

Report to: Policy & Performance Improvement Committee – 6 July 2026

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Report Summary	
Report Title	Annual Tenant Satisfaction Measures 2025/26
Purpose of Report	To present the latest tenant satisfaction measures (TSM) survey report.
Recommendations	That the Policy, Performance and Improvement Committee note: a) the content of the report; and b) that this report has been presented to SLT and the Tenant Influence and Assurance Board in June.
Reason for Recommendation	The report aligns to the following ambitions in the Community Plan : Ambition 2: Increase the supply of housing, in particular decent homes that residents can afford to buy and rent, as well as improving housing standards Ambition 7: Be a top performing, modern and accessible Council that get its everyday services right for the residents and businesses that it serves.

1.0 **Background**

- 1.1 In November 2020, the Government published the charter for social housing residents – social housing white paper which set out ways to improve services for people living in social housing. As a result, from 1 April 2023, the Regulator for Social Housing (RSH) introduced a range of tenant perception satisfaction measures (TSMs) to identify which landlords might need to improve and so that tenants could see how landlords are performing in comparison with others.
- 1.2 Landlords with 1,000+ properties are required to carry out the TSM survey annually and submit their results to the RSH by 30th June each year. The Council carried out its third annual survey during 2025/26. The full report findings are presented within **Appendix 1**.
- 1.3 As well as the mandatory 12 survey questions, the survey also asked three optional questions at the end, which are permitted as part of the survey exercise, to establish satisfaction with lettings and gas servicing and asked tenants if they would like to be involved. The survey also asked some contextual questions for both ASB and complaints to establish whether the cases were regarding housing services.

- 1.4 Part of the RSH survey requirements is that weighting must be applied where the survey sample base is not fully representative of the wider tenant base. Weighting has not been required as our sample is proportionally representative.
- 1.5 The summary table below shows the latest year performance and the previous performance for 2024/25 and 2023/24 as well as the direction of travel / percentage change between the latest year and 2024/25. Whilst some measures have declined, it is pleasing to see that many have increased, with a marked increase in satisfaction with repairs and communal areas.

TSM (satisfaction with...)	2025/26 Result %	24/25 Result%	2023/24 Result %	Change from 2024/25 to 2025/26 %
TP01 Overall service	78.0	77.2	77.2	+0.8
TP02 Overall repairs service	76.6	72.3	75.2	+4.3
TP03 Repairs time taken	70.6	65.5	69.0	+5.1
TP04 Home is well maintained	77.5	77.1	76.3	+0.4
TP05 Home is safe	84.6	82.5	84.7	+2.1
TP06 Listens to views & acts upon them	67.5	67.2	68.1	-0.3
TP07 Keeps informed	73.4	72.4	70.3	+1.0
TP08 Treated fairly & with respect	80.7	82.4	80.7	-1.7
TP09 Approach to complaints	37.6	44.3	27.1	-6.7
TP10 Communal areas	75.2	71.5	65.7	+3.7
TP11 Contribution to neighbourhood	71.6	71.9	64.3	-0.3
TP12 Approach to anti-social behaviour	66.6	64.4	61.3	+2.2

- 1.6 During 2025/26 a focus was placed on repairs, complaints and ASB to improve these areas and it is pleasing to see that 2 of the 3 areas have improved. Whilst the decline in complaints is disappointing, transactional satisfaction, which is more timely following the service, has increased from 55%, to 57% and 66% for the 3 respective years. TSMs ask tenants if they have made a complaint in the last 12 months and the context data shows us that at least a small amount have made complaints about non housing services, such as dog fouling, bins and moles.
- 1.7 Each year, as a result of the TSM survey outcomes, Business Managers within the service set a number of actions with the aim to improve performance. This progress is reported to SLT and the Tenant Influence and Assurance Board (formerly Housing Advisory Board) on a quarterly basis. The final position for 2025/26 against the actions is presented within the TSM Action Plan at **Appendix 2**.

2.0 Proposal /Options Considered

- 2.1 Business Managers will use the latest survey data to understand the underlying issues to drive service improvements. The resulting actions will be overlaid with actions already existing in business plans and those arising from our recent regulatory inspection. Any non-duplicated actions and those carried forward will be included within the ongoing action plan for 2026/27.
- 2.2 The TSM survey is anonymous, therefore tenants who wish to be contacted regarding being involved, have consented to their details being shared separately to the survey responses. The tenant engagement team have contacted these individuals to provide more information and added them to our involved tenants list where agreed. This has increased the numbers of involved tenants and will directly support the new tenant engagement and scrutiny framework.
- 2.3 Following the submission deadline of 30th June, the RSH will publish all social housing provider TSM results around late October.

3.0 Implications

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	Y	Equality & Diversity	Y
Human Resources	N/A	Human Rights	N/A
Legal	N/A	Data Protection	N/A
Digital & Cyber Security	N/A	Safeguarding	N/A
Sustainability	N/A	Crime & Disorder	N/A
LGR	N/A	Tenant Consultation	N/A

Financial Implications (FIN26-27/6929)

- 3.1 There are no direct financial implications resulting from this report. All follow-on actions will be met within existing resources and budgets.

Equality & Diversity

- 3.2 It is recommended by the RSH to offer more than one survey method. Two survey options are used for the survey; telephone and online.
- 3.3 Surveys are carried out across 12 months, on a weekly basis, on different days and different times. Whilst this is a sample survey, this enables tenants to take part at a convenient time.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None.