



# TENANT SATISFACTION MEASURES REPORT 2024/25



Tenant Satisfaction Measures (TSMs) are part of the Regulator for Social Housing's (RSH) consumer standards. They are important in supporting the scrutiny of our landlord performance by customers and allowing for comparison with other landlords.

This report shows our performance for all 22 TSMs for our rented homes in 2024/25, and we hope that you find it informative. 10 (RP01/02, NM01, BS01-05, CH01/02) are direct measures which are collected from our own management information and are shown in blue below. 12 (TP01 – TP12) are perception measures which are generated by surveys and are shown in purple below.

For each TSM, we have shown the +/- percentage difference or if there has been no change from 2023/24. The report also compares our performance with the latest benchmarks published by the RSH in November 2024.

## TP01: Overall satisfaction

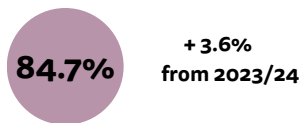


## Keeping properties in good repair

### RP01: Homes that do not meet the decent homes standard



### TP02: Satisfaction with repairs



### RP02: Repairs completed within target timescales



**Emergency**  
+ 0.1%  
from 2023/24



**Non-emergency**  
+ 5.9%  
from 2023/24

### TP03: Satisfaction with time taken to complete most recent repair



### TP04: Satisfaction that the home is well maintained



## Maintaining building safety

### BS01: Gas safety checks

100%

no change  
from 2023/24

### BS04: Water safety checks

100%

no change  
from 2023/24

### BS02: Fire safety checks

100%

no change  
from 2023/24

### BS05: Lift safety checks

100%

no change  
from 2023/24

### BS03: Asbestos safety checks

100%

+3%  
from 2023/24

### TP05: Satisfaction the home is safe

86.6%

-1.4%  
from 2023/24

## Responsible neighbourhood management

### NM01: Anti-social behaviours cases relative to the size of the landlord

11.5

ASB cases  
+2.4  
from 2023/24

### TP10: Satisfaction that the landlord keeps communal areas clean and well maintained

71.2%

+6.1%  
from 2023/24

0.60

ASB cases involving hate cases  
+0.1  
from 2023/24

### TP11: Satisfaction that the landlord makes a positive contribution to Neighbourhoods

73.6%

-0.4%  
from 2023/24

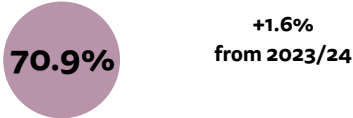
### TP12: Satisfaction with the landlords approach to handling anti-social behaviour

63.6%

-1.7%  
from 2023/24

## Respectful and helpful engagement

**TPO6: Satisfaction that the landlord listens to tenant views and acts upon them**



**TPO7: Satisfaction that the landlord keeps tenants informed about things that matter to them**

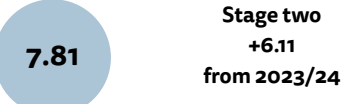
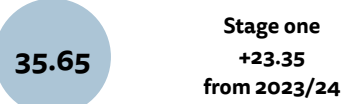


**TPO8: Agreement that the landlord treats tenants fairly and with respect**



## Effective handling of complaints

**CH01: Complaints relative to the size of landlord**



Based on complaints per 1,000 units of stock.

**CH02: Complaints responded to within complaint handling code timescales**

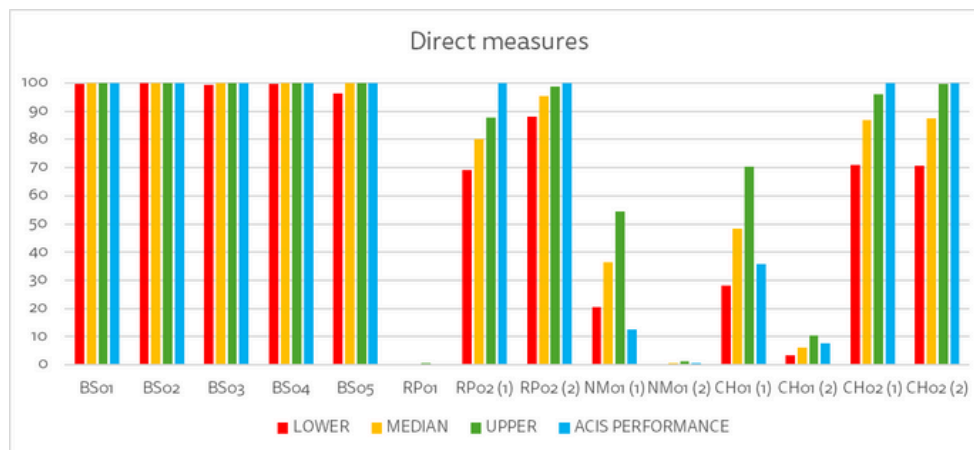
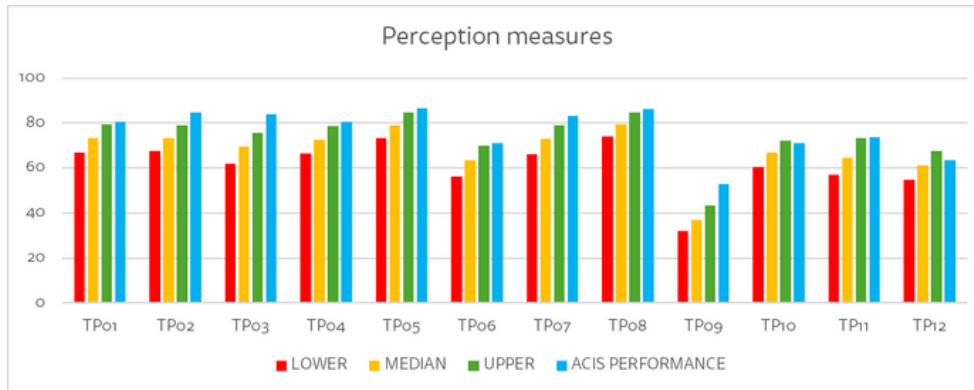


**TPO9: Satisfaction with the landlords approach to handling complaints**



# COMPARING OUR TSM PERFORMANCE

The RSH's benchmarks allow us to compare our performance with other housing associations, as shown in these charts:



The upper quartile is the highest quarter of benchmarked (compared) results of all housing associations. The median (midpoint) values are drawn from benchmarked (compared) results of all housing associations. The lower quartile is the lowest quarter of benchmarked (compared) results of all housing associations.

## HOW DID WE DO?

For the perception measures, our performance compared well against other housing associations, with 10 of the 12 measures in the upper quartile and the other 2 (TP10 and TP12) in the median range.

Our performance for the direct measures also compared well against other housing associations. We were 100% compliant and in the upper quartile range for all of the building safety measures (TSMs BSO1 – BSO5). All of our homes met the Decent Homes Standard, and for this measure (TSM RPO1) it was favourable to be in the lower quartile range. 99.9% of both non-emergency and emergency repairs (TSMs RPO2 1 and 2) were completed within our target times\* and were in the upper quartile range.

The number of anti-social behaviour (ASB) cases that we opened per 1000 homes (TSM NMO1(1)) increased to 12.7 but was still with the lower quartile range, which was favourable for this measure. The number of ASB cases that involved hate incidents (TSM NMO1 (2)) was 0.65, which was in the median range.

The number of Stage 1 complaints that we received per 1000 homes (TSM CHO1(1)) increased but was in the lower quartile range, which was favourable for this measure. The number of Stage 2 complaints (TSM CHO1 (2)) also increased and was in the median range. We responded to 100% of both Stage 1 (TSM CHO2 (1)) and Stage 2 (TSM CHO2 (2)) complaints within the Housing Ombudsman Complaint Handling Code target times, which was in the upper quartile range.

We continue to review the TSMs on a quarterly basis, and give particular consideration to those where lower levels of satisfaction are evident.

*\*Our target times for repairs are:*

- *Emergency - attended to within 24 hours*
- *Urgent - within 3 days*
- *Routine - within 28 days*

A summary of the survey approach used to generate our published perception TSMs can be viewed via this [link](#)

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If you are interested in getting involved in the scrutiny of our performance with other customers, please contact [Yourvoice@acisgroup.co.uk](mailto:Yourvoice@acisgroup.co.uk) or alternatively, you can find more information on our website <https://www.acisgroup.co.uk/your-home/your-voice/>

