

Tenant Satisfaction Survey 2022

Full Report



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Contents

- 1. Introduction** **4**

- 2. Summary** **5**
 - 2.1. Home and maintenance 5
 - 2.2. Neighbourhood 5
 - 2.3. Communication 5
 - 2.4. Overall satisfaction 6

- 3. Headline Results** **7**
 - 3.1. Summary Chart 7
 - 3.2. Summary Table 8
 - 3.3. Associations between Survey Questions 9

- 4. Home and maintenance** **11**
 - 4.1. TP04 Satisfaction that the home is well maintained and safe to live in 11
 - 4.2. Demographic Analysis 11
 - 4.3. Other Key Factors 13

- 5. Neighbourhood** **15**
 - 5.1. TP09 Satisfaction with your neighbourhood as a place to live 15
 - 5.2. Demographic Analysis 15
 - 5.3. Other Key Factors 17

- 6. Communication** **19**
 - 6.1. TP05 Satisfaction that the landlord listens to tenant views and acts upon them 19
 - 6.2. Demographic Analysis 19
 - 6.3. Other Key Factors 21

- 7. Overall Satisfaction** **23**
 - 7.1. TP01 Overall Satisfaction 23
 - 7.2. Demographic Analysis 23
 - 7.3. Other Key Factors 25

- 8. Modelling Overall Satisfaction** **27**
 - 8.1. Drivers of Dissatisfaction 28

- 9. Conclusions** **30**

- Technical Appendix** **31**

A. Methodology	32
A.1. Survey Approach	32
A.2. Data Weighting	32
A.3. Other Data Sources	33
A.4. Other Methodological Issues	34
A.5. Software Used	34
B. Further Analysis	36
B.1. Home and Maintenance	36
B.2. Neighbourhood	41
B.3. Communication	45
B.4. Overall Satisfaction	50

1. Introduction

In December 2021, the Regulator of Social Housing (RSH) [published a consultation paper](#) on the introduction of Tenant Satisfaction Measures (TSMs). The consultation suggests that 12 of the proposed TSMs should be measures of tenant perception obtained through satisfaction surveys and the RSH set out [detailed methodological guidance](#) about how such surveys should be undertaken. The tenant perception measures are:

- 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 and safe to live in.
- TP05 Satisfaction that the landlord listens to tenant views and acts upon them.
- TP06 Satisfaction that the landlord keeps tenants informed about things that matter to them.
- TP07 Agreement that the landlord treats tenants fairly and with respect.
- TP08 Satisfaction that the landlord keeps communal areas clean, safe and well maintained.
- TP09 Satisfaction with your neighbourhood as a place to live.
- TP10 Satisfaction with the landlord's approach to handling of anti-social behaviour.
- TP11 Satisfaction with the landlord's approach to handling of complaints.
- TP12 Tenant knowledge of how to make a complaint.

A regulatory requirement to undertake annual satisfaction surveys will be introduced from the 2023/24 financial year onwards.

This survey was undertaken as a test of the Group's ability to meet the likely new regulatory requirements. In particular, the intent of this work is to uncover difficulties in the process and to identify further assurance or information needs from the board of Jigsaw.

2. Summary

2.1. Home and maintenance

Key results:

71% of tenants are very or fairly satisfied with the repairs service.

65% of tenants are very or fairly satisfied with their home.

What we learned:

- Tenants that contact Jigsaw more frequently and have had more repairs carried out to their homes are less satisfied.
- Tenants living in houses or in maisonettes were found to be less satisfied with their home than tenants living in flats or bungalows.

2.2. Neighbourhood

Key results:

73% of tenants are very or fairly satisfied with their neighbourhood.

50% of all tenants say they are very or fairly satisfied with Jigsaw's approach to handling anti-social behaviour.

What we learned:

- Close to one in three tenants say they are neither satisfied or dissatisfied with Jigsaw's approach to handling anti-social behaviour.
- Tenants who live in more deprived areas are less satisfied with their neighbourhood.
- Tenants who have previously reported anti-social behaviour are far less satisfied with their neighbourhood.
- Tenants who live in areas where Jigsaw's homes are concentrated are less satisfied with their neighbourhood.

2.3. Communication

Key result:

53% of tenants are very or fairly satisfied that Jigsaw listens to their views and acts upon them.

What we learned:

- Tenants who are more involved with Jigsaw are less satisfied that Jigsaw listens to tenant views and acts upon them.

-
- More than one in five tenants are neither satisfied or dissatisfied that Jigsaw listens to tenant views and acts upon them.

2.4. Overall satisfaction

Key result:

68% of tenants are very or fairly satisfied overall with Jigsaw.

What we learned:

The things that influence overall tenant satisfaction the most are

- the property and its condition;
- the repairs service;
- that tenant views are listened to and acted on; and
- complaints handling.

3. Headline Results

Headline results for each of the measures of tenant perception are presented in Figure 1¹ and in greater detail in Table 1. Correlations between survey questions are summarised in Figure 2.

It can be seen from Figure 1 and Table 1 that TP09, *Satisfaction with your neighbourhood as a place to live*, has the greatest proportion of positive responses followed by TP02, *Satisfaction with repairs*, and TP01, *Overall Satisfaction*.

TP05, *Satisfaction that the landlord listens to tenant views and acts upon them*, has the greatest proportion of negative responses followed by TP11, *Satisfaction with the landlord’s approach to handling of complaints*, and TP03, *Satisfaction with time taken to complete most recent repair*.

3.1. Summary Chart

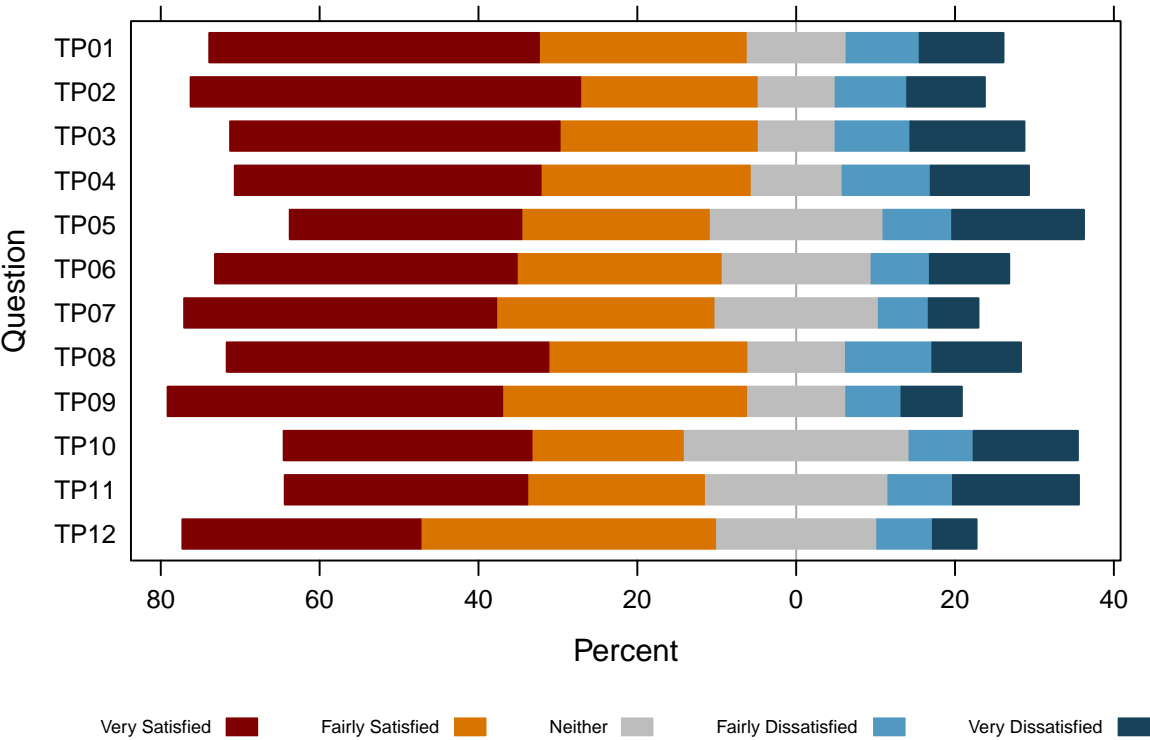


Figure 1: Summary tenant satisfaction perception results.

¹ Please note that responses to TP07 and TP12 used a five point Likert Scale ranging from Strongly Agree through to Strongly Disagree which is not shown here to simplify the presentation.

3.2. Summary Table

Table 1: Summary tenant satisfaction perception results.

No.	Question	Satisfied / Agree			Dissatisfied / Disagree		responses	error
		Very	Fairly	Neither	Fairly	Very		
TP01	Overall Satisfaction	41.5%	26.0%	12.7%	9.2%	10.5%	3,156	+/-1.87%
TP02	Satisfaction with repairs	49.0%	22.2%	10.0%	9.0%	9.8%	1,873	+/-1.83%
TP03	Satisfaction with time taken to complete most recent repair	41.5%	24.8%	9.9%	9.4%	14.4%	1,859	+/-1.88%
TP04	Satisfaction that the home is well maintained and safe to live in	38.5%	26.3%	11.7%	11.1%	12.4%	2,927	+/-1.9%
TP05	Satisfaction that the landlord listens to tenant views and acts upon them	29.2%	23.6%	22.0%	8.6%	16.6%	2,793	+/-1.97%
TP06	Satisfaction that the landlord keeps tenants informed about things that matter to them	38.0%	25.7%	19.0%	7.3%	10.0%	2,924	+/-1.91%
TP08	Satisfaction that the landlord keeps communal areas clean, safe and well maintained	40.5%	24.9%	12.5%	10.9%	11.2%	1,157	+/-1.8%
TP09	Satisfaction with your neighbourhood as a place to live	42.1%	30.7%	12.6%	7.0%	7.6%	2,826	+/-1.77%
TP10	Satisfaction with the landlord's approach to handling of anti-social behaviour	31.2%	19.0%	28.5%	8.1%	13.1%	2,380	+/-1.98%
TP11	Satisfaction with the landlord's approach to handling of complaints	30.5%	22.2%	23.2%	8.1%	15.9%	2,584	+/-1.96%
		Strongly	Agree	Neither	Disagree	Strongly		
TP07	Agreement that the landlord treats tenants fairly and with respect	39.3%	27.4%	20.8%	6.3%	6.3%	2,690	+/-1.88%
TP12	Tenant knowledge of how to make a complaint	30.0%	37.1%	20.4%	7.0%	5.5%	2,704	+/-1.86%

The “error” stated for each question in Table 1 is the margin of error for “satisfied responses”² at a 95% confidence level.

3.3. Associations between Survey Questions

Correlation analysis was undertaken to identify associations with expressed dissatisfaction between survey questions. Figure 2 summarises the results with ρ , the correlation coefficient between each survey question, numbered within each coloured box. Darker shades in the diagram represent stronger correlations with colour indicating the direction of the association. Statistically insignificant correlations are not shown.

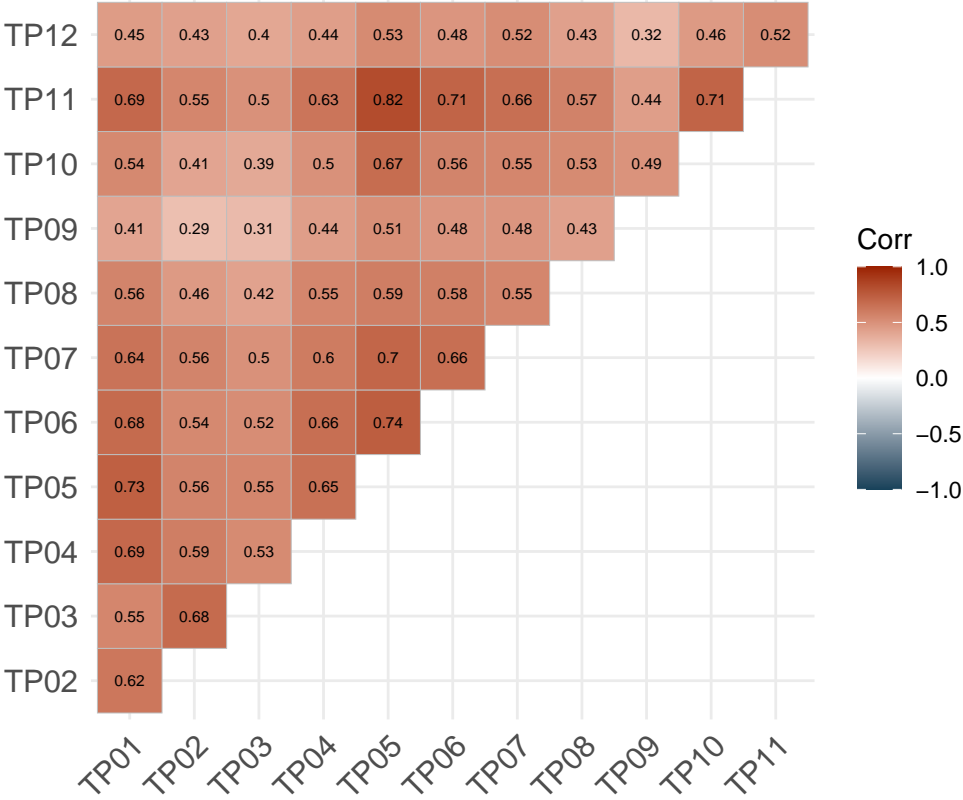


Figure 2: Key correlations between survey questions.

It can be seen from Figure 2 that answers to all of the survey questions were positively correlated, so that increased expressed dissatisfaction in any survey question is associated with increased expressed dissatisfaction with any other question³. All associations were found to be statistically significant.

² i.e. "Very Satisfied" + "Fairly Satisfied" responses or "Strongly Agree" + "Agree" in the case of questions TP07 and TP12.

³ Alternatively, increased expressed satisfaction in any survey question is associated with increased satisfaction with any other question.

TP09 *Satisfaction with your neighbourhood as a place to live* and TP12 *Tenant knowledge of how to make a complaint* are seen to correlate less strongly with the other survey questions.

The strongest ten correlation coefficients, ρ , between survey questions are shown in Table 2.

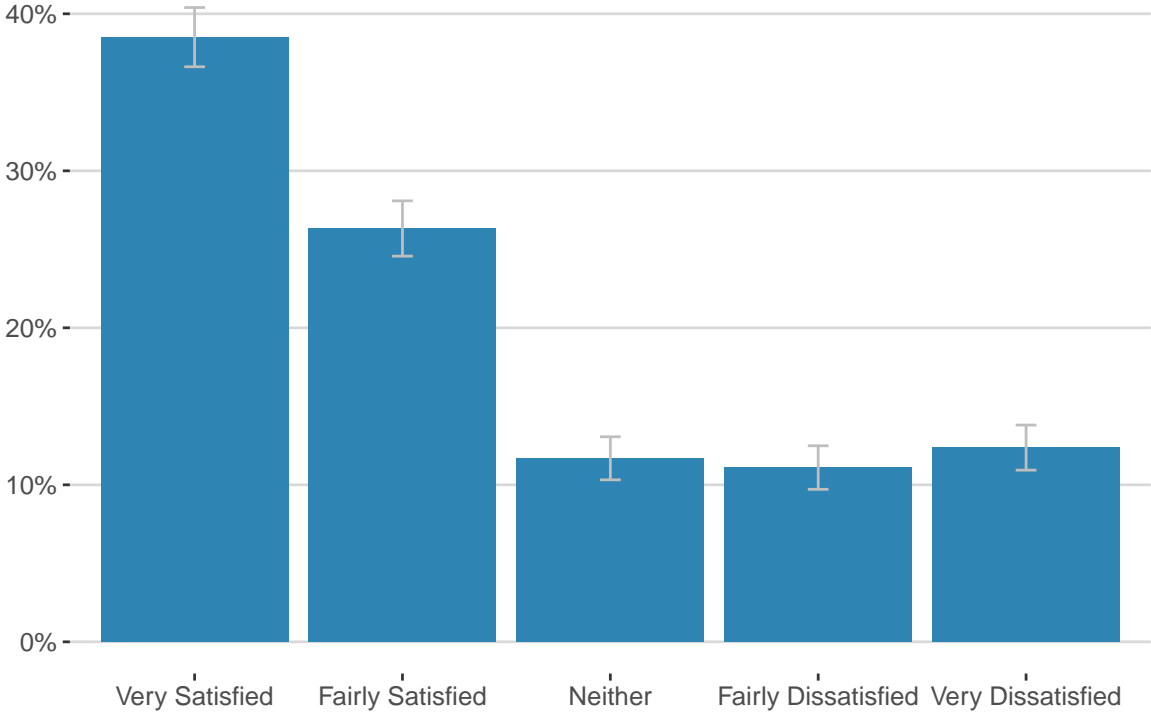
Table 2: Strongest correlations between survey questions.

Between		and		ρ
TP11	Satisfaction with the landlord's approach to handling of complaints	TP05	Satisfaction that the landlord listens to tenant views and acts upon them	0.82
TP06	Satisfaction that the landlord keeps tenants informed about things that matter to them	TP05	Satisfaction that the landlord listens to tenant views and acts upon them	0.74
TP05	Satisfaction that the landlord listens to tenant views and acts upon them	TP01	Overall Satisfaction	0.73
TP11	Satisfaction with the landlord's approach to handling of complaints	TP06	Satisfaction that the landlord keeps tenants informed about things that matter to them	0.71
TP11	Satisfaction with the landlord's approach to handling of complaints	TP10	Satisfaction with the landlord's approach to handling of anti-social behaviour	0.71
TP07	Agreement that the landlord treats tenants fairly and with respect	TP05	Satisfaction that the landlord listens to tenant views and acts upon them	0.70
TP11	Satisfaction with the landlord's approach to handling of complaints	TP01	Overall Satisfaction	0.69
TP04	Satisfaction that the home is well maintained and safe to live in	TP01	Overall Satisfaction	0.69
TP03	Satisfaction with time taken to complete most recent repair	TP02	Satisfaction with repairs	0.68
TP06	Satisfaction that the landlord keeps tenants informed about things that matter to them	TP01	Overall Satisfaction	0.68

4. Home and maintenance

4.1. TP04 Satisfaction that the home is well maintained and safe to live in

Figure 3 summarises responses to the key survey question asked with respect to home and maintenance.



'Satisfied' = 64.8% ±1.9%. 95% confidence intervals shown.

Figure 3: TP04 Satisfaction that the home is well maintained and safe to live in.

4.2. Demographic Analysis

Table 3 highlights how levels of satisfaction expressed by survey respondents tended to increase in older age groups. Statistical tests indicated that typical expressed satisfaction was **significantly different** between younger and older age groups.

Table 3: TP04 Satisfaction with home—by age group.

Response	< 25	25 - 34.9	35 - 44.9	45 - 54.9	55 - 64.9	65 - 74.9	75 +	Sum
Very Satisfied	37.3%	25.2%	30.5%	35.5%	43.4%	49.3%	51.4%	38.5%
Fairly Satisfied	21.2%	21.6%	24.1%	28.8%	25.9%	30.6%	28.9%	26.3%
Neither	11.3%	11.2%	14.9%	12.5%	11.2%	8.4%	11.1%	11.7%
Fairly Dissatisfied	22.4%	17.5%	14.8%	9.5%	9.8%	6.8%	4.1%	11.1%
Very Dissatisfied	7.9%	24.5%	15.8%	13.7%	9.7%	4.9%	4.5%	12.4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 4 shows that male respondents to the survey were more likely than women to state they were “Very Satisfied”. Statistical tests indicated that typical expressed satisfaction was **significantly different** between gender groups.

Table 4: TP04 Satisfaction with home—by gender.

Response	Female	Male	Sum
Very Satisfied	35.8%	43.2%	38.5%
Fairly Satisfied	25.8%	27.2%	26.3%
Neither	11.6%	11.9%	11.7%
Fairly Dissatisfied	12.3%	9.1%	11.1%
Very Dissatisfied	14.5%	8.6%	12.4%
Total	100%	100%	100%

Table 5 shows that a greater proportion of respondents who were Asian or an Other ethnicity stated they were “Very Satisfied” compared to respondents from other ethnic groups. Statistical tests indicated that typical expressed satisfaction was **not significantly different** between ethnic groups.

Table 5: TP04 Satisfaction with home—by ethnic grouping.

Response	Asian	Black	Other	Unknown	White	Sum
Very Satisfied	42%	36.9%	41.9%	42.1%	37.4%	38.5%
Fairly Satisfied	35.5%	30.4%	24.6%	24.5%	26.3%	26.3%
Neither	6.7%	13.6%	9.2%	10.2%	12.2%	11.7%
Fairly Dissatisfied	10.4%	1.6%	5.1%	11.1%	12%	11.1%
Very Dissatisfied	5.4%	17.5%	19.2%	12.2%	12.1%	12.4%
Total	100%	100%	100%	100%	100%	100%

4.3. Other Key Factors

Here we present the key aspects of Jigsaw’s service provision found to be linked with satisfaction with TP04, *Satisfaction that the home is well maintained and safe to live in*. Please see Appendix B for a complete presentation of other statistical associations that were considered.

Table 6 shows satisfaction by property type. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents living in different types of property. Respondents who lived in houses (1,212 respondents) or in maisonettes (45 respondents) were more likely to be dissatisfied with their home than respondents who lived in flats or bungalows.

Table 6: TP04 Satisfaction with home—by property type.

Response	Bedsit or Room	Bungalow	Flat	House	Maisonette	Sum
Very Satisfied	47.7%	46.3%	43.2%	33.6%	26.4%	38.5%
Fairly Satisfied	25.5%	29.6%	26.7%	25.4%	29.4%	26.3%
Neither	4.8%	10.8%	10.2%	13.3%	10.2%	11.7%
Fairly Dissatisfied	12.9%	6.8%	11.4%	11.4%	13.8%	11.1%
Very Dissatisfied	9.2%	6.5%	8.5%	16.2%	20.3%	12.4%
Total	100%	100%	100%	100%	100%	100%

Table 7 shows how dissatisfaction is impacted by increases in contacts. Statistical tests indicated that typical expressed satisfaction was **significantly different** between contact groupings.

Table 7: TP04 Satisfaction with home—by amount of contacts.

Response	None	Low	Medium	High	Sum
Very Satisfied	48.5%	42%	37.4%	30.3%	38.5%
Fairly Satisfied	26.3%	30.7%	25.2%	25.8%	26.3%
Neither	11.3%	11.8%	12%	11.3%	11.7%
Fairly Dissatisfied	8.1%	10.2%	10.9%	14.4%	11.1%
Very Dissatisfied	5.8%	5.3%	14.4%	18.2%	12.4%
Total	100%	100%	100%	100%	100%

Table 8 shows how dissatisfaction is impacted by increases in the 12 month cost of repairs to the homes of respondents. Statistical tests indicated that typical expressed satisfaction was **significantly different** between repairs cost groupings.

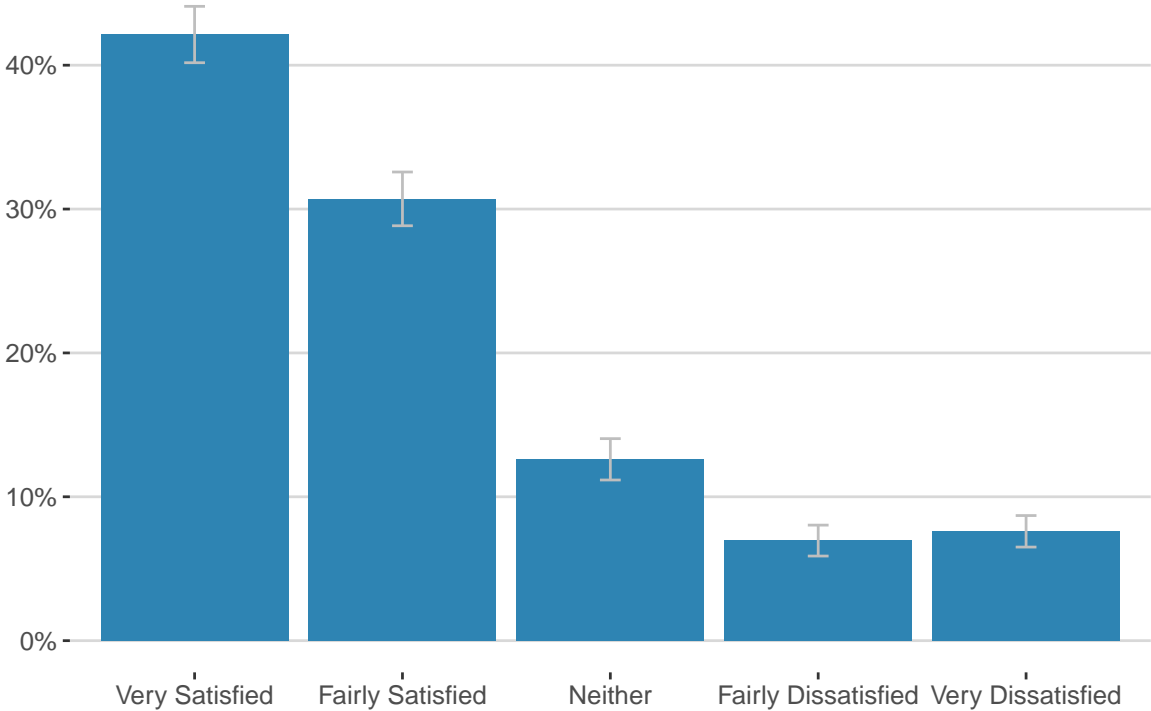
Table 8: TP04 Satisfaction with home—by 12 month cost of repairs.

Response	None	Medium	High	Sum
Very Satisfied	44.8%	38.8%	29.8%	38.5%
Fairly Satisfied	25.5%	27.8%	25.9%	26.3%
Neither	10.5%	10.5%	14.5%	11.7%
Fairly Dissatisfied	10.1%	9.9%	13.7%	11.1%
Very Dissatisfied	9%	13.1%	16%	12.4%
Total	100%	100%	100%	100%

5. Neighbourhood

5.1. TP09 Satisfaction with your neighbourhood as a place to live

Figure 4 summarises responses to the key survey question asked with respect to neighbourhood.



'Satisfied' = 72.8% ±1.8%. 95% confidence intervals shown.

Figure 4: TP09 Satisfaction with your neighbourhood as a place to live.

5.2. Demographic Analysis

Table 9 highlights how levels of satisfaction expressed by survey respondents tended to increase with age. Statistical tests indicated that typical expressed satisfaction was **significantly different** between younger and older age groups.

Table 9: TP09 Satisfaction with neighbourhood—by age group.

Response	< 25	25 - 34.9	35 - 44.9	45 - 54.9	55 - 64.9	65 - 74.9	75 +	Sum
Very Satisfied	39.7%	36%	35.7%	39.3%	45.3%	46.8%	53.8%	42.1%
Fairly Satisfied	30.7%	25.7%	34.1%	29.4%	30.5%	34.3%	29.7%	30.7%
Neither	16.4%	19.6%	11.2%	16.1%	10.6%	8.6%	8%	12.6%
Fairly Dissatisfied	5%	8%	8.5%	7.1%	6.9%	5.8%	5%	7%
Very Dissatisfied	8.3%	10.8%	10.5%	8%	6.7%	4.5%	3.5%	7.6%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 10 shows little apparent difference between gender groups with regard to satisfaction with neighbourhood. Statistical tests indicated that typical expressed satisfaction was **not significantly different** between gender groups.

Table 10: TP09 Satisfaction with neighbourhood—by gender.

Response	Female	Male	Sum
Very Satisfied	41.7%	42.9%	42.1%
Fairly Satisfied	30.4%	31.2%	30.7%
Neither	12.2%	13.3%	12.6%
Fairly Dissatisfied	7.2%	6.6%	7%
Very Dissatisfied	8.5%	6%	7.6%
Total	100%	100%	100%

Table 11 shows that a greater proportion of respondents who were Black stated they were “Very Satisfied” compared to respondents from other ethnic groups. Statistical tests indicated that typical expressed satisfaction was **not significantly different** between ethnic groups.

Table 11: TP09 Satisfaction with neighbourhood—by ethnic grouping.

Response	Asian	Black	Other	Unknown	White	Sum
Very Satisfied	39.6%	51.2%	41.4%	42.7%	41.4%	42.1%
Fairly Satisfied	46.1%	30.4%	24.1%	28.5%	31.1%	30.7%
Neither	9.4%	8.2%	16%	13.2%	12.7%	12.6%
Fairly Dissatisfied	3.9%	0.8%	8.8%	7.9%	7.1%	7%
Very Dissatisfied	1%	9.3%	9.6%	7.7%	7.6%	7.6%
Total	100%	100%	100%	100%	100%	100%

5.3. Other Key Factors

Here we present the key aspects of Jigsaw’s service provision found to be linked with satisfaction with TP09, *Satisfaction with your neighbourhood as a place to live*. Please see Appendix B for a complete presentation of other statistical associations that were considered.

62 tenants who responded to the survey had at least one ASB case recorded in the previous 12 months. Table 12 shows how dissatisfaction is impacted by reported ASB cases. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents who had not reported any ASB and those who had.

Table 12: TP09 Satisfaction with neighbourhood—by number of ASB cases.

Response	No ASB Cases	One ASB Case	> One ASB Case	Sum
Very Satisfied	42.5%	27.9%	17.1%	42.1%
Fairly Satisfied	31%	21.1%	13.8%	30.7%
Neither	12.6%	13.4%	20%	12.6%
Fairly Dissatisfied	6.9%	9.1%	7.8%	7%
Very Dissatisfied	7%	28.5%	41.3%	7.6%
Total	100%	100%	100%	100%

Table 13 shows satisfaction by the density of Jigsaw’s stock holding in an area. Statistical tests indicated that typical expressed satisfaction was **significantly different**, reducing as stock density increases.

Table 13: TP09 Satisfaction with neighbourhood—by Jigsaw’s stock density.

Response	Least	Typical	Most	Sum
Very Satisfied	50.6%	40.7%	34.7%	42%
Fairly Satisfied	27.4%	32%	31.1%	30.6%
Neither	11%	11.9%	16.1%	12.6%
Fairly Dissatisfied	5.4%	7.4%	8.5%	7.1%
Very Dissatisfied	5.5%	8%	9.6%	7.7%
Total	100%	100%	100%	100%

Table 14 shows satisfaction by relative deprivation as measured by the Index of Multiple Deprivation. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents living in areas that are relatively less deprived and other areas with higher deprivation.

Table 14: TP09 Satisfaction with neighbourhood—by relative Index of Multiple Deprivation score.

Response	Least	Typical	Most	Sum
Very Satisfied	49.2%	39.8%	38.4%	42%
Fairly Satisfied	27.2%	32.9%	29.2%	30.6%
Neither	10.6%	12.8%	14.6%	12.6%
Fairly Dissatisfied	6.5%	7.1%	7.7%	7.1%
Very Dissatisfied	6.5%	7.3%	10.1%	7.7%
Total	100%	100%	100%	100%

6. Communication

6.1. TP05 Satisfaction that the landlord listens to tenant views and acts upon them

Figure 5 summarises responses to the key survey question asked with respect to communication and information.

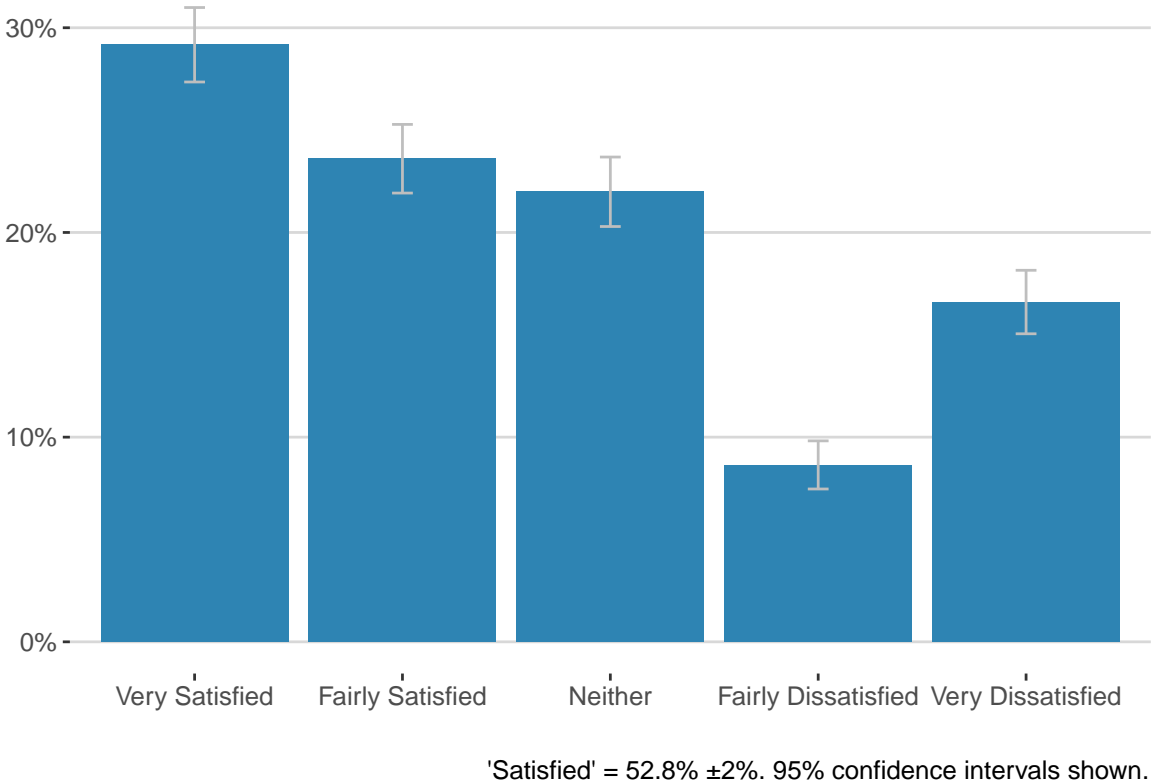


Figure 5: TP05 Satisfaction that the landlord listens to tenant views and acts upon them.

6.2. Demographic Analysis

Table 15⁴ highlights how levels of satisfaction expressed by survey respondents tended to increase in older age groups. Statistical tests indicated that typical expressed satisfaction was **significantly different** between younger and older age groups.

⁴ Note that the table excludes responses from the under 25 age group due to their low numbers.

Table 15: TP05 Satisfaction that landlord listens and acts—by age group.

Response	25 - 34.9	35 - 44.9	45 - 54.9	55 - 64.9	65 - 74.9	75 +	Sum
Very Satisfied	24.5%	25.9%	27.8%	32.7%	32.6%	32.6%	29.2%
Fairly Satisfied	16.1%	20.1%	24.2%	22.9%	28.8%	32.4%	23.6%
Neither	17.2%	25.5%	22.7%	21.1%	21.9%	20.5%	21.7%
Fairly Dissatisfied	9.8%	8.9%	9.6%	8.9%	8.7%	7.1%	8.9%
Very Dissatisfied	32.4%	19.5%	15.7%	14.4%	8.1%	7.4%	16.7%
Total	100%	100%	100%	100%	100%	100%	100%

Table 16 shows little apparent difference between gender groups with regard to satisfaction that the landlord listens to tenant views and acts upon them. Statistical tests indicated that typical expressed satisfaction was **not significantly different** between gender groups.

Table 16: TP05 Satisfaction that landlord listens and acts—by gender.

Response	Female	Male	Sum
Very Satisfied	28.3%	30.7%	29.2%
Fairly Satisfied	22.3%	25.9%	23.6%
Neither	22.1%	21.8%	22%
Fairly Dissatisfied	9.6%	7%	8.6%
Very Dissatisfied	17.7%	14.6%	16.6%
Total	100%	100%	100%

Table 17 shows that a smaller proportion of respondents who were White stated they were “Very Satisfied” compared to respondents from other ethnic groups. Statistical tests indicated that typical expressed satisfaction was **significantly different** between Asian and White people.

Table 17: TP05 Satisfaction that landlord listens and acts—by ethnic grouping.

Response	Asian	Black	Other	Unknown	White	Sum
Very Satisfied	41.9%	44.9%	40.5%	33.1%	26.1%	29.2%
Fairly Satisfied	38.8%	21.1%	16.9%	24.5%	23.2%	23.6%
Neither	4.8%	16.8%	14.2%	18.1%	24.4%	22%
Fairly Dissatisfied	9.2%	1.8%	4.3%	7.2%	9.7%	8.6%
Very Dissatisfied	5.4%	15.4%	24.1%	17.1%	16.7%	16.6%
Total	100%	100%	100%	100%	100%	100%

6.3. Other Key Factors

Here we present the key aspects of Jigsaw’s service provision found to be linked with satisfaction with TP05, *Satisfaction that the landlord listens to tenant views and acts upon them*. Please see Appendix B for a complete presentation of other statistical associations that were considered.

Table 18 shows that respondents who had opted-in for email marketing were less likely to express satisfaction with TP05. 164 tenants who responded to the survey were recorded as having opted-in for email marketing from Jigsaw. Statistical tests indicated that typical expressed satisfaction was **significantly different** between those people who had opted-in for email communications and those whose status was unconfirmed.

Table 18: TP05 Satisfaction that landlord listens and acts—by opt-in status for marketing

Response	Unconfirmed	Opted-out	Opted-in	Sum
Very Satisfied	30.1%	27.1%	11%	29.2%
Fairly Satisfied	23.7%	23%	21%	23.6%
Neither	22.1%	13.9%	24.6%	22%
Fairly Dissatisfied	8.2%	10%	18%	8.6%
Very Dissatisfied	16%	26.1%	25.4%	16.6%
Total	100%	100%	100%	100%

Table 19 shows that involved respondents were less likely to express satisfaction with TP05. 349 tenants who responded to the survey were members of Jigsaw Rewards, Jigsaw’s customer consultation platform. Statistical tests indicated that typical expressed satisfaction was **significantly different** between those people involved through Jigsaw Rewards and those who were not.

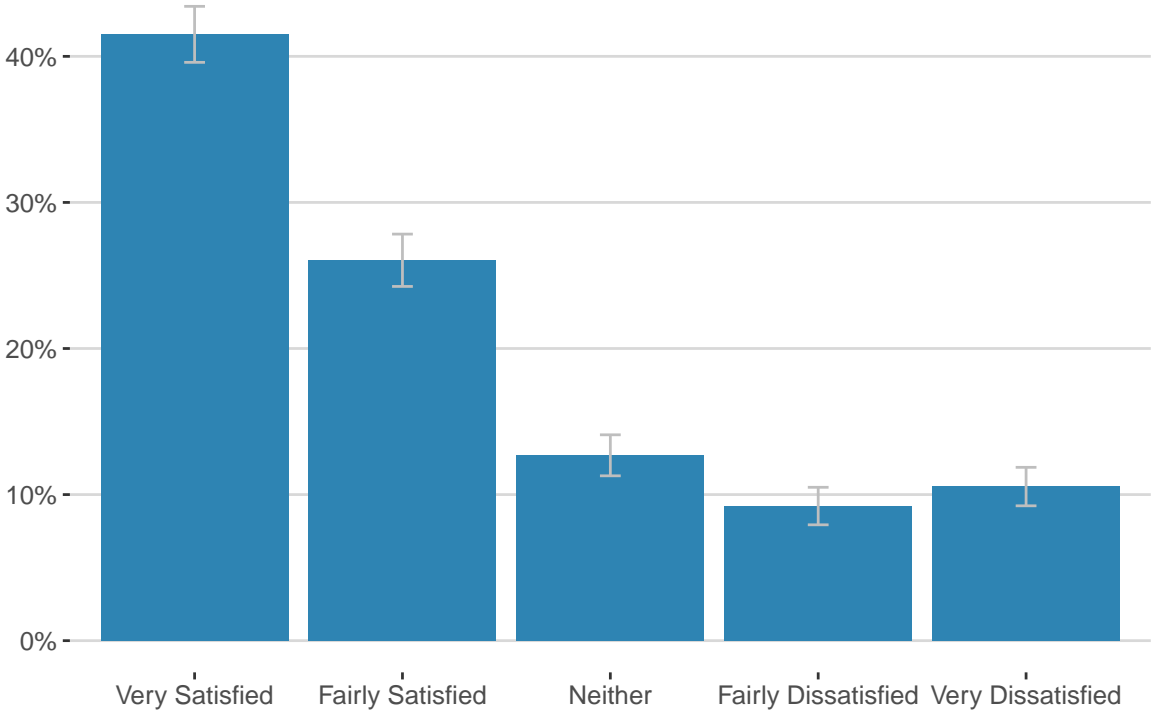
Table 19: TP05 Satisfaction that landlord listens and acts—by membership of Jigsaw Rewards

Response	Not Involved	Involved	Sum
Very Satisfied	30.3%	13.5%	29.2%
Fairly Satisfied	23.8%	20.4%	23.6%
Neither	21.5%	28.3%	22%
Fairly Dissatisfied	8.2%	14.8%	8.6%
Very Dissatisfied	16.1%	23%	16.6%
Total	100%	100%	100%

7. Overall Satisfaction

7.1. TP01 Overall Satisfaction

Figure 6 summarises the responses to TP01 Overall Satisfaction.



'Satisfied' = 67.5% ±1.9%. 95% confidence intervals shown.

Figure 6: TP01 Overall Satisfaction.

7.2. Demographic Analysis

Table 20 highlights how levels of satisfaction expressed by survey respondents tended to increase with age. Statistical tests indicated that typical expressed satisfaction was **significantly different** between younger and older age groups.

Table 20: TP01 Overall Satisfaction—by age group.

Response	< 25	25 - 34.9	35 - 44.9	45 - 54.9	55 - 64.9	65 - 74.9	75 +	Sum
Very Satisfied	20.9%	33%	31.9%	41.4%	47.8%	49.6%	53.4%	41.5%
Fairly Satisfied	43.8%	21.9%	27.5%	23.5%	24.9%	29.5%	26.1%	26%
Neither	17.6%	12.5%	15.7%	15%	10.4%	10.3%	9.7%	12.7%
Fairly Dissatisfied	14.5%	13.3%	11.2%	8%	8.3%	6.3%	6.3%	9.2%
Very Dissatisfied	3.3%	19.2%	13.7%	12.1%	8.5%	4.3%	4.5%	10.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 21 shows that male respondents to the survey were more likely than women to state they were “Very Satisfied”. Statistical tests indicated that typical expressed satisfaction was **significantly different** between gender groups.

Table 21: TP01 Overall Satisfaction—by gender.

Response	Female	Male	Sum
Very Satisfied	38.8%	46.2%	41.5%
Fairly Satisfied	26.1%	25.9%	26%
Neither	13.4%	11.5%	12.7%
Fairly Dissatisfied	10.6%	6.8%	9.2%
Very Dissatisfied	11.1%	9.6%	10.5%
Total	100%	100%	100%

Table 22 shows that a greater proportion of respondents who were Asian or Black stated they were “Very Satisfied” compared to respondents from other ethnic groups. Statistical tests indicated that typical expressed satisfaction was **not significantly different** between ethnic groups.

Table 22: TP01 Overall Satisfaction—by ethnic grouping.

Response	Asian	Black	Other	Unknown	White	Sum
Very Satisfied	53.7%	54.8%	40.7%	44.4%	39.1%	41.5%
Fairly Satisfied	20.4%	19.1%	17.8%	24.7%	27.6%	26%
Neither	9.3%	12.8%	11.9%	10.5%	13.5%	12.7%
Fairly Dissatisfied	10%	4.2%	8%	9.5%	9.6%	9.2%
Very Dissatisfied	6.6%	9.2%	21.6%	10.9%	10.3%	10.5%
Total	100%	100%	100%	100%	100%	100%

7.3. Other Key Factors

Here we present the key aspects of Jigsaw’s service provision found to be linked with satisfaction with TP01, *Overall Satisfaction*. Please see Appendix B for a complete presentation of other statistical associations that were considered.

Table 23 shows how dissatisfaction is impacted by increases in contacts. Statistical tests indicated that typical expressed satisfaction was **significantly different** between contact groupings.

Table 23: TP01 Overall satisfaction—by contacts made.

Response	None	Low	Medium	High	Sum
Very Satisfied	48.3%	47.3%	39.9%	35.7%	41.5%
Fairly Satisfied	30.7%	27.8%	24.1%	24.9%	26%
Neither	9.4%	13.5%	14.6%	11.3%	12.7%
Fairly Dissatisfied	6.5%	6.8%	10.8%	9.8%	9.2%
Very Dissatisfied	5.1%	4.7%	10.5%	18.4%	10.5%
Total	100%	100%	100%	100%	100%

Table 24 shows how dissatisfaction is impacted by increases in the 12 month cost of repairs to the homes of respondents. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents whose homes had no costs and those with medium or high costs.

Table 24: TP01 Overall satisfaction—by 12 month cost of repairs.

Response	None	Medium	High	Sum
Very Satisfied	45%	41.3%	36.9%	41.5%
Fairly Satisfied	27.8%	25.4%	24.3%	26%
Neither	10%	14.5%	14.4%	12.7%
Fairly Dissatisfied	9%	8.2%	10.6%	9.2%
Very Dissatisfied	8.1%	10.6%	13.9%	10.5%
Total	100%	100%	100%	100%

Table 25 shows that involved respondents were less likely to express satisfaction with TP01. 349 tenants who responded to the survey were members of Jigsaw Rewards, Jigsaw’s customer consultation platform. Statistical tests indicated that typical expressed satisfaction was **significantly different** between those people involved through Jigsaw Rewards and those who were not.

Table 25: TP01 Overall satisfaction—by membership of Jigsaw Rewards

Response	Not Involved	Involved	Sum
Very Satisfied	42.1%	32.4%	41.5%
Fairly Satisfied	25.9%	27.9%	26%
Neither	12.5%	15.7%	12.7%
Fairly Dissatisfied	9%	13%	9.2%
Very Dissatisfied	10.5%	11%	10.5%
Total	100%	100%	100%

8. Modelling Overall Satisfaction

Regression analysis was undertaken to explore causal relationships with expressed dissatisfaction.

A model with reasonable performance was created using relatively few independent variables. It comprised:

- TP02 Satisfaction with repairs.
- TP04 Satisfaction that the home is well maintained and safe to live in.
- TP05 Satisfaction that the landlord listens to tenant views and acts upon them.
- TP11 Satisfaction with the landlord's approach to handling of complaints.

The addition of the Group's demographic data and/or activity data did not appreciably improve the performance of the model.

The model was trained on 1,328 cases and correctly predicted Overall Satisfaction for 63% of 335 cases in a test data set. The model was most accurate in its predictions of Very Satisfied cases with an accuracy of 82%, followed by Very Dissatisfied with an accuracy of 66%, and Fairly Satisfied with an accuracy of 60%.

Figure 7 presents the key drivers of dissatisfaction used in the model.

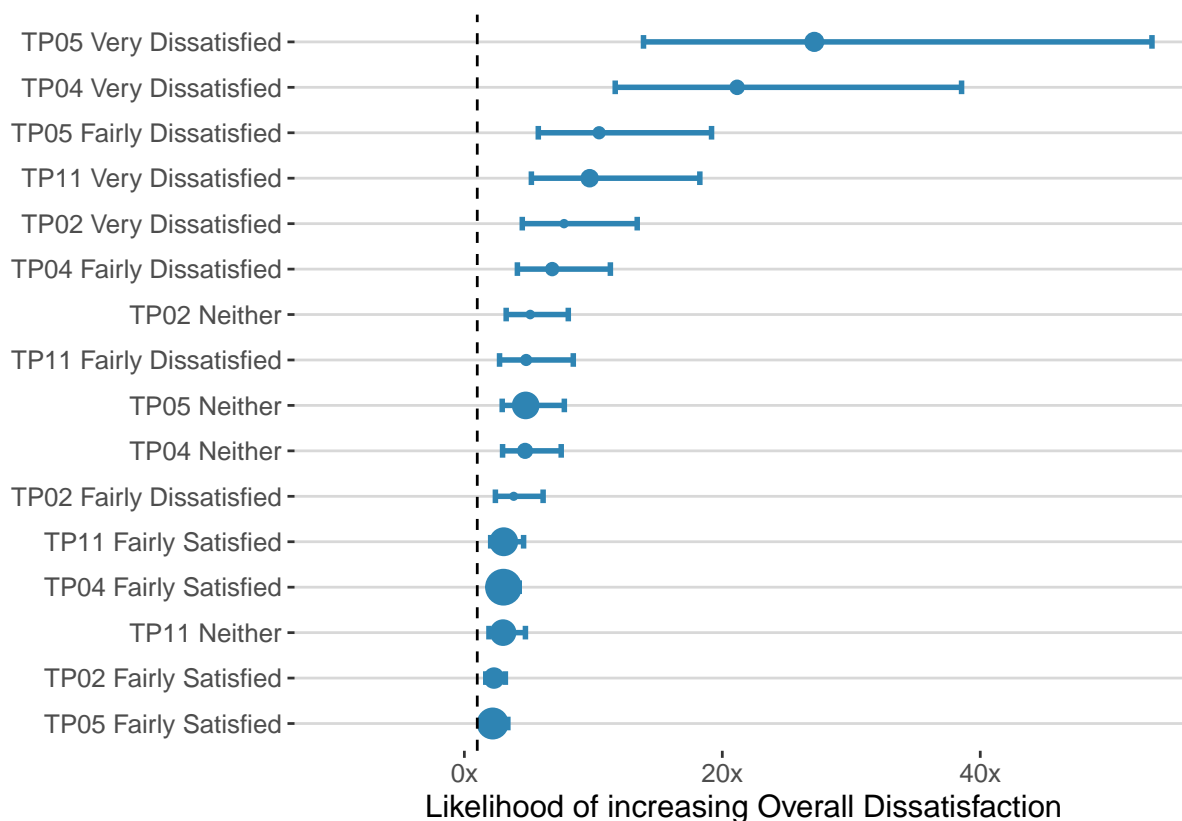


Figure 7: Drivers of dissatisfaction.

The points shown in Figure 7 are the model’s estimates of how responses to survey questions impact the likelihood of increasing overall dissatisfaction, with the size of the points relating to the number of respondents in each group. The error bars show 95% confidence intervals placed around each central estimate.

8.1. Drivers of Dissatisfaction

The model highlights the importance of the four question areas to overall satisfaction and in particular the importance of questions TP04 and TP05.

The model predicts that the likelihood of being more dissatisfied overall is up to 27 times higher for respondents who are dissatisfied with respect to TP05 *Satisfaction that the landlord listens to tenant views and acts upon them.*

The model predicts that the likelihood of being more dissatisfied overall is up to 21 times higher for respondents who are dissatisfied with respect to TP04 *Satisfaction that the home is well maintained*

*and safe to live in*⁵.

Whilst satisfaction with TP11 and TP02 have less impact on predicting overall satisfaction, they remain very influential.

The model predicts that the likelihood of being more dissatisfied overall is up to 10 times higher for respondents who are dissatisfied with TP11 *Satisfaction with the landlord's approach to handling of complaints*.

The model predicts that the likelihood of being more dissatisfied overall is up to eight times higher for respondents who are dissatisfied with respect to TP02 *Satisfaction with repairs*.

⁵ Note—all likelihoods stated in the model are calculated in comparison to a Very Satisfied response.

9. Conclusions

This analysis has demonstrated the importance of i) the quality of the property provided by Jigsaw and ii) communication, in driving satisfaction for tenants.

Considering first the quality of the property provided by Jigsaw, drivers of overall satisfaction are found to be satisfaction with the maintenance and safety of the property and with the repairs service. On the whole satisfaction was found to be relatively high in these areas but it is notable that one in three of respondents living in Maisonettes said they were fairly or very dissatisfied with their home (the Group owns 496 Maisonettes). There is also clear evidence that satisfaction with the home and with the repairs service is impacted by more contacts and more repairs work.

Tenants living in houses or in maisonettes were found to be less satisfied with their home compared to tenants living in flats and bungalows. It would be useful to explore whether there could be demographic explanations for this finding. Data relating to household size or the presence of children in the household were not considered as part of this year's analysis, but should be considered next year.

Communication was found to be the other key driver of overall satisfaction, with tenants indicating that it is important that Jigsaw listens to their views and acts upon them and that they feel that complaints are well-handled.

Greater proportions of tenants were found to be either very dissatisfied or were neither satisfied or dissatisfied in this area, indicating perhaps a greater opportunity to shift views.

Interestingly, those tenants who choose to engage more with Jigsaw through involvement with Jigsaw Rewards or by opting-in to marketing emails are less satisfied with efforts to involve and inform them and generally speaking were less satisfied across the survey questions. It seems likely that this group is distinct from other tenants in either their past experiences with Jigsaw or in their expectations of what Jigsaw should be delivering to them.

605 respondents said that they were fairly or very dissatisfied with Jigsaw's approach to the handling of complaints. This is a number far in excess of formal complaint recording, indicating perhaps a need to improve Jigsaw's handling of dissatisfaction expressed by tenants outside of the formal complaints process.

Evidence was identified that overall satisfaction decreases when repairs costs increase and when contacts increase, indicating that a focus on edge case high contacts and high numbers of repairs may also be of benefit.

Ultimately, whilst a survey of this nature can provide a clear view of "the what" about satisfaction expressed by tenants, it can only provide hints about "the why". Further work to speak to tenants to explore some of the themes identified in this report will be required to more deeply understand the findings.

Technical Appendix

A. Methodology

A.1. Survey Approach

The survey was undertaken in August 2022 via an automated telephone service which enabled respondents to complete a survey directly on their phone, inputting answers to voiced questions through numbered options or instead choosing to complete a web-based survey accessed from a link sent in a text message.

The sample for the survey was selected from a computer-generated random sample taken from the Group's records of current tenants of Low Cost Rental Accommodation (LCRA). At the time of the survey, the total number of LCRA tenancies was 31,316.

To address concerns that respondents might not complete the full survey, two survey types were administered. Each presented some of the questions asked in a different order—as permitted in the draft regulations—to try to ensure that a good response was achieved for all questions asked in the survey.

The survey began on 10 August 2022 and ran for six days.

Attempts were made to contact 28,466 residents and 5,615 calls were connected. No follow-up calls were made.

3,156 survey responses were received, achieving a margin of error for “satisfied” responses to question TP01 *Overall Satisfaction* of $\pm 1.87\%$ at a 95% confidence level.

52% of responses were received via telephone and 48% were from completions of the web-based survey.

A.2. Data Weighting

Sample survey responses were compared to data held by Jigsaw detailing its resident population demographics and the characteristics of their homes.

Bias in the proportion of survey responses was determined with respect to six independent variables which were found to have a significant association with overall satisfaction:

- the age of respondents;
- the gender of respondents;
- the number of bedrooms in the homes of respondents;
- the legacy landlord of respondents;
- the number of contacts made in the last year; and
- whether respondents were involved through Jigsaw Rewards.

The sample data was weighted using a raking algorithm which adjusted for the bias in the sample. Weights were not trimmed.

Weighting acted to reduce headline satisfaction results derived from the sample and increased the margin of error for reported results.

As an example of the impact of weighting, Figure A.1 shows how the unweighted sample contained an over-representation of older people. It can be seen that this bias is addressed in the weighted data which increases the weights given to younger tenants, effectively moving the average age of respondents from 60.2 years old to 52.4 years old, much closer to the true average age of all residents in Jigsaw’s demographic data (52.3 years old), and also more closely matching the true age distribution of tenants.

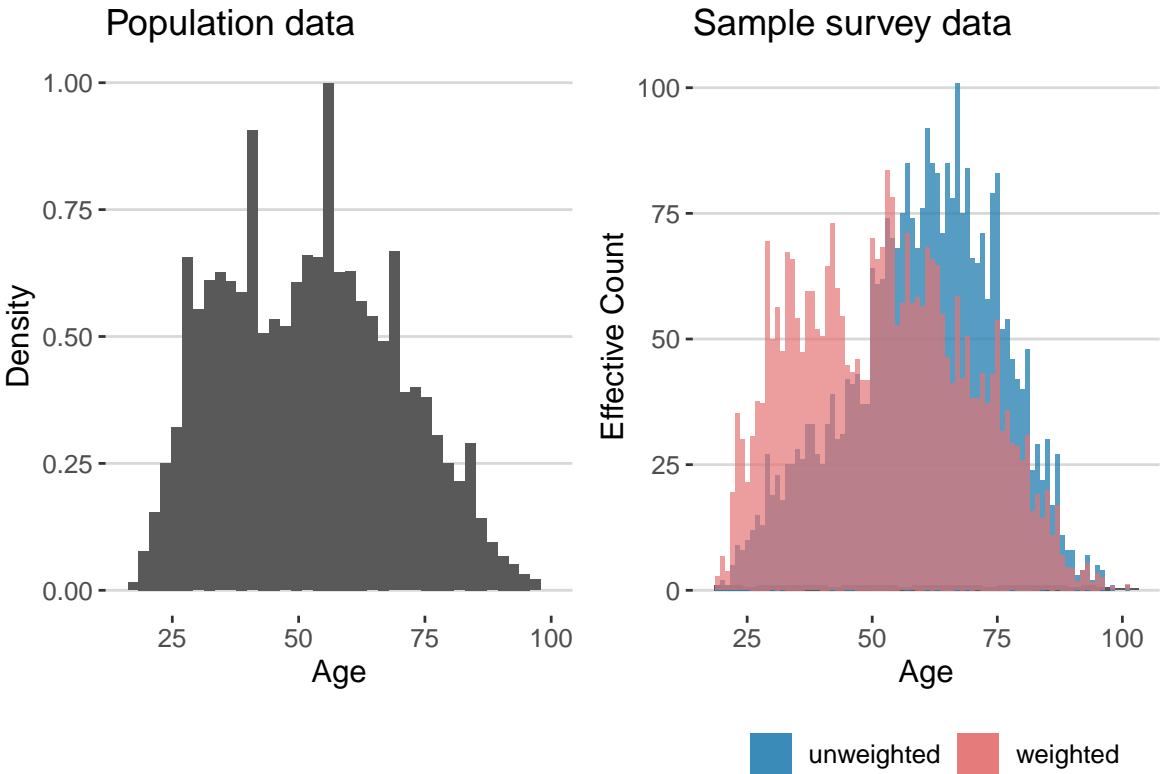


Figure A.1: Weighting of age of respondents in sample.

A.3. Other Data Sources

Survey responses were combined with demographic data relating to the primary tenant and also to property and tenancy activity data including:

- property type;

-
- location;
 - energy efficiency;
 - age of property components;
 - number of bedrooms in the property;
 - rent balance at the time of the survey;
 - contacts made in 12 months prior to the survey;
 - repairs spend in the 12 months prior to the survey; and
 - anti-social behaviour reports in the 12 months prior to the survey.

The source for this data was Jigsaw’s housing management system.

Survey responses were also combined with population-weighted average scores for Indices of Multiple Deprivation for Middle Super Output Areas. The source of this data was the Office of National Statistics.

A.4. Other Methodological Issues

In accordance with draft regulatory guidance, respondents were not presented with an option for “Not applicable / don’t know” for questions TP01, TP02 and TP03. All other questions did provide respondents with a “Not applicable / don’t know” option with the exception of TP08 where the option was not included in error.

Demographic analysis was undertaken where data held by Jigsaw was considered to be reliable. Analysis in relation to ethnic origin has been undertaken but it should be noted that Jigsaw’s records held incomplete ethnicity details for 18.2% of respondents.

Survey respondents answered questions by selecting from five-point Likert Scales. Responses to questions are therefore ordinal in nature and treated as such in the analysis. Accordingly the following statistical methods were used:

- Spearman’s Rank Order for correlation analysis.
- Mann-Whitney U Tests or Kruskal-Wallis Test followed by Dunn’s Test (depending on the number of groups tested) for tests of statistical difference.
- Ordinal Logistic Regression for regression analysis.

The threshold for statistical significance was set at $p \leq 0.05$.

A.5. Software Used

In order to reduce the administrative burden involved in undertaking future surveys and to ensure that the analysis is transparent and open to audit, a programmatic approach to both the data analysis and

the production of this document was taken using R⁶ version 4.2.1.

⁶ <https://www.r-project.org/>

measured by the Index of Multiple Deprivation (ρ 0.06), and *Bathroom age* (ρ 0.06). These associations are explored further in Table B.1, in Table B.2, in Table B.3, in Table B.4, in Table B.5, in Table B.6, in Table B.7 and in Table B.8 below.

Table B.1 shows how dissatisfaction is impacted by increases in contacts. Statistical tests indicated that typical expressed satisfaction was **significantly different** between contact groupings.

Table B.1: TP04 Satisfaction with home—by amount of contacts.

Response	None	Low	Medium	High	Sum
Very Satisfied	48.5%	42%	37.4%	30.3%	38.5%
Fairly Satisfied	26.3%	30.7%	25.2%	25.8%	26.3%
Neither	11.3%	11.8%	12%	11.3%	11.7%
Fairly Dissatisfied	8.1%	10.2%	10.9%	14.4%	11.1%
Very Dissatisfied	5.8%	5.3%	14.4%	18.2%	12.4%
Total	100%	100%	100%	100%	100%

Table B.2 shows how dissatisfaction is impacted by increases in the 12 month cost of repairs to the homes of respondents. Statistical tests indicated that typical expressed satisfaction was **significantly different** between repairs cost groupings.

Table B.2: TP04 Satisfaction with home—by 12 month cost of repairs.

Response	None	Medium	High	Sum
Very Satisfied	44.8%	38.8%	29.8%	38.5%
Fairly Satisfied	25.5%	27.8%	25.9%	26.3%
Neither	10.5%	10.5%	14.5%	11.7%
Fairly Dissatisfied	10.1%	9.9%	13.7%	11.1%
Very Dissatisfied	9%	13.1%	16%	12.4%
Total	100%	100%	100%	100%

Table B.3 shows satisfaction by property type. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents living in different types of property.

Table B.3: TP04 Satisfaction with home—by property type.

Response	Bedsit or Room	Bungalow	Flat	House	Maisonette	Sum
Very Satisfied	47.7%	46.3%	43.2%	33.6%	26.4%	38.5%
Fairly Satisfied	25.5%	29.6%	26.7%	25.4%	29.4%	26.3%
Neither	4.8%	10.8%	10.2%	13.3%	10.2%	11.7%
Fairly Dissatisfied	12.9%	6.8%	11.4%	11.4%	13.8%	11.1%
Very Dissatisfied	9.2%	6.5%	8.5%	16.2%	20.3%	12.4%
Total	100%	100%	100%	100%	100%	100%

Table B.4 shows satisfaction by property age. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents living in relatively older properties (properties over 68 years old) and other groups.

Table B.4: TP04 Satisfaction with home—by property age.

Response	Least	Typical	Most	Sum
Very Satisfied	45.4%	38.8%	32.8%	38.8%
Fairly Satisfied	25.1%	29%	23.1%	26.2%
Neither	9.8%	12.6%	12.1%	11.7%
Fairly Dissatisfied	10.3%	10.1%	13.3%	11.1%
Very Dissatisfied	9.5%	9.5%	18.7%	12.2%
Total	100%	100%	100%	100%

Table B.5⁷ shows a mixed picture of satisfaction by EPC energy rating of the property. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents living in EPC B rated homes and those living in EPC D rated homes.

⁷ Note that the table excludes responses relating to EPC G properties due to their low numbers.

Table B.5: TP04 Satisfaction with home—by EPC energy rating.

Response	A	B	C	D	E	Sum
Very Satisfied	32.3%	44.6%	38.2%	34.6%	42.5%	38.5%
Fairly Satisfied	38.6%	27.3%	26%	26.4%	3.1%	26.3%
Neither	4.1%	7.5%	12.2%	13.6%	5.8%	11.6%
Fairly Dissatisfied	5%	13.9%	10.9%	10%	11.1%	11.2%
Very Dissatisfied	20%	6.6%	12.7%	15.4%	37.4%	12.4%
Total	100%	100%	100%	100%	100%	100%

Table B.6 shows that involved respondents were less likely to express satisfaction with TP04. 349 tenants who responded to the survey were members of Jigsaw Rewards, Jigsaw’s customer consultation platform. Statistical tests indicated that typical expressed satisfaction was **significantly different** between those people involved through Jigsaw Rewards and those who were not.

Table B.6: TP04 Satisfaction with home—by membership of Jigsaw Rewards

Response	Not Involved	Involved	Sum
Very Satisfied	39.3%	27.8%	38.5%
Fairly Satisfied	26.2%	28.4%	26.3%
Neither	11.7%	11.4%	11.7%
Fairly Dissatisfied	10.6%	17.7%	11.1%
Very Dissatisfied	12.2%	14.7%	12.4%
Total	100%	100%	100%

Table B.7 shows satisfaction by relative deprivation as measured by the Index of Multiple Deprivation. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents living in areas that are relatively less deprived and those living in areas with more typical levels of deprivation.

Table B.7: TP04 Satisfaction with home—by relative Index of Multiple Deprivation score.

Response	Least	Typical	Most	Sum
Very Satisfied	43.1%	36.3%	37%	38.3%
Fairly Satisfied	27.1%	28%	23.1%	26.7%
Neither	10.4%	12.9%	10.9%	11.8%
Fairly Dissatisfied	8.2%	11.1%	14.1%	11%
Very Dissatisfied	11.2%	11.7%	14.8%	12.3%
Total	100%	100%	100%	100%

Table B.8 shows satisfaction by bathroom age. Statistical tests indicated that typical expressed satisfaction was **significantly different** between the age groupings⁸.

Table B.8: TP04 Satisfaction with home—by bathroom age.

Response	Least	Typical	Most	Sum
Very Satisfied	41.9%	36.4%	33.2%	37.6%
Fairly Satisfied	26.9%	27%	25.6%	26.7%
Neither	8.4%	12.8%	14.6%	11.7%
Fairly Dissatisfied	12.8%	10.6%	9.9%	11.2%
Very Dissatisfied	10%	13.1%	16.6%	12.8%
Total	100%	100%	100%	100%

⁸ The groupings are the bottom quartile, inter quartile range and top quartile.

B.2. Neighbourhood

Figure B.3 presents an analysis of 16 variables that were tested for correlation with TP09. The correlation coefficient, ρ , between each variable is numbered within each coloured box. Darker shades in the diagram represent stronger correlations with colour indicating the direction of the association. Statistically insignificant correlations are not shown.

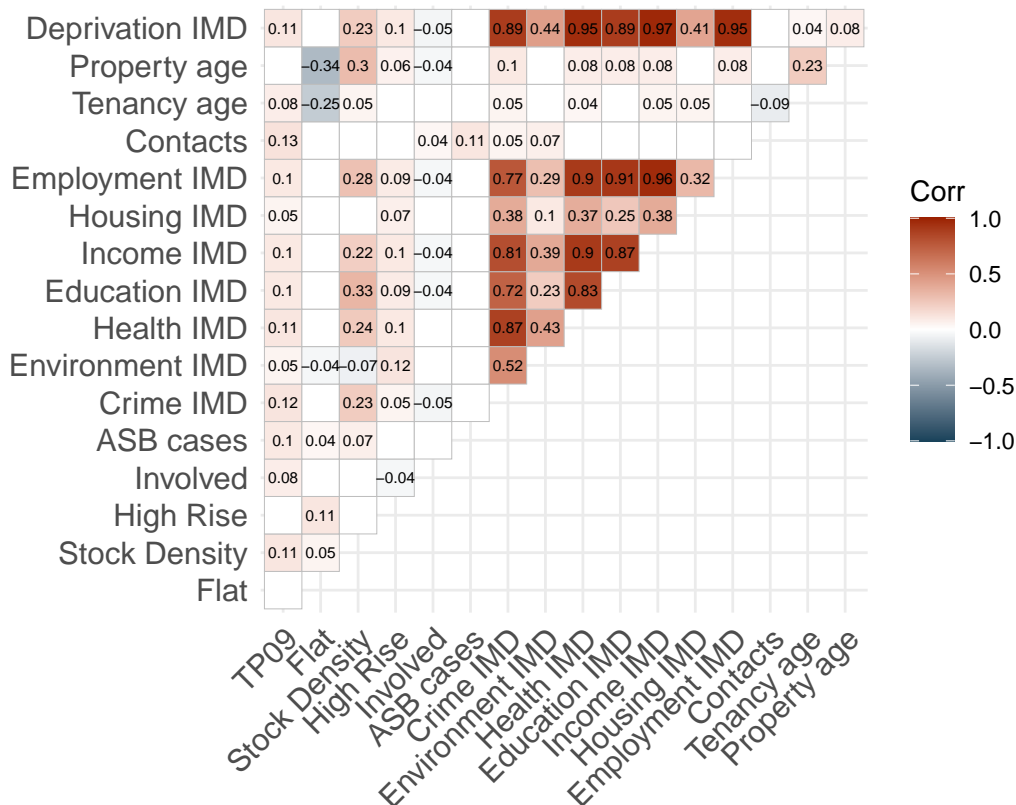


Figure B.3: Correlations for TP09 Satisfaction with your neighbourhood as a place to live.

Figure 2, presented earlier highlighted the strong associations between all survey questions with TP09 correlating particularly strongly with questions TP05 *Satisfaction that the landlord listens to tenant views and acts upon them* (ρ 0.51) and TP10 *Satisfaction with the landlord's approach to handling of anti-social behaviour* (ρ 0.49).

Figure B.3 identifies weaker but nevertheless statistically significant correlations between TP09 and *Contacts* made in the last 12 months (ρ 0.13), the *Stock Density* that Jigsaw has in the area (ρ 0.11), a range of measures of *Deprivation* including the Index of Multiple Deprivation (ρ 0.11), the number of *ASB cases* reported by the respondents (ρ 0.1), whether or not a respondent was *Involved* through Jigsaw Rewards (ρ 0.08) and the *Tenancy age* (ρ 0.08). These associations are explored further in Table B.9, in Table B.10, in Table B.11, in Table B.12, in Table B.13, and in Table B.14 below.

Table B.9 shows how dissatisfaction is impacted by increases in contacts. Statistical tests indicated that typical expressed satisfaction was **significantly different** between no contact and contact groupings in excess of “medium” levels (more than seven contacts).

Table B.9: TP09 Satisfaction with neighbourhood—by contacts made.

Response	None	Medium	High	Sum
Very Satisfied	45.7%	42.4%	36.9%	42.1%
Fairly Satisfied	34.2%	29.8%	28.5%	30.7%
Neither	12.6%	12.4%	14.3%	12.6%
Fairly Dissatisfied	5.4%	7.8%	6.5%	7%
Very Dissatisfied	2.1%	7.6%	13.9%	7.6%
Total	100%	100%	100%	100%

Table B.10 shows satisfaction by the density of Jigsaw’s stock holding in an area. Statistical tests indicated that typical expressed satisfaction was **significantly different**, reducing as stock density increases.

Table B.10: TP09 Satisfaction with neighbourhood—by Jigsaw’s stock density.

Response	Least	Typical	Most	Sum
Very Satisfied	50.6%	40.7%	34.7%	42%
Fairly Satisfied	27.4%	32%	31.1%	30.6%
Neither	11%	11.9%	16.1%	12.6%
Fairly Dissatisfied	5.4%	7.4%	8.5%	7.1%
Very Dissatisfied	5.5%	8%	9.6%	7.7%
Total	100%	100%	100%	100%

Table B.11 shows satisfaction by relative deprivation as measured by the Index of Multiple Deprivation. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents living in areas that are relatively less deprived and other areas with higher deprivation.

Table B.11: TP09 Satisfaction with neighbourhood—by relative Index of Multiple Deprivation score.

Response	Least	Typical	Most	Sum
Very Satisfied	49.2%	39.8%	38.4%	42%
Fairly Satisfied	27.2%	32.9%	29.2%	30.6%
Neither	10.6%	12.8%	14.6%	12.6%
Fairly Dissatisfied	6.5%	7.1%	7.7%	7.1%
Very Dissatisfied	6.5%	7.3%	10.1%	7.7%
Total	100%	100%	100%	100%

62 tenants who responded to the survey had at least one ASB case recorded in the previous 12 months. Table B.12 shows how dissatisfaction is impacted by reported ASB cases. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents who had not reported any ASB and those who had.

Table B.12: TP09 Satisfaction with neighbourhood—by number of ASB cases.

Response	No ASB Cases	One ASB Case	> One ASB Case	Sum
Very Satisfied	42.5%	27.9%	17.1%	42.1%
Fairly Satisfied	31%	21.1%	13.8%	30.7%
Neither	12.6%	13.4%	20%	12.6%
Fairly Dissatisfied	6.9%	9.1%	7.8%	7%
Very Dissatisfied	7%	28.5%	41.3%	7.6%
Total	100%	100%	100%	100%

Table B.13 shows that involved respondents were less likely to express satisfaction with TP05. 349 tenants who responded to the survey were members of Jigsaw Rewards, Jigsaw’s customer consultation platform. Statistical tests indicated that typical expressed satisfaction was **significantly different** between those people involved through Jigsaw Rewards and those who were not.

Table B.13: TP09 Satisfaction with neighbourhood—by membership of Jigsaw Rewards

Response	Not Involved	Involved	Sum
Very Satisfied	42.8%	33.4%	42.1%
Fairly Satisfied	30.8%	29.3%	30.7%
Neither	12.5%	14%	12.6%
Fairly Dissatisfied	6.8%	9.8%	7%
Very Dissatisfied	7.2%	13.6%	7.6%
Total	100%	100%	100%

Table B.14 shows satisfaction by tenancy age. Statistical tests indicated that typical expressed satisfaction was **significantly different** between younger tenancies (four or fewer years old) and other groups.

Table B.14: TP09 Satisfaction with neighbourhood—by tenancy age.

Response	Least	Typical	Most	Sum
Very Satisfied	48%	38.9%	39.8%	42.1%
Fairly Satisfied	27.4%	31.7%	33.8%	30.7%
Neither	11.3%	13.7%	12.4%	12.6%
Fairly Dissatisfied	5.9%	7%	8.5%	7%
Very Dissatisfied	7.5%	8.7%	5.5%	7.6%
Total	100%	100%	100%	100%

B.3. Communication

Figure B.4 presents an analysis of 10 variables that were tested for correlation with TP05. The correlation coefficient, ρ , between each variable is numbered within each coloured box. Darker shades in the diagram represent stronger correlations with colour indicating the direction of the association. Statistically insignificant correlations are not shown.



Figure B.4: Correlations for TP05 Satisfaction that the landlord listens to tenant views and acts.

Figure 2, presented earlier highlighted the strong associations between all survey questions with TP05 correlating particularly strongly with questions TP11 *Satisfaction with the landlord's approach to handling of complaints* (ρ 0.82), TP06 *Satisfaction that the landlord keeps tenants informed about things that matter to them* (ρ 0.74) and TP07 *Agreement that the landlord treats tenants fairly and with respect* (ρ 0.7).

Figure B.4 identifies weaker but nevertheless statistically significant correlations between TP05 and *Contacts* made in the last 12 months (ρ 0.13), whether or not a respondent was *Involved* through Jigsaw Rewards (ρ 0.13), whether or not they had agreed to *Email opt-in* for communications (ρ 0.11), *Repairs costs* in the last year (ρ 0.1), the needs category of the accommodation e.g. *Housing for Older People* (ρ -0.08), *Tenancy age* (ρ 0.07), the number of *ASB cases* reported (ρ 0.06) and *Stock Density* (ρ 0.04). These

associations are explored further in Table B.15, in Table B.16, in Table B.17, in Table B.18, in Table B.19, in Table B.20, in Table B.21, and in Table B.22.

Table B.15 shows how dissatisfaction is impacted by increases in contacts. Statistical tests indicated that typical expressed satisfaction was **significantly different** between contact groupings.

Table B.15: TP05 Satisfaction that landlord listens and acts—by contacts made.

Response	None	Low	Medium	High	Sum
Very Satisfied	29.2%	32.6%	29.4%	26.8%	29.2%
Fairly Satisfied	29.1%	26.8%	21.4%	21.4%	23.6%
Neither	25.1%	25.9%	22.2%	17%	22%
Fairly Dissatisfied	8.4%	7.2%	8.7%	9.6%	8.6%
Very Dissatisfied	8.3%	7.4%	18.3%	25.2%	16.6%
Total	100%	100%	100%	100%	100%

Table B.16 shows that involved respondents were less likely to express satisfaction with TP05. 349 tenants who responded to the survey were members of Jigsaw Rewards, Jigsaw’s customer consultation platform. Statistical tests indicated that typical expressed satisfaction was **significantly different** between those people involved through Jigsaw Rewards and those who were not.

Table B.16: TP05 Satisfaction that landlord listens and acts—by membership of Jigsaw Rewards

Response	Not Involved	Involved	Sum
Very Satisfied	30.3%	13.5%	29.2%
Fairly Satisfied	23.8%	20.4%	23.6%
Neither	21.5%	28.3%	22%
Fairly Dissatisfied	8.2%	14.8%	8.6%
Very Dissatisfied	16.1%	23%	16.6%
Total	100%	100%	100%

Table B.17 shows that respondents who had opted-in for email marketing were less likely to express satisfaction with TP05. 164 tenants who responded to the survey were recorded as having opted-in for email marketing from Jigsaw⁹. Statistical tests indicated that typical expressed satisfaction was **significantly different** between those people who had opted-in for email communications and those whose status was unconfirmed.

⁹ The relatively low number of formally recorded opt-ins indicates a data problem.

Table B.17: TP05 Satisfaction that landlord listens and acts—by opt-in status for marketing

Response	Unconfirmed	Opted-out	Opted-in	Sum
Very Satisfied	30.1%	27.1%	11%	29.2%
Fairly Satisfied	23.7%	23%	21%	23.6%
Neither	22.1%	13.9%	24.6%	22%
Fairly Dissatisfied	8.2%	10%	18%	8.6%
Very Dissatisfied	16%	26.1%	25.4%	16.6%
Total	100%	100%	100%	100%

Table B.18 shows how dissatisfaction is impacted by increases in the 12 month cost of repairs to the homes of respondents. Statistical tests indicated that typical expressed satisfaction was **significantly different** between those respondents whose homes had repairs costs above zero versus those that did not.

Table B.18: TP05 Satisfaction that landlord listens and acts—by 12 month cost of repairs.

Response	None	Medium	High	Sum
Very Satisfied	34.3%	27.8%	23.8%	29.2%
Fairly Satisfied	22.9%	25%	23%	23.6%
Neither	21.6%	21.3%	23.2%	22%
Fairly Dissatisfied	7.8%	8.4%	10%	8.6%
Very Dissatisfied	13.3%	17.6%	20%	16.6%
Total	100%	100%	100%	100%

62 tenants who responded to the survey had at least one ASB case recorded in the previous 12 months. Table B.19 shows how dissatisfaction is impacted by reported ASB cases. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents who had reported no ASB and those who had reported more than one case of ASB.

Table B.19: TP05 Satisfaction that landlord listens and acts—by number of ASB cases.

Response	No ASB Cases	One ASB Case	> One ASB Case	Sum
Very Satisfied	29.3%	24.9%	19.4%	29.2%
Fairly Satisfied	24%	12.4%	5.1%	23.6%
Neither	21.9%	22.6%	33.5%	22%
Fairly Dissatisfied	8.7%	5.3%	5.9%	8.6%
Very Dissatisfied	16.1%	34.7%	36.1%	16.6%
Total	100%	100%	100%	100%

Table B.20 shows that tenants in Housing for Older People accommodation respondents were more likely to express satisfaction with TP05. Statistical tests indicated that typical expressed satisfaction was **significantly different** between those living in Housing for Older People accommodation and those who were not.

Table B.20: TP05 Satisfaction that landlord listens and acts—by Needs Category

Response	General Needs	Housing for Older People	Sum
Very Satisfied	27.9%	39.1%	29.2%
Fairly Satisfied	23.4%	24.8%	23.6%
Neither	22.5%	17.9%	22%
Fairly Dissatisfied	8.7%	8.4%	8.6%
Very Dissatisfied	17.5%	9.9%	16.6%
Total	100%	100%	100%

Table B.21 shows satisfaction by tenancy age. Statistical tests indicated that typical expressed satisfaction was **significantly different** between younger tenancies (four or fewer years old) and other groups.

Table B.21: TP05 Satisfaction that landlord listens and acts—by tenancy age.

Response	Least	Typical	Most	Sum
Very Satisfied	35.8%	25.8%	26.1%	29.2%
Fairly Satisfied	23.9%	21.4%	27.9%	23.6%
Neither	18.4%	23.1%	25.3%	22%
Fairly Dissatisfied	5.8%	10.7%	8.7%	8.6%
Very Dissatisfied	16.1%	19.1%	12%	16.6%
Total	100%	100%	100%	100%

Table B.22 shows satisfaction by the density of Jigsaw’s stock holding in an area. Statistical tests indicated that typical expressed satisfaction was **not significantly different**.

Table B.22: TP05 Satisfaction that landlord listens and acts—by Jigsaw’s stock density.

Response	Least	Typical	Most	Sum
Very Satisfied	32.6%	28.3%	26.5%	29.1%
Fairly Satisfied	23.7%	24.3%	22.9%	23.8%
Neither	18.9%	21.8%	25%	21.7%
Fairly Dissatisfied	8.3%	8.6%	9.4%	8.7%
Very Dissatisfied	16.4%	17%	16.3%	16.7%
Total	100%	100%	100%	100%

B.4. Overall Satisfaction

Figure B.5 presents an analysis of 10 other variables that were tested for correlation with TP01. The correlation coefficient, ρ , between each variable is numbered within each coloured box. Darker shades in the diagram represent stronger correlations with colour indicating the direction of the association. Statistically insignificant correlations are not shown.

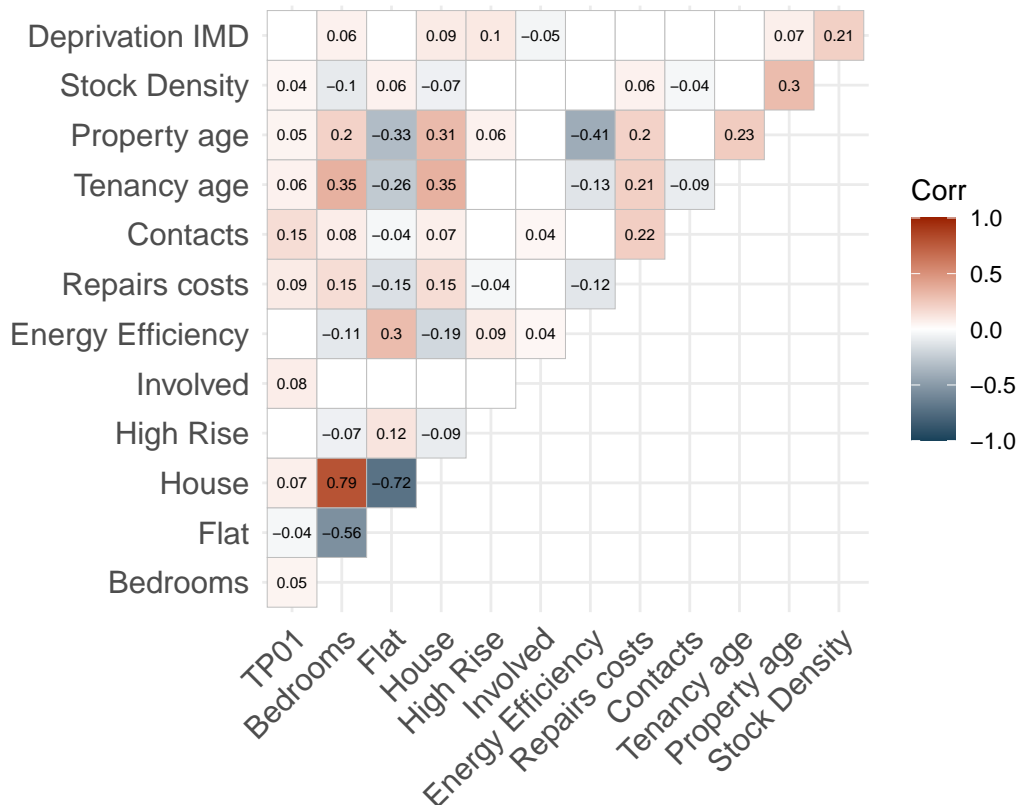


Figure B.5: Correlations for TP01 Overall satisfaction.

Figure 2, presented earlier highlighted the strong associations between all survey questions with TP01 correlating particularly strongly with responses to questions TP05 *Satisfaction that the landlord listens to tenant views and acts upon them* (ρ 0.73), TP04 *Satisfaction that the home is well maintained and safe to live in* (ρ 0.69), and TP11 *Satisfaction with the landlord's approach to handling of complaints* (ρ 0.69).

Figure B.5 identifies weaker but nevertheless statistically significant correlations between TP01 and *Contacts* made in the last 12 months (ρ 0.15), *Repairs costs*, again during the previous year (ρ 0.09), and whether or not a respondent is *Involved* through Jigsaw Rewards (ρ 0.08). These associations are explored further in Table B.23, in Table B.24, and in Table B.25 below.

Table B.23 shows how dissatisfaction is impacted by increases in contacts. Statistical tests indicated

that typical expressed satisfaction was **significantly different** between contact groupings.

Table B.23: TP01 Overall satisfaction—by contacts made.

Response	None	Low	Medium	High	Sum
Very Satisfied	48.3%	47.3%	39.9%	35.7%	41.5%
Fairly Satisfied	30.7%	27.8%	24.1%	24.9%	26%
Neither	9.4%	13.5%	14.6%	11.3%	12.7%
Fairly Dissatisfied	6.5%	6.8%	10.8%	9.8%	9.2%
Very Dissatisfied	5.1%	4.7%	10.5%	18.4%	10.5%
Total	100%	100%	100%	100%	100%

Table B.24 shows how dissatisfaction is impacted by increases in the 12 month cost of repairs to the homes of respondents. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents whose homes had no costs and those with medium or high costs.

Table B.24: TP01 Overall satisfaction—by 12 month cost of repairs.

Response	None	Medium	High	Sum
Very Satisfied	45%	41.3%	36.9%	41.5%
Fairly Satisfied	27.8%	25.4%	24.3%	26%
Neither	10%	14.5%	14.4%	12.7%
Fairly Dissatisfied	9%	8.2%	10.6%	9.2%
Very Dissatisfied	8.1%	10.6%	13.9%	10.5%
Total	100%	100%	100%	100%

Table B.25 shows that involved respondents were less likely to express satisfaction with TP01. 349 tenants who responded to the survey were members of Jigsaw Rewards, Jigsaw’s customer consultation platform. Statistical tests indicated that typical expressed satisfaction was **significantly different** between those people involved through Jigsaw Rewards and those who were not.

Table B.25: TP01 Overall satisfaction—by membership of Jigsaw Rewards

Response	Not Involved	Involved	Sum
Very Satisfied	42.1%	32.4%	41.5%
Fairly Satisfied	25.9%	27.9%	26%
Neither	12.5%	15.7%	12.7%
Fairly Dissatisfied	9%	13%	9.2%
Very Dissatisfied	10.5%	11%	10.5%
Total	100%	100%	100%

Additional analysis was undertaken to consider whether satisfaction varied by landlord. Table B.26 shows some differences in satisfaction between respondents from different legacy landlords in the Group. Statistical tests indicated that typical expressed satisfaction was **significantly different** between respondents from:

- Jigsaw Homes Tameside and Jigsaw Homes North legacy Chorley Community Housing homes;
- Jigsaw Homes Tameside and Jigsaw Homes North legacy Beech Housing Association homes; and
- Jigsaw Homes North legacy Akxa Housing Association homes and Jigsaw Homes North legacy Beech Housing Association homes.

Table B.26: TP01 Overall satisfaction—by Landlord

Response	JHM	JHN (ex AHA)	JHN (ex Akxa)	JHN (ex Beech)	JHN (ex CCH)	JHT	Sum
Very Satisfied	46.7%	44.3%	39.7%	62.6%	46.3%	37.1%	41.5%
Fairly Satisfied	25.1%	21.8%	22.9%	22.4%	30.3%	27.9%	26%
Neither	12.3%	11.4%	15.1%	3.8%	10.7%	14.1%	12.7%
Fairly Dissatisfied	8.2%	9.5%	9.6%	7.5%	5.8%	10.1%	9.2%
Very Dissatisfied	7.7%	12.9%	12.6%	3.7%	6.9%	10.8%	10.5%
Total	100%	100%	100%	100%	100%	100%	100%



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