

# **Nehemiah Housing**

## **Tenant Satisfaction Measures**

### **Key Findings 2024/2025**

# The methodology used to collect the Tenant Satisfaction Measures

M·E·L Research were commissioned to carry out a **tenant satisfaction survey** to gather feedback from tenants. The aim was to gain a better understanding of the levels of satisfaction tenants have with their homes and the associated services provided.

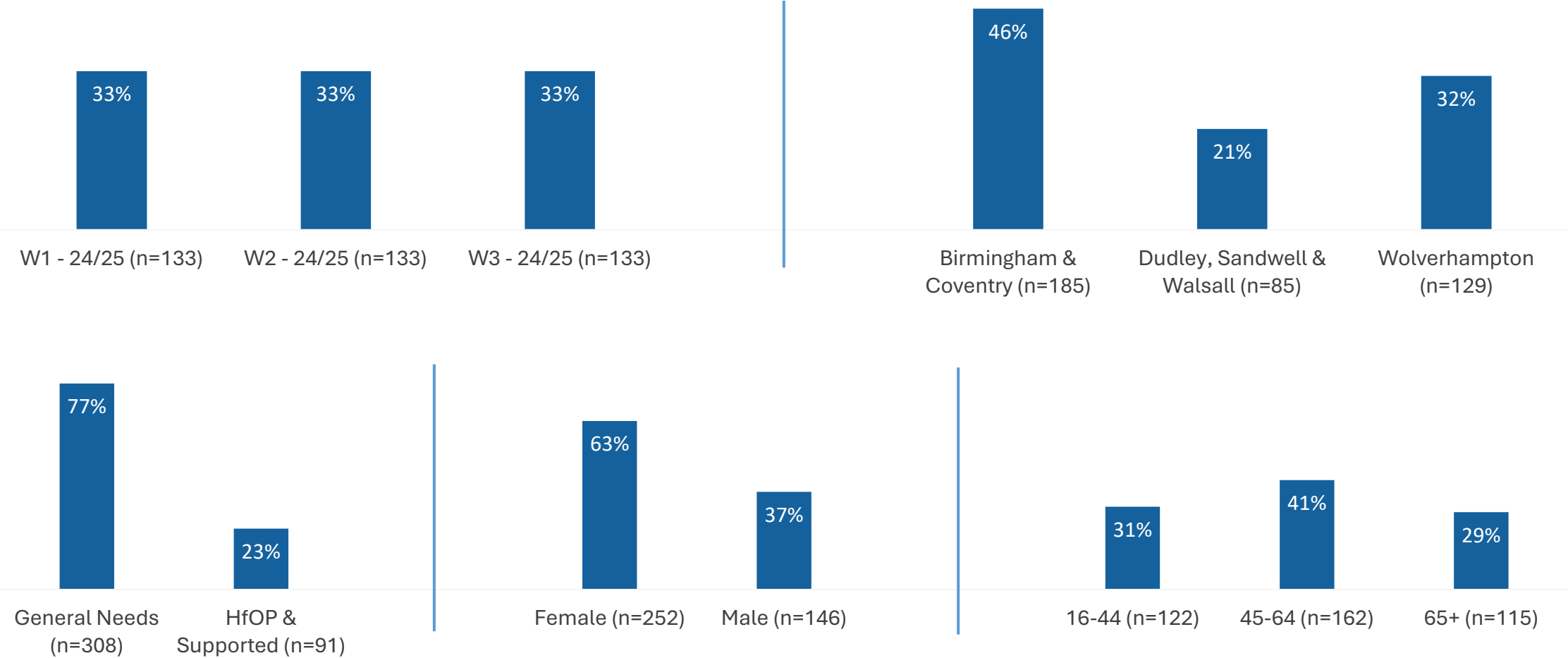
This was the fifth year of M·E·L undertaking a **tracker survey** for Nehemiah. The survey had been following the **Tenant Satisfaction Measures (TSM)** guidance which was introduced in November 2022 by the Regulator of Social Housing.

The fieldwork was split over three periods: **July 2024, November 2024 and February 2025**. All surveys were conducted by telephone. Overall, 399 tenants gave their feedback – which means we heard from 30% of tenants (a margin of error of  $\pm 4.11\%$ , in line with the Regulator's guidance).

Whilst up-to-date results have been provided in an online dashboard throughout the year, this report provides further insight into the year-end results.

# Sample profile

The profile of the survey sample is shown below.



Unweighted sample base: 399

# A guide to this report

- The results are presented in line with the requirements of the Housing Regulator. Therefore, where a respondent has selected 'not applicable' or left a question blank, these responses have been excluded from analysis for that question. The base size therefore shows the unweighted total number of respondents included in the analysis for each question. This approach has been applied where specified by the regulator.
- Where available, data will be compared to historic results. When comparing results, it is worth bearing the margin of error for the year and the previous years.
- Individual percentages may not always add up to a 100% or the net satisfaction scores as a result of rounding.
- To contextualise these results comparisons are made to the 2023/24 Tenant Satisfaction Measures published by the Housing Regulator in November 2024. This dataset provides a lower quartile, a median and upper quartile for each of the 12 TSMs.
- Throughout this report, subgroup analysis has been used to identify statistically significant differences between groups of tenants (e.g. by age, local authority, tenure, or other characteristics). Where relevant, charts have been provided that with coloured data labels to highlight significant variation:
  - Red data labels indicate that the figure is significantly lower than the comparator group.
  - Green data labels indicate that the figure is significantly higher than the comparator group.

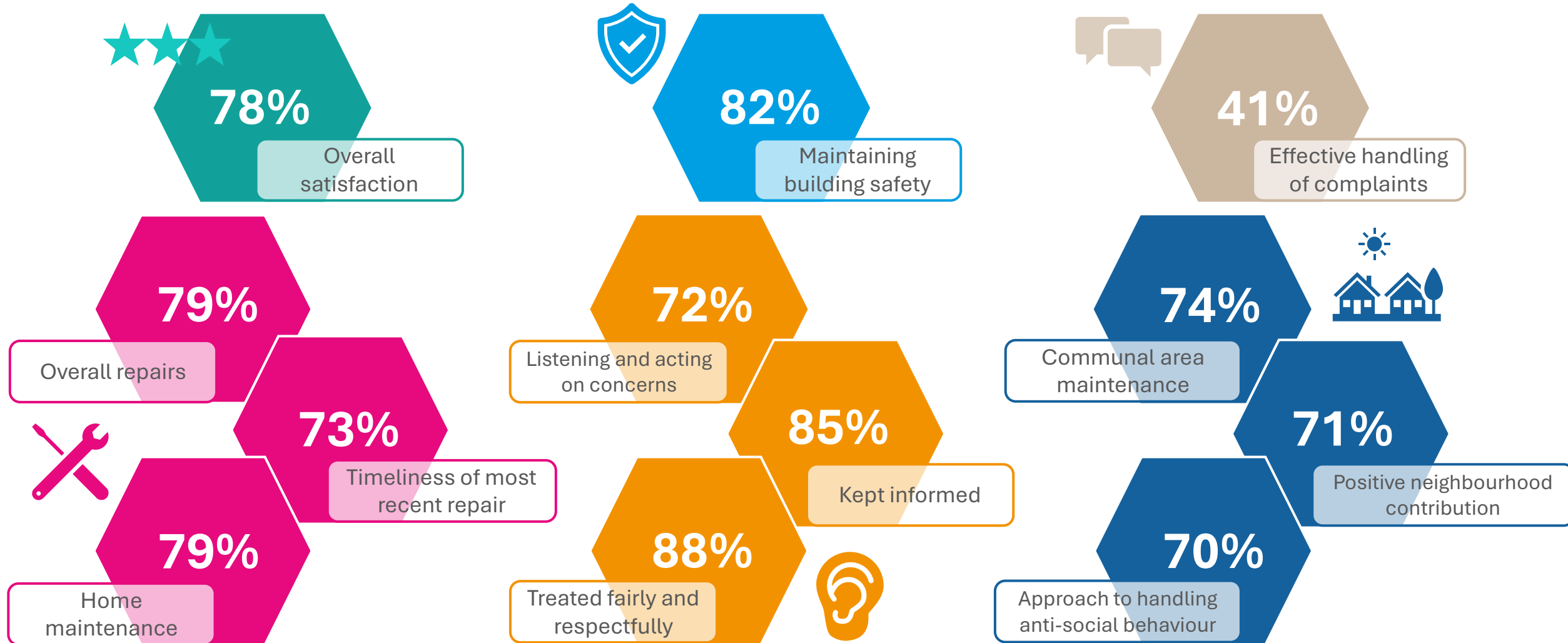


# Tenant Satisfaction Measures



# Nehemiah Housing Tenant Satisfaction Measures 2024/25

## % who are satisfied/positive

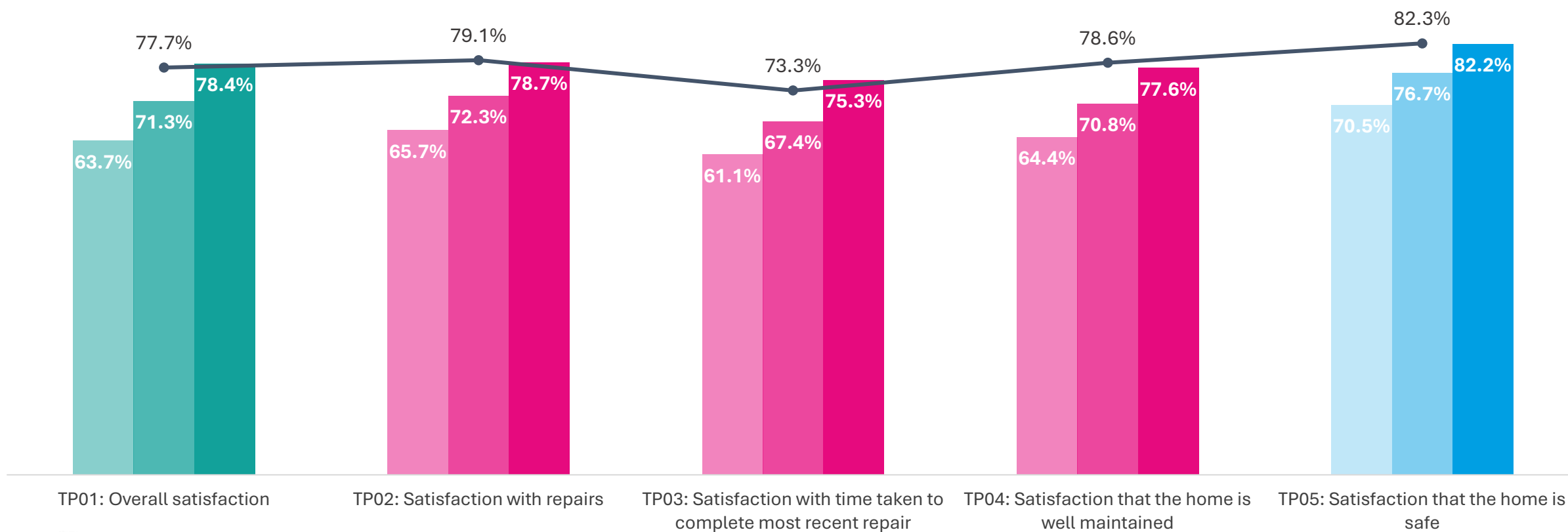




# Comparison to national benchmarks - LCRA (1)

Chart bars running light to dark shading show, lower quartile, median and upper quartile positions

Line is your own performance vs these scores



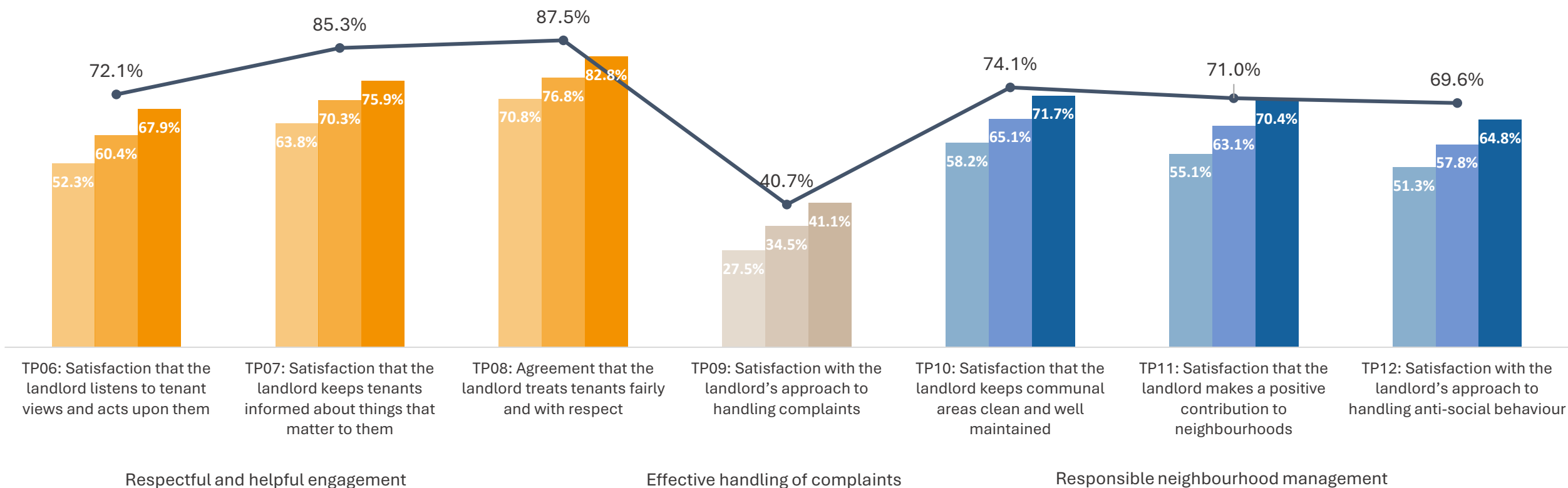
Keeping properties in good repair



# Comparison to national benchmarks - LCRA (2)

Chart bars running light to dark shading show, lower quartile, median and upper quartile positions

Line is your own performance vs these scores



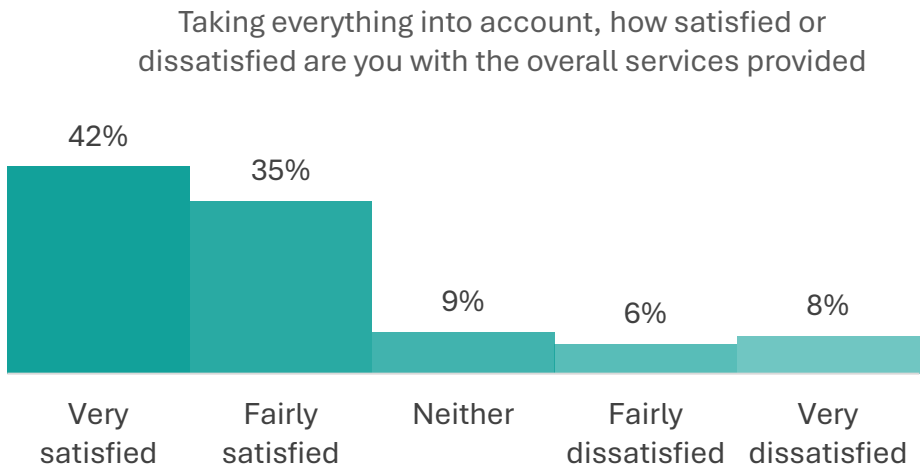


# Overall Satisfaction

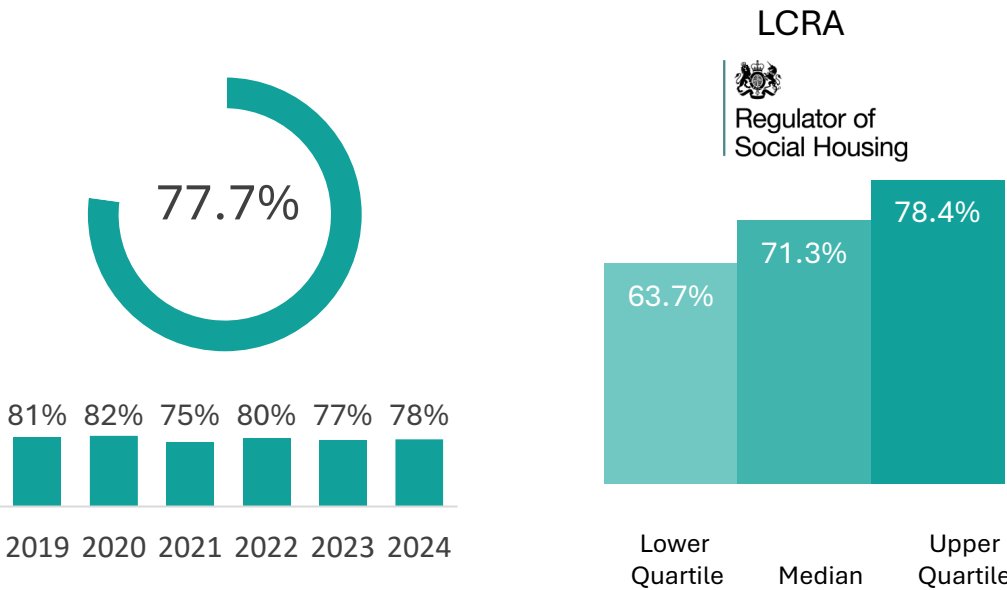
# TP01: Overall Satisfaction

The majority of tenants (78%) are satisfied with the overall service provided by Nehemiah Housing and satisfaction has remained stable since 2019, which suggests a consistent and resilient performance.

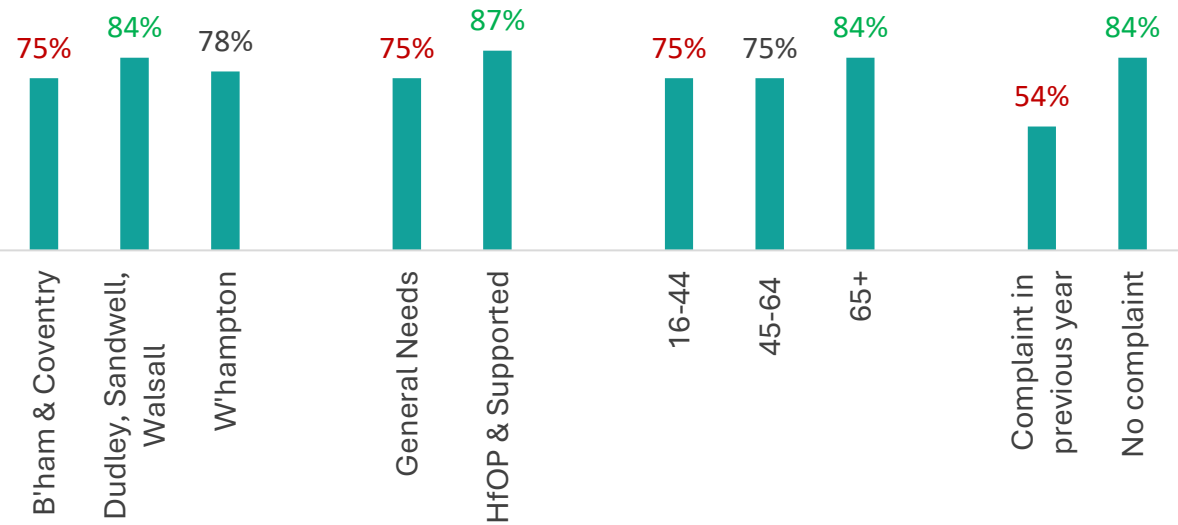
Nehemiah’s score is approaching the Regulator of Social Housing’s upper quartile of 78.4%, indicating performance above the sector average.



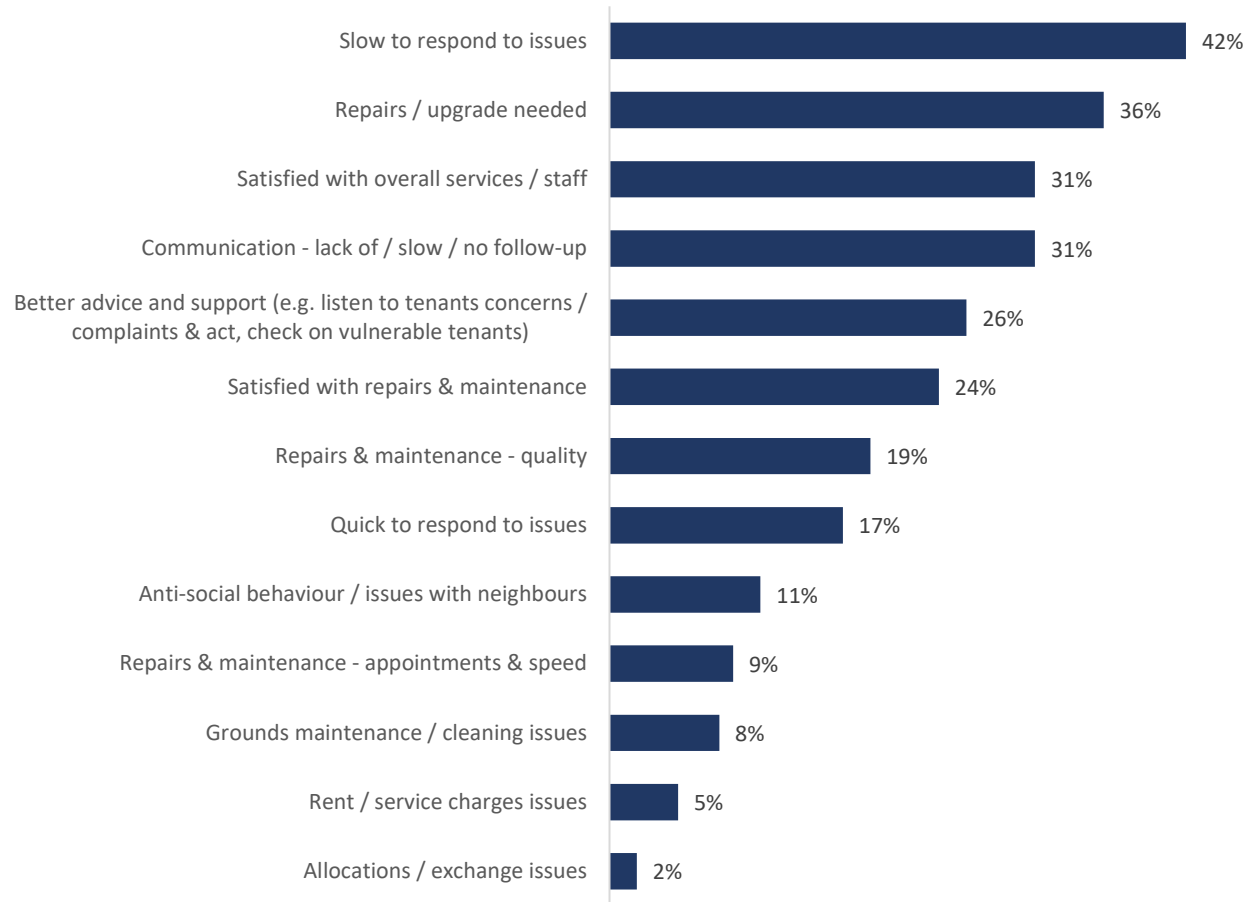
Unweighted sample base: 399



## Sub-group analysis



# Comments about the overall service provided



To understand reasons for satisfaction and dissatisfaction with the overall service, all tenants were asked why they were satisfied or dissatisfied.

Positively, the majority of comments were from those **generally satisfied** with the overall service or staff.

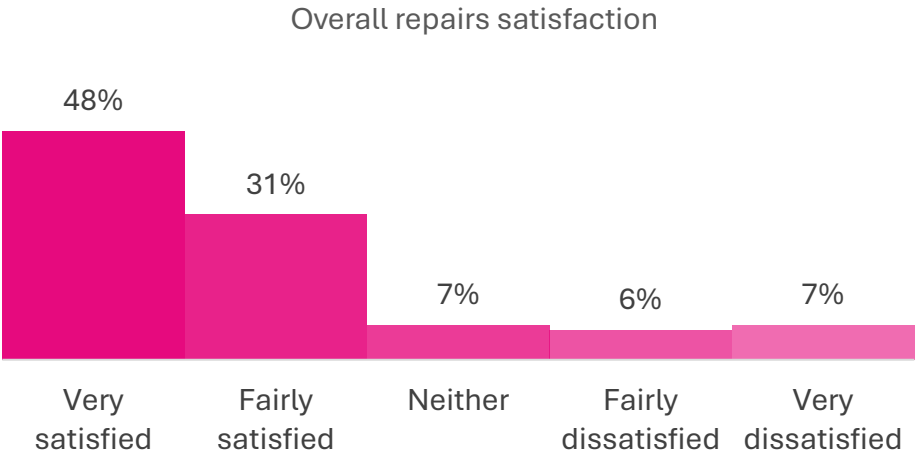
Some of the top reasons for being dissatisfied, or only fairly satisfied, included **slow to respond to issues, Repairs and upgrade needed, lack of communication.**

# Keeping properties in good repair

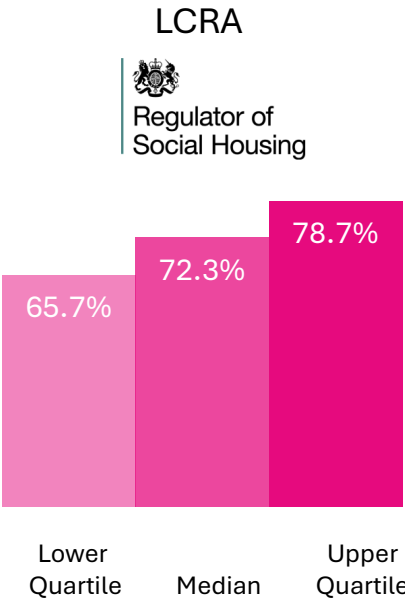
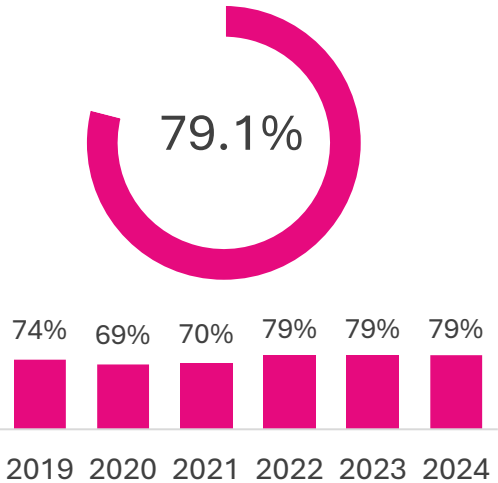
# TP02: Satisfaction with repairs

Satisfaction with repairs increased from 70% in 2021 to 79% in 2022 and has remained consistently high since then. This stability may suggest that efforts to improve the repairs service have been sustained and well received by tenants.

Nehemiah’s performance exceeds the national benchmark upper quartile of 78.7%, showing the repairs service as a comparative strength. However, the data also indicates that over one in ten are dissatisfied, suggesting there is room to further improve satisfaction and raise consistency of experience across the board.



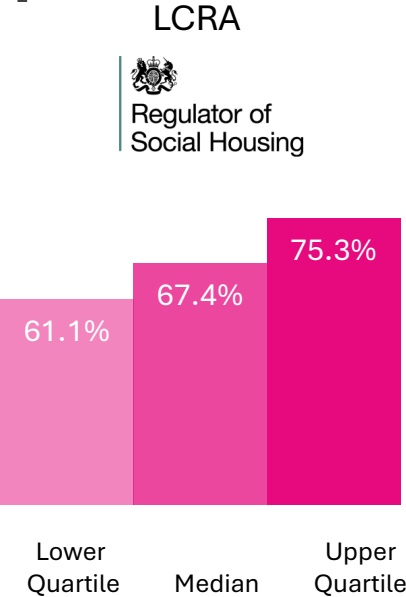
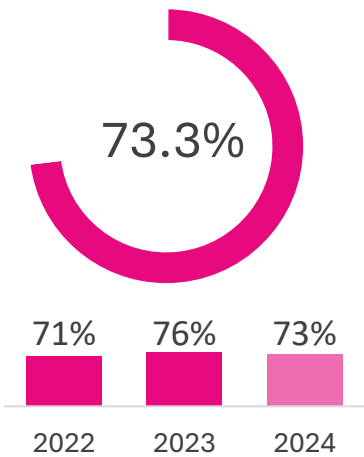
Unweighted sample base: 273



# TP03: Satisfaction with the time taken to complete last repair

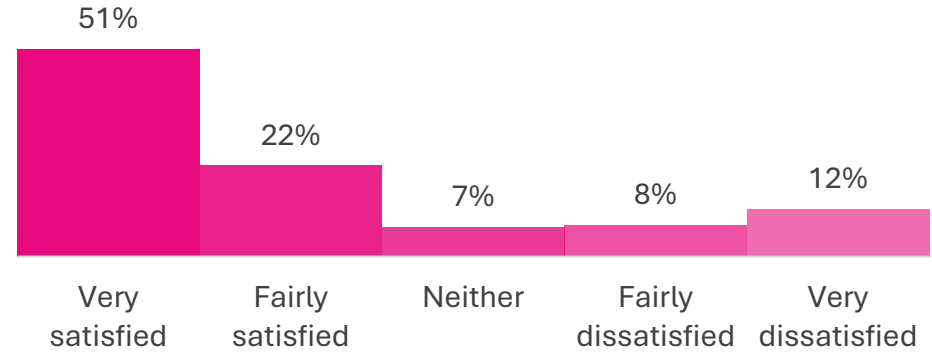
73% of tenants are satisfied with the time it takes to complete repairs which is a slight fall from 76% in 2023, however the level is above the Regulator of Social Housing’s median benchmark of 67.4%

This suggests that while Nehemiah is still outperforming the sector average, the drop indicates a possible area for attention to maintain momentum.

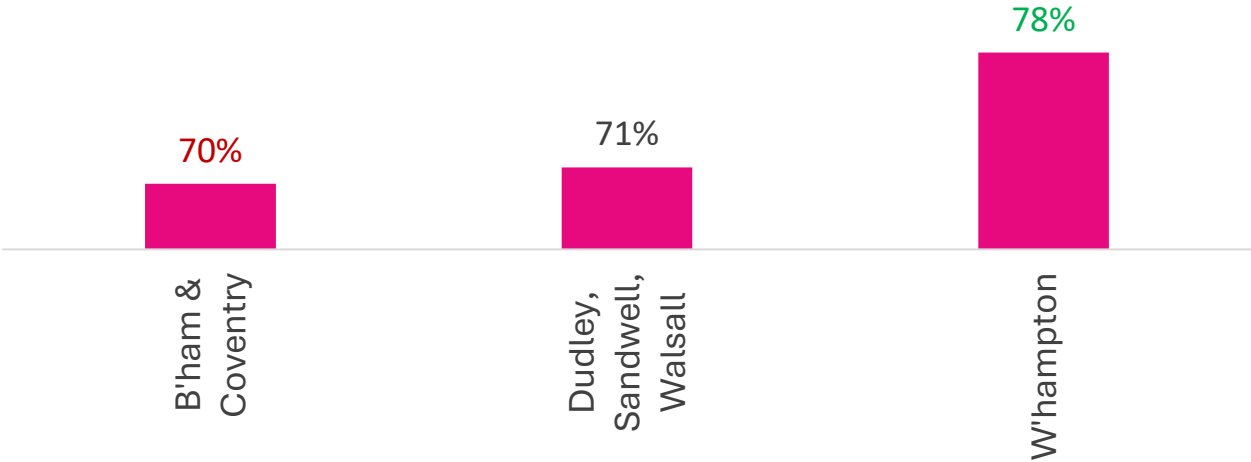


Satisfaction with time taken to complete the most recent repair after reporting it

## Sub-group analysis



Unweighted sample base: 273

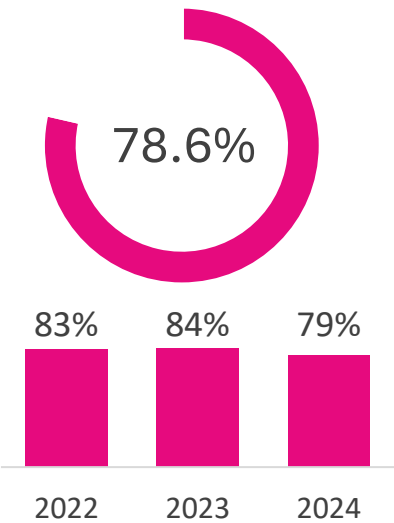


# TP04: Satisfaction that the home is well maintained

While satisfaction remains high at 79%, there has been a slight decline from 84% in 2023, suggesting a potential softening in tenant perceptions of property upkeep. This will be important to monitor to ensure standards remain consistently high.

Nehemiah's 2024 result of 78.6% NET satisfaction places the organisation in the upper quartile of performers on this metric.

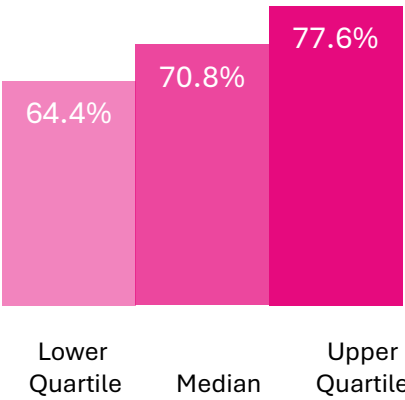
As the strongest driver of overall satisfaction, the maintenance of tenants' homes is an area where ongoing consistency is essential (see results of Key Driver Analysis on slide 27).



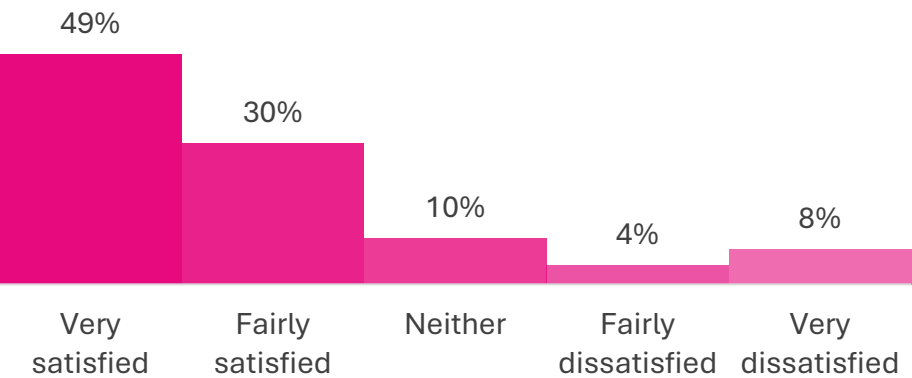
LCRA



Regulator of Social Housing

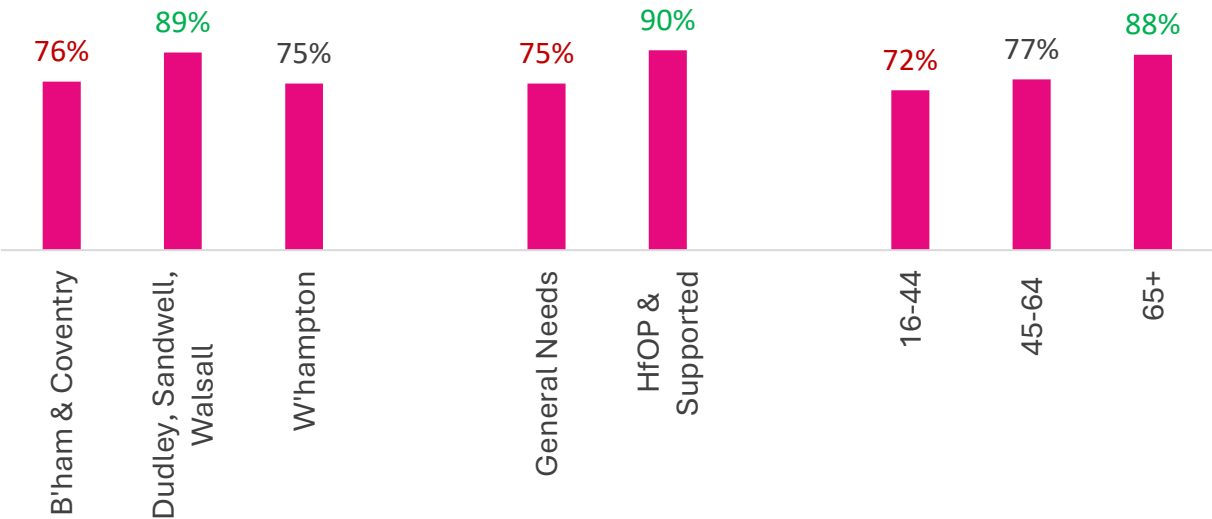


Satisfaction with the home being well maintained

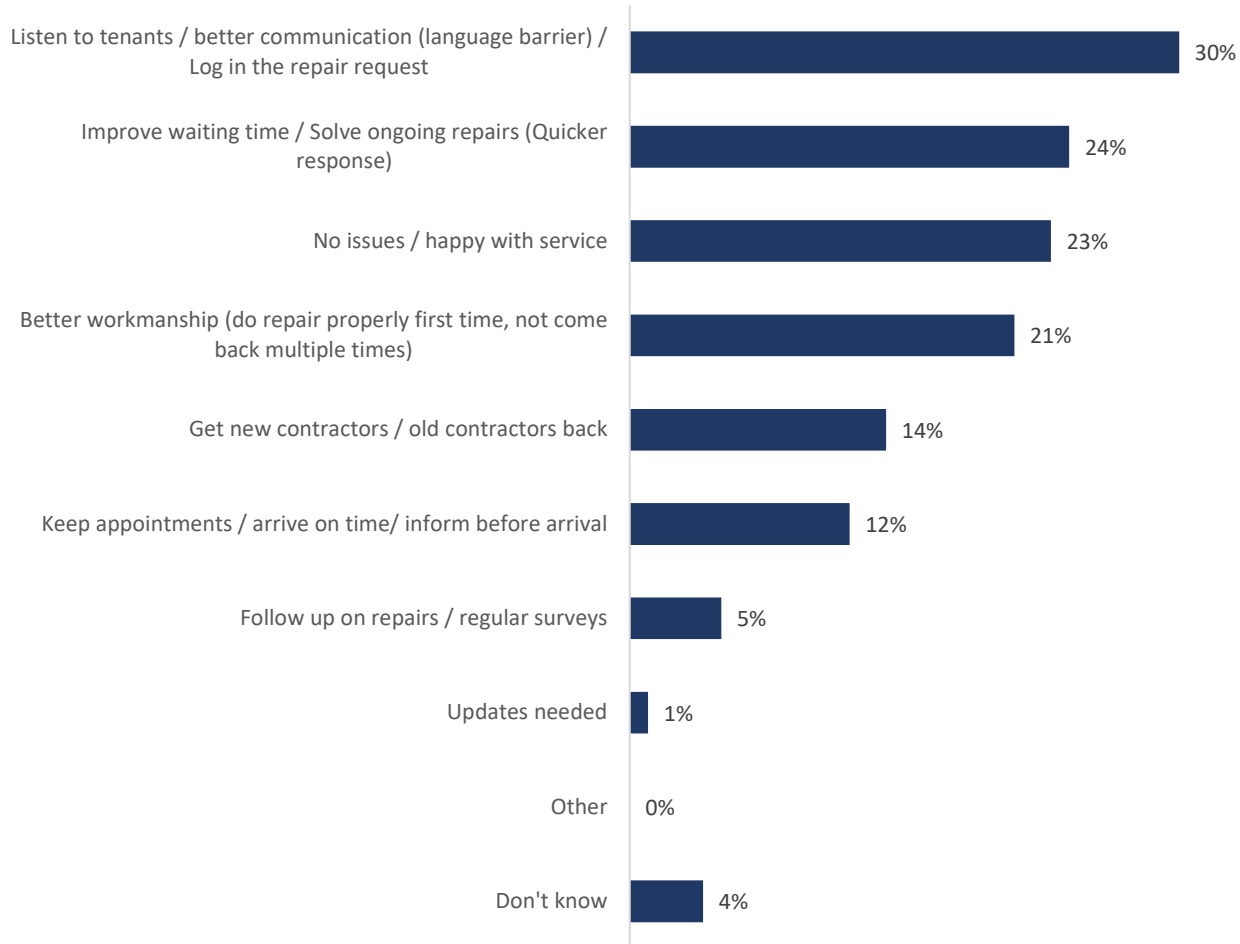


Unweighted sample base: 398

## Sub-group analysis



# How can the repairs service be improved?



Following the repairs satisfaction question, tenants were asked what they felt Nehemiah could do to improve its repair service.

The most common suggestion was to **listen to tenants / better communication / log in the repair request** and **improve waiting times and/or solve ongoing repairs**. The comments echo the feedback on the overall service.

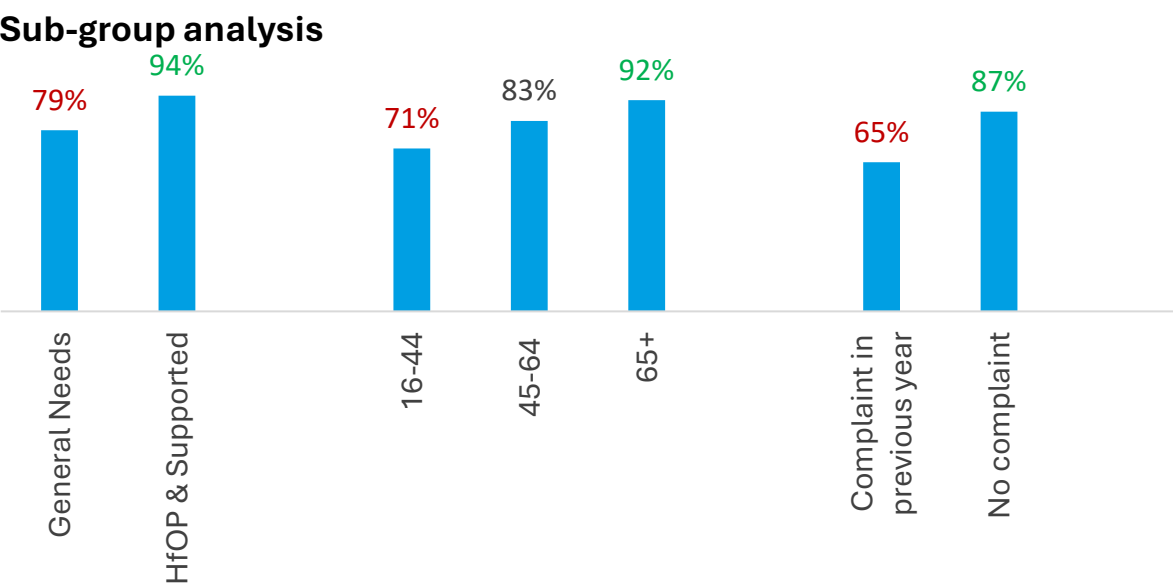
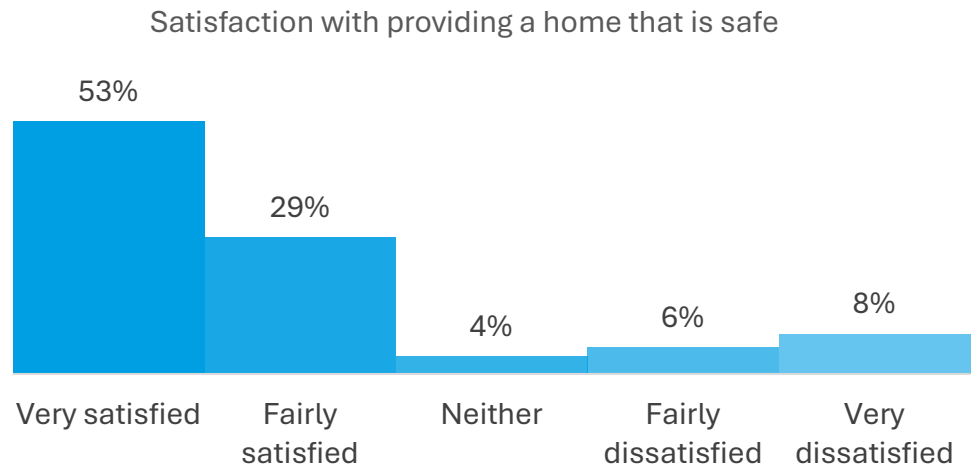
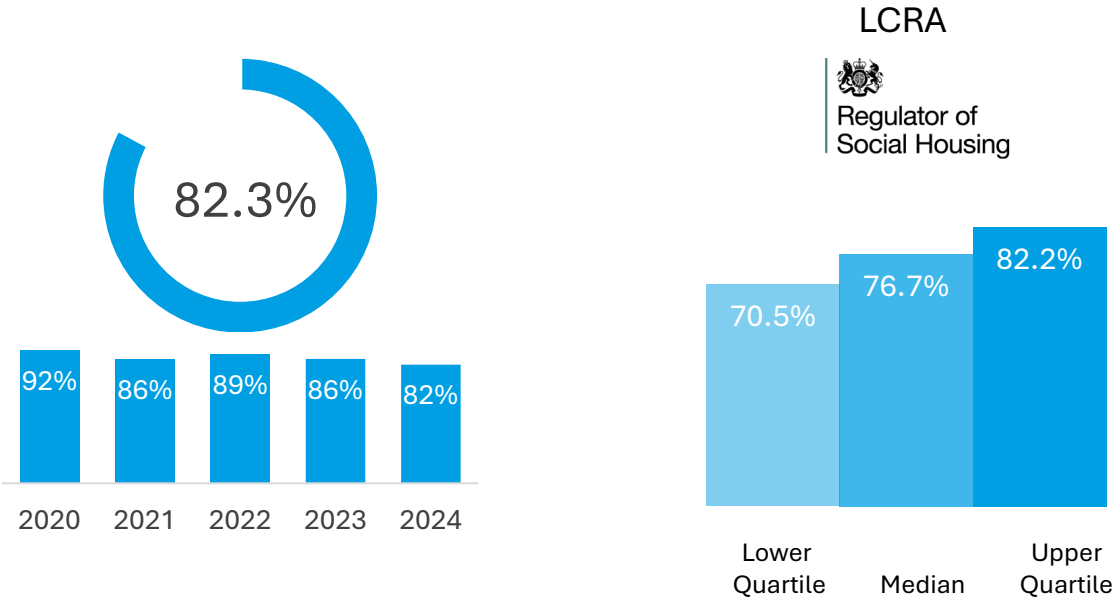


# Maintaining building safety

# TP05: Satisfaction that the home provided is safe

Nehemiah’s 2024 performance of 82.3% NET satisfaction is at the upper quartile threshold, indicating that the organisation continues to outperform the sector average in this area.

However, while satisfaction remains high there has been a gradual downward trend from a peak of 92% in 2020. Tenant perceptions of safety may benefit from targeted action in specific areas.



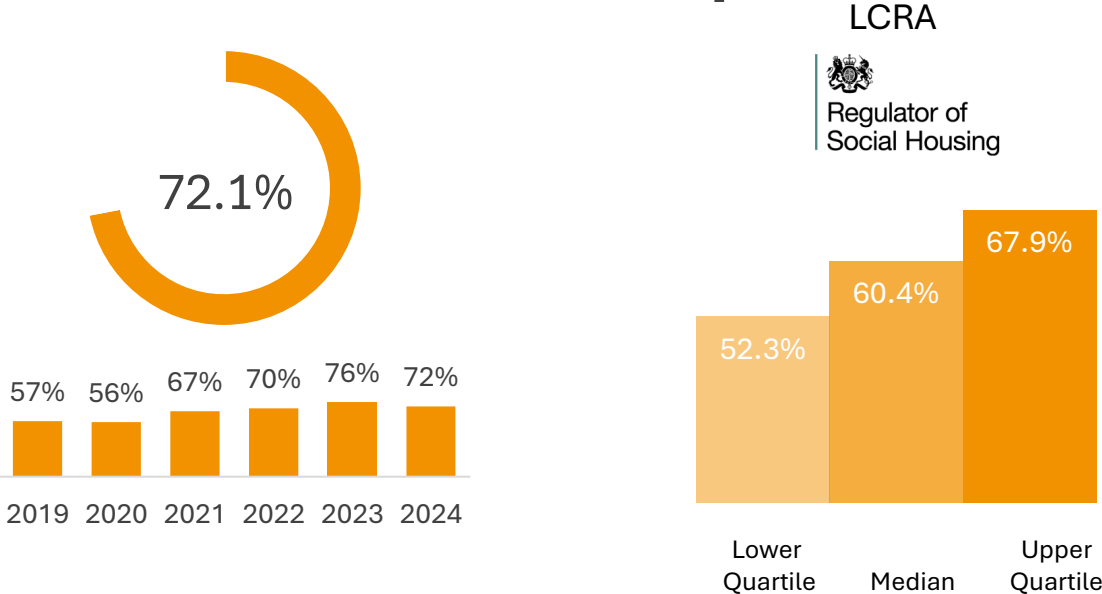
Unweighted sample base: 378

# Respectful and helpful engagement

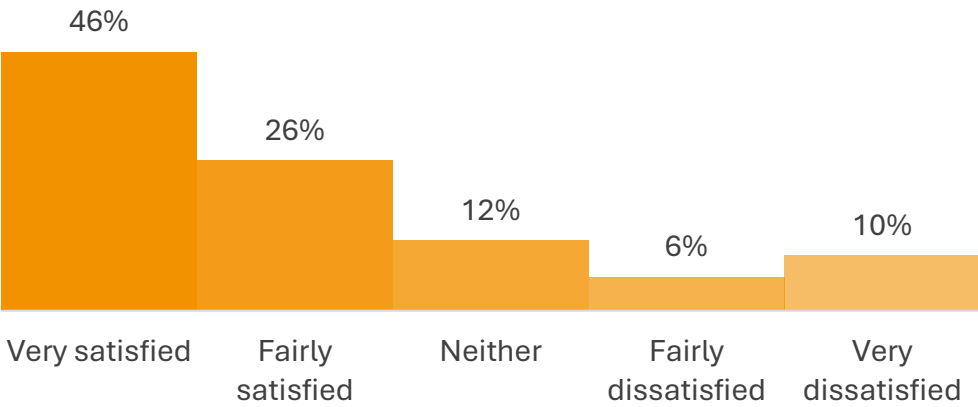
# TP06: Satisfaction that landlord listens to views and act upon them

Satisfaction with listening and acting has improved since 2019 and, while there is a slight dip from 76% in 2023, the 2024 figure of 72% still reflects a notable improvement over the longer term.

Nehemiah's result of 72.1% NET satisfaction exceeds the Regulator of Social Housing's upper quartile of 67.9%, suggesting that tenants feel heard and that their feedback leads to change more than is typical across the sector.

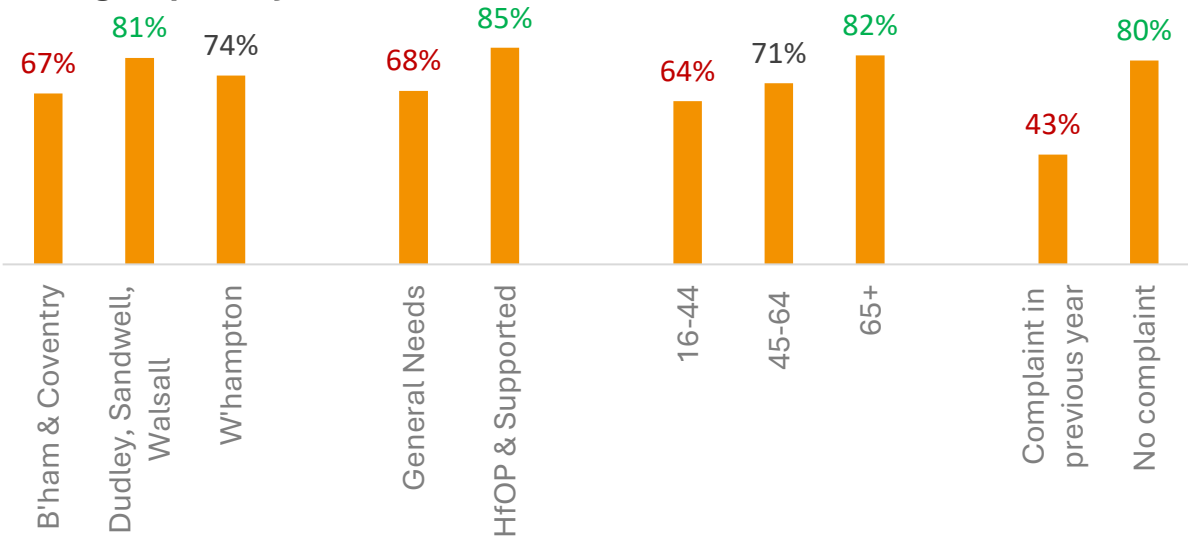


Satisfaction with listening and acting upon tenant views



Unweighted sample base: 340

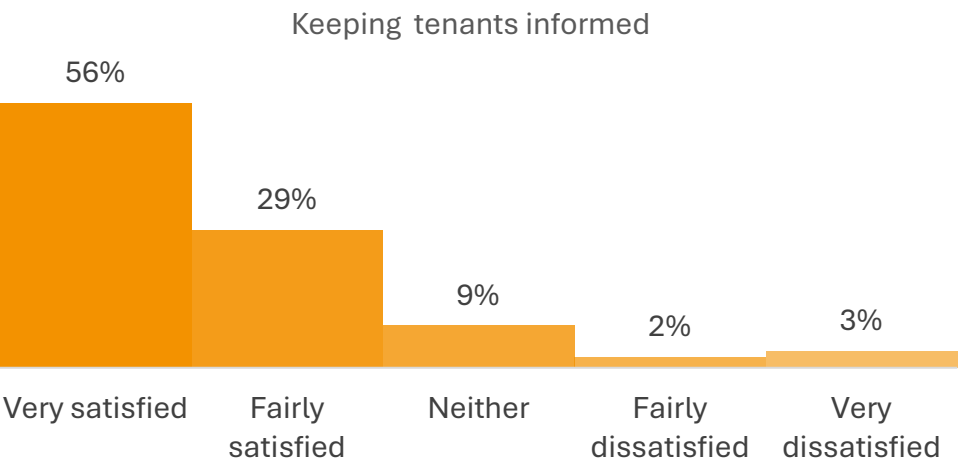
Sub-group analysis



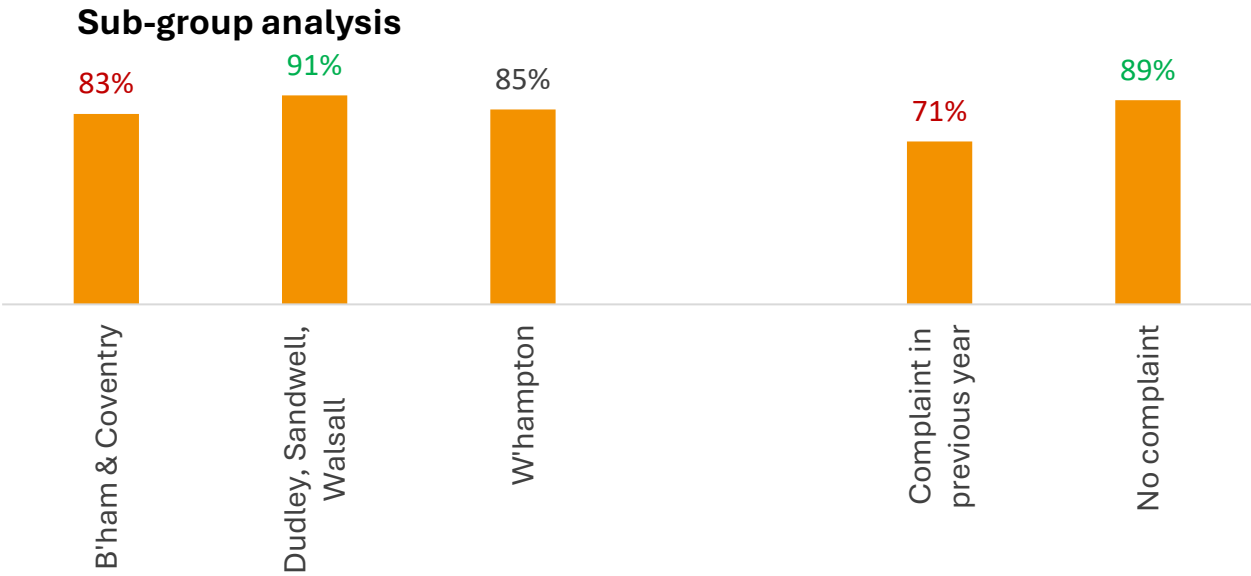
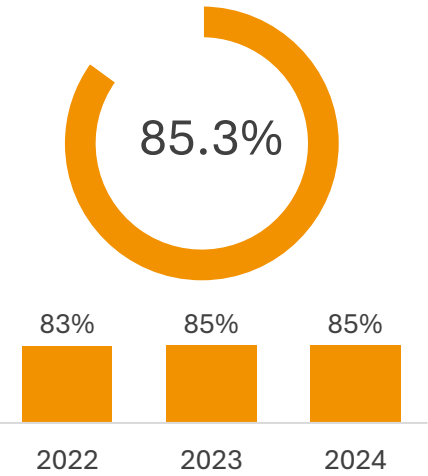
# TP07: Satisfaction with keeping tenants informed

Satisfaction has remained consistently high over the past three years (85% in both 2023 and 2024, and 83% in 2022), suggesting that tenants view Nehemiah’s communication as reliable and consistent.

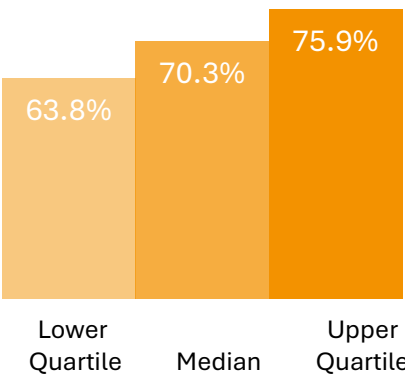
Nehemiah’s NET satisfaction score of 85.3% is markedly above the Regulator of Social Housing’s median benchmark of 70.3% and its upper quartile of 75.9%, placing the organisation among the stronger performers in the sector for tenant communication.



Unweighted sample base: 346



LCRA  
Regulator of Social Housing

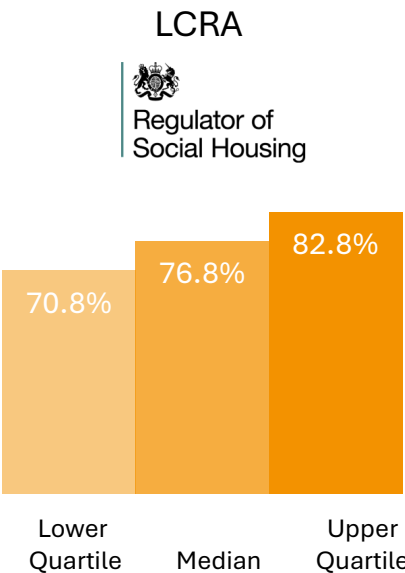
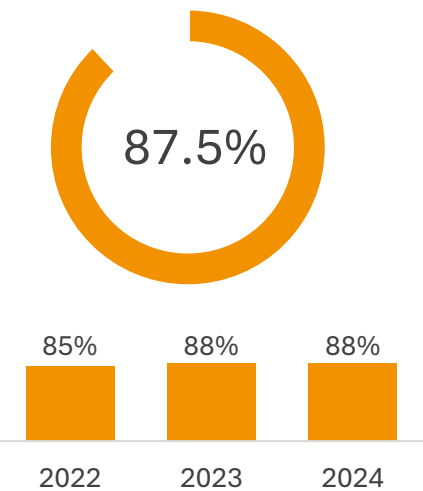
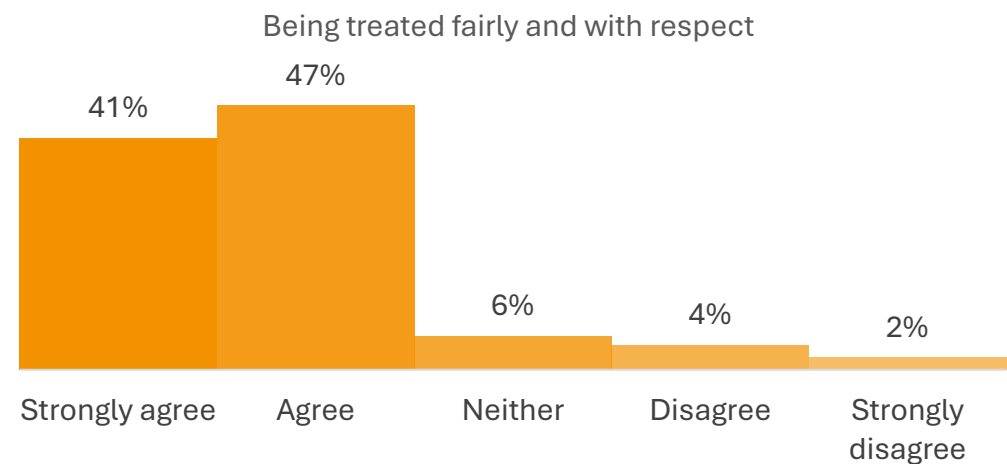


# TP08: Being treated fairly and with respect

Feeling respected underpins tenants’ trust and engagement with their landlord, and the fact that 88% of tenants agree that Nehemiah treats them fairly and with respect suggests that Nehemiah’s day-to-day interactions with tenants are contributing positively to the overall relationship.

Satisfaction has shown a slight improvement since 2022 (rising from 85% in 2022 to 88% in both 2023 and 2024), indicating a consistent focus on respectful and equitable treatment.

Nehemiah’s 2024 score of 87.5% is above the Regulator of Social Housing’s upper quartile of 82.8%, positioning it amongst the stronger performing organisations in this area.



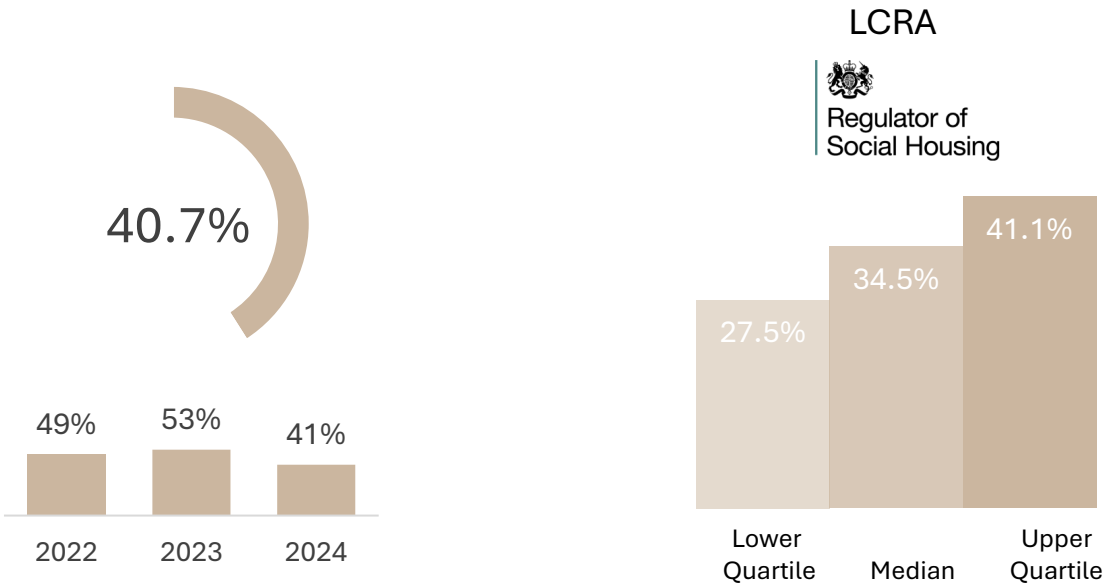
# Effective handling of complaints

# TP09: Satisfaction with approach to complaints handling

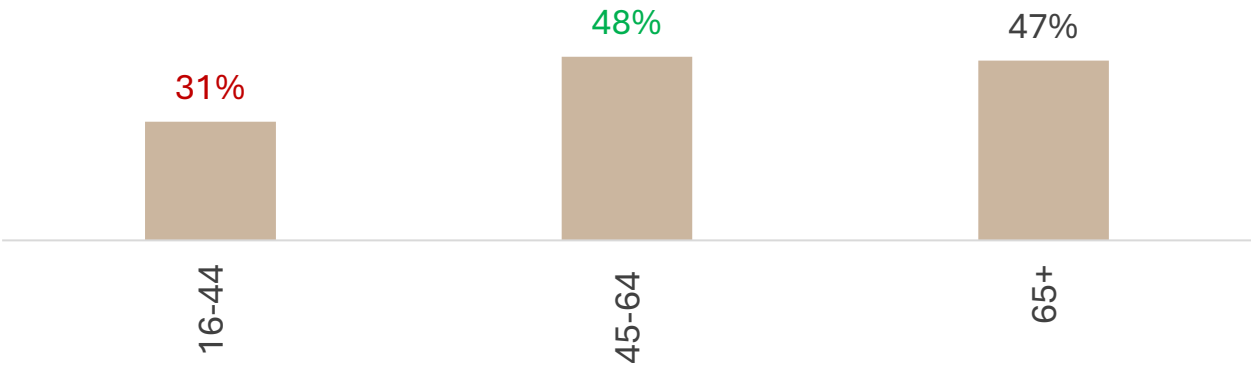
A slightly greater proportion (44%) of tenants are dissatisfied with Nehemiah’s approach to handling complaints than satisfied (41%), making this the lowest-performing metric.

Satisfaction has declined from 53% in 2023, indicating growing frustration or unmet expectations around complaint management in the last year.

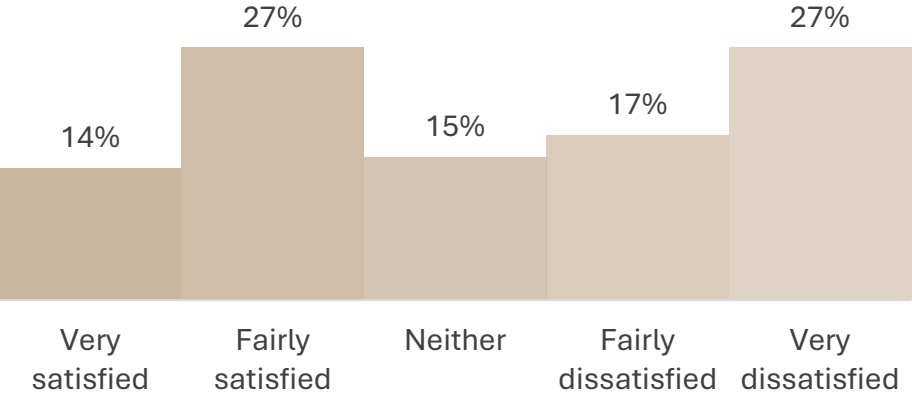
Despite this, Nehemiah’s 2024 satisfaction score of 40.7% is still above the Regulator of Social Housing’s median benchmark of 34.5%, showing that complaints handling is a sector-wide challenge.



Sub-group analysis



Satisfaction with approach to complaints handling



Unweighted sample base: 86

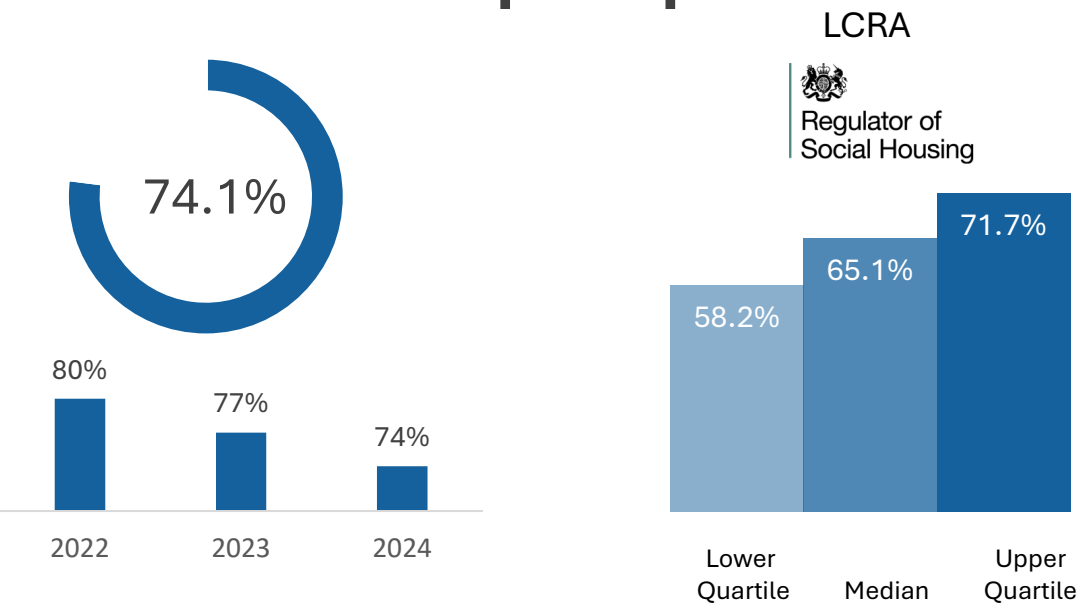


# Responsible neighbourhood management

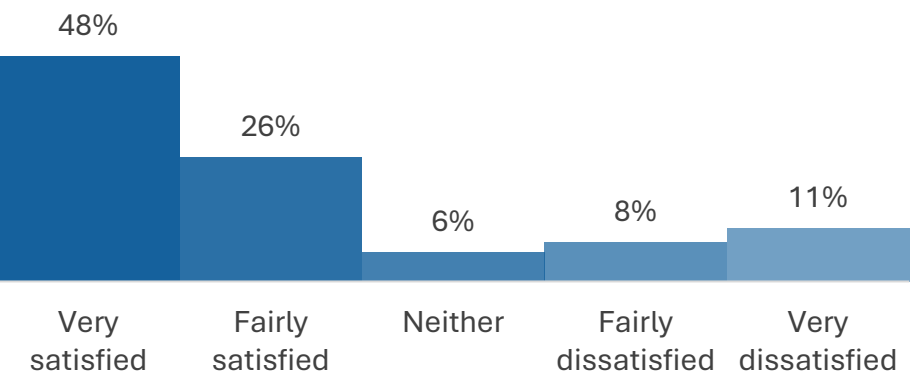
# TP10: Satisfaction with landlord maintenance and upkeep of communal areas

Satisfaction with the maintenance and upkeep of communal areas has declined slightly over the past three years, from 80% in 2022 to 74%. This gradual downward trend may reflect inconsistencies in service delivery or growing tenant expectations.

Nehemiah's 2024 NET satisfaction score compares well with the regulator's upper quartile of 71.7% indicating performance above the sector average.

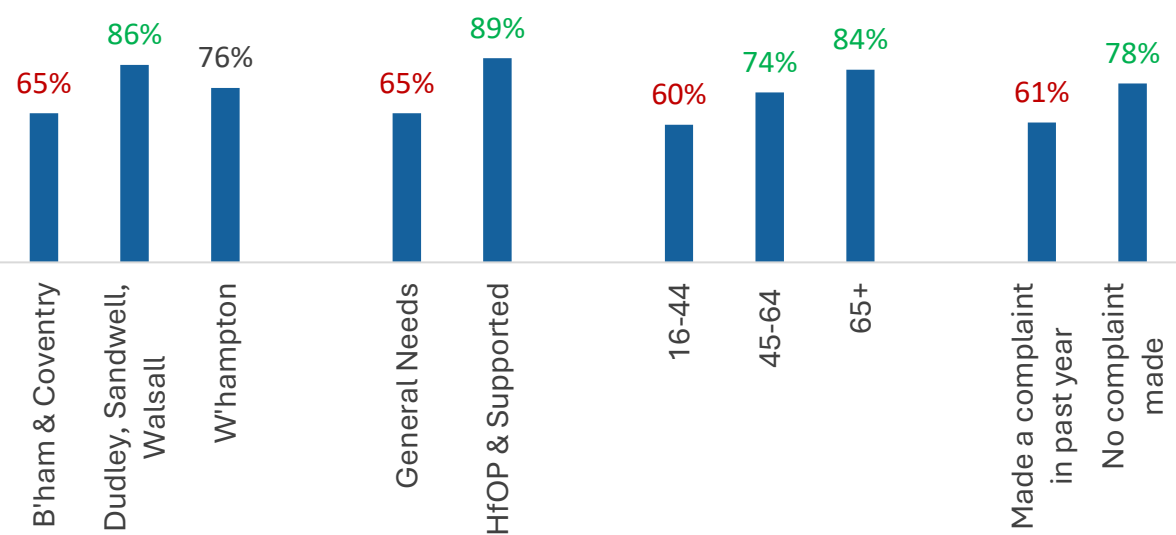


Cleanliness and upkeep of communal areas



Unweighted sample base: 193

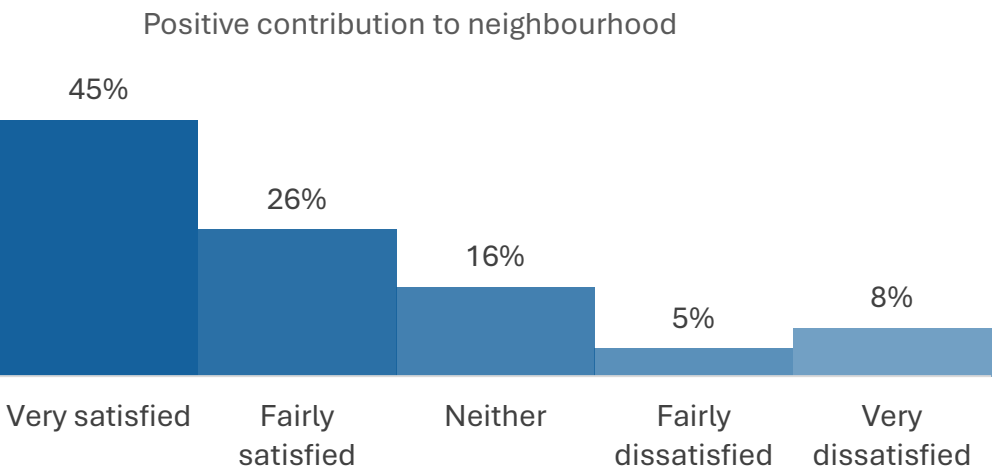
## Sub-group analysis



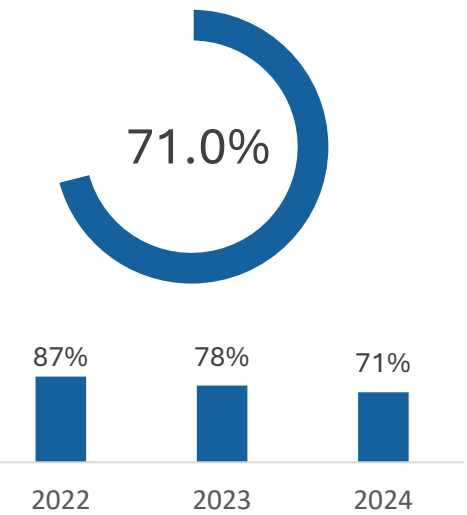
# TP11: Satisfaction with landlord making a positive contribution to the neighbourhood

Satisfaction with Nehemiah making a positive contribution to their neighbourhood has declined over the past three years, from 87% in 2022 to 71%. However, Nehemiah’s score is still above the sector mean of 63.1% and the upper quartile of 70.4%, indicating that tenants view the organisation’s local impact more positively than is typical across the sector.

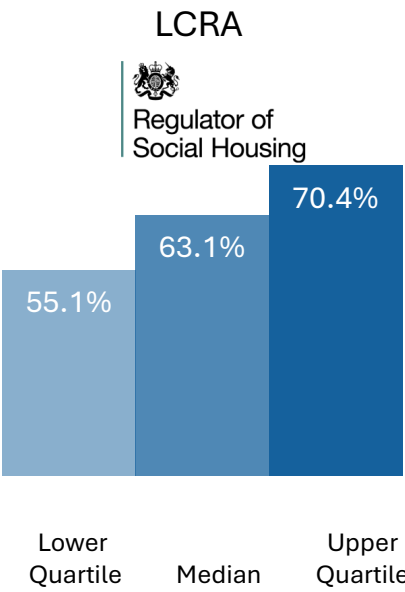
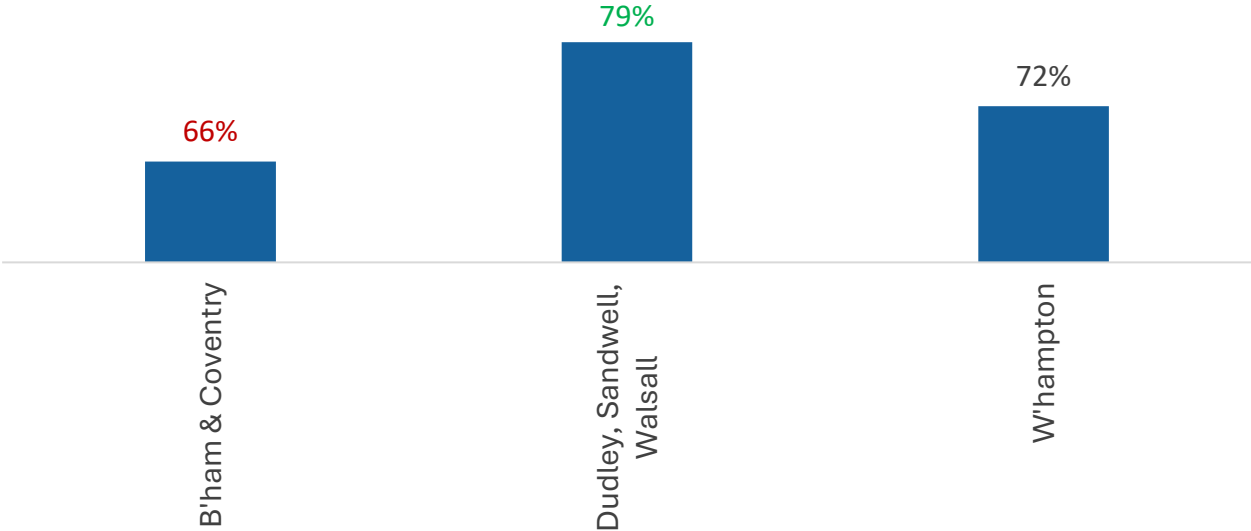
Maintaining visibility and community engagement may help increase satisfaction further.



Unweighted sample base: 248



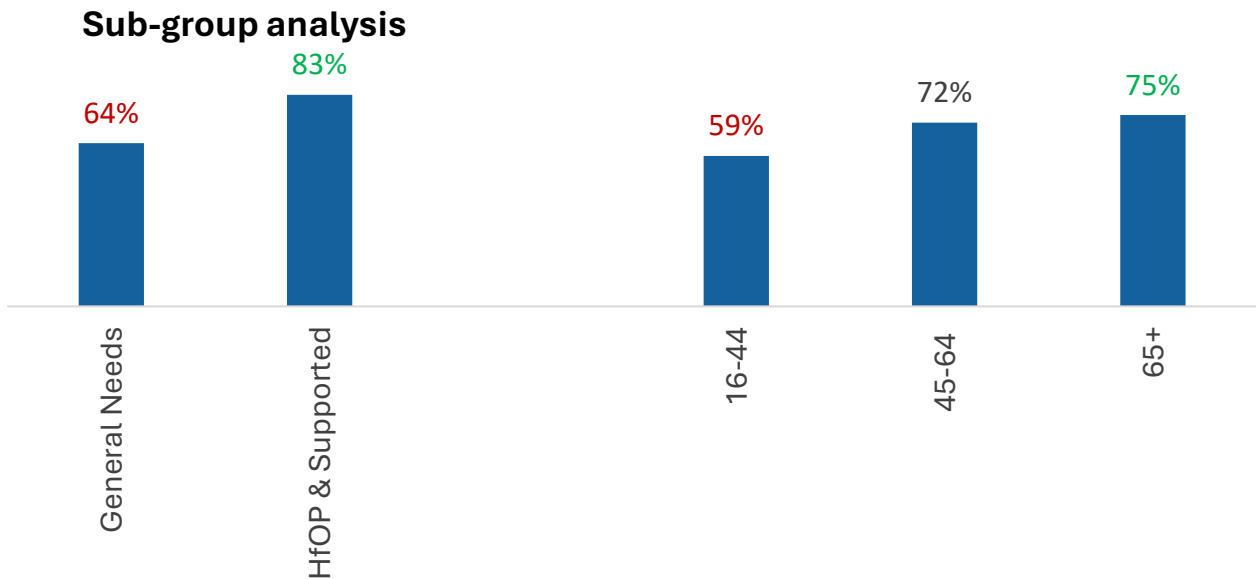
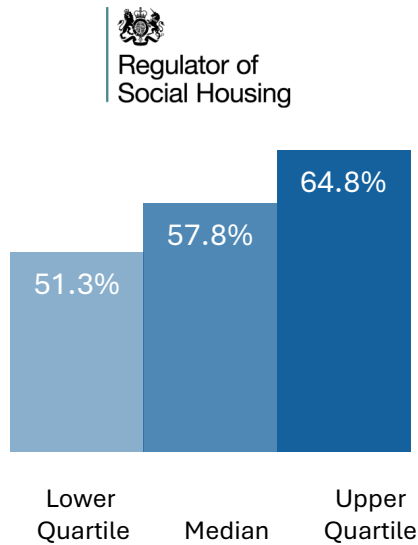
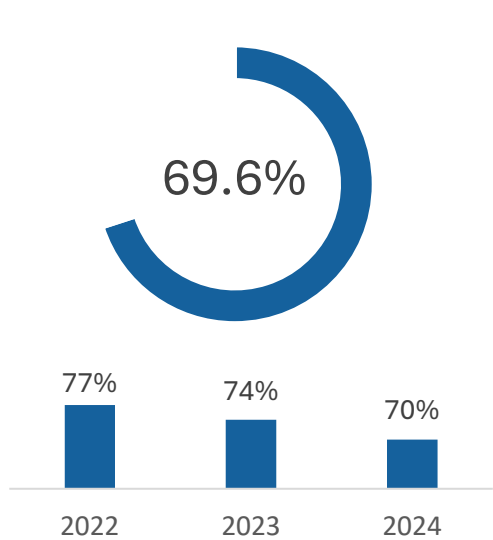
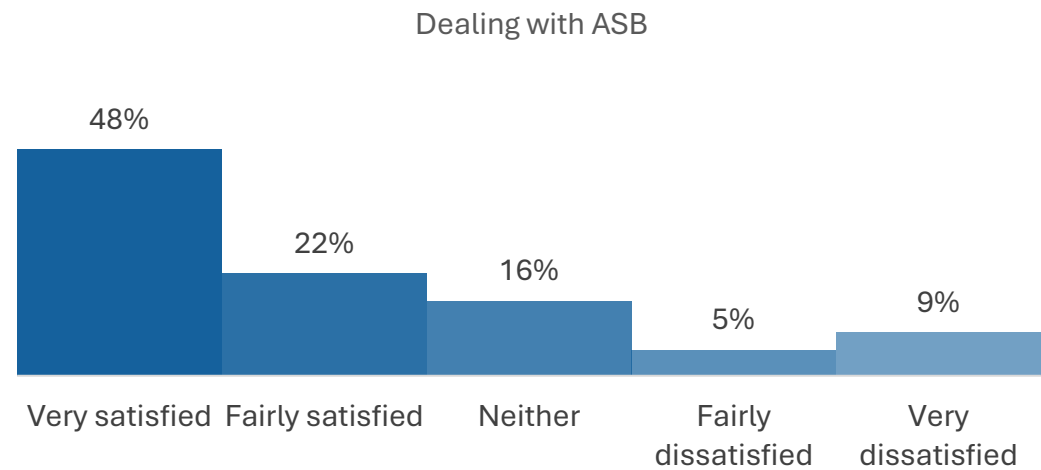
Sub-group analysis



# TP12: Satisfaction with landlord dealing with anti-social behaviour

Satisfaction with how Nehemiah handles anti-social behaviour (ASB) is a low scoring metric which has declined gradually from 77% in 2022 to 70% in 2024, suggesting some erosion in tenant confidence around how ASB issues are managed.

Despite this downward trend, Nehemiah’s 2024 result of 69.6% still compares favourably with the Regulator of Social Housing’s upper quartile benchmark of 64.8%.



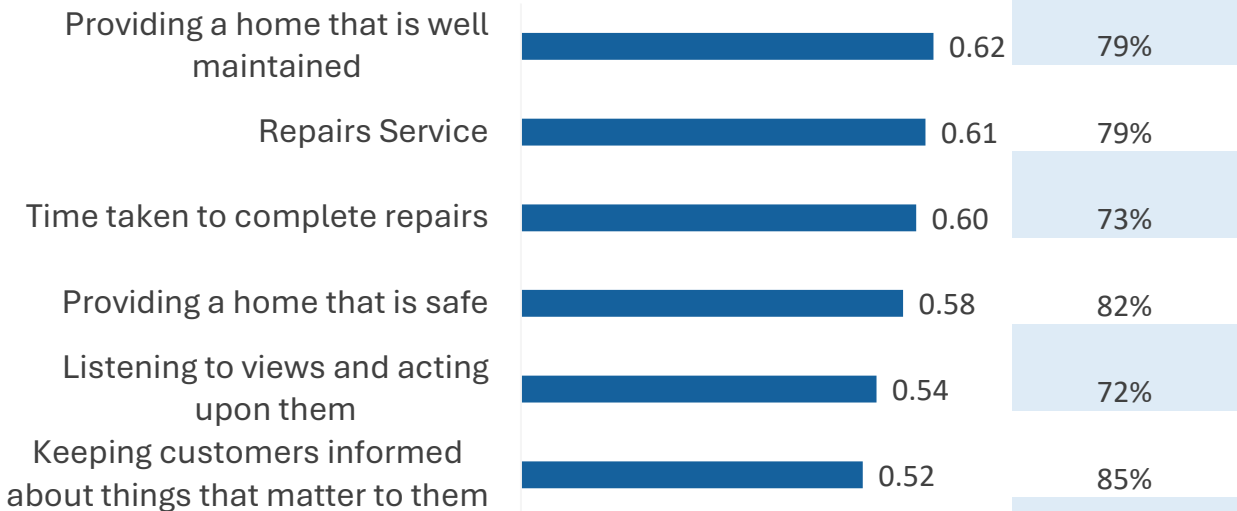
Unweighted sample base: 240

# Summary of key messages

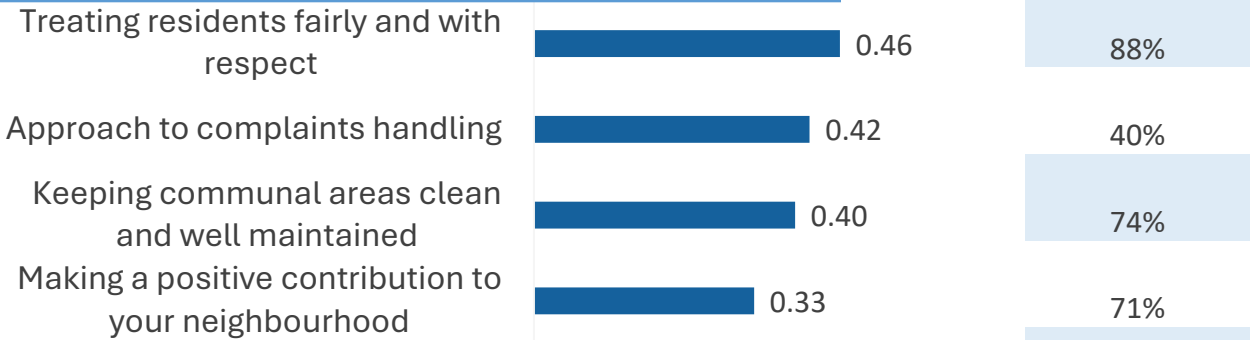
# Key Driver Analysis (KDA)

The data suggests that **prioritising investment in core housing services and strengthening communication and engagement** will have the greatest positive impact on tenant satisfaction.

## Strong relationship



## Medium relationship



## Weaker relationship



KDA reveals that overall satisfaction is most strongly influenced by the quality of repairs and maintenance services, highlighting that the condition and upkeep of tenants' homes are central to how they experience the service.

Other important drivers (feeling safe at home, being listened to, and being kept informed) underline the value tenants place not just on physical conditions, but also on communication and responsiveness.

# Key messages

- 78% of tenants are satisfied with the overall service provided, with satisfaction levels remaining relatively stable over time.
- The results reflect particularly high levels of satisfaction in key service areas such as treating tenants fairly and with respect, keeping tenants informed and providing homes that are safe.
- Compared to other providers, Nehemiah Housing is performing strongly, with satisfaction scores on all 12 Tenant Satisfaction Measures exceeding the Regulator of Social Housing's median benchmark. Furthermore, upper quartile performance is evident for all aspects of respectful and helpful tenant engagement and all aspects of responsible neighbourhood management.
- Feedback from tenants points to opportunities for further improvement in areas such as complaints handling, communal area maintenance, and the time taken to complete repairs.
- It should be noted that while satisfaction with complaints handling was the least scoring metric, Nehemiah's score is still higher than the national median, suggesting this is a shared challenge across the sector.
- Subgroup analysis shows that Housing for Older People and Supported tenants are consistently more satisfied than General Needs tenants across a wide range of measures.
- Tenants living in Birmingham and Coventry local authority areas are also more satisfied than those in Dudley, Sandwell, and Walsall, suggesting that geographic variation in service delivery and tenant experience may be influencing outcomes.
- Key driver analysis shows that the areas most strongly associated with overall satisfaction are: providing a home that is well maintained, the repairs service, and the time taken to complete repairs. These are followed closely by providing a safe home, listening to tenants and acting on their views, and keeping tenants informed. These findings reinforce the importance of getting the core housing service right, particularly repairs and maintenance, while also ensuring that tenants feel heard, respected, and well-informed. By continuing to focus on these priority areas, Nehemiah can have the greatest positive impact on tenant satisfaction.

# M·E·L Research maintains the following certifications and accreditations

