

Our TSM Survey Methodology

In 2023-2024, Acuity Research and Consultancy Services conducted our tenant satisfaction surveys on our behalf. Acuity is a company which specialises in data collection for social housing providers, and are able to carry out our surveying in line with the requirements that were set out by the Regulator of Social Housing (RSH). Acuity helped us to collect, generate and validate the results of our perception results.

Timing of Survey

We carried out our surveys quarterly, so that we could hear our customers views throughout the year.

Method of Surveying

Acuity carried out telephone surveys with customers. During the phone call, customers were offered the opportunity to fill out the survey online instead, via a link emailed out by the caller. We did not offer any incentives for people to take part in our surveys.

Who we surveyed

We surveyed a random, representative stratified sample of our tenants. Stratified means that wherever possible, the people who we spoke to were reflective of the people who we house. This helps us to make sure that everyone's voice is heard equally. We have not applied any weighting to any of the results.

Stratification by tenure

| Tenure | Population | Surveys |
|--------------------|------------|---------|
| General Needs | 83% | 80% |
| KEHFA Older People | 3% | 4% |
| KEHFA Supported | 0% | 0% |
| Older People | 12% | 13% |
| Supported | 1% | 2% |
| Temporary | 1% | 1% |
| Anonymous | | 1% |

Stratification by Age

| Age Group | Population | Survey |
|-------------------|------------|--------|
| 0-24 | 2% | 2% |
| 24-34 | 15% | 14% |
| 35-44 | 20% | 18% |
| 45-54 | 17% | 16% |
| 55-59 | 10% | 9% |
| 60-64 | 8% | 8% |
| 65-74 | 13% | 16% |
| 75-84 | 9% | 10% |
| 85+ | 5% | 5% |
| Unknown/Anonymous | 1% | 0% |

In total, we surveyed 1005 tenants in rented accommodation.

Exclusions

We did not purposefully exclude any customer groups from our sampling.

What we asked

The rules set out by the Regulator require us to ask some key questions, but we also asked some additional questions to give us a better understanding of our residents views.

We asked the following additional questions:

- If you are not satisfied with how West Kent deals with repairs and maintenance, please could you explain the reason why? (free text)
- If you are not satisfied with the way West Kent listens to your views and acts upon them, how could West Kent improve? (free text)
- How satisfied or dissatisfied are you that West Kent is easy to deal with? (scale)
- If West Kent could do one thing to improve its service, what would it be? (free text)

Our Questionnaire

| Question Number | Question Text | Rating Scale |
|-----------------|--|---|
| TP01 | Taking everything into account, how satisfied or dissatisfied are you with the service provided by West Kent? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| TP02A | Has West Kent carried out a repair to your home in the last 12 months? | Yes, No |
| TP02 | How satisfied or dissatisfied are you with the overall repairs service from West Kent over the last 12 months? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| TP03 | How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| 1 | If you are not satisfied with how West Kent deals with repairs and maintenance, please could you explain the reason why? | n/a |
| TP04 | How satisfied or dissatisfied are you that West Kent provides a home that is well maintained? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| TP05 | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know |

| | | |
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| | West Kent provides a home that is safe? | |
| TP06 | How satisfied or dissatisfied are you that West Kent listens to your views and acts upon them? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know |
| 2 | If you are not satisfied with the way West Kent listens to your views and acts upon them, how could West Kent improve? | n/a |
| TP07 | How satisfied or dissatisfied are you that West Kent keeps you informed about things that matter to you? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know |
| TP08 | To what extent do you agree or disagree with the following 'West Kent treats me fairly and with respect'? | Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know |
| 3 | How satisfied or dissatisfied are you that West Kent is easy to deal with? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/don't know |
| TP09A | Have you made a complaint to West Kent in the last 12 months? | Yes, No |
| TP09 | How satisfied or dissatisfied are you with West Kent's approach to complaints handling? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| TP10A | Do you live in a building with communal areas, either inside or outside, that West Kent is responsible for maintaining? | Yes, No, Don't know |
| TP10 | How satisfied or dissatisfied are you that West Kent keeps these communal areas clean and well maintained? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied |
| TP11 | How satisfied or dissatisfied are you that West Kent makes a positive contribution to your neighbourhood? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know |
| TP12 | How satisfied or dissatisfied are you with West Kent's approach to handling anti-social behaviour? | Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know |
| 4 | If West Kent could do one thing to improve its service, what would it be? | n/a |
| P1 | West Kent would welcome the opportunity to see your individual answers and comments; therefore, would you be happy for your individual responses to the satisfaction questions to be attributed to you when being passed back to West Kent? | Yes, No |

| | | |
|----|--|---------|
| P2 | Are you happy for West Kent to contact you regarding any information you have provided in this survey? | Yes, No |
|----|--|---------|