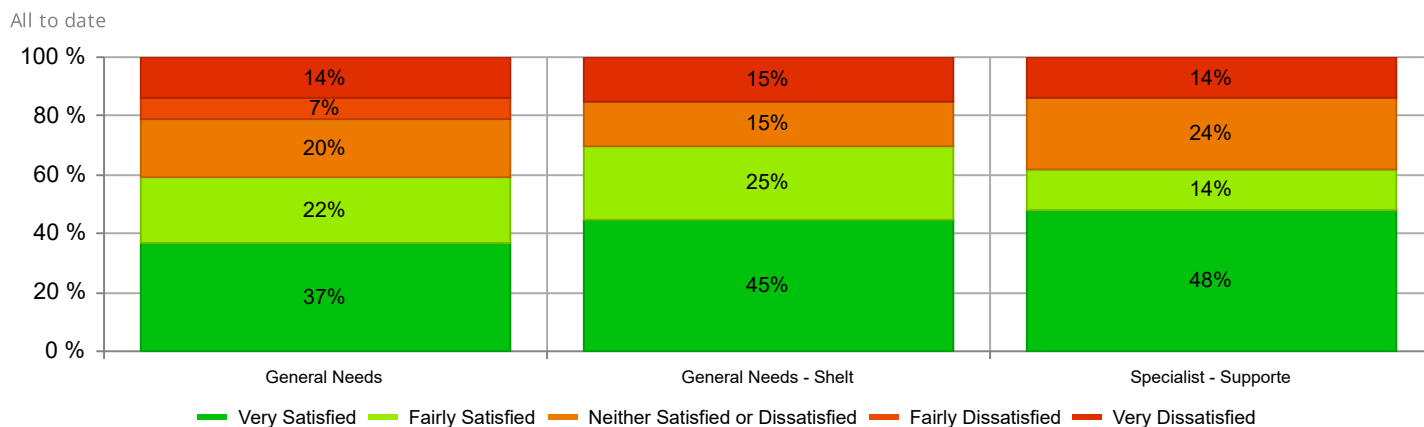
The expected range for satisfaction with the handling of ASB is 47-77% with an average of 59.4%. Housemark reports an average of 57%

The CSAT score of 60.1% for Tuntum is higher than the average of both CX-Feedback customers and Housemark.



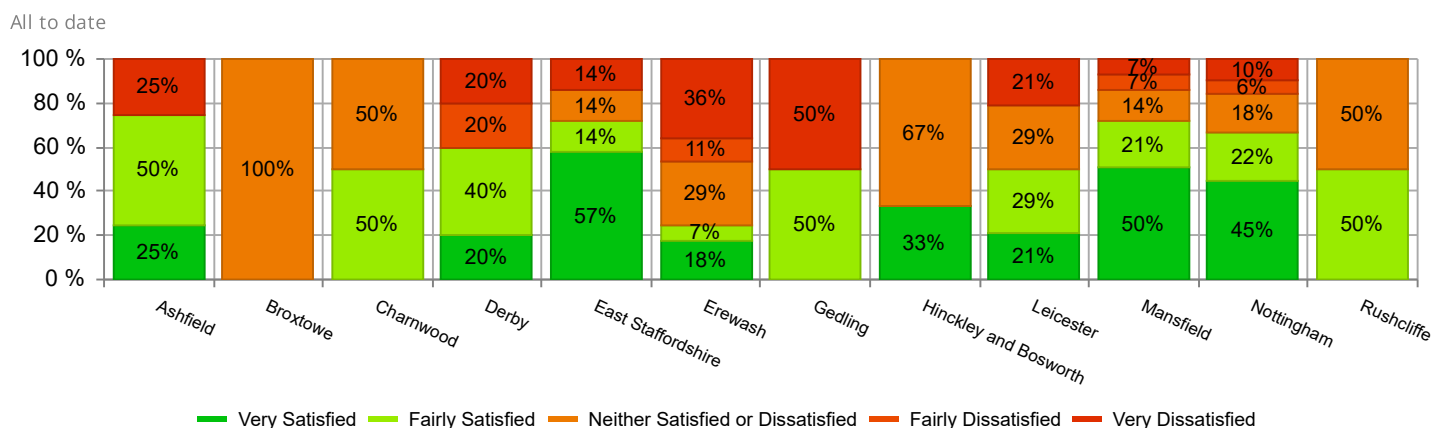
The general trend of satisfaction with ASB handling is upward as we progress through the Age Bands, with large numbers of neutral scores.

ASB handling Satisfaction by Tenancy Type



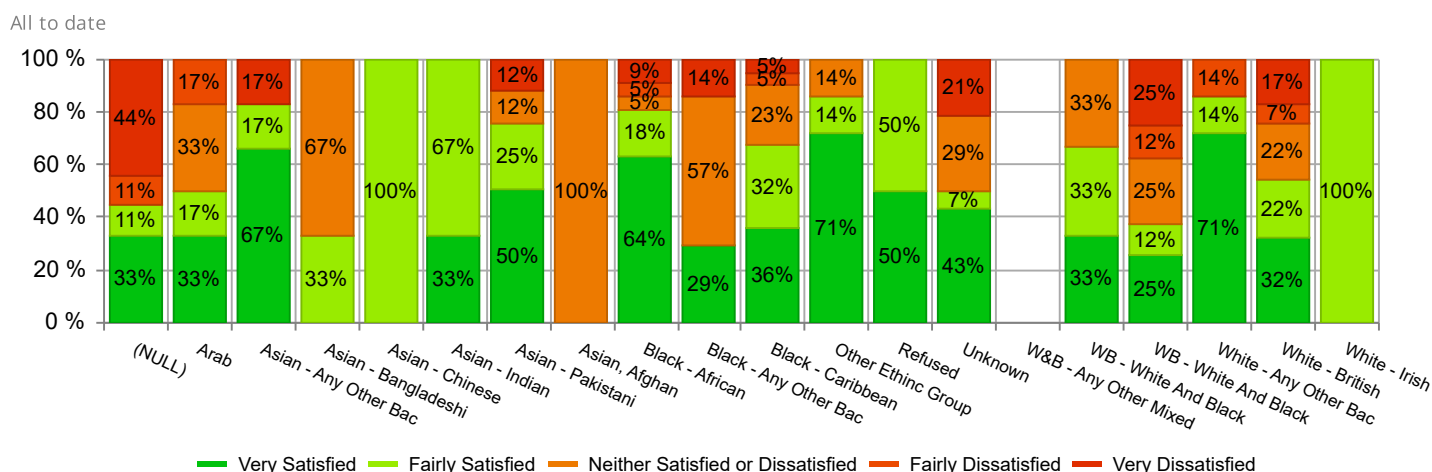
The General Needs tenancy type has an overall satisfaction just under the Tuntum average, with the other two tenancy types both being higher. Both General Needs and Specialist- Supported have higher than normal neutral scores,

ASB handling Satisfaction by Local Authority



Ashfield, East Staffordshire, Mansfield and Nottingham all have higher than the Tuntum average for satisfaction with ASB handling. Broxtowe, Charnwood, Erewash, Hinkley and Bosworth and Rushcliffe all have high levels of neutral scores. Erewash and Gedling have high levels of dissatisfaction across a low response volume.

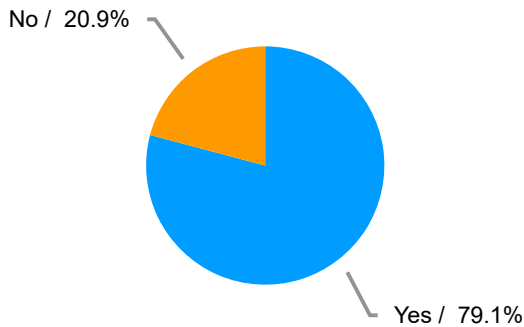
ASB handling Satisfaction by Ethnicity



There are quite a few ethnic groups with low satisfaction scores on Tuntum's handling of ASB, however these mostly have very small response volumes, which can easily skew the scores. black-African and Clack-Caribbean both have higher than the Tuntum average scores, with White-British having a score of around 10% lower than the average.

Additional Questions

All to date



The respondents were then asked if they would be happy for Tuntum to contact them directly if any queries arise for the survey responses.

This explicit agreement is required by the regulator to enable individual responses to be followed up.

The majority agreed with this.

Respondents were then asked:

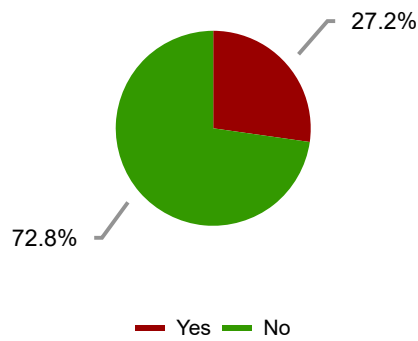
What is the most important thing that Tuntum can do to improve your experience of our service?

Customers appreciate the housing association but emphasize the need for faster and more thorough maintenance work. Suggestions include improving the neighbourhood by bringing in similar tenants, addressing accessibility issues for disabled tenants, and enhancing communication and accountability.

Key Points:

- Improve maintenance speed and quality
- Enhance neighbourhood by bringing in similar tenants
- Address accessibility needs for disabled tenants
- Provide time slots for repair visits
- Enhance communication and accountability
- Upgrade communal areas and address noise and cleanliness issues
- Ensure timely responses and actions on reported repairs

All details of comments and who expressed them have been provided as additional reports elsewhere.



Respondents were also asked if they had any concerns around damp, mould or condensation in their home.

The majority of tenants reported that they did not have an issue.

Those respondents that expressed a concern were then asked to outline their issues.

Tenants reported issues with damp, mould, and condensation in various areas of their homes, including windows, bedrooms, bathrooms, and kitchens. Some respondents mentioned ongoing problems despite previous attempts at treatment.

Key Points:

- Issues with damp, mould, and condensation were prevalent throughout the surveyed properties.
- Concerns were raised about specific areas such as windows, bedrooms, bathrooms, and kitchens.
- Several customers mentioned ongoing problems despite previous attempts at treatment.
- Some customers expressed frustration over delays in addressing the reported issues.
- Instances of leaks from roofs causing damp in bedrooms were highlighted.
- Complaints about old windows contributing to condensation and mould were common.
- Health concerns, such as asthma and chest infections, were mentioned in relation to the damp and mould issues.
- Customers expressed dissatisfaction with the effectiveness of previous treatments and repairs.

All details of comments and who expressed them have been provided as additional reports elsewhere.

Conclusion

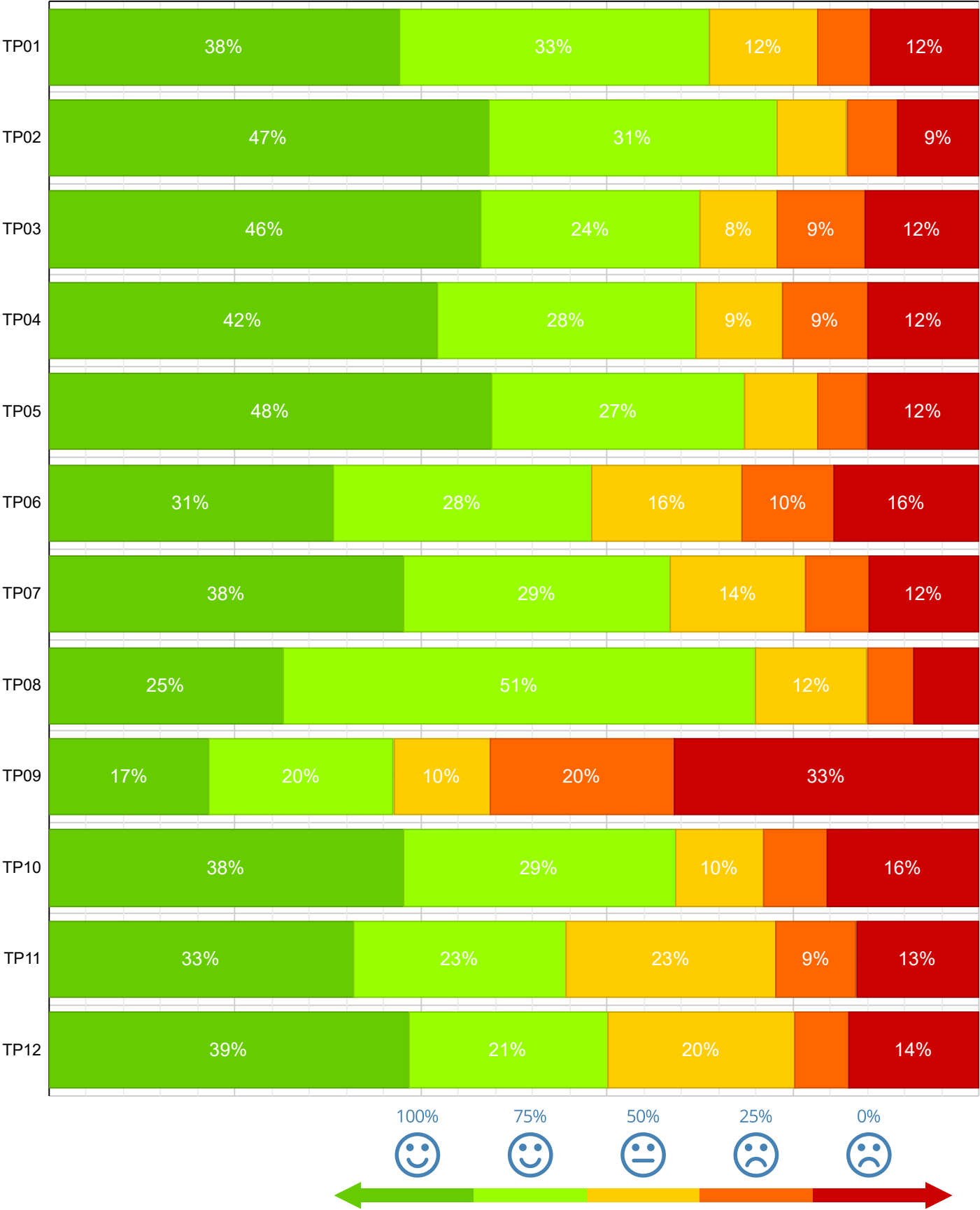
Overall the results for Tuntum show scores within the general ranges that are expected based on results from other CX-Feedback clients, and from the published Housemark scores for 23/24.

There are large pockets of neutral scores which are a great opportunity to increase satisfaction.

It appears that there is a greater level of satisfaction amongst the largest ethnic groups of Black-African and Black-Caribbean, with White-British being less satisfied.

Looking at the results across age bands, we see the general pattern of greater satisfaction amongst older age bands and less satisfaction in those that are younger. This is a pattern that is found across almost every TSM survey, and indeed transactional surveys also.

Summary of all TSM scoring questions



Comparisons

Measure	Range 24/25	CX-F customer average	Tuntum this year	Tuntum Last Year
TP01: Overall Satisfaction	60%-85%	70.7%	71.0%	67.7%
TP02: Satisfaction with repairs service	70%-85%	72.6%	78.3%	72.3%
TP03: Satisfaction with repairs timing	65%-85%	69.9%	70.1%	67.2%
TP04 : Satisfaction with a well maintained home	60%-85%	71.0%	69.6%	68.2%
TP05 : Satisfaction with a home that is safe	66%-88%	75.9%	74.9%	73.0%
TP06 : Satisfaction with listening and acting on the views of tenants	45%-77%	60.7%	58.4%	59.8%
TP07 : Satisfaction with being kept informed	56%-85%	68.6%	66.9%	68.1%
TP08 : Agreement that we treat tenants fairly and with respect	62%-85%	74.2%	76.0%	79.6%
TP09 : Satisfaction with our approach to handling complaints	28%-50%	35.3%	37.1%	45.8%
TP10 : Satisfaction that we keep communal areas clean and maintained	56%-70%	61.2%	67.3%	58.3%
TP11 : Satisfaction that we make a positive contribution to neighbourhoods	50%-80%	60.1%	55.6%	50.4%
T12 : Satisfaction with our approach to handling ASB	47%-77%	59.4%	60.1%	53.2%