

TSM Survey Question Results 2023/2024 to 2025/2026

Overall

Ref	Indicator	2023/24 result	2024/25 result	2025/26 result	Difference between 23/24 & 25/26 results	Difference between 24/25 & 25/26 results
TP01	Satisfaction with the service provided by your landlord?	63.8%	44.5%	70.8%	7.0%	26.3%

Keeping homes in good repair

Ref	Indicator	2023/24 result	2024/25 result	2025/26 result		
TP02	Satisfaction with overall repairs service	64.2%	55.1%	74.7%	10.5%	19.6%
TP03	Satisfaction with the time taken to complete the most recent repair	63.2%	54.3%	72.8%	9.6%	18.5%
TP04	Satisfaction that the home is well maintained	66.2%	46.8%	73.8%	7.6%	27.0%

Maintaining building safety

Ref	Indicator	2023/24 result	2024/25 result	2025/26 result		
TP05	Satisfaction that the home is safe	77.1%	51.7%	79.1%	2.0%	27.4%

Respectful and helpful engagement

Ref	Indicator	2023/24 result	2024/25 result	2025/26 result		
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	58.6%	32.3%	60.0%	1.4%	27.7%
TP07	Satisfaction that the landlord keeps tenants informed	59.4%	40.4%	71.4%	12.0%	31.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	77.3%	49.6%	80.6%	3.3%	31.0%

Effective handling of complaints

Ref	Indicator	2023/24 result	2024/25 result	2025/26 result		
TP09	Satisfaction with the landlord's approach to handling complaints	24.6%	16.9%	28.9%	4.2%	12.0%

Responsible neighbourhood management

Ref	Indicator	2023/24 result	2024/25 result	2025/26 result		
TPO10	Satisfaction that the landlord keeps communal areas clean and well maintained	65.5%	52.5%	73.0%		
TPO11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	50.0%	35.9%	67.2%		
TPO12	Satisfaction with the landlord's approach to handling anti-social behaviour	51.3%	30.2%	55.9%		