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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
Proportion of homes for which all required gas safety checks have been carried out.	100%	100%	100.00%	100.00%	↓ 99.9%
Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	100.00%	100.00%	→ 100.0%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	100.00%	100.00%	→ 100.0%
Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	100.00%	100.00%	→ 100.0%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	100%	100.00%	100.00%	→ 100.0%
Number of stage one complaints received per 1,000 homes.	100% 105% >110%	48	47.6	28.1	↑ 27.1
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100% 95% <90%	100%	91.7%	100.00%	↓ 84.2%
Number of Stage two complaints received per 1,000 properties	100% 105% >110%	8	7.7	1.4	↓ 3.6
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100% 95% <90%	100%	90.00%	100.00%	→ 100.0%
Number of anti-social behaviour cases opened per 1,000 homes.	100% 105% >110%	27.2	27.2	18.2	↓ 32.6
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	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
Proportion of homes that do not meet the Decent Homes Standard.	0% 2% 5%	0%	0.40%	0.00%	↓ 0.1%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	100% 95% <90%	86%	85.90%	85.40%	↑ 88.4%
Proportion of emergency repairs completed within the landlord's target timescale.	100% 95% <90%	96%	95.90%	97.90%	↓ 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
Proportion of respondents who report that they are satisfied with the overall service from their landlord.		74%	74%	82.3%	↑ 88.4%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.		76%	76%	82.4%	↑ 89.4%
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%	72%	82.1%	↑ 86.2%
Proportion of respondents who report that they are satisfied that their home is well maintained.		75%	75%	84.8%	↑ 85.7%
Proportion of respondents who report that they are satisfied that their home is safe.		80%	80%	87.3%	↑ 88.1%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	100%	65%	65%	75.2%	↑ 79.6%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	95%	74%	74%	90.4%	↑ 90.5%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	<90%	79%	79%	87.9%	↑ 92.4%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.		38%	38%	40.2%	↑ 45.3%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.		70%	70%	81.4%	↑ 84.9%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.		67%	67%	79.2%	↑ 82.2%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.		61%	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.