

# TSM Summary of Survey Approach - Karbon Group

## TSM Survey Questions Asked

<p><b>Introductory Wording</b></p>	<p>Hello, may I speak to [Resident Name]</p> <p>My name is [INTERVIEWER NAME]</p> <p>I'm calling on behalf of Karbon Homes, we are carrying out telephone surveys with RESP_DESCRIPTION to find out how satisfied you are with your home and with the housing services that you receive from them.</p> <p>The survey will take around 12 minutes. Would it be ok to go through the survey with you now? IF NO: could I call back at another time?</p> <p>Before we start, I need to make you aware that I work for an independent research agency called Acuity, working on behalf of Karbon Homes. All calls will be recorded for training and quality purposes, and we are bound by the Market Research Society Code of Conduct. Any information that you give us will be treated in confidence, only shared with Karbon Homes and will be used to find ways of improving the service that Karbon Homes provides</p> <p>The survey will be used to calculate annual tenant satisfaction measures to be published by Karbon Homes and reported back to the Regulator of Social Housing.</p> <p>Karbon Homes will be able to identify you from your survey response, are you happy to continue?</p> <p>If resident would like to check the validity of the survey - contact Karbon Tel: 0808 164 0111 or Email: info@karbonhomes.co.uk</p>
<p><b>TP01</b></p>	<p>Taking everything into account, how satisfied or dissatisfied are you with the service provided by Karbon Homes?</p>
<p><b>TP01A</b></p>	<p>What is the main reason for your answer when it comes to overall satisfaction?</p>
<p><b>TP02A</b></p>	<p>Has Karbon Homes carried out a repair to your home in the last 12 months?</p>
<p><b>TP02</b></p>	<p>(If yes to TP02A) How satisfied or dissatisfied are you with the overall repairs service from Karbon Homes over the last 12 months?</p>
<p><b>TP02B</b></p>	<p>If you are not satisfied with how Karbon Homes deals with repairs and maintenance, please could you explain the reason why?</p>
<p><b>TP03</b></p>	<p>(If yes to TP02A) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</p>
<p><b>TP04</b></p>	<p>How satisfied or dissatisfied are you that Karbon Homes provides a home that is well maintained?</p>
<p><b>TP04A</b></p>	<p>Please explain your answer regarding Karbon Homes providing a well-maintained home.</p>
<p><b>TP05</b></p>	<p>Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Karbon Homes provides a home that is safe?</p>
<p><b>TP05A</b></p>	<p>Please explain your answer regarding Karbon Homes providing a home that is safe.</p>
<p><b>TP10</b></p>	<p>Do you live in a building with communal areas, either inside or outside, that Karbon Homes is responsible for maintaining?</p>
<p><b>TP10A</b></p>	<p>(If yes to TP10) How satisfied or dissatisfied are you that Karbon Homes keeps these communal areas clean and well-maintained?</p>

TP11	How satisfied or dissatisfied are you that Karbon Homes makes a positive contribution to your neighbourhood?
TP11A	Please could you explain your reasons for this? (Neighbourhood contribution)
TP12	How satisfied or dissatisfied are you with Karbon Homes's approach to handling anti-social behaviour?
TP12A	Please could you explain your reasons for this? (Handling ASB)
TP12B	Have you ever reported a case of anti-social behaviour to Karbon Homes?
TP06	How satisfied or dissatisfied are you that Karbon Homes listens to your views and acts upon them?
TP06A	Please explain your answer. (Listens & Acts)
TP07	How satisfied or dissatisfied are you that Karbon Homes keeps you informed about things that matter to you?
TP07A	Please explain your answer. (Kept Informed)
TP08	To what extent do you agree or disagree with the following `Karbon Homes treats me fairly and with respect` ?
TP08A	Please explain your answer. (Fairly & Respect)
	How satisfied or dissatisfied are you that your rent provides value for money?
TP09A	Have you made a complaint to Karbon Homes in the last 12 months?
TP09	(If yes to TP09A) How satisfied or dissatisfied are you with Karbon Homes's approach to complaints handling?
TP09B	Please could you explain your reasons for this? (Handling complaints)
Permission	If necessary, does Karbon Homes have your permission to contact you about your feedback today?
Call Back	You have indicated in the survey you are dissatisfied in one or more areas. Would you like a call back from Karbon Homes staff to discuss this?
Damp	Has the resident mentioned anything about damp and mould at any point in this survey? If the resident mentioned anything with regards to damp and mould in the previous question. Please just write down what they have told you.
Survey ending	<b>We have now come to the end of the survey. Just to confirm my name is _____ and I've been calling from Acuity on behalf of Karbon Homes, thank you very much for your time in completing the survey.</b> IVR Note: If resident asks for contact details to check this is a genuine piece of market research: Acuity – Tel: 01273 287114, alternatively The Market Research Society (of which Acuity is a member) Tel: 0800 975 9596

The questions highlighted in orange in the table above are extra follow up questions we chose to add to gain further feedback from our customers to improve service delivery.

### a) Summary of Achieved Sample Size

- Total number of responses for Karbon Group: 2,878
- Number of weighted responses for Karbon combined as a Group: 2,220

### b) Timing of Survey

The surveys were carried out on a rolling monthly basis from April 2023 to March 2024.

### c) Collection Method

The majority of surveys were carried out by telephone by [Acuity Research & Practice Ltd.](#) A total of 2,817 (97.9%) surveys were carried out using this method.

Acuity also offered customers to complete surveys online through email. A total of 16 (0.6%) surveys were carried out online.

A total of 45 (1.6%) surveys were carried out in person by staff using laptops to collect results using [Snap Survey](#) software with the customer. This method was used to address barriers of participation as per paragraph 63 and 64 of the TMS Tenant Survey Requirements guidance document. Surveys were carried out between August and October 2023.

Unweighted responses per survey method	Surveys	Percentage
Telephone	2,817	97.9%
Internet/Online	16	0.6%
Face to face	45	1.6%
Total	2,878	

### d) Sample Method

Stratified sampling was based on tenure type, age bands and local authority.

### e) Summary of the assessment of representatives of the sample against relevant population

The three categories used, housing type, age band and local authority, are the most appropriate for showing representation.

Tenant perception measures	Relevant tenant population (% total)	Total survey responses (% total)
<b>Housing type</b>		
General Needs – Affordable	10.4%	11.0%
Older Persons - Affordable	1.0%	1.0%
Supported - Affordable	0.1%	0.0%
General Needs - Social	79.9%	83.2%
Intermediate Rent	3.1%	0.2%
Older Persons	3.3%	2.8%
Supported	2.2%	1.8%
<b>Age band</b>		
17	0.0%	0.0%
18-24	3.6%	1.8%
25-34	14.0%	6.9%
35-44	17.2%	9.2%
45-54	15.8%	9.4%

55-59	9.2%	7.7%
60-64	8.9%	10.1%
65-74	15.0%	22.4%
75-84	10.9%	18.9%
85+	4.8%	6.6%
Respondent withheld information	N/A	6.9%
<b>Local Authority</b>		
Barnsley Metropolitan Borough Council	0.7%	0.5%
City of York Council	2.2%	2.2%
Darlington Borough Council	0.6%	0.3%
Durham County Council	39.3%	41.4%
East Riding of Yorkshire Council	1.0%	0.7%
Gateshead Council	2.3%	1.9%
Hambleton District Council	0.2%	0.1%
Harrogate Borough Council	0.2%	0.1%
Hartlepool Borough Council	1.4%	1.4%
Kirklees	0.0%	0.0%
Leeds City Council	4.5%	3.0%
Middlesbrough Council	0.6%	0.7%
Newcastle City Council	12.0%	8.9%
North Tyneside Council	5.3%	4.5%
Northumberland County Council	21.4%	19.9%
Redcar and Cleveland Borough Council	0.6%	0.5%
Ryedale District Council	0.3%	0.3%
Scarborough Borough Council	0.7%	0.5%
Selby District Council	0.1%	0.0%
South Tyneside Council	4.0%	4.2%
Stockton on Tees Borough Council	1.0%	0.7%
Sunderland City Council	1.4%	0.9%
Wakefield Metropolitan District Council	0.1%	0.0%
Respondent withheld information	N/A	7.3%

**f) Weighting applied to generate the reported perception measures**

<b>Weightings</b>	<b>Stock size</b>	<b>Weighting (%)</b>	<b>Surveys required</b>
Karbon – LCRA	27,010	92%	2,038
54North - LCRA	2,414	8%	182

**g) The role of named contractor in collecting, generating or validating the reported perception measures**

Acuity Research & Practice Ltd carried out the telephone surveys on behalf of Karbon Group, ensuring that required sample sizes were met. Responses were validated and shared with Karbon Group. Weightings were also checked by Acuity prior to submission.

**h) Number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances**

149 tenant households were excluded as per paragraph 64 of the TMS Tenant Survey Requirements guidance document. These were tenant households with significant capacity

issues such as people with learning disabilities who are not able to communicate and have 24-hour care and support and also a number of vulnerable people living in temporary accommodation.

**i) Reasons for any failure to meet the required sample size requirements**

The required +/-2% margin of error was achieved.

**j) Type and amount of incentives offered**

No incentives were offered for survey completion.

**k) Any other methodological issues**

We did not achieve required sample size for:

- Intermediate rent– from our stock we required 68 surveys to be completed for this group, whereas we achieved 5 completed surveys.
- Age bands 18-24; 25-34;35-44;45-54;55-59 – we did not achieve the required sample size from the surveys completed but believe this is due to 6.9% of respondents withholding this information.