



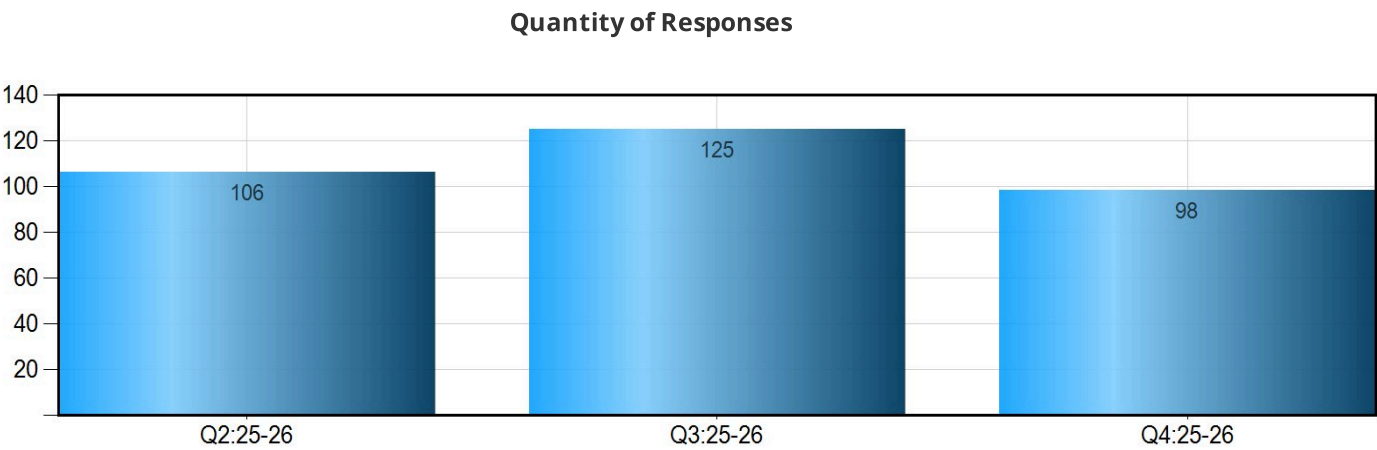
TSM 25/26 Report

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.



The survey was conducted using a mixed methodology of approximately 70% telephone, and 30% digital. Telephone calls were made by Pexel Research Services who abide by the Market Research Code of Conduct, ESOMAR, CASRO and have ISO 20252 accreditation. Digital messages 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 11th September 2025 and 25th February 2026.

Tuntum Housing Limited manage approximately 1526 homes. The minimum number of responses based on the number of homes required is 307 to achieve a margin of error +/- 5% at 95% confidence level. Overall 329 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

Last Fnc year



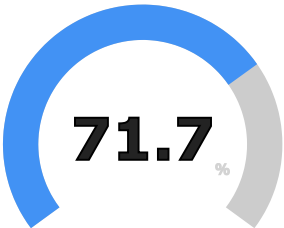
Overall Satisfaction:
TP01

Last Fnc year



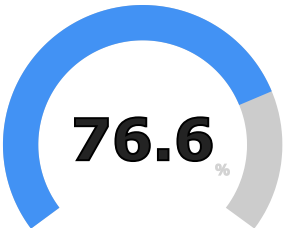
Repair Satisfaction:
TP02

Last Fnc year



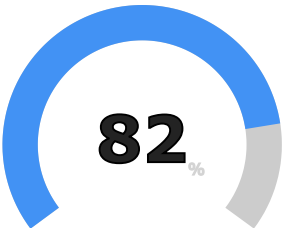
Repair timing: TP03

Last Fnc year



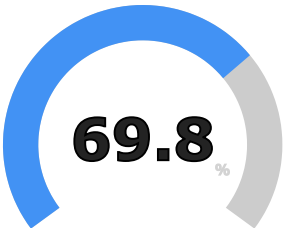
Home Maintenance:
TP04

Last Fnc year



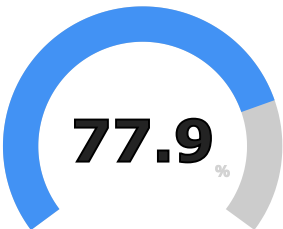
Safe Home
Satisfaction: TP05

Last Fnc year



Listens and Acts:
TP06

Last Fnc year



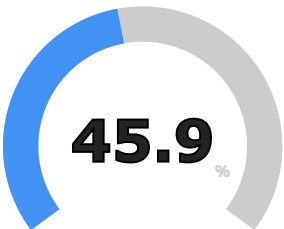
Well Informed
Satisfaction: TP07

Last Fnc year



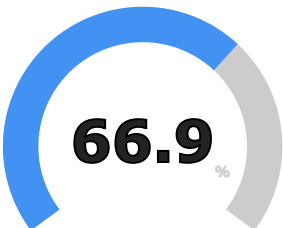
Fair and Respectful:
TP08

Last Fnc year



Complaint Handling:
TP09

Last Fnc year



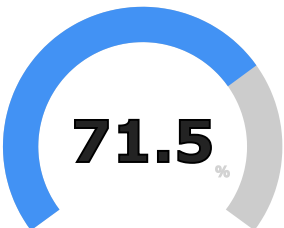
Communal Area
Satisfaction : TP10

Last Fnc year



Neighbourhood
Satisfaction: TP11

Last Fnc year



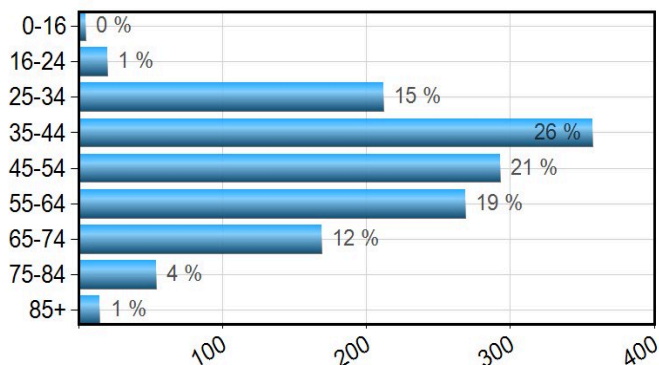
ASB Handling: TP12

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.

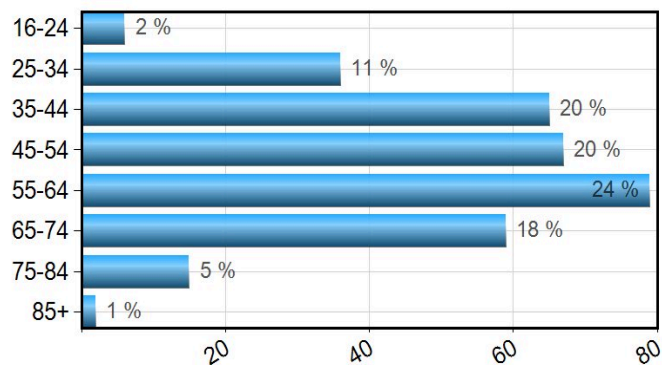
Who responded?

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

Population : Age Band

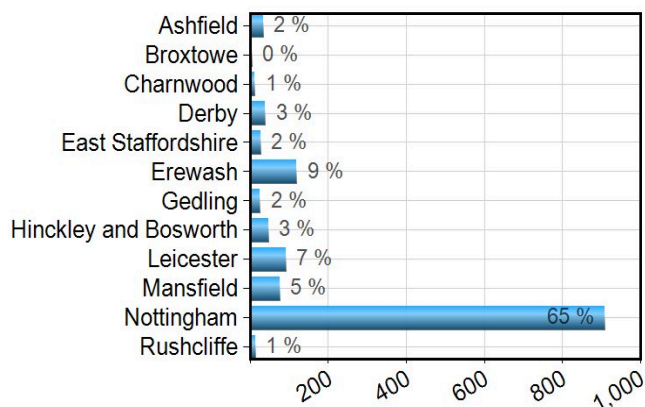


Responses : Age Band

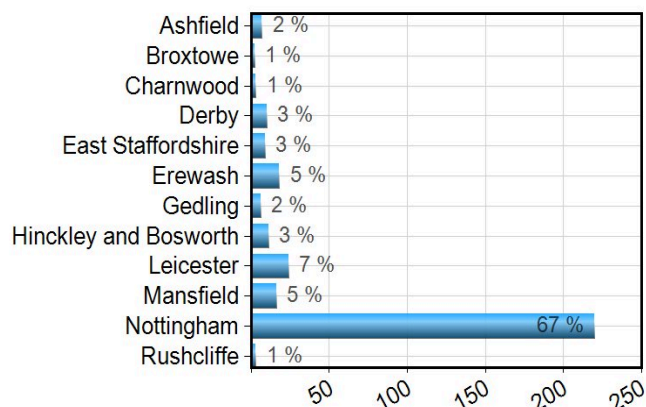


We can see that on the whole there is representativeness across the age bands. The younger age bands 16-34 are slightly under represented, with 35-44 also being under represented by 6%. The 55-74 age bands are over represented. This is the normal pattern that we see across the majority of CX-Feedback customers. Performing a weighting analysis of TP01 for age band we see that the overall satisfaction score would change by 0.9%, which would not be considered significant.

Population : Local Authority

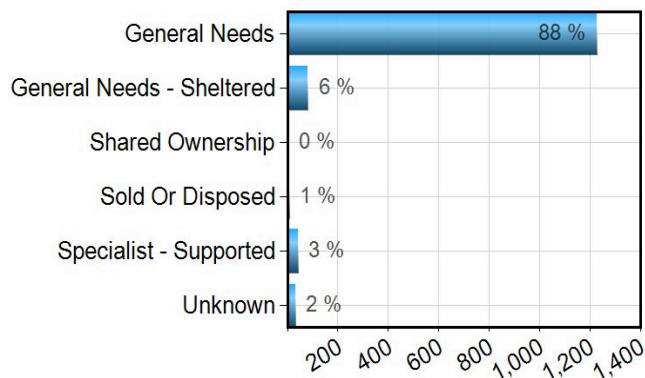


Responses : Local Authority

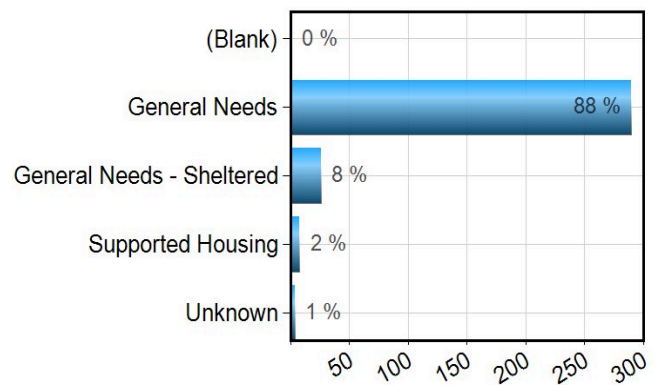


We see fairly good representation across the local authorities. Nottingham which is the largest LA is over represented by 3%. Performing a weighted responses analysis shows that if this over representation was taken into account, the overall satisfaction would reduce by 0.5% to 77.6%, which would not be considered significant.

Population : Tenancy Type

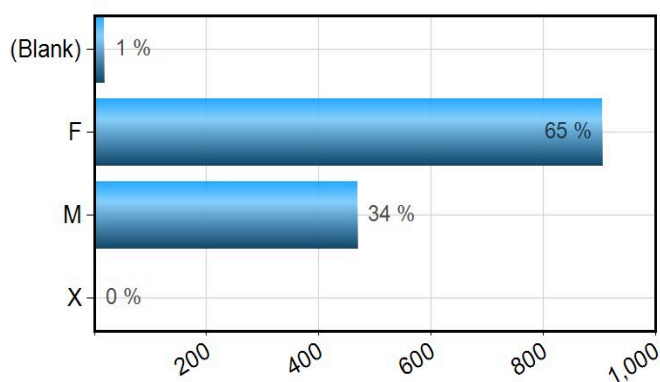


Responses : Tenancy Type

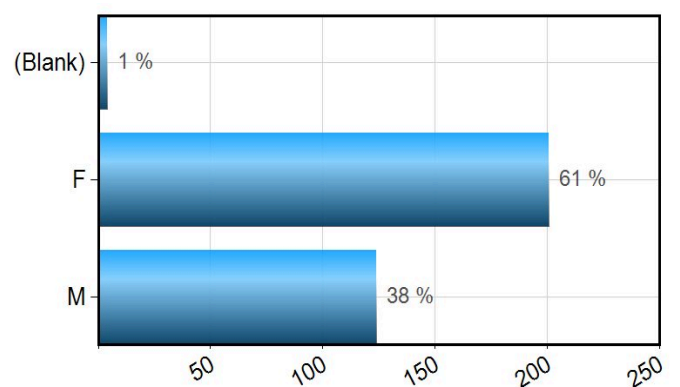


There is very good representation across the tenancy types for Tuntum HA. We can see only very small differences between the types.

Population : Gender

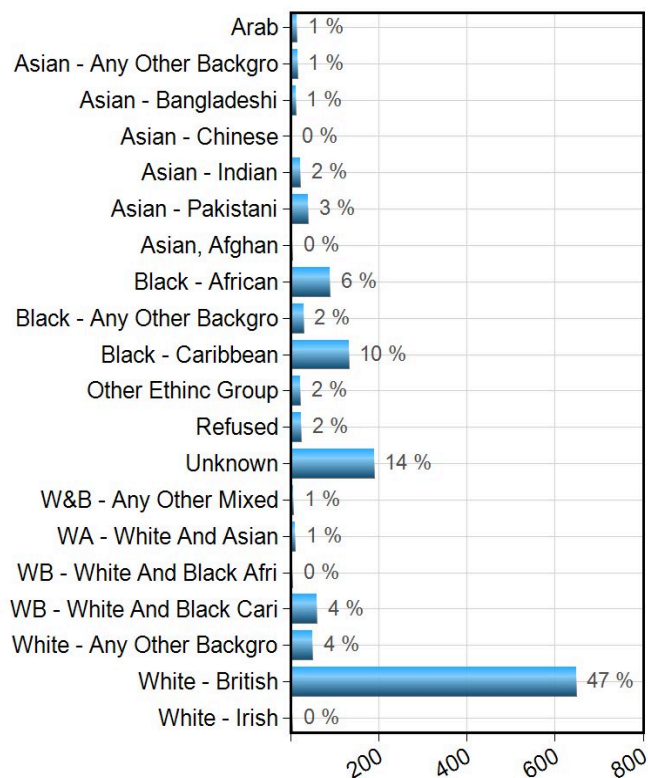


Responses : Gender

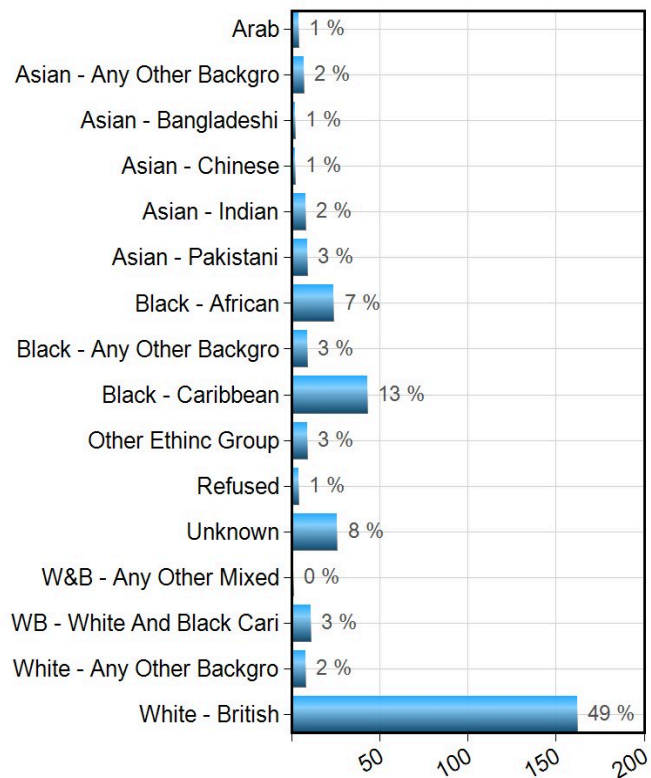


Analysis of the population by gender versus the responses shows that the responses from males are over represented by around 4%, with responses from females being under represented by the same amount. A weighting analysis shows that TP01 will change by 0.1% if we account for the representation of the overall population.

Population : Ethnicity



Responses : Ethnicity



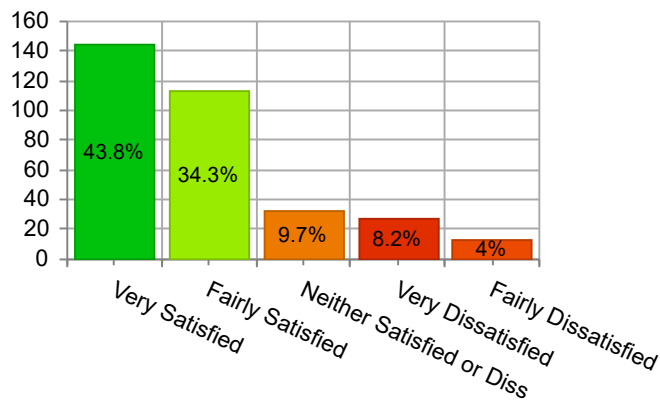
We can see that representation across the ethnic band responses is within 1 or 2 % of the overall population apart from the Black - Caribbean category which is around 3%, and Unknown which is 6%. A weighting analysis shows that this would change the satisfaction by 0.6% which would not be considered significant.

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 25/26 time period, of 14 CX-Feedback customers and 20899 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 2026. 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

Last Fnc year

Overall Satisfaction



Last Fnc year



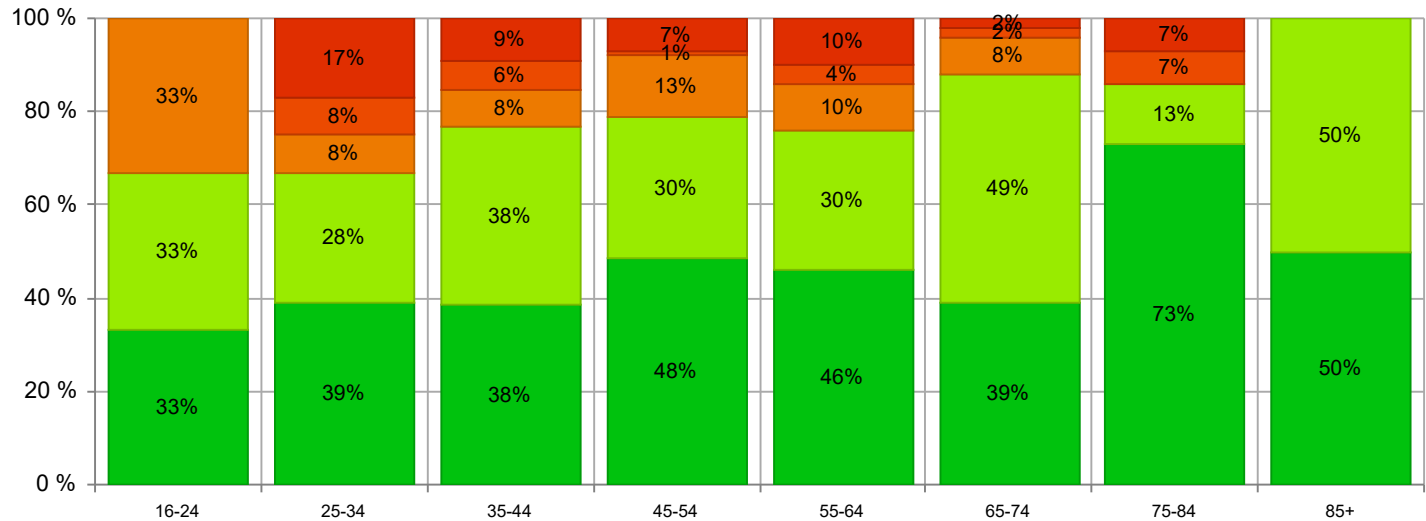
TP01

The expected range for overall satisfaction is 63-85%, with an average of 73.1% for 25/26.

The CSAT score of 78.1 is above the CX-F average TSM score, and is an improvement on the score for 24/25.

Overall Satisfaction by Age Group

Last Fnc year

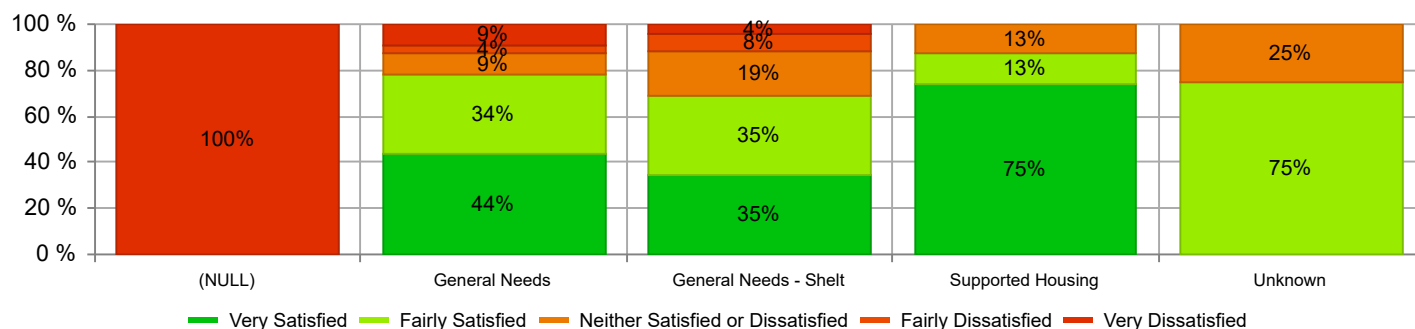


Age Group is actually one of the most significant indicators across the TSM scores. It is generally where we see the greatest differences.

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 16-24 group shows a fairly large neutral score, as does the 45-54 age group, both of which should be considered as opportunity to improve scores. The 25-34 age group has the highest level of dissatisfaction overall, with the highest satisfaction in the 65-74 age group.

Overall Satisfaction by Tenancy Type

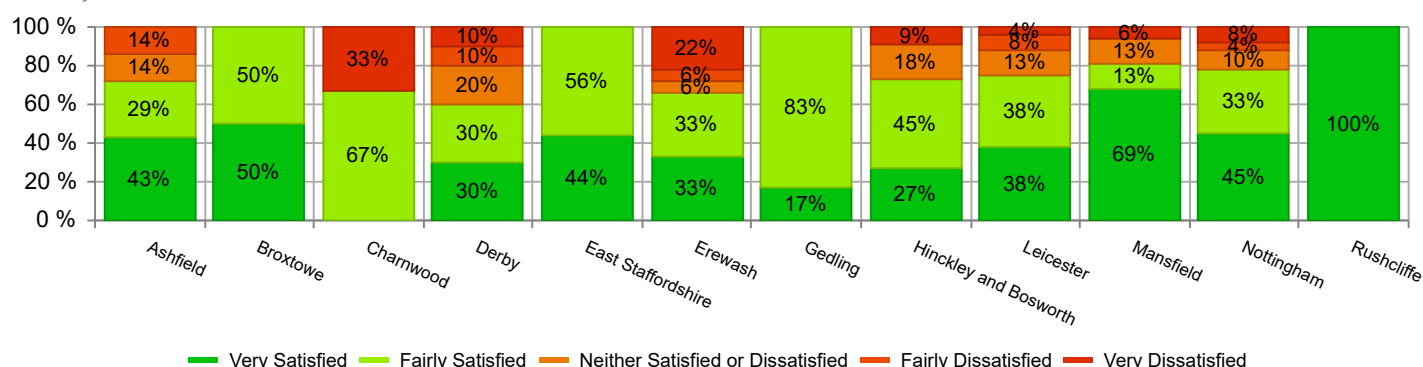
Last Fnc year



The general needs sheltered tenancy type shows the lowest level of satisfaction at 70% which is under the overall Tuntum average for TP01. This category also has a significant neutral score at 19%.

Overall Satisfaction by Local Authority

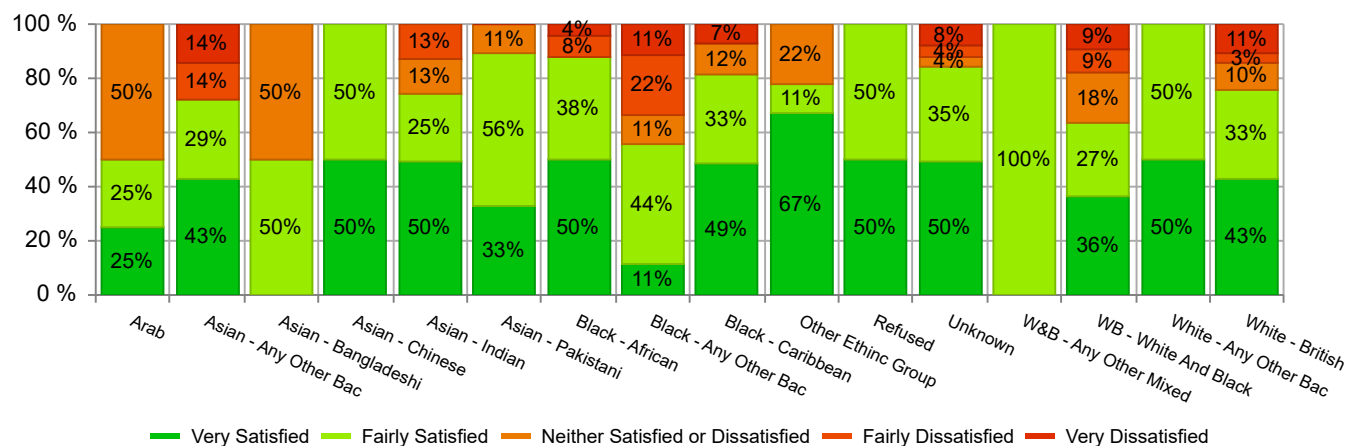
Last Fnc year



The lowest satisfaction Local Authority for Tuntum is Derby, with 60%, which also has the highest neutral score. However, this is only across 10 records, and cannot be considered indicative of the entire population. All other Local Authorities exceed the expected range of scores for TP01. Ashfield, Hinckley and Bosworth, Leicester and Mansfield should also be noted as having greater than 10% neutral scores.

Overall Satisfaction by Ethnic Origin

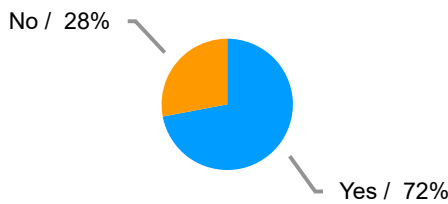
Last Fnc year



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

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

Last Fnc year

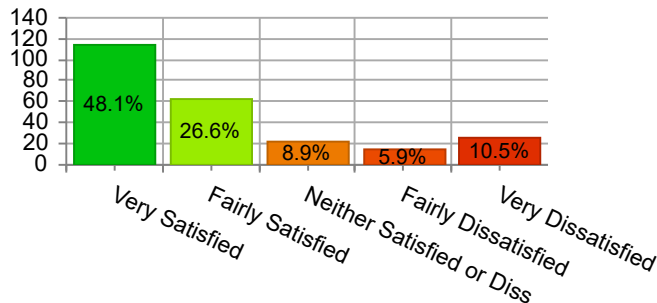


The respondents who answered Yes were asked TP02 and TP03 questions, to gauge satisfaction with the repairs service from Tuntum.

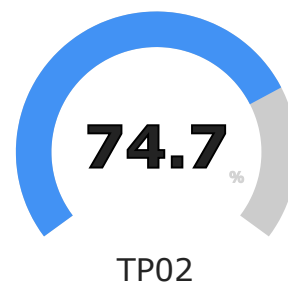
How satisfied or dissatisfied with the overall repairs service from Tuntum over the last 12 months ? TP02

Repairs service satisfaction

Last Fnc year



Last Fnc year

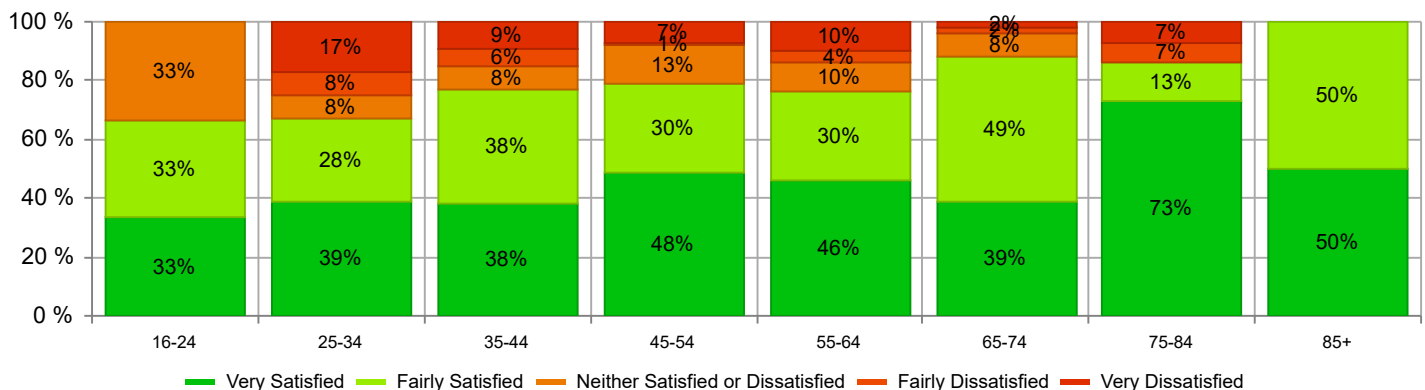


The expected range for satisfaction with repairs is 61-87%, with an average of 73.6%.

The CSAT core of 74.7% is well within the expected range for TP02, and higher than the average.

Repairs service satisfaction by Age Group

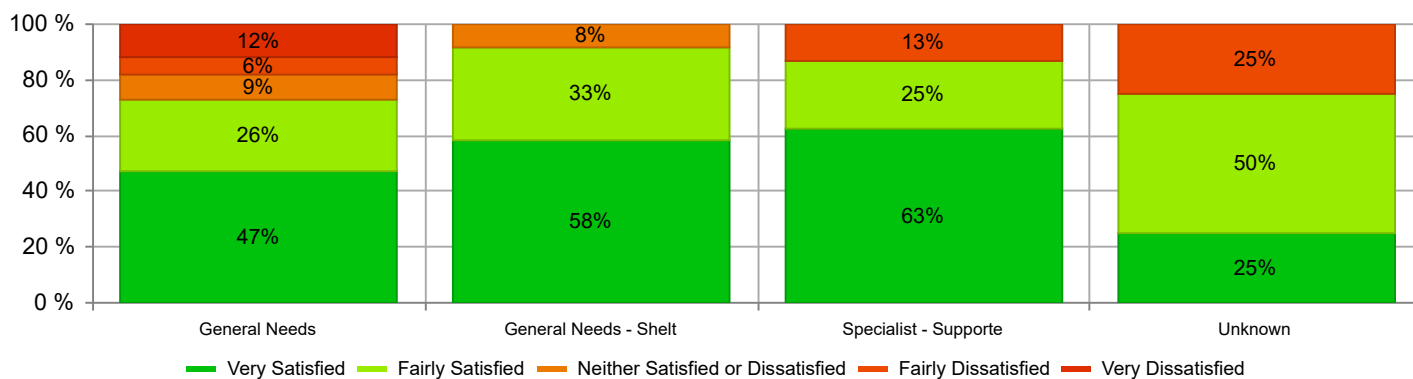
Last Fnc year



As with TP01, we see the general pattern that satisfaction increases with age band. The 45-54 age band stands out as having a higher than expected neutral score. The 25-34 age band has the highest very dissatisfied score overall. The youngest age band looks like an outlier, but there are only 6 responses in this group, so it cannot be considered significant.

Repairs Service Satisfaction by Tenancy Type

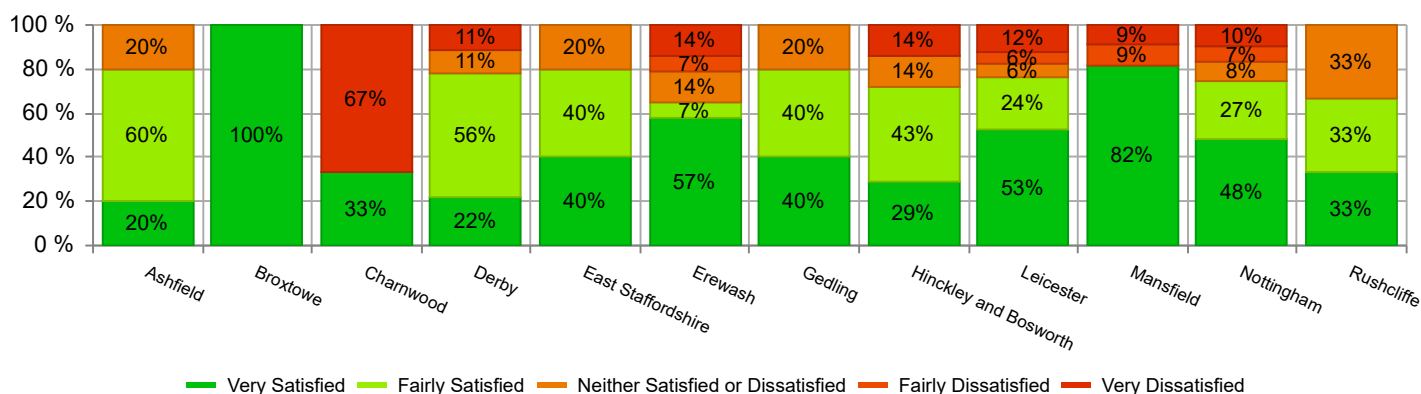
Last Fnc year



The general needs tenancy type has the lowest satisfaction with the repairs service at 73%, and is just under the average overall score for Tuntum.

Repairs Satisfaction by Local Authority

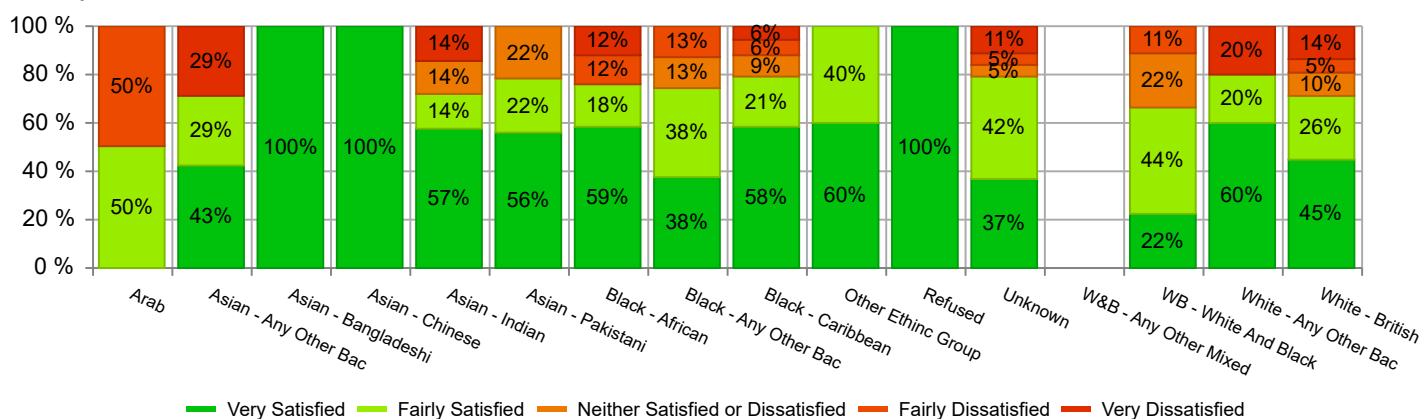
Last Fnc year



Charnwood, Erewash, Hinckley and Bosworth and Rushcliffe stand out as having much higher than the overall average score for TP02, however, they all have very low volumes. Ashfield, East Staffordshire, Gedling, Hinckley and Bosworth and Rushcliffe all stand out as having high levels of neutral scores, however, on closer examination we find that each of those is one person in each area.

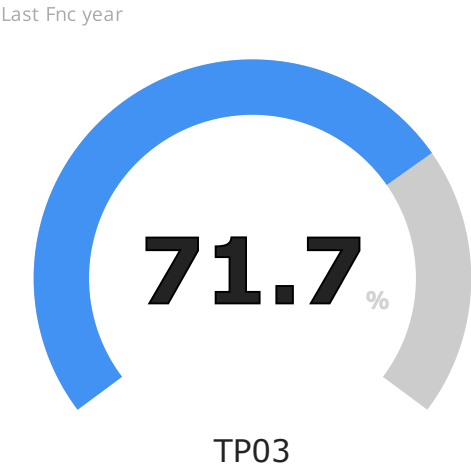
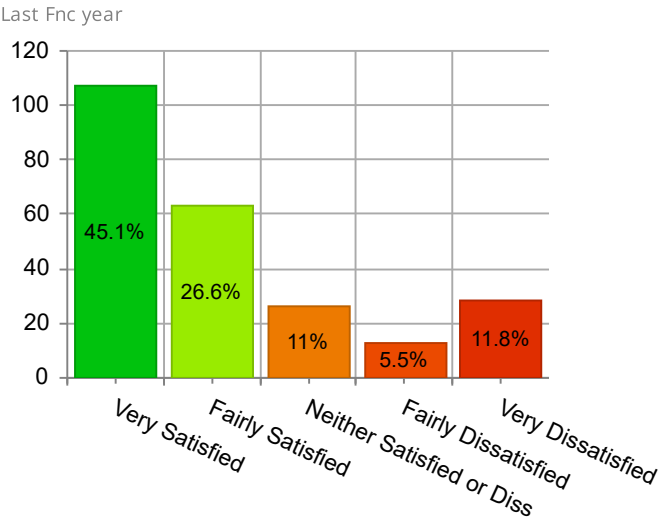
Repairs Satisfaction by Ethnic Origin

Last Fnc year



There is a large spread of satisfaction across the responses by ethnic origin. However, only Black - Caribbean and white British have more than 20 responses. Black - Caribbean has a higher than the Tuntum average satisfaction, whilst White - British has a lower than average satisfaction.

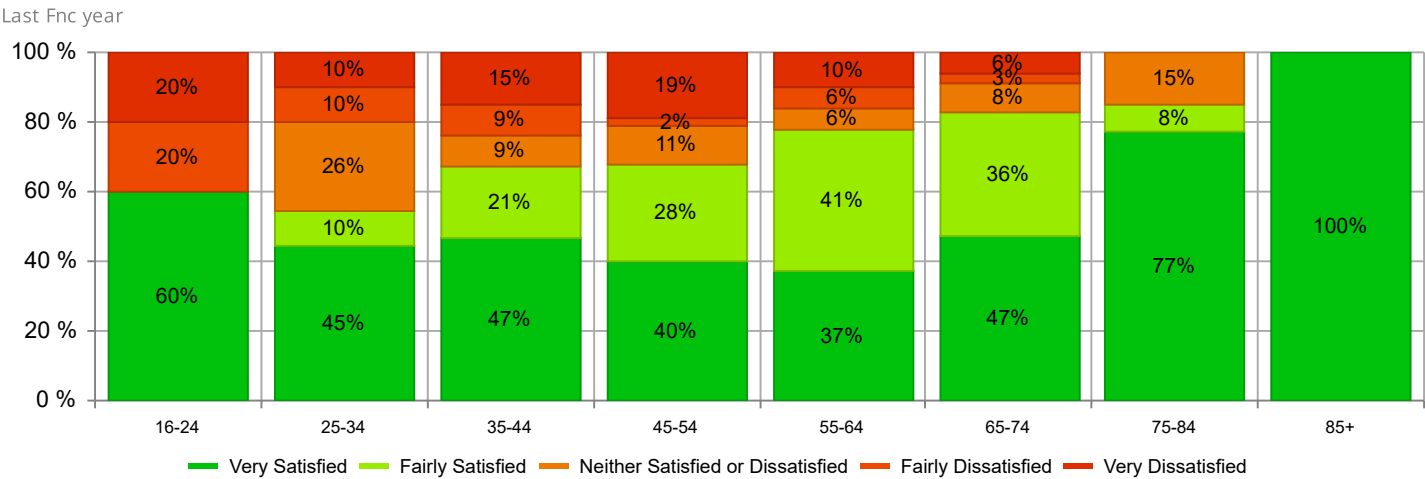
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? TP03



The expected range for satisfaction with the timing of repairs is 58-87% with an average of 70.6%.

Tuntum Housing are just higher than the CX-Feedback average with 71.7% satisfaction.

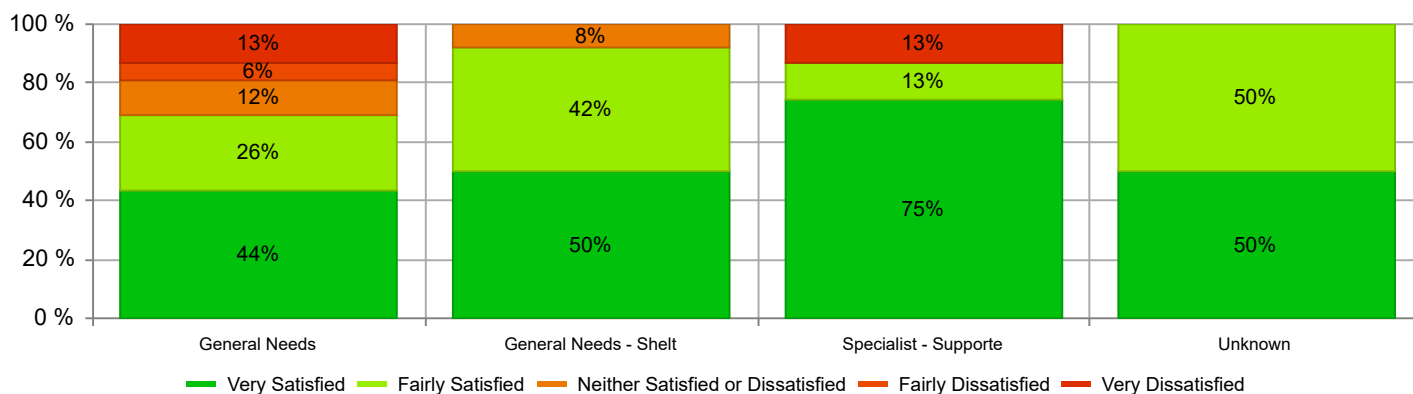
Time taken for repair Satisfaction by Age Group



The age group 25-34 shows a particularly low level of satisfaction, this age band also shows a very high level of neutral responses, which should be considered an opportunity. We see the general pattern of rising satisfaction as we go up the age bands. It should also be noted that the 75-84 age band has a relatively high level of neutral scores at 15%, however, the equates to just 2 people.

Repairs timing Satisfaction by Tenancy Type

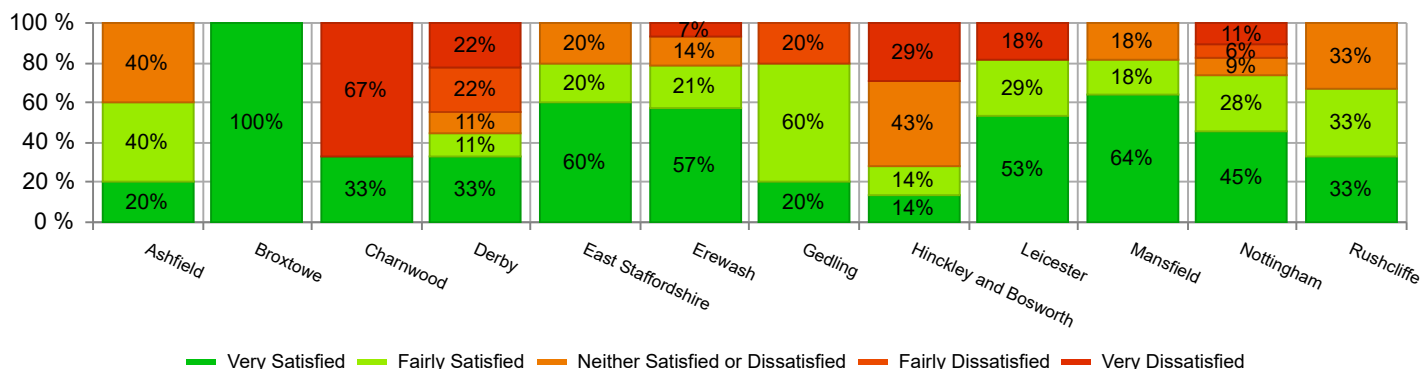
Last Fnc year



The General Needs tenancy type is the biggest driver of the repairs timing satisfaction by Tenancy type as it has the largest volume of responses. It does have 69% satisfaction, which is under the Tuntum average, but is well within the expected range. The 13% Very Dissatisfied for Specialist - Supported is from just one person.

Repairs timing Satisfaction by Local Authority

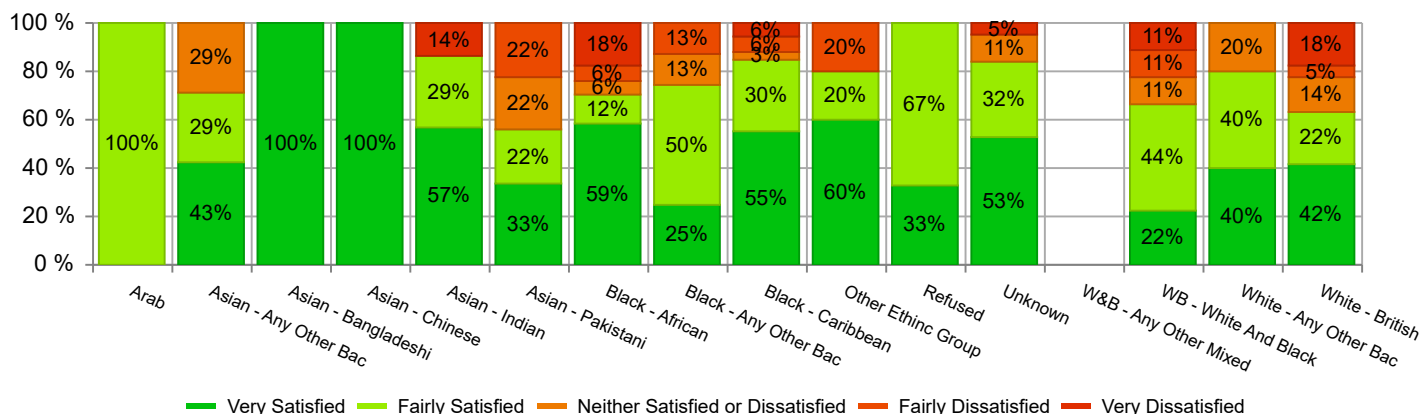
Last Fnc year



The areas of Charnwood, Derby and Hinckley and Bosworth stand out as having particularly low levels of satisfaction with the timing of repairs, however they all have less than 10 responses. Ashfield, East Staffordshire, Hinckley and Bosworth, Mansfield and Rushcliffe all look like they have high levels of neutral scores, but again the volume of responses for those area are very low.

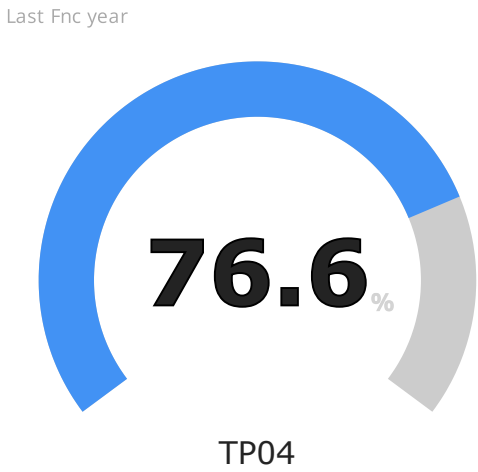
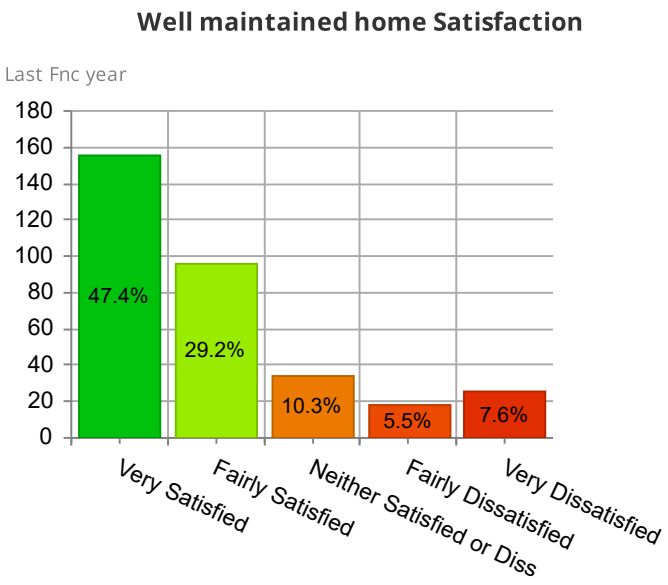
Repairs timing Satisfaction by Ethnic Origin

Last Fnc year



The Asian - Pakistani ethnicity stands out as having particularly low satisfaction with repairs timing, but there are only 9 responses within this category. Of the largest groups of ethnicities, the Black -Caribbean group is 85% satisfied compared to the White - British at 64%.

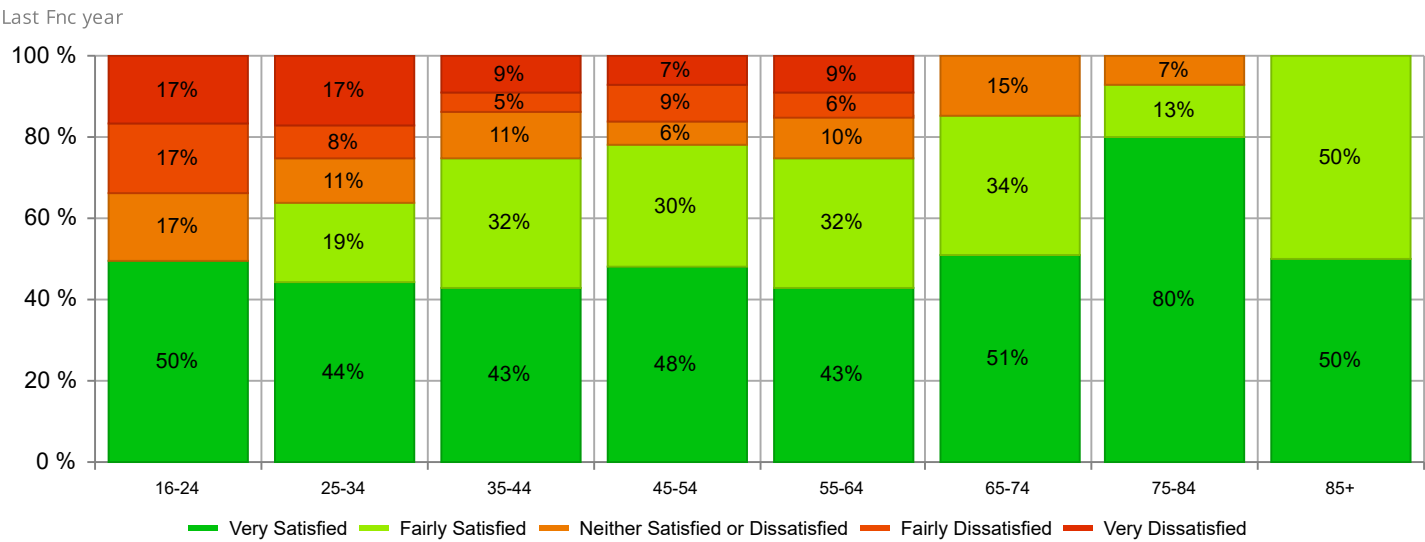
How satisfied or dissatisfied are you that Tuntum provides a home that is well maintained ? TP04



The expected range for satisfaction with homes being well maintained is 64- 85% with an average of 71.9%.

Tuntum are over the average achieved by other CX-Feedback customers.

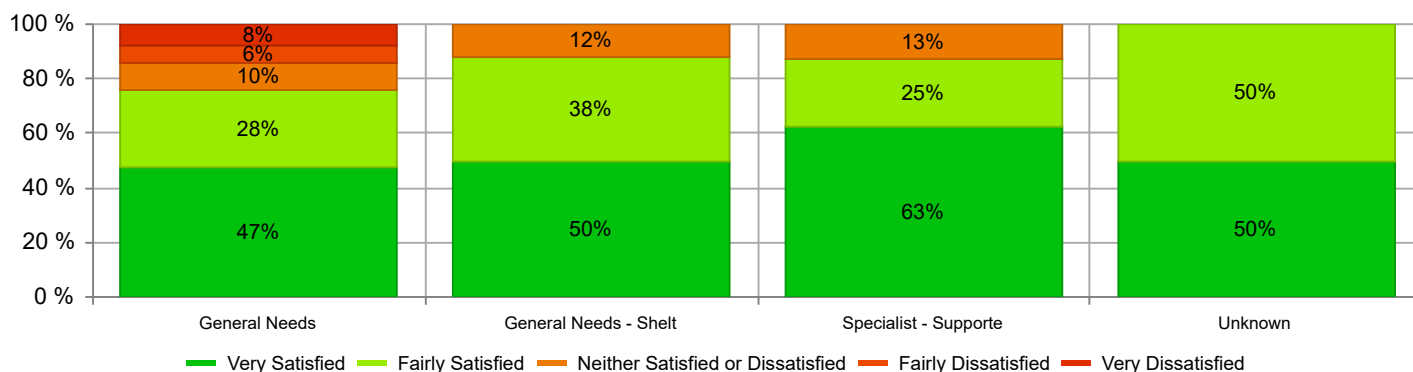
Well maintained home Satisfaction by Age Group



Again we see the pattern of increasing satisfaction within increasing age band for TP04. The relatively large neutral score for 16-24 can be attributed to 1 person. 15% neutral score for 65-74 age band is from 9 responses, and represents opportunity.

Well maintained home Satisfaction by Tenancy Type

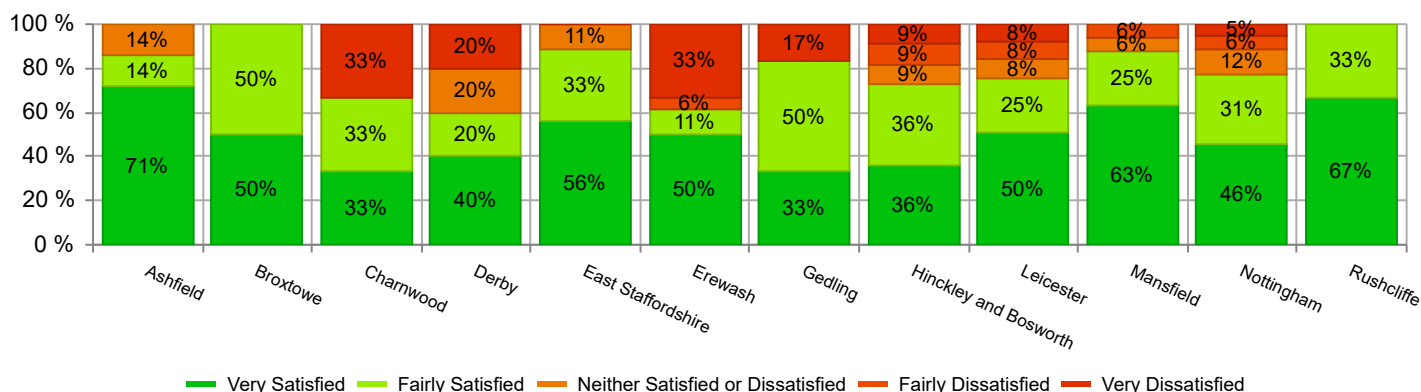
Last Fnc year



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

Well maintained home Satisfaction by Local Authority

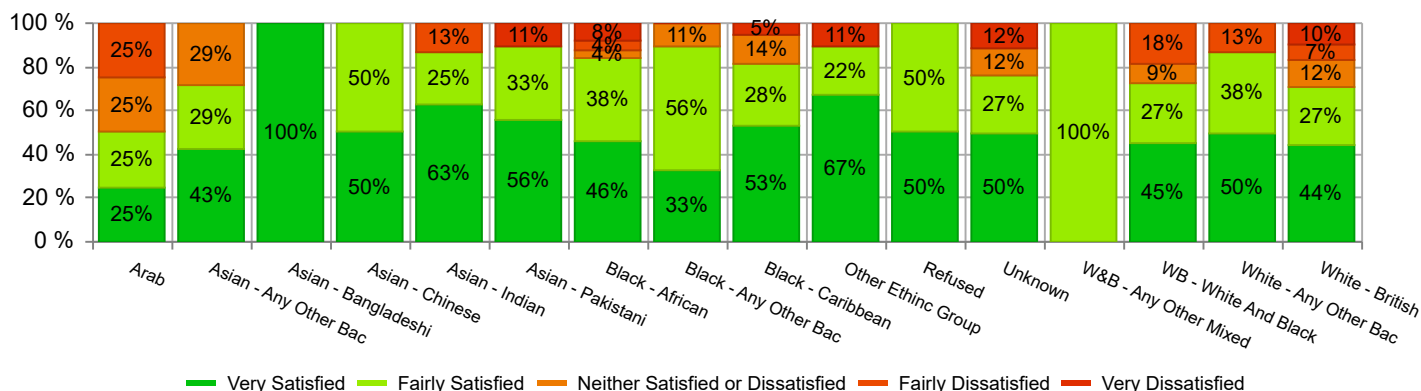
Last Fnc year



Charnwood, Derby, and Erewash all have much lower than the Tuntum average satisfaction. Only Erewash has more than 10 responses, although at 18 it is still too small a number to be considered significant. Nottingham which has the largest volume has a 12% neutral response, which could be considered as opportunity.

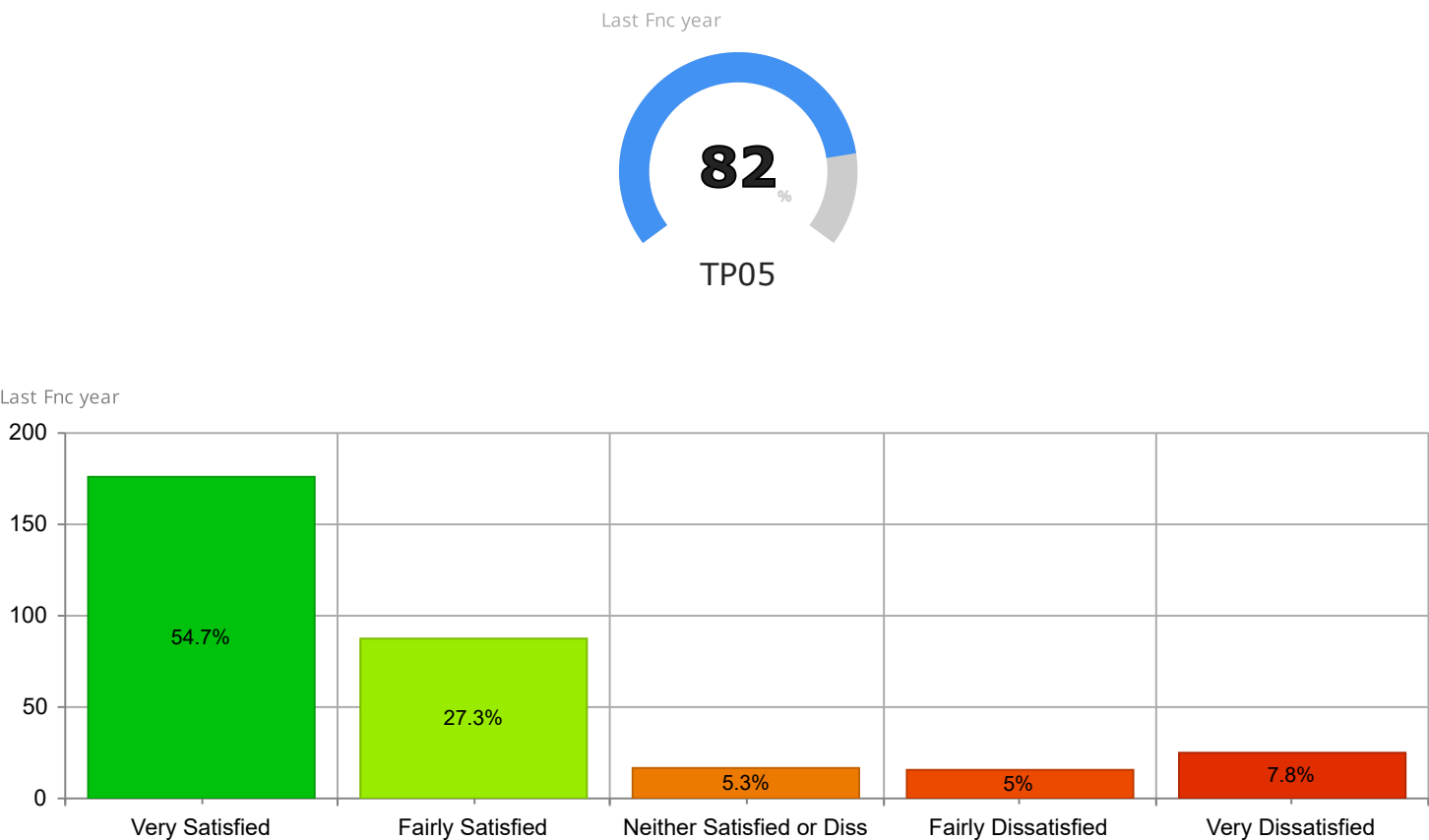
Well maintained home Satisfaction by Ethnic Origin

Last Fnc year



All the black ethnicities, and all but 1 of the Asian ethnicities show higher than the Tuntum average for satisfaction with homes being well maintained. White - British has the largest volume of responses, so is a contributing factor to the overall satisfaction score.

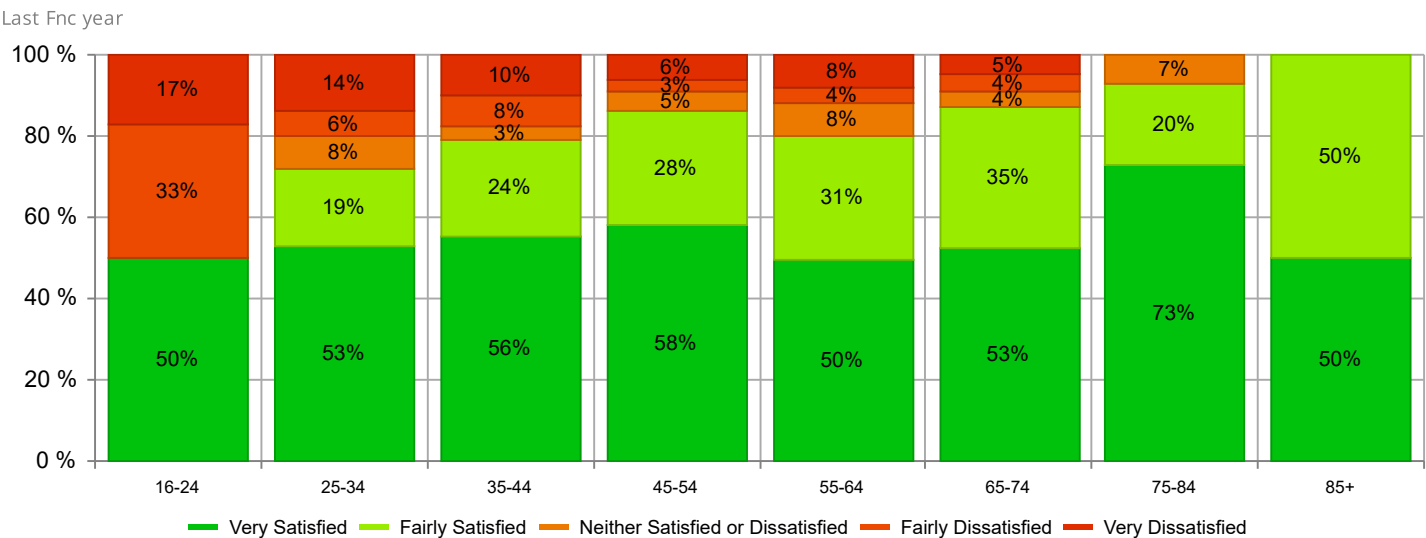
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tuntum provides a home that is safe ? TP05



The expected range for Satisfaction that homes are safe is 74-88%, with an average of 77.4%.

The CSAT score of 82% for Tuntum is towards the top of the expected range for TP05, and well above the CX-Feedback average.

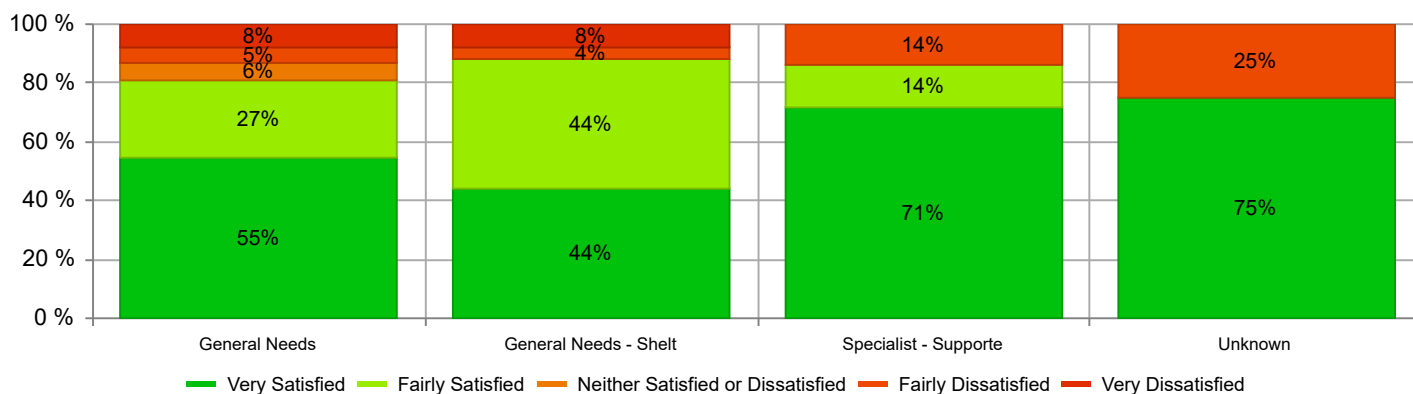
Safe Home Satisfaction by Age Group



Again, the responses show in general increasing satisfaction as we move up the age bands, the exception being 55-64 where the neutral score is slightly higher than the majority of the other age bands. Increasing satisfaction with age is shown across the majority of CX-Feedback customers.

Safe Home Satisfaction by Tenancy Type

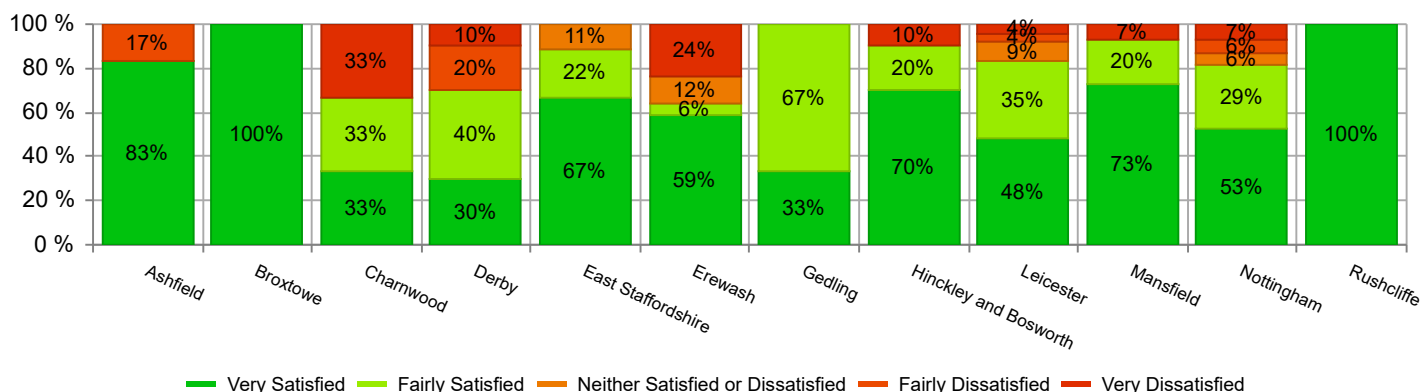
Last Fnc year



There is high satisfaction across all the Tenancy types, with General Needs being 1% less than the overall Tuntum score and the Unknown (which is only 4 people) being lower.

Safe Home Satisfaction by Local Authority

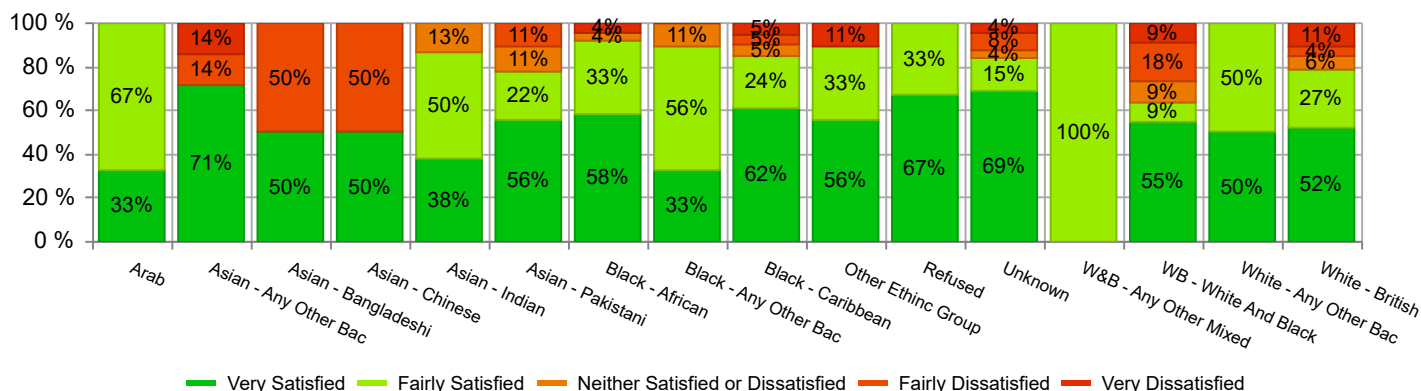
Last Fnc year



Charnwood, Derby and Erewash, have the lowest satisfaction scores, albeit with very low responses. Erewash has slightly higher responses, and shows 12% neutral scores (2 people) and 24% very Dissatisfied scores from 4 people.

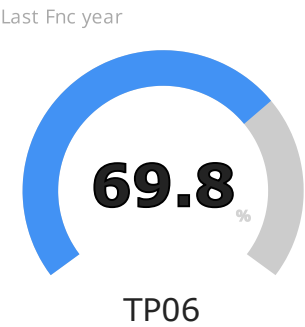
Safe Home Satisfaction by Ethnicity

Last Fnc year

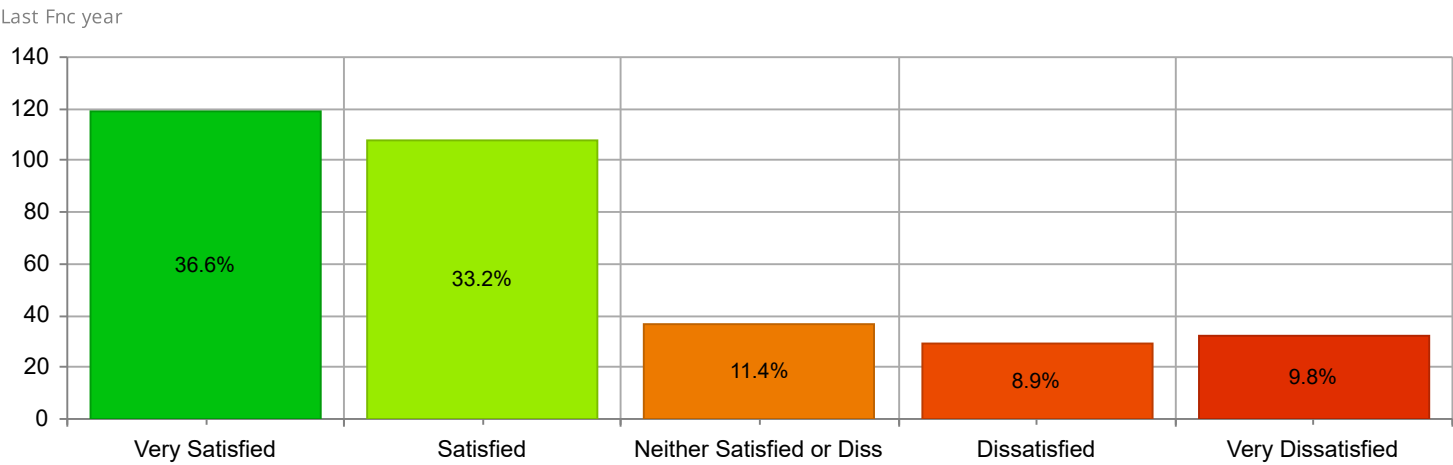


All the Black ethnicities show greater than the Tuntum average satisfaction for homes that are safe. The Asian ethnicities are generally high, with Bangladeshi and Chinese being the exceptions, but they each only have 2 responses.

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



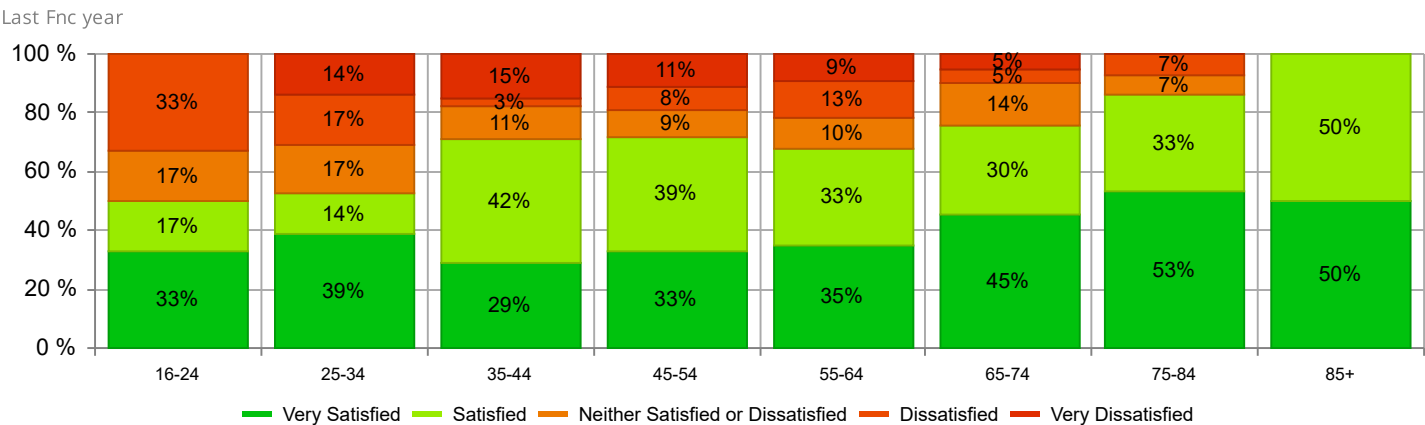
Listens to views and acts on them Satisfaction



The expected range for satisfaction that Tuntum Housing listens to views and acts on them is 53-78%, with an average of 62.9%.

The CSAT score of 69.8% is well within the expected range, and 7 points above the CX-Feedback average.

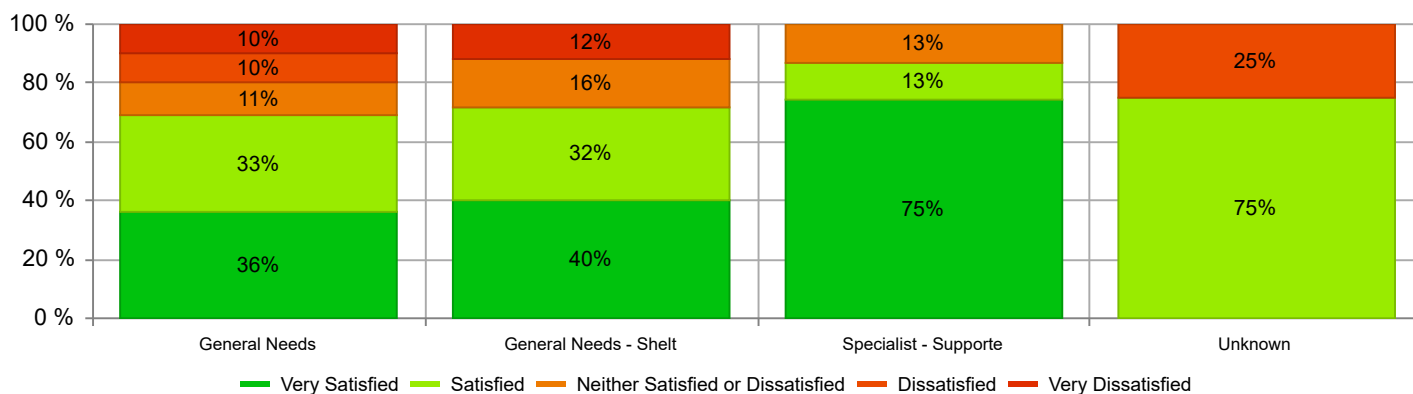
Listens to views and acts upon them by Age Group



As before, we see increasing satisfaction as we progress up the age bands, the exception being 55-64 age band which dips slightly. We can see that there are slightly higher than expected neutral scores for 16-24, 25-34 and 65-74, which can be considered as opportunity.

Listens to views and acts upon them by Tenancy Type

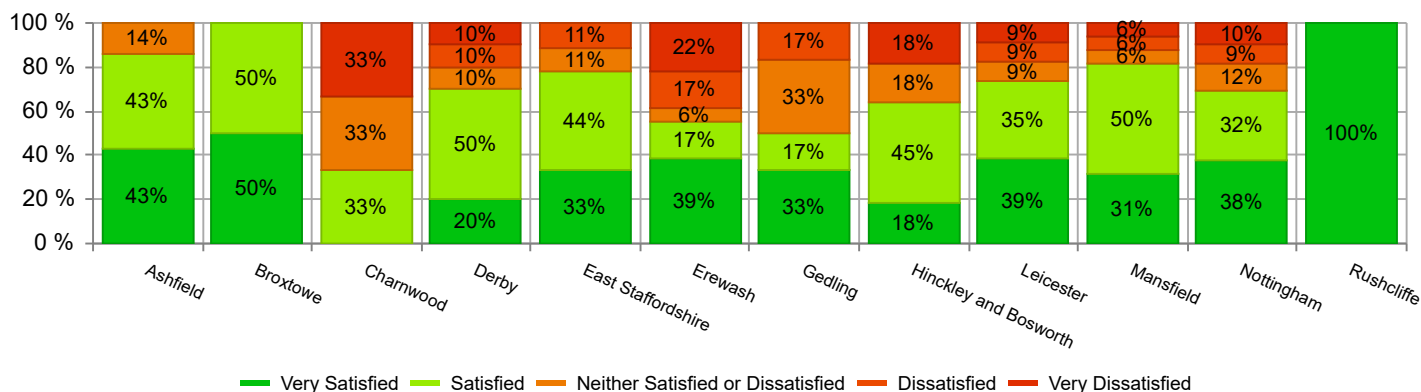
Last Fnc year



The split by tenancy type reflects the general Tuntum position. The neutral score for General Needs - Sheltered and Specialist Supported are slightly higher than the Tuntum normal.

Listens to views and acts upon them by Local Authority

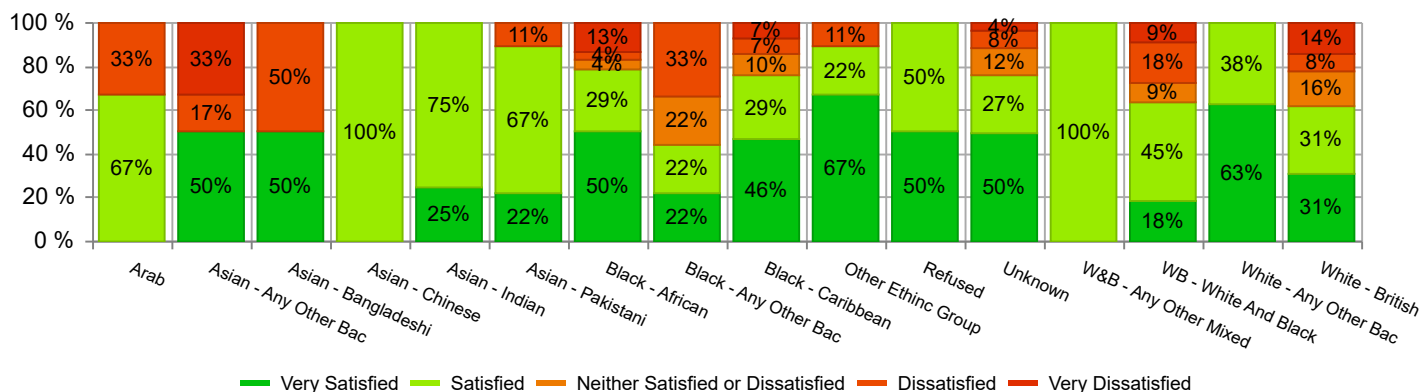
Last Fnc year



Charnwood, Erewash, Gedling and Hinckley and Bosworth all have low satisfaction compared to the overall Tuntum result. However, the volumes for all those areas are extremely low and would not be considered significant.

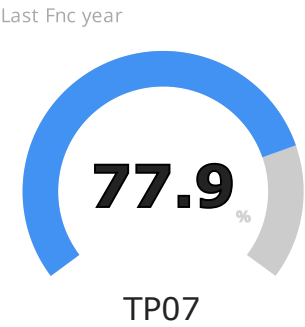
Listens to views and acts upon them by Ethnicity

Last Fnc year

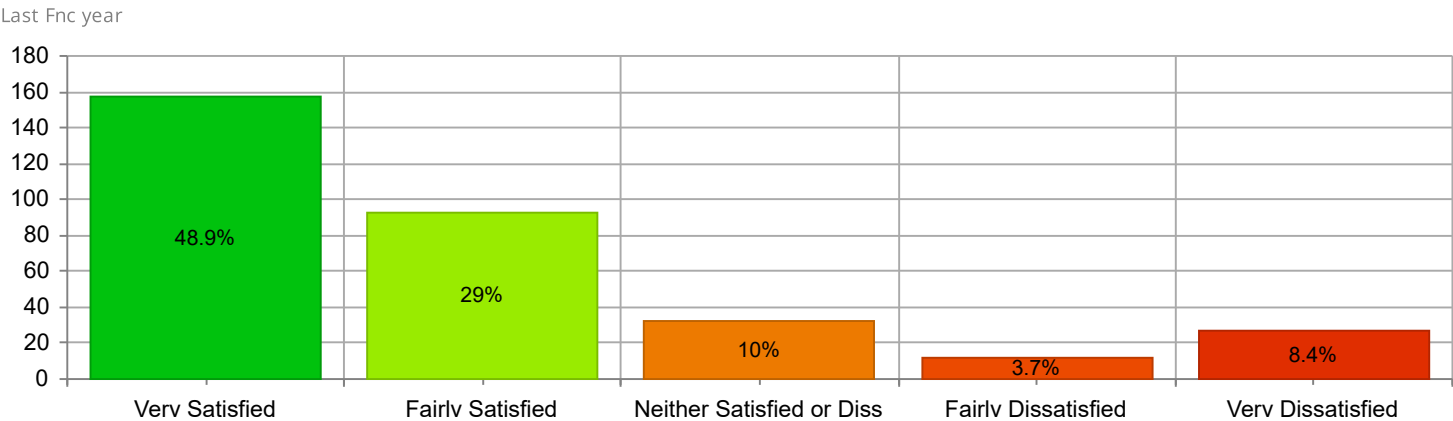


Black - African, Black - Caribbean and Unknown are the three larger volumes ethnicities that have greater than the Tuntum average for satisfaction with listening to views. White-British is the only one of the major ethnicities that has satisfaction less than the Tuntum average. The neutral score of 21% 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



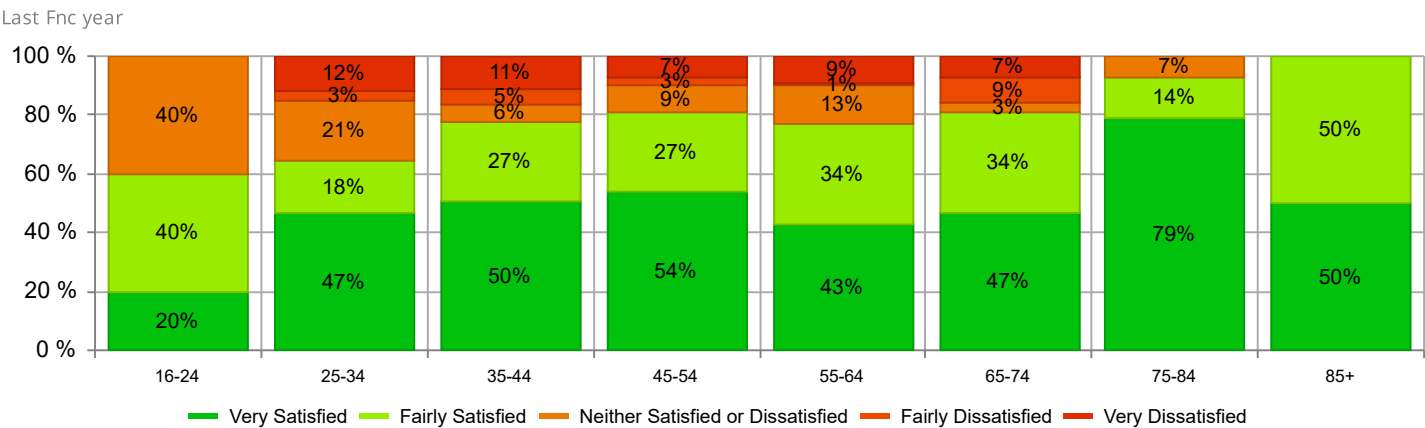
Being kept informed Satisfaction



The expected range for satisfaction that Tuntum Housing keeps tenants informed about things that matter is 63-82%, with an average of 70.4%.

The score of 77.9% puts Tuntum at the top end of the expected range, and well above the average for CX-Feedback

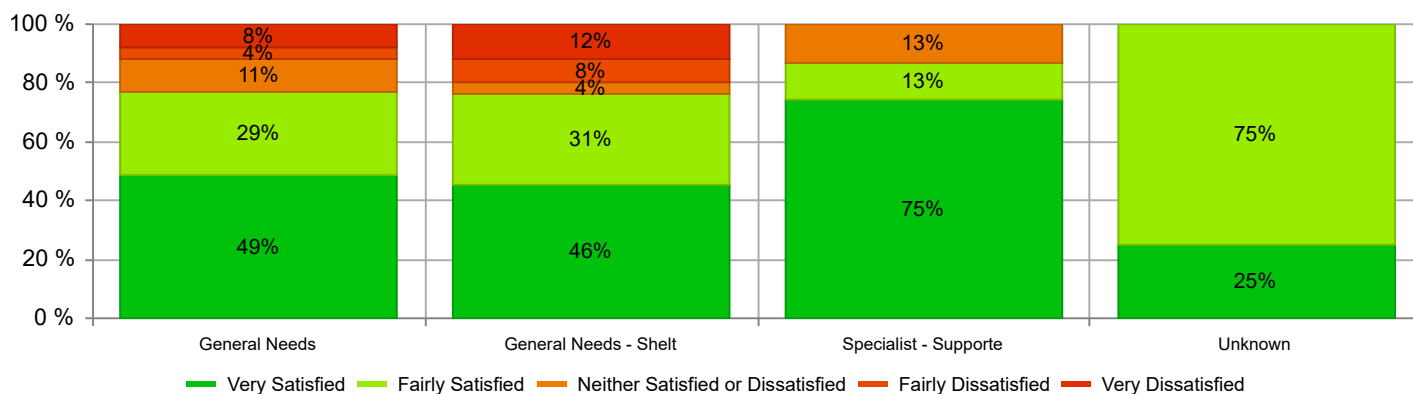
Being kept informed by Age



As with previous measures, going up the age bands shows increasing satisfaction with TP07, except for the 55-64 age band that took a little dip. The neutral scores for 16-24, 25-34 and 55-64 are relatively high and could be considered opportunity.

Being kept informed Satisfaction by Tenancy Type

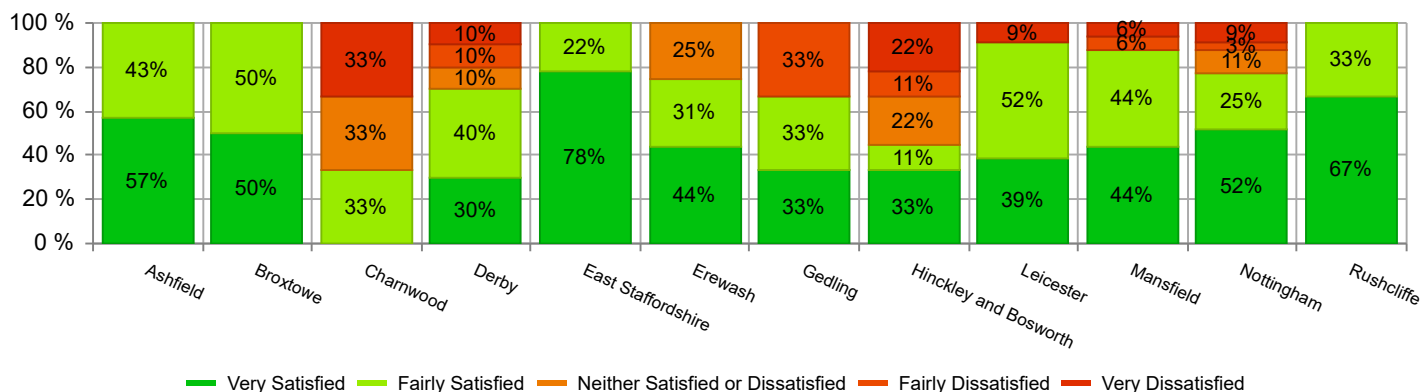
Last Fnc year



All of the different tenure types are very close to the Tuntum average score for TP07. General Needs and Specialist - Supported both have greater than 10% neutral scores.

Being kept informed Satisfaction by Local Authority

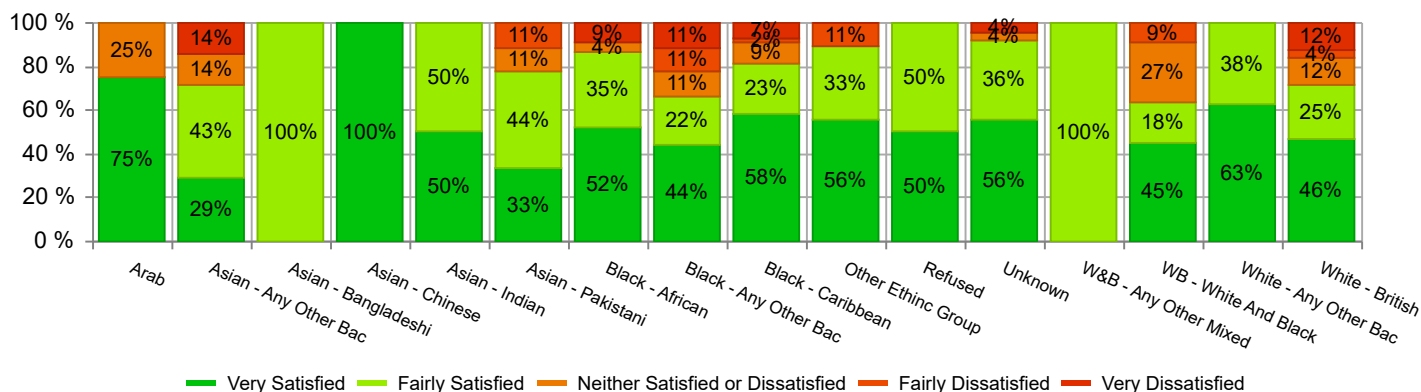
Last Fnc year



The same smaller Local Authorities initially appear to have low satisfaction, but the response volumes mean that it is not significant. Of the authorities with more than 10 responses, Leicester and Mansfield both have significantly high levels of satisfaction with being kept informed.

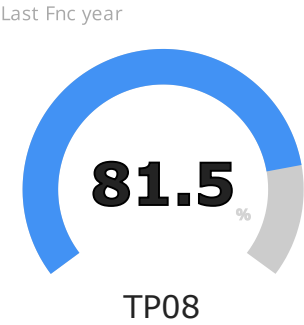
Being kept informed Satisfaction by Ethnicity

Last Fnc year

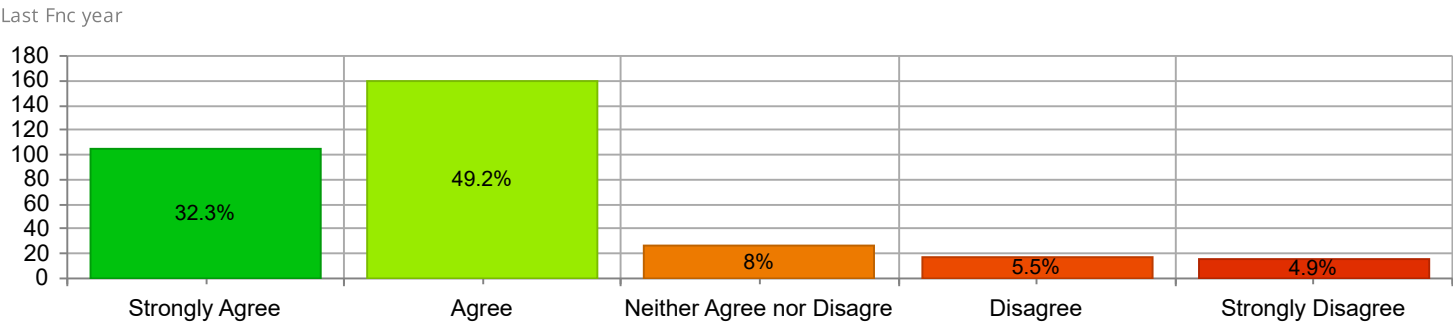


White-British is the largest ethnic origin group with satisfaction less than the Tuntum average. Black-African and Black - Caribbean both show significantly high satisfaction at 87% and 81% respectively. White and Black shows a large level of neutral scores, although this equates to 3 people.

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



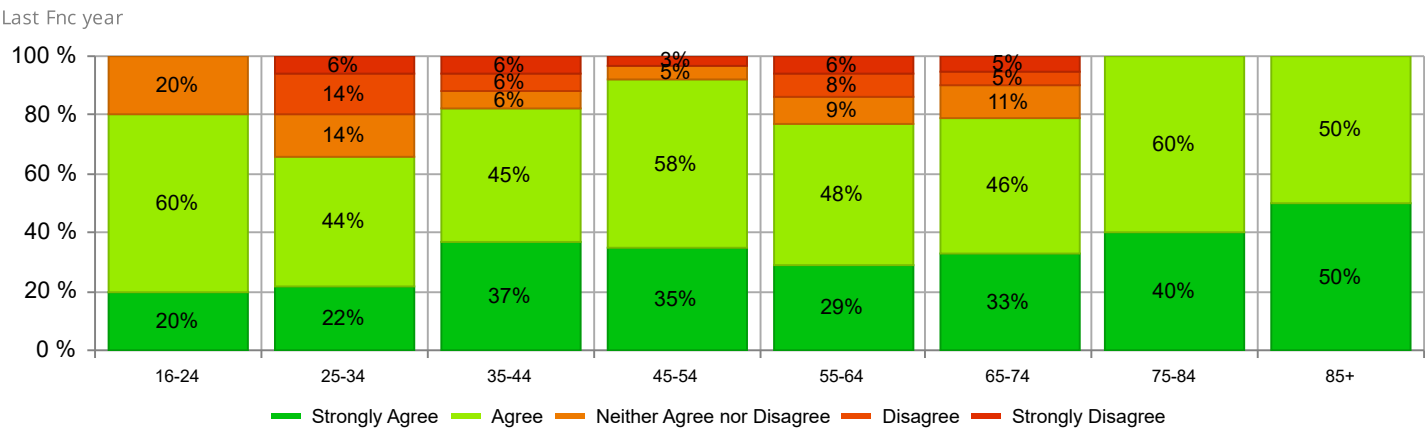
Treated fairly and with respect Satisfaction



The expected range for satisfaction of being treated fairly and with respect is 69-86%, with an average of 76.2%.

Tuntum scored 81.5% which is significantly higher than the CX-Feedback average and just under the top of the range of scores expected.

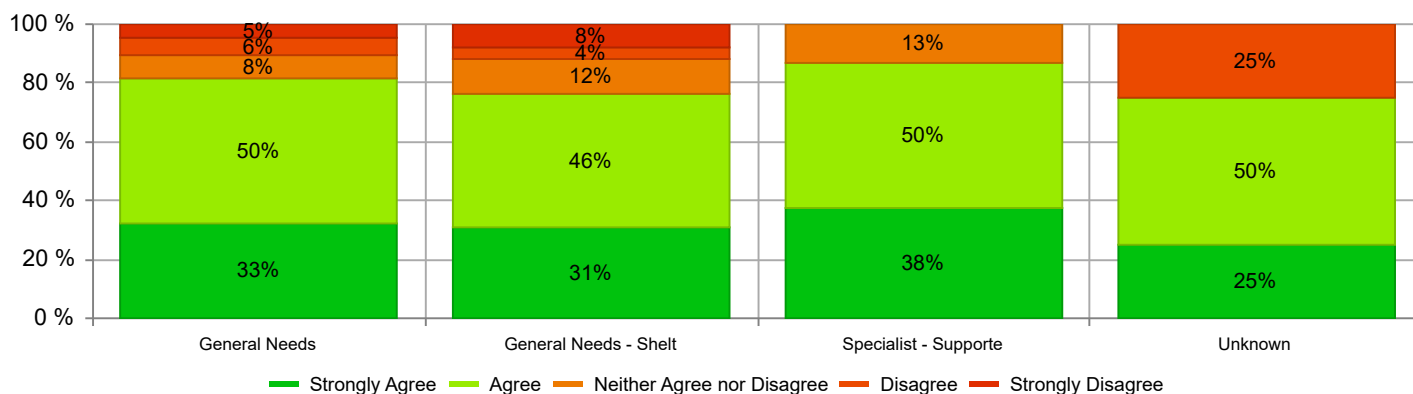
Treated fairly and with respect Satisfaction by Age



The 16-24 age band shows a high level of satisfaction with being treated fairly. The 25-34 age band stands out as having the lowest level of satisfaction across all the age bands. 25-34 and 65-74 both have relatively high levels of neutral scoring.

Treated fairly and with respect Satisfaction by Tenancy Type

Last Fnc year



All of the Tenancy types show high levels of satisfaction, close to the Tuntum average for TP08. General Needs - Sheltered and Specialist - Supported both have more than 10% neutral scores.

Treated fairly and with respect Satisfaction by Local Authority

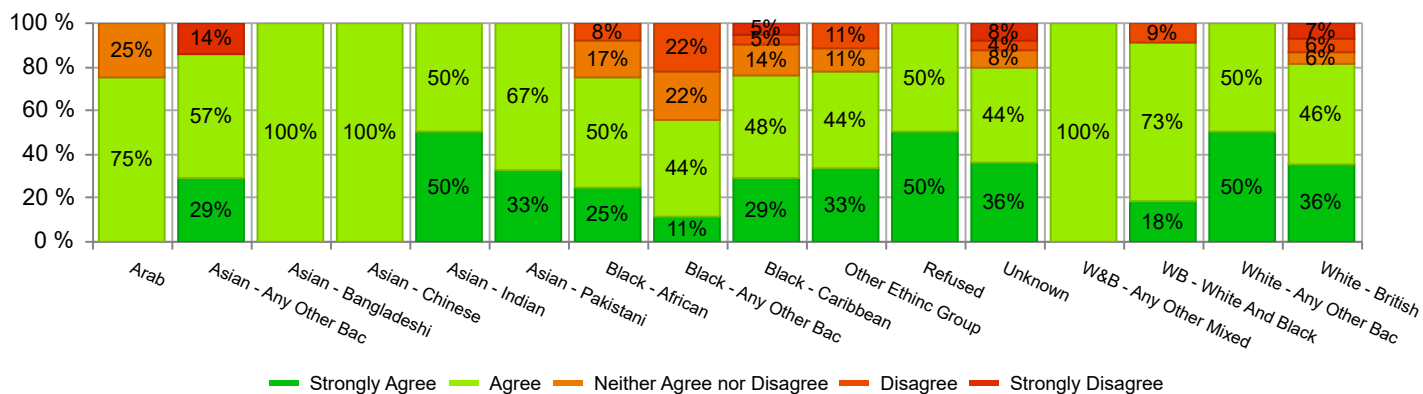
Last Fnc year



Of the local authorities with greater than 10 responses, we can see that Derby, Hinckley and Bosworth, Leicester, Mansfield and Nottingham all have very high levels of satisfaction with being treated fairly and with respect.

Treated fairly and with respect Satisfaction by Ethnicity

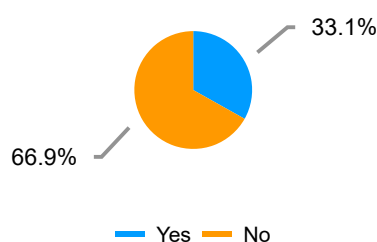
Last Fnc year



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 82% which is just over the overall average for Tuntum. Black - African has a high level of neutral scores as does Black - Caribbean.

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

Last Fnc year

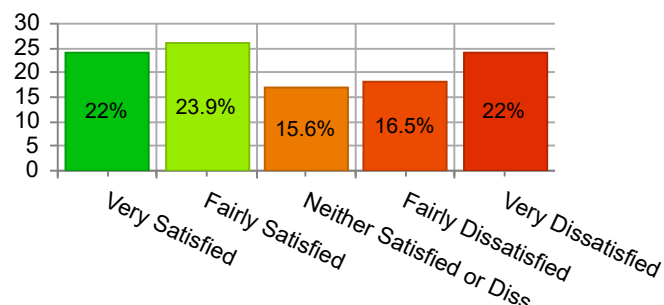


The respondents who answered Yes were asked the TP09 question to gauge satisfaction with the complaints process

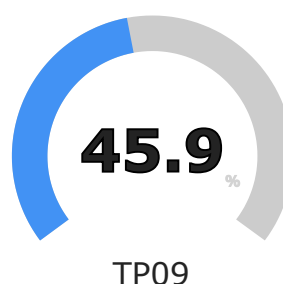
How satisfied or dissatisfied are you with Tuntum's approach to complaints handling? TP09

Complaints handling Satisfaction

Last Fnc year



Last Fnc year

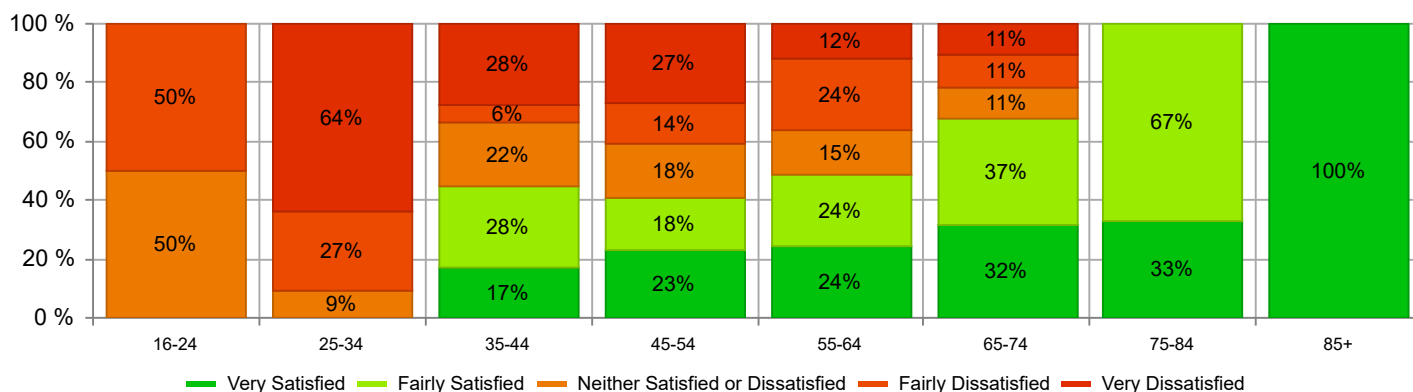


The expected range for satisfaction with complaints handling is 24-45%, with an average of 36.3%.

The CSAT score of 45.9% for Tuntum is above the expected range and well above the CX-Feedback average.

Complaint handling Satisfaction by Age Group

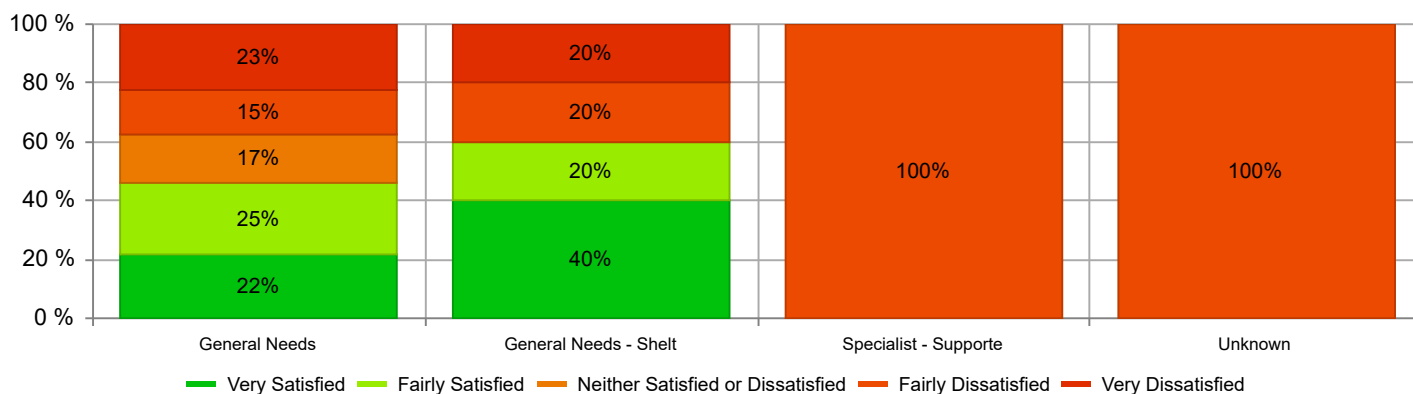
Last Fnc year



The satisfaction with complaints handling again generally grows through the age bands with 45-54 showing a small decrease. The level of neutral scores is high through all age bands until 65-74. The greatest level of dissatisfaction is in the younger age bands.

Complaint handling Satisfaction by Tenancy Type

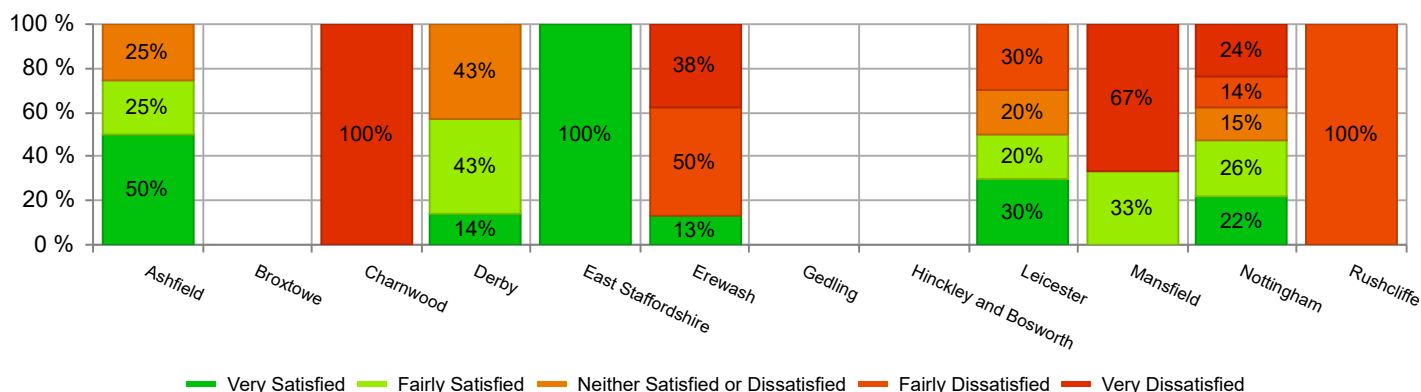
Last Fnc year



The General Needs category shows a high level of neutral scores and is the biggest generator of the Tuntum score. the other three categories have a total of 7 responses overall , and would not be considered significant.

Complaint handling Satisfaction by Local Authority

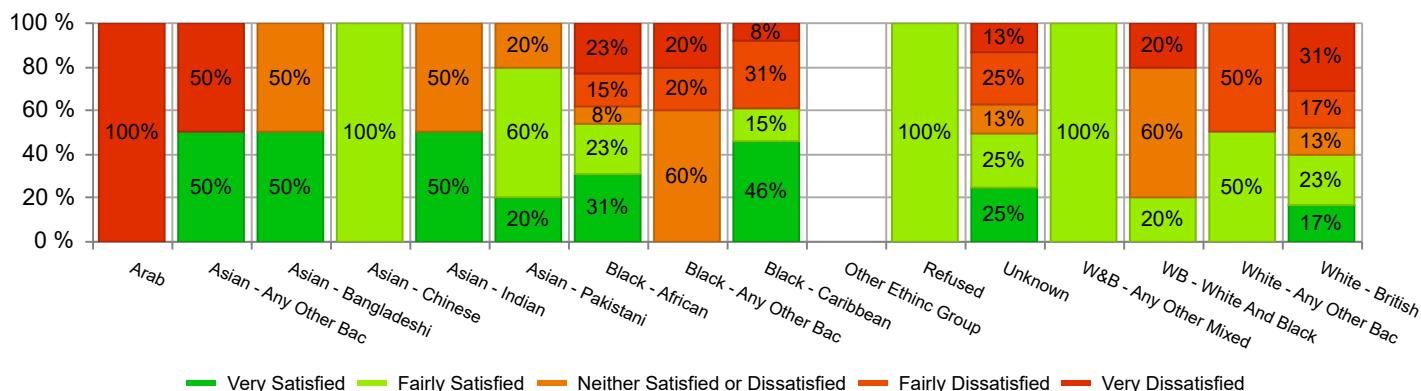
Last Fnc year



We can see that Ashfield, Derby, East Staffordshire and Leicester all have higher than average satisfaction with complaint handling, although on the whole the volume of responses is small for those areas. The only LA area that has significant volumes for this question is Nottingham, which has 48% satisfaction.

Complaint handling Satisfaction by Ethnicity

Last Fnc year



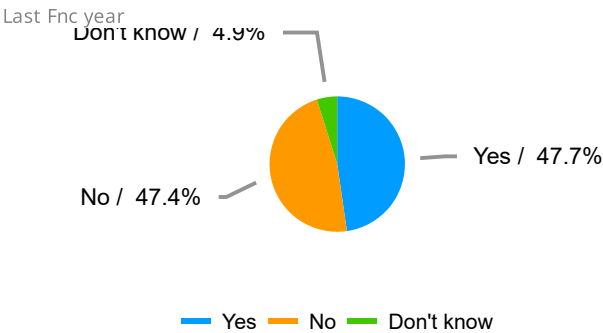
The volumes of those reporting a complaint are particularly large for the White- British ethnicity at around 55 compared to most of the other ethnic groups showing a volume of around 15 or less. The next biggest ethnic group is Black - Caribbean which has a very low satisfaction at 21%.

Those that answered TP09 with either a Fairly Dissatisfied or a Very Dissatisfied response were then asked to elaborate on how Tuntum could better handle complaints.

The survey feedback highlights a need for improved communication and responsiveness from the service, particularly after complaints are made. Customers express concerns about the handling of issues, including a lack of empathy and follow-up, as well as feelings of inequality in the complaint process. There is also a call for better support for vulnerable families and more polite interactions with housing officers.

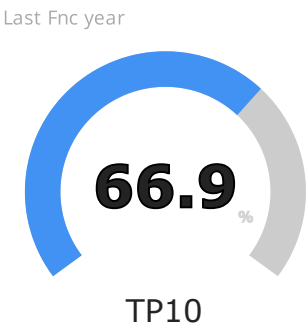
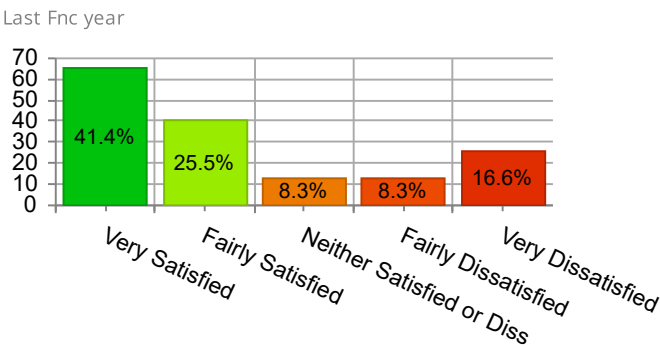
- Need for better follow-up after complaints.
- Support for vulnerable families is important.
- Concerns about pricing and ineffective complaint resolution.
- Desire for more empathetic and polite communication from staff.
- Issues with property maintenance, such as leaks.
- Perception of inequality in the complaint handling process.
- Importance of listening to customer concerns.
- Frustration with staff quoting laws while not adhering to them.

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.

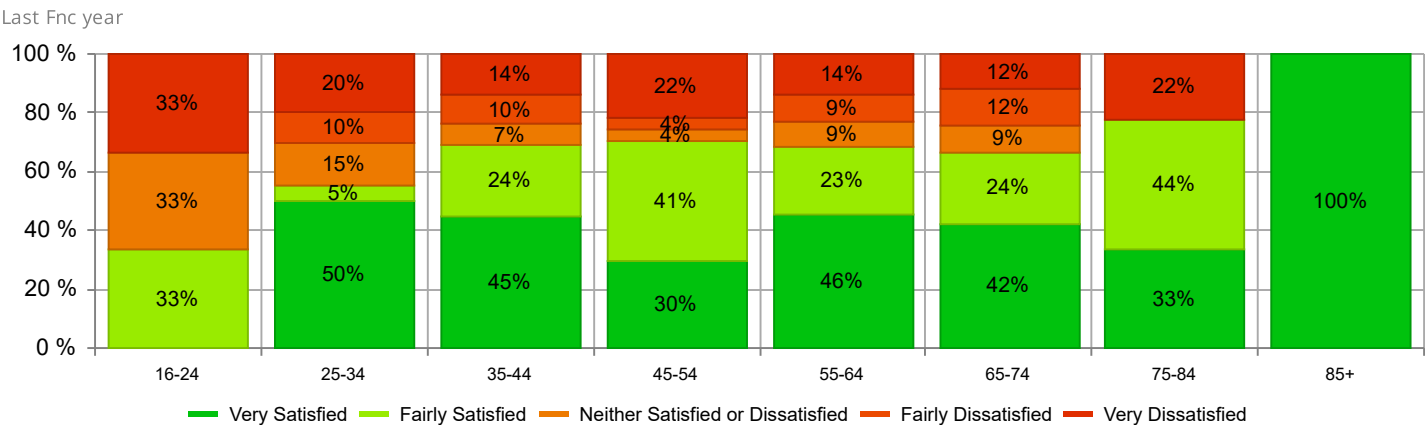
How satisfied or dissatisfied are you that Tuntum keeps these communal areas clean and well maintained? TP10



The expected range for satisfaction with maintaining communal areas is 51-75%, with an average of 63.3%

Tuntum's score of 66.9% is above the average for CX-Feedback customers.

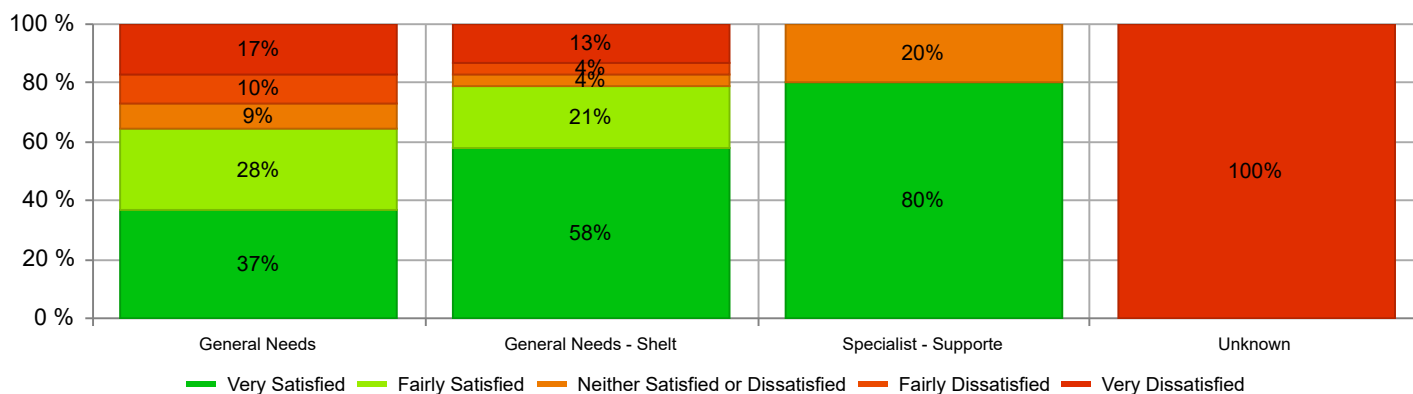
Communal area Satisfaction by Age Group



Increasing satisfaction with increasing age is again demonstrated in the responses to TP10. The high neutral score of 25-34 actually equates to only 3 people.

Communal area Satisfaction by Tenancy Type

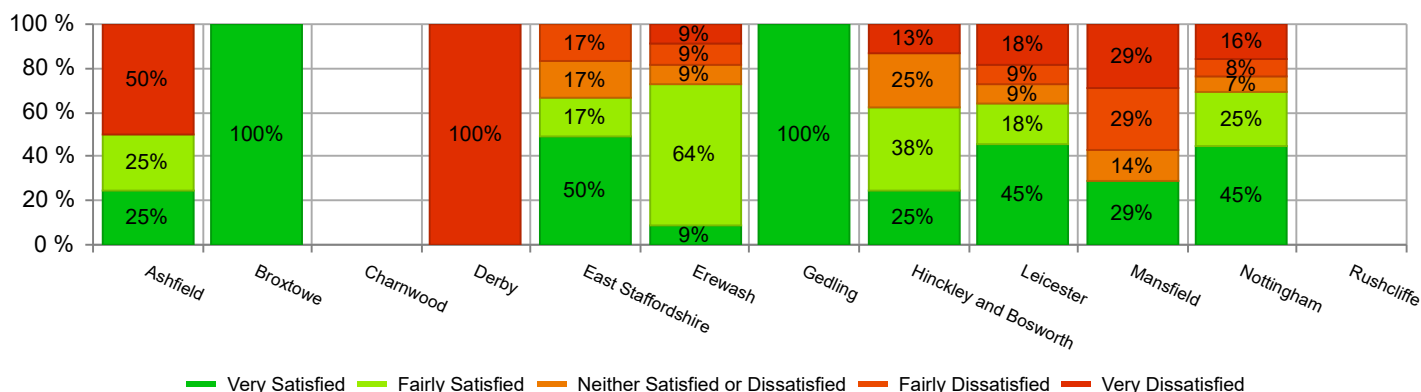
Last Fnc year



The biggest tenancy type by volume is General Needs which has a satisfaction score just under the Tuntum average. The other two main tenancy types have very high satisfaction.

Communal area Satisfaction by Local Authority

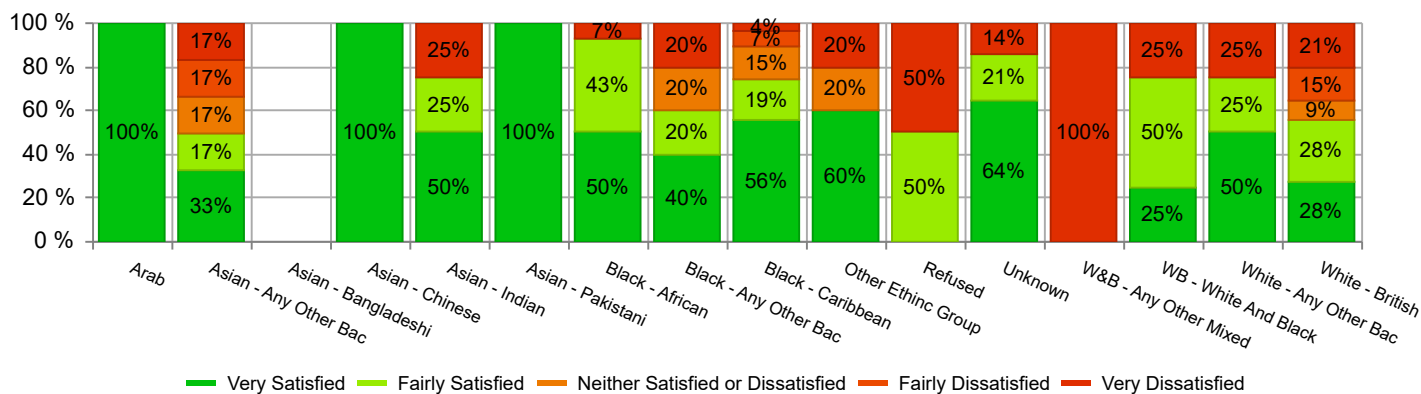
Last Fnc year



Ashfield and Mansfield stand out as having particularly low levels of satisfaction, but they do have 4 and 7 responses respectively. There are a few authorities with greater than 10% neutral scores - East Staffordshire, Hinckley and Bosworth and Mansfield, but they all have less than 10 responses.

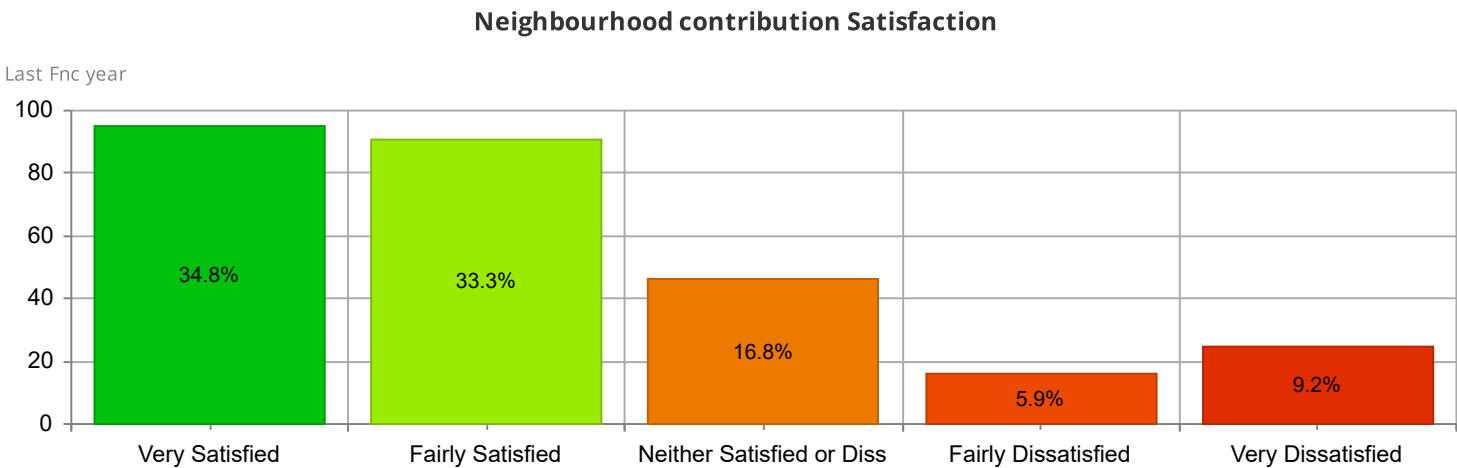
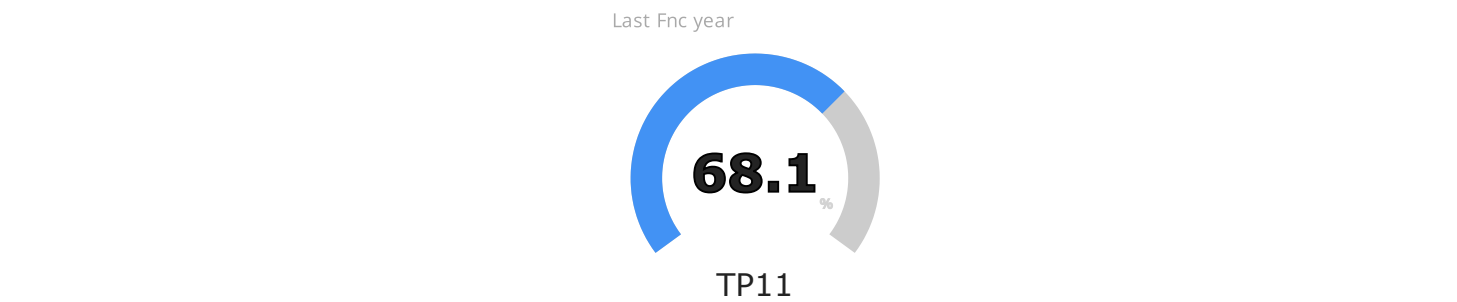
Communal area Satisfaction by Ethnicity

Last Fnc year



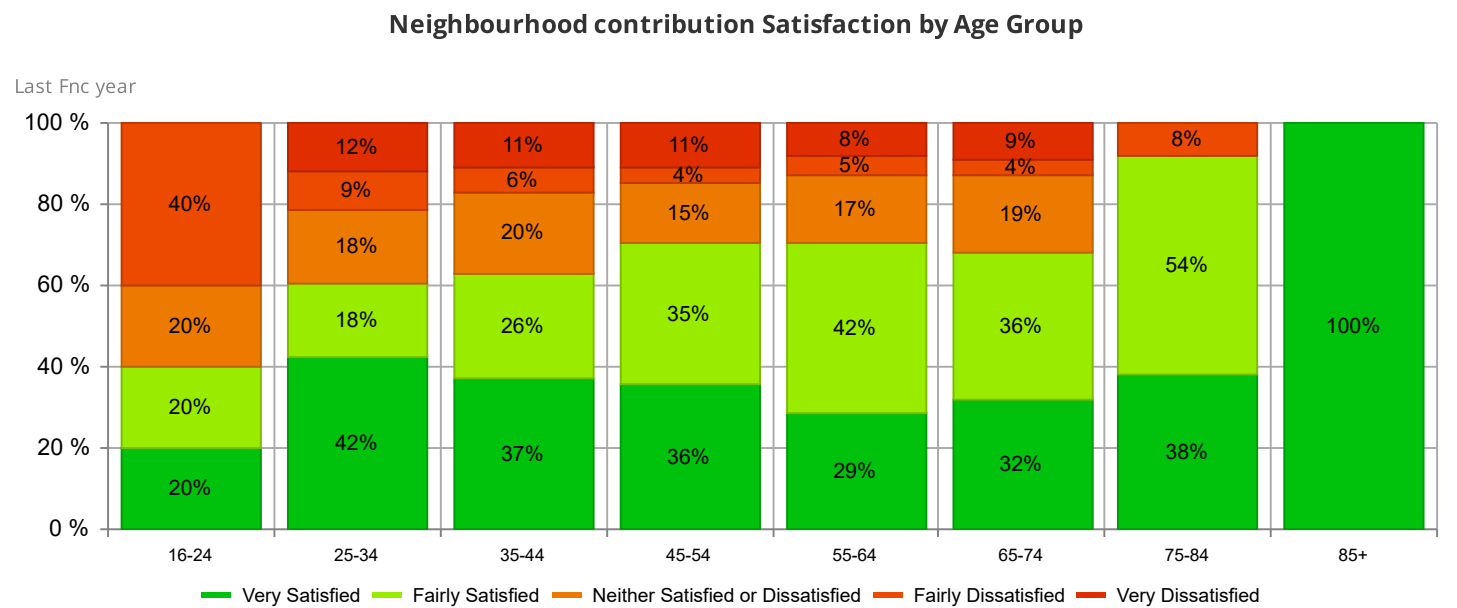
The biggest volume of responses to TP10 came from the White-British ethnicity, which also has a lower than the Tuntum average satisfaction score. The two other large ethnicity groups Black-African and Black-Caribbean both have very positive satisfaction scores.

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



The expected range for satisfaction that Tuntum makes a positive contribution to neighbourhoods is 43-77% with an average of 61.5%.

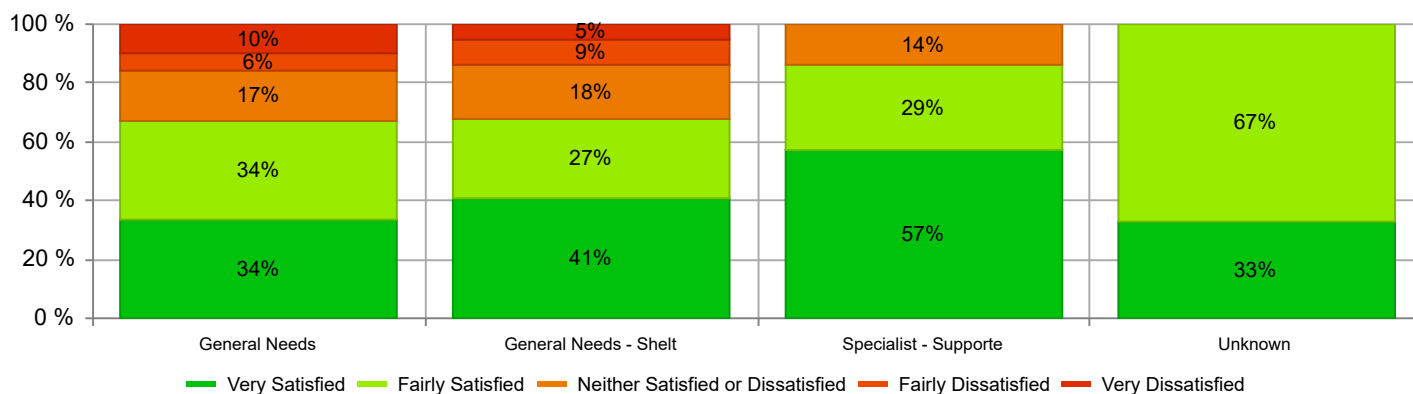
Tuntum is significantly higher than the average CX-Feedback customer score.



Again, we see the general pattern of increasing satisfaction with increasing age band. all the age bands have high levels of neutral scores, which can be considered as opportunity for improving scores.

Neighbourhood contribution Satisfaction by Tenancy Type

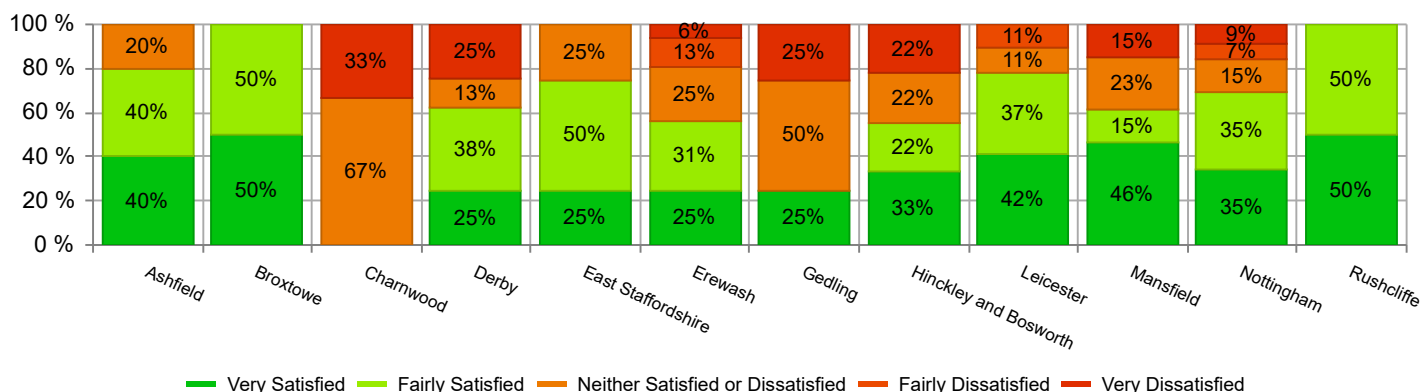
Last Fnc year



The scoring is very close to the Tuntum average across all the Tenancy types. The high level of neutral scores are seen on the main 3 types, and can be considered as opportunity.

Neighbourhood contribution Satisfaction by Local Authority

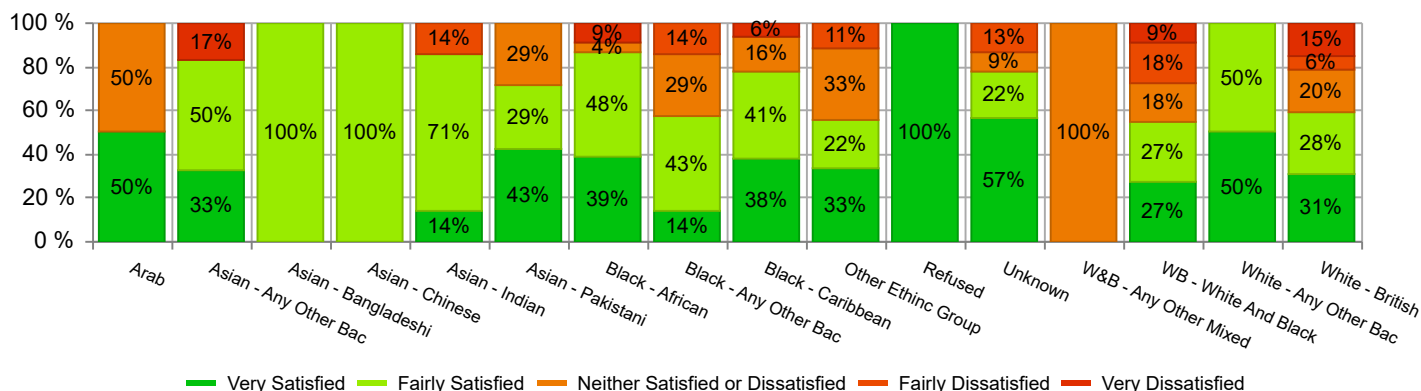
Last Fnc year



Ashfield, Broxtowe, East Staffordshire, Leicester, Nottingham and Rushcliffe all have satisfaction greater than the Tuntum average. There are significant levels of neutral scores in many of the authorities. The only significantly negative LA is Gedling, which only has 4 returns.

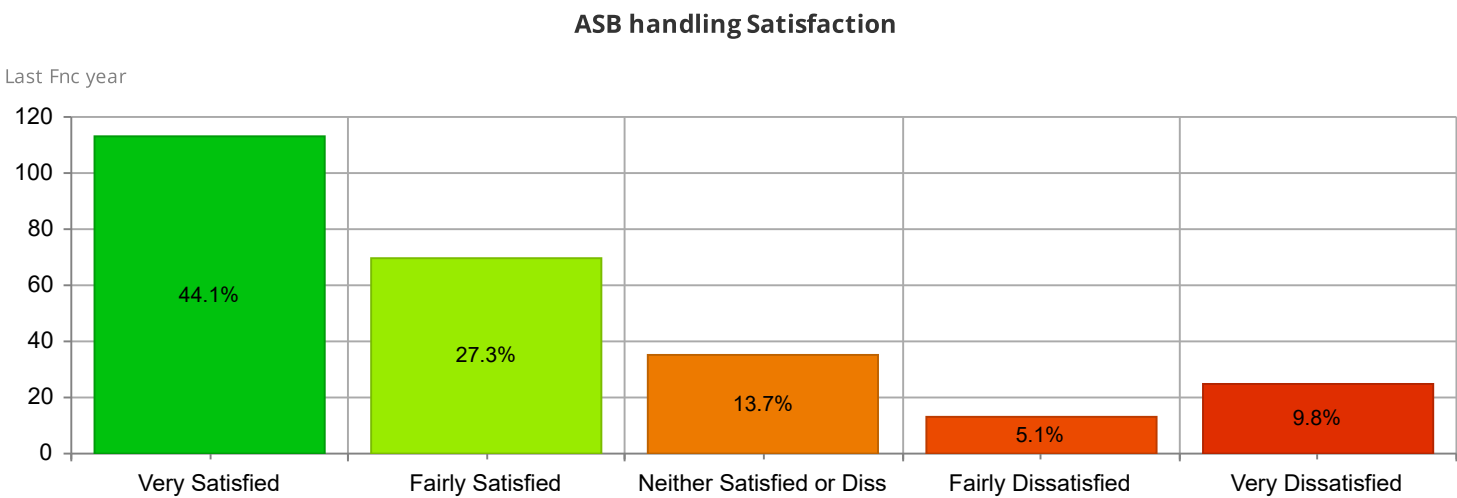
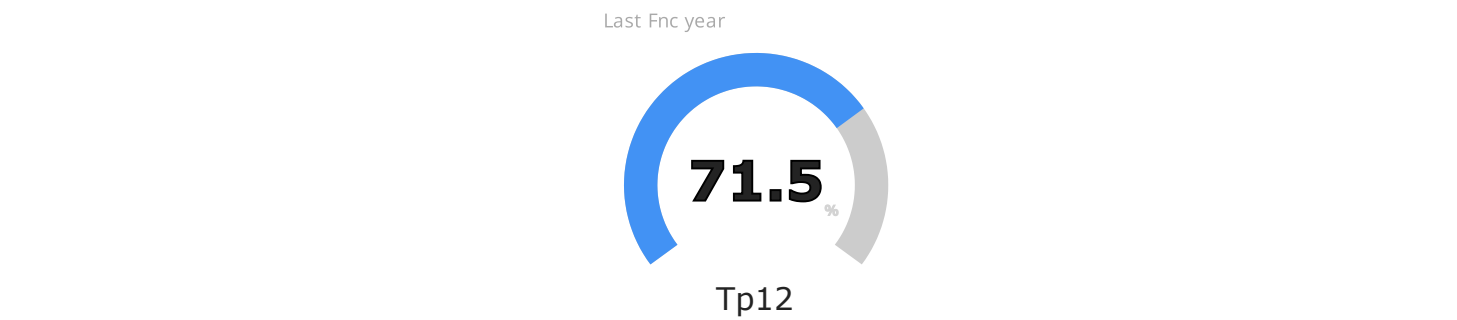
Neighbourhood contribution Satisfaction by Ethnicity

Last Fnc year



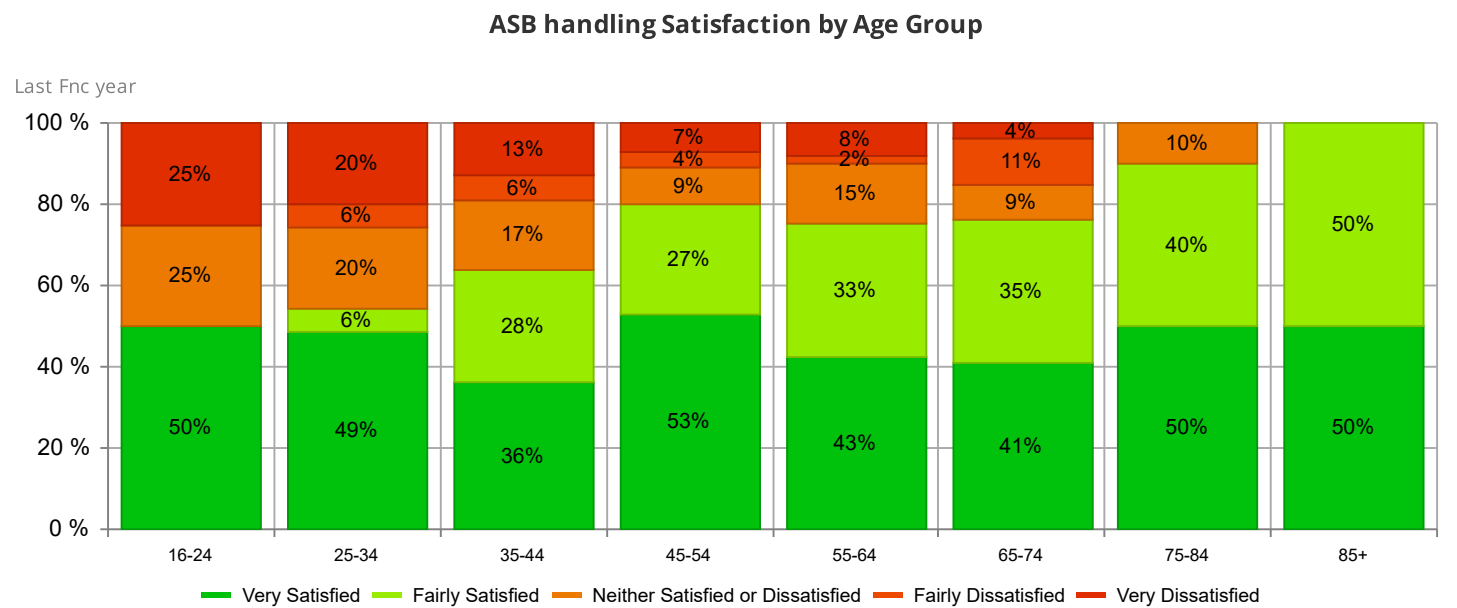
The larger ethnicities of Black-African and Black-Caribbean both have very high satisfaction for TP11, whereas the largest ethnic group of White-British is around 10% lower than the Tuntum average score. In general the Asian population are also satisfied with the contribution Tuntum makes to the community. 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 32-67% with an average of 58.4%.

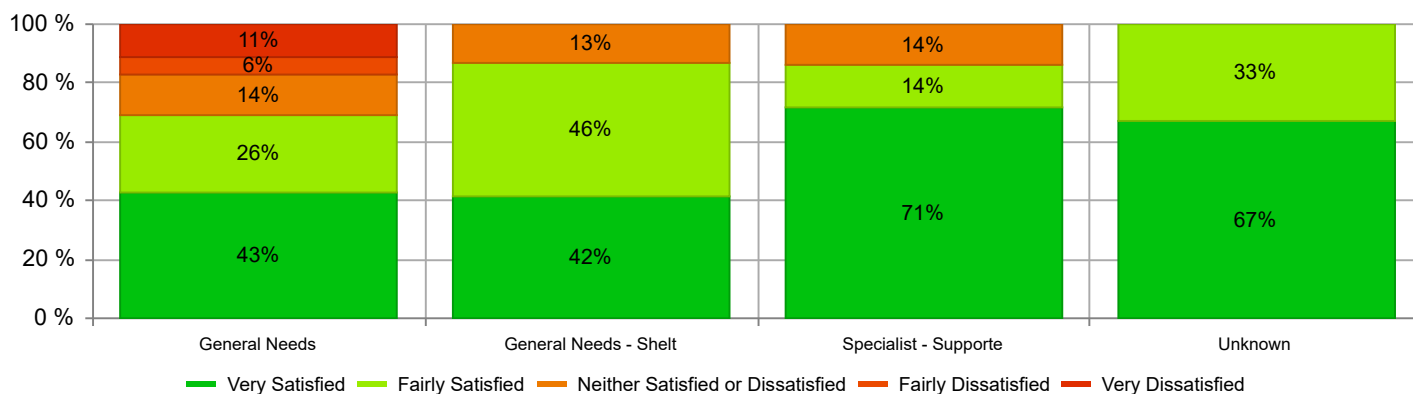
The CSAT score of 71.5% for Tuntum is higher than the top of the expected range from CX-Feedback customers



The general trend of satisfaction increasing as we progress up the age bands is once again reflected in TP12. The level of neutral scores is high across the age bands, and particularly in the lower bands.

ASB handling Satisfaction by Tenancy Type

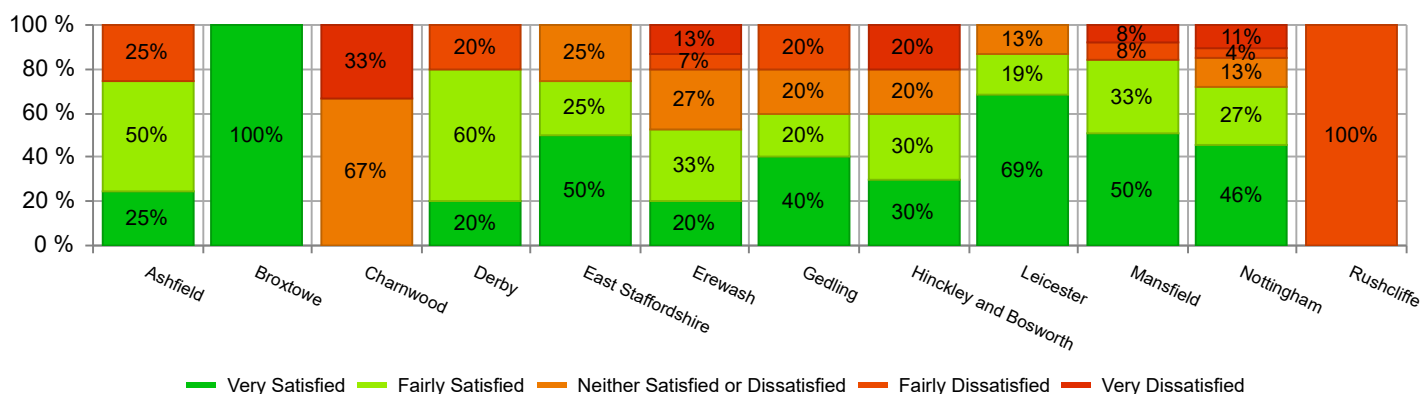
Last Fnc year



The General Needs tenancy type has an overall satisfaction just under the Tuntum average, with the other tenancy types being higher. The three main tenancy types display high levels of neutral scores.

ASB handling Satisfaction by Local Authority

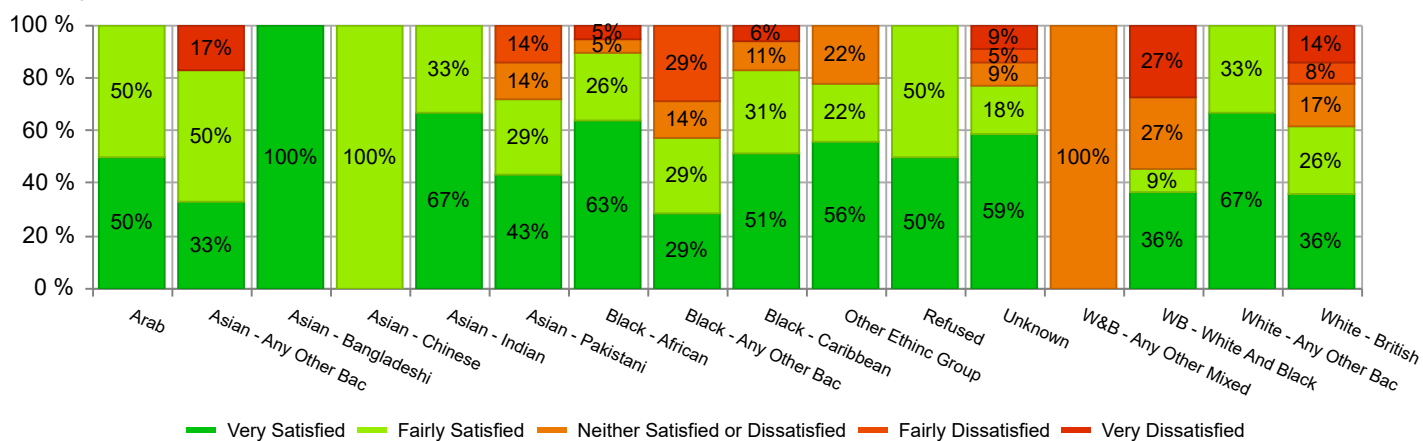
Last Fnc year



Most of the local authority areas show high levels of satisfaction with the way ASB is handled. Charnwood, Erewash, Gedling, Hinckley and Bosworth and Rushcliffe stand out as having lower levels of satisfaction, but most of them have high levels of neutral scores.

ASB handling Satisfaction by Ethnicity

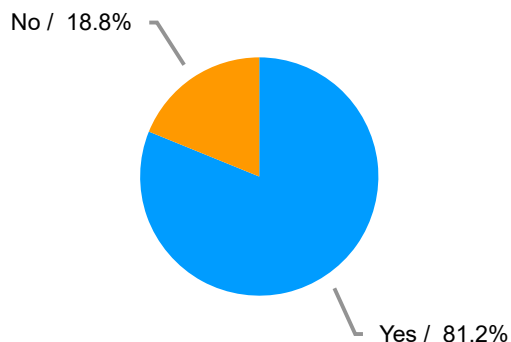
Last Fnc year



Most of the ethnic groups show high levels of satisfaction with how Tuntum deals with ASB. Only Asian - Pakistani (7 responses) and Black - Other (7 responses) have satisfaction less than the overall Tuntum average, both of which show relatively high levels of neutral scores. White - British has the highest volume and relatively high levels of neutral scores.

Additional Questions

Last Fnc year



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:

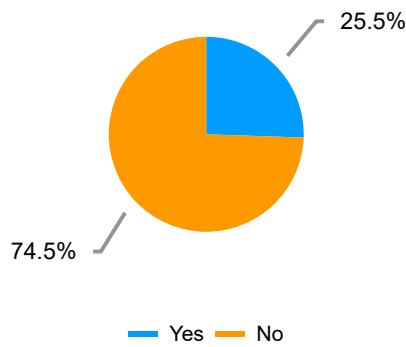
What is the most important thing that Tuntum can do to improve your experience of our service?

The survey responses reflect a mix of satisfaction and significant concerns among tenants. While some appreciate the communication and support from the landlord, many express frustration over delays in repairs, lack of accountability, and inadequate maintenance of communal areas. Overall, there is a strong call for improved responsiveness and empathy towards tenant needs.

Key Points:

- Major issues with accountability and transparency in service delivery.
- Concerns about the timeliness and quality of repairs, with many tenants reporting long wait times.
- Some tenants feel unheard and express a lack of empathy from management regarding their living conditions.
- Positive feedback on communication and support from some staff members.
- Requests for better maintenance of communal areas and property standards.
- Suggestions for improved tenant interaction and follow-up on reported issues.
- Concerns about the impact of living conditions on mental and physical health.
- Desire for more proactive measures in addressing safety and security issues in the community.

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.

Customers have reported ongoing issues with mould and dampness in various areas of their homes, particularly in bathrooms, bedrooms, and around windows. Many have expressed dissatisfaction with the repair process, citing unresolved issues despite multiple reports and surveys. There is a general concern about the effectiveness of previous repairs and the persistence of mould and damp conditions.

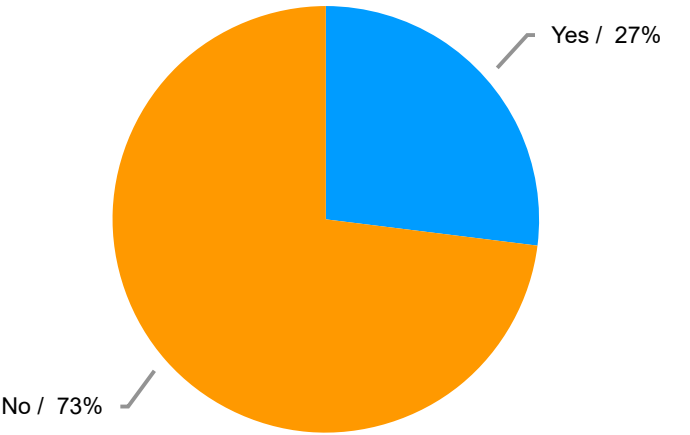
Key Points:

- Frequent reports of mould in bathrooms, bedrooms, and around windows.
- Ongoing dampness issues affecting multiple areas of homes.
- Customers express dissatisfaction with the repair process and lack of resolution.
- Some customers have reported mould issues persisting for years.
- Concerns about the effectiveness of previous repairs and maintenance.
- Instances of water damage and leaks reported in various locations.
- Cold living conditions due to unresolved issues.
- Repeated reporting of problems without satisfactory follow-up.

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

The respondents were then asked if they would like to become more involved with Tuntum, in order to help improve services. Those that replied Yes have been added to an Engaged Tenants group for further communications.

This Fnc year todote



Conclusion

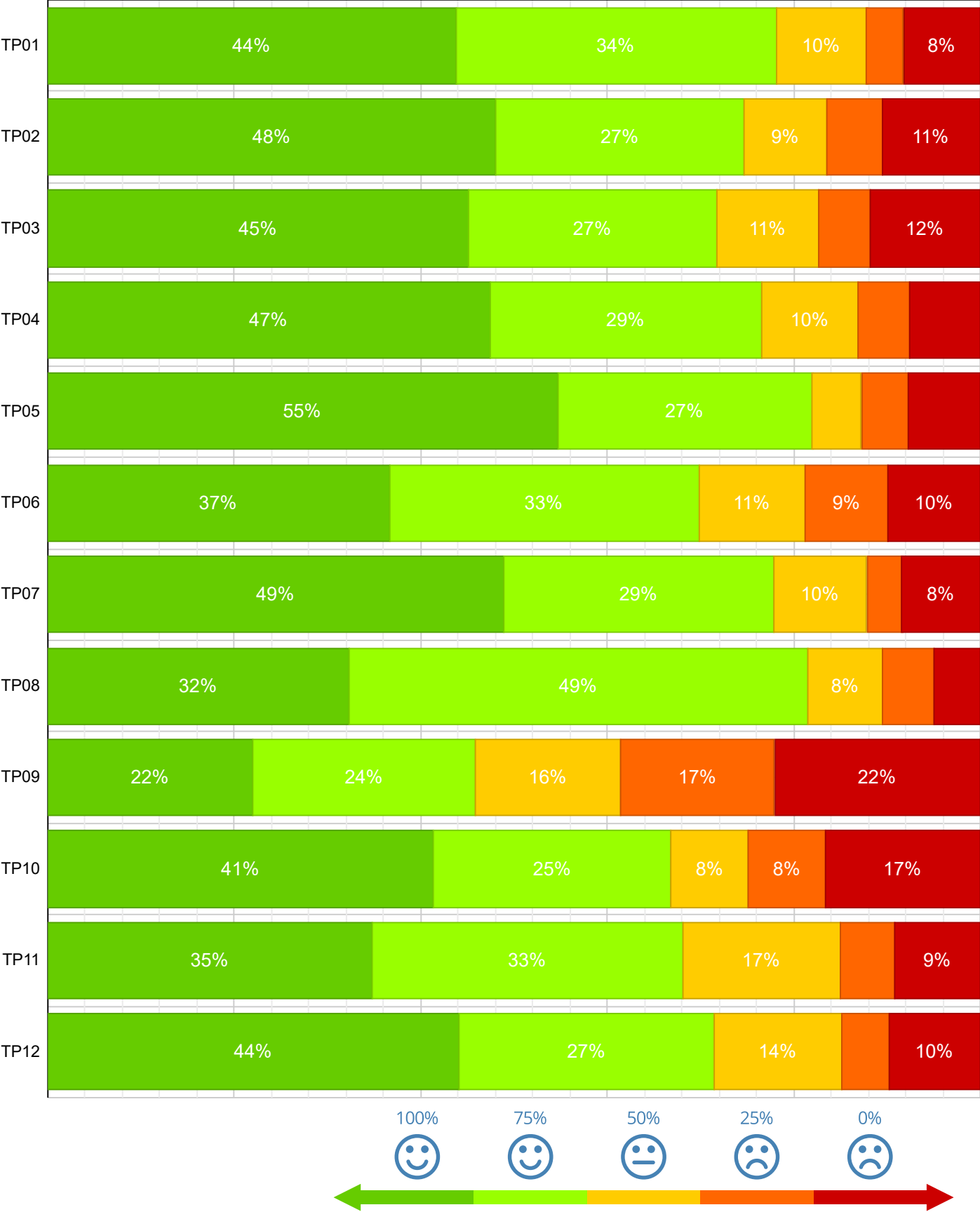
Overall the results for Tuntum show scores that are mainly higher than the previous year, and within the general ranges that are expected based on results from other CX-Feedback clients.

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.

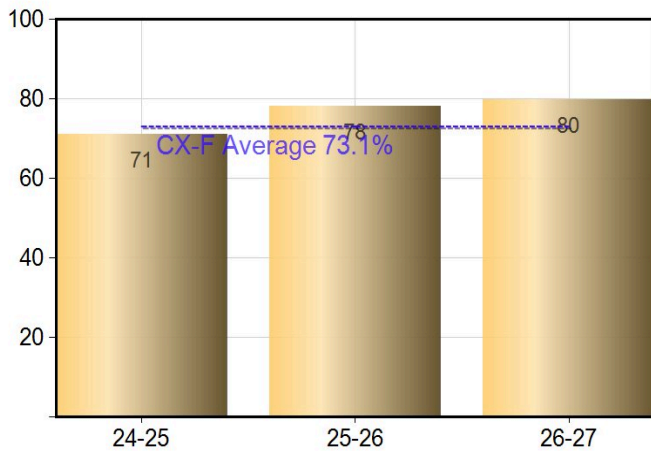
Looking at the results across age bands, we see the general pattern of greater satisfaction amongst older age bands and less satisfaction in those that are younger. This is a pattern that is found across almost every TSM survey, and indeed transactional surveys also.

Summary of all TSM scoring questions

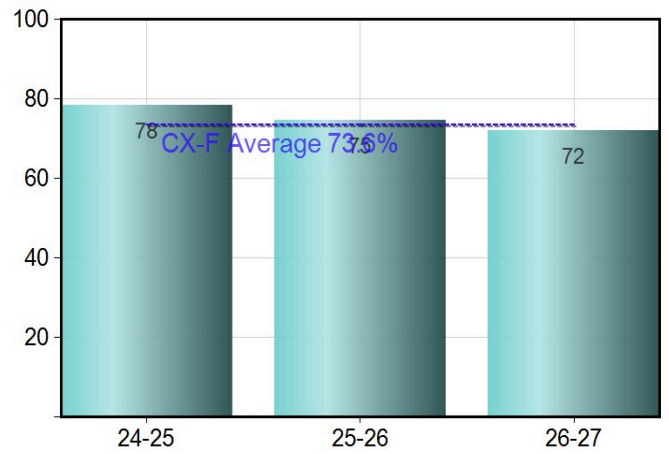


Trends

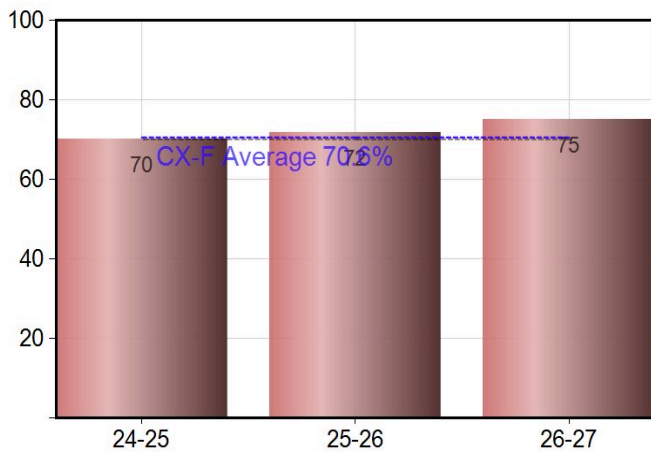
TP01 : Overall Satisfaction



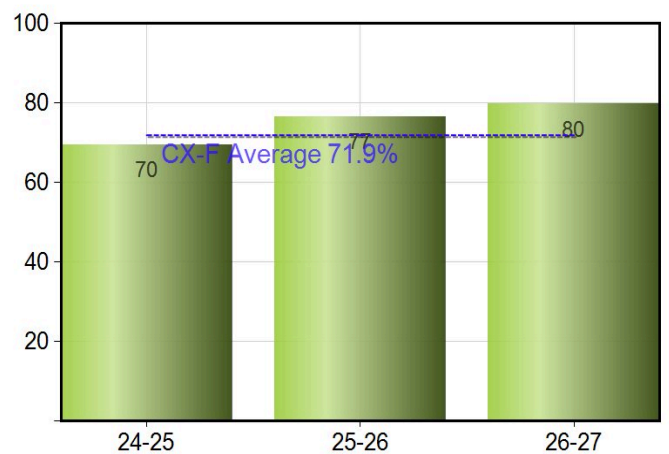
TP02 : Satisfaction with the repairs service



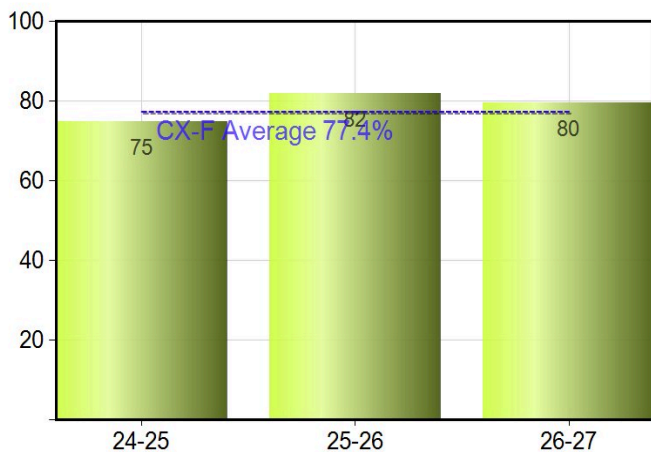
TP03 : Satisfaction with timing of repairs



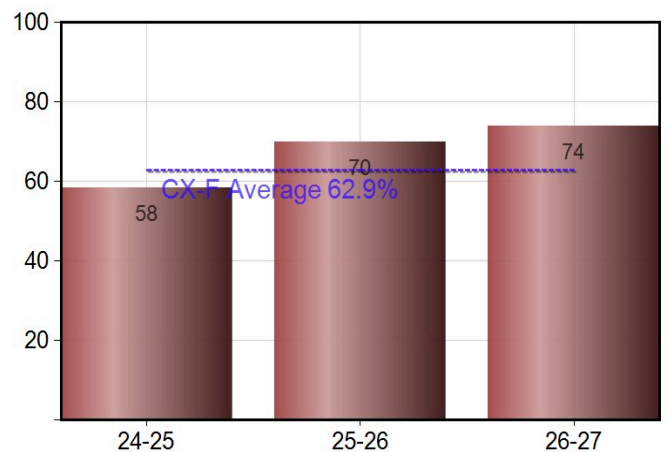
TP04 : Satisfaction with a well maintained home



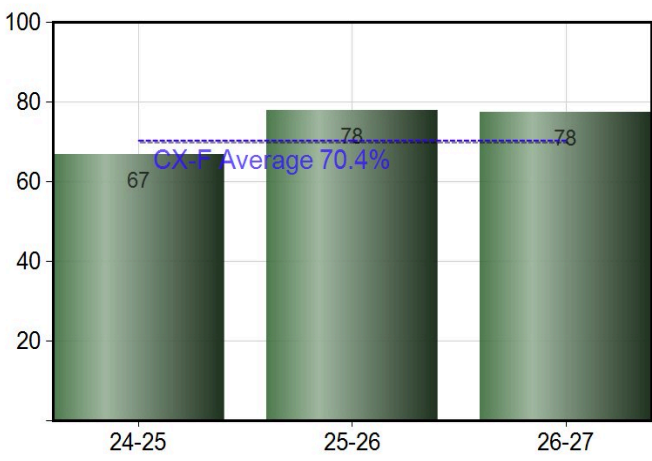
TP05 : Satisfaction with a home that is safe



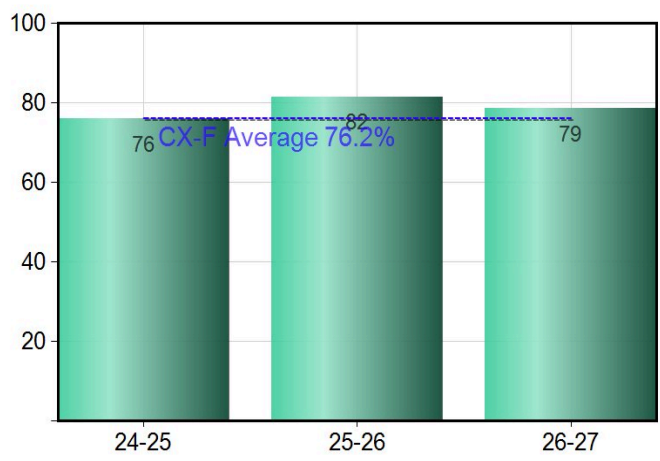
TP06 : Satisfaction with listening and acting on the views of tenants



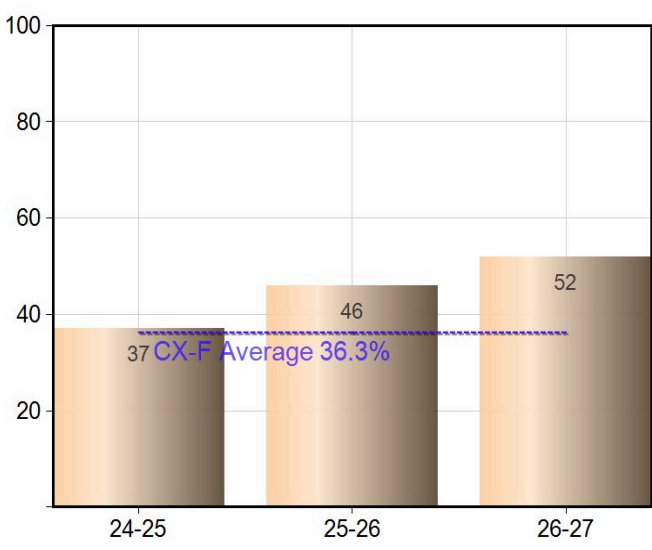
TP07 : Satisfaction with being kept informed



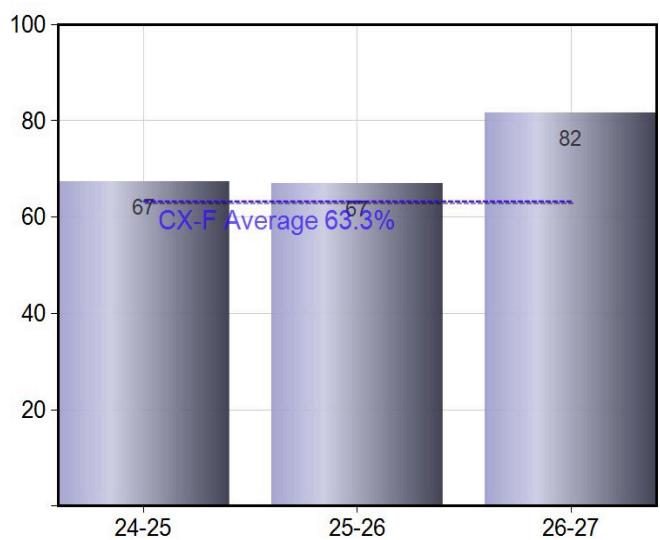
TP08 : Satisfaction with being treated fairly and with respect



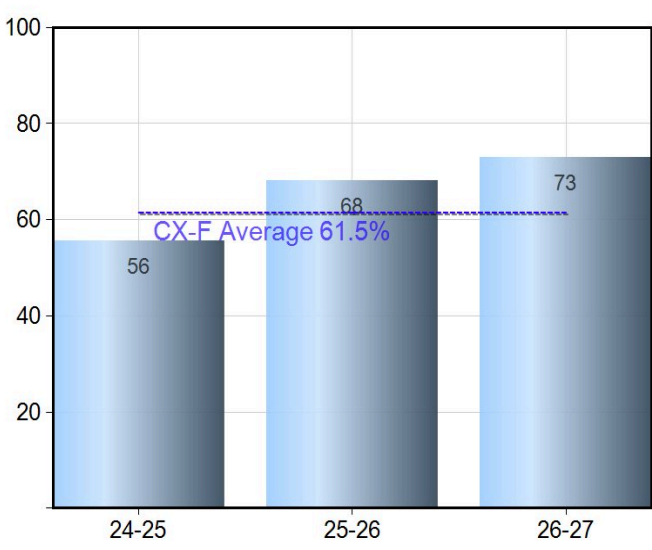
TP09 : Satisfaction with approach to complaints



TP10 : Satisfaction with communal areas



TP11 : Satisfaction with contribution to neighbourhood



TP12 : Satisfaction with ASB handling

