

Tenant Satisfaction Measures year-end report (2024/25)



Tenant Satisfaction Measures

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys to generate and report TSMs annually, as specified by the Regulator of Social Housing. TSMs are designed to make landlords' performance more transparent and enable residents to hold them accountable.

The TSM Standard consists of 22 measures: 14 management information measures and 12 satisfaction measures. They cover five key themes: keeping properties in good repair, maintaining building safety, respectful and helpful engagement, responsible neighbourhood management, and effective handling of complaints, alongside an additional measure for overall satisfaction with landlord services. All information must be accurate, reliable, and valid to provide a transparent reflection of performance.

You can find out about how customers were surveyed and the principles used by reading our [Methodology Statement](#).

Performance

The tables included show how RHP Group performed against the TSM measures from 1 April 2024 – 31 March 2025. We have included results from 2023/24 to show a comparison.



Satisfaction

KPIs	23/24 Performance	24/25 Performance
Overall satisfaction	59.0%	61.1%
Satisfaction with repairs	53.5%	61.2%
Satisfaction with the time taken to complete the most recent repair	51.4%	57.4%
Satisfaction that the home is well-maintained	58.5%	58.2%
Satisfaction that the home is safe	65.5%	67.2%
Satisfaction that we listen and act	46.9%	47.3%
Satisfaction that we keep tenants informed	64.7%	65.2%
Agreement we treat tenants fairly and with respect	66.4%	66.9%
Satisfaction with complaints handling	25.2%	26.7%
Satisfaction communal areas are kept clean and well maintained	71.0%	69.9%
Satisfaction we make a positive contribution to the neighbourhood	55.6%	58.6%
Satisfaction with ASB handling	50.5%	49.3%

Management

KPIs	23/24 Performance	24/25 Performance
Stage 1 complaints relative to the size of the landlord	104.8	134.4
Stage 2 complaints relative to the size of the landlord	33.1	40.1
Stage 1 complaints responded to within target	73.1%	85.0%
Stage 2 complaints responded to within target	49.0%	63.8%
Emergency repairs completed within target timescale	89.10%	91.9%
Non-emergency repairs completed within target timescale	82.09%	80.1%
Homes that do not meet the Decent Homes Standard	0.27%	0.0%
ASB cases opened per 1000 properties	21.32	28.1
Hate crime cases opened per 1000 properties	0.27	0.25
Gas safety checks	98.8%	100.0%
Fire safety checks	98.8%	100.0%
Asbestos safety checks	100.0%	100.0%
Water safety checks	100.0%	100.0%
Lift safety checks	95.2%	95.7%

Areas of strength

- Satisfaction with communal areas being cleaned and well-maintained remains a relative strength, with around seven in ten (69.9%) customers with communal areas being satisfied. We also improved perception of the contribution we make to the neighbourhood (58.6%).
- There was uplift across all engagement measures, with the proportion of customers that felt we keep them informed increasing the most compared to 2023/24.
- Keeping our customers and their homes safe continues to be our top priority, which is reflected by our strong compliance performance with gas, fire, asbestos, and water safety.



Areas of improvement

- Overall, tenant dissatisfaction is most influenced by a slow speed of response. Comments indicate satisfaction is lower when issues are not resolved due to inefficient processes and when customers find communication is disjointed and disorganised, meaning they have to put a lot of effort into getting their query resolved.
- Repairs issues remained the main reason for the increase in complaints that we saw throughout the year. Satisfaction with complaint handling was driven by the complaint being resolved promptly and being kept up to date.
- Under half of RHP customers felt that RHP listened to their views and acted upon them. The main driver for this was issue resolution and a much greater proportion of these customers had raised a complaint or experienced Anti-Social Behaviour (ASB) recently.



Key outcomes delivered in 2024/25

- Ensuring customer and home safety remains our top priority. We have good levels of compliance across all areas and have continued our focus on tackling damp and mould issues.
- We invested £16.5M into our existing homes, delivering our planned works programme. We also completed the first phase of a retrofit project, that will increase the energy efficiency and reduce carbon emissions of 191 homes in Barnes.
- We continue to be a positive presence in our communities, with high levels of satisfaction with our caretaking and grounds maintenance services. We strengthened our presence in the neighbourhood with the introduction of a dedicated Community Engagement Team who hold regular face to face drop-ins across the boroughs we serve.
- We also broadened our resident involvement, by enhancing the customer focus in our re-named Customer Experience Committee. This acts to share lived experience to help shape our services. This is in addition to our already established Customer Scrutiny Group.
- We delivered 52 new sustainable and accessible homes for local people during the year and made great progress with our Ham Close regeneration scheme which will provide 452 new homes, along with new community facilities and enhanced green spaces.



How we will continue to improve in 2025/26

- In April 2025, we made the mutual decision with our repairs partner Kier Places, to end our partnership by the end of the calendar year. A key focus for the year will be bringing the repairs service in-house. We are confident that this will lead to an improvement in our service, enabling us to better meet the needs of our customers and their homes.
- Early in the new financial year, we launched our new website, which we developed with customer input at every stage. It features improved accessibility features as well as enhanced navigation and search functionality. Building on this, later in the year we will launch a new customer portal and payments platform, making it easier for customers to self-serve with activities such as paying their rent and requesting repairs.
- We will continue to expand the ways that customers can get involved and help shape our services, through embedding our expanded Customer Experience Committee, launching a new digital customer forum, and continuing our community engagement events and activities.

