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Tenant Satisfaction Measures (TSMs) – 2024/25 Report

We're pleased to share our Tenant Satisfaction Measures (TSMs) results for the period April 2024 to March 2025. This marks the second year of reporting under the new regulatory requirement introduced in 2023 for all registered housing providers.

This year, we've been able to compare our performance with last year's results and those of 67 other similar sized organisations. We'll be sharing the outcomes and actions resulting from your feedback and data in future editions of our magazine.

TSMs Perception Measures: Your Feedback

310 customers were contacted during this reporting period and asked to rate our services based on the 12 TSM perception survey questions. We sincerely thank everyone who took the time to participate—your feedback is vital and helps shape the way we deliver our services.

Measure	MHA 2023/24	MHA 2024/25	Bespoke Housemark Median 2024/25
Proportion of respondents who report that they are satisfied with the overall service from their landlord.	83.8%	82.3%	74.0%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	86.5%	82.4%	75.6%
Proportion of respondents who have received a repair in the last 12 months who report that they are stratified with the time taken to complete their most recent repair.	78.2%	82.1%	72.4%
Proportion of respondents who report that they are satisfied that their home is well maintained.	87.1%	84.8%	74.7%
Proportion of respondents who report that they are satisfied that their home is safe.	92.6%	87.3%	80.0%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	79.4%	75.2%	65.0%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	91.7%	90.4%	74.2%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	93.0%	87.9%	78.8%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling.	41.3%	40.2%	37.8%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well-maintained.	75.0%	81.4%	70.1%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	82.3%	79.2%	67.1%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	75.2%	74.8%	61.0%

TSMs Management information: Our Performance

The second section of the TSM covers management information regarding the services we provide. We are happy to report that Manningham Housing Association's performance has been exceptional when compared to the other similar sized housing associations.

Measure	MHA 2023/24	MHA 2024/25	Bespoke Housemark Median 2024/25
Proportion of homes for which all required gas safety checks have been carried out.	100.0%	100.0%	100.0%
Proportion of homes for which all required fire risk assessments have been carried out.	100.0%	100.0%	100.0%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%	100.0%	100.0%
Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%	100.0%	100.0%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	100.0%	100.0%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	86.3%	85.4%	85.9%
Proportion of emergency responsive repairs completed within the landlord's target timescale.	92.2%	97.9%	95.9%
Proportion of homes that do not meet the Decent Homes Standard.	0.3%	0.0%	0.4%
Number of stage one complaints received per 1,000 homes.	6.7	28.1	47.6
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0%	100.0%	91.7%
Number of stage two complaints received per 1,000 homes.	0.7	1.4	7.7
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0%	100.0%	90.0%
Number of anti-social behaviour cases opened per 1,000 homes.	12.6	18.2	27.2
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0	1.4	0.6

