ANNUAL TSM REPORT

2025-26

TENANT SATISFACTION MEASURES

Connect housing

Tenant Satisfaction Measures Annual Report 2026

1. Introduction

1.1 In April 2023 the Regulator of Social Housing (RSH) introduced the requirement for all social housing providers to ask a representative sample of their residents 12 standardised perception satisfaction questions, and report performance on 10 further statistical measures from management information including complaints, ASB, repairs and building compliance. This is the third complete year of results.

1.2 The measures are intended to enable residents to scrutinise their landlord and hold them to account and provide a source of intelligence to the RSH on whether landlords are meeting the regulatory standards. RSH requires all providers to publish their results as part of the Transparency, Influence and Accountability Standard and to submit a return to the regulator by 30 June 2026. The Regulator publishes the performance of all providers in November.

2. Our Approach

2.1 Our approach to deploying the TSM surveys in 2025/26 replicated our approach from the previous years; census based with 100% of our tenants being surveyed.

2.2 The three additional questions which were in last year's survey were retained:

- A Net Promoter Score question which measures brand perception – "Would you recommend Connect as a landlord to your family or friends?"
- A free text question to give customers the opportunity to feedback to us on specific issues – "Are there any other comments you would like to add?"
- "Have you reported an anti-social behaviour incident to Connect in the last 12 months?" was added before the TSM question "Have you raised a complaint in the last 12 months?" to try to encourage residents to distinguish between ASB cases and complaints.

2.3 Surveys were issued between July 2025 and March 2026, to ensure we could report on progress and have the capacity to respond to any feedback. From the 2024/25 submission, 35 surveys had been returned after the submission deadline of 31 March, these were rolled into this year's survey as they could not be submitted for the 2024/25 return. Properties were originally assigned at random to receive the survey each month. In 2025/26, we preserved the time of year surveys were sent, so that customers received a survey 12 months after the previous survey received. Where a property was void, or for other reasons a survey could not be sent in the scheduled week, the property remained in the scheduled list and a survey was sent later in the year if it became possible to do so. In 2026/27, there will be a minimum of six month between surveys sent after

their scheduled week and the next survey sent to ensure a reasonable gap but to try to avoid a gradual drift of surveys to the end of the year.

2.4 In 2025/26, the contact preferences of the residents (collected through tenant census activities) were followed where possible resulting in more initial survey contacts by telephone. Where text messages or emails were sent, a reminder link was sent 72 hours later.

2.5 We continue to see the trend that digital responses score lower than outbound calls. This is widely accepted as normal across the sector with a 15% variation. Connect's results showed a 19% difference when responding to digital over outbound call. This meant results in the earlier quarters were lower than expected as they were digital, and phone surveys had an impact later.

2.5 Managing Agents were once again asked to identify any individual access needs of tenants within their Connect portfolio. Surveys were sent to the agents as hard-copies and included a standard cover letter and assistive documents if required, such as translated surveys. The surveys were sent back to us and uploaded manually to CustomerSure to be collated with all other TSM surveys responses.

2.6 To meet the requirement for responses to be representative of the tenant population, the protected characteristics of sex, age, ethnicity and disability were tested along with length of tenure and needs category to ensure proportionality.

The response sample was found to be representative in the tested metrics except for the related metrics of age band and needs category. Responses in the age band 65+ and the needs category of Housing for Older People are over-represented and the age band 25-34 was under-represented. Age band and needs category were not, however found to be significant in the distribution of satisfaction at 95% confidence using a Kolmogorov-Smirnov test for age and a Chi-squared test for needs category so weighting was not applied to the data. A breakdown of these characteristics is in Appendix 1.

2.7 There are no other proposed changes planned for 2026/27.

3. Have we met the requirements?

3.1 We replicated our approach from previous years which we believe meets both the technical requirements as set by RSH as well as the Tenant Survey Requirements.

4. Response Rates

4.1 A total of 3,173 unique surveys were sent out with 936 responses. This is a response rate of 29%, lower than the response rate we saw in 2024/25 (38%). From benchmarking at six months, all providers were seeing a lower response rate, however, this is anecdotal. We are committed to full year benchmarking which will be published in July to clarify this assumption. We are still significantly above the minimal technical requirements of the TSMs (501).

4.2 The table below shows response results by survey method with the associated response rate and satisfaction score for all properties owned by Connect including rental and shared ownership.

Method	total sent	total responded	response rate	% of responses	Overall satisfaction
email	1101	186	17%	20%	69%
SMS	651	94	14%	10%	80%
in-person (Managing Agent)	130	51	39%	5%	75%
telephone	1291	605	47%	65%	83%

5. Perception Survey Summary Results

Although performance is up in every perception measure, amber figures highlight where our current performance is worse than the sector when compared to the 2024/25 published figures.

Tenant satisfaction measure	Sector 2024/25	Connect 2024/25	Connect 2025/26
TP01 satisfied with the overall service from their landlord	75	78.5	**81.0**
TP02 Satisfied with the overall repairs service	76	79.3	**79.1**
TP03 Satisfied with time taken to complete their most recent repair	71	76.3	**77.1**
TP04 Satisfied that their home is well maintained	75	76.4	**81.1**
TP05 Satisfied that their home is safe	80	82.4	**86.1**
TP06 Satisfied that their landlord listens to tenant views and acts upon them	66	62.8	**74.1**
TP07 Satisfied that their landlord keeps them informed about things that matter to them	74	70.4	**77.7**
TP08 Landlord treats them fairly and with respect	80	84.7	**88.2**
TP09 Satisfied with their landlord's approach to complaints handling	39	30.5	**32.4**
TP10 Satisfied that their landlord keeps communal areas clean and well maintained	69	77.7	**79.9**
TP11 Satisfied that their landlord makes a positive contribution to the neighbourhood	67	59.5	**70.0**
TP12 Satisfied with their landlord's approach to handling anti-social behaviour	63	49.4	**58.6**

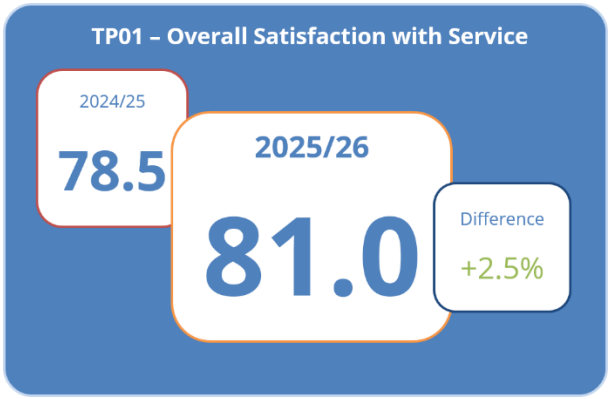
	Shared ownership		Easy-read assisted	
	2025	2026	2025	2026
TP01 Satisfaction with overall service	61%	63%	67%	69%
TP02 Satisfaction with overall repairs service	n/a	n/a	73%	90%
TP03 Time taken to complete repairs	n/a	n/a	60%	100%
TP04 Home is well maintained	n/a	n/a	75%	73%
TP05 Home is safe	62%	91%	79%	80%
TP06 Views are listened to and acted upon	52%	50%	54%	50%
TP07 Kept informed about things that matter to them	65%	66%	36%	50%
TP08 Treated fairly and respectfully	70%	76%	79%	73%
TP09 Approach to complaints handling	0%	17%	n/a	100%

TP10 Clean and well-maintained communal areas	43%	60%	63%	100%
TP11 Positive contribution to neighbourhood	25%	54%	88%	64%
TP12 Approach to handling ASB	38%	36%	75%	50%

Further analysis of the results for rental properties is shown below. Where it has been highlighted there is a difference in satisfaction by customer characteristic, this will be the focus of future further analysis.

TSM Perception Survey Results 2025/26

Overall Satisfaction



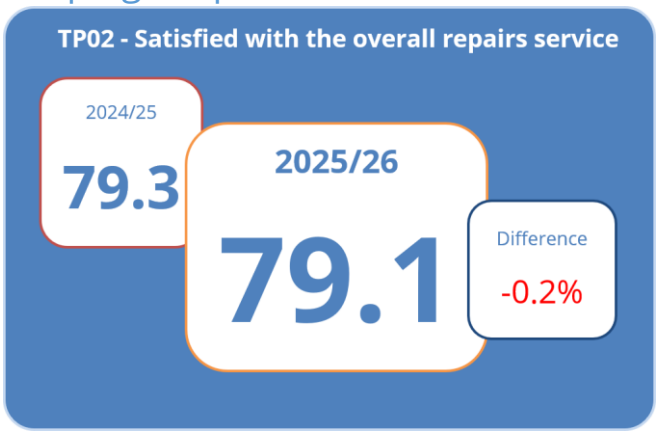
We are reporting a positive set of results. **Overall Satisfaction has increased** by 2.5%. This is around 5% higher than the sector average for 2024/25 although the full results will not be published for the current year until November. Mid-Year benchmarking indicates that scores are increasing across the sector.

Whilst we have improved for the third year in a row, we are not complacent and need to understand the reasons why some customers remain dissatisfied with the service we provide.

This report is a high-level review of the data. Further analysis is underway; however we have reviewed each measure by various customer segments, including protected characteristics to understand if there are any significant variations in scores that should be further analysed as a priority. This analysis has shown that sex is a significant factor in dissatisfaction with women being disproportionately dissatisfied (average 78.6%). Sex has not been a significant factor in previous years. Length of tenure is also shown to be a significant factor with those in the 16-20 year tenure band tending to show the lowest satisfaction (average 70.7%) although the difference is less marked than in previous years. Tenure was a significant factor in the previous two years' surveys with those in the 21+ year tenure band being significantly more dissatisfied in 2024/25.

We have now made significant progress in moving property, customer and contact data into the Data Warehouse which will make the process of analysis easier, however until all data is moved over, such as repairs, payments and ASB, the triangulation of information to identify patterns or contributing factors is largely manual and remains resource intensive. It is expected that significant progress will be made on the remaining data sets across 2026/27.

Keeping Properties in a Good State of Repair

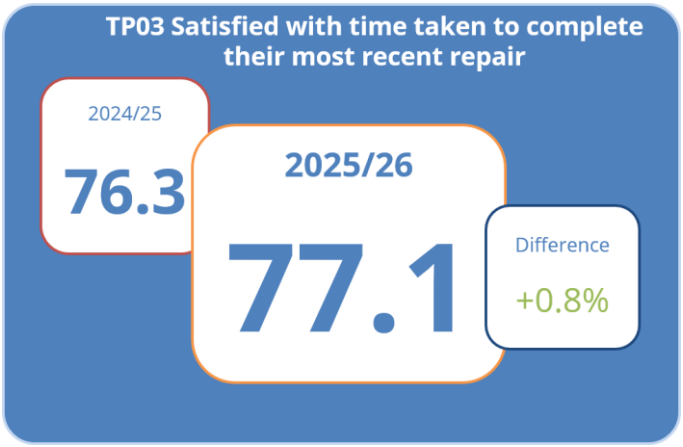


Our performance with repairs has shown a slight decline, against a backdrop of high repair volumes (impacted by fire risk actions) and higher than target staff turnover.

We were three percent above the sector average last year so overall performance should be considered good, and in the coming twelve months we will be making significant improvements to our repairs service through Repairs Reset.

We have engaged with tenants on the Repairs Reset project about improving keeping customers informed. This is a key deliverable of Repairs Reset and we hope it will drive up satisfaction overall in 2026/27.

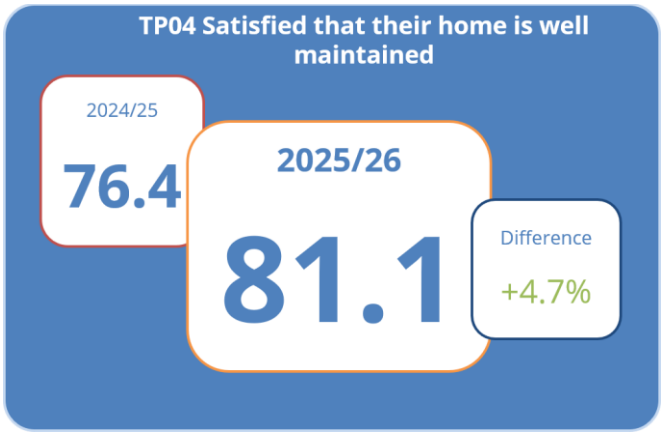
We have reviewed those customers who stated they were very dissatisfied with the service overall and age has been found to be a significant factor in satisfaction with those in the 35-44 age group being disproportionately dissatisfied with the repairs service (68% satisfaction) and those aged 65 and over being more satisfied than would be expected (86.5% satisfaction).



The average number of days to complete a repair increased last year to 18.5 days, however this was partly because we closed a number of repairs that had been open for a long time which increased the average number of days measure, although the majority of customers would have been seeing a faster service.

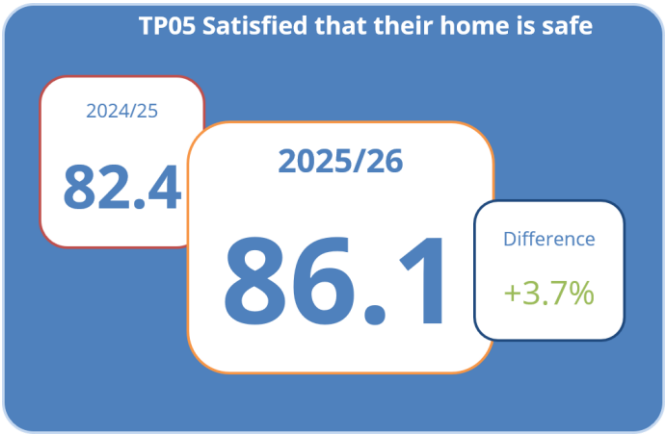
Those in the 35-44 age group were significantly less satisfied with timeliness of repairs (average 63.9%).

Maintaining Building Safety



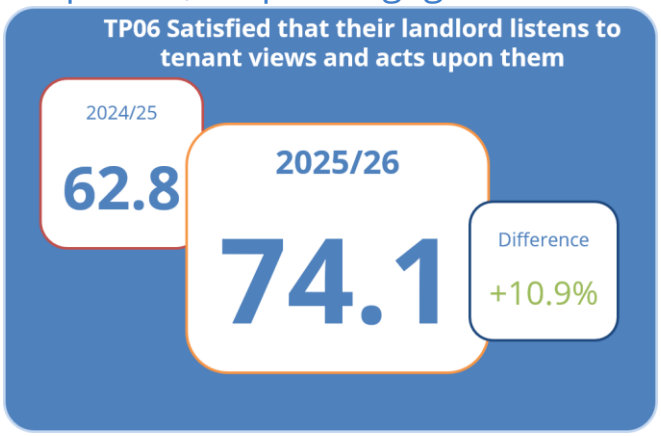
Well Maintained homes increased by 4.7% for the year. Further work will be completed to understand those customers who have improved their position since the start of the TSM measures to try to understand the drivers of this success.

There is a significant disparity by sex with this metric with females having an average satisfaction of 78.4% and males having an average satisfaction of 85.1%.



We recorded strong results when asking customers if they felt their home was safe. Age was significant in perceptions of home safety; the 16-24 age group had low satisfaction (66.7%). Ethnicity is also significant in this question showing the white ethnic group having a higher-than-expected level of satisfaction (88.9%), 10% higher than the next highest ethnic group.

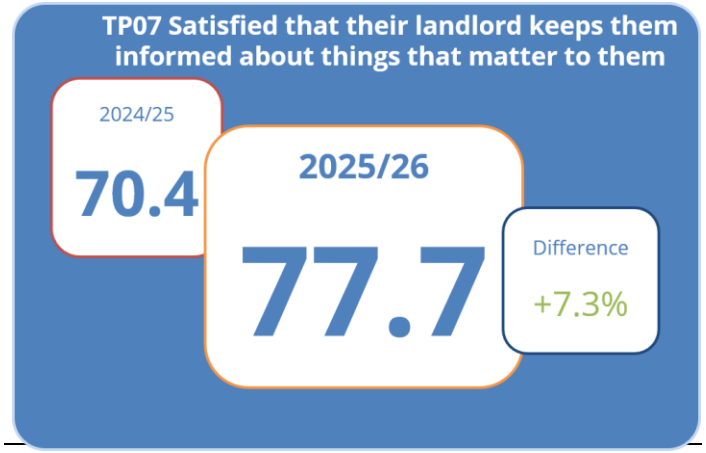
Respectful, Helpful Engagement



One of the biggest improvements in performance is in listening to views and acting upon them. Over the past 18 months, Connect has changed the way we engage with our tenants, gathering feedback and acting up on it. We replaced the Service Improvement Forum (SIF) with the Customer Voice Group (CVG). We have consulted a range of tenants on ASB, Complaints, Repairs Reset and Asset Management.

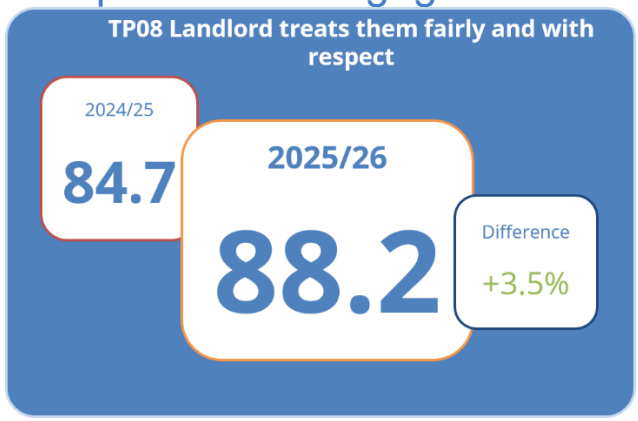
In addition, the introduction of Communications Manager, which allows us to send bulk messages to schemes, areas or any customer segment selected, has improved the way we communicate with tenants and is being used frequently by our teams.

A trend that has continued from the 2024/25 survey results is that people with disabilities are significantly less likely to feel satisfied that they are listened to (average 72.2%) than those without a disability (average satisfaction of 80.2%). The overall satisfaction score shows that those whose disability status is unknown or who chose not to state it tended to have the lowest satisfaction with scores of 64.3% and 66.7% respectively.



In terms of being kept informed, Women are less likely to be satisfied than would be expected (average 74.6%) as are people with disabilities (average 74.9%).

Complaints and Engagement



In 2025/26 we deployed Customer Care training and continued to roll out our Code of Conduct sessions, both of which reinforce our values as an organisation and it is pleasing to see that our customers rate us highly in treating them fairly and with respect.

None of the analysed resident segments show significant difference from expected values in response to this question.

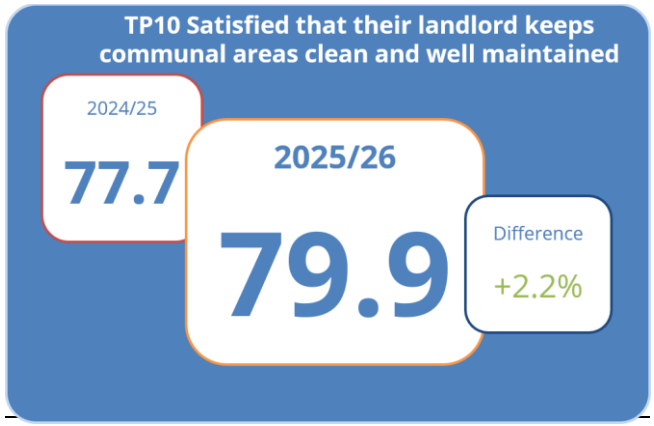
Our performance in complaints has slightly improved but remains stubbornly low and below the national average based on 2024/25 results.

Initial analysis shows that most of the customers who responded to this question did not raise a complaint through formal channels. We are considering how we can adapt the survey to ensure a better representation of complainants in future.

That said, those customers who responded and have not raised a formal complaint may still have raised a service enquiry with us and were dissatisfied with our response. Further analysis on this will be completed.

None of the analysed resident segments show significant difference from expected values in response to this question.

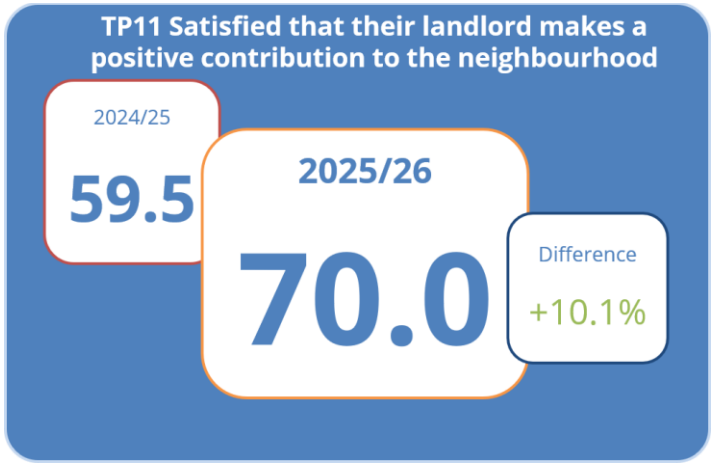
Neighbourhood and anti-social behaviour



Another significant improvement is Communal Areas, showing a 9.6% improvement. For the period in question, we increased the size of the team and had a relatively stable team in Estate Services who worked hard to improve the appearance of many of our estates. We also undertook several painting programmes in communal areas. The number of complaints around estates dropped significantly and the number of compliments we received increased.

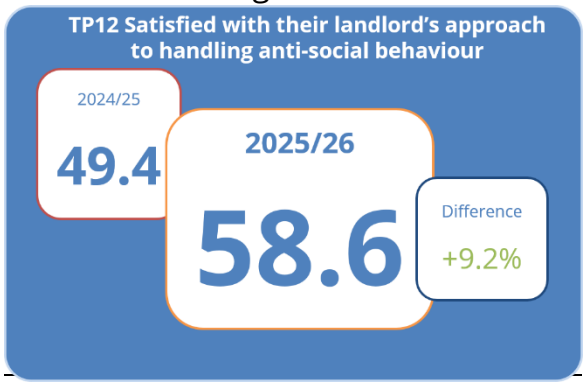
The 35-44 age group were disproportionately dissatisfied in relation to the maintenance of communal areas with an average satisfaction of 45%.

Satisfaction with Neighbourhoods has increased by 10.1% and whilst still lagging behind the national average (based on 224/25), we are heading in the right direction.



In Q2 and 3 we introduced our new Neighbourhoods policy, changing how we capture and manage neighbourhood or ASB issues, We have restructured our Community Housing and Lettings teams and added more capacity to the service.

We have also deployed our new commitment to customers through the Customer Charter.



Sex is a significant factor in satisfaction with ASB handling with females less likely to be satisfied than would be expected (53%).

6. TSM Management Measures

6.1 Complaints

Performance Indicator	Sector	Connect					
	LCRA 24/25	LCRA 23/24	LCHO 23/24	LCRA 24/25	LCHO 24/25	LCRA 25/26	LCHO 25/26
Number of stage one complaints received per 1,000 homes.	53.5	38.9	23.0	59.2	30.4	71.0	11.7
Number of stage two complaints received per 1,000 homes.	8.3	2.97	3.83	5.8	3.8	12.9	3.9
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	89.9	79.4%	83.3%	95.6%	87.5%	88.6	66.7
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	88.9	90.0%	100%	94.4%	100%	97.5	100

6.2 Anti-social behaviour

Performance Indicator	Sector	Connect		
	2024/25	2023/24	2024/25	2025/26
Number of anti-social behaviour cases, opened per 1,000 homes.	36.0	46.9	29.8	43.2
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.7	0.9	0.9	2.7

6.3 DHS and repairs

Performance Indicator	Sector	Connect		
	2024/25	2023/24	2024/25	2025/26
Proportion of homes that do not meet the Decent Homes Standard.	0.5%	0.7%	0.4%	0.1%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	82.5%	89.3%	85.4%	78.5%
Proportion of emergency responsive repairs completed within the landlord's target timescale.	94.9%	98.8%	92.3%	95.4%

Non-emergency gas repairs have a target response time of five working days for faulty controls or instruction on using the system and of 14 working days for other gas repairs.

Other non-emergency repairs have a standard target of 28 calendar days but may be given an extended 90 calendar-day target if the work is outside (e.g. for

gates and fencing), or if major components need to be replaced (e.g. door or window) to allow time for ordering special materials.

Emergency gas repairs have a target response time of two hours for: health, safety or welfare issues; fumes; or serious water leaks. Loss of heating or hot water; loss of system pressure; and recommissioning the system all have a target response time of eight hours, or four hours where the tenant has been identified as vulnerable.

Non-gas emergency repairs have a target response time of 24 hours.

6.4 Building safety

Performance Indicator	Sector	Connect		
	2024/25	2023/24	2024/25	2025/26
Proportion of homes for which all required gas safety checks have been carried out.	100%	100%	100%	99.7%
Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	100%	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	100%	100%
Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	95.0%	100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	75.0%	100%	100%

Appendix 1 Characteristics used for the assessment of representativeness

Characteristic	Proportion of resident population	Proportion of survey response	Average overall satisfaction
Sex			
Female	63.0%	64.8%	78.6%
Male	36.9%	35.1%	85.5%
Prefers not to answer	<0.1%	0.0%	
Unknown	0.1%	0.1%	
Age			
16-24	3.3%	0.6%	80.0%
25-34	10.8%	8.3%	79.4%
35-44	16.4%	15.6%	74.2%
45-54	16.2%	14.7%	81.8%
55-64	23.4%	23.6%	84.0%
65+	29.9%	37.2%	82.4%
Prefers not to answer	0.0%	n/a	
unknown	<0.1%	0.1%	
*Where the response count in a particular class was less than five, average overall satisfaction has been withheld to preserve anonymity.			
Disability			
Yes	40.7%	46.1%	80.2%
No	50.6%	49.6%	82.4%
Prefers not to answer	1.3%	1.5%	
Unknown	7.4%	2.9%	
Ethnicity			
Asian/Asian British	7.0%	6.2%	80.4%
Black/African/Caribbean/Black British	10.2%	8.6%	77.5%
Mixed/multiple ethnic groups	3.6%	2.7%	72.7%
Other ethnic group	1.8%	1.2%	90.0%
White	70.3%	75.1%	82.5%
Prefers not to answer	1.0%	0.6%	
Unknown	6.1%	5.6%	
Needs category			
General needs	58.9%	55.6%	78.9%
Supported housing	6.0%	0.4%	66.7%
Housing for older people	26.2%	36.7%	84.2%
Intermediate rent	1.8%	1.2%	70.0%

Characteristic	Proportion of resident population	Proportion of survey response	Average overall satisfaction
Affordable rent (GN)	4.9%	5.1%	87.8%
Affordable rent (SH/HOP)	2.2%	1.0%	75.0%
Length of tenure			
<1 year	7.5%	6.9%	91.4%
1 to 5 years	25.0%	27.5%	83.5%
6 to 10 years	20.9%	22.9%	81.3%
11 to 15 years	13.3%	15.0%	78.6%
16 to 20 years	10.0%	9.8%	70.7%
21+ years	19.5%	16.0%	80.6%
unknown	3.8%	1.9%	
Length of tenancy was broken down into equal 3-year bands for significance analysis but is summarised in larger classes here to preserve anonymity for lower-frequency classes.			

Appendix 2 Survey forms and introductory texts

Introductory text for managing agent properties

This letter and the enclosed survey are from your landlord.

We are asking all our customers to complete the survey. It is an opportunity for you to tell us how we are doing, what we do well and where we can make improvements.

Aggregated survey results will be reported to the Regulator of Social Housing who will use the data to understand how we are performing and how we compare to other landlords. Your responses are not shared with the regulator or anywhere else in a way which could identify you.

Completed survey responses can be returned to your support worker. We will read all the feedback we receive.

If you are willing to complete the survey, we thank you for your feedback.

Privacy Information

Connect Housing Association is committed to protecting the right to privacy of its customers. We appreciate the importance and confidentiality of the personal information that you disclose to us. We will always take great care to fulfil our responsibilities under the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

We use the data from the 'Tenant Satisfaction Measures' survey to ensure that we are meeting all our customers' needs and to improve our services. To ensure we meet regulatory requirements, aggregated data from the 'Tenant Satisfaction Measure' Surveys will be shared with the Regulator of Social Housing.

If you choose to provide your name and email address, we may contact you about our services and products. Data provided under the section 'Equality and Diversity Monitoring Questions' will be used for monitoring purposes only, to ensure our obligations relating to diversity and inclusion set by the Regulator of Social Housing are being met.

Email and text message survey introductions

Email initial survey introduction:

Each year we survey our customers to find out how we are doing as part of the Tenant Satisfaction Measures.
The results of these surveys are reported to the Regulator of Social Housing who will use the data to understand how we are performing and how we compare to other landlords.
This is your chance to tell us how we are doing what we do well and where we can make improvements.
The survey will take less than five minutes to complete and we review all of the feedback we receive.

Email reminder introduction:

A reminder of your chance to tell us how we are doing by filling in this short survey (less than five minutes to complete).
Your feedback will let us know what we are doing well and where we can make improvements. We will look at all the responses we receive.
The results of these surveys are part of the Tenant Satisfaction Measures which are reported to the Regulator of Social Housing who will use the data to understand how we are performing and how we compare to other landlords.

Text message initial survey introduction:

Each year Connect Housing ask how we are doing as your landlord and report back to our Regulator. Please let us know via this short survey

Text message reminder introduction:

A reminder of your opportunity to give feedback to Connect Housing and the Regulator of Social Housing via this short survey

Survey form

Surveys sent to shared ownership tenants omitted questions 2 and 3.

Tenant Satisfaction Measures - Your views count

Thank you for taking the time to complete the survey for the Tenant Satisfaction Measures, the results of which will be published annually and reported to the Regulator of Social Housing.

This survey should take approximately 5 minutes to complete. Please provide as many answers and as much information as you can.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

Very dissatisfied

Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

2. Has your landlord carried out a repair to your home in the last 12 months?

☐ Yes

☐ No (skip to question 3)

2a. If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

2b. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

3. How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

4. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

5. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

6. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

7. To what extent do you agree or disagree with the following: "my landlord treats me fairly and with respect"?

☐ Strongly disagree

☐ Disagree

☐ Neither agree nor disagree

☐ Agree

☐ Strongly agree

☐ Not applicable / don't know

8. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

9. Have you reported an anti-social behaviour incident to your landlord in the last 12 months?

☐ Yes

☐ No

10. Have you made a complaint to your landlord in the last 12 months?

☐ Yes

☐ No (skip to question 11)

10a. If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

11. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

☐ Yes

☐ No (skip to question 12)

☐ Don't Know (skip to question 12)

11a. If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

12. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

☐ Very dissatisfied

☐ Fairly dissatisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly satisfied

☐ Very satisfied

☐ Not applicable / don't know

13. How likely is it that you would recommend Connect Housing to a friend or colleague?

☐☐☐☐☐☐☐☐☐☐☐

0 = Very unlikely 0 1 2 3 4 5 6 7 8 9 10 10 = Very likely

14. Please provide any comments explaining why you have answered any questions in the way you have, or to provide us with any further feedback

Name (optional):

Email (optional):

Equality and Diversity Monitoring Questions

Responses to the following questions will be used for monitoring purposes, to ensure obligations relating to diversity and inclusion set by the Regulator of Social Housing are met by your landlord.

15. What is your age?

- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+
- ☐ Prefer not to answer

16. What is your sex?

- ☐ Female
- ☐ Male
- ☐ Prefer not to answer

17. Do you consider yourself to have a disability or long-term health condition?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

18. What is your ethnicity?

☐ White: English, Welsh, Scottish, Northern Irish or British

☐ White: Irish

☐ White: Gypsy or Irish Traveller

☐ White: Roma

☐ White: Any other White background

☐ Mixed/ Multiple ethnic groups: White and Black Caribbean

☐ Mixed/ Multiple ethnic groups: White and Black African

☐ Mixed/ Multiple ethnic groups: White and Asian

☐ Mixed/ Multiple ethnic groups: Any other Mixed/ Multiple ethnic background

☐ Asian/ Asian British: Indian

☐ Asian/ Asian British: Pakistani

☐ Asian/ Asian British: Bangladeshi

☐ Asian/ Asian British: Chinese

☐ Asian/ Asian British: Any other Asian background

☐ Black/ African/ Caribbean/ Black British: African

☐ Black/ African/ Caribbean/ Black British: Caribbean

☐ Black/ African/ Caribbean/ Black British: Any other Black/ African/ Caribbean background

☐ Other ethnic group: Arab

☐ Ethnicity Other (Please describe):

☐ Prefer not to say

Tenant Satisfaction Measures

Useful words

In this booklet we use some hard words. Understanding these words will make this booklet easier to read.

Landlord
The person or organisation who owns the homes that people rent.

Tenant
A person who lives in a house which is owned by a landlord. They pay rent to the landlord.

We will be asking you how **satisfied** or **dissatisfied** you are about different things.

Satisfied means you are happy with the things your landlords does.

For example:

A tenant is happy with their landlord because they fix things when they say they will.

Or a tenant feels safe because areas like stairs and hallways have lighting that works.

Dissatisfied means you are unhappy with the things your landlord does.

For example:

A tenant is not happy with their landlord. Their boiler is broken. It has been reported but not fixed for a long time.

Questions for tenants

Here are the questions we are asking you. We are asking them so we can find out what we are doing well as a landlord and what we need to improve.

Question 1: Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

This means:

Thinking about everything your landlord does. How happy are you with the service from your landlord.

Repairs

Repairs are when someone fixes something that is broken. Your landlord can do some repairs in your home.

Question 2: Repairs to your home

- Has your landlord carried out a repair to your home in the last 12 months?

- If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

This means:
Are you happy with any repairs your landlord has done in the last 12 months.

Question 3: How long it takes to repair your home

- Has your landlord carried out a repair to your home in the last 12 months?

- If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

This means:

Are you happy with how quickly your landlord did any repairs after you told them something was broken.

Question 4: A well-maintained home

- How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

This means:

Think about the building you live in.

How happy or unhappy are you that your landlord looks after your home.

Question 5: A safe home

- Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

This means:

How happy are you that your landlord makes sure your home is safe to live in.

Question 6: Listening to tenants

- How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

This means:

- how happy are you that your landlord listens to what you say

- then, if your landlord needs to do something they do it

Question 7: Keeping tenants informed

- How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

This means:

How happy are you that your landlord tells you any information you need to know.

Question 8: Treating tenants fairly and with respect

- To what extent do you agree or disagree with the following?

  My landlord treats me fairly and with respect

This means:

How much do you agree with this.

My landlord treats me fairly and they treat me with respect.

Question 9: Anti-social behaviour

- How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

- Have you reported an anti-social behaviour incident to your landlord in the last 12 months?

Anti-social behaviour is when people make you feel upset, worried or scared.

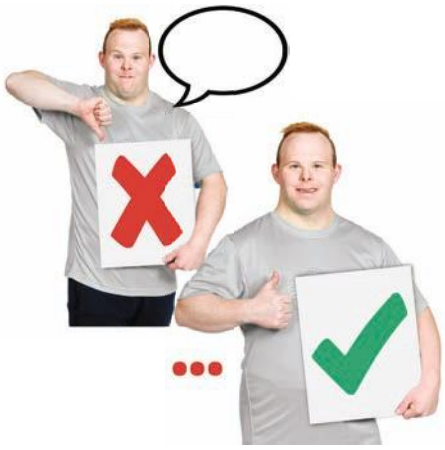
- This could be by playing music very loudly
- Shouting or swearing at you
- Letting their visitors do these things

This question means:
Are you happy with how your landlord sorts out anti-social behaviour?

Question 10: How complaints are handled

- Have you made a complaint to your landlord in the last 12 months?

- If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?



A complaint means telling your landlord you are not happy about something they have done.

This means:
Are you happy with how your landlord sorted out your complaint?

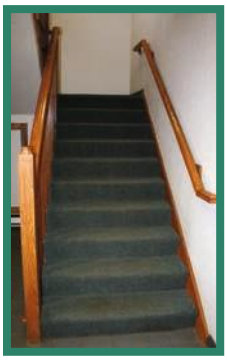
Question 11: Communal areas

- Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

- If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

Communal areas are places you share with other people.

This can be inside or outside the building. Things like:



- hallways and stairs

- gardens and driveways

- rooms you share with other people

This means:
Does your landlord look after communal areas and keep them clean.

Question 12: Your local area

How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

This means:
Thinking about your landlord and the things they can do to make your neighbourhood a better place to live.

Are you happy with the things your landlord does?