



Settle Group

Tenant Satisfaction Measures – Summary of Approach 2024/25



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Introduction



The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers develop and report TSMs in accordance with the guidelines set by the regulator. As part of this requirement, it is necessary for Settle Group (Settle) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details Settle's methodology and outlines the criteria specified in the Regulator of Social Housing's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct resident perception surveys and report performance annually as specified by the RSH. TSMs are intended to make landlords' performance more visible to residents so that residents can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from resident surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

- ▶ Keeping properties in good repair
- ▶ Maintaining building safety
- ▶ Respectful and helpful engagement
- ▶ Responsible neighbourhood management
- ▶ Effective handling of complaints

Providers must publish a summary of the survey approach used to generate published resident perception measures. This must be made clearly available alongside each set of resident perception measures published by the provider.

Summary of Achieved Sample & Sample Method



Settle works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our residents feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2024/25, Settle completed TSM surveys with a sample of residents. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. Settle must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 4%.

During 2024/25, Settle completed 1222 TSM surveys. Settle has 8413 properties, which means that a statistical accuracy level of +/- 2.8% was achieved, which is a greater level of accuracy than required.

No resident was removed from the sample frame.

No incentives were used.

Timing of Survey



Settle carried out a total of 1258 surveys between 09/04/2024 and 27/03/2025.

Collection Method(s)



The TSM Surveys were completed via telephone and online. The rationale for using a mixed methodology approach is:

- ✓ **Accessibility and Inclusivity:** Ensuring accessibility for all residents, which aligns with our goal of reaching a broad and representative sample.
- ✓ **Engagement and Data Quality:** Indirect interaction by online, and direct interaction over the phone tends to enhance engagement, allowing participants to answer clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- ✓ **Response Rates:** Using a mixed method approach maximises the robustness of our data and ensuring the results truly reflect the resident base. Continuing to include a telephone aspect also allows Settle to be reactive to flags and alerts, which improves customer recovery.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered.
- ✓ **Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

Sample Method



A sample approach was used for the survey. Acuity contacted a random selection of current residents from Low Cost Rental Accommodation properties to participate in a mixed methodology survey based on quotas set on tenure, age group and area. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with Settle, who then manage a follow up and review process which includes both responding to feedback as necessary, and analysing the feedback, to understand how we can improve.

Representativeness



Representative checks were carried out to ensure that the survey was representative of the resident population as a whole. The characteristics by which representativeness was determined were:

Tenure

General Needs Property
General Needs Affordable
Sheltered Housing
Intermediate Rental
Mortgage Rescue
Temporary Let

Population	Sample
86%	87%
5%	5%
8%	7%
0%	0%
0%	0%
1%	1%

Area

Arlesey
Ashwell
Baldock
Barkway
Barley
Bedford
Biggleswade
Blunham
Breachwood Green
Bricket Wood
Bygrave
Clothall
Cockernhoe
Codicote
Dunstable
Graveley
Great Denham
Great Wymondley
Harlington
Henlow
Hinxworth
Hitchin

Population	Sample
0%	0%
1%	1%
8%	9%
0%	1%
0%	0%
1%	1%
0%	0%
0%	0%
0%	0%
0%	0%
0%	0%
1%	1%
2%	1%
0%	0%
0%	0%
0%	0%
0%	0%
0%	0%
0%	0%
22%	23%

Holwell	1%	1%
Houghton Regis	0%	0%
Ickleford	2%	2%
Kelshall	0%	0%
Kimpton	1%	1%
Knebworth	3%	3%
Langford	0%	0%
Langley	0%	0%
Leavesden	0%	0%
Letchworth Garden City	34%	37%
Lilley	0%	0%
Little Wymondley	1%	1%
London Colney	0%	0%
Lower Standon	0%	0%
Luton	0%	1%
Marston Moretaine	1%	1%
Maulden	0%	0%
Meldreth	0%	0%
Moggerhanger	0%	0%
Newnham	0%	0%
Nup End	0%	0%
Offley	1%	1%
Pirton	1%	0%
Potters Bar	0%	0%
Potton	0%	0%
Preston	0%	0%
Radwell	0%	0%
Reed	0%	0%
Rickmansworth	0%	0%
Royston	8%	9%
Rusheden	0%	0%
Sandon	0%	0%
Shepreth	0%	0%
South Oxhey	0%	0%
St Albans	1%	2%
St Ippolyts	0%	0%

St Pauls Walden
Stevenage
Stotfold
Therfield
Wallington
Waltham Cross
Watford
Welwyn
Welwyn Garden City
Weston
Wheathampstead
Whitwell

0%	0%
1%	1%
0%	0%
0%	0%
0%	0%
0%	0%
1%	1%
0%	0%
0%	0%
1%	1%
0%	0%
1%	1%

Length of Tenancy

A. < 1 year
B. 1 - 3 years
C. 4 - 5 years
D. 6 - 10 years
E. 11 - 20 years
F. Over 20 years

Population	Sample
0%	5%
20%	28%
13%	10%
13%	10%
23%	20%
30%	27%

Age Group

0 - 24
25 - 34
35 - 44
45 - 54
55 - 59
60 - 64
65 - 74
75 - 84
85 +

Population	Sample
1%	2%
11%	12%
17%	19%
18%	18%
10%	10%
10%	10%
15%	14%
10%	10%
8%	5%

Questionnaire & Introductory Text



Telephone Intro:

Hello, is that [Respondent Name]?

My name is [Interviewer Name], and I'm calling on behalf of Settle Group from an independent research agency called Acuity. We are carrying out short satisfaction surveys with residents to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare 10 minutes to go through the survey with me now? IF NO ASK; can I call back at another time?

No appointments after 10/02/2025

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by Settle Group and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact Settle Group by phone [0330 343 0016].

NB: Data sharing if challenged – “Your landlord will, from time to time, share your personal data with third parties for “legitimate interests”. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord's website. You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather, we did not contact you again, we can remove your details from system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties.”

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that Settle Group provides.

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- ☐ Yes
- ☐ No

Email Intro:

Dear (tenant name),

Settle Group have asked us, Acuity, to carry out an independent survey to find out if you are happy with your home and the services they provide.

The survey should take no more than 10 minutes to complete and will help Settle Group to improve the services you receive. The survey will be used to calculate annual tenant satisfaction measures to be published by Settle Group and reported back to the Regulator of Social Housing.

To complete the survey please click [here](#).

If you have any questions or would like any help completing the survey, you can email us or call 01273 287114.

Finally, we wish to assure you that what you tell us will be confidential. We will not identify any individual customers, unless you give us permission to do so. We will not share your personal details with any other organisation.

Yours sincerely

Acuity Research & Practice Ltd
01273 287114

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Settle Group?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Comments	Please describe your specific experiences that have shaped your view of Settle Group's service.	Open Ended
Well Maintained Home	How satisfied or dissatisfied are you that Settle Group provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Settle Group provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Settle Group is responsible for maintaining?	Yes, No, Don't know
Communal Area Satisfaction	How satisfied or dissatisfied are you that Settle Group keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Home or Communal Safe / Well Maintained	Share your views on the safety and maintenance of your home and communal areas.	Open Ended

Quality of Home	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Repairs in Last 12 Months	Has Settle Group carried out a repair to your home in the last 12 months?	Yes, No
Repairs Last 12 Months Satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Settle Group over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Time Taken Repairs	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
Repairs Comments	Tell us more about your experience with the repairs service over the last 12 months.	Open Ended
Listens and Acts	How satisfied or dissatisfied are you that Settle Group 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
Keeps you Informed	How satisfied or dissatisfied are you that Settle Group 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
Fairly and with Respect	To what extent do you agree or disagree with the following 'Settle Group treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
Customer Service and Communication Comments	Describe your experience with the customer service and communications you receive.	Open Ended
Easy to Deal With	How satisfied or dissatisfied are you that Settle Group is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Effort Agree	To what extent do you agree with the statement "Settle Group makes it easy for me to manage any issues I may have"?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree
Trust	To what extent do you agree or disagree with the statement? 'I trust Settle Group'	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree
Listens and Acts Comments	If you are not satisfied with the way Settle Group listens to your views and acts upon them, how could Settle Group improve?	Open Ended
Contribution To Neighbourhood	How satisfied or dissatisfied are you that Settle Group makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Contribution to Neighbourhood Comments	Share your views on your landlord's contribution to your neighbourhood.	Open Ended
Approach to ASB	How satisfied or dissatisfied are you with Settle Group's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Approach to ASB Comments	Give us your thoughts on Settle Group's approach to handling anti-social behaviour.	Open Ended
Complaints in Last 12 Months	Have you made a complaint to Settle Group in the last 12 months?	Yes, No

Complaints Handling	How satisfied or dissatisfied are you with Settle Group's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Complaints Comments	Please describe your experience of how complaints are handled.	Open Ended
One Thing Improve	If Settle Group could do ONE thing to improve its services, what would you like it to be?	Open Ended
Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to Settle Group with your name attached so that they have better information to help them improve services?	Yes, No
Permission 2	Would you be happy for Settle Group to contact you to follow up on any of the comments or issues you have raised?	Yes, No

