

## 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:

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