



EXETER HOMES TRUST BULLETIN

MAY 2025

Compassion, Companionship and Community

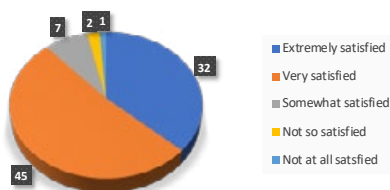
TENANT SATISFACTION MEASURES MAY 2025

Exeter Homes Trust is Registered Provider A1921 with the Regulator of Social Housing, as well as being Almshouse Charity 201530 regulated by the Charity Commission.

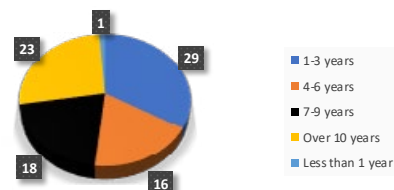
Beneficiaries will recollect Exeter Homes Trust published the outcome of the Tenant Satisfaction Survey in 2023. Our Regulator stipulates we should undertake a survey of Exeter Homes Trust's 141 Almshouses on eight estates in the City of Exeter. Hereunder are the Regulator of Social Housing's specification for questions.

Could we ask residents to self-return the survey (overleaf) in the first instance. Those still outstanding can be done by house visits and we will let you know when colleagues will be visiting you.

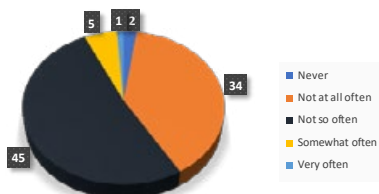
Overall satisfaction (2023)



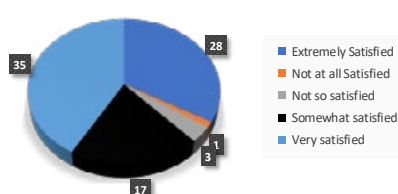
Duration of Resident stay (2023)



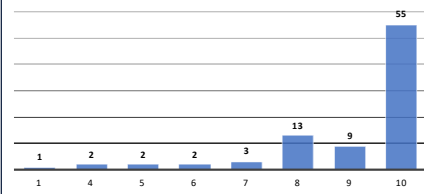
Contact Frequency (2023)



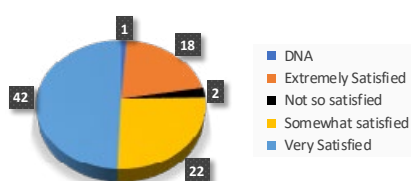
Maintenance (2023)



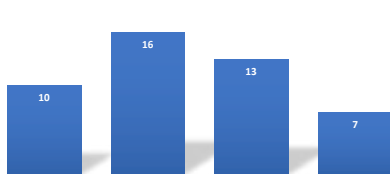
Recommend to others (2023)



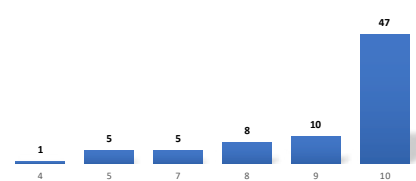
WMCs (2023)



Age (2023)



Service during COVID (2023)



IMPORTANT NOTE: As a Resident of Exeter Homes Trust, if you encounter an emergency situation or what you perceive to be an unlawful incident in or around your home or Almshouse estate, please phone 999 in the first instance. Exeter Homes Trust does not provide support or extra care services.

TENANT SATISFACTION MEASURES & TENANT SURVEY REQUIREMENTS

TYPE OF SURVEY

The tenant perception measures listed below (TP01-TP12) must be generated using data from perception surveys only. A perception survey is intended to periodically capture tenants' general views of landlord performance and is not triggered by a recent interaction with the landlord.

TENANT SATISFACTION MEASURE	
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour

UNITS OF MEASUREMENT

In order to generate tenant perception measures and assess statistical accuracy, providers must record the number of responses to each survey question and the total responses to the perception survey as a whole. For each question, there must be a maximum of one response recorded per household irrespective of how many legal tenants there are in a household. For the purposes of these requirements, a household refers to the group of people that occupies a single dwelling unit (as it is defined in Tenant Satisfaction Measures: Technical requirements).

Providers must record the number of responses to each question as the total number of surveyed households that have provided one of the following responses: Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied or Very dissatisfied. Providers must ensure that the count of responses for a question does not include any households that have either answered 'Not applicable / don't know' or otherwise have not responded to the question.

Providers must include partial survey responses within the count of responses – for example, if a household has responded to some but not all questions in the survey, they must be included within the responses for those questions they have responded to.

Providers must record the total responses to the tenant perception survey as the total number of surveyed households that have provided one of the following responses – Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied or Very dissatisfied (or the equivalent agreement responses) – to at least one of the tenant perception survey questions.

SURVEY TIMINGS

Data used to generate tenant perception TSMs must be collected as part of a single integrated survey exercise which has been designed to meet the requirements in this document. This requires that all survey responses used by a provider must be generated using a questionnaire consistent in length and structure, an integrated sampling approach (e.g. to avoid double counting of households) and be subject to an overarching assessment of statistical accuracy and representativeness which meets the requirements set out in this document.

*Source: Regulator of Social Housing
Exeter Homes Trust Registered Number A1921*

The Board of Exeter Homes Trust Ltd adopted an Unacceptable Behaviour Policy on 14th September 2023, modelled on Exeter City Council's policy and in line with other organisations who protect their employees from unacceptable behaviour in the course of serving others.

Unacceptable behaviour means acting in a way that is unreasonable, regardless of the level of someone's stress, frustration, or anger. It may involve acts, [defamatory] words or physical gestures that could cause another person distress or discomfort. HMG publishes Guidance and can be found online at www.gov.uk

RESIDENT SATISFACTION SURVEY

We are always looking for ways to improve and enhance our service, and your feedback is an essential and valuable aid. If you could spare a few moments to fill out our survey, detach it from the newsletter and return it to 6 Southernhay West, Exeter EX1 1JG.

TP01: OVERALL SATISFACTION

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Exeter Homes Trust? *(please circle)*

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

TP02: SATISFACTION WITH REPAIRS

Has Exeter Homes Trust carried out a repair to your home in the last 12 months? *(please circle)*

Yes No

If yes, how satisfied or dissatisfied are you with the overall repairs service from Exeter Homes Trust over the last 12 months? *(please circle)*

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

TP03: SATISFACTION WITH TIME TAKEN TO COMPLETE MOST RECENT REPAIR

Has Exeter Homes Trust carried out a repair to your home in the last 12 months? *(please circle)*

Yes No

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? *(please circle)*

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

TP04: SATISFACTION THAT THE HOME IS WELL MAINTAINED

How satisfied or dissatisfied are you that Exeter Homes Trust provides a home that is well maintained? *(please circle)*

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

TP05: SATISFACTION THAT THE HOME IS SAFE

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Exeter Homes Trust provides a home that is safe? *(please circle)*

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

Not applicable / don't know

TP06: SATISFACTION THAT THE LANDLORD LISTENS TO TENANT VIEWS AND ACTS UPON THEM

How satisfied or dissatisfied are you that Exeter Homes Trust listens to your views and acts upon them? *(please circle)*

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

Not applicable / don't know

Please turn over to complete the survey

TP07: SATISFACTION THAT THE LANDLORD KEEPS TENANTS INFORMED ABOUT THINGS THAT MATTER TO THEM

How satisfied or dissatisfied are you that Exeter Homes Trust keeps you informed about things that matter to you? *(please circle)*

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

TP08: AGREEMENT THAT THE LANDLORD TREATS TENANTS FAIRLY AND WITH RESPECT

To what extent do you agree or disagree with the following Exeter Homes Trust treats me fairly and with respect? *(please circle)*

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

TP09: SATISFACTION WITH THE LANDLORD'S APPROACH TO HANDLING COMPLAINTS

Have you made a complaint to Exeter Homes Trust in the last 12 months? *(please circle)*

Yes No

If yes, how satisfied or dissatisfied are you with Exeter Homes Trust's approach to complaints handling? *(please circle)*

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

TP10: SATISFACTION THAT THE LANDLORD KEEPS COMMUNAL AREAS CLEAN AND WELL MAINTAINED

Do you live in a building with communal areas, either inside or outside, that Exeter Homes Trust is responsible for maintaining? *(please circle)*

Yes No Don't know

If yes, how satisfied or dissatisfied are you that Exeter Homes Trust keeps these communal areas clean and well maintained? *(please circle)*

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

TP11: SATISFACTION THAT THE LANDLORD MAKES A POSITIVE CONTRIBUTION TO NEIGHBOURHOODS

How satisfied or dissatisfied are you that Exeter Homes Trust makes a positive contribution to your neighbourhood? *(please circle)*

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

TP12: SATISFACTION WITH THE LANDLORD'S APPROACH TO HANDLING ANTI-SOCIAL BEHAVIOUR

How satisfied or dissatisfied are you with Exeter Homes Trust's approach to handling anti-social behaviour? *(please circle)*

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

Name: _____ Address: _____

Telephone: _____ Email: _____