

Tenant satisfaction measures (TSM)

2025-26



Tenant satisfaction measures (TSM)

The Regulator of Social Housing introduced the Tenant Satisfaction Measures (TSMs) to show how effectively landlords are delivering good-quality homes and services.

There are 22 measures in total:

12 come from a tenant perception survey

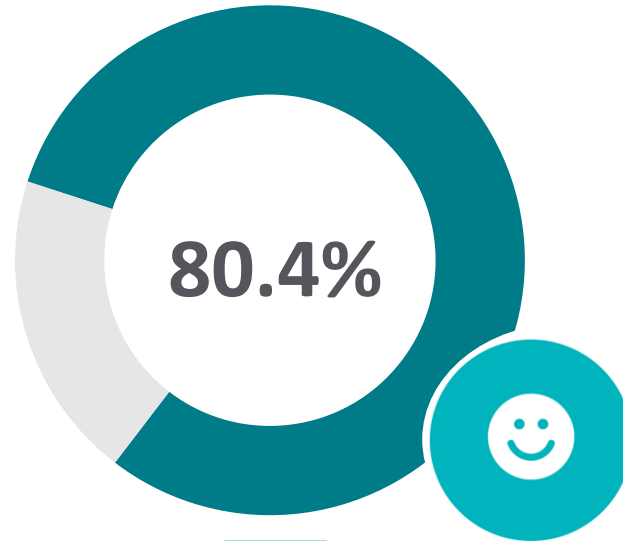
10 are drawn from performance information held in our systems

For TSM purposes, we were required to survey only low-cost rental accommodation (which we refer to as “our tenants”).

The 10 management indicator measures were taken from both tenants’ homes and low-cost home ownership homes (which we refer to as our “shared owners” homes), in line with the requirements.

Overall satisfaction

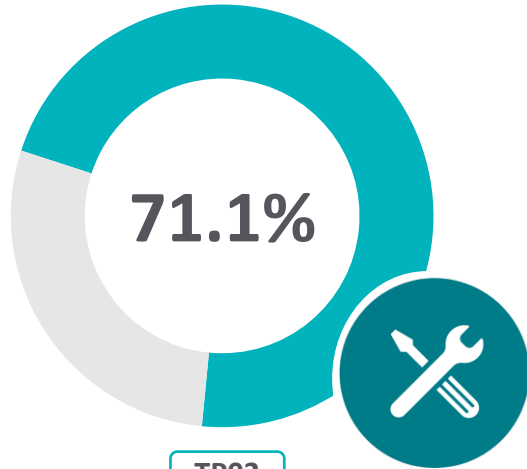
920 tenants responded to our survey which ran from 23rd September to 5th November 2025



TP01

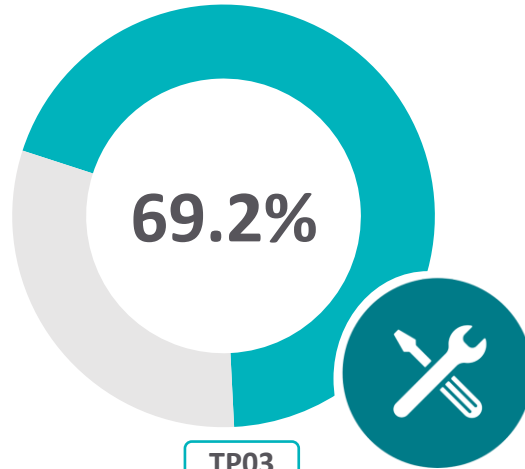
Tenants satisfied with our overall service

Keeping properties in good repair (LCRA only)



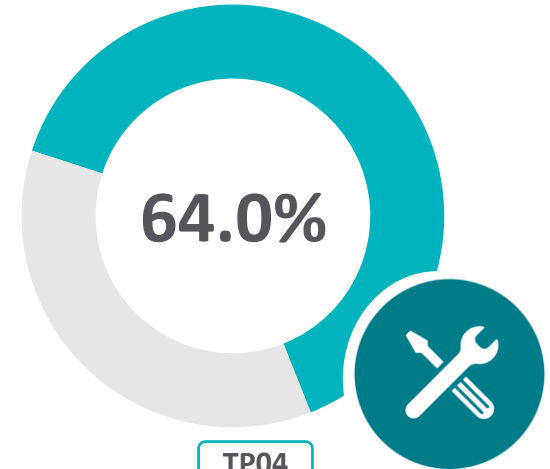
TP02

Tenants satisfied with our overall repairs service over the last 12 months



TP03

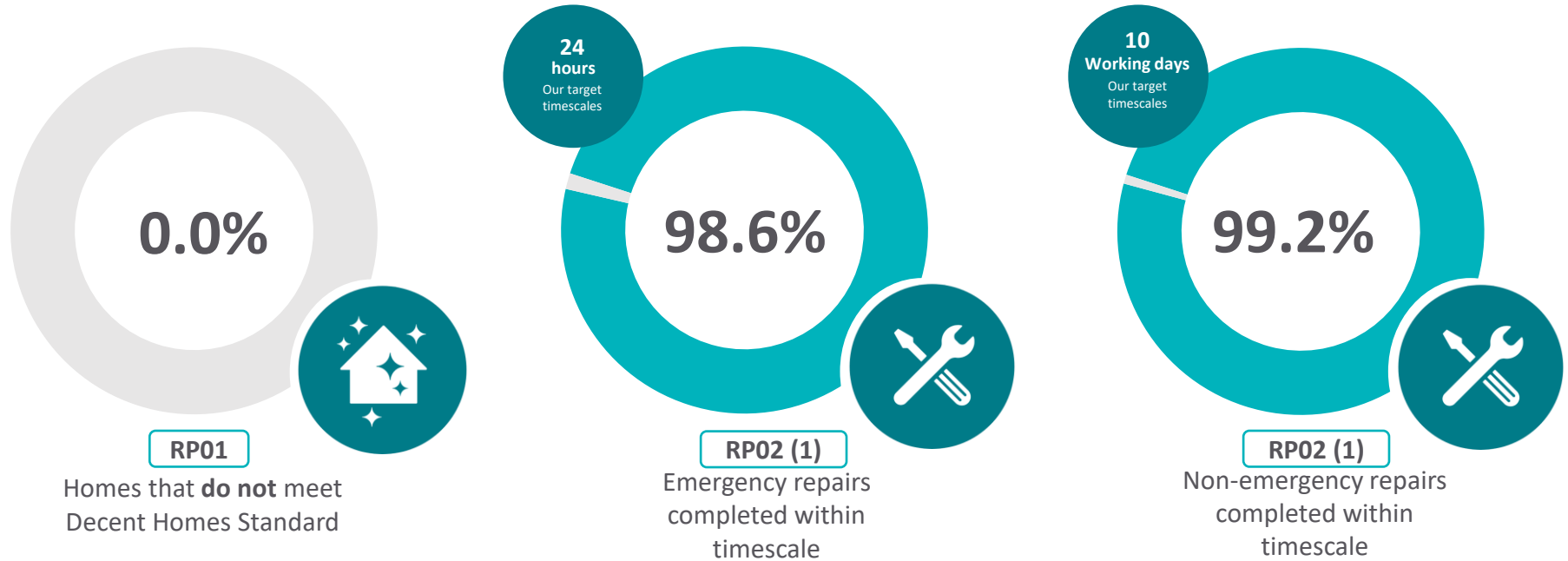
Tenants satisfied with time taken to complete your most recent repair after you reported it



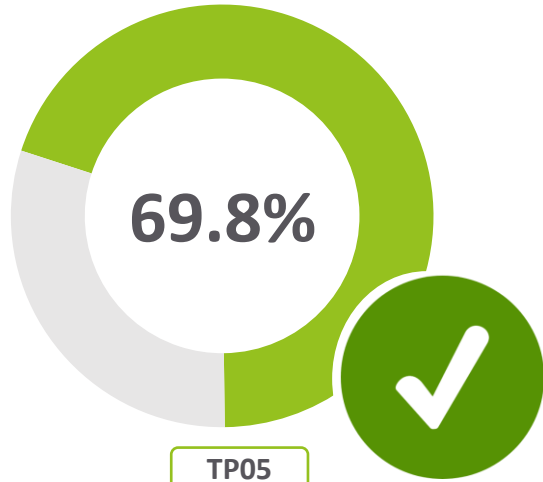
TP04

Tenants satisfied that we provide a home that is well maintained

Keeping properties in good repair (LCRA only)

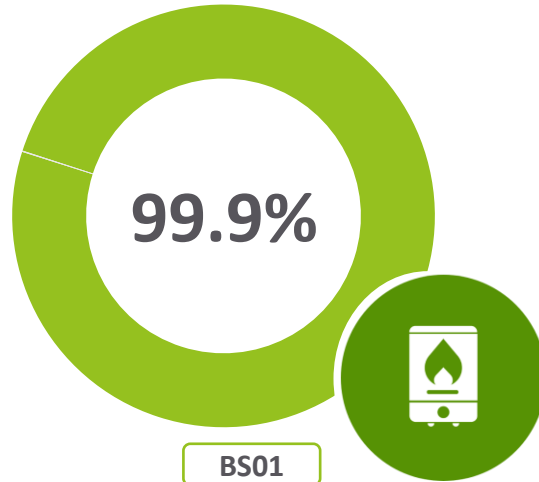


Maintaining building safety



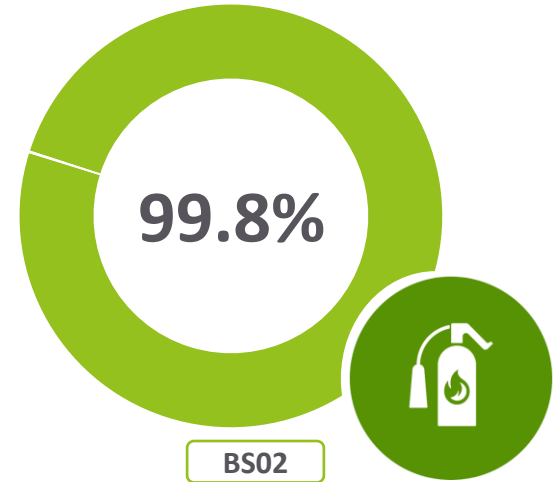
TP05

Tenants satisfied that we provide a home that is safe



BS01

Homes have had all necessary gas safety checks



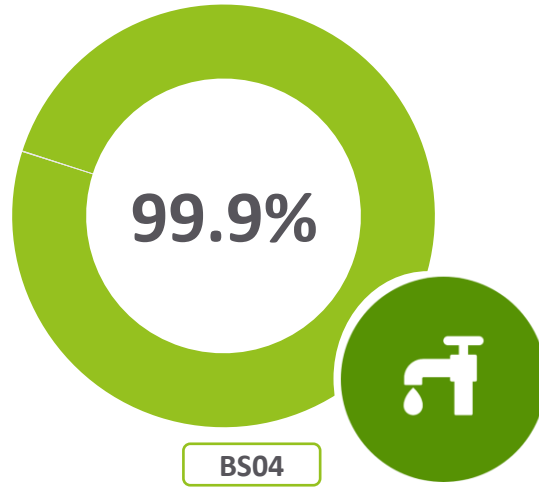
BS02

Homes have had all necessary fire safety checks

Maintaining building safety



Homes have had all necessary asbestos safety checks

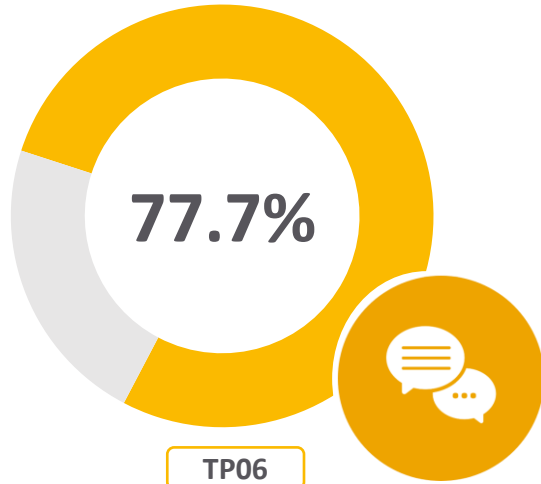


Homes have had all necessary water safety checks

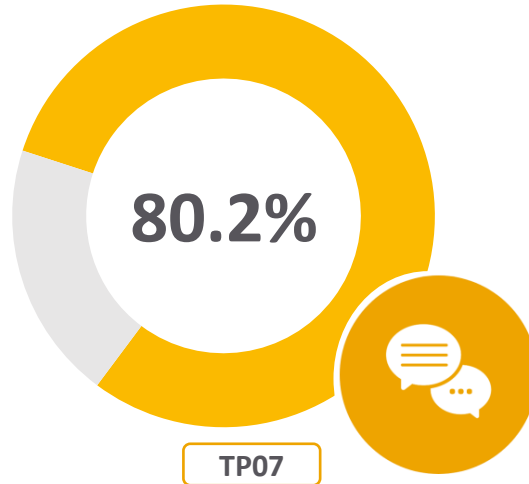


Homes have had all necessary lift safety checks

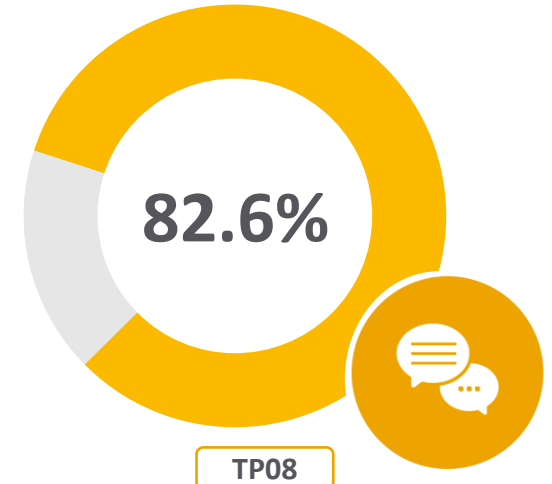
Respectful and helpful engagement



Tenants satisfied that we listen to your views and act on them

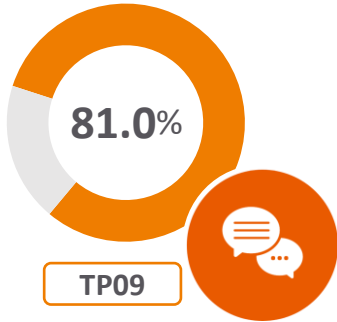


Tenants satisfied that we keep you informed about things that matter to you



Tenants agree that we treat you fairly and with respect

Effective handling of complaints (LCRA only)

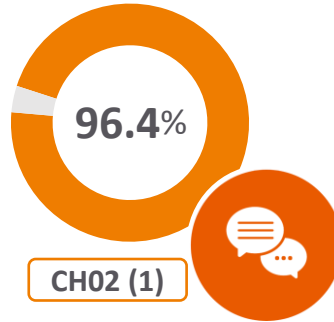


Tenants who raised a complaint in last 12 months that are satisfied with our approach to complaints handling

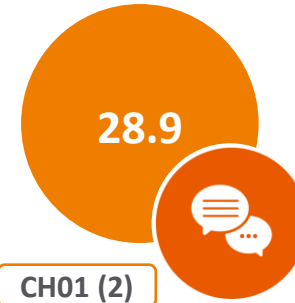


Stage 1 complaints relative to size

(per 1,000 homes social tenants only)

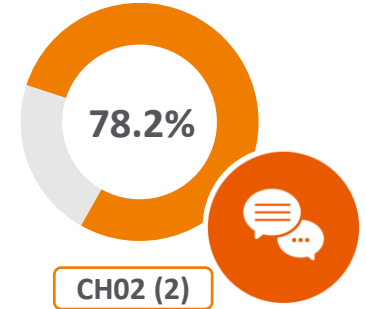


Stage 1 complaints responded to within timescale



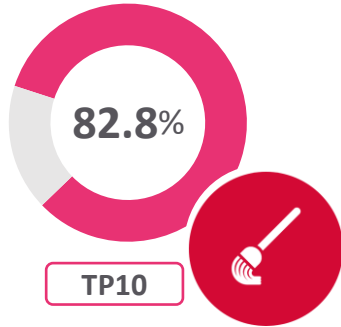
Stage 2 complaints relative to size

(per 1,000 homes social tenants only)

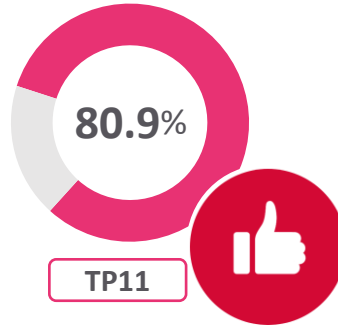


Stage 2 complaints responded to within timescales

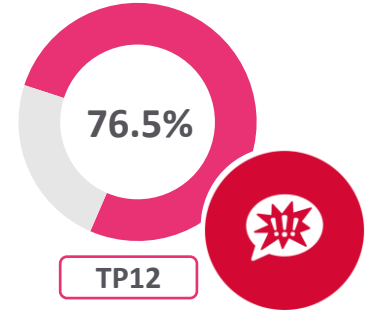
Responsible neighbourhood management



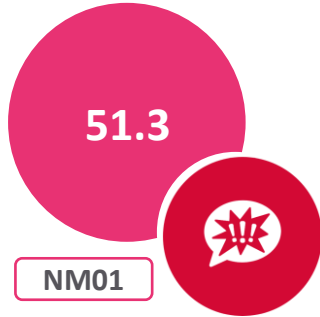
Tenants satisfied with us keeping communal areas clean and well maintained



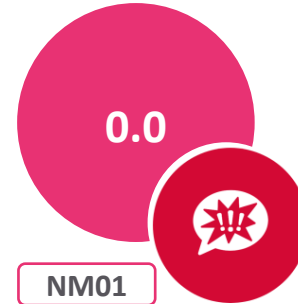
Tenants satisfied that we make a positive contribution to your neighbourhood



Tenants satisfied with our approach to handling antisocial behaviour

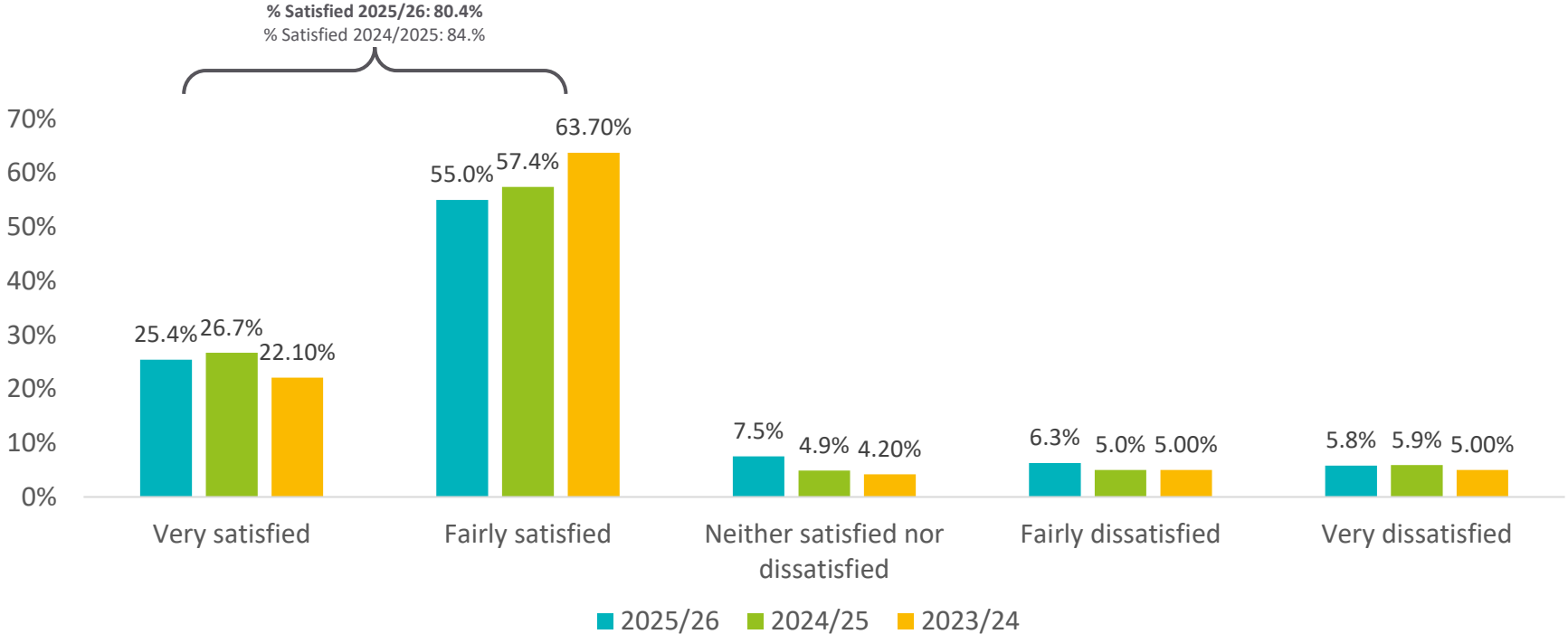


Antisocial behaviour cases per 1,000 homes



Antisocial behaviour cases that involve hate incidents per 1,000 homes

Year-on year overall satisfaction



Year-on year satisfaction

