

Housing Services Quarterly Report. TSM Q2 2025/26

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SUMMARY

This presentation provides the Q2 performance of the Tenant Satisfaction Surveys (TSMs).

We've continued to listen closely to tenant feedback, particularly around the lowest-performing TSM areas. We've included direct feedback from tenants and outlined the specific actions we've taken to address concerns and improve service delivery.

As part of our ongoing commitment to transparency and continuous improvement, we will keep publishing our TSM results. We want tenants to see that their voices are not only heard but are actively shaping the way we work. The changes we've made in response to feedback reflect our dedication to learning and evolving.

The continued rollout of the Housing Services restructure is expected to bring long-term stability and enhance tenant experience. While we acknowledge there's more to do, we're pleased with the progress made this quarter and remain focused on delivering further improvements.

Note of caution

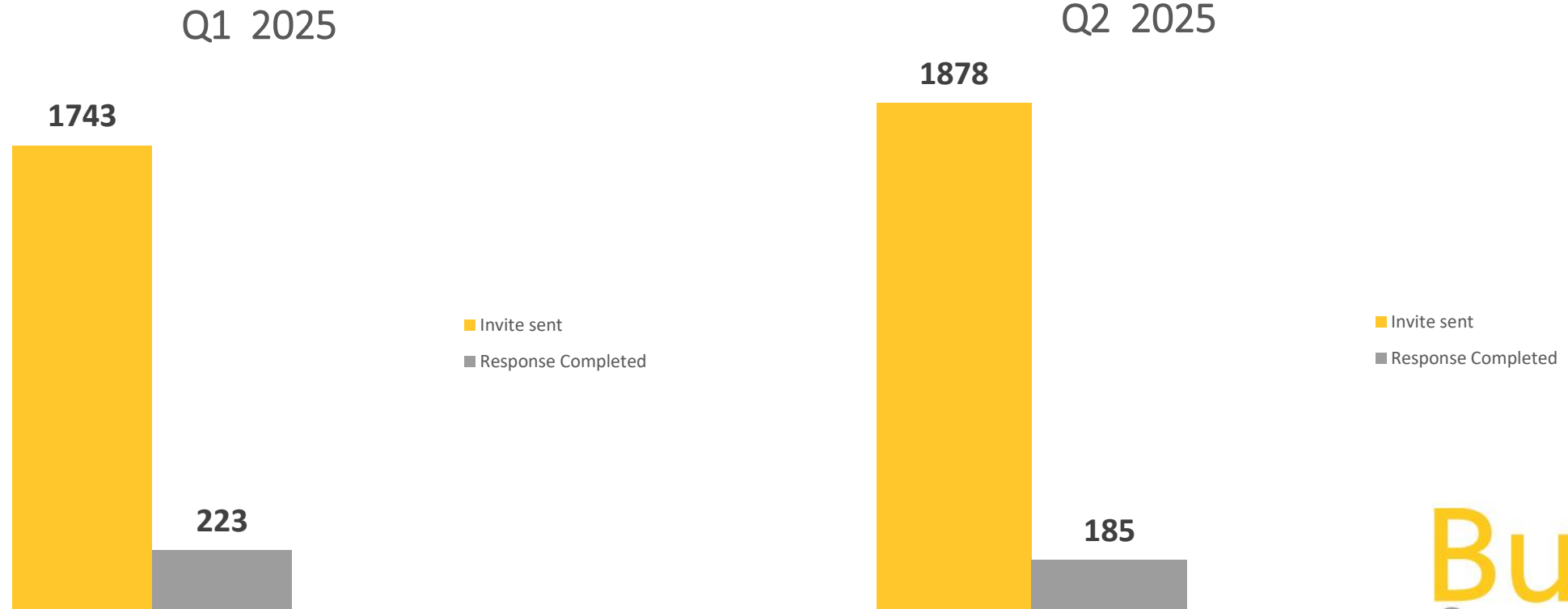
Important: Whilst performance seems to be improving any analysis of trends is based on just six months of data and should be treated as indicative only. At this stage, the sample size is insufficient to provide high statistical confidence. For example, if a full year of data typically gives 95% confidence that results are accurate within $\pm 10\%$, six-month data may only provide confidence within $\pm 15\text{--}20\%$.

Trends shown here should not be considered definitive. For more reliable insights, we recommend moving to a rolling 12-month reporting approach, which smooths seasonal variation and provides stronger statistical validity.

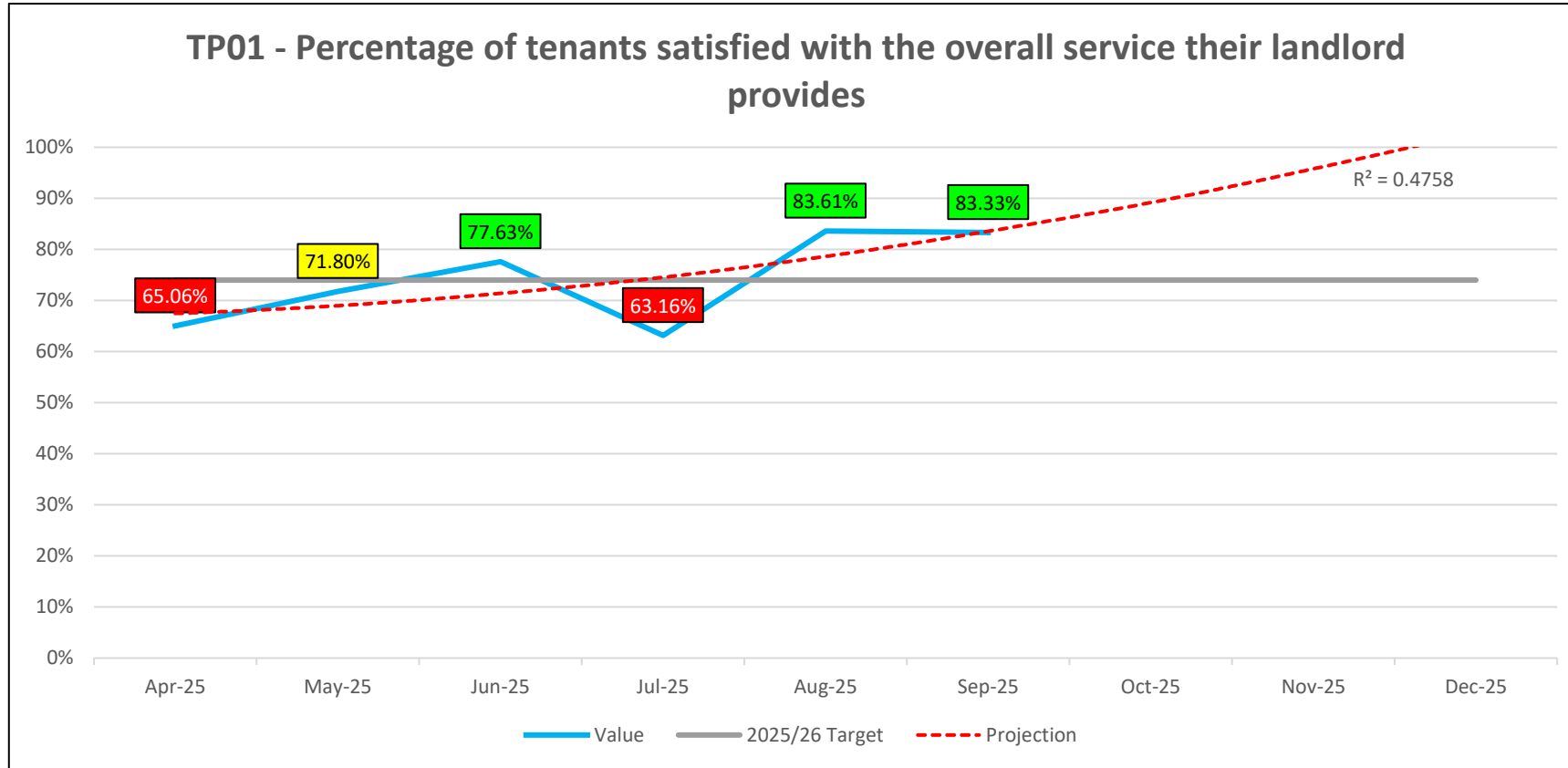
Tenant Satisfaction Measures

Code	Tenant Satisfaction Measures	2024/25	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	2025/26	2025/26 target
		Value	Value	Value	Value	Value	Value	Value	Value	
TP01	Percentage of tenants satisfied with the overall service their landlord provides	70.59%	65.06 %	71.88 %	77.63 %	63.16 %	83.61 %	83.33%	73.96%	74%
TP02	Satisfaction with repairs	74.55%	71.67 %	81.63 %	82.98 %	72.97 %	75.56 %	75.76%	76.64%	80%
TP03	Satisfaction with time taken to complete most recent repair	72.76%	65% %	81.63 %	72.34 %	78.38 %	73.33 %	74.24%	73.68%	75.5%
TP04	Satisfaction that the home is well maintained	66.78%	62.65 %	70.31 %	77.63 %	66.67 %	78.69 %	81.82%	72.73%	69.4%
TP05	Satisfaction that the home is safe	69.94%	72.84 %	80.33 %	77.63 %	73.68 %	78.69 %	80.3%	77.11%	76%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	58.08%	60.76 %	55.93 %	57.89 %	50.91 %	63.46 %	65.63%	59.22%	58.9%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	64.98%	62.96 %	68.75 %	69.74 %	64.91 %	78.95 %	75.38%	69.75%	76%
TP08	Agreement that the landlord treats tenants fairly and with respect	74.94%	79.27 %	75.41 %	77.63 %	68.18 %	83.05 %	80.3%	77.32%	76.3%
TP09	Satisfaction with the landlord's approach to handling complaints	37.6%	37.04 %	22.22 %	46.15 %	12.5%	54.84 %	54.55%	43.86%	50%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	55.16%	66.67 %	61.54 %	73.91 %	52.94 %	60%	46.97%	57.87%	65.5%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	56.06%	57.69 %	61.4%	59.21 %	55.36 %	70%	65.57%	61.34%	62.5%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	50.8%	47.22 %	58.18 %	50%	51.11 %	54.9%	55.36%	52.39%	60.4%

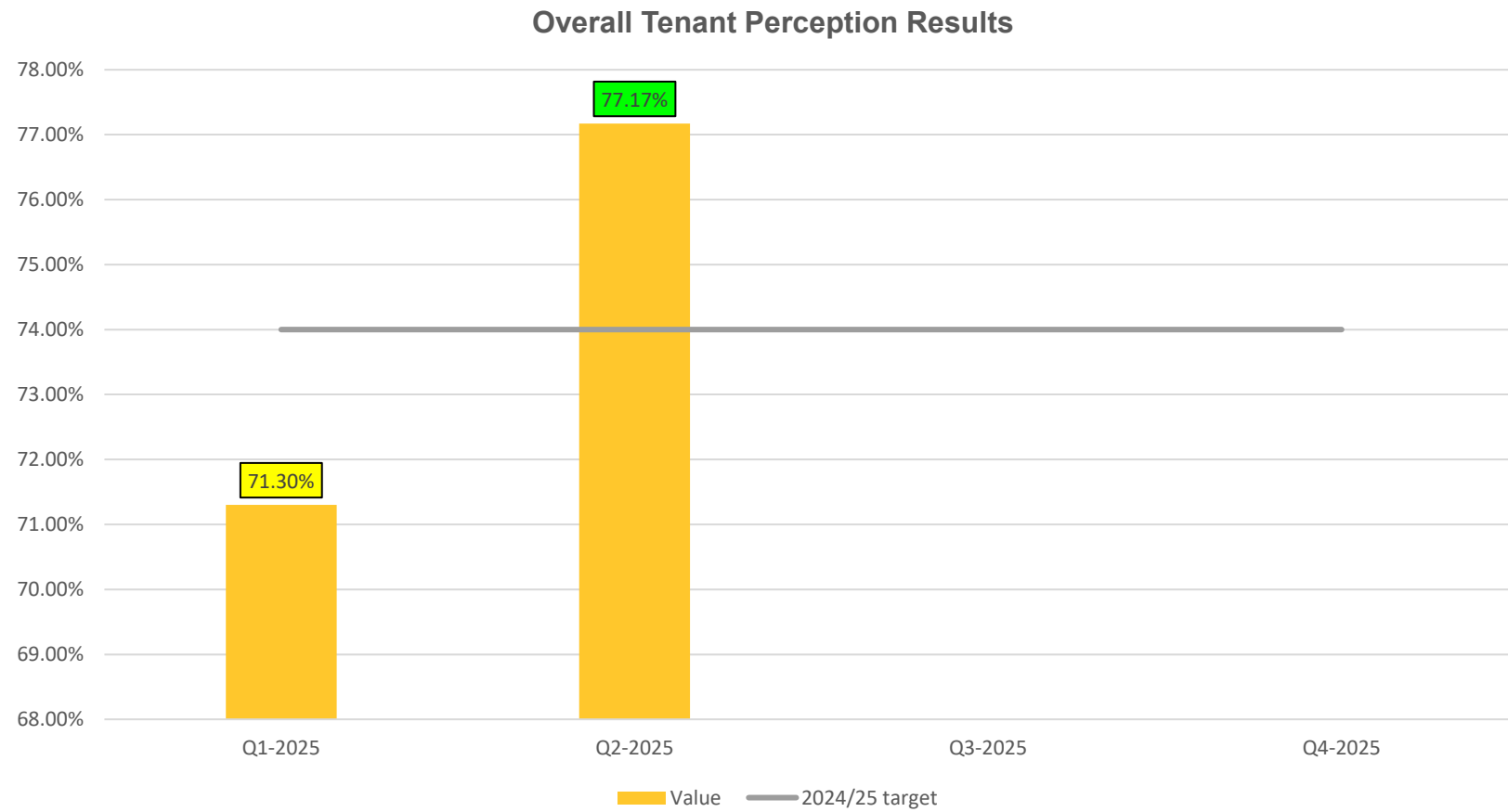
Responses and Invites Q2'2025



Overall Satisfaction



Tenant Perception Results



Overall Satisfaction

Customer feedback.

Positive:

Tenants expressed gratitude for staff support.

Praise for new kitchen and bathroom installations, insulation work, and fire safety checks.

Long-term residents (e.g., 30 years) are satisfied with services.

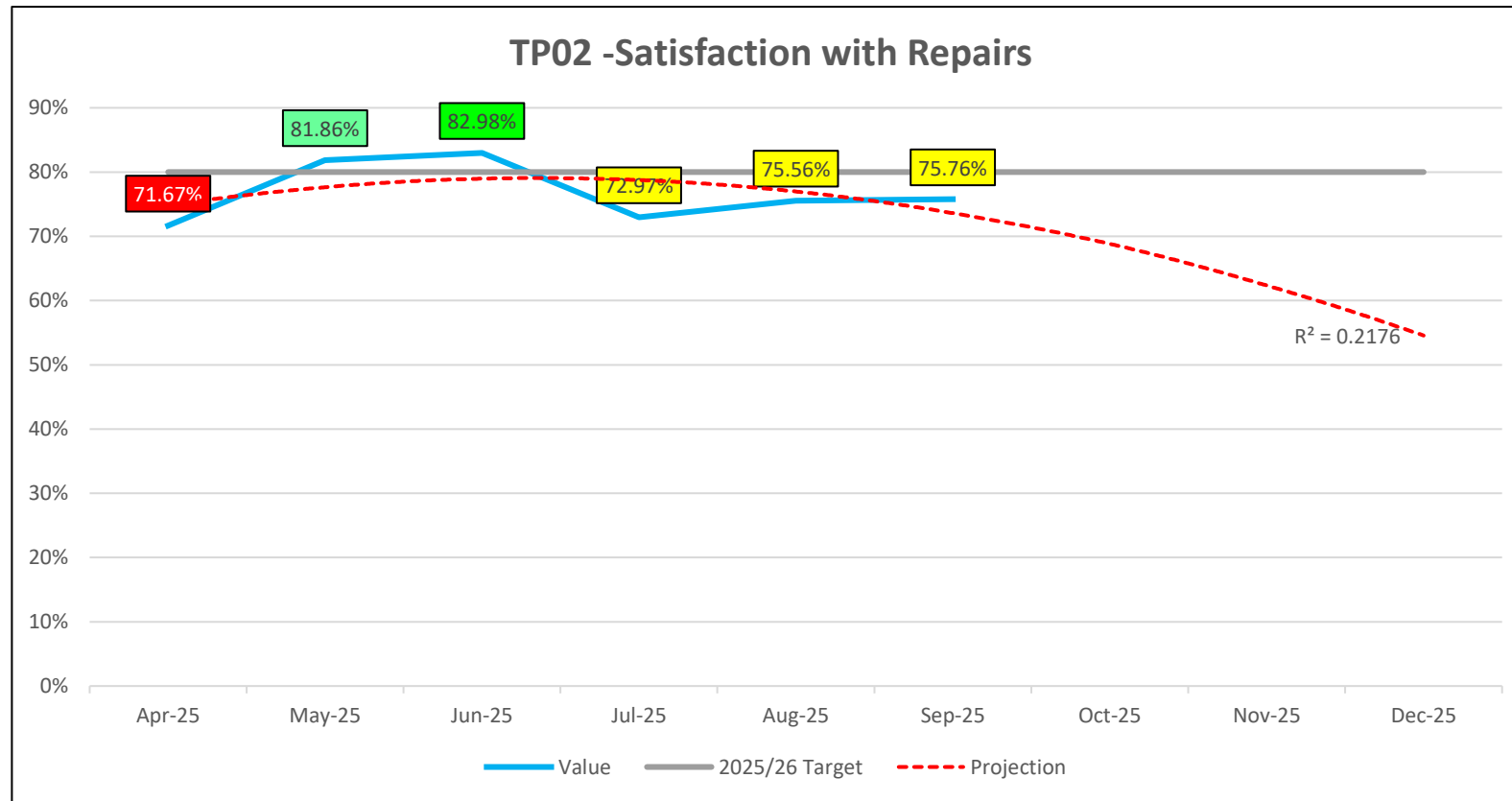
Comments like “Over the moon with the home” and “Great support” reflect high satisfaction.

Summary of Key Issues Raised by Tenants

- **Poor Quality and Incomplete Repairs** – Temporary fixes and unfinished work are common, leading to recurring problems.
- **Delayed repairs**– Tenants report delayed repairs.
- **Unresolved Issues** – (**ASB**) remains a recurring issue, with some tenants feeling it’s not addressed adequately.
- **Unaddressed Health and Safety Hazards** – Conditions such as damp, pests, and dangerous trees are not being adequately addressed

Action: The work associated to the repairs restructure and the repairs end to end review will deliver recommendations to implement and improve services. This needs to be communicated to tenants via the you said we did and published. It is unlikely to see an immediate impact on the performance of this indicator straight away; perception shifts will be monitored and reported on throughout.

Satisfaction With Repairs



Satisfaction With Repairs

Positive:

Repairs are completed with respect, good standard of maintenance.

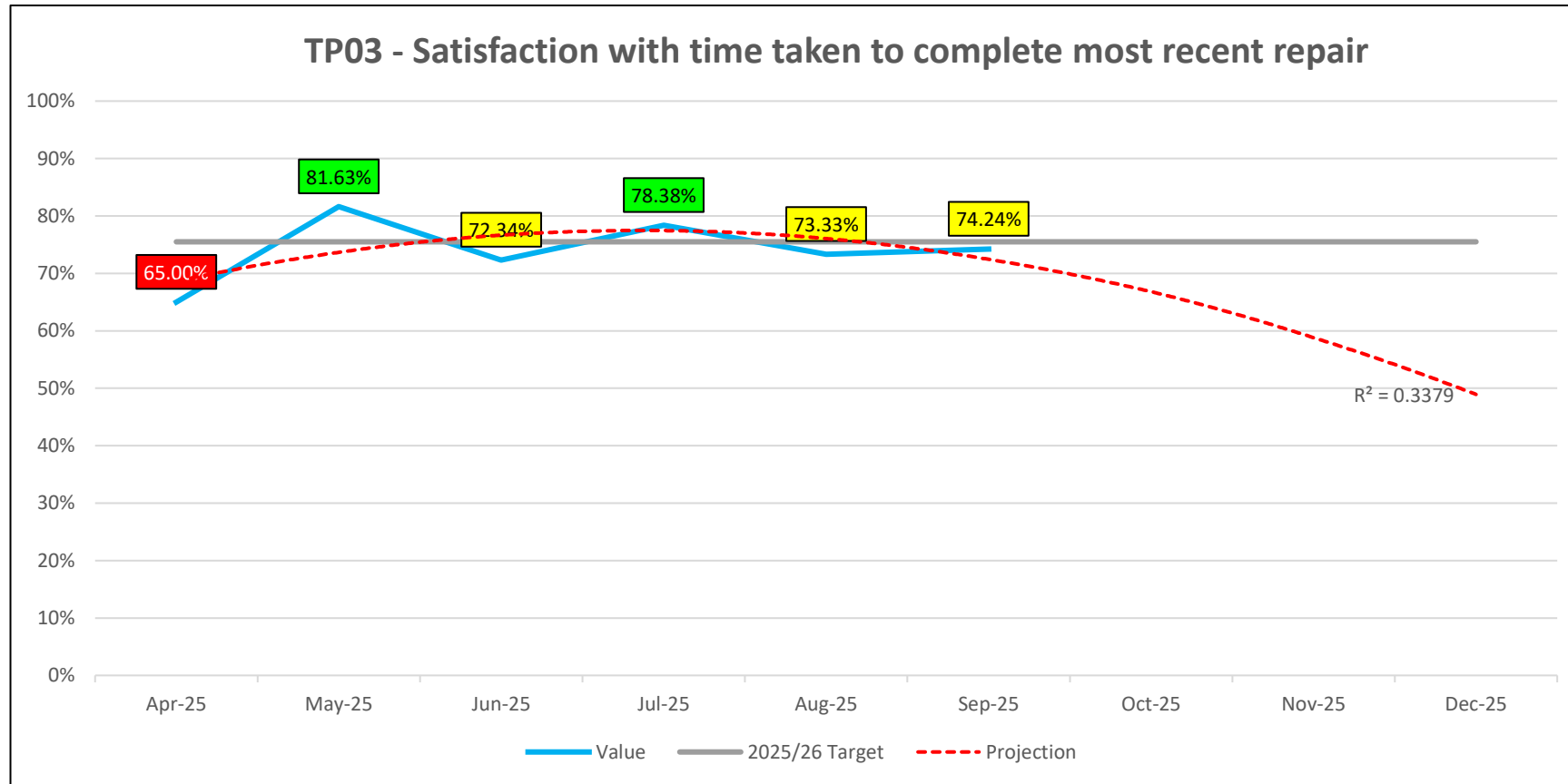
Praise for new kitchen and bathroom installations, insulation work, and fire safety checks

Areas for improvement.

Communication Gaps : Ensure timely responses to tenant communications.

Poor Property Conditions : Conduct proactive inspections and prioritise repairs in homes with structural or damp issues.

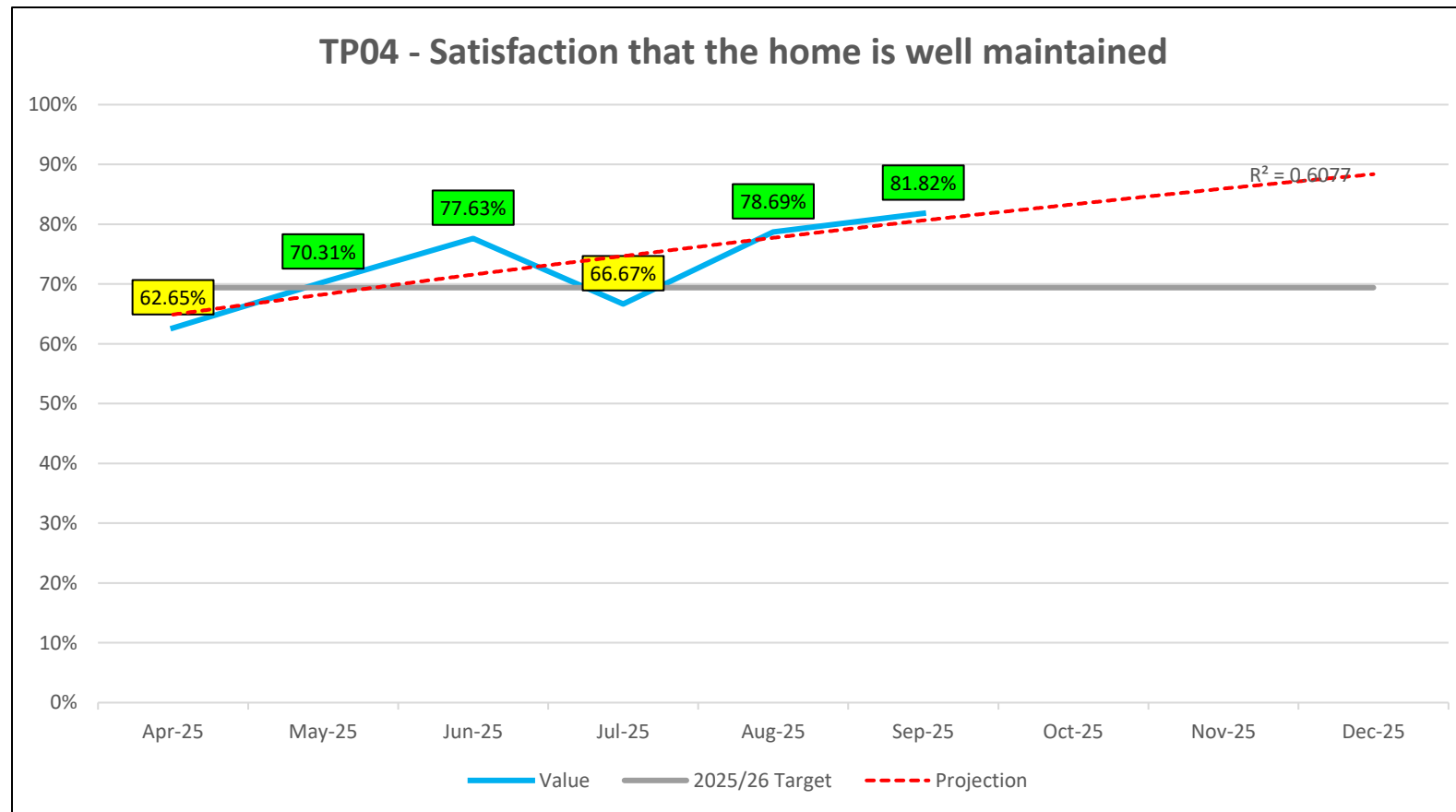
Satisfaction with time taken to complete most recent repair



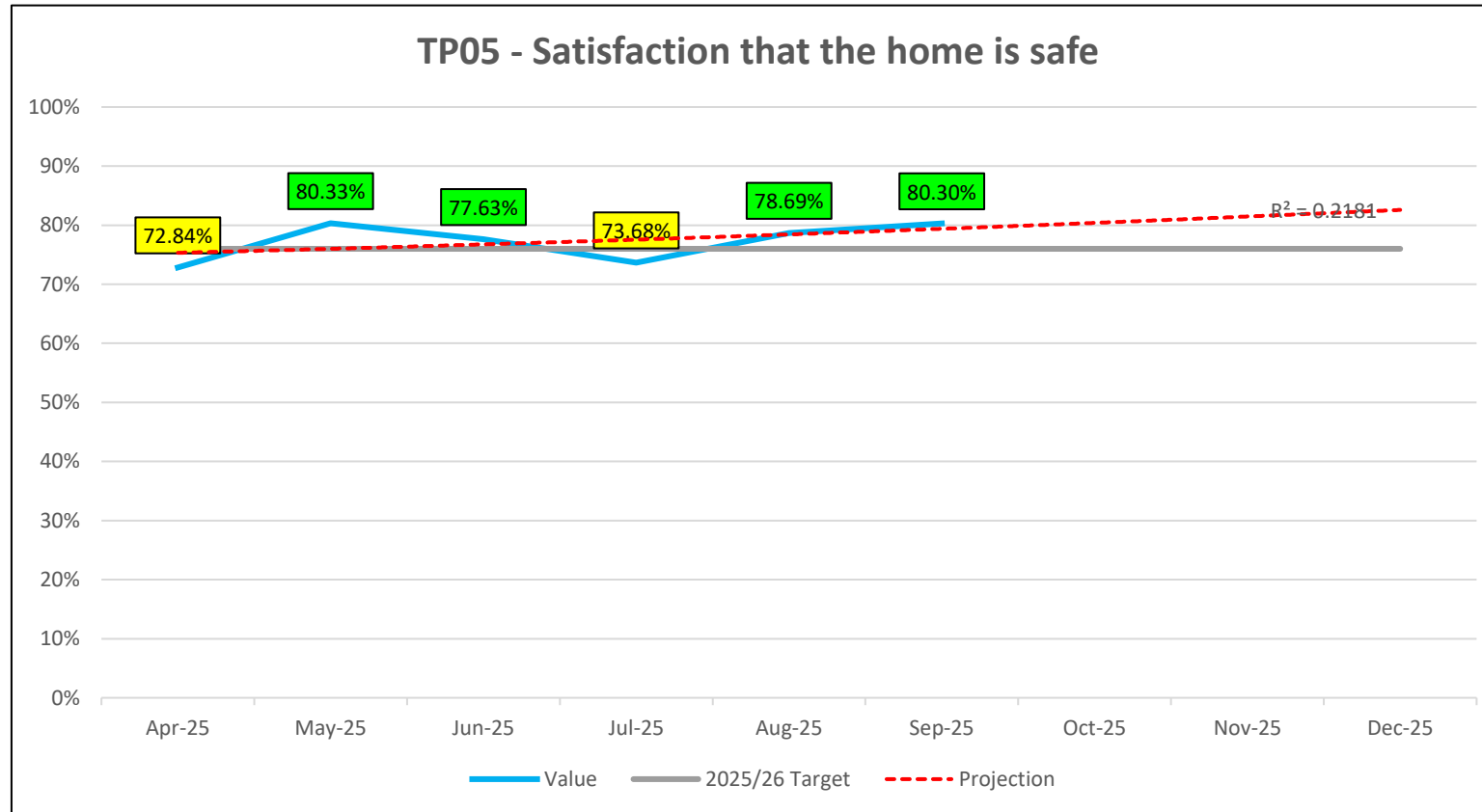
Satisfaction with time taken to complete most recent repair

Comments influencing performance against this PI are documented above.

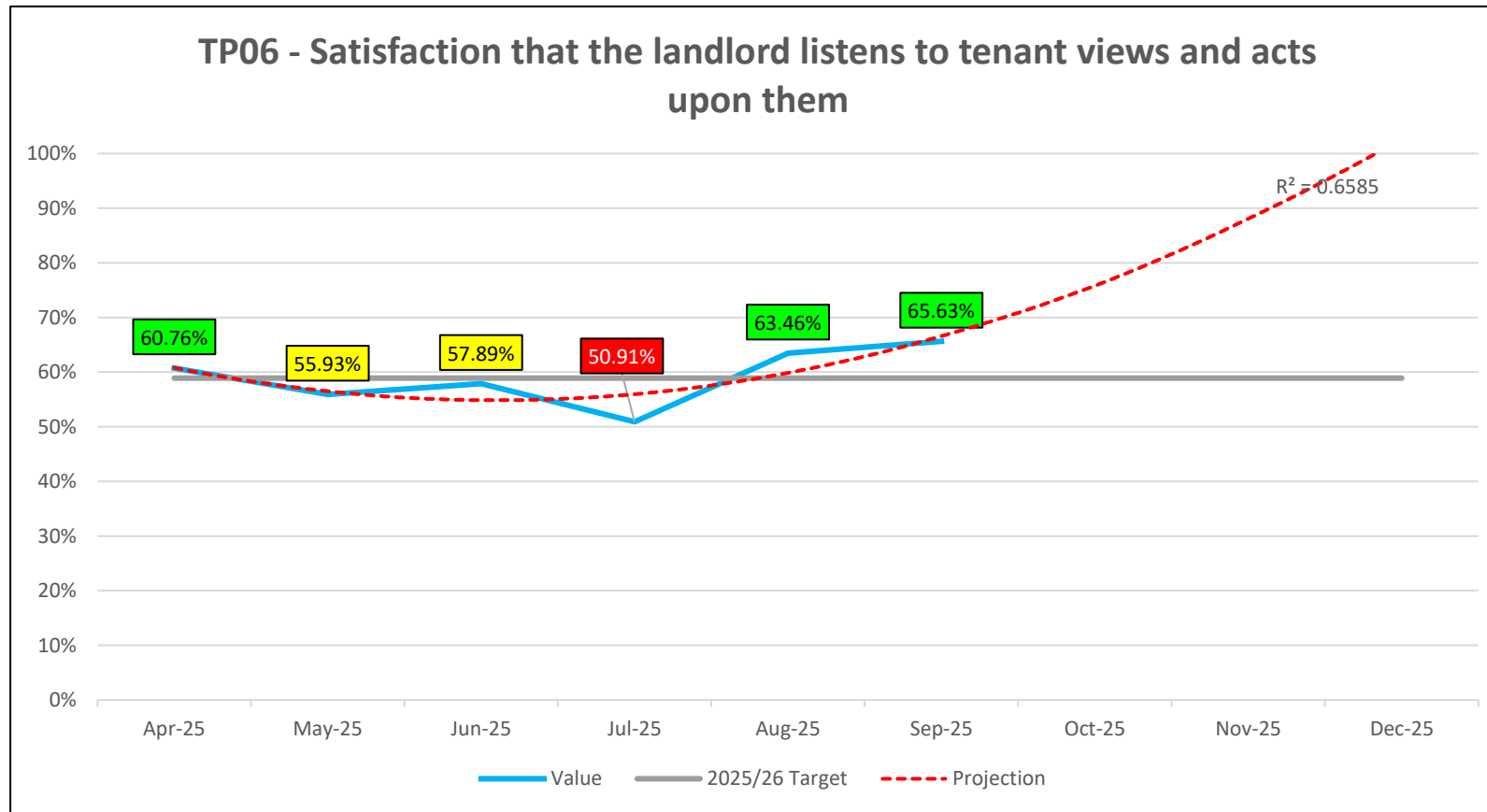
Satisfaction that the home is well maintained



Satisfaction that the home is safe



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



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

Negative:

Strengthen neighbourhood management and enforcement around noise and pet-related complaints.
Improve coordination with environmental health and enforcement teams.

Positive:

Tenants expressed gratitude for staff support, Appreciation for clean-up efforts and community updates

Response:

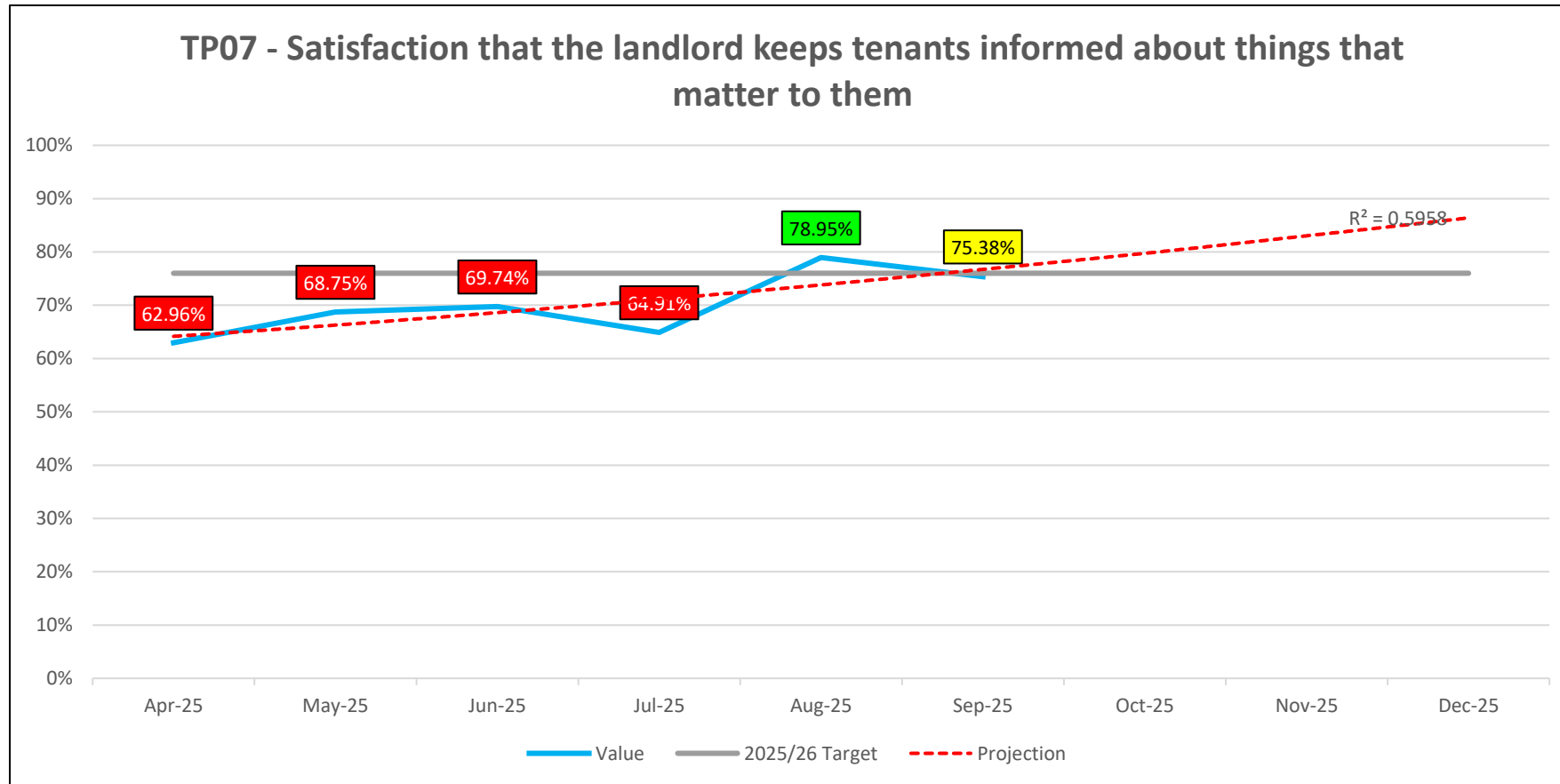
Improving Services Through Tenant Feedback and improving Customer Care.

We're currently reviewing our action plans for ASB, caretaking, and grounds maintenance. A big focus is making sure tenants have a stronger voice and that communication between services and tenants gets better. The goal is to involve tenants more in shaping how services are delivered and to respond to concerns quickly and clearly.

We have made it easier for tenants to identify their housing officer through our website. This enhancement ensures tenants can quickly find the correct contact details, improving communication and support. Tenant feedback is already making a difference. For example, at one of our Extra Care schemes, tenants requested improvements to the outdoor space. In response, we're planning a summer engagement event to gather their ideas and help them enhance their immediate environment, demonstrating our commitment to listening and acting on what tenants tell us.

Some requests, like installing electric vehicle charging points, fall outside what the Housing Service can provide. While this might not meet every tenant's expectations, we aim to explain clearly what we can and can't do and signpost accordingly.

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



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

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

Negative: Lack of updates on various issues (e.g., temporary cleaner, repairs, electricity bills), no contact after surveys, unfulfilled requests for communication ("can somebody phone me please").

Positive: Track and follow through on commitments made during tenancy agreements or property offers.

Response:

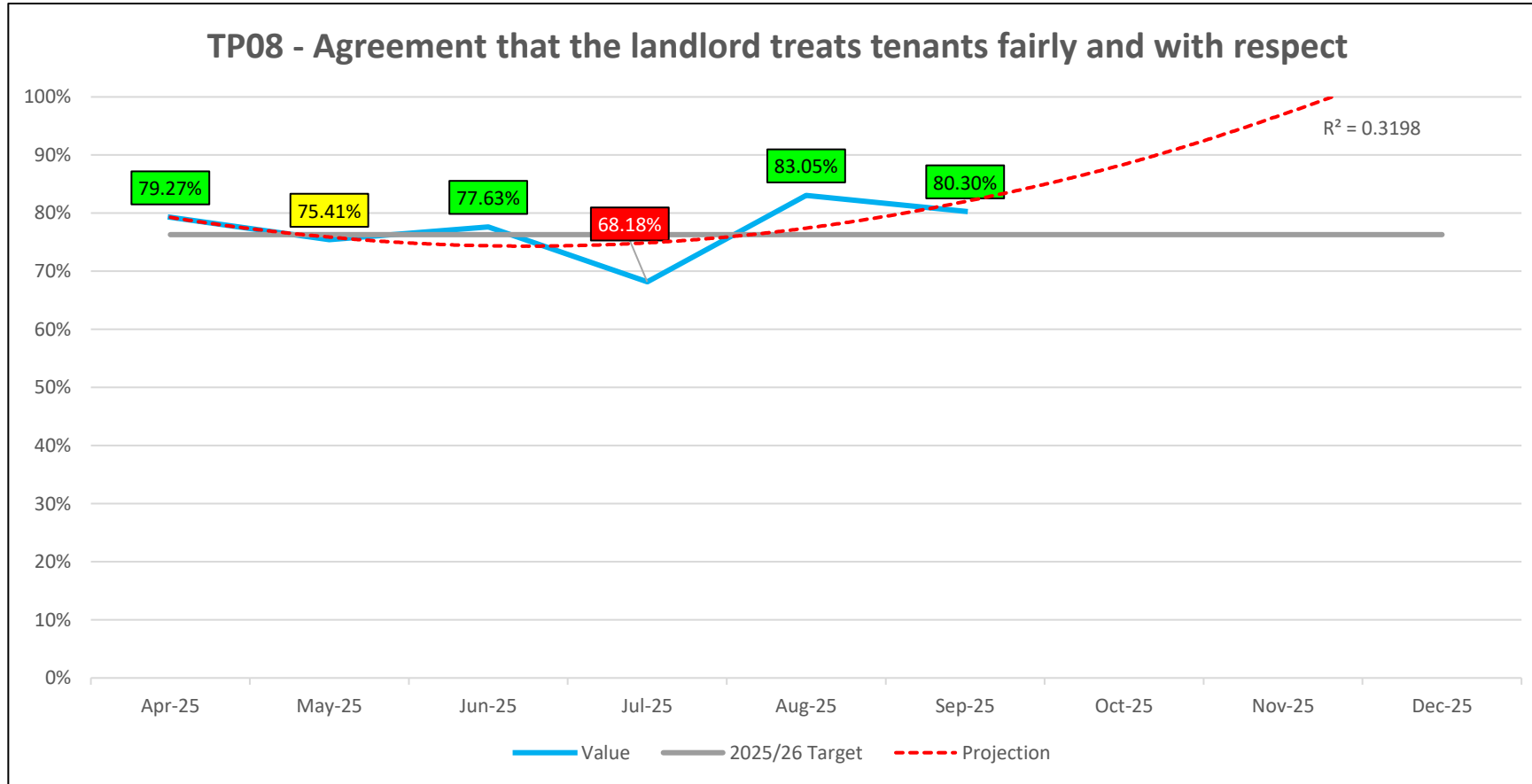
Keeping Tenants in the Loop

We're working hard to make sure tenants stay informed about any changes to the services we provide.

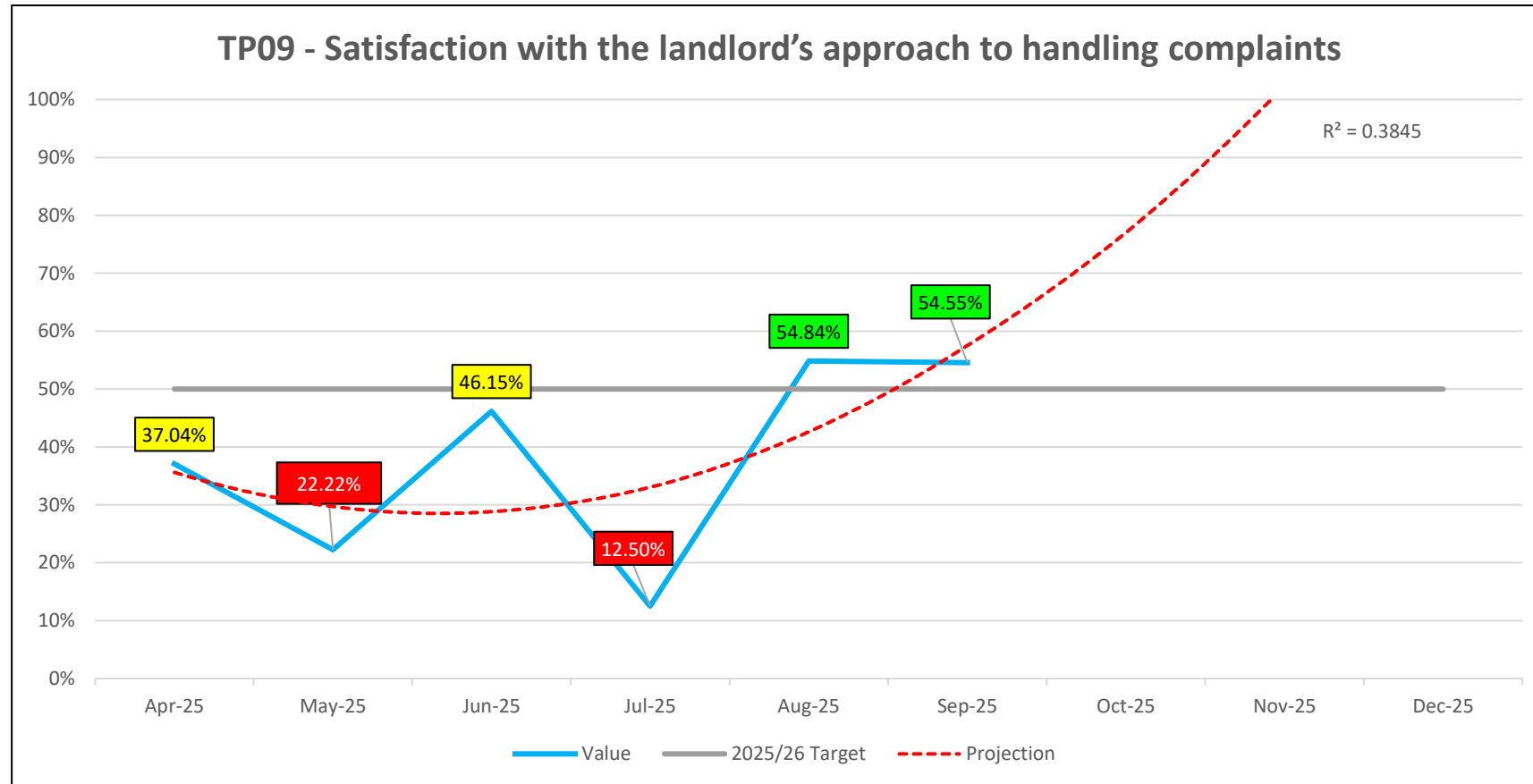
We've also made it easier for tenants to know who their Housing Officer is. In August, we updated the council website with contact details by area, and we'll be sending out SMS messages soon to let tenants know and encourage them to get in touch.

Since launching the new cleaning and grounds maintenance service, we're working on clearer communication around what tenants can expect—how often services happen, what's included, and the quality standards. We're also looking at better ways to keep tenants informed when things don't go to plan.

Agreement that the landlord treats tenants fairly and with respect



Satisfaction with the landlord's approach to handling complaints



Satisfaction with the landlord's approach to handling complaints

Negative: "Useless when it comes to repairs or complaints," "nothing comes from this approach" (e.g., diary sheets for noisy neighbours), requires repeated reporting for no resolution, and perceived blame or misdirection from staff when issues are reported.

Response:

ASB Complaints – What We're Learning and Improving

We've seen a rise in ASB complaints moving to Stage 2, and it's given us some useful insights. A key takeaway is the need to manage tenant expectations better—especially around how often we'll be in touch and how long things might take. Keeping tenants updated regularly throughout the process is also important.

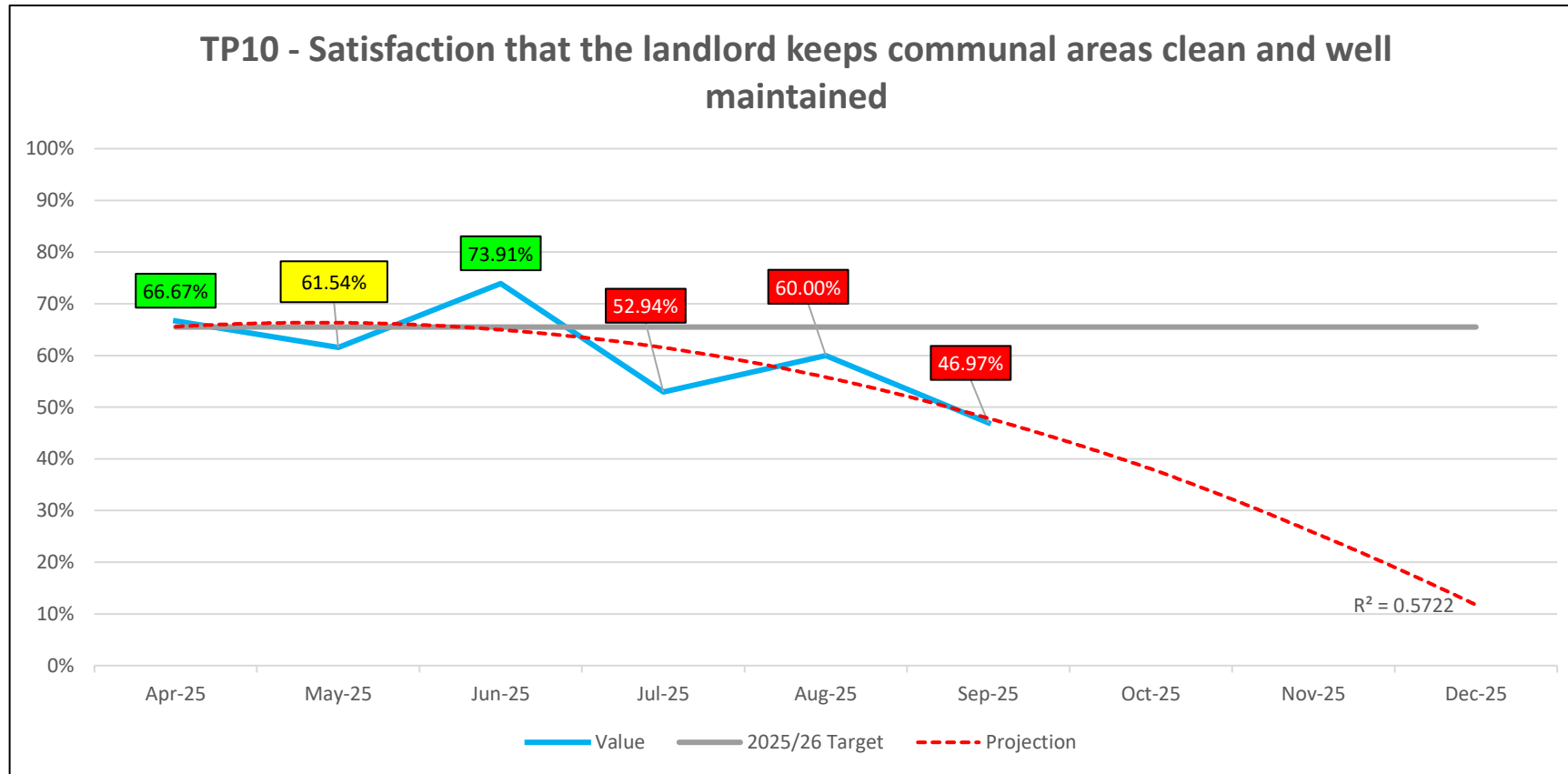
To help with this, we're keeping a close eye on ASB actions to check how quickly we're responding to tenant enquiries. If we spot delays, we'll take steps to improve.

We're also rolling out training for staff in ASB and Tenancy Support. The focus is on making sure communication with tenants is clear, timely, and in line with our service standards.

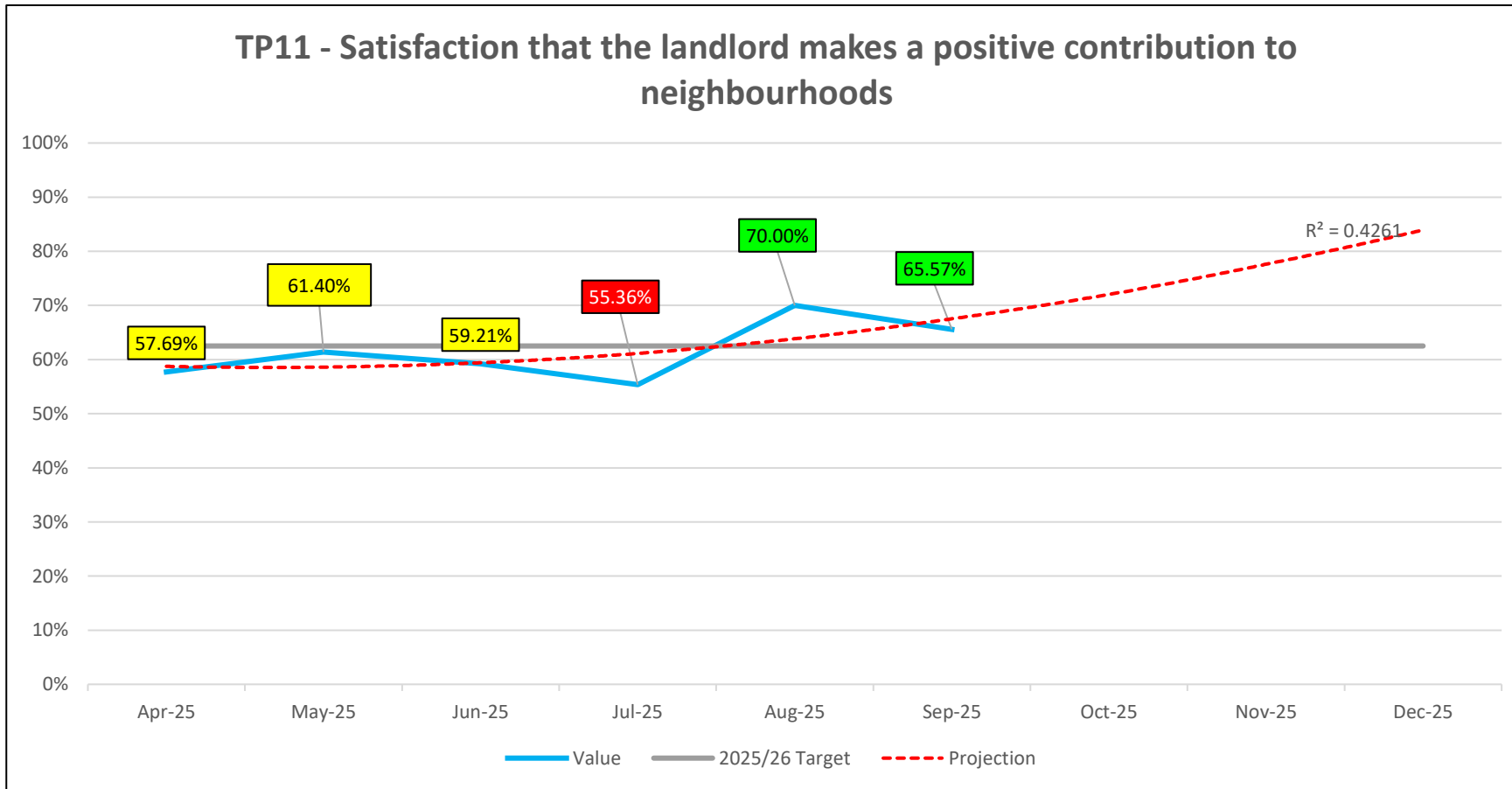
We have enrolled with HouseMark to attain an accreditation in ASB and Complaints

Complaints satisfaction has been on target for the last two months of Q2; however, this remains perception-based and subject to fluctuation. Current complaint figures do not yet reflect the learning and improvements we are implementing around Repairs and ASB, so we anticipate satisfaction results will remain unstable until these changes take effect. A year-end review will provide a more accurate picture of progress. In the meantime, we continue to track themes around ASB and repairs, which are evident in complaint volumes and Housing Ombudsman determinations. This reinforces the importance of reviewing the service, implementing Tenants' Voice Forum recommendations, and creating clearer processes for teams to follow.

Satisfaction that the landlord keeps communal areas clean and well maintained



Satisfaction that the landlord makes a positive contribution to neighbourhoods



Satisfaction that the landlord makes a positive contribution to neighbourhoods

Positive: Provision of skips for clean-ups, new communal doors improving security.

Negative: Major issues with cleanliness and waste management (e.g. "fly tipping," "overfilling... communal bin area," "street needs cleaning"), infrastructure problems (e.g., unblocked grids causing flooding, pavement conditions, lack of drop kerbs/cars blocking pavements), poor maintenance of communal areas (e.g., "cow field" lawns, overgrown bushes/trees), and concerns about general safety and security (e.g., "unsavoury characters," need for safe main doors, maintaining fences/gates).

Response:

Estate Issues and What We're Doing

Tenants have raised concerns about things like messy communal areas, fly tipping, flooding from blocked drains, uneven pavements, overgrown trees and bushes, and safety issues like broken gates or dodgy front doors.

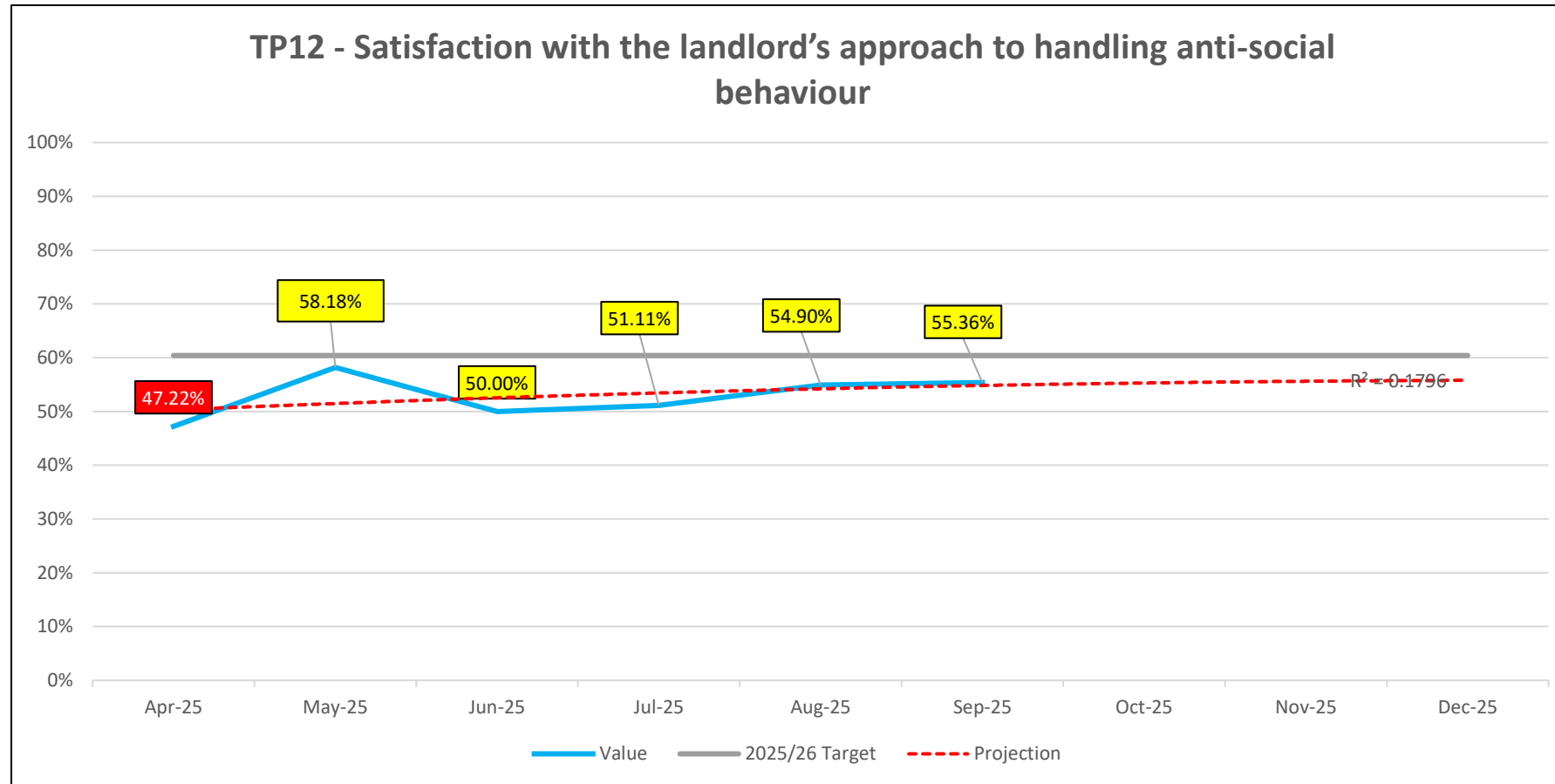
We know we've been slow to respond to some of the problems picked up during estate walkabouts, so we're reviewing how we track and follow up on these to make sure things get sorted faster.

Over the summer, we've been running clean-up projects to tackle untidy gardens and make staff more visible on estates. These have helped improve the look and feel of the areas we manage.

We've also held events like garden makeovers in Independent Living schemes and supported wider council campaigns like "Keeping Our Town Centers Safe."

With new standards in place for grounds maintenance and more cleaning in communal blocks, we're putting together a plan to tackle tenant concerns, improve estate appearance, and make sure tenants have a say in how things are done. We're also working on better ways to manage tree issues and keep tenants updated if there are delays.

Satisfaction with the landlord's approach to handling anti-social behaviour



Satisfaction with the landlord's approach to handling anti-social behaviour

Negative:

Anti-social behavior (ASB) remains a recurring issue, with some tenants feeling it's not addressed adequately.

Noise complaints, especially late-night door banging.

Parking problems due to misuse of resident car parks by nearby businesses.

Response:

ASB – Listening, Learning, and Improving

We're reviewing our ASB action plan to make sure it reflects what tenants are telling us and meets the expectations set by the regulator. As part of this, we're launching updated ASB training in September, building on last year's sessions. The focus will be on keeping tenants regularly updated and making sure communication is clear and agreed from the start.

We have also enrolled with the HouseMark accreditation.

Over the last few months, we've stepped up our communication through newsletters and social media, sharing updates on legal action taken in response to ASB. This helps build trust and shows tenants we're taking action. We'll keep promoting this work to help shift perceptions and show we're serious about keeping communities safe.

Satisfaction Benchmarking 2024/25

	Minimum score	Maximum score	Average score	3 rd quartile lower threshold	2 nd quartile lower threshold	1 st quartile lower threshold
TP01 – Overall satisfaction	49%	89%	73%	71%	73%	77%
TP02 – Satisfaction with repairs	50%	82%	74%	70%	75%	79%
TP03 – Satisfaction with time taken to complete most recent repair	42%	83%	69%	66%	69%	74%
TP04 – Satisfaction that the home is well maintained	48%	88%	73%	67%	75%	78%
TP05 – Satisfaction that the home is safe	57%	91%	78%	75%	80%	81%
TP06 – Satisfaction that the landlord listens to tenant views and acts upon them	43%	87%	67%	61%	66%	72%
TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them	48%	91%	74%	71%	75%	80%
TP08 – Agreement that the landlord treats tenants fairly and with respect	67%	93%	81%	76%	82%	84%
TP09 – Satisfaction with the landlord's approach to handling complaints	29%	56%	41%	36%	42%	46%
TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained	42%	82%	69%	66%	71%	73%
TP11 – Satisfaction that the landlord makes a positive contribution to neighbourhoods	43%	90%	68%	65%	69%	76%
TP12 – Satisfaction with the landlord's approach to handling anti-social behaviour	40%	85%	65%	59%	69%	71%

Q1 Satisfaction Bench

24/25 Satisfaction Benchmarks

League table: rank by question

	TP01: Overall CSAT	TP02: Repairs CSAT	TP03: Repairs speed	TP04: Home is well maintained	TP05: Home is safe	TP06: Listens to tenant views and acts upon them	TP07: Keeps tenants informed	TP08: Treats tenants fairly and with respect	TP09: Complaint Handling	TP10: Communal areas	TP11: Makes a positive contribution to area	TP12: Anti- social behaviour handling
BURY	11	9	11	12	14	14	14	12	10	14	14	14
FCHO	3	3	3	6	8	4	6	4	9	11	8	10
FORHOUSING	7	7	7	8	8	3	4	3	5	8	4	3
GREAT PLACES	10	10	6	4	4	10	7	8	8	5	7	4
JIGSAW	13	12	8	11	13	11	13	13	12	12	12	13
MANCHESTER CITY COUNCIL	15	15	15	15	15	15	15	15	15	15	15	15
MSV	8	11	13	9	5	8	5	7	7	9	11	7
ONE MANCHESTER	9	8	9	10	7	9	9	10	3	3	6	8
RBH	4	2	4	3	3	5	3	5	4	6	3	5
REGENDA	6	5	5	5	2	6	10	9	6	4	10	6
RIVERSIDE	14	13	10	12	12	13	12	14	13	13	13	12
SALIX	2	6	12	2	6	2	2	2	2	2	2	2
SOUTHWAY	12	14	14	12	11	12	11	11	14	7	8	11
STOCKPORT	1	1	1	1	1	1	1	1	1	1	1	1
WCHG	5	3	2	7	10	7	8	6	11	10	5	9

* Q2 data will be updated once published