

Tenant Satisfaction Measures Report 2024-2025

In April 2023, the Regulator of Social Housing introduced the Tenant Satisfaction Measures, TSMs for short, to measure how well social housing providers are performing. This is to make sure they are held to account for their actions and give customers greater visibility of their performance.

	TSM MEASURE	2024/25 RESULTS
Overall	TP01: Overall Satisfaction	65.9%
Keeping properties in good repair	RP01: Proportion of homes that do not meet Decent Homes Standard	1.6%
	RP02 (i): Proportion of Non-emergency repairs completed within target timescale of up to 28 calendar days	63.2%
	RP02 (ii): Proportion of Emergency repairs completed within target timescale of within 24 hours	90.6%
	TP02: Satisfaction with repairs	63.8%
	TP03: Satisfaction with time taken to complete most recent repair	57.7%
	TP04: Satisfaction that the home is well maintained	63.0%
Maintaining building safety	BS01: Gas safety checks	100%
	BS02: Fire safety checks	100%
	BS03: Asbestos safety checks	100%
	BS04: Water (legionella) safety checks	100%
	BS05: Lift safety checks	100%
	TP05: Satisfaction that home is safe	72.2%

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Respectful and helpful engagement	TP06: Satisfaction that we listen to tenant views and act upon them	54.6%
	TP07: Satisfaction that we keep tenants informed about things that matter to them	64.7%
	TP08: Agreement that we treat tenants fairly and with respect	69.1%
Effective handling of complaints	CH01 (i): Stage 1 complaints relative to size (per 1,000 homes)	41.8
	CH01(ii): Stage 2 complaints relative to size (per 1,000 homes)	13.9
	CH02 (i): Proportion of Stage 1 complaints within timescales	95.7%
	CH02(ii): Proportion of Stage 2 complaints within timescales	74.4%
	TP09: Satisfaction with our approach to handling complaints	24.9%
Responsible neighbourhood management	NM01(i): Number of anti-social behaviour (ASB) cases relative to size (opened per 1,000 homes)	16.9
	NM01(ii): Of which, no of ASB cases that involve hate incidents relative to size (opened per 1,000 homes)	0.2
	TP10: Satisfaction we keep communal areas clean and well maintained	55.7%
	TP11: Satisfaction we make a positive contribution to neighbourhoods	53.9%
	TP12: Satisfaction with our approach to handling ASB	50.0%

Note: The tenant perception (TP01-TP12) measures are based on 686 surveys conducted across a random sample of 6,169 Low Cost Rental Accommodation households (Rooftop Housing Group LCRA stock in ownership as at 31 March 2025).