

Tenant Satisfaction Measures (TSMs)

Our commitment to tenants

We are committed to providing safe, well-maintained homes and quality services to our residents. The Tenant Satisfaction Measures (TSMs) help us understand how we are performing and where we can improve.

TSMs are a core set of performance measures set by the Regulator of Social Housing and all registered providers must collect and publish them annually.

Our results (2025–2026)



Overall satisfaction

- **Overall satisfaction with the service:** 73% very satisfied & 27% satisfied



Keeping properties in good repair

- Satisfaction with repairs service: 100%
- Satisfaction with time taken to complete repairs: 95% very satisfied & 5% satisfied
- Homes that meet the Decent Homes Standard: 100%
- Repairs completed within target timescales: 100%



Maintaining building safety

- Satisfaction that the home is safe: 77% very satisfied & 23% satisfied
- Satisfaction that the home is well maintained: 56% very satisfied & 44% satisfied
- Gas safety checks completed: 100%
- Fire safety checks completed: 100%
- Asbestos safety checks completed: 100%
- Water safety checks completed: 100%
- Lift safety checks completed: N/A



Respectful and helpful engagement

- Satisfaction that we listen to tenant views and act upon them: 36% very satisfied & 64% satisfied
- Satisfaction that we keep tenants informed: 45% very satisfied & 55% satisfied
- Satisfaction that we treat tenants fairly and with respect: 91% very satisfied & 8% satisfied



Effective handling of complaints

- Satisfaction with complaints handling: 85% very satisfied & 15% satisfied
- Complaints responded to within target timescales: 100%



Responsible neighbourhood management

- Satisfaction that we keep communal areas clean and well maintained: 22% very satisfied, 17% satisfied, 6% unsatisfied and 55% did not answer this question or did not find it applicable
- Satisfaction with our approach to anti-social behaviour: 33% very satisfied, 53% satisfied and 14% did not answer this question
- Anti-social behaviour cases handled within target timescales: 100%
- Satisfaction that we make a positive contribution to neighbourhoods: 45% very satisfied, 52% satisfied and 3% unsatisfied

What this means

We use these results to understand what we are doing well and where we need to improve. As a small, local housing association, we work closely with our tenants and contractors to respond to feedback and maintain service standard

What we are doing next

Based on our latest results, our priorities are:

- To improve our communal areas and spaces
- To consider ways in which we can make positive contributions to neighbourhoods
- Continue to ensure we listen and act on the views of our tenants
- Consider how to get a better response to surveys undertaken by all our tenants

We will report progress on these areas over the coming year.

How we collected this information

Our tenant perception measures are based on a survey of sheltered housing tenants carried out in March 2026. In April 2026, the survey was also distributed to tenants in our offsite accommodation; however, only one response was received, so this has not been included in the results.

- Survey method: Postal
- Number of responses: 33
- Response rate: 36%

Further information

If you would like more information about our performance, please contact us at:

 estateoffice@lrhs.co.uk or  01903 787222