

# Summary of Findings

Prepared February 2025 for

Jigsaw Homes

TSM Perception Survey



**Kwest  
Research**



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# Executive Summary

## Introduction And Background

The Tenant Satisfaction Measures (TSMs) provide a core set of performance measures and from 1 April 2023, all registered providers that own relevant social housing stock must calculate and publish results on an annual basis following the requirements set out by the Social Housing Regulator and in accordance with the TSM Standard.

Kwest Research was commissioned to undertake Jigsaw Housing's TSM survey for the 2024-25 reporting period for LCRA and LCHO households. For both tenures, the methodology adopted was to secure tenant responses using a multi-mode survey comprising telephone interviews (15% of replies) and digital methods (85% of replies).

A total of 2,609 tenanted households and 306 shared owners took part in the survey.

The aim of the TSM survey is to provide information to meet the new requirements, and to gather data on customer satisfaction with services that will help to identify resident priorities and inform services for the future.

This report contains a summary of the key findings from the second year of data collection. Comparisons are available using multiple criteria and tenant sub-groups, such as age, ethnic group, response methodology, region, and property type. However, caution should be exercised with interpreting some results, particularly when the number of respondents in sub-groups is small and the resulting data accuracy limitations. Therefore, results are only presented in this report where a statistically significant difference in opinion is noted either between groups, or when the figure for a sub-group is statistically significant when compared to the results for the population as a whole.

The overall findings from the shared owners' survey are also presented throughout this report, along with all statistically significant demographic comparisons of the results.

A full set of analysis of all results for further interrogation and review is available via Kwest's Online Analyst.

## Overview Of Tenant Findings

The table below presents an overview of results for the tenant interviews for the twelve Tenant Satisfaction Measures. In this part of the report, findings are presented to one decimal place. Elsewhere in the report, results are rounded.

Analysis of the tenants' results shows that positive ratings are highest, and negative ratings lowest, for agreeing that *Jigsaw treats tenants fairly and with respect*. Positive ratings are achieved for *providing homes that are safe and the repairs service over the last 12 months*.

As is common across the housing sector, satisfaction ratings are lowest for *the way that complaints are handled*. This area also sees notably higher levels of dissatisfaction than other aspects of Jigsaw's service.

Tenant Satisfaction With...	Satisfied	Neither	Dissatisfied
Overall Service	68.9%	13.0%	18.1%
Repairs Service Over Last 12 Months	70.4%	10.6%	19.0%
Time Taken To Complete Most Recent Repair	69.2%	8.5%	22.3%
Providing A Home That's Well Maintained	66.9%	12.4%	20.7%
Providing A Home That Is Safe	70.6%	12.4%	17.0%
Communal Areas Being Clean & Well Maintained	66.0%	12.9%	21.2%
Making A Positive Contribution To Neighbourhood	58.4%	25.1%	16.4%
Listening To Views & Acting Upon Them	60.5%	19.4%	20.1%
Keeping Tenants Informed	66.2%	20.4%	13.4%
Approach To Complaint Handling	35.5%	17.0%	47.5%
Approach To Handling Anti-Social Behaviour	54.4%	26.9%	18.7%
Agree Tenants Treated Fairly & With Respect	74.2%	16.8%	8.9%

TABLE 1 OVERVIEW OF TENANT FINDINGS

## Overview Of Shared Owner Findings

Analysis of the Shared Owners interviews shows that results are most positive about *Jigsaw providing a home that is safe*. This is followed by *communal areas being kept clean and well maintained* and the way that *Jigsaw keeps owners informed about the things that matter to them*.

In line with the findings from the tenant survey, Shared Owners are also most likely to be critical about *Jigsaw's approach to complaint handling*. This is followed by *handling ASB* and *listening to owners' views and acting upon them*.

Shared Owners Satisfaction With...	Satisfied	Neither	Dissatisfied
Overall Service	57.6%	18.3%	24.1%
Providing A Home That Is Safe	68.6%	14.7%	16.7%
Communal Areas Being Clean & Well Maintained	63.3%	10.1%	26.6%
Making A Positive Contribution To Neighbourhood	47.9%	22.1%	30.1%
Listening To Views & Acting Upon Them	44.8%	20.8%	34.4%
Keeping Residents Informed	63.5%	15.7%	20.9%
Approach To Complaint Handling	25.0%	17.3%	57.7%
Approach To Handling Anti-Social Behaviour	41.1%	34.7%	24.2%
Agree Shared Owner Treated Fairly & With Respect	63.5%	19.4%	17.1%

TABLE 2 OVERVIEW OF SHARED OWNER FINDINGS

## Comparison By Tenure Group

Tenants return consistently higher ratings on many measures compared to Shared Owners. This trend is commonly observed throughout the social housing sector.

However, findings are similar across tenures for providing a home that is safe, communal areas being clean & well maintained, and keeping residents informed.

Satisfaction With...	Tenants	Shared Owners
Overall Service	69%	58%
Providing A Home That Is Safe	71%	69%
Communal Areas Being Clean & Well Maintained	66%	63%
Making A Positive Contribution To Neighbourhood	58%	48%
Listening To Views & Acting Upon Them	60%	45%
Keeping Residents Informed	66%	63%
Approach To Complaint Handling	36%	25%
Approach To Handling Anti-Social Behaviour	54%	41%
Agree Treated Fairly & With Respect	74%	63%

TABLE 3 COMPARISON BY TENURE GROUP

## TSM Tenant Scores In Context

### Comparison Against HouseMark TSM Benchmarks

In order to place results into meaningful context, the table below compares Jigsaw's results from this year's survey to findings from other organisations that also utilised a predominately digital methodology to collect their TSMs in 2023-24. This group of 50 organisations allows indicative quartile positions to be formed. However, due to the relatively small pool of organisations who used a primarily digital methodology, a degree of caution should be taken with the indicative quartile positions below, which are included for interest and reference only.

These indicative quartile positions place Jigsaw above the median score for most TSM questions, and in the highest quartile for *making a positive contribution to the neighbourhood*.

The only TSM question which scores lower than the median score is *providing a home that is safe*, for which the indicative quartiles place Jigsaw in the third quartile.

Tenant Satisfaction With...	Satisfied	Indicative Quartile
TP01 Overall Service	68.9%	Q2
TP02 Repairs Service Over Last 12 Months	70.4%	Q2
TP03 Time Taken To Complete Most Recent Repair	69.2%	Q2
TP04 Providing A Home That's Well Maintained	66.9%	Q2
TP05 Providing A Home That Is Safe	70.6%	Q3
TP06 Listening To Views & Acting Upon Them	60.5%	Q2
TP07 Keeping Tenants Informed	66.2%	Q2
TP08 Tenants Treated Fairly & With Respect	74.2%	Q2
TP09 Approach To Complaint Handling	35.5%	Q2
TP10 Communal Areas Being Clean & Well Maintained	66.0%	Q2
TP11 Making A Positive Contribution To Neighbourhood	58.4%	Q1
TP12 Approach To Handling Anti-Social Behaviour	54.4%	Q2

TABLE 4 INDICATIVE COMPARISONS WITH OTHER HOUSING PROVIDERS

## Key Trends In The Data

Many of the trends emerged when analysing the findings by sub-group. For example;

- Across all service areas, feedback from tenants aged 65 and over is more positive than that of younger tenants. Tenants aged 16-44 form the most critical group for most service areas, with a notable exception being satisfaction that Jigsaw *makes a positive contribution to the neighbourhood*, where tenants aged 45-64 are the least likely to be satisfied.
- An important consideration for research is that respondents using digital methods to give their views tend to be more critical of services than customers using other techniques. This appears to be the despite similar profiles in terms of age. Such results have been observed throughout TSM research across the social housing sector – in Kwest’s work, Housemark’s research and the data released by the Social Housing Regulator. As part of the Jigsaw TSM survey, a full analysis of responses *by methodology* has been carried out for both tenants and shared owners. Results confirm that Jigsaw customers continue to follow the established trend, with those responding via digital means consistently less positive than people responding by phone. This pattern is true for both tenants and shared owners.
- Comparing the results *by tenure* reveals that tenants are more likely to express satisfaction with services than shared owners. This is a very common finding in Kwest’s experience and is a trend that has been observed across the housing sector for decades, and one which is driven by the different relationship with the landlord and differing expectations.
- Tenants and shared owners who have raised a complaint in the last 12 months are notable less likely to be satisfied with the overall services than those who haven’t. However, 82% of tenants who have made a complaint and were satisfied with the way the complaint was handled were also satisfied with the overall service.
- Tenants who live in flats are more likely to be satisfied that Jigsaw provides a home that’s well maintained than those living in houses, although are also more likely to have made a complaint in the last 12 months than tenants in houses.
- Female tenants return less positive feedback for most service areas, including repairs, Jigsaw provide home that is well maintained and safe, listening to tenants’ views, keeping them informed, keeping communal areas clean and well maintained, approach to handling complaints and anti-social behaviour, and making a positive contribution to neighbourhoods. Due to the smaller number of

responses and corresponding lower accuracy, it is not possible to identify the same trends for shared owners.

- Female tenants do, however, have a younger age profile than male tenants and this may be in part driving the difference in satisfaction levels.

# Housing & Services

## TP01 Overall Satisfaction

The first question in the survey is TP01 Overall Satisfaction: taking everything into account, how satisfied or dissatisfied are you with the service provided by Jigsaw Housing?

69% of tenants are satisfied with the overall service they receive from Jigsaw.

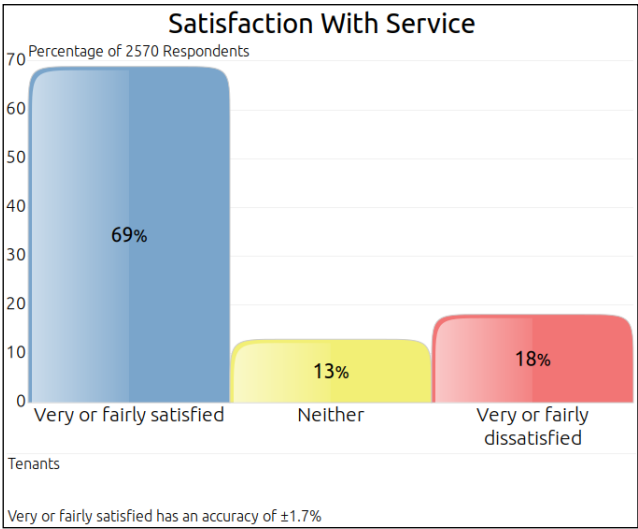


FIGURE 0.1 TENANTS

Shared owners are less likely than tenants to be satisfied with the overall service from Jigsaw (57%). In Kwest’s experience, this is a very typical trend that has been observed across the housing sector, and will be apparent for many questions throughout the rest of this report.

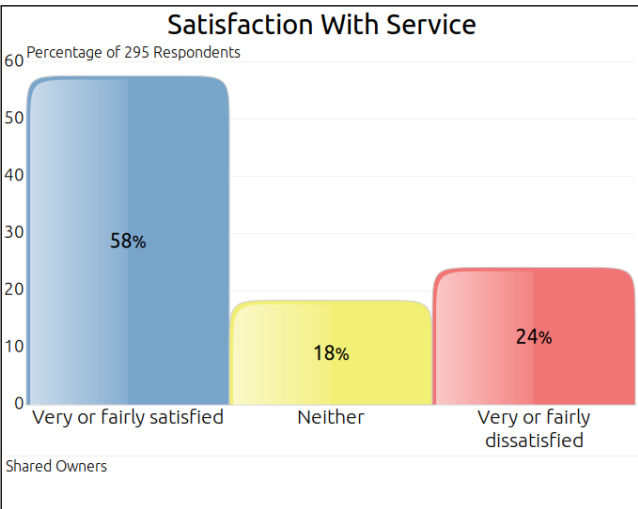


FIGURE 0.2 SHARED OWNERS

## Analysis By Methodology

For both the tenant and shared owner surveys, respondents who replied by telephone were more likely to be satisfied, and less likely to be dissatisfied, than those who replied via digital methods.

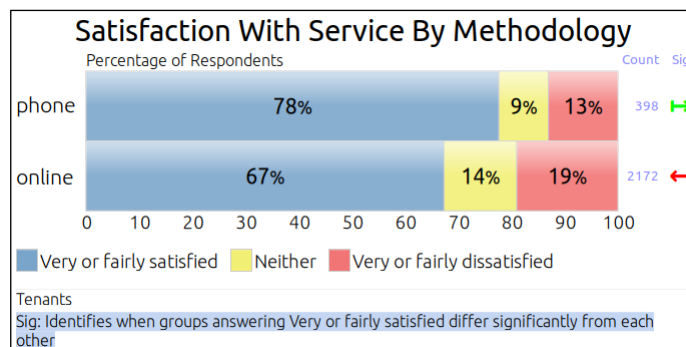


FIGURE 0.3

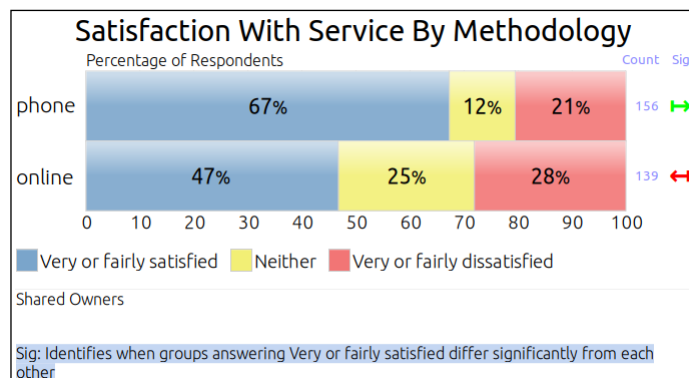


FIGURE 0.4

## Analysis By Length Of Tenure

For both tenants and shared owners, those who have been with Jigsaw for less than a year are more likely to be satisfied than those who have been in situ for a longer period of time. Tenants with a tenancy between 8-20 years formed the least positive tenant group, although the accuracy of the shared owners groupings makes it impossible to draw further statistically significant comparisons about shared owners.

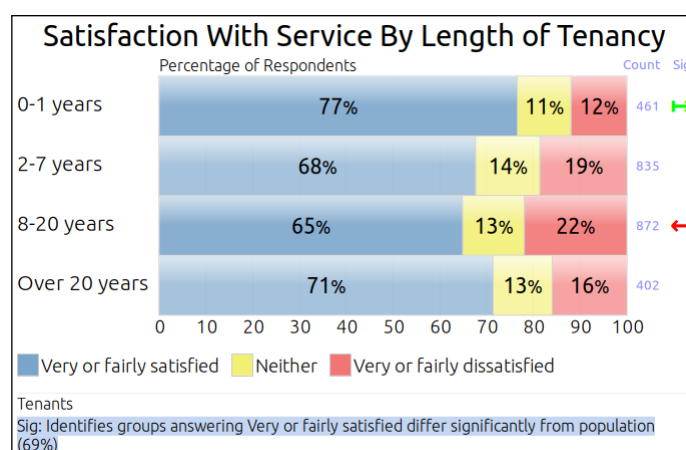


FIGURE 0.5

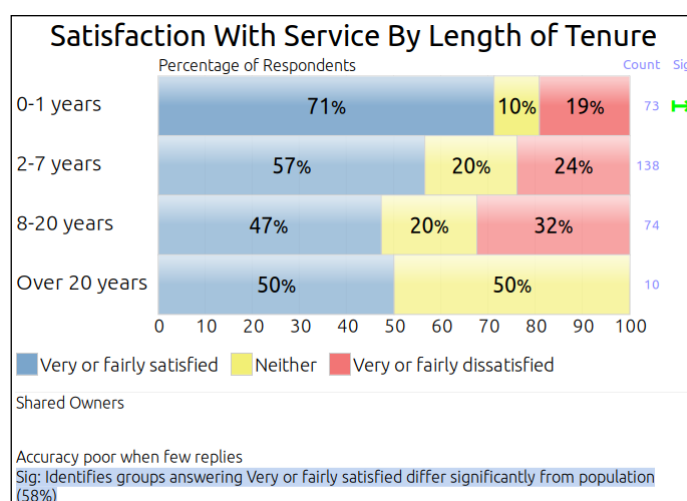
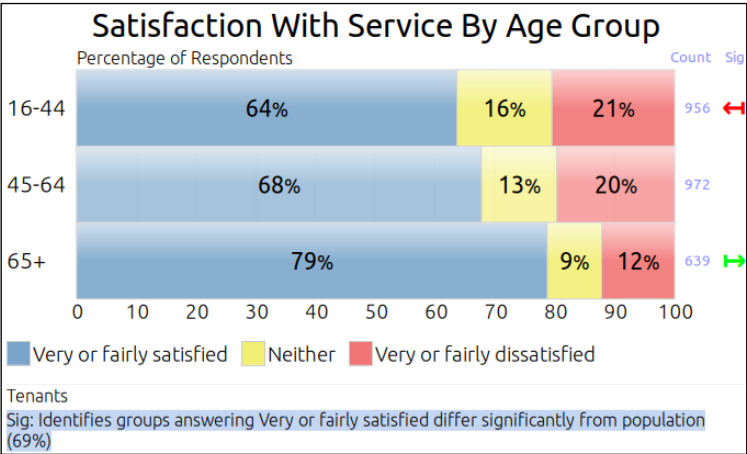


FIGURE 0.6

Tenants Analysis By Age



In line with findings throughout the survey, tenants aged 65 and over are more likely to be satisfied with the overall service than younger tenants, while tenants aged 16-44 form the least positive age group.

FIGURE 0.7

Tenants Analysis By Region

Tenants living in the North region are more likely to be satisfied than the overall population. Although findings from the Midlands appear very similar, the margin for error with this subgroup is larger than the difference in overall satisfaction levels (69%), and so is not considered statistically significant.

Tenants living in Tameside are less positive than tenants living elsewhere.

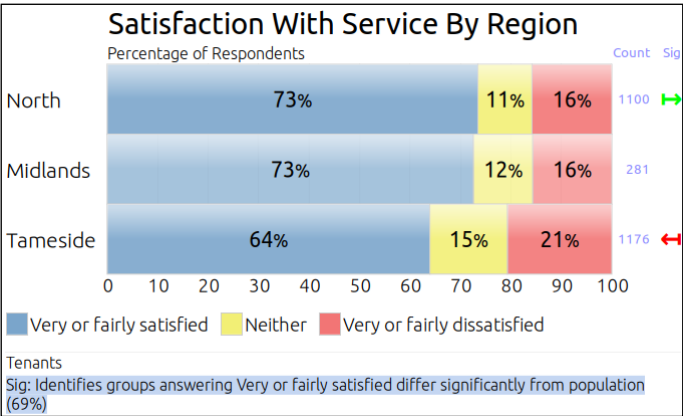


FIGURE 0.8

# The Repairs Service

As shared owners do not receive a repairs service from Jigsaw, this section of the report relates to tenants only.

Repair related issues are often the most common reason for contacting a landlord and therefore, achieving good satisfaction levels in this area is important. The significance of the service has been highlighted recently in the National Tenant Survey undertaken by the Social Housing Regulator, and previously in work carried out by HouseMark as part of its STAR analysis, confirming the service as a key driver of overall satisfaction with the housing provider.

73% of tenants have had a repair carried out to their home in the last 12 months.

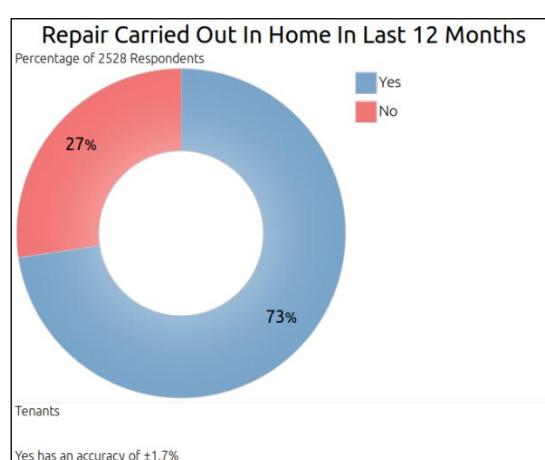


FIGURE 0.1

While there is no statistically significant difference in satisfaction scores depending on whether or not a repair has been carried out in the last 12 months, the importance of the service in the eyes of Jigsaw customers is illustrated by the finding that 89% of tenants who are satisfied with the repairs service over the last 12 months are also satisfied with the overall service from Jigsaw, with 5% dissatisfied, whereas 68% of tenants who are dissatisfied with the repairs service over the last 12 months are dissatisfied with the overall service, with 17% satisfied.

Different population groups place differing demands on the service. For example, those in houses are more likely to have had repair work completed in the last year.

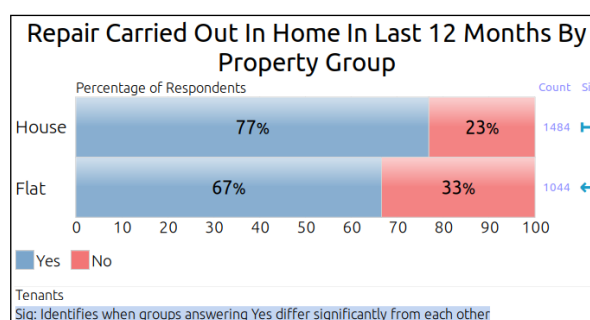


FIGURE 0.2

## TP02 Satisfaction With Overall Repairs Service In Last 12 Months

LCRA customers who have had a repair carried out to their home in the last 12 months were asked: how satisfied or dissatisfied are you with the overall repairs service from Jigsaw Housing over the last 12 months?

In response, 70% of LCRA customers expressed satisfaction with the overall repairs service.

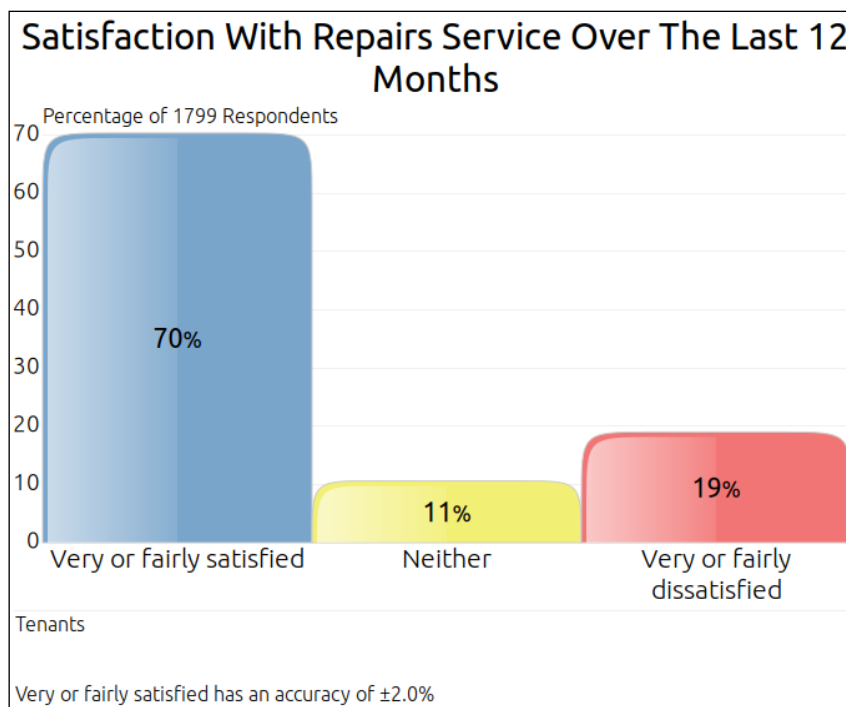


FIGURE 0.3

### Tenants Analysis By Age

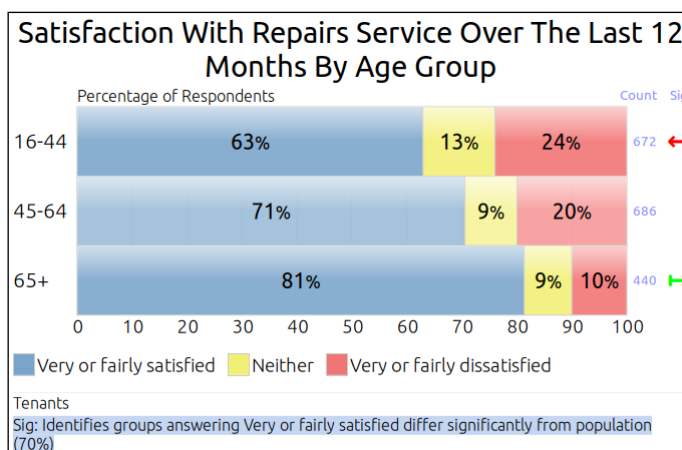


FIGURE 0.4

Much like satisfaction with the overall service provided by Jigsaw, tenants aged 65 and over are more likely to be satisfied with the repairs service over the last 12 months than younger tenants, while tenants aged 16-44 less likely to be satisfied that older tenants.

Tenants Analysis By Methodology

Tenants who responded by telephone were also more likely to be satisfied with the repairs service over the last 12 months, while online respondents were less likely to be satisfied but no more likely to be dissatisfied.

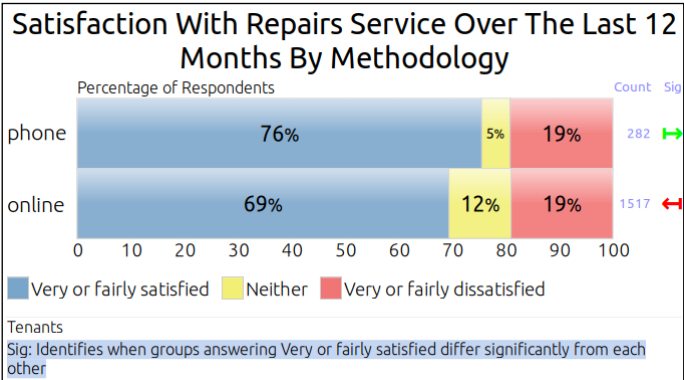
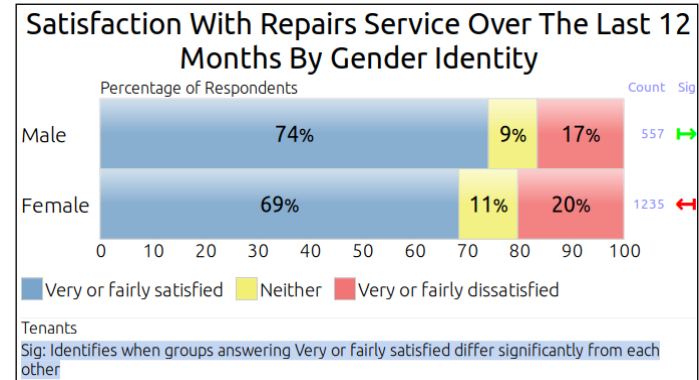


FIGURE 0.5

Tenants Analysis By Gender Identity



Male tenants are more likely to be satisfied with the repairs service over the last 12 months than female tenants.

FIGURE 0.6

Tenants Analysis By Region

While the difference in the percentage of tenants satisfied appears similar to that in the overall satisfaction question, this question was only asked of the 73% of tenants who have had a repair in the last 12 months. Therefore, the findings for each region have a larger margin for error on this measure. The difference in satisfaction levels is therefore not considered statistically significant and is included for interest and reference only.

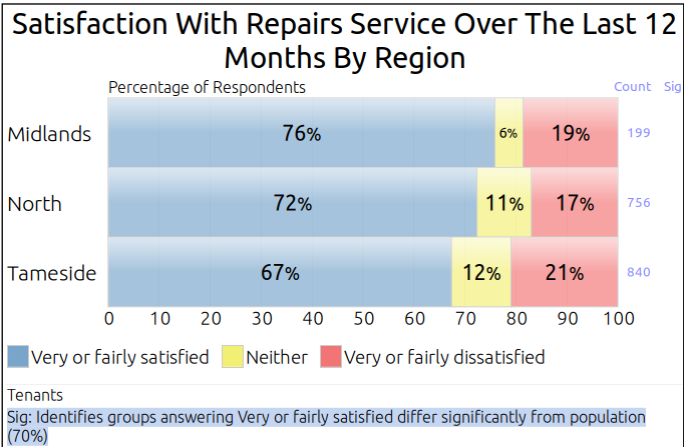


FIGURE 0.7

## TP03 Satisfaction With Time Taken To Complete Most Recent Repair

LCRA customers who have had a repair carried out in the last 12 months were also asked: how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Results are similar to those returned for the repairs service as a whole, with 69% expressing satisfaction with the speed their last repair was completed.

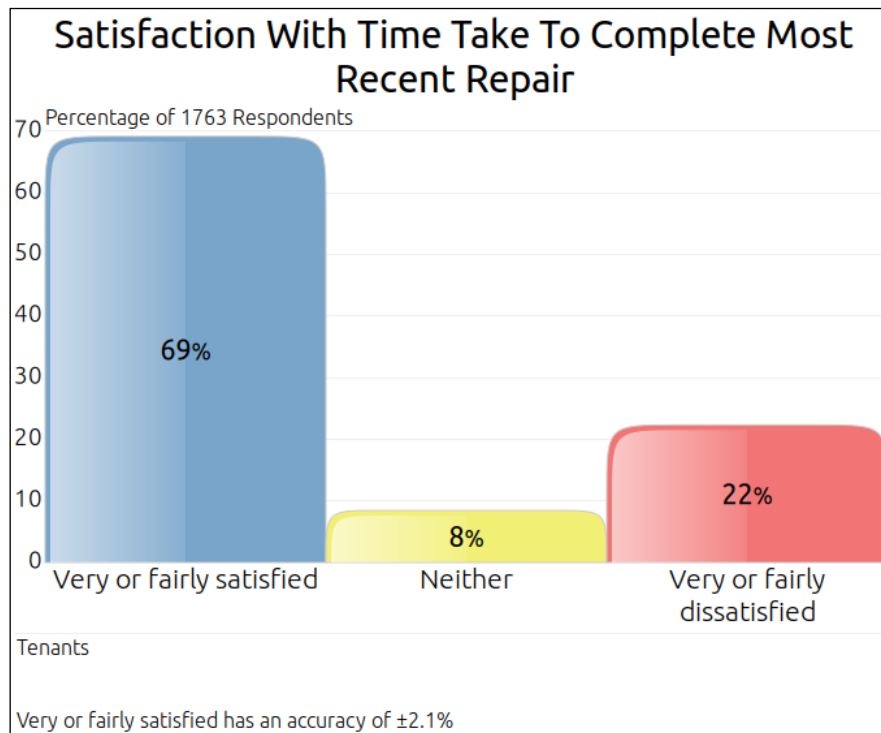
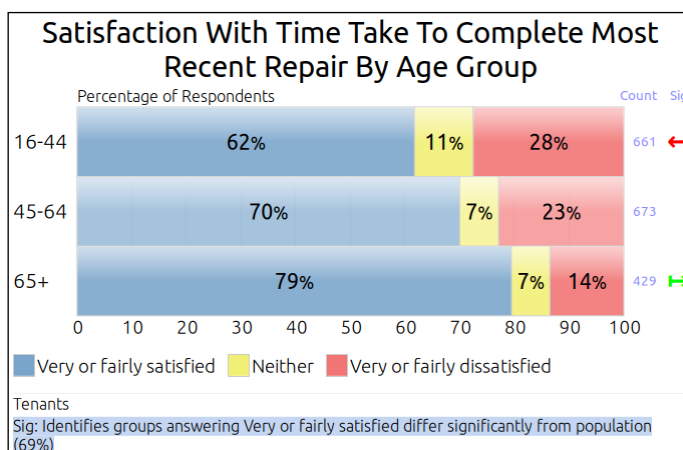


FIGURE 0.8

## Tenants Analysis By Age



Tenants aged 65 and over again form the most positive group, whereas tenants aged 16-44 are less likely to be satisfied and more likely to be dissatisfied with the time taken to complete their most recent repair than older tenants.

FIGURE 0.9

## Tenants Analysis By Methodology

Tenants responding by telephone were again more likely to be satisfied, although not less likely to be dissatisfied, than online respondents on this measure.

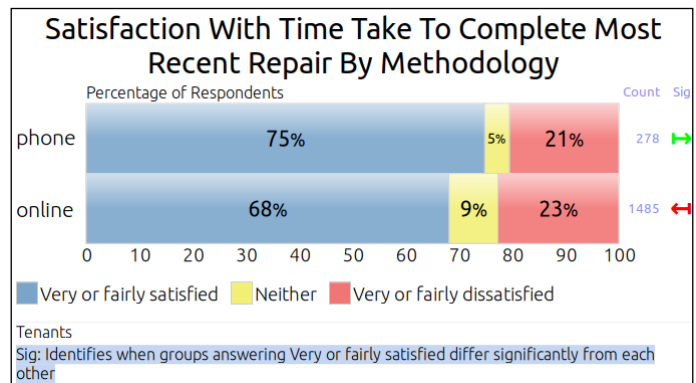
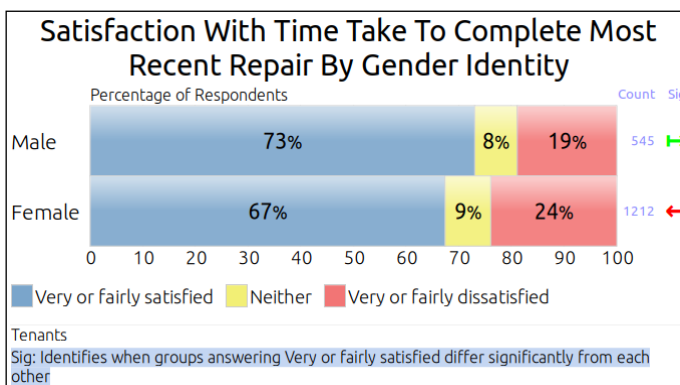


FIGURE 0.10

## Tenants Analysis By Gender Identity



Male tenants are also more likely to be satisfied with the time taken to complete their most recent repair than female tenants.

FIGURE 0.11

## Tenants Analysis By Length Of Tenancy

Tenants who have lived in their homes for over 20 years are more satisfied with the time taken to complete their most recent repair than tenants who have been in their homes for less time.

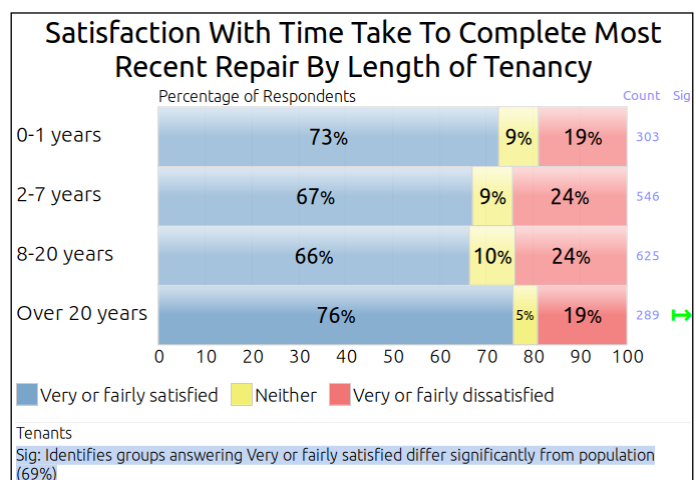
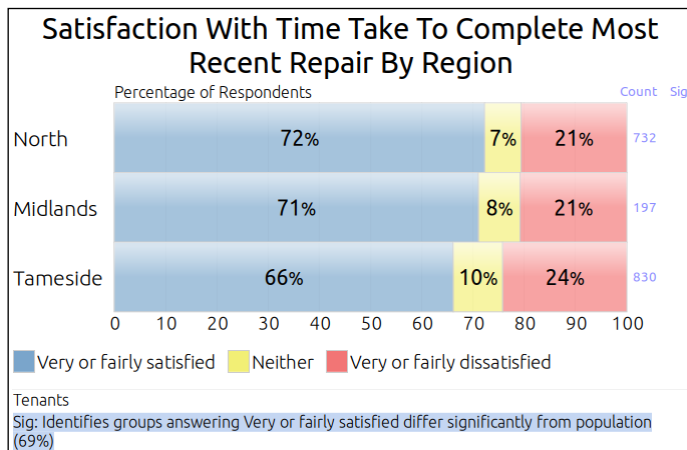


FIGURE 0.12

## Tenants Analysis By Region



**FIGURE 0.13**

As with the findings from the previous question about the overall repairs service in the last 12 months, the margin of error for each region means that the difference in satisfaction levels is not statistically significant and is included for interest and reference only.

# Homes

Homes are the most tangible aspect of service provided by a landlord, and so a resident’s opinion of their homes make a significant contribution to their overall opinion of the housing service. The Tenant Satisfaction Measures focus on two key factors: homes being well maintained and homes being safe.

## TP04 Satisfaction With The Home Being Well Maintained

LCRA customers were asked about their satisfaction that their home is well maintained: how satisfied or dissatisfied are you that Jigsaw Housing provides a home that is well maintained?

67% of LCRA customers express satisfaction with this measure.

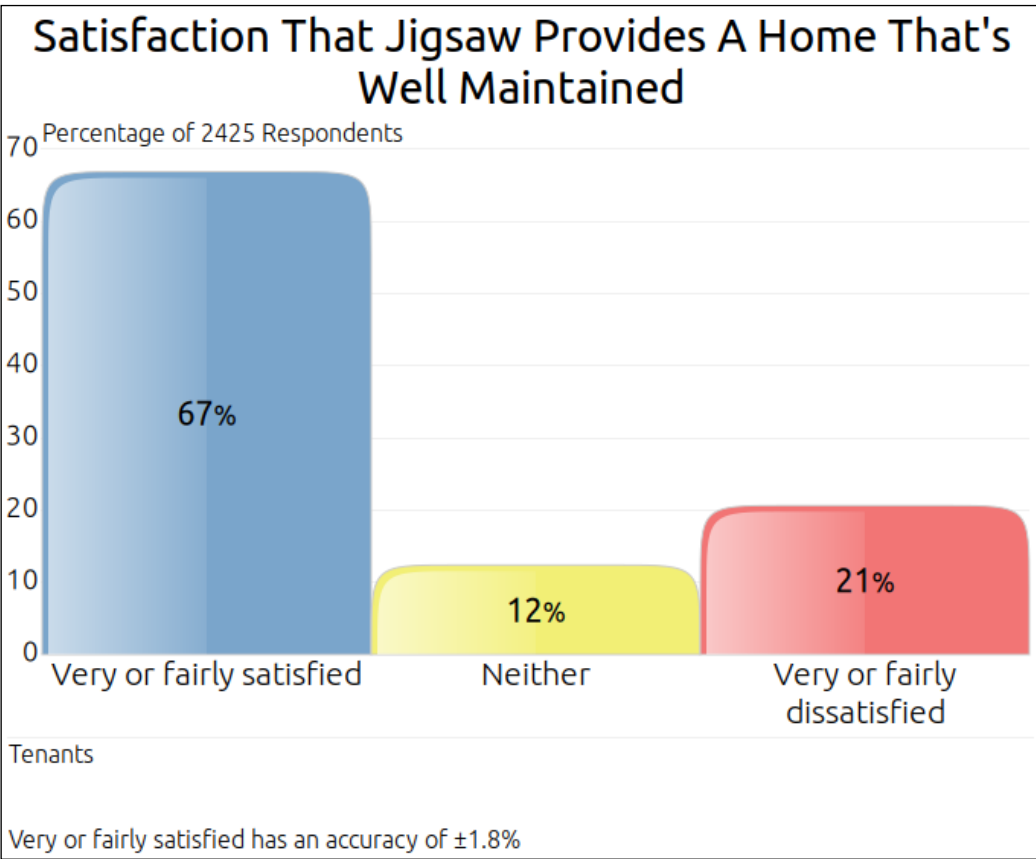
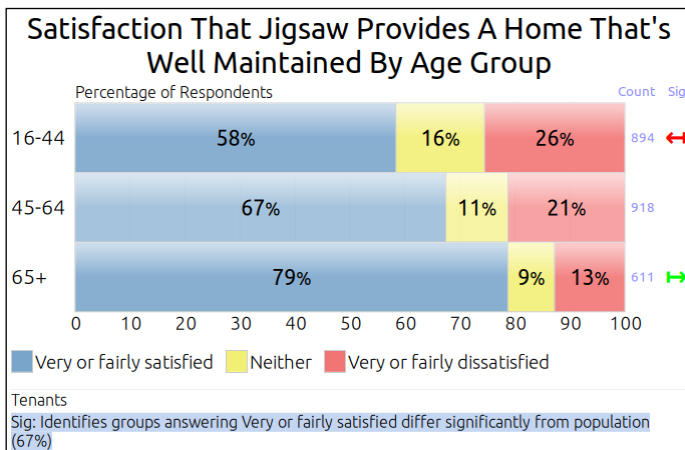


FIGURE 0.1

## Tenants Analysis By Age



Tenants aged 65 and over were most likely to be satisfied with the maintenance of their home, while tenants aged 16-44 again form the most critical group.

FIGURE 0.2

## Tenants Analysis By Methodology

In line with findings throughout the survey, tenants responding by phone were more positive than online respondents on this measure.

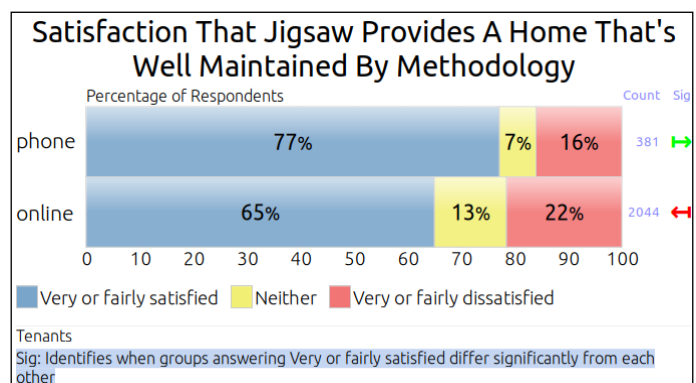
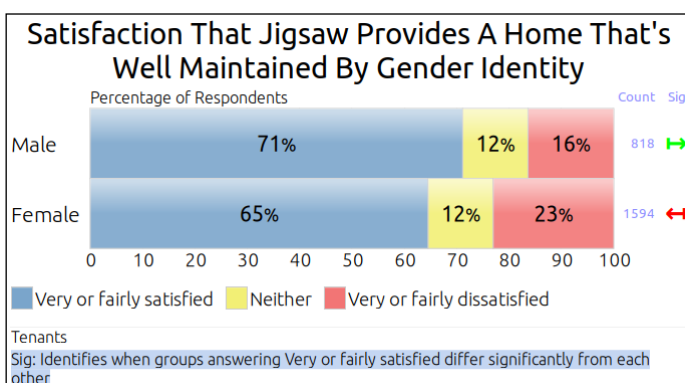


FIGURE 0.3

## Tenants Analysis By Gender Identity



Female tenants were more likely to be dissatisfied, and less likely to be satisfied with the maintenance of their home than male tenants.

FIGURE 0.4

Tenants Analysis By Property Group

Tenants living in flats are more likely to be satisfied with the maintenance of their home than tenants living in houses. Female tenants are much more likely to live in houses than male tenants, and it may be the case that one factor is driving the other for this measure.

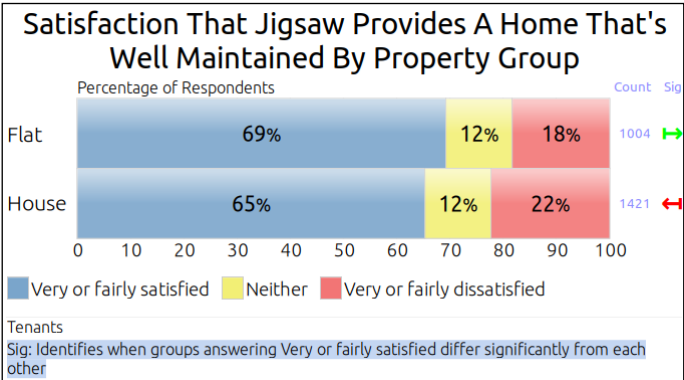


FIGURE 0.5

Tenants Analysis By Length Of Tenancy

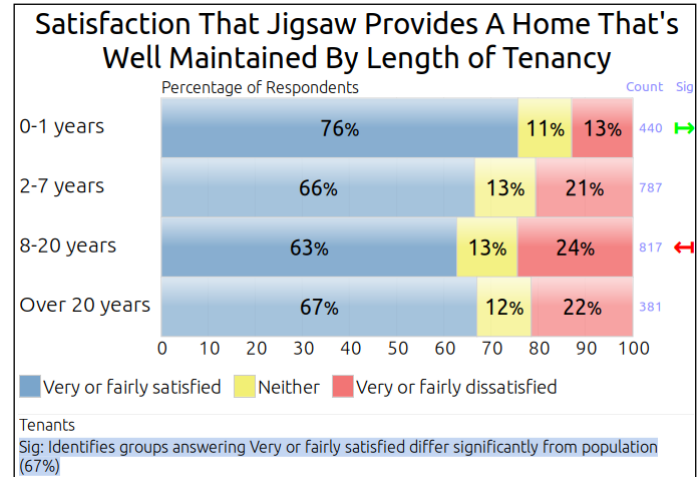


FIGURE 0.6

Tenants in the first year of their tenancy are more likely to be satisfied, and notable less likely to be dissatisfied with the maintenance of their home. Meanwhile, those who have lived in their homes for between 8 and 20 years form the least satisfied group.

Tenants Analysis By Region

Tenants living in the North region are more likely to be satisfied than the overall population. As with the overall satisfaction question, the accuracy levels are not sufficient for tenants living in the Midlands to say that they are more positive than others. Tenants living in Tameside form the least positive group.

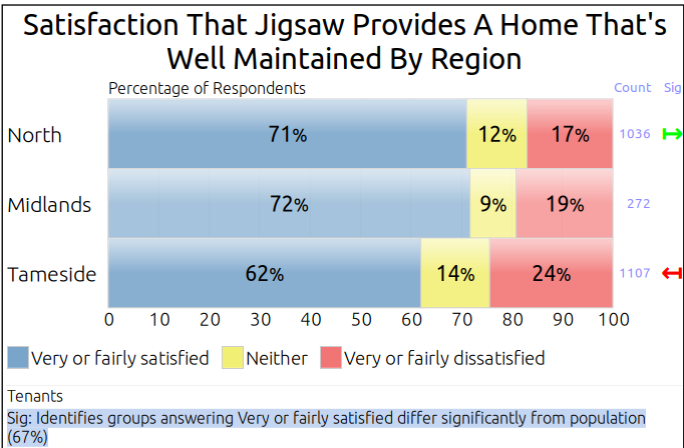
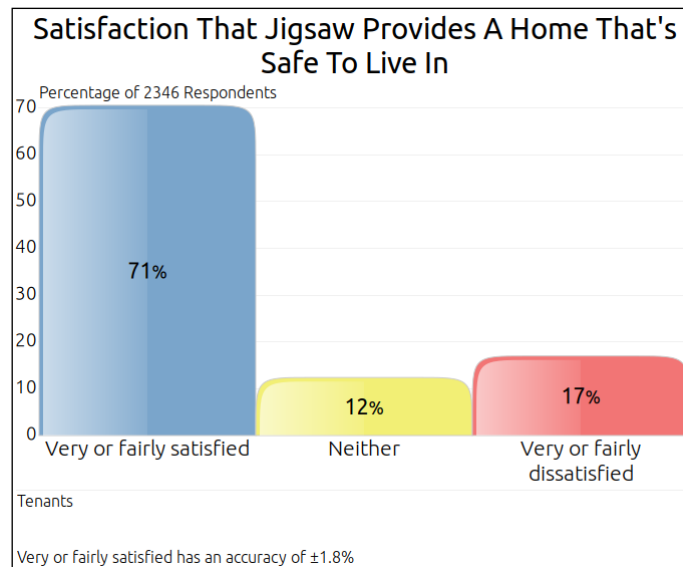


FIGURE 0.7

## TP05 Home Safety

The TSM question about the safety of the home asks: thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Jigsaw Housing provides a home that is safe?

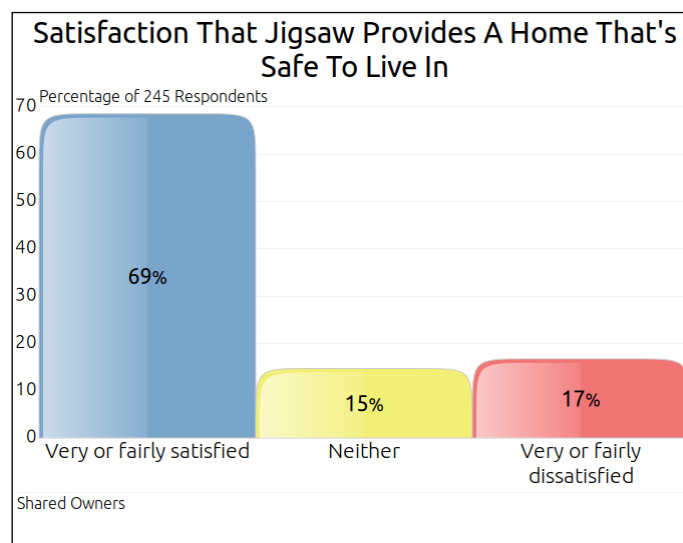
LCRA customers return higher levels of satisfaction with the safety of their home than they do with the home being well maintained.



**FIGURE 0.8**

Both LCRA and LCHO customers are more likely to be satisfied that Jigsaw provides a home that is safe than with any other service area covered in the survey.

The views of tenants and shared owners are also more closely aligned for this question than any other, with 69% of shared owners satisfied.



**FIGURE 0.9**

## Analysis By Methodology

For both the tenant and leaseholder versions of the survey, those responding by phone were more positive than those responding digitally.

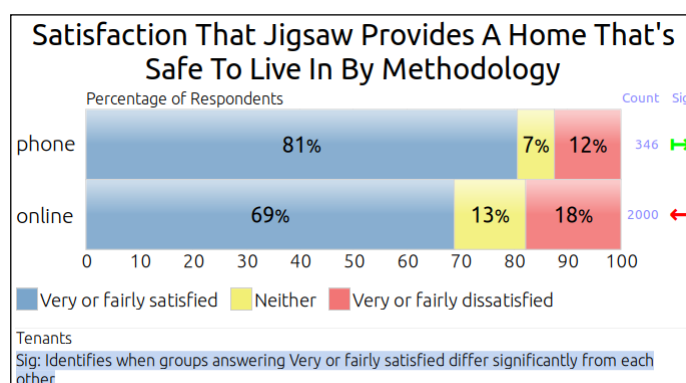


FIGURE 0.10

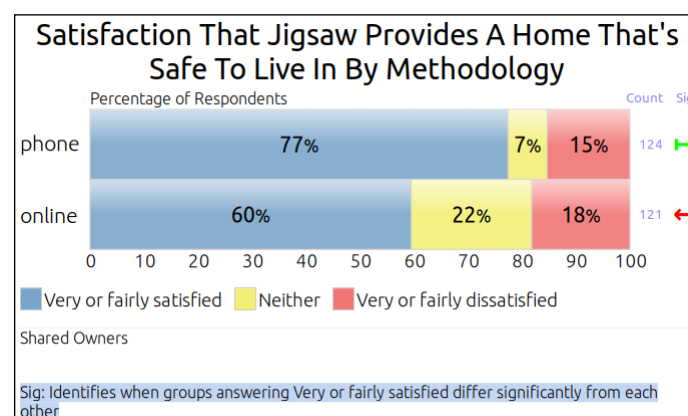


FIGURE 0.11

## Tenants Analysis By Gender Identity

Male tenants are also more likely to be satisfied with the safety of their home than female tenants. However, unlike with the previous question, there is no comparable in difference in views between tenants living in flats and those living in houses.

Female tenants living in houses are more likely to be satisfied with the safety of their home than female tenants living in flats, although no similar link can be identified for male tenants.

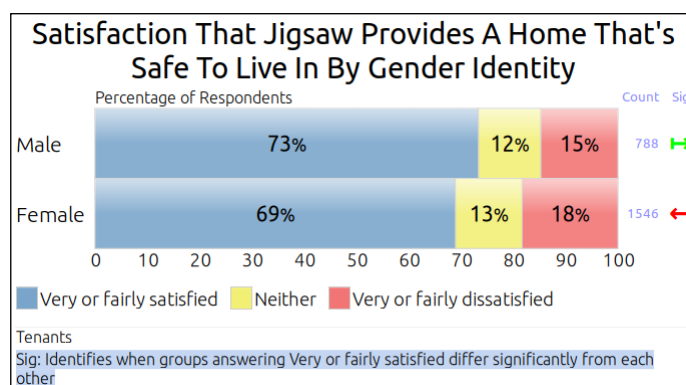


FIGURE 0.12

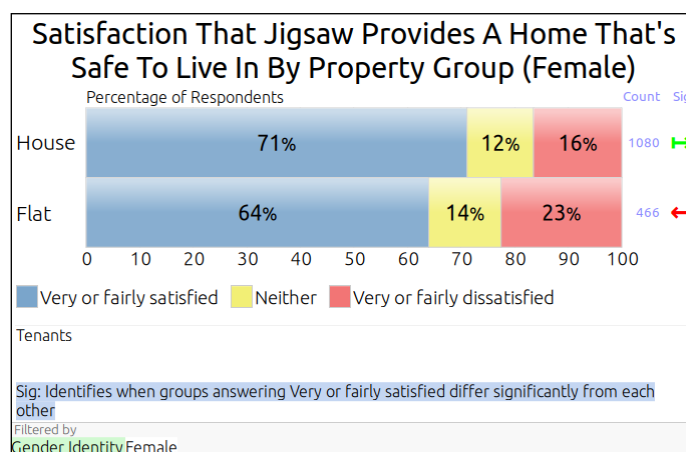


FIGURE 0.13

Tenants Analysis By Age

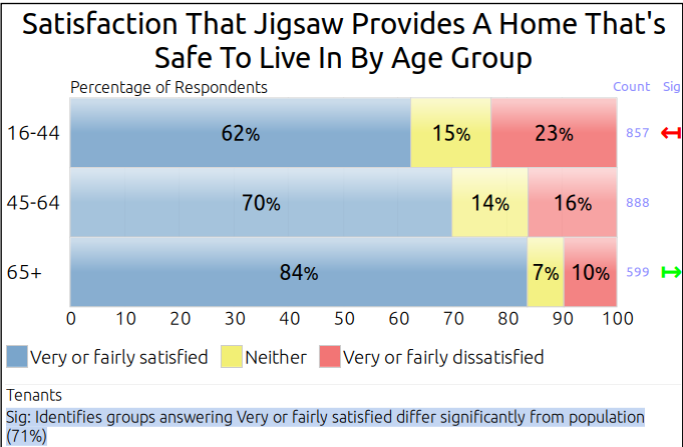


FIGURE 0.14

Tenants aged 65 and over were again the post positive age group, with tenants aged 16-44 the least likely to be satisfied and most likely to be dissatisfied with the safety of their home.

Tenants Analysis By Length Of Tenancy

Tenants in the first year of their tenancy are more likely to be satisfied with the safety of their home than other groups, while both tenants in the first year and those with a tenancy if 20 or more years were the least likely to be dissatisfied on this measure.

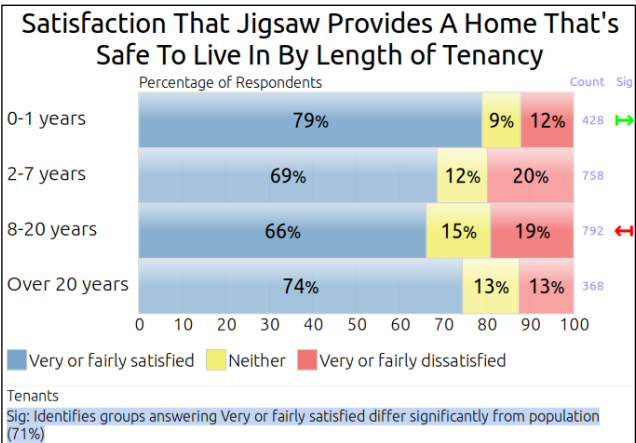


FIGURE 0.15

Tenants Analysis By Region

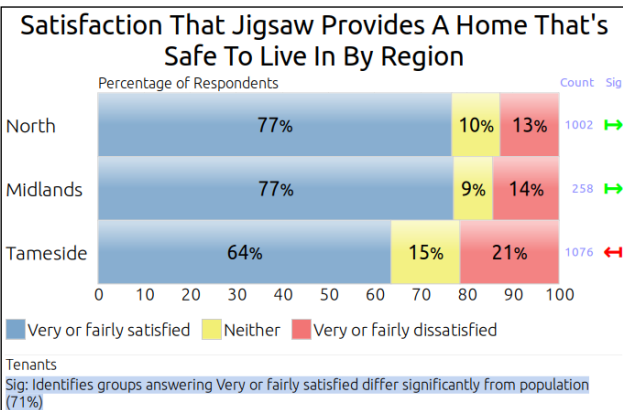


FIGURE 0.16

For this question, tenants living in both the North and the Midlands regions are more likely to be satisfied than the overall population, while tenants living in Tameside are the least likely to be satisfied and most likely to be dissatisfied.

# Communication & Consultation

The TSMs include three questions around consultation and communication: satisfaction that views are listened to and acted upon; satisfaction that customers are kept informed; and agreement that customers are treated fairly and with respect.

## TP06 Satisfaction That Views Are Listened To & Acted Upon

The TSM around consultation asks: how satisfied or dissatisfied are you that Jigsaw Housing listens to your views and acts upon them? 60% of tenants interviewed are satisfied on this measure.

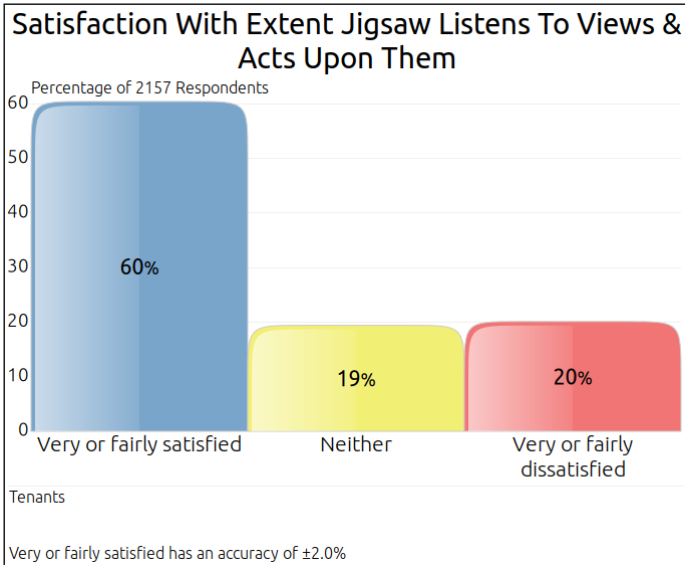


FIGURE 0.1

Shared owners were again less positive on this measure, with 45% satisfied.

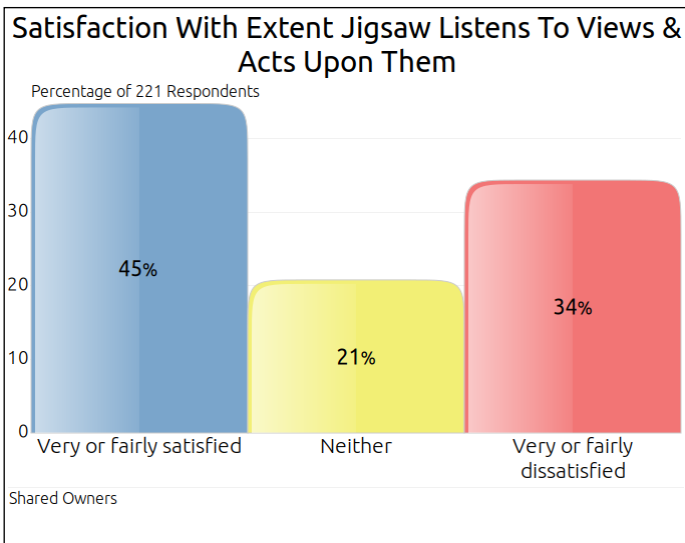


FIGURE 0.2

## Analysis By Methodology

Tenants and shared owners who responded by telephone were more likely to be satisfied, but not less likely to be dissatisfied, that Jigsaw listens to their views and acts upon them.

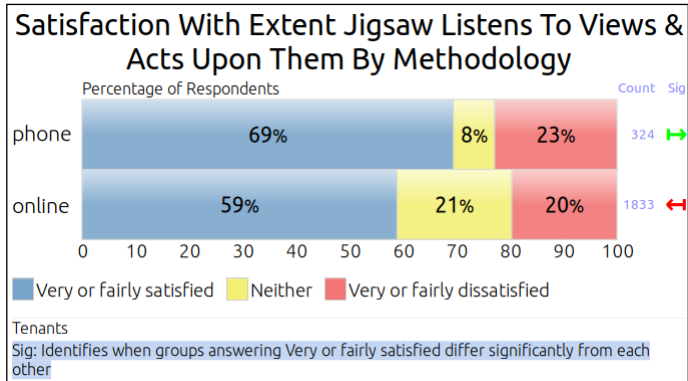


FIGURE 0.3

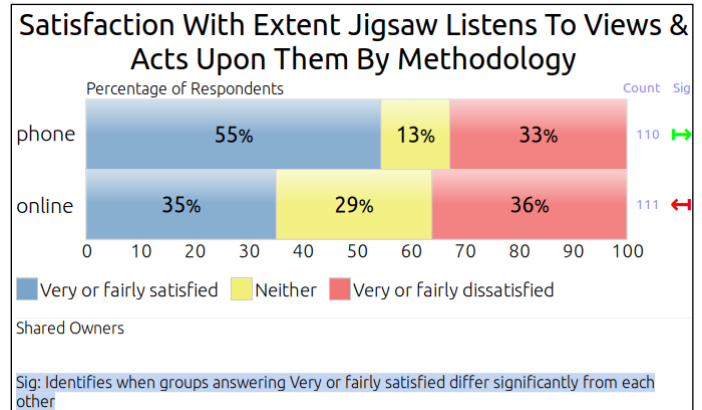


FIGURE 0.4

## Tenants Analysis By Age

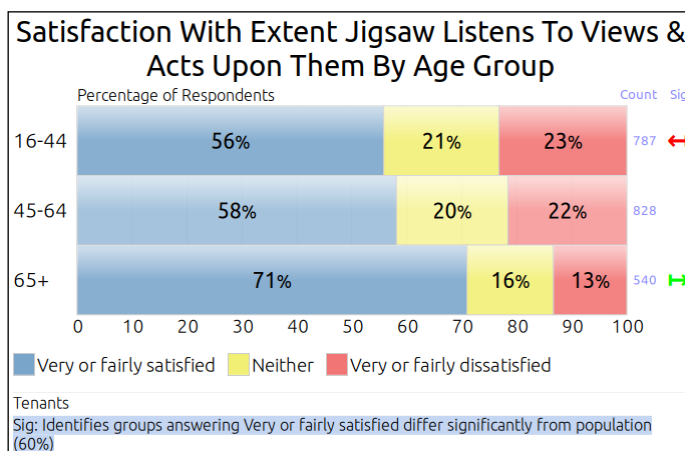


FIGURE 0.5

Tenants who are aged 65 and above are the more likely to be satisfied and less likely to be dissatisfied than younger tenants on this measure, with tenants aged 16-44 again forming the most critical group.

Tenants Analysis By Gender Identity

Female tenants are less likely to be satisfied that Jigsaw listens to their views than male tenants.

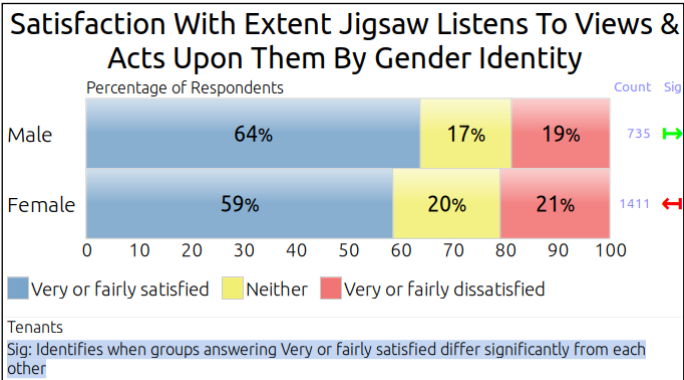


FIGURE 0.6

Tenants Analysis By Length Of Tenancy

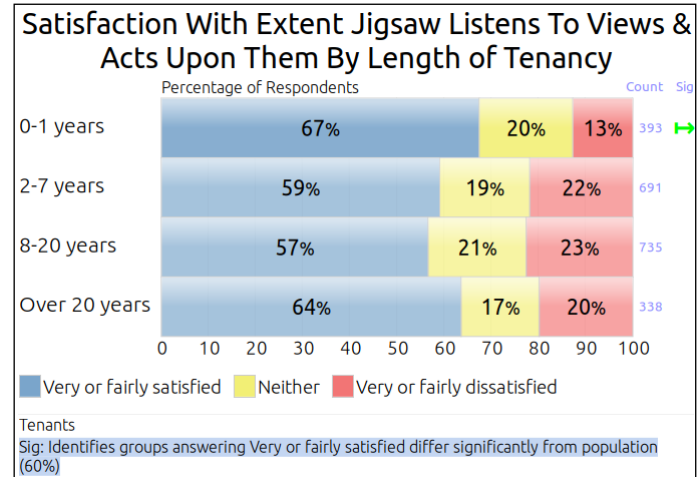


FIGURE 0.7

Those in the first year of their tenancies are most likely to be satisfied that Jigsaw listens to their views. Taking the accuracy of the data into consideration, differences in satisfaction levels among other sub groups are not statistically significant.

Tenants Analysis By Ethnic Group

Tenants from a Black ethnic background are more likely to be satisfied that Jigsaw listens to their views than other groups.

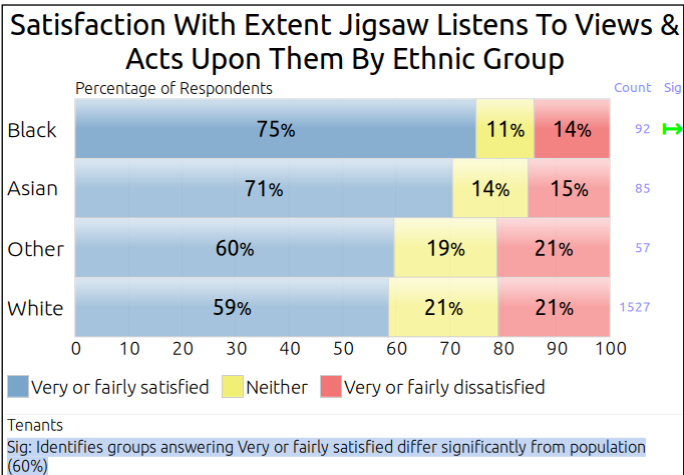
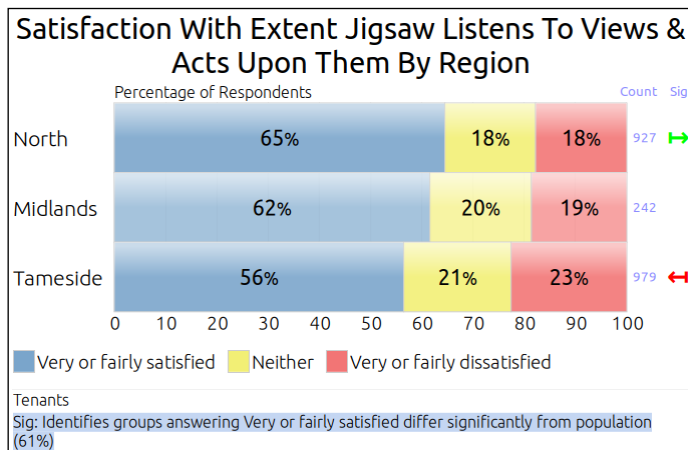


FIGURE 0.8

## Tenants Analysis By Region



Tenants in the North region are the most likely to be satisfied on this measure, while tenants living in Tameside are more critical.

**FIGURE 0.9**

# TP07 Satisfaction With Being Kept Informed

The TSM question around communication asks customers: how satisfied or dissatisfied are you that Jigsaw Housing keeps you informed about things that matter to you?

In Kwest’s experience, satisfaction is generally higher on this measure than with views being listened to and acted upon and the findings show this is true of Jigsaw Housing’s customers, with 66% of tenants express satisfaction with how well they are kept informed.

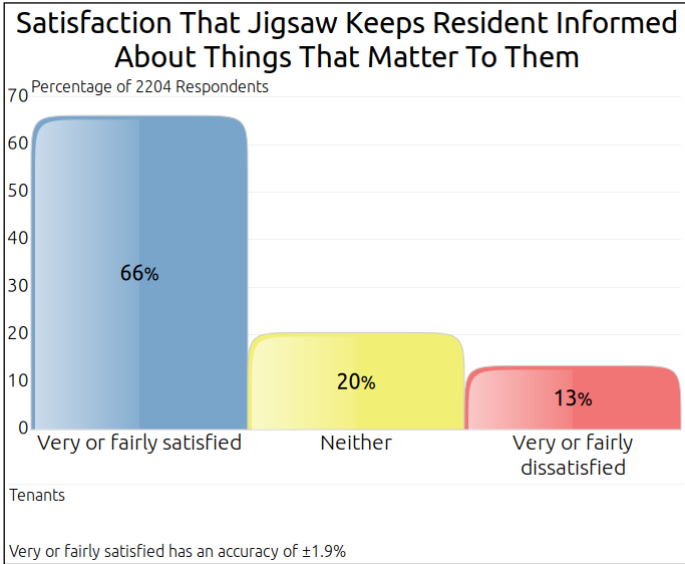


FIGURE 0.10

The same is also true of shared owners, with 63% of shared owners satisfied with the way Jigsaw keeps them informed.

Findings are again broadly similar for tenants and shared owners for this question.

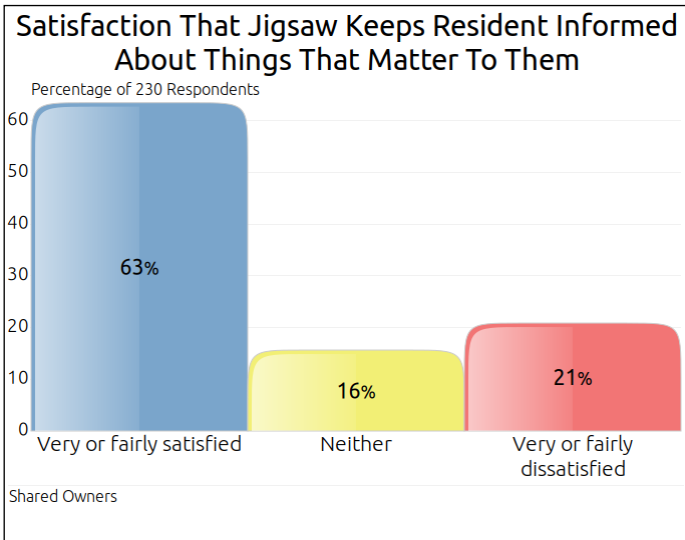


FIGURE 0.11

## Analysis By Methodology

Findings from telephone responses were more positive than from online responses for both the tenants and shared owners versions of the survey.

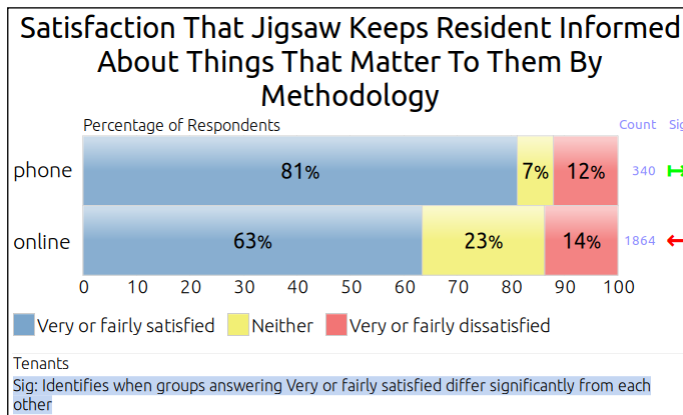


FIGURE 0.12

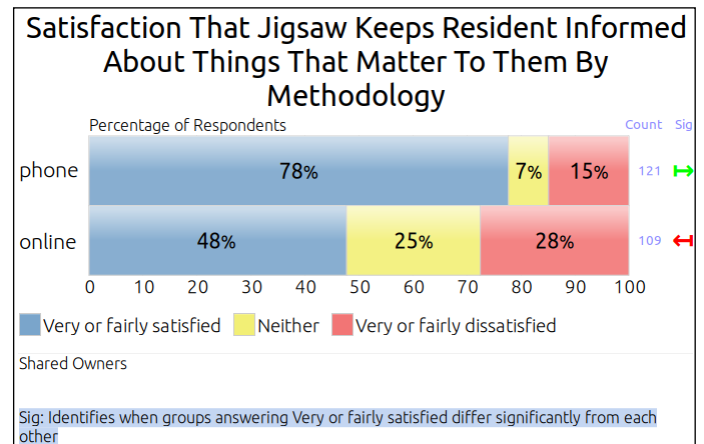


FIGURE 0.13

## Tenants Analysis By Age

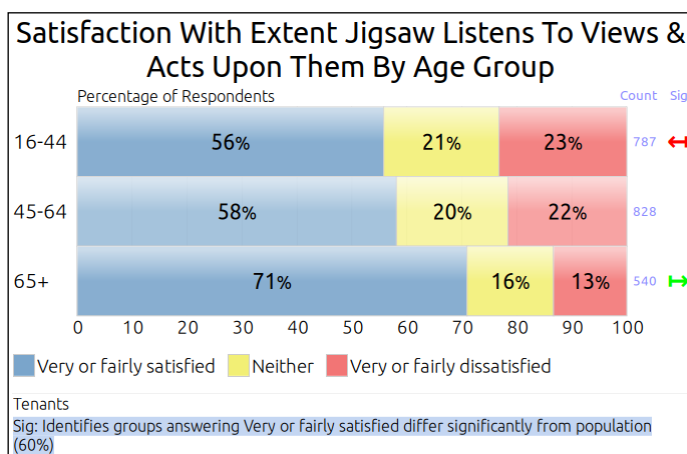


FIGURE 0.14

Tenants aged 65 and over are more likely to be satisfied with how well they are kept informed than younger tenants, while tenants aged 16-44 are the least likely group to be satisfied.

Tenants Analysis By Gender Identity

Male tenants are more likely to be satisfied, but no less likely to be dissatisfied, than female tenants on this measure.

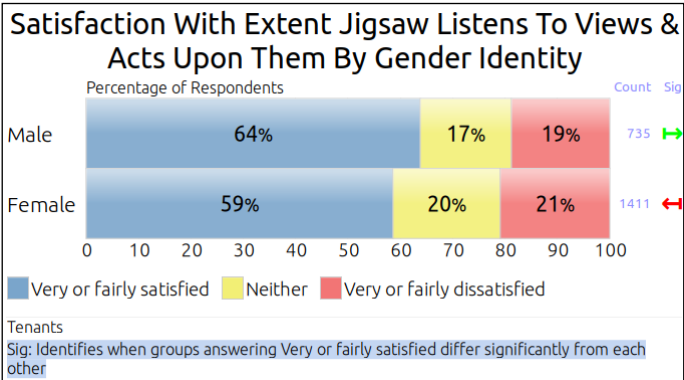


FIGURE 0.15

Tenants Analysis By Length Of Tenancy

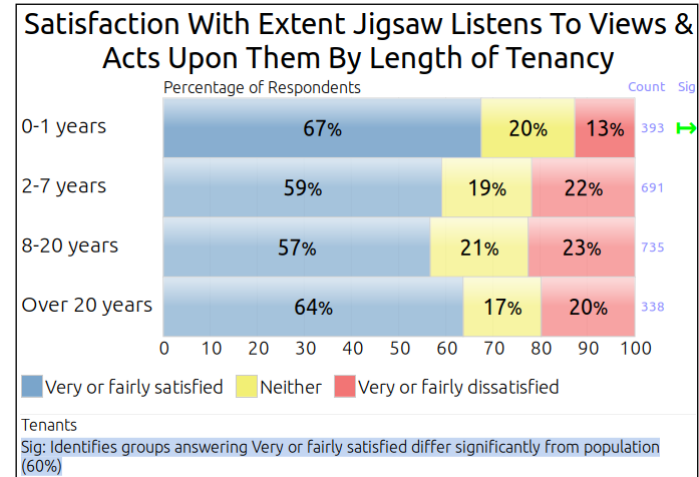


FIGURE 0.16

Those tenants in the first year of their tenancy are the most likely to be satisfied that Jigsaw keeps them informed about things that matter to them.

Tenants Analysis By Ethnic Group

Tenants with a Black ethnic background are more likely to be satisfied than other groups on this measure.

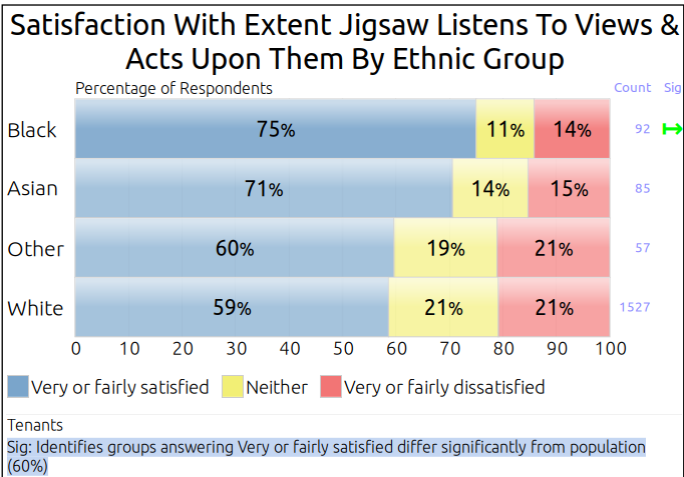


FIGURE 0.17

## TP08 Being Treated Fairly & With Respect

The question about being treated fairly and with respect is the only TSM not on a satisfaction scale. Instead, it asks: *to what extent do you agree or disagree with the following “Jigsaw Housing treats me fairly and with respect”*? 74% of tenants agreed with this statement.

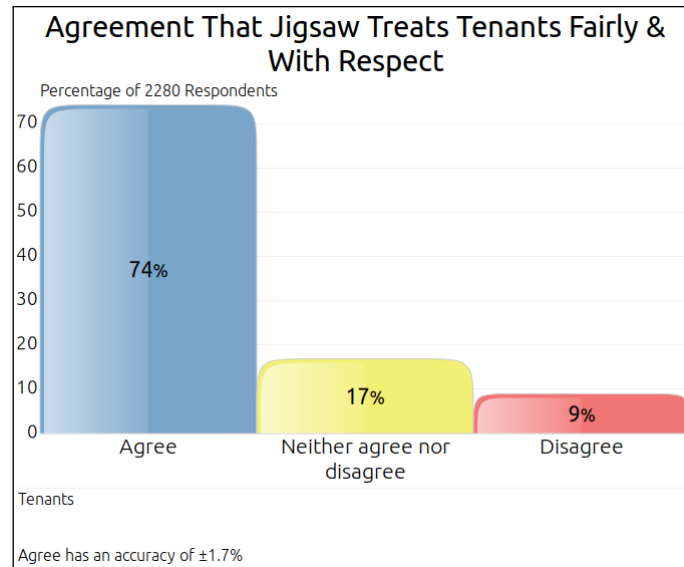


FIGURE 0.18

63% of shared owners stated that they either agreed or strongly agreed with the statement.

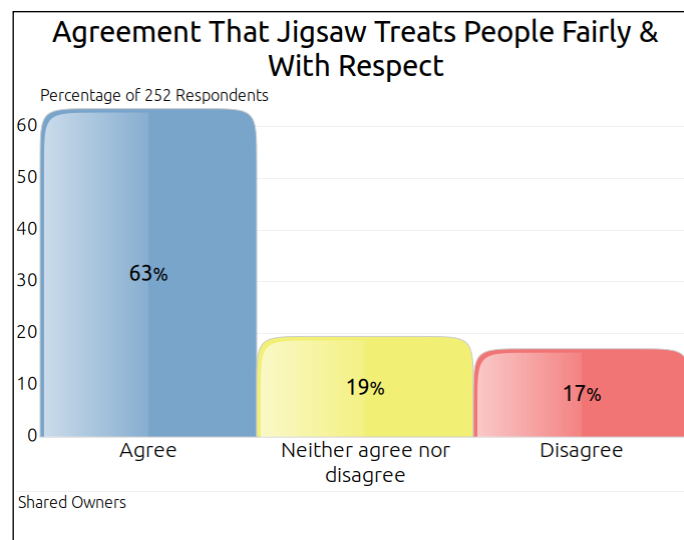


FIGURE 0.19

Analysis By Methodology

Both tenants and shared owners who responded by telephone were more likely to agree with the statement than tenants who responded online.

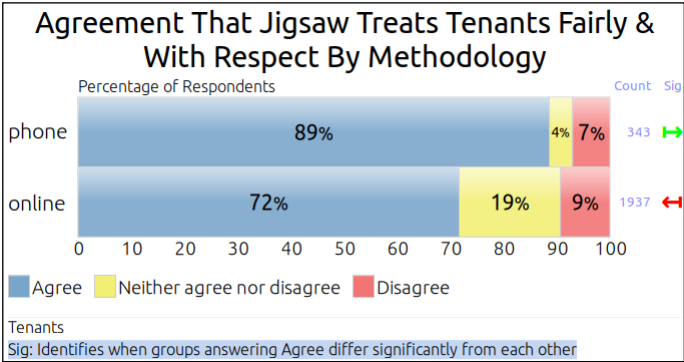


FIGURE 0.20

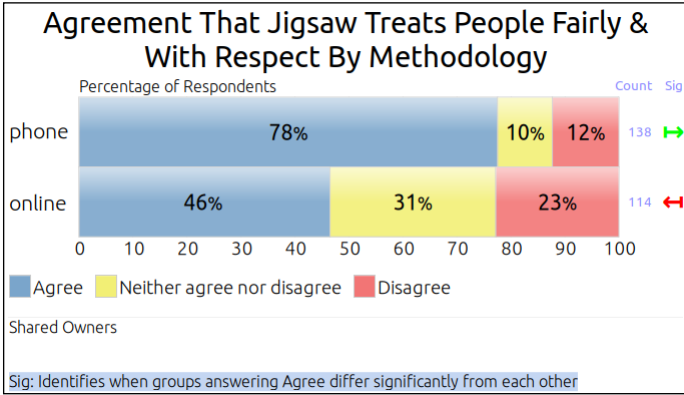


FIGURE 0.21

Tenants Analysis By Age

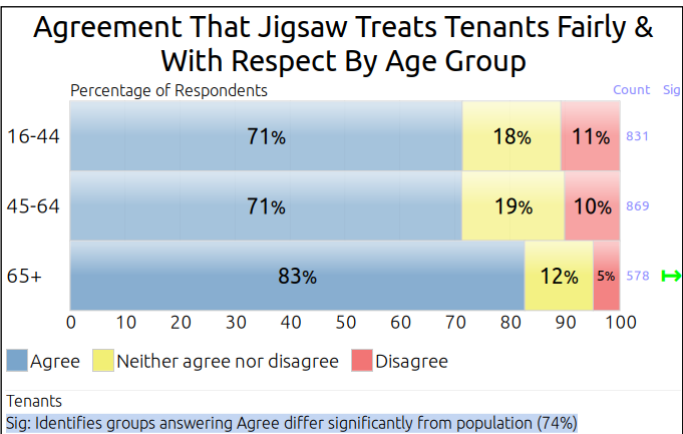


FIGURE 0.22

Tenants aged 65 and over were the most likely to agree with the statement. However, this is one of only three questions in the TSM survey where there is no statistically significant difference in satisfaction levels between tenants aged 16-44 and those aged 44-64.

Tenants Analysis By Length Of Tenancy

Tenants in the first year of their tenancies are more likely to agree that Jigsaw treats them fairly and with respect, while findings are similar for all other groups.

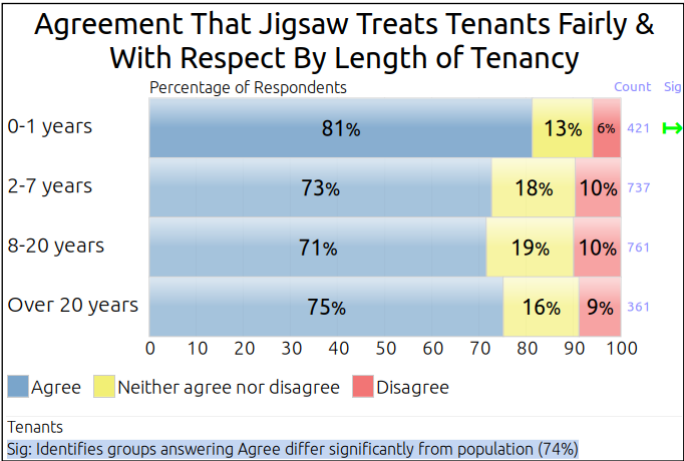


FIGURE 0.23

Tenants Analysis By Region

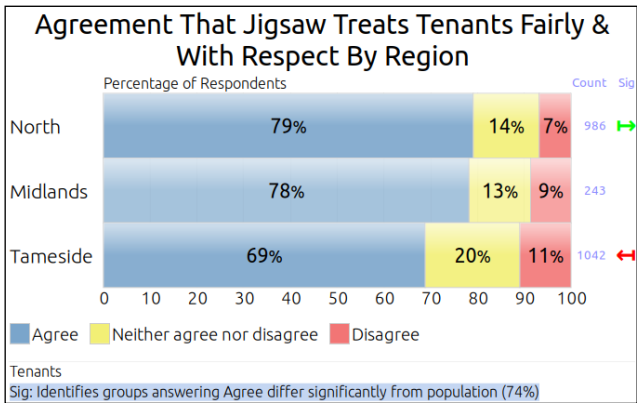


FIGURE 0.24

Tenants living in Tameside were the least likely to agree with the statement, while tenants living in the North region were the most likely to agree.

Tenants Analysis By Ethnic Group

Taking the accuracy of the each subgroup into consideration, analysis by ethnicity does not reveal any statistically significant findings by subgroup. This graph is therefore included for interest and reference only.

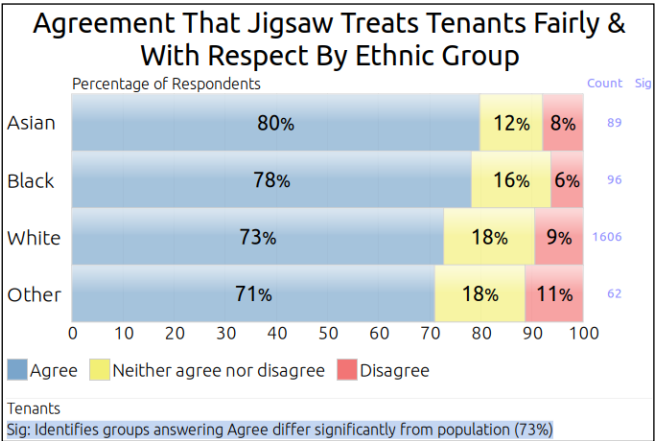


FIGURE 0.25

# Complaints Handling

Customers who have made a complaint to their landlord are likely to be less positive about the overall service they have received, although how the complaint is handled can make a difference to how the organisation is seen.

27% of LCRA customers say they have made a complaint to Jigsaw Housing during the last 12 months, compared to 20% of LCHO customers.

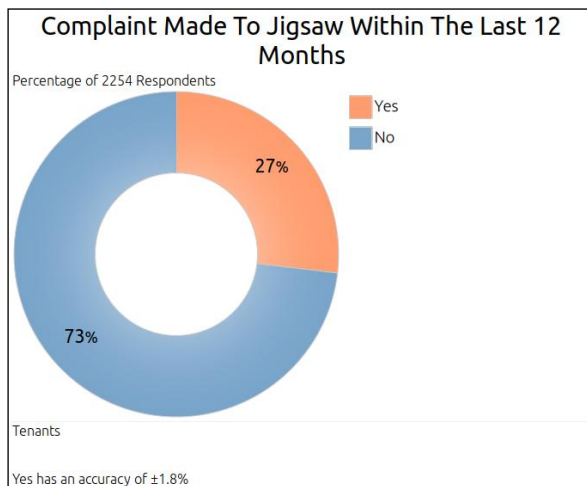


FIGURE 0.1

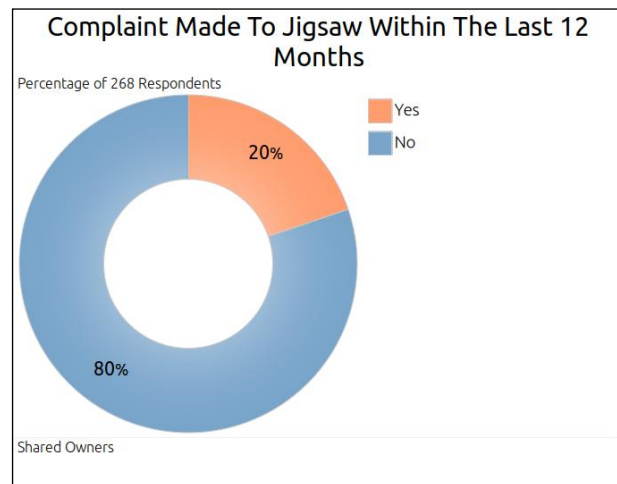


FIGURE 0.2

## Tenants Analysis By Age & Property Group

Tenants aged 16-44 are more likely to have made a complaint to Jigsaw in the last 12 months than older tenants, while tenants aged 65 and over are the least likely to have made a complaint.

Tenants living in flats are also more likely to have made a complaint than tenants living in houses.

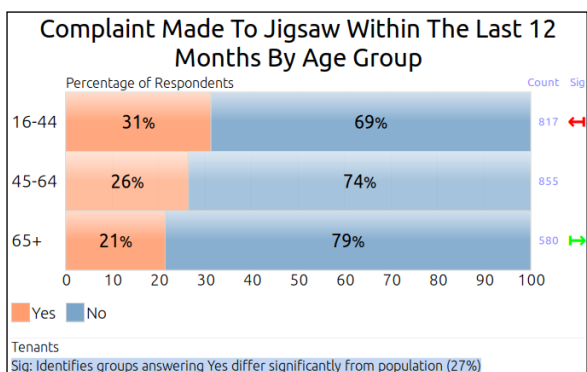


FIGURE 0.3

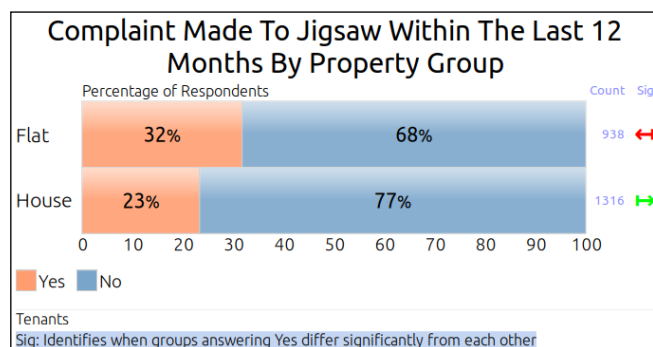
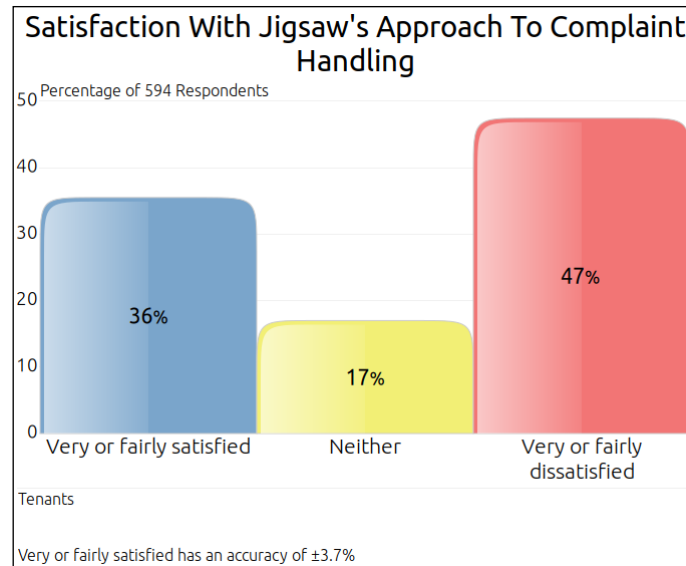


FIGURE 0.4

## TP09 Satisfaction With Complaint Handling

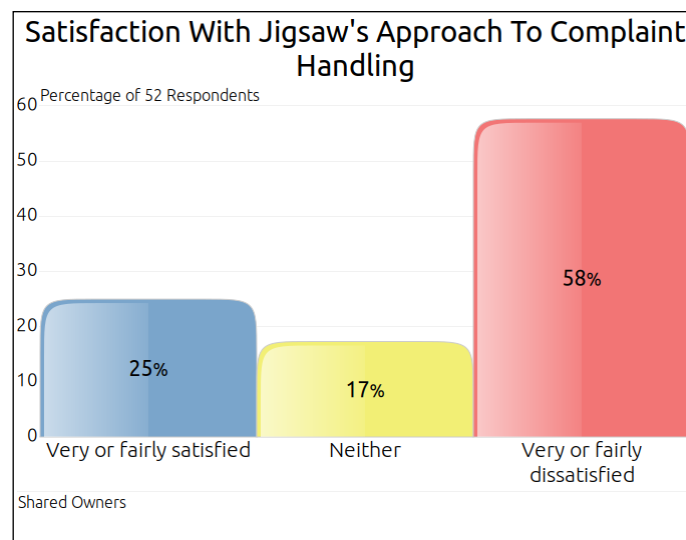
Customers who have made a complaint were asked: how satisfied or dissatisfied are you with Jigsaw Housing's approach to complaints handling?

36% of LCRA customers express satisfaction with complaints handling, with 47% dissatisfied.



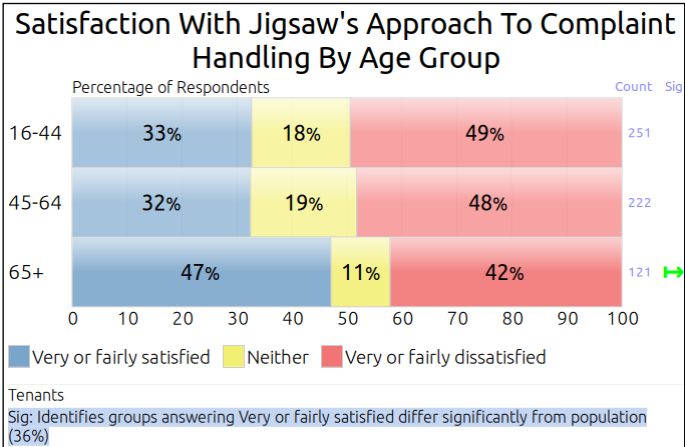
**FIGURE 0.5**

25% of LCHO customers are satisfied on this measure, with 58% saying that they are dissatisfied.



**FIGURE 0.6**

Tenants Analysis By Age



Those tenants aged 65 who have made a complaint are more likely to be satisfied with the way their complaint was handled than younger tenants, while findings are similar for those aged 16-44 and those aged 45-64.

FIGURE 0.7

Effect Of Complaints Handling On Overall Satisfaction

As this question was only asked of respondents who have made a complaint to Jigsaw within the last 12 months, too few responses have been collected from each sub-group to provide further statistically significant breakdowns.

However, the importance of effective Complaints handling can be seen by the fact that tenants who have made a Complaint in the last 12 months are significantly less likely to be satisfied with the overall service than those who haven't.

82% of tenants who have made a complaint to Jigsaw in the last 12 months but were satisfied with the way it was handled are also satisfied with the overall service from Jigsaw, with 8% dissatisfied with the overall service. 20% of tenants who are dissatisfied with the way their complaint was handled said they were satisfied with the overall service, with 63% dissatisfied.

A similar trend is apparent for shared owners, as 62% of shared owners who have made a complaints to Jigsaw in the last 12 months but were satisfied with the way it was handled also said they were satisfied with the overall service from Jigsaw, whereas 7% of shared owners who were dissatisfied with the way their complaint was handled said they were satisfied with the overall service.

# Communal Areas

For customers living in buildings with communal areas, the cleaning and maintenance of these areas can make a big difference to quality of life. The cleaner or caretaker for blocks may also be the member of staff customers see most frequently. 50% of LCRA customers, and 33% of LCHO customers, live in a building with communal areas, either inside or out, that Jigsaw Housing is responsible for maintaining.

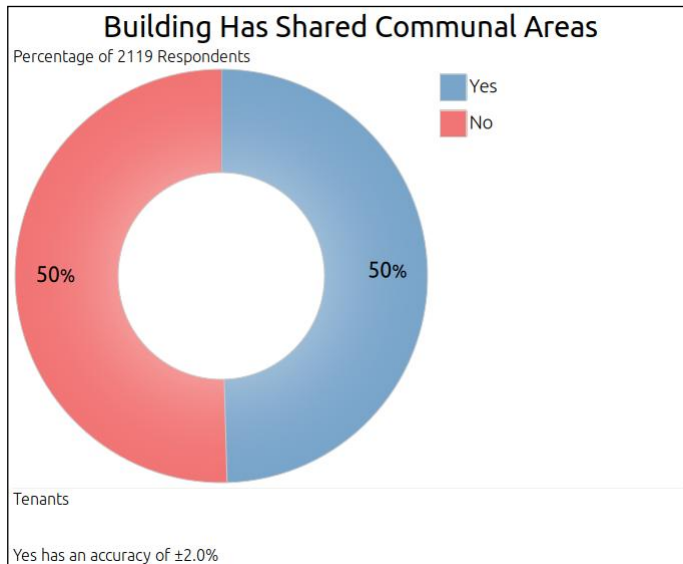


FIGURE 0.1

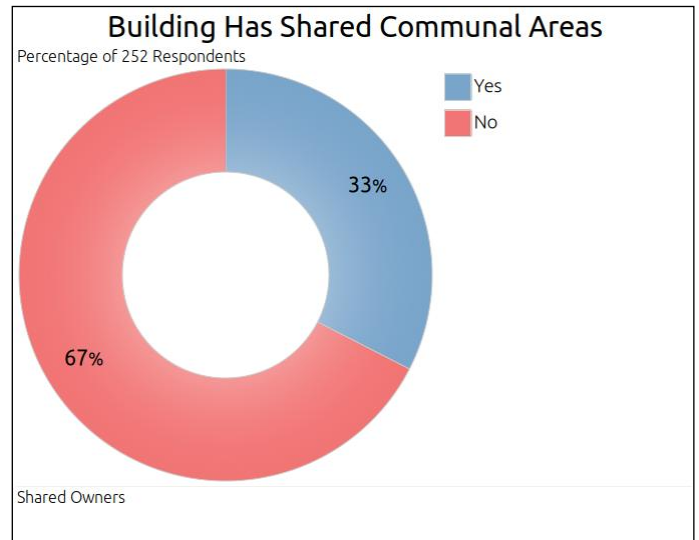


FIGURE 0.2

# TP10 Satisfaction That Communal Areas Are Kept Clean & Well Maintained

Those customers who live in a building with communal areas, inside or out, that Jigsaw Housing is responsible for maintaining were asked: *how satisfied or dissatisfied are you that Jigsaw keeps these communal areas clean and well maintained?*

66% of Jigsaw tenants are satisfied on this measure.

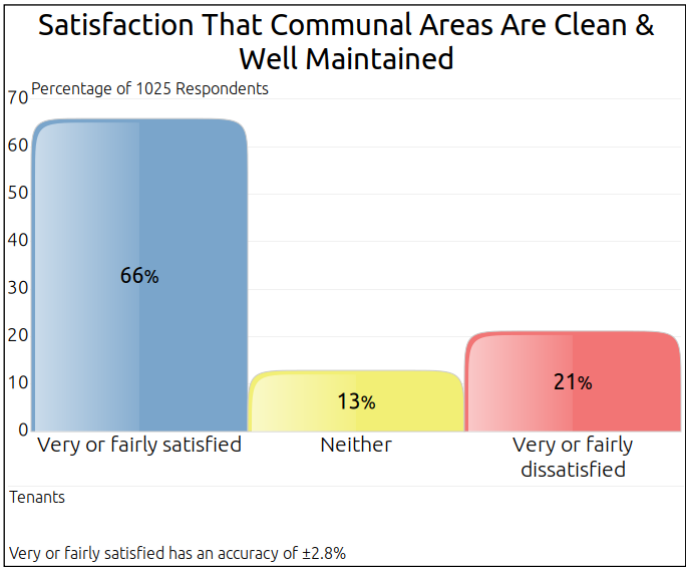


FIGURE 0.3

63% of shared owners are satisfied with the cleanliness and maintenance of communal areas.

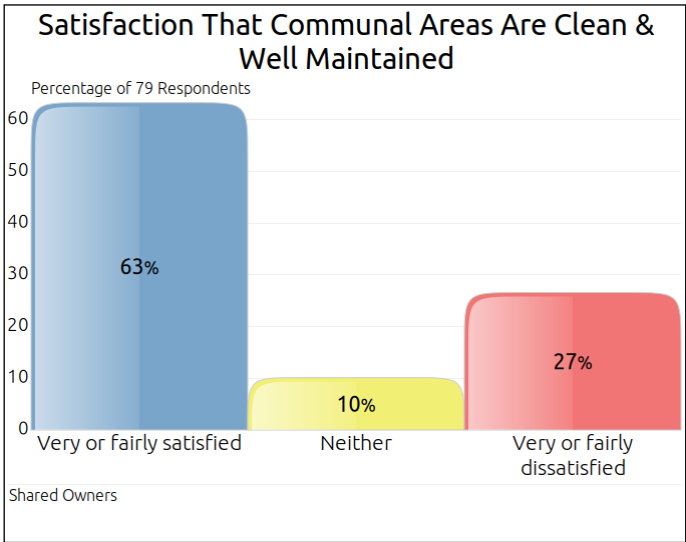


FIGURE 0.4

## Shared Owners Analysis By Methodology

Shared owners who replied by telephone were more likely to be satisfied and less likely to be dissatisfied than those who replied online. Excluding satisfaction with complaints handling, where a relatively small number of responses have been collected, this is the only question where the same is not true for tenants, for whom no statistically significant difference exists between telephone and online respondents.

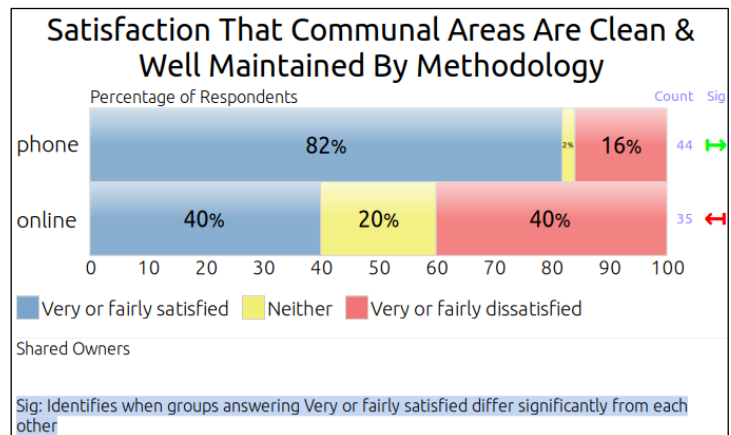


FIGURE 0.5

## Tenants Analysis By Age

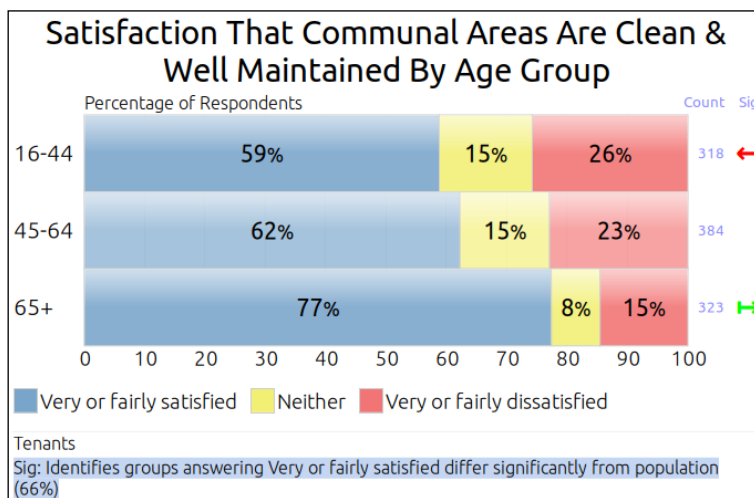


FIGURE 0.6

Tenants aged 65 and over are more likely to be satisfied than younger tenants on this measure, while tenants aged 16-44 were the least likely to be satisfied.

## Tenants Analysis By Gender Identity

Male tenants are more likely to be satisfied with the cleanliness and maintenance of communal areas than female tenants.

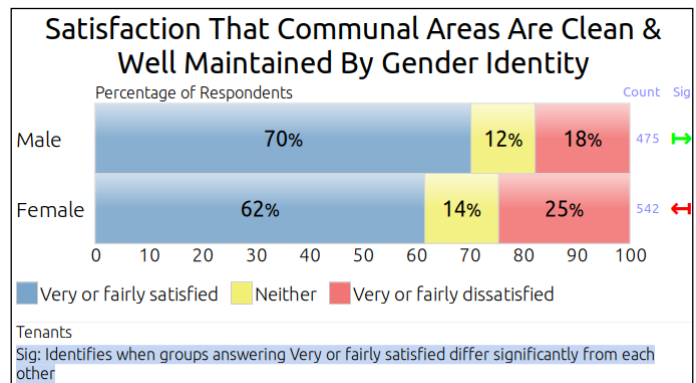
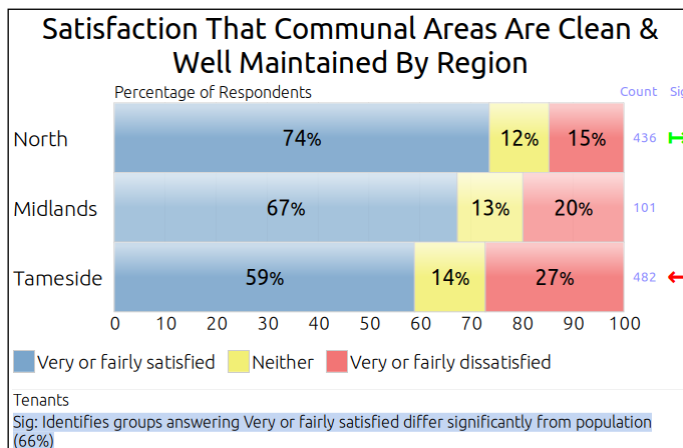


FIGURE 0.7

## Tenant Analysis By Region



Tenants living in the North region are more likely to be satisfied than tenants living elsewhere, whereas tenants living in Tameside are less likely to be satisfied and more likely to be dissatisfied than the overall population.

FIGURE 0.8

# Neighbourhoods

## TP11 Satisfaction That Jigsaw Housing Makes A Positive Contribution To The Neighbourhood

Customers are increasingly looking to their housing providers to contribute to safe and attractive neighbourhoods. Customers were asked: *how satisfied or dissatisfied are you that Jigsaw Housing makes a positive contribution to your neighbourhood?*

58% of tenants express satisfaction on this measure.

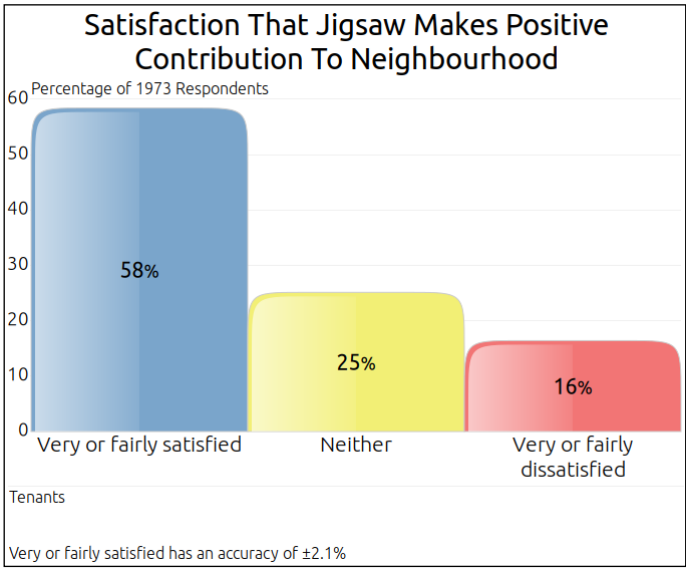


FIGURE 0.1

48% of shared owners said that they are satisfied with Jigsaw’s contribution to their neighbourhood.

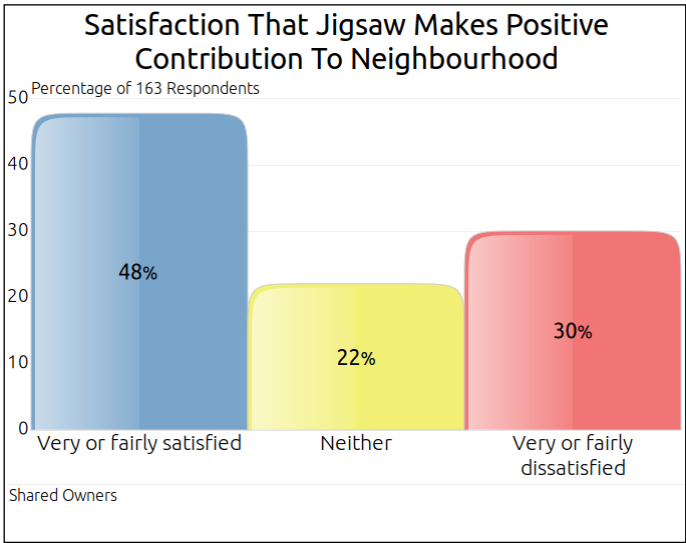


FIGURE 0.2

## Analysis By Methodology

Telephone responses are more positive than online responses for both tenants and shared owners on this measure.

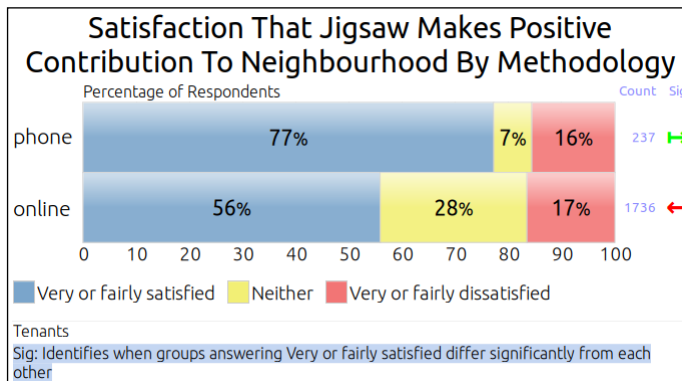


FIGURE 0.3

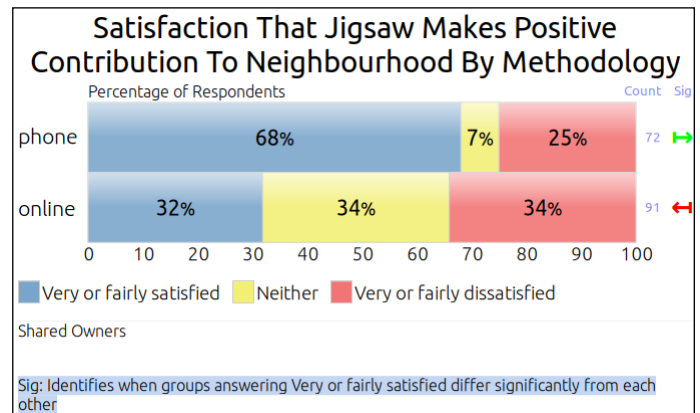


FIGURE 0.4

## Tenants Analysis By Age

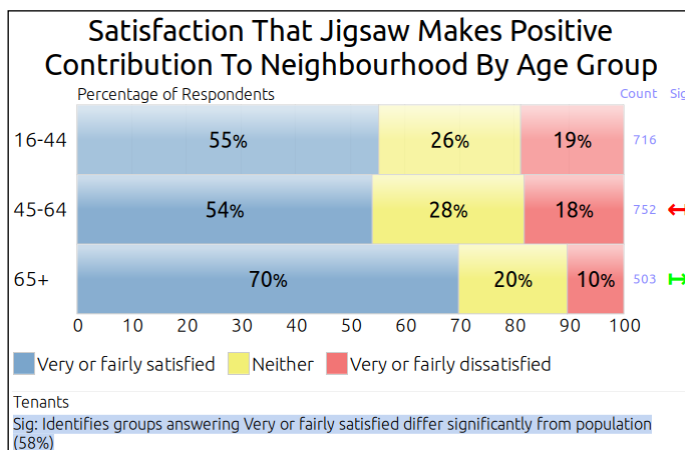


FIGURE 0.5

Against the trend of other questions, on this measure tenants aged 45-64 are the least likely to be satisfied, although tenants and 65 and over again form the most positive group.

## Tenants Analysis By Gender Identity

Male tenants are more likely to be satisfied with Jigsaw's contribution to their neighbourhood than female tenants.

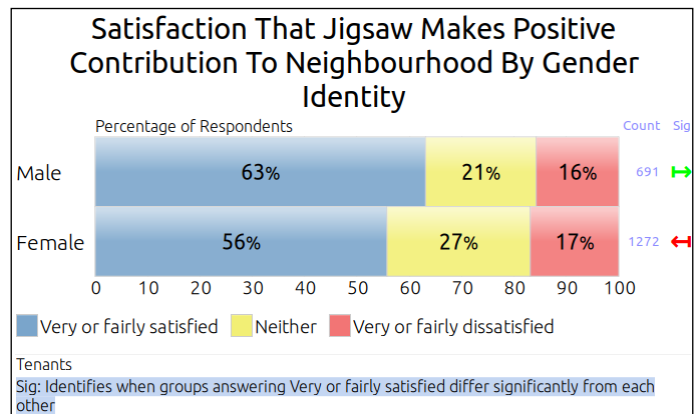


FIGURE 0.6

## Tenant Analysis By Region

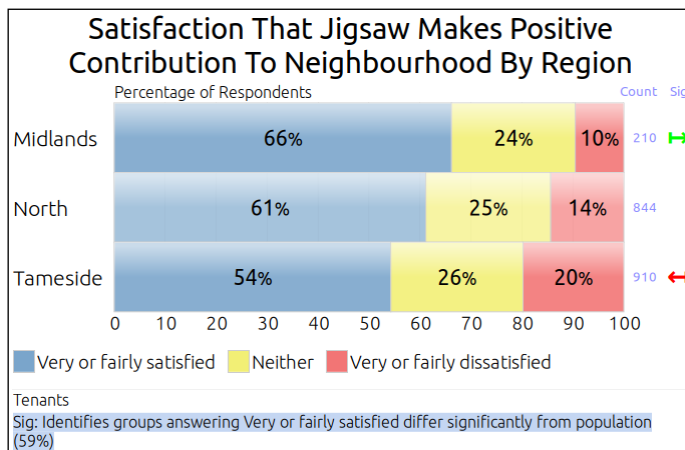
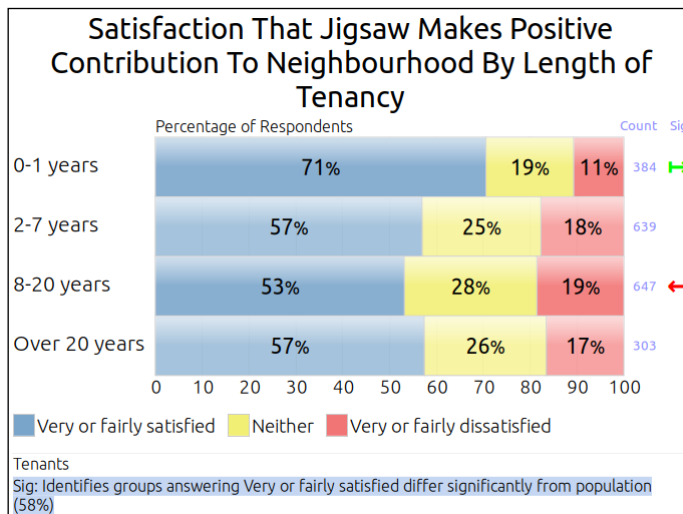


FIGURE 0.7

On this measure, tenants living in the Midlands region are the most likely to be satisfied, while tenants living in Tameside form the least positive group.

## Tenants Analysis By Length Of Tenancy



Tenants who have lived in their homes for between 8 and 20 years are less likely to be satisfied with Jigsaw's contribution to their neighbourhoods than other subgroups, while tenants in the first year on their tenancies again form the most satisfied group.

FIGURE 0.8

## Tenants Analysis By Ethnic Group

Tenants with Black and Asian ethnic backgrounds are more likely to be satisfied than other tenants on this measure.

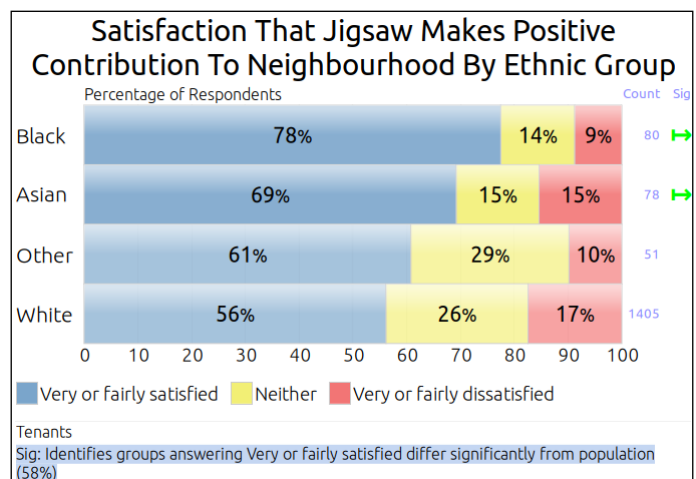


FIGURE 0.9

# TP12 Satisfaction With Jigsaw Housing’s Handling Of ASB

The final Tenant Satisfaction Measure concerns the handling of ASB cases. Unlike the complaints handling in the TSM survey, there is no control question asking whether customers have experienced anti-social behaviour or reported a case to their housing provider in the last 12 months. Therefore, all customers were asked: *how satisfied or dissatisfied are you with Jigsaw’s approach to handling anti-social behaviour?*

54% of LCRA customers expressed satisfaction on this measure.

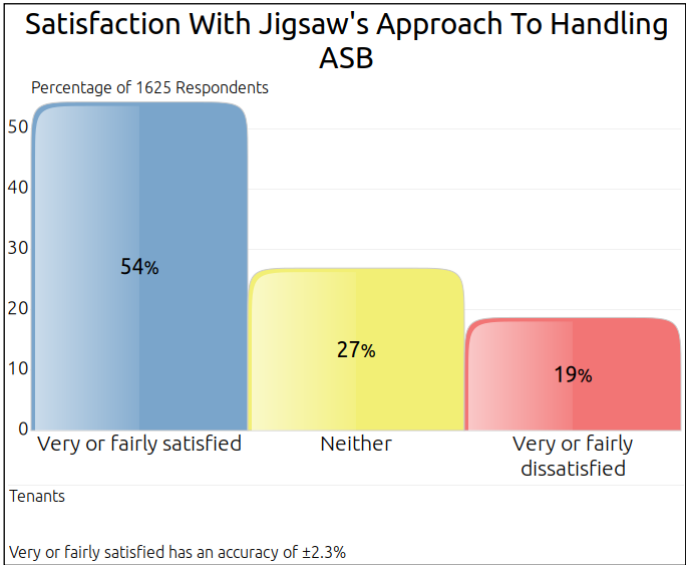


FIGURE 0.10

In line with findings throughout the survey, shared owners were less positive than tenants, with 41% satisfied and 24% dissatisfied.

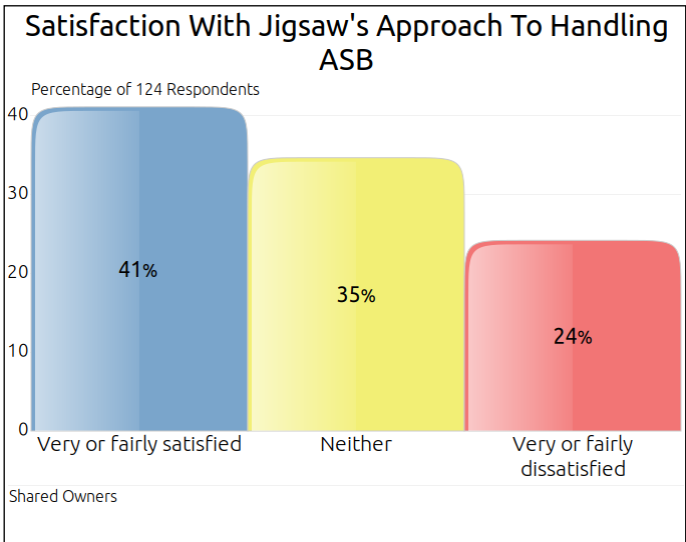


FIGURE 0.11

## Analysis By Methodology

Telephone responses are more positive for both tenants and shared owners for Jigsaw's approach to handling anti-social behaviour.

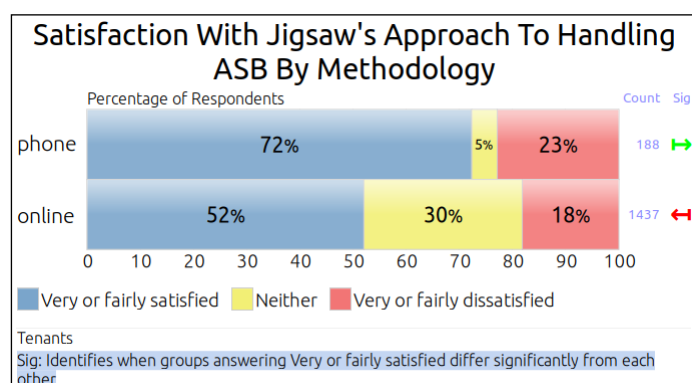


FIGURE 0.12

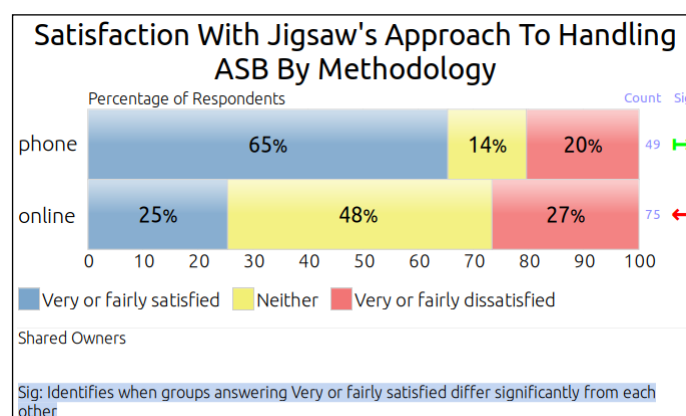


FIGURE 0.13

## Tenants Analysis By Age

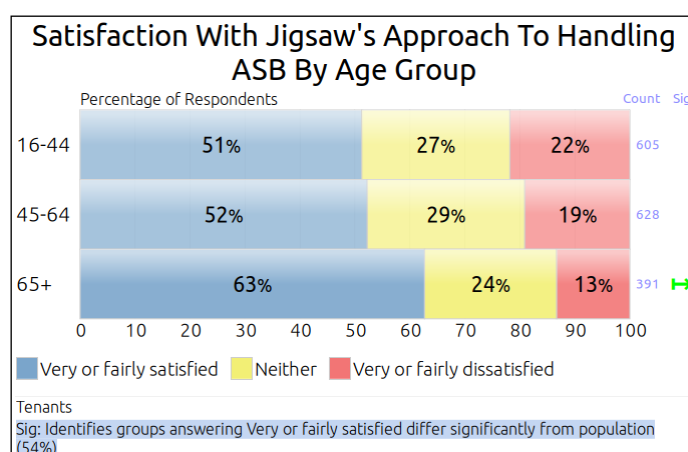


FIGURE 0.14

Tenants aged 65 and over are more likely to be satisfied with Jigsaw's approach to handling anti-social behaviour than younger groups, while findings are similar for those aged 16-44 and those aged 45-64.

## Tenants Analysis By Gender Identity

Female tenants are less satisfied with Jigsaw's approach to handling anti-social behaviour than male tenants.

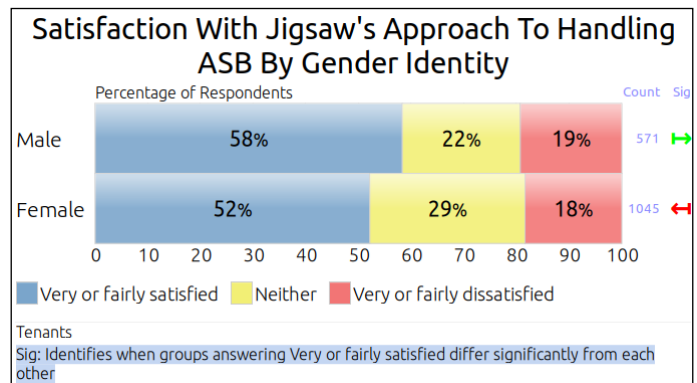


FIGURE 0.15

## Tenants Analysis By Length Of Tenancy

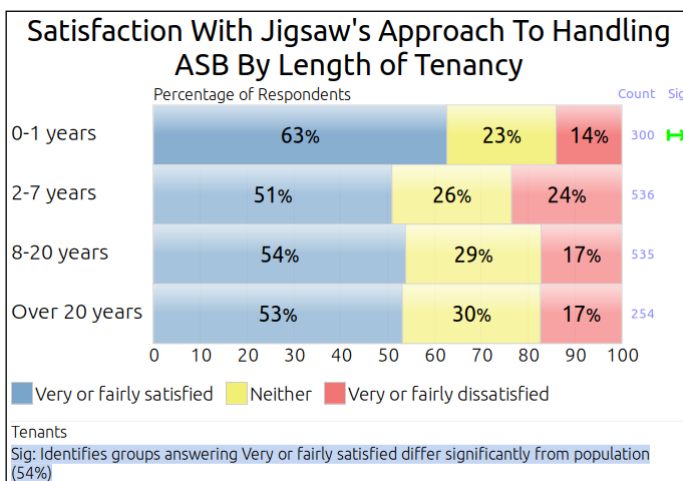


FIGURE 0.16

Tenants in the first year of their tenancies were more satisfied on this measure than tenants who have been in their homes for longer than one year.

## Tenants Analysis By Ethnicity

Tenants with a black ethnic background are more likely to be satisfied with Jigsaw's approach to handling anti-social behaviour than other groups.

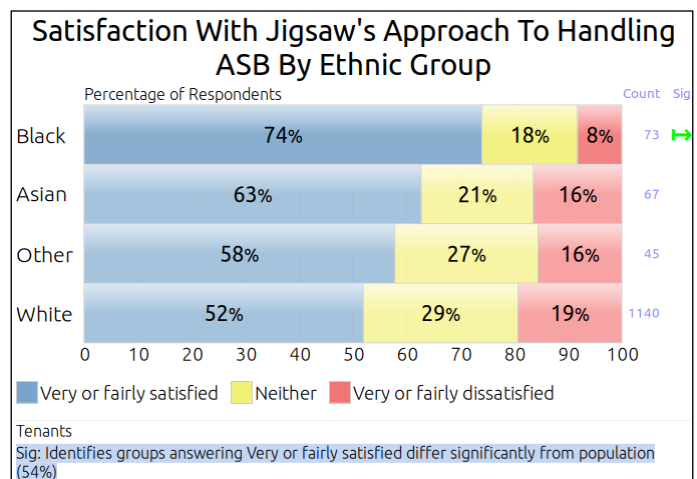


FIGURE 0.17

# Methodology

## Summary Of Approach

This section of the report provides a summary of the survey approach used to generate the tenant perception measures to be published by Jigsaw Housing. This is laid out using the headings specified in the Regulator's 'Annex 5: Tenant Satisfaction Measures, Tenant Survey Requirements' document.

### A) Summary Of Achieved Sample Size

In September 2024, Jigsaw provided a standard extract of their live database which comprised 33,020 LCRA Households and 1,369 LCHO households.

To meet the requirements for the Tenants portion of the survey, Jigsaw had to collect a minimum of 2,285 responses this year to provide data with an overall accuracy of  $\pm 2\%$  at 95% confidence interval for the Tenants survey.

2,609 LCRA interviews have been completed, achieving an accuracy of  $\pm 1.86\%$  for the LCRA tenants at the 95% confidence interval.

To meet the regulators requirements for the Shared Owners portion of the survey, the organisation needed to gather a minimum of 303 responses each year, reaching an accuracy of  $\pm 5\%$  at the 95% confidence level. 306 interviews were completed in total, giving an accuracy of  $\pm 4.98\%$  for LCHO households.

### B) Timing Of The Survey

Surveys were carried out between December 2024 and February 2025.

### C) Data Collection Methods

To ensure fair comparisons to Jigsaw's 2023-24 findings 84% online, 16% telephone split was used for data collection.

For the digital portion of the survey, stratified samples were drawn and digital invitations were sent to households including an invitation email and SMS prompts. After 3 days, non-respondents were then sent a first and second reminder.

For the telephone portion of the survey, Kwest's interviewers worked in shifts to provide maximum coverage. Telephone calls were made at different times of the day, including morning, afternoon and evening attempts and weekend calls were available. Interviewers made up to 5 attempts to secure a survey response with each sampled LCRA and LCHO household.

### D) Sampling Methods

A stratified sampling method was used, taking into account age group, property group, length of tenancy and company name.

## **E) Assessment Of Representativeness Of Respondents**

The statistical accuracy achieved in the survey ensures excellent representativeness of response. Kwest's in-house software team has developed bespoke resources that allow representativeness to be monitored and achieved. Representativeness is checked and monitored against a range of criteria. For example; Kwest's sophisticated Telephone Management systems are designed so that quotas for multiple, individual groups of interest can be automatically set, managed and monitored simultaneously to deliver required accuracy levels and excellent representativeness. As one quota is completed, contact details are withdrawn from that group and other live groups continue to be prioritised.

Kwest's TSM Representativeness Assessment ensures that the stringent requirements of the Regulator are adhered to in TSM surveys. Our dashboards work in conjunction with the Telephone Management System and provide an adaptive, flexible tool for monitoring and adjusting interviewing approach throughout the survey, to ensure that the achieved sample perfectly matches the base population. Output on Kwest's online reports allows Jigsaw to view progress versus targets at any time.

To demonstrate representativeness of response, Kwest used a number of population sub-groups. These include age, Region, ethnic background, languages spoken, number of bedrooms and property type. These categories were chosen to provide good coverage by geographical location, demographic profile, characteristics and type of housing. Due to the adaptive and flexible nature of our systems and the ability to continually adjust interviewing throughout data collection, representativeness is already an excellent match across all groups assessed, and will continue align with the baseline population over the coming data collection windows. Details of this are provided below;

Representativeness By Age Group

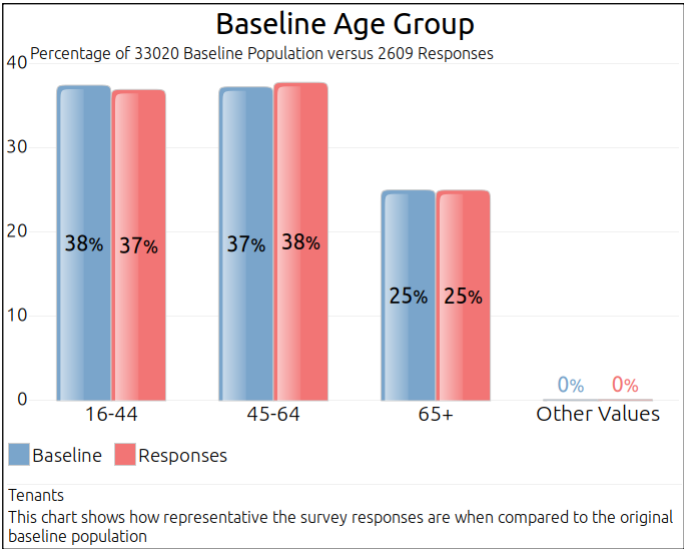


FIGURE 0.1 TENANTS

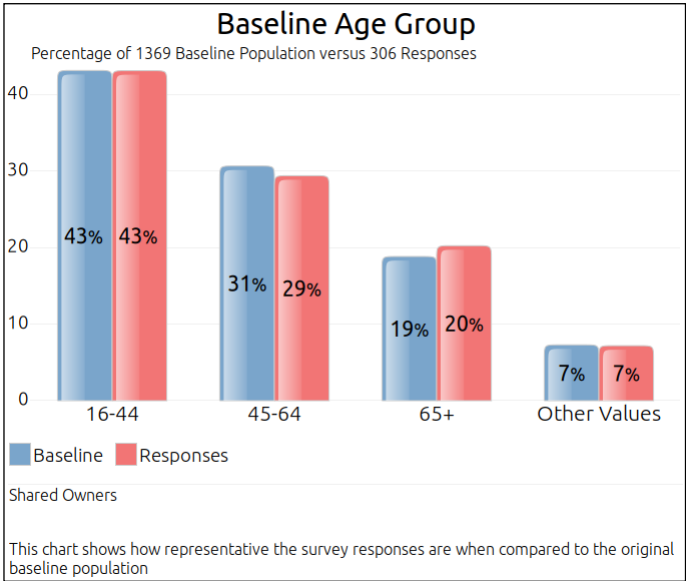


FIGURE 0.2 SHARED OWNERS

Representativeness By Property Group

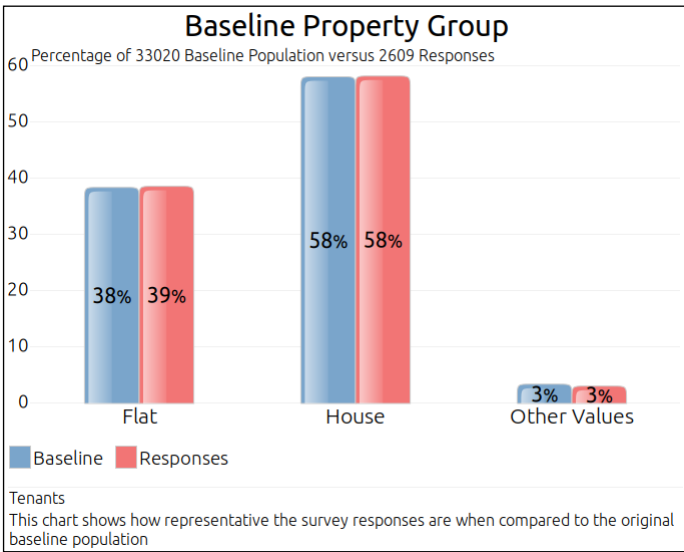


FIGURE 0.3 TENANTS

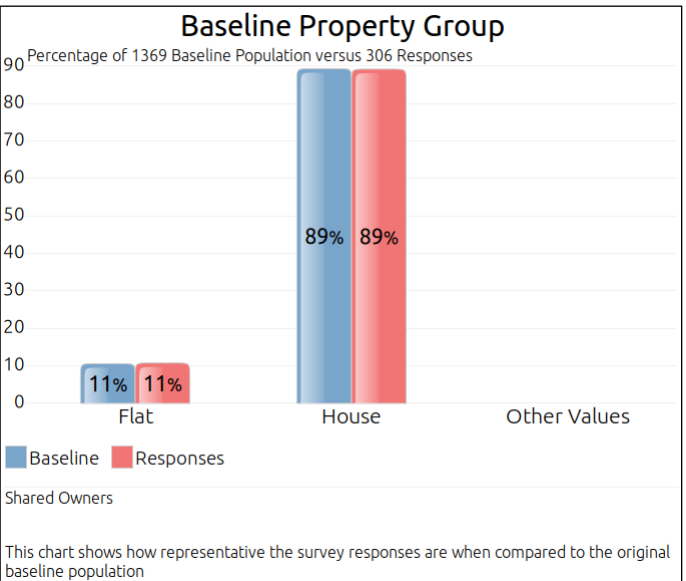


FIGURE 0.4 SHARED OWNERS

F) Details Of Applied Weighting

Not applicable. Due to the tools used to monitor response throughout data collection and the Kwest TSM Representativeness Assessment, excellent representativeness was achieved across multiple groups and therefore no weighting of data was required.

**G) External Contractors Used**

Kwest Research Limited is one of the longest standing research organisations that works exclusively for social housing providers. Kwest undertook the Tenant Satisfaction Measures survey on behalf of Jigsaw as part of a contract to provide TSM research services. Kwest is responsible for all elements of the research.

**H) Households Excluded From The Sampling Frame Under Exceptional Circumstances**

850 LCRA and 111 LCHO households were excluded from the sampling frame because Jigsaw did not hold valid contact details for them. This has no material impact on the results, which are still considered to be representative of all households.

**I) Reasons For Failure To Meet Required Sample Size Requirements**

Not applicable – A sufficient number of responses were gathered to meet the requirements.

**J) Incentives Used In The Survey To Encourage Response**

No incentives were used in the survey.

**K) Methodological Issues That Have A Material Impact On Satisfaction**

There do not appear to be any methodological issues that have a material impact on the tenant perception measures reported. However, when undertaking the TSMs, it should be noted that those responding online tend to return far more critical opinions than other methods.

## Questionnaire Design

The questionnaire was designed to include all the Regulator's TSM questions, as required. In addition, two additional open-ended questions allowed customers to elaborate on their views.

## Analysis

To provide a detailed understanding of results, the findings have been analysed in a number of ways. Please note that where the number of respondents in a sub-group is small, data accuracy will be limited. Such results are provided for interest and reference only.

Analysis by Age Group

Analysis by Ethnic Group

Analysis by Gender Identity

Analysis by Length of Tenancy

Analysis by Methodology

Analysis by Property Group

Overview of Findings

TSM Representativeness Assessment

Please note all figures in the graphs are rounded which means that in some cases the figures in the graphs may not always sum to 100%. Furthermore, the combined satisfaction figures quoted in the text and shown on the graphs may not equal the sum of the rounded figures for very and fairly satisfied. All analysis and reports have been provided as a series of graphical reports and via Kwest's interactive online survey tool, the Online Analyst.





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