

Tenant Satisfaction Measures year-end report (2025/26)



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.

Two of our repairs-based measures are 'emergency repairs completed on target' and 'non-emergency repairs completed on target'. The maximum repairs timescales we aim for are 24 hours for emergency repairs and 28 working days for routine repairs.

You can find out about how customers were surveyed and the principles used by reading our Methodology Statement.

Performance

The tables below show how RHP Group performed against the TSM measures from 1 April 2025 - 31 March 2026. We've included results from previous years to show a comparison.

Satisfaction

KPIs	23/24 Performance	24/25 Performance	25/26 Performance
Overall satisfaction	59.0%	61.1%	61.7%
Satisfaction with repairs	53.5%	61.2%	63.4%
Satisfaction with the time taken to complete the most recent repair	51.4%	57.4%	59.0%
Satisfaction that the home is well-maintained	58.5%	58.2%	62.3%
Satisfaction that the home is safe	65.5%	67.2%	66.8%
Satisfaction that we listen and act	46.9%	47.3%	51.1%
Satisfaction that we keep tenants informed	64.7%	65.2%	62.7%
Agreement we treat tenants fairly and with respect	66.4%	66.9%	69.7%
Satisfaction with complaints handling	25.2%	26.7%	26.9%
Satisfaction communal areas are kept clean and well maintained	71.0%	69.9%	69.5%
Satisfaction we make a positive contribution to the neighbourhood	55.6%	58.6%	61.9%
Satisfaction with ASB handling	50.5%	49.3%	50.7%



Management

KPIs	23/24 Performance	24/25 Performance	25/26 Performance
Stage 1 complaints relative to the size of the landlord	104.8	134.3	142.1
Stage 2 complaints relative to the size of the landlord	33.1	40.1	50.1
Stage 1 complaints responded to within target	73.1%	85%	93.8%
Stage 2 complaints responded to within target	49.0%	63.8%	83.4%
Emergency repairs completed within target timescale	89.10%	92.1%	93.1%
Non-emergency repairs completed within target timescale	82.09%	81.3%	73.8%
Homes that do not meet the Decent Homes Standard	0.27%	0.0%	0.01%
ASB cases opened per 1000 properties	21.32	28.1	32.9
Hate crime cases opened per 1000 properties	0.27	0.25	0.7
Gas safety checks	98.8%	100.0%	99.8%
Fire safety checks	98.8%	100.0%	99.5%
Asbestos safety checks	100.0%	100.0%	99.7%
Water safety checks	100.0%	100.0%	99.8%
Lift safety checks	95.2%	94.1%	99.8%



Areas of strength

- Satisfaction with communal areas being cleaned and well-maintained remains a relative strength, with around seven in ten (69.5%) customers with communal areas being satisfied. We also improved perception of the contribution we make to the neighbourhood (61.9%).
- There was uplift across most engagement measures, especially agreement we treat tenants fairly and with respect (69.7%). Satisfaction with repairs has also improved significantly to 63.4% after launching our in-house repairs service.
- 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 communication and 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, leading to effort from them to get their query resolved.
- Just over half of RHP customers felt that RHP listened to their views and acted upon them. We also saw a decrease in satisfaction with keeping tenants informed. The main driver for this was slow internal and external communication. This has been addressed in our 2026/27 Corporate Plan, with a focus on strengthening customer communication, making sure issues are handled appropriately, keeping customers informed at every stage, and making sure we close the loop on the issues that matter most to them.
- Repairs issues remained the main reason for the increase in complaints that we saw early on in the year. Issue resolution is important to both overall satisfaction and complaint satisfaction. A greater proportion of those dissatisfied overall have raised a complaint recently.



Key outcomes delivered in 2025/26

- Customer safety remains our highest priority. We maintained strong compliance performance across all key areas, including gas, electrical, asbestos, lifts and water safety. Additionally, we continued to invest in our specialist Damp, Mould and Condensation and Disrepair Teams to make sure customers receive a timely and effective response when issues arise.
- We invested £23.1m in maintaining and improving our existing homes through planned replacement programmes, essential safety works, and wider property improvements.
- In addition, we made good progress with our Barnes Retrofit programme which will improve the energy efficiency of 191 homes and is due for completion in summer 2026.
- In October 2025, we launched our in-house repairs service. Early signs are positive regarding the impact the new service is having on customers with satisfaction increasing. We'll continue to listen carefully to customer feedback as we refine and strengthen the service.
- We continue to be a positive presence in our communities, with high levels of satisfaction with our caretaking and grounds maintenance services. Our Community Engagement Team expanded their reach, increasing the number of drop-in sessions and events they host across different neighbourhoods.
- In line with our commitment to use customer feedback to help shape our service, we strengthened our approach to resident involvement by broadening the ways people can get involved. This including introducing customer and repairs focus groups, launching our new online forum 'RHP's Digital Neighbourhood', and holding a 'Meet the Board' event where customers could give feedback directly to board members and senior leaders.
- We delivered 32 new sustainable and accessible homes for local people during the year and made great progress with our Ham Close regeneration scheme - the first phase of which will complete in summer 2026. The finished project will provide 452 new homes, along with new community facilities and enhanced green spaces.



How we will continue to improve in 2026/27

- As we enter the final year of our Corporate Strategy, our focus will be on consolidating progress and delivering the remaining strategic priorities. This includes strengthening customer scrutiny and influence, enhancing the quality and use of data, improving how we communicate to deliver better outcomes and reduce complaints, and maintaining strong governance and regulatory compliance. We'll continue to embed and improve our in-house repairs service to deliver higher customer satisfaction, greater efficiency and improved value for money.
- Alongside this, we'll be working in partnership with customers and other stakeholders throughout the year to develop our next strategy, launching in April 2027. This will involve providing a range of ways for people to input their feedback, views, and ideas, so they can help shape our future plans in a way that suits them.

