NewArch

Tenant Satisfaction Measures 2024/25 – NewArch Homes

NewArch Homes publishes its annual Tenant Satisfaction Measures (TSMs) to provide transparency while protecting tenant anonymity, as allowed by regulatory requirements. The survey was commissioned when we had less than 250 homes.

Our Performance

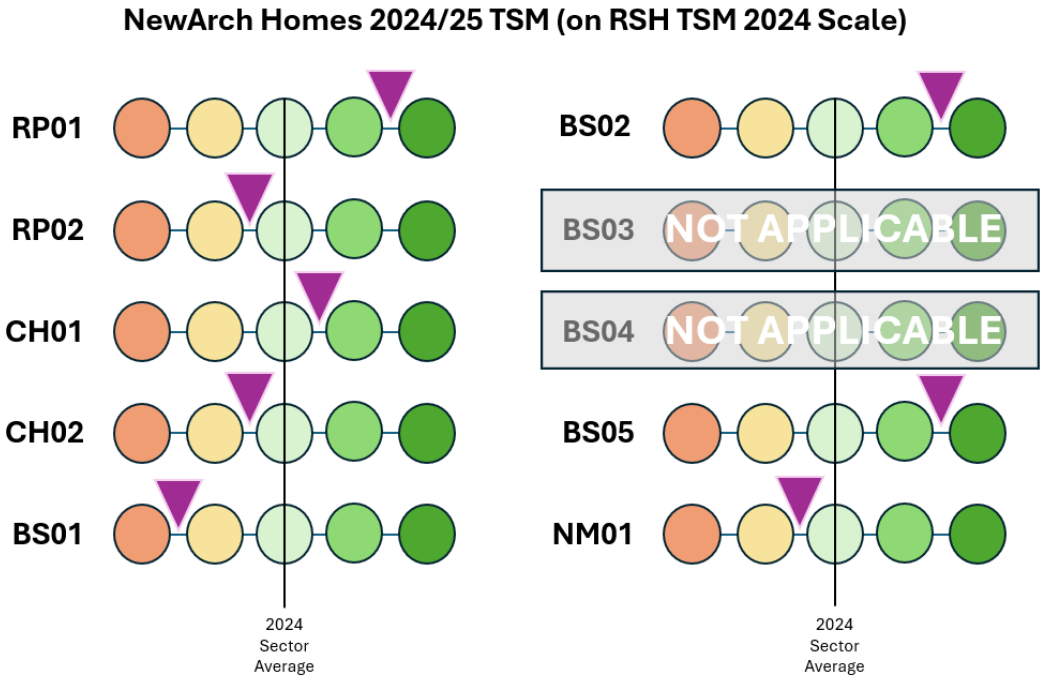
Below are our TSM results against the 2024 Sector Average. (See the Regulator of Social Housing's guidance for TSM definitions.)

Tenant Perception Measures (TP Codes): Your feedback on our services.



BS03 & BS04 are 'Not Applicable' as we do not own Low-Cost Home Ownership (LCHO) units. Lower performance on BS01 is because of a single case.

Management Information Measures (RP, CH, BS, NM Codes): Our service delivery data.



Our Service Timelines

The day-to-day management of NewArch Homes' properties, including repairs and complaints, is outsourced to third-party Registered Providers. We adhere to the service timescales set by our management partners are subject to the same regulation as NewArch and their specific target timescales on the management partner's website.

About Our Survey (TP01-TP12)

Our tenant perception survey was conducted via postal (TLF) and in-house telephone methods (Feb-Mar 2025).

- **Achieved Sample Size:** We received 20 responses from 168 eligible LCRA properties. This is below the required sample size for full statistical accuracy.
- **Reasons for Low Sample:** As a small provider, protecting tenant anonymity can be challenging with high response rates.
- **Representativeness:** Due to low responses, full representativeness assessment (e.g., by age) was not possible; the sample was disproportionate by Management Partner.
- **Sampling/Exclusions:** A census method was used, including all eligible households. No households were excluded from the sample frame.
- **Weighting:** No weighting was applied.
- **Incentives:** No incentives were offered for survey completion.
- **External Contractor:** TLF was involved as an external contractor for the postal survey.
- **Methodology Note:** Satisfaction levels were higher in phone surveys than postal.

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