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Tenant Satisfaction Measures (TSMs) – 2025/26 Report

Please find below our performance against the Annual Tenant Satisfaction Measures (TSMs) for 2025/26. As the TSMs have now been in place for a couple of years, we are able to compare our performance with previous years as well as benchmark our results against organisations of a similar size.

Overall, we have achieved strong customer satisfaction scores across all categories, reflecting our ongoing commitment to delivering high-quality services and positive outcomes for our tenants. However, our performance in some service delivery measures has declined. This is primarily due to the mid-year mobilisation of a new gas contractor following a competitive procurement process. While we continue to experience some performance issues with the contractor, we are working closely with them to address these challenges and are committed to improving performance as quickly as possible.

TSMs Management information - score at period end

Performance Measure	Tolerances	Target	Benchmark Median	2024-25 Actual	2025-26 Actual
Annual Gas safety checks completed	100%	100%	100%	100%	↓ 99.9%
Proportion of Fire risk assessments due that have been completed	100%	100%	100%	100%	→ 100%
Proportion of Asbestos Surveys for properties built pre-2000 that have been carried	100%	100%	100%	100%	→ 100%
Proportion of Legionella risk assessments due that have been completed	100%	100%	100%	100%	→ 100%
Proportion of Lift Servicing inspections carried out	100%	100%	100%	100%	→ 100%
Number of Stage 1 complaints received per 1000 properties	100% 105% >110%	48%	47.6%	28.1%	↑ 27.1%
Number of Stage 1 complaints received per 1000 properties responded to within target timescales	100% 95% <90%	100%	91.7%	100%	↓ 84.2%
Number of Stage 2 complaints received per 1000 properties	100% 105% >110%	8%	7.7%	1.4%	↓ 3.6%
Number of Stage 2 complaints received per 1000 properties responded to within target timescales	100% 95% <90%	100%	90%	100%	→ 100%
Number of Anti social behaviour cases opened in the year per 1000 properties	100% 105% >110%	27.2%	27.2%	18.2%	↓ 32.6%
Number of Anti social cases opened in the year involving hate crimes per 1000 properties	100% 105% >110%	0.6%	0.6%	1.4%	↑ 0.0%

TSMs Management information - score at period end (continued)

Performance Measure	Tolerances	Target	Benchmark Median	2024-25 Actual	2025-26 Actual
Percentage of homes that do not meet the Decent Homes Standard	0% 2% 5%	0.0%	0.4%	0.0%	↓ 0.1%
Proportion of non emergency repairs completed within timescales	100% 95% <90%	85.9%	85.9%	85.4%	↑ 88.4%
Proportion of emergency repairs completed within timescales	100% 95% <90%	95.5%	95.5%	97.9%	↓ 89.6%

Timescales non emergency repairs:
Routine - 22 working days, Urgent - 5 working days, Adaptations - 5 working days, Recalls - 5 working days
Timescales Emergency repairs: 24 hours

Customer satisfaction - cumulative scores

Performance Measure	Tolerances	Target	Benchmark Median	2024-25 Actual	2025-26 Actual
Satisfaction - overall		74.0%	74%	82.3%	↑ 88.4%
Satisfaction - repairs service		75.6%	75.6%	82.4%	↑ 89.4%
Satisfaction - time taken on last repair		72.4%	72.4%	82.1%	↑ 86.2%
Satisfaction - home is well maintained		74.7%	74.7%	84.8%	↑ 85.7%
Satisfaction - home is safe		80.0%	80%	87.3%	↑ 88.1%
Satisfaction - listens to your views	100%	65.0%	65%	75.2%	↑ 79.6%
Satisfaction - keeps you informed	95%	74.2%	74.2%	90.4%	↑ 90.5%
Satisfaction - treats me fairly and with respect	<90%	78.8%	78.8%	87.9%	↑ 92.4%
Satisfaction - complaints handling		37.8%	37.8%	40.2%	↑ 45.3%
Satisfaction - Communal areas well maintained		70.1%	70.1%	81.4%	↑ 84.9%
Satisfaction - positive contribution to neighbourhood		67.1%	67.1%	79.2%	↑ 82.2%
Satisfaction - approach to ASB		61.0%	61%	74.8%	↑ 80.5%

The Benchmark comparatives per the report are taken from the median for Associations with unit numbers between 1,000 - 5,000 as per Housemark for 2024/5.