



Tenant Satisfaction Measures (TSMs) 2025/26

Each year, we submit Tenant Satisfaction Measures (TSMs) data to the Regulator of Social Housing.

This includes management information on areas such as:

- building safety checks
- repairs service
- how we respond to reports of anti-social behaviour (ASB)
- how we manage complaints

We also report the results of our tenant satisfaction surveys, which capture tenants' views on the services we provide. The surveys are carried out by an independent organisation.

Tenant Perception Survey Results

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	90%
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.	82%
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.	78%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	88%

TP05	Proportion of respondents who report that they are satisfied that their home is safe.	87%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	89%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	89%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	92%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	92%
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.	80%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	86.5%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	81%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to	84%

	handling anti-social behaviour.	
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In addition to the TSM questions, we asked three further questions specifically about the support service we provide.

Proportion of respondents who are satisfied with their support plan	95%
Proportion of respondents who are satisfied with the frequency of contact with their support worker	94%
Proportion of respondents who are satisfied with the overall service provided by their support worker	95%

Tenant Satisfaction Measures generated from management information

Building Safety

BS01	Proportion of homes for which all required gas safety checks have been carried out	100%
BS01	Proportion of homes for which all fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%

Anti-Social Behaviour

NM01 (1)	Number of Anti-social behaviour cases opened per 1,000 homes	16.4
NMO1 (2)	Number of Anti-social behaviour cases that involve	0

	hate incidents opened per 1,000 homes	
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Decent Homes Standard and Repairs

RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.2%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the target timescale of 21 days	90.6%
RP02 (2)	Proportion of emergency responsive repairs completed within the target timescale of 24 hours	95.1%

Complaints

CH01 (1)	Number of Stage 1 complaints received per 1,000 homes.	64.2
CH01 (2)	Number of Stage 2 complaints received per 1,000 homes.	8.6
CH02 (1)	Proportion of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	90.6%
CH02 (2)	Proportion of Stage 2 complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales.	100%