Solihull Community Housing

Shaping our neighbourhoods

# Annual Report 2025/26

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# 1. Introduction

This annual report shares the results of the Tenant Satisfaction Measures (TSMs) for 2025/26 and forms an important part of our commitment to listening to you and acting on what you tell us. Your feedback is central to how we shape and improve our services, and the TSMs give us a consistent and independent way of understanding your experience across key areas such as repairs, communication, home condition, neighbourhood services, and feeling safe.

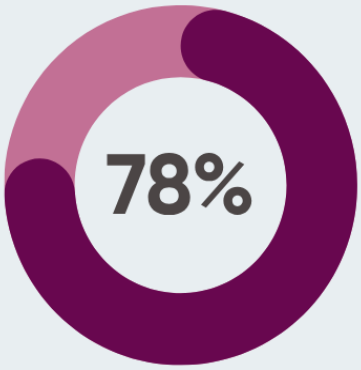
TSMs are set by the Regulator of Social Housing and are used by all housing providers across the country. They help the Regulator check that landlords are meeting required standards and ensure that your voice is at the heart of how social housing is monitored. Every year, around 600 SCH households take part in the survey. The questions are the same for every landlord, which means your responses can be compared fairly with other organisations and help us understand where we are performing well and where we need to improve.

This report brings together your feedback, our performance results, and the themes you raised in your comments. It is structured around the main areas the Regulator requires us to report on: overall satisfaction, keeping your home in good condition, customer experience, neighbourhood services, and differences in satisfaction across age, ethnicity, property type, and geographical area. Each section explains what you told us, how our performance compares to our targets and other organisations, and what we are doing next to improve.

We want this report to be clear, open, and useful. Most importantly, we want it to show how your voice directly shapes the way we work. Thank you to everyone who took part in the survey this year – your feedback continues to guide our focus and helps us deliver services that better meet your needs.

## 2. TSM results at a glance

### Overall Satisfaction




### Customer Experience

- Listens and acts — 67.8%
- Kept informed — 75.3%
- Fairly and with respect — 83.3%
- Complaints handling — 34.8%

### Keeping Your Home In Good Condition

- Well maintained home — 73.3%
- Safe home — 79.2%
- Repairs - Last 12 months — 78.5%
- Repair times — 80.2%

### Neighbourhood Services

- Communal areas — 70.9%
- Neighbourhood Contribution — 70.0%
- Approach to ASB — 54.3%

# 3. Overall satisfaction

Overall satisfaction for 2025/2026 was 78%. Our target was to achieve 80%.

## 3.1. Drivers of satisfaction

Across all comments, four themes consistently stand out as the biggest contributors to positive experiences.

**Speed of repairs and "fixed first time"**

You repeatedly told us how much you value repairs being completed quickly and correctly the first time. When a repair is handled efficiently, without repeat visits or long waits, it creates a strong sense of trust and reassurance. This "fixed first time" experience is one of the clearest drivers of satisfaction across all groups and areas.

**Staff behaviour (polite, empathetic)**

You consistently praise SCH staff for being polite, friendly, and understanding. Comments show that even when services are not positive, positive interactions with staff help maintain confidence and reduce frustration. Empathy, patience, and clear communication from frontline teams are central to you feeling respected and valued.

**Feeling safe and regular checks**

Safety is a major contributor to satisfaction. When you feel secure in your home and neighbourhood, supported by regular checks, you report much higher satisfaction.

**Visible cleaning and maintenance**

You notice and appreciate when communal areas are clean, tidy, and well looked after. You told us that regular cleaning and visible caretaking presence make you feel your environment is cared for and that SCH is actively looking after your neighbourhood. This is one of the most consistent positive themes across all property types.

## 3.2. Drivers of Dissatisfaction

Your comments also show clear and recurring themes that drive dissatisfaction. These issues have a strong impact on how you feel about your home, your neighbourhood, and SCH services overall.

**Repeat repairs or delays to repairs**

The most common source of frustration is repairs that take too long or require multiple visits. You told us that it is frustrating where issues are not resolved, appointments are missed, or repairs fail shortly after being completed. This leads

to a sense of being “stuck” with ongoing problems and significantly reduces trust in the service.

**Damp, mould and leaks**

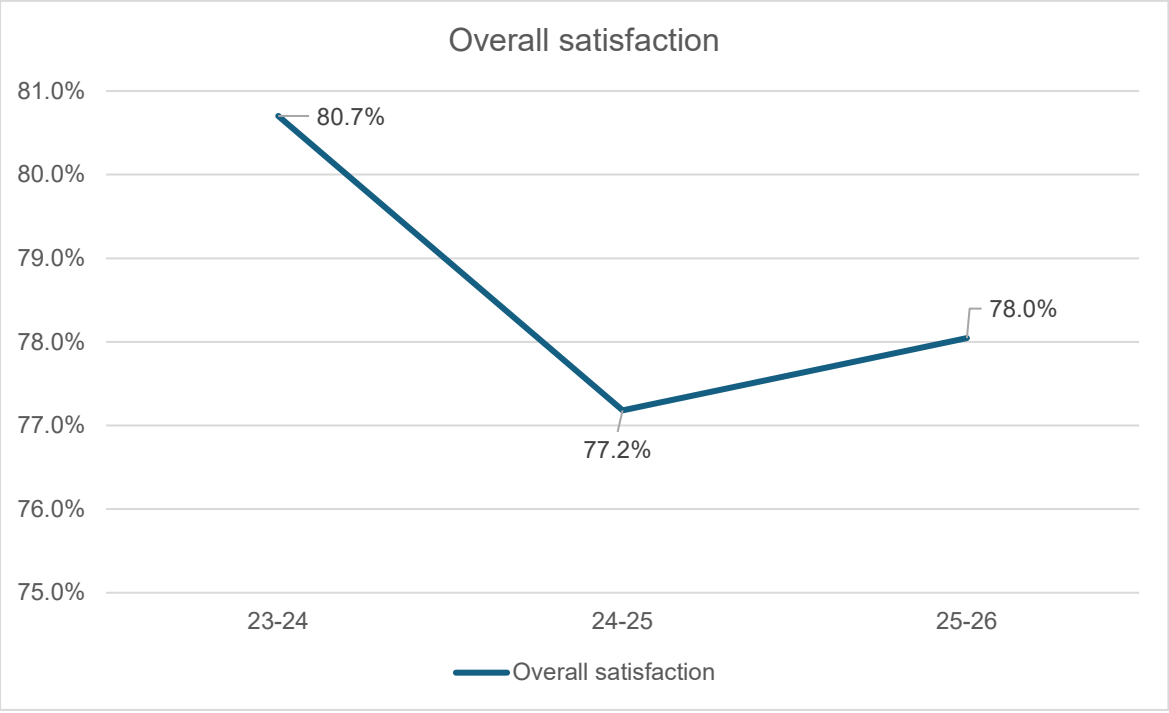
Damp and mould are among the most frequently mentioned high-impact issues. These issues strongly influence overall satisfaction.

**Poor repairs communication / having to chase**

You told us that not being kept informed about repair progress, delays, or next steps and having to chase for updates creates frustration and can make you feel ignored. This theme appears across all groups and areas and is one of the clearest drivers of dissatisfaction.

### 3.3. Year on year trends

Overall satisfaction showed a small drop last year (2024-25), followed by a modest recovery this year (2025-26).



# 4. Keeping your home in good condition

## 4.1. Performance summary

| Satisfaction measure | Result | SCH Target | Compared to other similar organisations |
|---|---|---|---|
| Well maintained home | 73.3% | 80% | Above average |
| Keeping you safe in your home | 79.2% | 81% | Above average |
| Satisfaction with last repair | 78.5% | 80% | Above average |
| Satisfaction with the speed of repair | 80.2% | 76% | Above average |

## 4.2. Themes from comments

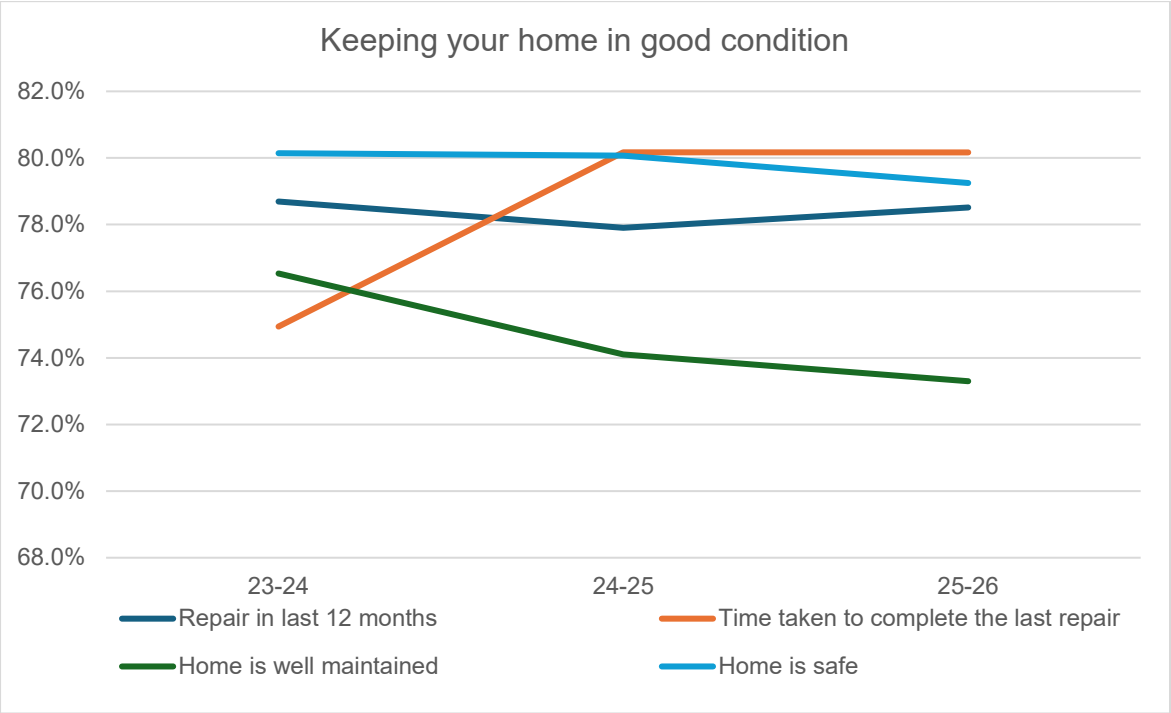
Home / communal areas are safe and well-maintained:

| Positive themes | Negative / Neutral themes |
|---|---|
| Safe home / feeling secure | Damp & mould |
| Clean communal areas | Poor cleaning standards |
| Regular safety checks | Broken doors/windows/security issues |
| Grass cutting / grounds maintenance | Litter / fly tipping |
| Well-maintained property | Cold homes / insulation |

Repairs:

| Positive themes | Negative / Neutral themes |
|---|---|
| Quick response to repairs | Long waiting times |
| Issues resolved first time | Repeat visits / unresolved |
| Professional contractors | Poor quality workmanship |
| Emergency response good | Jobs not completed |
| Easy to report repairs | Lack of follow-up |

### 4.3. Year on year trends




Key takeaways:

- Home well maintained: Showing a 3% decline over the last 3 years
- Home is safe: Remained stable
- Repairs in last 12 months: Remained stable
- Repair time: Has shown a significant improvement

### 4.4. Summary

Your feedback this year shows that while many of you feel safe in your homes and appreciate the visible upkeep of communal areas, there are still important areas where your experience isn't as consistent as it should be. Satisfaction with home condition sits at 73%, below our 80% target, even though it remains *above average* compared with similar organisations. You told us that feeling secure, seeing regular safety checks, and having clean shared spaces make a real difference; these were some of the strongest positive themes in your comments.

At the same time, issues like damp and mould**,** poor cleaning standards, and broken doors or windows continue to affect how comfortable and cared-for some of you feel. Repairs remain a mixed picture: satisfaction with the speed of repair is high at 80%, above target and improving year on year, and many of you praised quick responses and repairs completed first time. But delays, repeat visits, and having to chase for updates remain some of the biggest drivers of dissatisfaction. Over the past three years, repair time has improved significantly, but satisfaction with home maintenance has gradually declined. Overall, the results show that while core safety and repair responsiveness are strong, we need to focus more ensuring repairs are completed fully and reliably so your home feels consistently well looked after.

# 5. Customer Experience

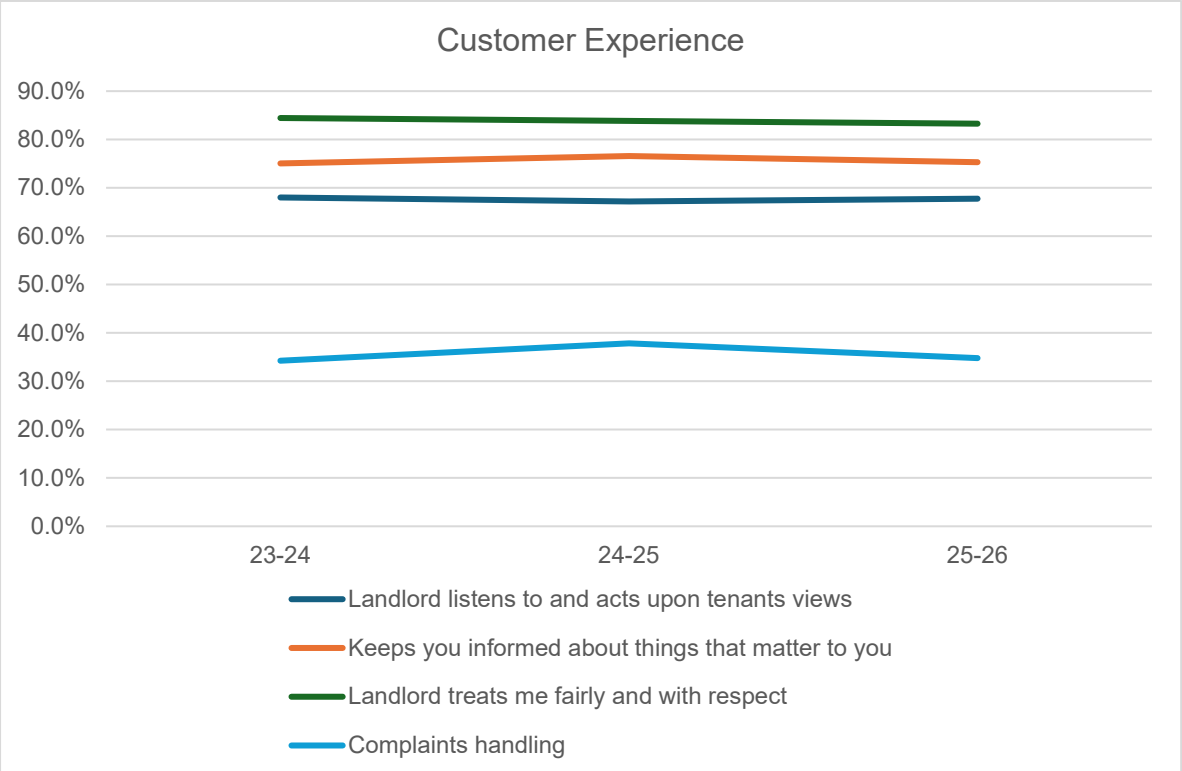
## 5.1. Performance summary

| Satisfaction measure | Result | SCH Target | Compared to other similar organisations |
|---|---|---|---|
| Listens and acts | 67.8% | 71% | Above average |
| Kept informed | 75.3% | 79% | Above average |
| Treated fairly and with respect | 83.3% | 85% | Above average |
| Complaint handling | 34.8% | 45% | Above average |

## 5.2. Themes from comments

| Positive themes | Negative / Neutral themes |
|---|---|
| Polite and friendly staff | Longer call wait times |
| Helpful and supportive | Poor communication / no updates |
| Clear information / newsletters | Having to chase repeatedly |
| Easy to contact | Inconsistent responses |
| Empathy (esp. vulnerable tenants) | Rude or dismissive staff |

## 5.3. Year on year trends



Key takeaways:

- Listens and acts: Remained stable
- Kept informed: Remained stable
- Treated fairly and with respect: Remained stable
- Complaint handling: Decline compared to last year, more reflective of performance in 2023/2024

### 5.4. Summary

Many of you told us that your interactions with SCH staff are one of the strongest parts of your experience, and this is reflected in the results. Satisfaction with being treated fairly and with respect is high at 83%, and comments frequently mention polite, friendly, and supportive staff. Communication also performs well overall, with 75% of you saying you feel kept informed, above average compared with other similar organisations, though still below our 79% target**.**

You told us that you were less satisfied with listening and acting, where satisfaction is 68%, and complaint handling**,** which remains low at 35%**,** though both are above average compared to other similar organisations. Your comments make the reasons clear: longer call wait times, examples of inconsistent responses, and having to chase for updates all reduce confidence and make it harder for you to feel heard. Year-on-year, most customer experience measures have remained stable, but complaint handling has dipped back to levels seen in 2023/24.

Overall, the results show that while staff interactions and day-to-day communication are strong, we need to improve follow-through, reduce the need for chasing, and strengthen how we respond when things go wrong so you feel listened to and supported throughout.

# 6. Neighbourhood services

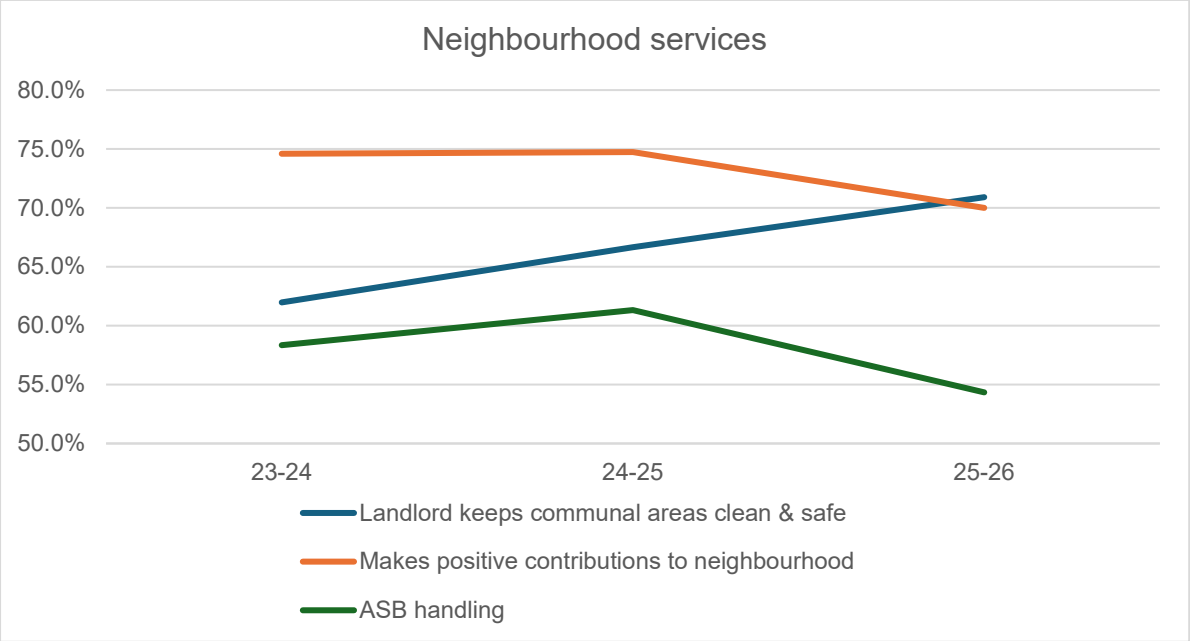
## 6.1. Performance summary

| Satisfaction measure | Result | SCH Target | Compared to other similar organisations |
|---|---|---|---|
| Communal areas | 70.9% | 70% | Above average |
| Positive contribution to neighbourhood | 70% | 74% | Above average |
| Approach to ASB | 54.3% | 60% | Above average |

## 6.2. Themes from comments

| Positive themes | Negative / Neutral themes |
|---|---|
| Clean environment | Litter / rubbish |
| Grass cutting / maintenance | Lack of upkeep |
| Fly-tipping cleared | Neglected areas |
| Improvements (parks, roads) | Poor visibility of services |
| Regular presence (caretakers) | Limited investment / uneven service |

## 6.3. Year on year trends




Key takeaways:

- Communal areas: Clear improvement of 9% over the three years
- Neighbourhood contribution: A 5% decline noted for this year
- Approach to anti-social behaviour: A 7% decrease compared to last year

### 6.4. Summary

This year's results show that many of you are seeing real improvements in how communal areas are looked after, with satisfaction rising to 71%, above target and showing a clear upward trend over the past three years. You told us that clean environments, regular caretaker presence, and visible grounds maintenance make a big difference to how you feel about your neighbourhood.

At the same time, satisfaction with SCH's contribution to neighbourhoods has fallen to 70%, below our 74% target, and many of you highlighted issues such as litter, neglected areas, uneven upkeep, and limited visibility of services.

The biggest challenge remains anti-social behaviour (ASB), where satisfaction is 54%, below target and showing a decline compared with last year. Comments point to concerns about noise, rubbish, and slow responses to ASB issues, particularly in areas where tenants report feeling less safe.

Overall, the results show that while communal areas are improving and many neighbourhoods feel well cared for, we need to strengthen ASB responses, ensure estate services are more consistent across all areas, and make our presence more visible so you feel supported and confident in your local environment.

# 7. Demographics

## 7.1. Ethnicity

Across all ethnicity groups, most tenants report positive experiences with their home and with SCH services. However, the results show some important differences that help us understand where experiences are strongest and where improvement is needed.

**Groups with the highest satisfaction:**

**Asian tenants report the highest overall satisfaction (83%).** Their scores are consistently strong across almost every indicator, including repairs, feeling safe, being treated fairly and communication. This suggests that Asian tenants generally experience services as reliable, respectful and responsive.

**White tenants (79%)** are close to the overall average and show steady satisfaction across most indicators. Their scores reflect a broadly positive experience, with particular strengths in feeling informed and treated fairly.

**Groups with lower satisfaction:**

**Black tenants (68%)** and **Mixed ethnicity tenants (65%)** report lower satisfaction overall. This pattern is visible across several indicators, including repairs, communication and feeling listened to. These groups are more likely to report delays, repeat repairs, or needing to chase for updates, issues echoed in tenant comments.

Mixed ethnicity tenants show the lowest satisfaction across several individual measures, including communal areas and communication. Black tenants report stronger scores for safety and estates, but lower scores for being listened to and repairs.

**Tenants identifying as 'Other' (67%)** also show mixed satisfaction, though the small number of responses means results should be interpreted with caution.

## 7.2. Satisfaction by age

Satisfaction levels differ across age groups, and the results show some clear patterns in how tenants of different ages experience their home and SCH services. While most tenants report positive experiences, older tenants consistently show the highest satisfaction, and middle-aged tenants report more mixed experiences.

**Highest satisfaction: Older tenants (65+)**

Tenants aged **65 and over report the highest overall satisfaction (89%)**, and this strong performance is reflected across almost every indicator. They report high levels of feeling safe, homes being well maintained, and being treated fairly and with respect. Communication scores are also strong, with many older tenants saying they feel informed and find SCH easy to deal with.

This group also reports the highest satisfaction with repairs, including repair quality and timeliness. Their feedback suggests that services feel reliable, consistent, and supportive.

**Younger tenants (Under 25)**

Tenants aged **under 25 also report high overall satisfaction (89%)**, though their scores vary more across individual indicators. They rate customer service highly, especially staff helpfulness and empathy, and feel well supported when contacting SCH. They also report strong satisfaction with fairness and respect.

However, younger tenants give lower scores for home maintenance and communal areas, suggesting that while their interactions with SCH are positive, the physical condition of homes and shared spaces may not always meet expectations.

**Lower satisfaction: Tenants aged 25–64**

Tenants aged **25 to 64 report the lowest overall satisfaction (73%)**, and this pattern is consistent across several indicators. This group is more likely to report issues with repairs taking too long, repeat visits or needing to chase for updates. Satisfaction with communication is lower, particularly around being kept informed and feeling listened to.

Scores for communal areas, neighbourhood upkeep and complaint handling are also lower for this group, suggesting that day-to-day service consistency has a bigger impact on their experience.

This age group often represents working households and families, and the feedback suggests that delays, lack of follow-through and inconsistent communication affect satisfaction more strongly.

### 7.3. Geographical area

Satisfaction levels vary across different areas of Solihull, and the results show some clear patterns in how tenants experience their homes, neighbourhoods and SCH services. While most areas report positive experiences overall, some neighbourhoods show consistently higher satisfaction, while others highlight areas where services need to be more consistent.

**Areas with the highest satisfaction:**

**Castle Bromwich reports the highest overall satisfaction (85%).** Tenants here give strong scores across most indicators, particularly home maintenance, feeling safe, and ease of dealing with SCH. Satisfaction with repairs is also high, and tenants report feeling well-treated and respected.

**Shirley also performs strongly (87%).** Tenants in Shirley report excellent satisfaction with home safety, communal areas and repairs. Several indicators reach 100%, including communal areas and repairs satisfaction.

**Olton and Kingshurst show strong and steady satisfaction (81-82%)**, with positive experiences across repairs, communication and feeling safe. Tenants in these areas generally feel supported and well-informed.

**Areas with mixed satisfaction:**

**South Solihull & Meriden (75%)** shows a balanced picture. Tenants report good satisfaction with home maintenance, safety and repairs, but lower scores for complaints and neighbourhood contribution. This suggests that while core services are working well, tenants would like to see more visible upkeep and quicker resolution of issues.

**Chelmsley Wood (76%)** shows broadly positive satisfaction, though slightly lower than the borough average. Tenants report good experiences with repairs and feeling safe, but lower satisfaction with communal areas and neighbourhood upkeep. ASB scores are also lower, reflecting concerns about noise, litter and local environment.

**Areas with lower satisfaction:**

**Smith's Wood (74%)** reports the lowest overall satisfaction among the larger neighbourhoods. Tenants here give lower scores for home maintenance, communal areas and communication. Repairs satisfaction is mixed, with some tenants reporting good experiences and others highlighting delays or repeat visits. ASB and neighbourhood contribution scores are also lower, suggesting that environmental issues and local behaviour impact satisfaction more strongly in this area.

### 7.4. Property Type

Satisfaction varies across different types of homes, and the results show some clear patterns in how tenants experience their property, repairs, neighbourhood and SCH services. While most tenants report positive experiences overall, some property types show consistently higher satisfaction, while others highlight areas where satisfaction is lower.

**Highest satisfaction: Bungalows**

**Bungalow tenants report the highest overall satisfaction (87%).** Their scores are strong across almost every indicator, including home maintenance, feeling safe, repairs and communication. Tenants in bungalows also report the highest satisfaction with fairness and respect, and strong experiences with ease of dealing with SCH.

These results suggest that bungalow tenants experience services as reliable, timely and supportive, with fewer issues around repairs or communal areas. This is strongly related to age, as the average age of residents in bungalows is higher than any other property type.

**Houses: Strong and steady satisfaction**

**Tenants living in houses report high overall satisfaction (81%)**, close to the borough average. Scores are particularly strong for feeling safe, repairs and fairness and respect. Communication and ease of dealing with SCH also perform well.

Lower scores appear around communal areas and neighbourhood contribution, which is expected as houses often rely more on wider estate services rather than shared internal spaces.

Overall, house tenants report a stable and positive experience.

**High-rise flats: Mixed but generally positive**

**Tenants in high-rise flats report good overall satisfaction (78%)**, with strong scores for safety, repairs and communication. Repair time and ease of dealing with SCH are also positive, suggesting that many tenants feel supported and informed.

Lower scores appear around communal areas and neighbourhood contribution, reflecting concerns about shared spaces, cleaning standards and ASB in some specific blocks.

**Lower satisfaction: Low-rise flats / maisonettes**

**Tenants in low-rise flats / maisonettes report lower overall satisfaction** and this pattern is consistent across several indicators. Scores for home maintenance, communal areas and neighbourhood contribution are lower, suggesting that upkeep of shared spaces and estate services has a bigger impact on satisfaction in these properties.

Communication and repairs are more mixed, with some tenants reporting good experiences and others highlighting delays or repeat visits.

## 8. Next steps

We are using your feedback to make improvements to the way our services are delivered. The actions SCH has committed to this year are:

1. Reviewing the way we communicate with residents when carrying out repairs and our internal communication when dealing with complex jobs. This will help to reduce delays and ensure you know what is happening when repairs are taking place. This is being undertaken in conjunction with the resident SCHape Panel.

2. Continuing to improve how we manage damp and mould issues, ensuring we adhere to Awaab's Law and using data to predict where damp and mould may become a problem and dealing with it before it becomes a significant issue.

3. Improving the ways you can get in touch with us to help reduce call waiting times.

4. Reviewing the way we handle cases of anti-social behaviour. This is being undertaken by an external organisation, and then this will be built on through a review by the resident SCHape Panel.

5. Looking at area and property specific improvement work where residents have told us satisfaction was lower. This will be developed by the new resident led Customer Experience Committee.

6. Carrying out a number of data deep dives to understand the key drivers of differences in satisfaction by ethnicity and age. This will also be overseen by the new Customer Experience Committee.

## Appendix A

# Data tables

| Overall | Overall Satisfaction | Home Well Maintained | Safe Home | Communal Areas | Repair Last 12 Months | Overall Estates | Repair Time | Easy to Deal With | Listens and Acts | Informed | Fairly & Respect | Complaints | Neighbourhood Contribution | ASB |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| All tenants | 78.0% | 73.3% | 79.2% | 70.9% | 78.5% | 75.6% | 80.2% | 81.1% | 67.8% | 75.3% | 83.3% | 34.8% | 70.0% | 54.3% |

| Ethnicity | Overall Satisfaction | Home Well Maintained | Safe Home | Communal Areas | Repair Last 12 Months | Overall Estates | Repair Time | Easy to Deal With | Listens and Acts | Informed | Fairly & Respect | Complaints | Neighbourhood Contribution | ASB |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Asian | 83.3% | 66.7% | 90.0% | 75.0% | 90.0% | 87.5% | 80.0% | 83.3% | 88.9% | 100.0% | 100.0% | 66.7% | 100.0% | 75.0% |
| Black | 67.7% | 67.7% | 79.3% | 80.0% | 78.9% | 81.3% | 78.9% | 87.1% | 54.5% | 70.8% | 82.8% | 14.3% | 64.3% | 63.6% |
| Mixed | 64.7% | 56.3% | 66.7% | 36.4% | 40.0% | 66.7% | 50.0% | 66.7% | 50.0% | 66.7% | 69.2% | 0.0% | 71.4% | 25.0% |
| Not known / given | 82.0% | 74.5% | 87.0% | 73.7% | 85.7% | 73.7% | 96.3% | 89.4% | 75.0% | 65.9% | 81.8% | 53.8% | 78.6% | 54.5% |
| Other | 66.7% | 66.7% | 33.3% | 100.0% | 100.0% | 100.0% | 100.0% | 33.3% | 66.7% | 100.0% | 33.3% | 33.3% | 0.0% | 0.0% |
| White | 78.7% | 74.4% | 78.9% | 71.4% | 78.6% | 75.0% | 79.7% | 80.6% | 68.0% | 76.1% | 83.8% | 33.3% | 69.2% | 54.3% |

| Geographical Area | Overall Satisfaction | Home Well Maintained | Safe Home | Communal Areas | Repair Last 12 Months | Overall Estates | Repair Time | Easy to Deal With | Listens and Acts | Informed | Fairly & Respect | Complaints | Neighbourhood Contribution | ASB |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Castle Bromwich | 85.2% | 85.2% | 85.2% | 75.0% | 89.5% | 50.0% | 83.3% | 85.2% | 78.9% | 78.9% | 84.0% | 0.0% | 81.3% | 66.7% |
| South Solihull and Meriden | 75.0% | 79.3% | 77.2% | 81.3% | 73.7% | 80.0% | 84.2% | 82.5% | 60.5% | 75.5% | 83.3% | 30.0% | 79.4% | 63.6% |
| Chelmsley Wood | 75.7% | 71.3% | 78.7% | 65.7% | 77.1% | 77.9% | 77.0% | 79.6% | 65.7% | 78.2% | 83.7% | 42.0% | 67.2% | 56.9% |
| Smith's Wood | 73.6% | 58.0% | 69.1% | 61.1% | 74.4% | 66.7% | 78.0% | 78.3% | 62.0% | 65.0% | 84.1% | 40.0% | 56.8% | 53.1% |
| Kingshurst | 80.7% | 74.7% | 81.0% | 80.0% | 75.9% | 74.5% | 79.3% | 83.7% | 74.2% | 74.7% | 81.3% | 41.2% | 72.7% | 57.8% |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Olton | 81.3% | 74.6% | 79.0% | 72.2% | 82.4% | 63.2% | 88.2% | 79.0% | 67.3% | 76.9% | 81.7% | 9.1% | 66.0% | 36.1% |
| Shirley | 87.0% | 87.0% | 93.3% | 100.0% | 90.3% | 100.0% | 83.3% | 86.4% | 76.9% | 74.4% | 85.7% | 25.0% | 83.3% | 52.6% |

| Property Type | Overall Satisfaction | Home Well Maintained | Safe Home | Communal Areas | Repair Last 12 Months | Overall Estates | Repair Time | Easy to Deal With | Listens and Acts | Informed | Fairly & Respect | Complaints | Neighbourhood Contribution | ASB |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| House | 81.2% | 73.6% | 83.1% | 66.7% | 79.2% | 66.7% | 83.6% | 79.8% | 70.7% | 75.5% | 81.3% | 44.4% | 69.9% | 59.7% |
| Bungalow | 86.8% | 86.7% | 88.7% | 84.0% | 91.2% | 84.6% | 81.2% | 89.4% | 78.2% | 80.9% | 88.1% | 23.5% | 70.9% | 51.1% |
| Low Rise | 69.7% | 66.5% | 72.6% | 61.2% | 71.3% | 69.8% | 72.0% | 75.1% | 56.8% | 68.1% | 83.2% | 26.1% | 60.4% | 47.1% |
| High Rise | 78.1% | 71.2% | 74.5% | 82.4% | 77.6% | 81.4% | 84.6% | 85.3% | 69.9% | 80.2% | 82.5% | 50.0% | 82.9% | 61.0% |
| Manisonette | 50.0% | 50.0% | 50.0% | 0.0% | 0.0% | 100.0% | 100.0% | 50.0% | 50.0% | 100.0% | 50.0% | 0.0% | 50.0% | 50.0% |

| Age Group | Overall Satisfaction | Home Well Maintained | Safe Home | Communal Areas | Repair Last 12 Months | Overall Estates | Repair Time | Easy to Deal With | Listens and Acts | Informed | Fairly & Respect | Complaints | Neighbourhood Contribution | ASB |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Under 25 | 88.9% | 55.6% | 83.3% | 84.6% | 81.8% | 92.3% | 81.8% | 83.3% | 80.0% | 86.7% | 100.0% | 80.0% | 90.9% | 50.0% |
| 25 to 64 | 73.0% | 68.5% | 74.5% | 66.2% | 73.9% | 71.8% | 76.7% | 77.9% | 63.0% | 71.6% | 79.7% | 32.9% | 66.4% | 50.0% |
| 65 and over | 89.1% | 86.6% | 89.7% | 82.8% | 89.3% | 83.9% | 88.2% | 88.3% | 77.3% | 82.9% | 89.7% | 32.0% | 76.2% | 65.3% |

## Data tables

| TSM Question | 23-24 | 24-25 | 25-26 | 26-27 Q1 |
|---|---|---|---|---|
| Overall satisfaction | 80.7% | 77.2% | 78.0% | 81.0% |
| Repair in last 12 months | 78.7% | 77.9% | 78.5% | 80.2% |
| Time taken to complete the last repair | 74.9% | 80.2% | 80.2% | 80.9% |
| Home is well maintained | 76.5% | 74.1% | 73.3% | 77.6% |
| Home is safe | 80.1% | 80.1% | 79.2% | 81.8% |
| Landlord listens to and acts upon tenants' views | 68.0% | 67.2% | 67.8% | 75.9% |
| Keeps you informed about things that matter to you | 75.1% | 76.6% | 75.3% | 81.2% |
| Landlord treats me fairly and with respect | 84.4% | 83.9% | 83.3% | 85.2% |
| Complaints handling | 34.2% | 37.8% | 34.8% | 47.4% |
| Landlord keeps communal areas clean & safe | 62.0% | 66.7% | 70.9% | 70.6% |
| Makes positive contributions to neighbourhood | 74.6% | 74.7% | 70.0% | 72.6% |
| ASB handling | 58.3% | 61.3% | 54.3% | 58.3% |

If you would like this report in any other format or language, please scan the QR code or telephone us on **0121 717 1515**.

# Get in touch

## Join us on social media:

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Visit the contact us page on our website to complete an online form with details of your enquiry.

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