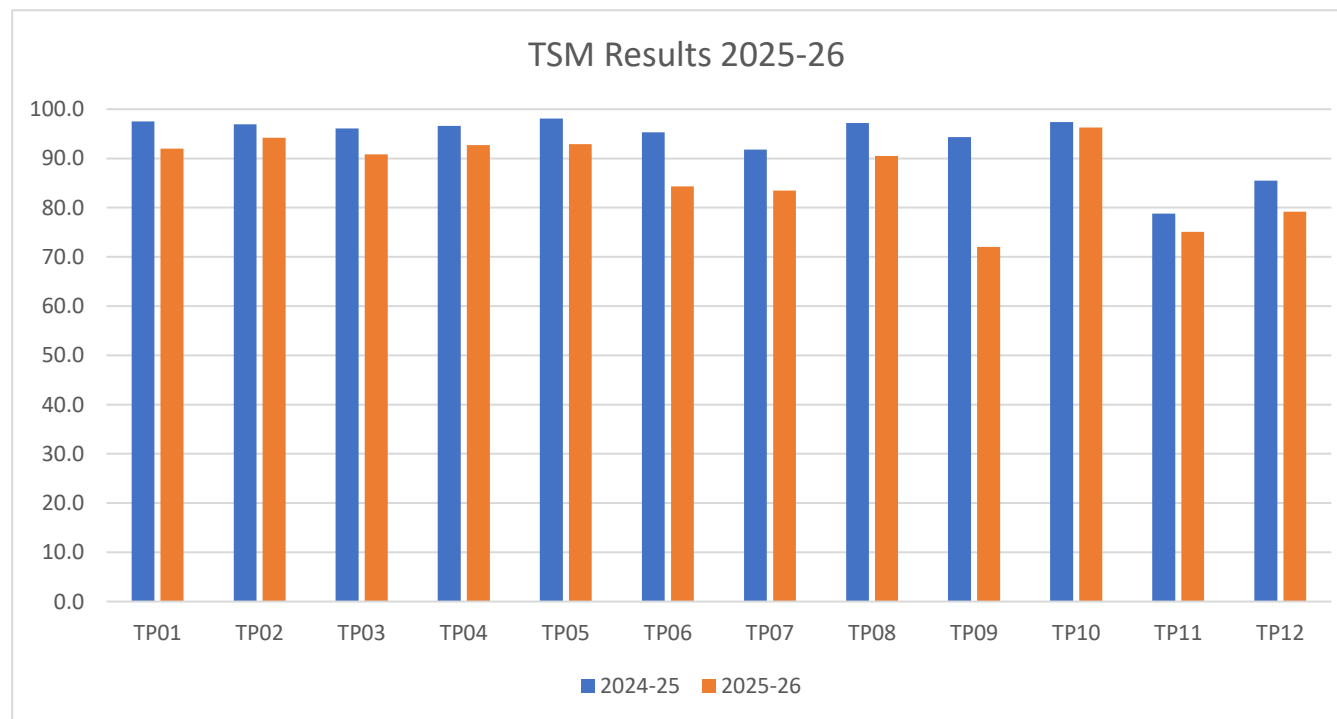


Tenant Satisfaction Measures 2025-26

The 2025–26 Tenant Satisfaction Measures (TSMs) indicate that, while overall satisfaction with Sustain UK’s services remains high, there has been a consistent reduction across most perception-based measures compared to 2024–25. Overall satisfaction (TP01) stands at 92.0%, representing a decrease of 5.5 percentage points year-on-year, with similar downward trends observed across repairs, safety, communication, and tenant engagement measures. This pattern aligns with wider sector insights, where tenant satisfaction remains generally positive but comparatively lower scores are consistently seen in areas such as communication, engagement, and complaints handling. It also reflects the increasing maturity of TSM reporting, with tenants providing more candid and experience-based feedback on landlord services.



		2024-25	2025-26	Change
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	97.5	92.00	-5.50
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	96.9	94.20	-2.70
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	96.1	90.80	-5.30
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	96.6	92.70	-3.90
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	98.1	92.90	-5.20
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	95.3	84.30	-11.00
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	91.8	83.50	-8.30
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	97.2	90.50	-6.70
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	94.3	72.00	-22.30
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	97.4	96.30	-1.10
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	78.8	75.10	-3.70
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	85.5	79.20	-6.30

		2024-25	2025-26	Change
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.6	99.8	+0.20
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100.0	100	0.00
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0	97.1	-2.90
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100.0	93.7	-6.30
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	N/A	N/A	N/A

		2024-25	2025-26	Change
NM01 (pt1)	Number of anti-social behaviour cases opened per 1,000 homes.	4.2	10.5	+6.30
NM01 (pt2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.0	0.7	+0.70

		2024-25	2025-26	Change
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0	0	0.00
RP02 (pt1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale. maximum target timescale for non-emergency repairs used to calculate RP02 (pt1) 20 Working Days	100.0	100	0.00
RP02 (pt2)	Proportion of emergency responsive repairs completed within the landlord's target timescale. maximum target timescale for emergency repairs used to calculate RP02 (pt2) 24 Hours	100.0	100	0.00

		2024-25	2025-26	Change
CH01 (1)	Number of stage one complaints received per 1,000 homes.	5.3	8.4	+3.10
CH01 (2)	Number of stage two complaints received per 1,000 homes.	0.6	2.1	+1.50
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0	100	0.00
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0	100	0.00

