

# Tenant Satisfaction Measures

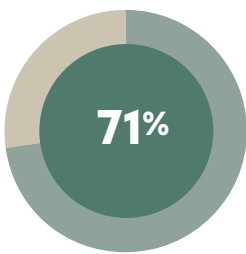
## April 2024 to March 2025



### TSMs Generated from the Tenant Perception Survey, October 2025

The questions put to you by Acuity Research & Practice Ltd in 2025 are those asked of all social housing landlords for tenant satisfaction measures (TSMs) drawn up by the Regulator of Social Housing (RoSH).

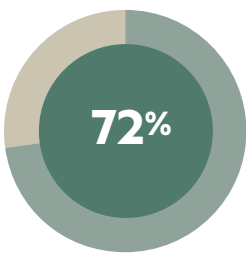
All figures shown here were collected, generated and validated reported perception measures.



TP02: 71% Satisfied with a repair you had done in the last 12 months

↓ from 77.7% in 2023

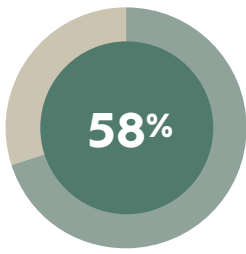
Average for social housing providers in 2025: 73.6%



TP04: 72% Satisfied that your home is well maintained

↑ from 70.5% in 2023

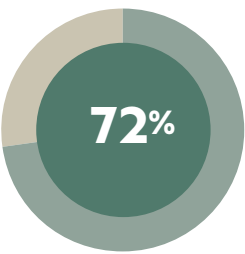
Average for social housing providers in 2025: 71.9%



TP06: 58% of you satisfied that we listen to and act on your views

↓ from 67.2% in 2023

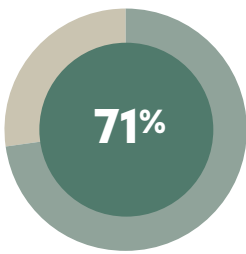
Average for social housing providers in 2025: 61.6%



TP01: 72% of you were satisfied, overall, with our standards

↓ from 72.7% in 2023

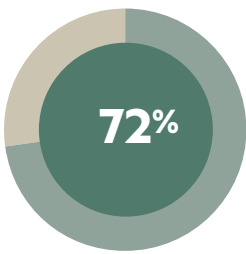
Average for social housing providers\* in 2025: 71.8%



TP03: 71% Satisfied with the time the repair took to complete

↓ from 79.2% in 2023

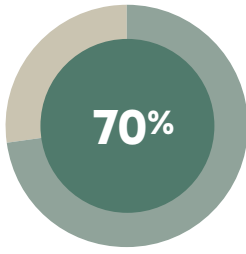
Average for social housing providers in 2025: 69.5%



TP05: 72% said you agreed that your home feels safe

↓ from 73% in 2023

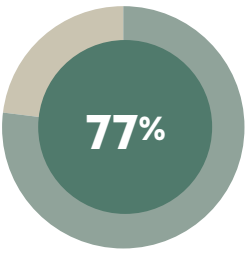
Average for social housing providers in 2025: 77.6%



TP07: 70% Satisfied we keep you informed about the things that matter to you

↓ from 77.3% in 2023

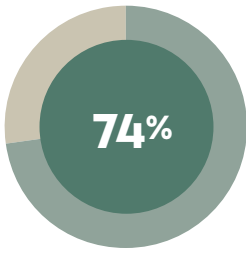
Average for social housing providers in 2025: 72%



TP08: 77% say we treat you fairly and with respect

↓ from 78.3% in 2023

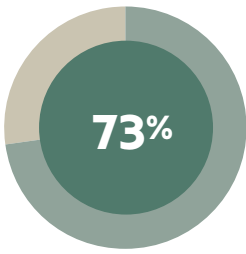
Average for social housing providers in 2025: 77.9%



TP10: 74% say we keep your shared areas clean and well-maintained

↓ from 79.4% in 2023

Average for social housing providers in 2025: 66.7%



TP12: 73% Satisfied with how we handle any antisocial behaviour

↑ from 62.5% in 2023

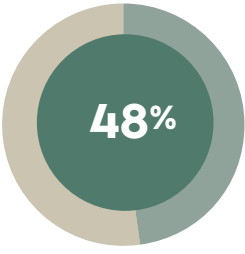
Average for social housing providers in 2025: 59.5%

BS01: 100% of our homes had required gas safety checks carried out

	BHA	SHP AVERAGE
2025	100%	100%
2024	99%	100%

BS02: 100% of our homes had required fire risk assessments carried out

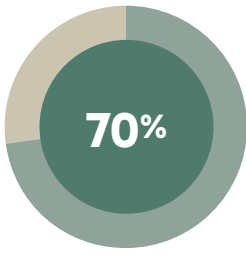
	BHA	SHP AVERAGE
2025	100%	100%
2024	100%	100%



TP09: 48% of those of you who made a complaint in the last 12 months were satisfied with the way we handled your complaint

↑ from 47.7% in 2023

Average for social housing providers in 2025: 35.5%



TP11: 70% say we make a positive contribution to your neighbourhood

↓ from 73.6% in 2023

Average for social housing providers in 2025: 64.6%

### TSMs generated from our management figures

We supplement survey questions with data we track and collect during the year.

These statistics estimate the figure we would report, based on actual performance, if we had 1000 homes rather than 300, as of 31 March 2025. To show how we compare, we have also given the median for other social landlords.

We do annual audits of our services and standards which are scrutinised and inspected by RoSH and related professional bodies.

BS03: 97.9% of our homes had all the required asbestos management or reinspections carried out

	BHA	SHP AVERAGE
2025	97.9%	100%
2024	100%	100%

BS05: 100% of homes with a shared passenger lift checked for safety

	BHA	SHP AVERAGE
2025	100%	100%
2024	100%	100%

BS04: 100% of our homes that required a risk assessment for Legionella carried out

	BHA	SHP AVERAGE
2025	100%	100%
2024	100%	100%

CH01 (1): Number of stage one complaints made per 1000 homes

	BHA	SHP AVERAGE
2025	50.2	53.5
2024	53.5	41.6

CH01 (2): Number of stage two complaints made per 1000 homes

	BHA	SHP AVERAGE
2025	13.4	8.3
2024	20.1	5.3

CH02 (1): Responded to stage one complaints within the housing ombudsman's timescale

	BHA	SHP AVERAGE
2025	93%	89.9%
2024	100%	84.6%

CH02 (2): Responded to stage two complaints within the housing ombudsman's timescale

	BHA	SHP AVERAGE
2025	100%	88.9%
2024	80%	81.6%

RP01: 1.3% of our homes did not meet the Decent Homes Standard

	BHA	SHP AVERAGE
2025	1.3%	0.5%
2024	1.7%	0.5%

RP02 i: 90% of non-emergency repairs completed within landlord's timescale

	BHA	SHP AVERAGE
2025	90%	82.5%
2024	93.7%	81.3%

RP02 ii: 91% of emergency repairs completed within the landlord's timescale

	BHA	SHP AVERAGE
2025	91%	94.9%
2024	97.5%	94.8%

NB The figures for the CH, NM and RP indicators are for the 12 months to 31 March 2025.

The BS indicators give the state of play at 31 March 2025.

### Who took part in the Acuity survey of your views and when?

The survey was carried out between August and November 2025, with all 300 BHA residents invited to take part. By the close of the survey, 95 complete responses had been received along with a further five incomplete responses, which are also required to be included.

Almost half of the responses were made by phone (47) with 39 made online and 14 by post.

### How did Acuity know this survey gave a reliable test of all your views?

Acuity and RoSH recommend that landlords with fewer than 1,000 homes have a sampling error of at least ±5% at the 95% confidence level. The margin of error for this survey is ± 8.3%. However, a census approach allowed all residents to respond if they wished so the survey is fully compliant.

The census was used to check that those answering the questions made up a representative sample of tenanted households and age groups in each neighbourhood

### Did Acuity offer incentives to encourage responses to the survey?

Yes: a prize draw, with the three winners each getting a £50 shopping voucher.