

# All 26 Tenant Satisfaction Measures (TSM) Q3 2025/26

(measures with an icon/graphic represent the 12 customer TSM's)

Overall customer satisfaction **75.5%**



target 80%

Keeping properties in good repair					
<b>Satisfaction with repairs</b> <b>79.2%</b> target 80%	<b>Satisfaction with repair completion time</b> <b>73.9%</b> target 75%	<b>Satisfaction with home maintenance</b> <b>74.9%</b> target 76%	<b>Homes that do not meet the Decent Homes Standard</b> <b>Recorded annually</b>	<b>Emergency Repairs</b> completed within target timescale <b>99.5%</b> target timescale 24 hrs	<b>Non-Emergency Repairs</b> completed within target timescale <b>75.5%</b> target timescale (routine) 20 working days target timescale (major) 65 working days
Respectful and helpful engagement					
<b>Landlord responds to tenant views</b> <b>63.3%</b> target 73%	<b>Landlord keeps tenants informed</b> <b>70.7%</b> target 75%	<b>Landlord treats tenants fairly and respectfully</b> <b>79.6%</b> target 80%			
Effective handling of complaints					
<b>Satisfaction with landlord's complaint handling</b> <b>43.2%</b> target 45%	<b>Stage 1 Complaints</b> relative to our size as a landlord <b>56.1*</b> *number of complaints per 1000 homes (cumulative)	<b>Stage 2 Complaints</b> relative to our size as a landlord <b>12.2*</b> *number of complaints per 1000 homes (cumulative)	<b>Stage 1 Complaints</b> responded to within Complaints Handling Code <b>95.0%</b>	<b>Stage 2 Complaints</b> responded to within Complaints Handling Code <b>97.7%</b>	
Maintaining Building Safety					
<b>Satisfaction that the home is safe</b> <b>77.9%</b> target 81%	<b>Gas Safety Checks</b> <b>100%</b>	<b>Fire Safety Checks</b> <b>100%</b>	<b>Asbestos Safety Checks</b> <b>100%</b>	<b>Water Safety Checks</b> <b>100%</b>	<b>Lift Safety Checks</b> <b>100%</b>
Responsible Neighbourhood Management					
<b>Communal areas clean and well maintained</b> <b>61.0%</b> target 65%	<b>Satisfied with landlord's neighbourhood impact</b> <b>59.6%</b> target 65%	<b>Satisfied with landlord's anti-social response</b> <b>58.3%</b> target 65%	<b>Anti-social behaviour cases</b> relative to size of landlord <b>24.4**</b> **number of Anti-social behaviour cases per 1000 homes	<b>Anti-social behaviour cases</b> involving Hate Crime relative to size of landlord <b>1.6**</b> **number of Anti-social behaviour cases per 1000 homes	

Some measures are cumulative which means that they will increase each quarter as we add each quarter up. This is important to note if making quarterly comparisons