

Tenant Satisfaction Measures (TSM)



Title: TSM Annual report

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1. Introduction

- 1.1 Last we were required to report to NROSH the results of our tenant satisfaction measures and publish the results on our website.
- 1.2 In 2025, the government decided that small landlords (less than 1000 properties) would not be required to submit tenant satisfaction measure data.
- 1.3 Small landlords must still collect, process and publish tenant satisfaction measures results in line with the Transparency, Influence and Accountability standard of the consumer standards.

2. Tenant Satisfaction Measures (TSM) approach

- 2.1 We used our annual Client Survey to collect information via Microsoft forms. We asked our tenants to complete the survey face-to-face with support from our staff teams and all surveys submitted were anonymous. This year our survey was available from 24th January 2025 until 17th February 2025. We arranged our survey so that the TSM questions were asked exactly as set out in the guidelines, however we did have some supplementary questions of our own that are found throughout the survey. To avoid duplication of surveys, our staff teams had a separate sign off sheet for each tenant, which was completed once a client had completed their survey.
- 2.2 The surveys were collated by our business development team online. The results of the survey are summarised and displayed as a poster in all our services.
- 2.3 Results from our survey are assessed by our client engagement team, performance team, executive team and our Board and any recommendations are shared with our managers who will formulate action plans which will then be shared with our tenants in the format "You said, we heard, we did".

3. Reporting of results

- 3.1 All of our properties are reported as Low-Cost Rental Accommodation (LCRA) and therefore we are not required to report on
 - Building safety (BS01-05 measures)
 - Anti-social behaviour (NM1)
- 3.2 We will provide results for
 - Decent Homes Standards (RP01-02)
 - Complaints (CH01-02)
 - Tenant Perception Measures (TP01-12)

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4. Decent Homes Standard

4.1 The following table shows our results for this measure

RP01	Proportion of homes that do not meet the Decent Homes Standard.	0%
RP02(01)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	86.5%
RP02(02)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	95.9%

5. Complaints

5.1. The following table shows our results for this measure

CH01(01)	Number of stage one complaints received per 1,000 homes.	90.8
CH01(02)	Number of stage two complaints received per 1,000 homes.	9.1
CH02(01)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	97.0%
CH02(02)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%

6. Tenant Perception Measures

6.1 The following table shows our results for this measure from the 608 responses received from the survey

		2025	2024
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	81.9%	78.3%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	77.5%	70.0%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	72.6%	60.3%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	73.7%	72.1%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	80.8%	74.2%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	76.6%	75.2%

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TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	80.9%	76.9%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	87.7%	88.3%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	51.4%	53.6%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	77.0%	77.9%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	64.8%	55.4%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	75.5%	67.5%

6.2 These measures were calculated based as positive responses that were either very satisfied or fairly satisfied

7. Publication

7.1 We aim to publish the results of our tenant satisfaction measures by 30 September each year