

Tenant Satisfaction Measures Report

2025-26

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1. Introduction

1.1 This report provides an overview of performance across the Tenant Satisfaction Measures (TSMs), comparing outturn results for 2023/24, 2024/25 and 2025/26. The detailed table below presents the full set of indicators covering building safety, neighbourhood management, repairs, complaints handling and tenant perception measures.

1.1 During this quarter how complaints are reported has been amended to report how many complaints were responded to rather than how many complaints were made in the period. This change will help to get to a position where of working within housing ombudsman guidelines and be able to provide more accurate reporting about the complaints received.

2. Executive Summary

2.1 Overall performance in 2025/26 shows a mixed picture. Strong performance has been maintained in some core safety and complaints response measures, while a number of operational and perception-based measures have weakened or remain areas of concern.

2.2 Positive improvements are visible in non-emergency repairs, complaint response times, home safety perception, and satisfaction with communal areas and complaint handling. However, there are notable declines in fire risk assessments, legionella risk assessments, lift safety checks, emergency repairs, anti-social behaviour satisfaction, and several tenant perception measures relating to communication, fairness and overall service.

3. Key Findings

Building Safety

3.1 Gas and asbestos compliance remain high, but fire risk assessments, legionella assessments and lift checks show significant deterioration and require attention and work in these areas has already been commissioned.

Neighbourhood Management

3.2 Anti-social behaviour case volumes reduced, but tenant satisfaction with the landlord's approach to anti-social behaviour remains modest.

Repairs and Maintenance

3.3 Non-emergency repairs improved strongly, while emergency repair performance declined. The proportion of non-decent homes remains broadly stable but slightly worse than the previous year.

Complaints

3.4 Complaint volumes increased, but response times improved and complaint handling satisfaction recovered compared with 2024/25.

Tenant Perceptions

3.5 Perceptions of safety and communal area maintenance improved, but overall satisfaction, communication, fairness and being listened to declined or remained comparatively weak.

4. Management Information Measures (10 Metrics)

4.1 These are performance indicators generated directly from the housing provider's internal data, including:

- Emergency and non-emergency repairs completed within target timescales
- Percentage of homes that meet the Decent Homes Standard
- Compliance with statutory health and safety checks (e.g., gas safety checks, fire risk assessments)
- Stage one and stage two complaints handled within the Housing Ombudsman timescales

Ref	TSM	Outturn 2023-24	Outturn 2024/25	Outturn 2025/26
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.9%	100%	99.1%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	87.5%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	94.3%	100%	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%	0%	0%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%	33%
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes	41.4	62.8	25.7
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0	0.8	0
RP01	Proportion of homes that do not meet the Decent Homes Standard	12.6%	6.7%	7.3%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	67%	74.5%	90.9%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale	90.5%	91.4%	86.9%
CH01 (1)	Number of stage one complaints received per 1,000 homes	23.6	19.5	29.1
CH01 (2)	Number of stage two complaints received per 1,000 homes	5.9	4.2	12.8
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	85.7%	91.3%	94.1%

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CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	85.7%	100%	100%
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2024-25 Outturn previously reported BS04 as 100%. It was identified(April 2026) as being an incorrect submission due to the date of risk assessments having expired. BS04 2024-25 outturn adjusted to 0%.

5. Tenant Perception Measures (12 Questions)

5.1 Gathered through annual surveys, these scores reflect how tenants feel their landlord is performing in the following areas:

- Overall satisfaction with landlord services
- Repairs and maintenance
- Keeping tenants informed about things that matter to them
- Having a home that is safe, well-maintained, and respectful
- Effective handling of complaints
- Responsible neighbourhood management

Ref	TSM	Outturn 2023-24	Outturn 2024/25	Outturn 2025/26
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	79.70%	74%	75.2%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repair service	85.50%	81.30%	79.90%
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	80.40%	79.70%	74%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	79.40%	76%	79.50%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	78.30%	80.10%	84.30%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	72.10%	73%	70.50%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	75.80%	81.10%	74.90%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	87.20%	87.50%	82.90%

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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	38.50%	23.20%	43.60%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	54.10%	55%	62.40%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	70.50%	75.10%	67.80%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	60.30%	72.90%	63.80%

6. Performance Commentary

- 6.1 The 2025/26 data indicates that the Council continues to perform well in selected compliance and service areas, but there are improvements to be made in terms of core assurances activities. Areas requiring the most immediate management focus are the sharp reductions in fire, legionella and lift-related compliance indicators, the fall in emergency repairs completed within target, and the increase in complaint volumes. This work has started and will continue throughout the 2026-27.
- 6.2 At the same time, improved complaint response times and stronger results in some perception measures suggest that targeted interventions can deliver results where there is sustained operational focus.
- 6.3 The key priorities are to;
- Restore full assurance over fire, legionella and lift safety compliance.
 - Investigate the causes of declining emergency repairs performance and implement corrective action.
 - Reduce complaint volumes through earlier resolution and stronger front-line service recovery.
 - Strengthen resident communication and engagement to improve perceptions of fairness, listening and responsiveness.
 - Maintain momentum in non-emergency repairs and the positive gains seen in communal areas and complaint handling times.

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