



Tenant Satisfaction Measures

Report 2025/26





Hello

Welcome to Acis Group's Tenant Satisfaction Measures Report for 2025/26.

At Acis, we're committed to being there when you need us. Listening to you and providing reliable services is a key part of what we do.

Tenant Satisfaction Measures (TSMs) are set by the Regulator of Social Housing (RSH). They help show how well we're doing in key areas like repairs, safety, communication and handling complaints. Just as importantly, they reflect what our customers think about their homes and the services we provide.

They also help you see how we compare with other landlords similar to Acis Group.

This report shares our results for all 22 TSMs for our rented homes in 2025/26. Ten of these measures (RP01/02, NM01, BS01–05, CH01/02) are based on our own data and are **shown in blue.**

The other 12 measures (TP01–TP12) are based on feedback from our customer surveys and are **shown in purple.**

For each measure, we show whether our performance has **gone up**, **gone down** or stayed the same since 2024/25. We've also compared our results with the latest sector benchmarks published by the RSH in November 2025.

Overall Satisfaction

More than eight out of ten tenants (83%) say they're happy with the service they get from Acis. That's up by nearly three percentage points compared to last year, which is great news.

As you'll see in this report, things have improved in nine other areas too.

The areas with the highest satisfaction are people feeling safe in their homes and how quickly their last repair was completed - both scored 88%. Close behind are repairs carried out in the past year, and whether tenants feel they're treated fairly and with respect - both at 86%.

We are, however, never complacent and there are still some areas to improve including handling anti-social behaviour reports and satisfaction with the way complaints are dealt with.

In this report, we'll look in more detail at these main results, compare them with others so you can see how well Acis is performing.

TP01
Overall
satisfaction

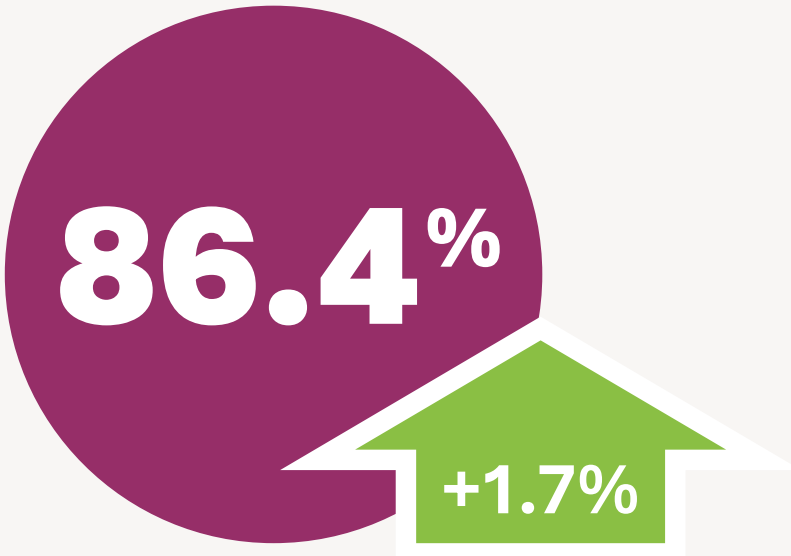
83.1%

+2.7%

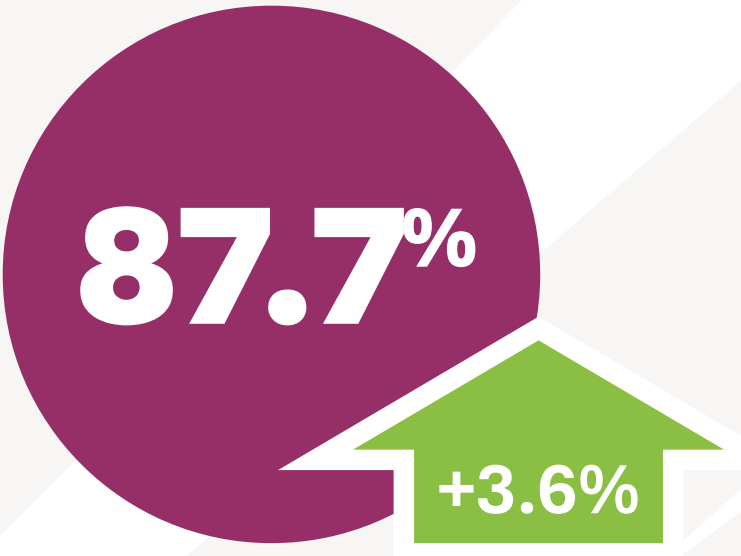


Keeping Properties in Good Repair

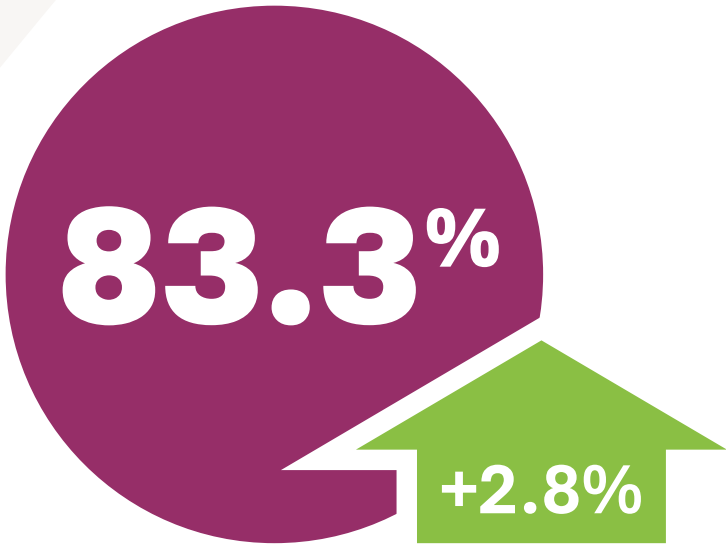
TP02
Satisfaction
with repairs



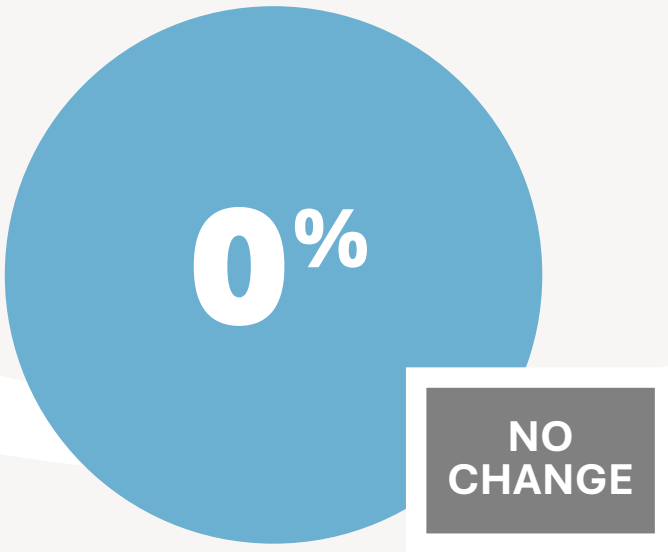
TP03
Satisfaction
with time
taken to
complete
most recent
repair



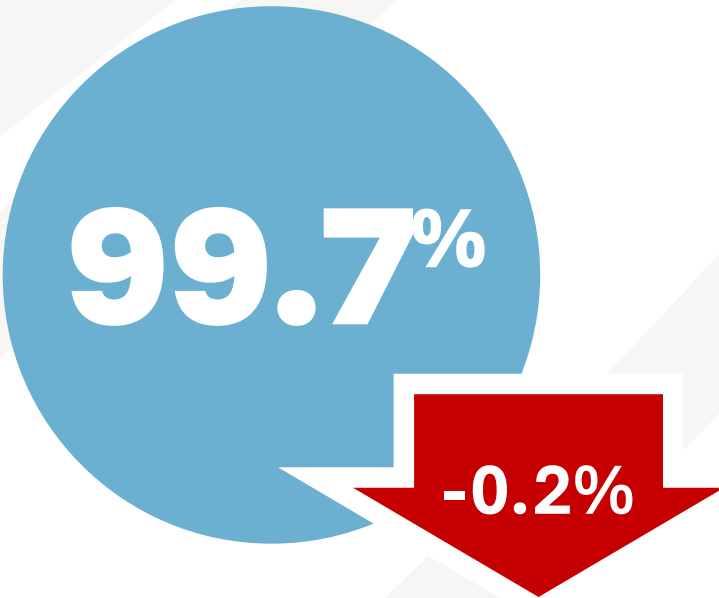
TP04
Satisfaction
that the
home is well
maintained



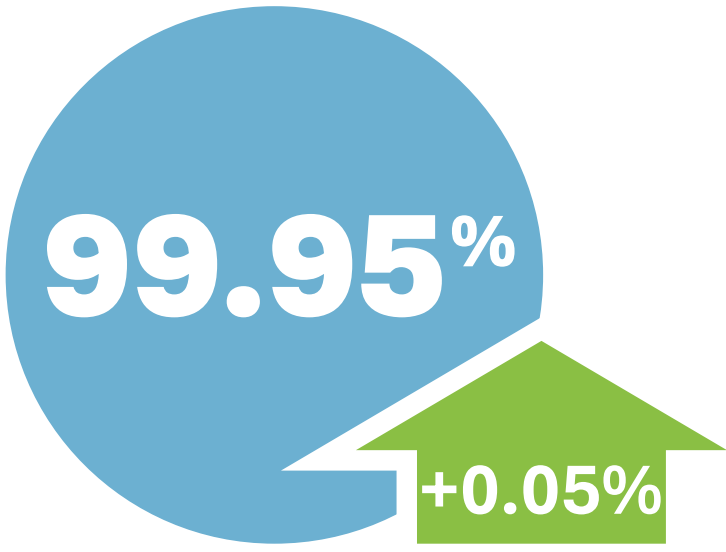
RP01
Homes that
do not meet
the Decent
Homes
Standard



RP02
Non
emergency
repairs
completed
within target
timescale

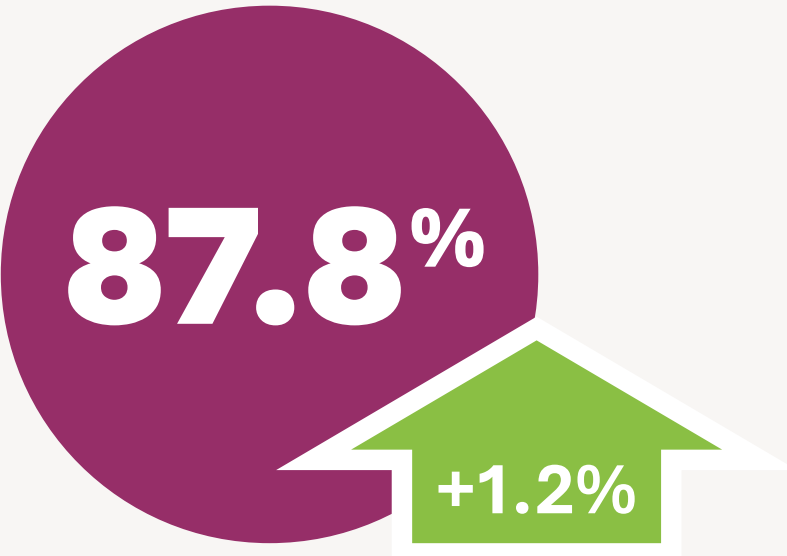


RP02
Emergency
repairs
completed
within target
timescale

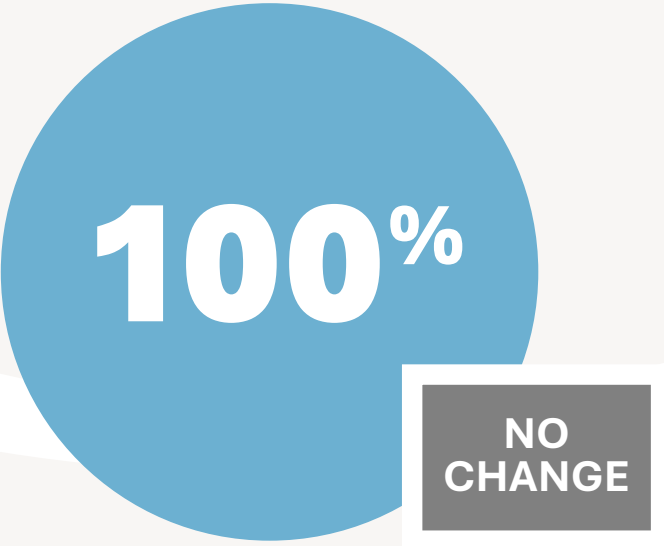


Maintaining building safety

TP05
Satisfaction
that the
home is safe



BS03
Asbestos
safety
checks
complete



BS01
Gas safety
checks
completed



BS04
Water safety
checks
completed



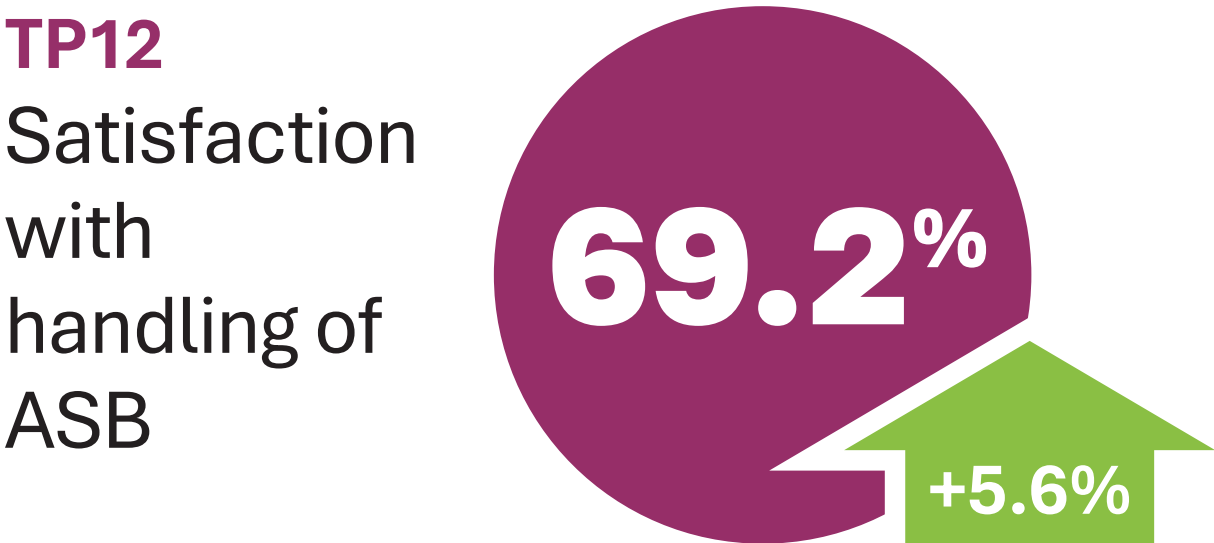
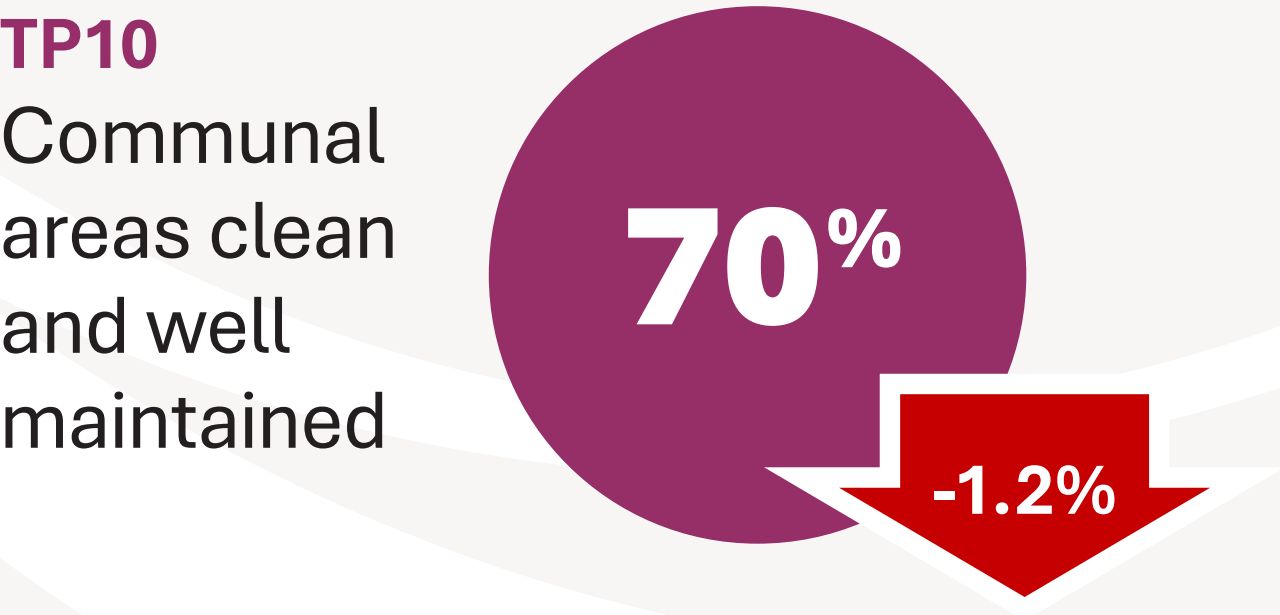
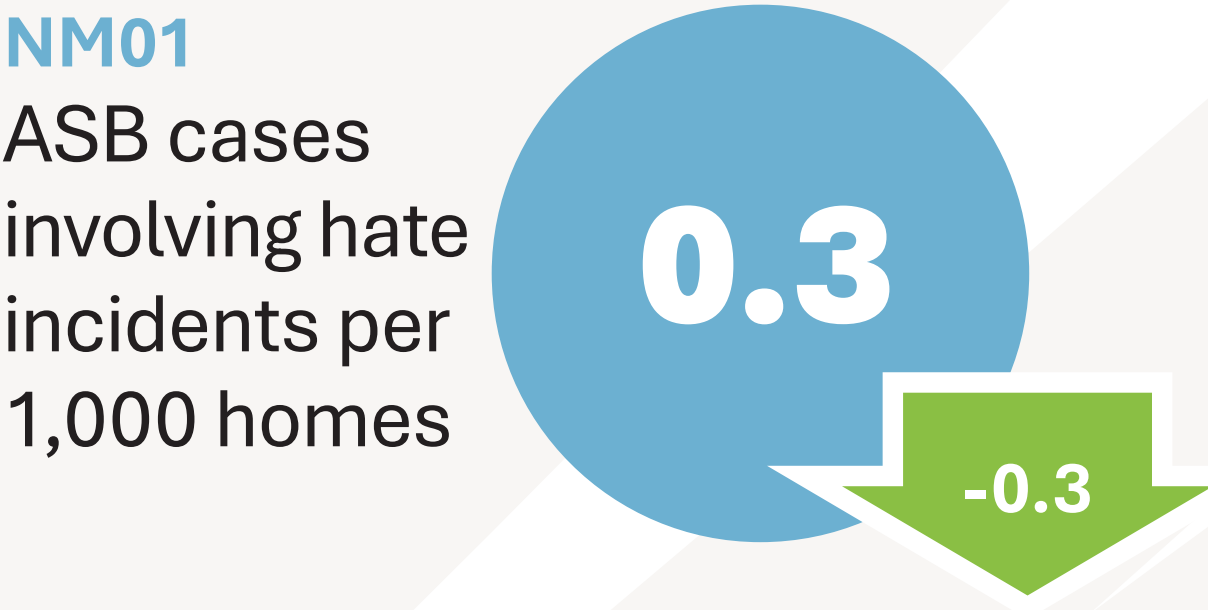
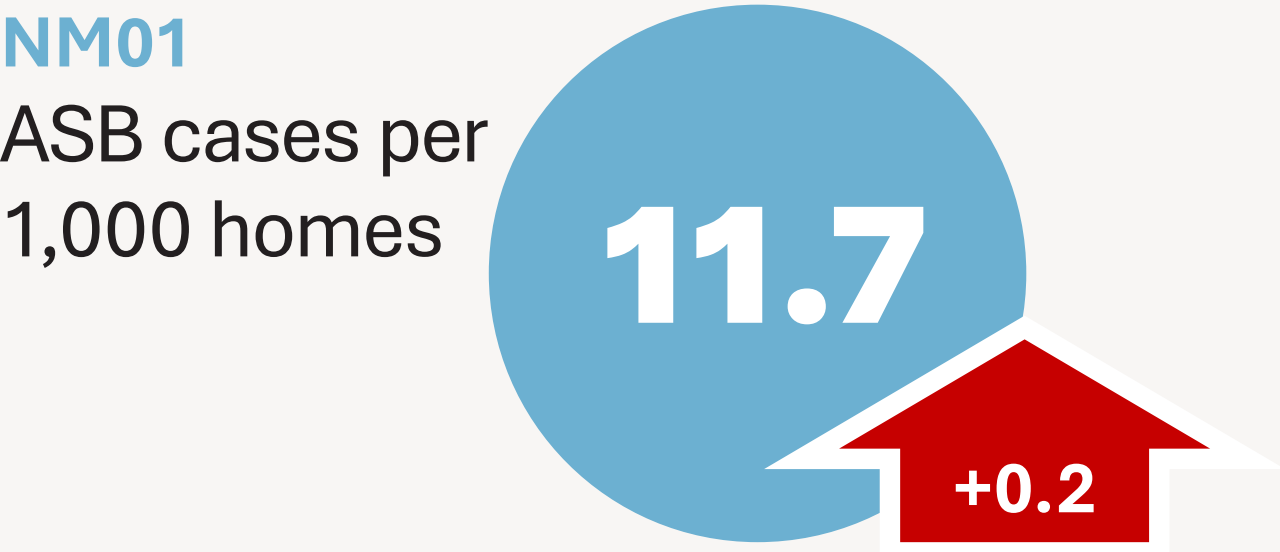
BS02
Fire safety
checks
completed



BS05
Lift safety
checks
completed

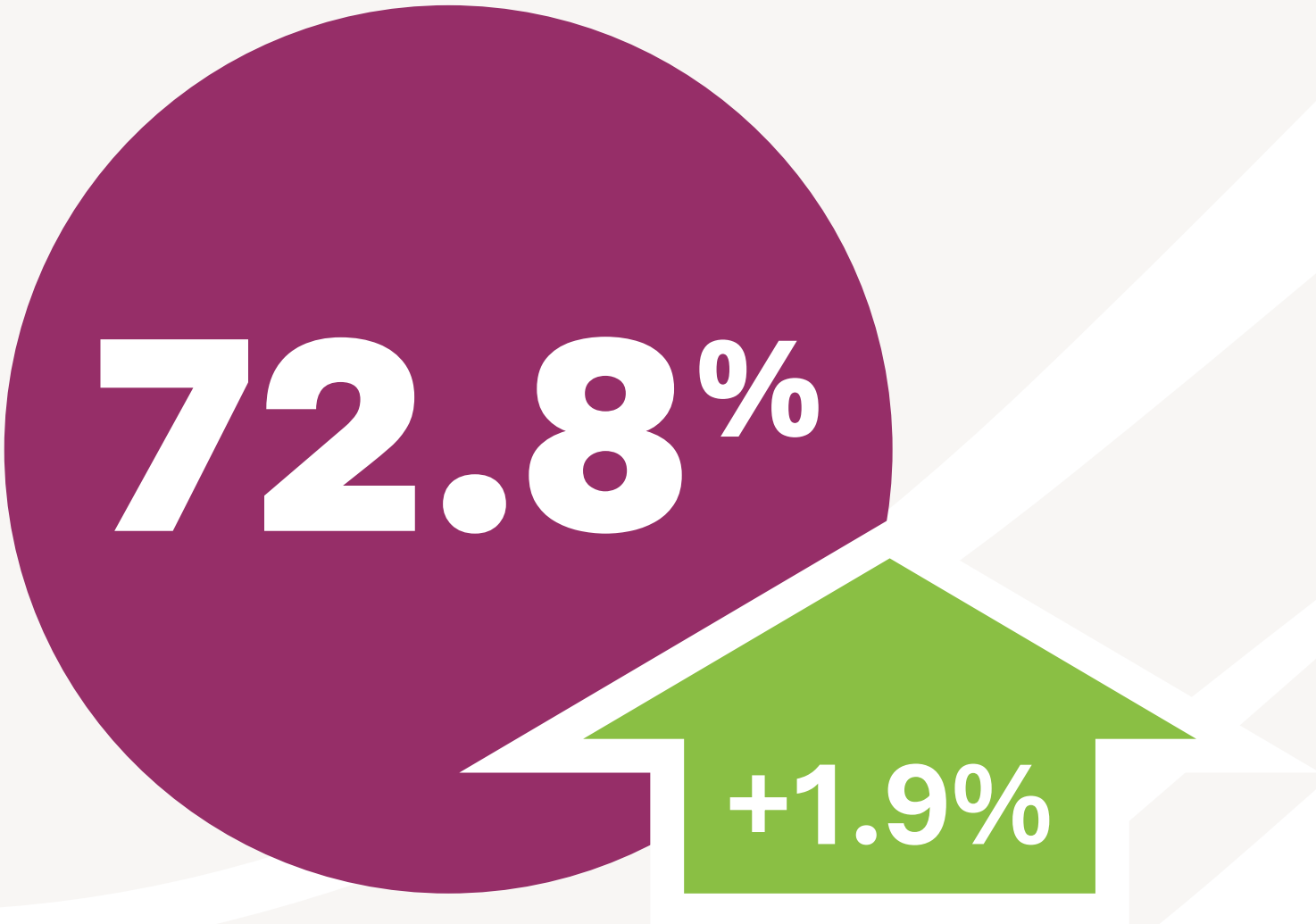


Responsible neighbourhood management

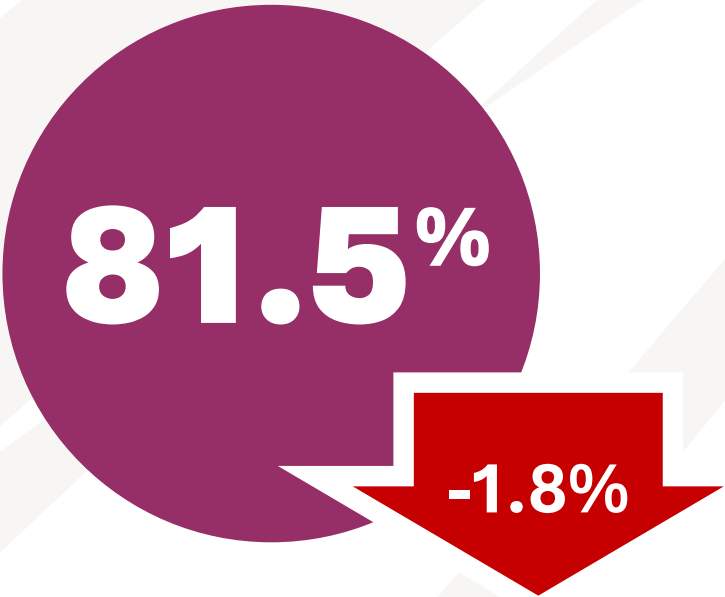


Respectful and helpful engagement

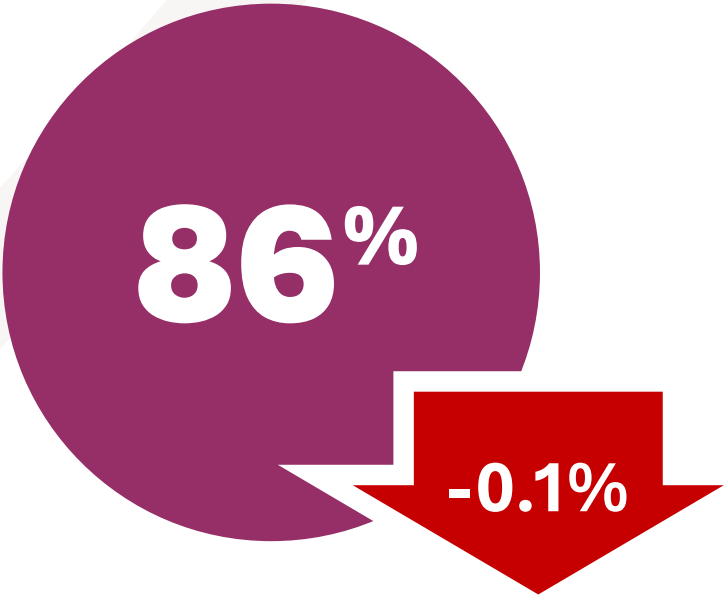
TP06
Listens to
tenant views
and acts on
them



TP07
Keeps tenants
informed
about things
that matter



TP08
Treated fairly
and with
respect



Effective handling of complaints

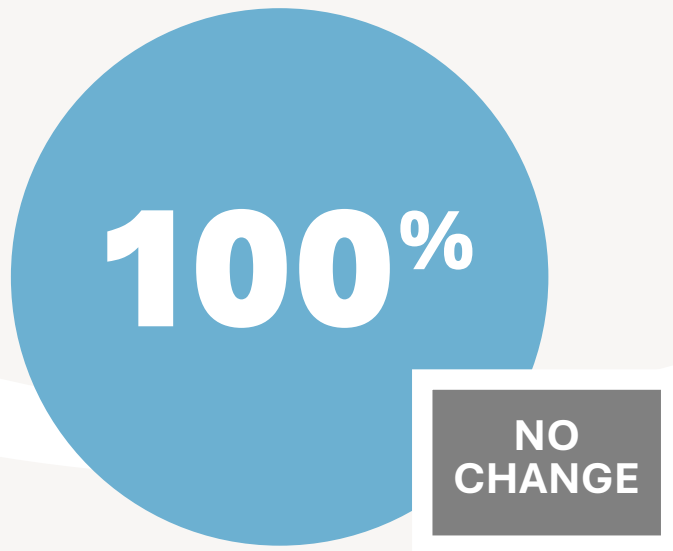
CH01
Stage 1
complaints
per 1,000
homes



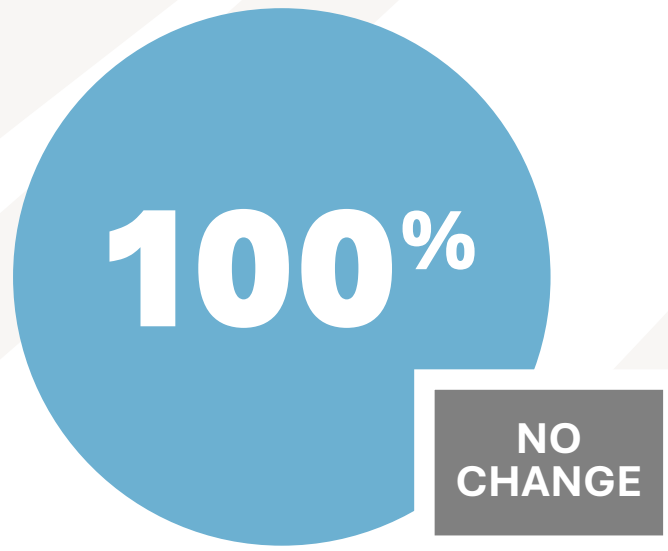
CH01
Stage 2
complaints
per 1,000
homes



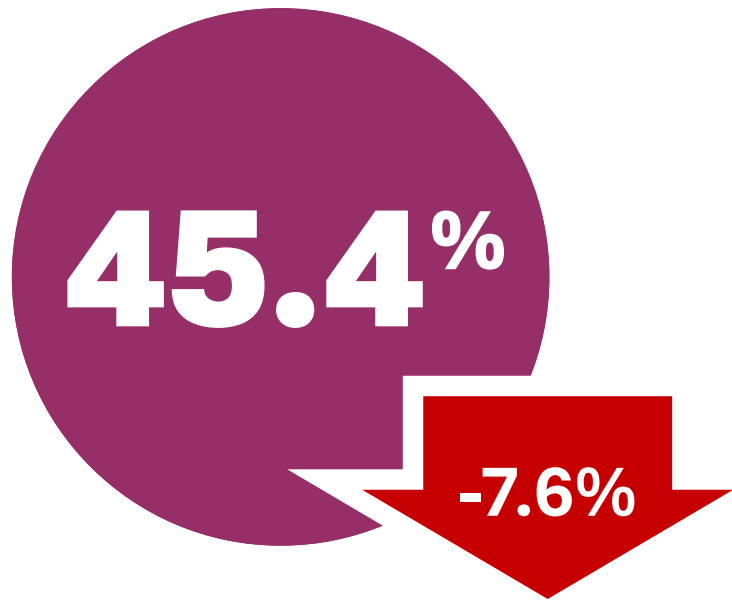
CH02
Stage 1
complaints
responded
to within
timescale



CH02
Stage 2
complaints
responded
to within
timescale



TP09
Satisfaction
with
complaint
handling



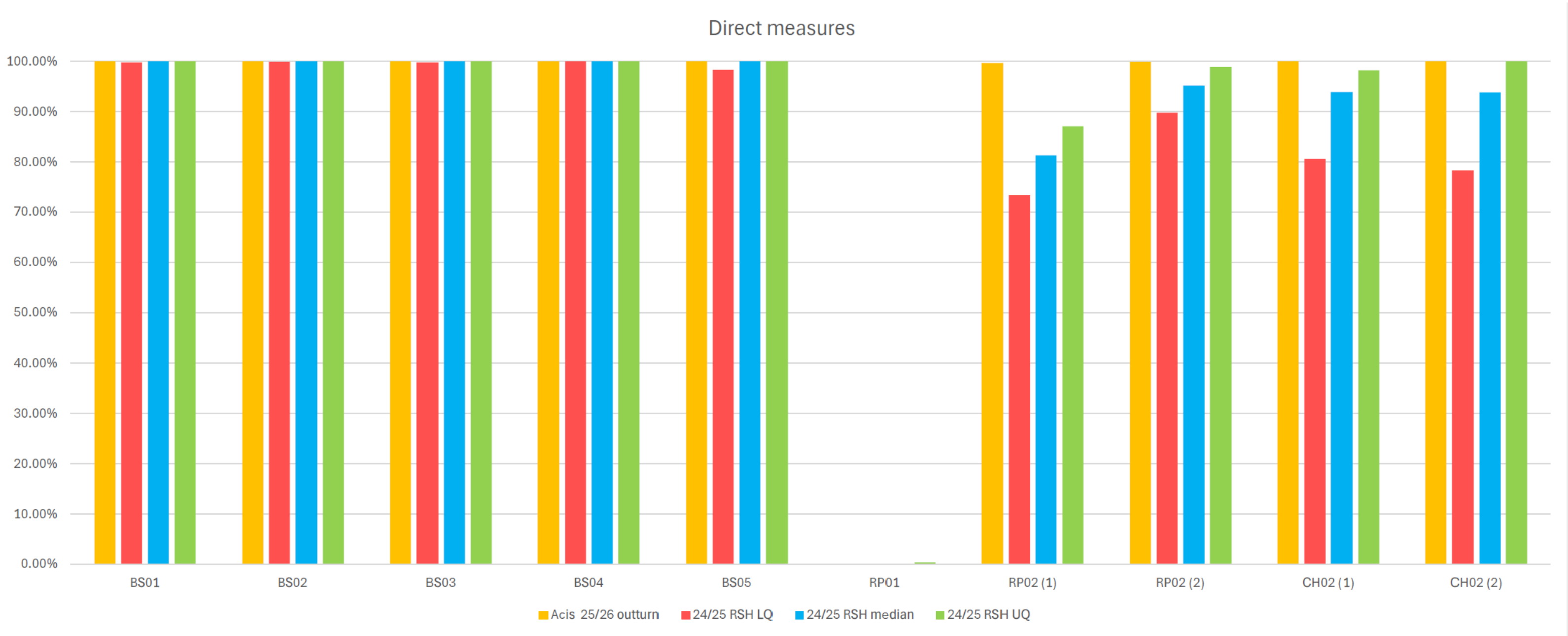
Performance Benchmarking

The RSH's benchmarks allow us to compare our performance with other housing associations.

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.



Performance Benchmarking

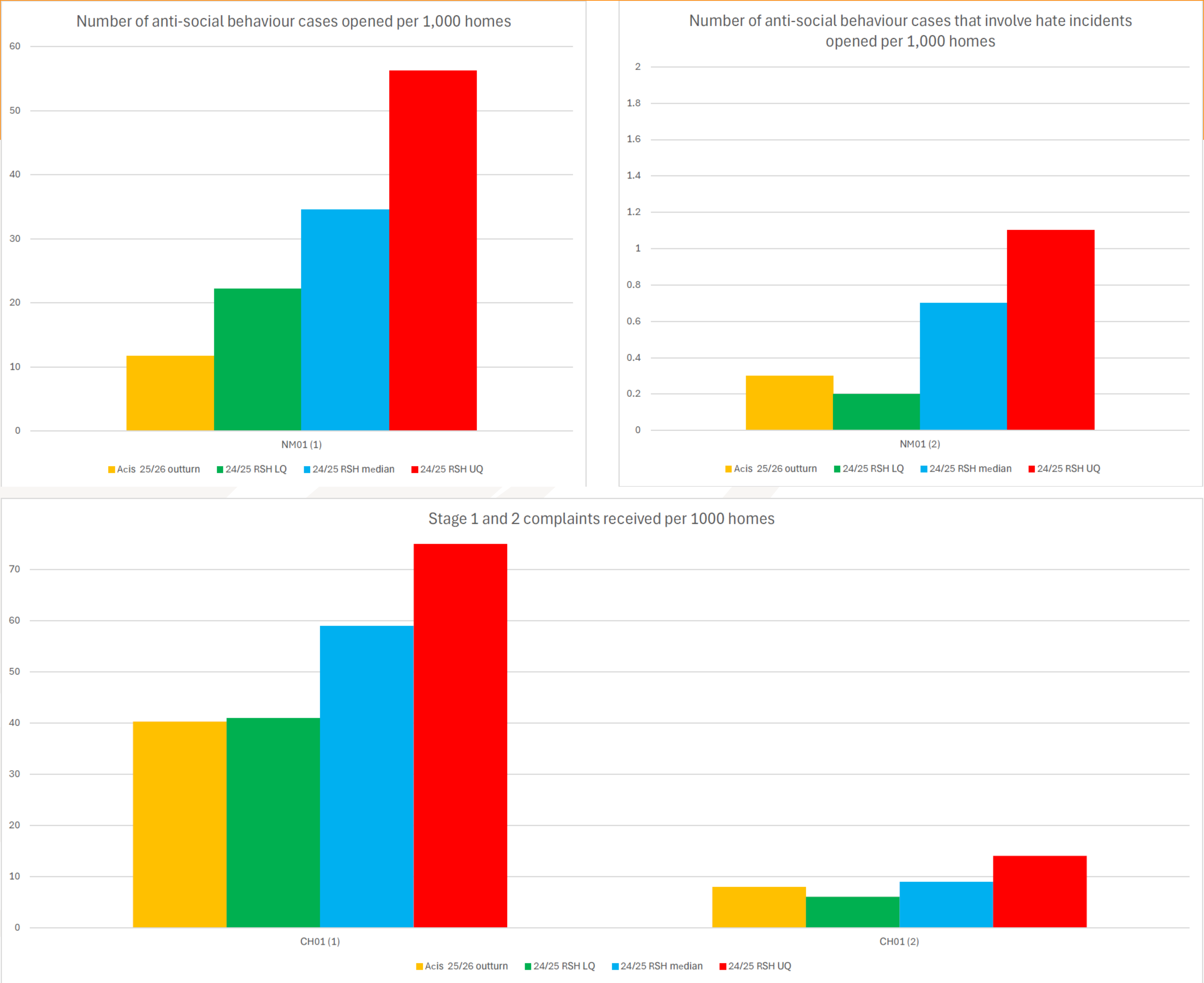
The number of anti-social behaviour (ASB) cases that we opened per 1,000 homes (TSM NM01 (1)) remained low at 11.7 and was within the lower quartile range, which was favourable for this measure.

The number of ASB cases that involved hate incidents (TSM NM01 (2)) remained very low at 0.3 per 1,000 homes and was in the median range.

The number of Stage 1 complaints that we received per 1,000 homes (TSM CH01 (1)) was 40.3 and was in the lower quartile range, which was favourable for this measure.

The number of Stage 2 complaints (TSM CH01 (2)) was 8.0 per 1,000 homes and was in the median range.

We responded to 100% of both Stage 1 (TSM CH02 (1)) and Stage 2 (TSM CH02 (2)) complaints within the Housing Ombudsman Complaint Handling Code target times, which placed us in the upper quartile range, demonstrating strong performance compared to our peers.



So, how did we do?

For the perception measures – based on the feedback of our customers - our performance compared well against housing associations of a similar size (5,000-10,000 homes).

In 10 of the 12 measures, we were in the upper quartile. This means we were among the best-performing 25% of housing associations, achieving strong results such as 83.1% overall satisfaction (TP01), 86.4% satisfaction with repairs (TP02), and 87.7% satisfaction with the time taken to complete repairs (TP03).

For the remaining two measures (TP10 and TP12), we were in the median range, which means we were around the average expected performance compared to other housing associations. For these measures, satisfaction was 70% for communal areas (TP10) and 69.2% for handling anti-social behaviour (TP12).

For the direct measures – based on our own data – we 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 BS01 – BS05), meaning we met all required checks for gas, fire, asbestos, legionella and lift safety across our homes.

All of our homes met the Decent Homes Standard, and for this measure (TSM RP01) it was favourable to be in the lower quartile range. This means we were among the best-performing housing associations for this measure, as lower numbers are better, with 0% of homes failing to meet the standard.

99.7% of non-emergency repairs and 99.9% of emergency repairs (TSMs RP02 (1) and (2)) were completed within our target times* and were in the upper quartile range, meaning our performance was among the best compared to other landlords.

A summary of the survey approach used to generate our published perception TSMs can be viewed here:
<https://www.acisgroup.co.uk/workspace/pdfs/tsm-soa-acis-25-26-v2.pdf>

*Our target times for repairs are:

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



Get involved and have your say

If you are interested in getting involved in the scrutiny of our performance with other customers, please contact:

yourvoice@acisgroup.co.uk

Or alternatively, you can find more information on our website:

ourvoiceacis.co.uk

your voice
The logo for acis group, featuring a stylized orange and grey icon to the left of the text 'acis' in a bold, sans-serif font, with 'group' in a smaller font below it.

