



2025/26

TENANTS SATISFACTION

SURVEY RESULTS



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TENANT SATISFACTION MEASURE UPDATE 2025/26

During 2025/26, St Anne's completed 132 Tenant Satisfaction Measure surveys from a total of 311 tenants. This is an increase from 125 surveys in 2024/25, helping to strengthen the reliability of the findings and giving us a clearer picture of tenant experience across our housing services.

2025/26 HIGHLIGHTS



132

Tenants took part in our annual TSM survey, helping us understand what we're doing well and where we can improve.



42%

Response rate achieved across 311 tenants, providing a strong and representative picture of tenant experience.



8

Surveys completed by telephone, helping ensure tenants could share their views in a way that worked for them.



124

Face-to-face surveys completed in tenants' homes, allowing for richer conversations and more detailed feedback.



8/9

Measures scored above the national median for large landlords across most service areas.



This year, I have been involved in a range of activities, including reviewing TSM results, complaints and empty homes performance, challenging services, and suggesting improvements. I have also learned a lot through anti-social behaviour training, supporting the Connect All project to help people get online, and leading the Tenant Cookbook Project.

Being a Tenant Ambassador has given me a real sense of purpose and confidence. The best thing is being able to see that tenants' ideas and feedback are making a difference. We are making progress together, and it's good to be part of that journey.

Ashley – Tenant Ambassador

HOW WE COLLECTED FEEDBACK

Surveys were carried out between November 2025 and February 2026.

All colleagues and tenants were notified in advance by letter and telephone. We gave tenants notice of planned appointments and, in response to feedback from last year, sent a reminder closer to the visit. This helped reduce the risk of appointments being forgotten.

We used a range of contact methods to make sure tenants could take part in a way that worked for them.

Most surveys were completed face-to-face in tenants' homes. A small number, 8 in total, were completed by telephone. This helped make sure tenants who found face-to-face appointments more difficult could still share their views.

Face-to-face engagement was prioritised because it gives tenants more opportunity to talk openly, leads to higher completion rates and provides richer feedback. This is especially important in supported housing settings.

To support impartiality, surveys were completed by colleagues who do not usually work directly with the tenants concerned. This helped tenants feel more comfortable sharing open and honest feedback.

WHY WE COLLECT TSMs EVERY YEAR

As a smaller landlord, St Anne's is only required to collect TSMs every two years. However, we continue to collect this feedback annually.

This helps us to:

- Spot trends and patterns
- Identify emerging issues earlier
- Understand what matters most to tenants
- Respond more quickly to feedback
- Strengthen our approach to service improvement

Annual collection gives us a more consistent view of tenant experience and helps us use feedback as part of ongoing service planning.



WHAT TENANTS TOLD US

Tenants reported high levels of satisfaction in several core landlord services.

WHERE WE PERFORMED BEST



92.4%

Tenants felt respected and treated fairly



92.4%

Tenants felt their home was safe



90.3%

Tenants were satisfied with repairs



90.2%

Tenants felt informed about services



87.1%

Tenants were satisfied overall

These results show strong performance in areas that matter directly to tenants, including safety, respect, communication and repairs.

WHERE WE IMPROVED



+19.4%

Handling anti-social behaviour
Increased from 60.8% to 80.2%



+14%

Complaints handling
Increased from 47.5% to 61.5%



+9.8%

Repair timeliness
Increased from 77.2% to 87.0%



+8.6%

Keeping tenants informed
Increased from 81.6% to 90.2%



+4.1%

Repairs satisfaction
Increased 86.2% to 90.3%

These improvements suggest that work around repairs, communication and ASB case management is having a positive impact.





AREAS WE NEED TO IMPROVE



-
2.5%

**Overall
Satisfaction**
Decreased from
89.6% to 87.1%



-
13.4%

**Positive
Contribution to
Neighbourhood**
Decreased from
76.2% to 62.8%

While most measures improved this year, tenant feedback also highlighted areas where satisfaction has reduced. Understanding where tenants feel we can do better is just as important as recognising success and helps shape our priorities for the year ahead.

OVERALL SATISFACTION

While this remains a strong result, we recognise that even small changes are important and can help us better understand tenant experience.

What we're doing

- Continuing to improve complaints handling and communication.
- Using tenant feedback, complaints and engagement activity to identify service improvements.
- Strengthening collaboration across housing, property and support teams to improve the overall tenant experience.

POSITIVE CONTRIBUTION TO THE NEIGHBOURHOOD

Tenant feedback suggests we need to do more to help people feel connected to their communities and better demonstrate the positive work already taking place.

What we're doing

- Developing our Tenant Forum and increasing opportunities for involvement.
- Delivering community workshops and engagement activities.
- Working more closely with local partners and community organisations.
- Sharing more stories that showcase the positive impact tenants and colleagues are making in local communities.

TSM RESULTS 2025/26

TSM Code	Tenant Perception Measure	Result 2024 (%)	Result 2025 (%)	Change Since Last Year
TP01	Overall satisfaction with landlord	89.60%	87.10%	-2.50%
TP02	Satisfaction with repairs	86.20%	90.30%	4.10%
TP03	Satisfaction with time taken to complete most recent repair	77.20%	87.00%	9.80%
TP04	Satisfaction that the home is well maintained	91.10%	91.60%	0.50%
TP05	Satisfaction that the home is safe	87.20%	92.40%	5.20%
TP06	Satisfaction that the landlord listens to tenants' views and acts upon them	81.60%	86.80%	5.20%
TP07	Satisfaction that the landlord keeps tenants informed	81.60%	90.20%	8.60%
TP08	Agreement that the landlord treats tenants fairly and with respect	88.80%	92.40%	3.60%
TP09	Satisfaction with the landlord's approach to complaints handling	47.50%	61.50%	14.00%
TP10	Satisfaction that communal areas are clean and well maintained	83.30%	87.30%	4.00%
TP11	Satisfaction that the landlord makes a positive contribution to the neighbourhood	76.20%	62.80%	-13.40%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	60.80%	80.20%	19.40%

METHODOLOGY NOTE:

Results calculated in accordance with the Regulator of Social Housing Tenant Satisfaction Measures Technical Requirements and Tenant Survey Requirements. Percentages use the prescribed top-two box methodology. Routing has been applied for repairs, complaints and communal areas. "Not applicable" and "don't know" responses have been excluded from denominators. Additional non-TSM questions were not used in calculations.

MANAGEMENT MEASURES

The figures below show how we performed across key areas of our housing service, including complaints, repairs, anti-social behaviour and building safety. These measures help us monitor performance, identify areas for improvement and ensure homes remain safe and well maintained. All information is reported in line with the Regulator of Social Housing's Tenant Satisfaction Measures requirements.

Ref	Management	Number or %	Owner
CH01	Complaints Relative to the Size of Landlord	24.6	Head of Housing
CH02	Complaints Responded to within Complaint Handling Code Timescales	100%	Head of Housing
NM01	Anti-Social Behaviour cases relative to size of landlord	55.4	Head of Housing
RP01	Homes that do not meet Decent Homes Standard	0%	Head of Property
RP02	Non-emergency repairs completed within target timescale	85%	Head of Property
RP02	Emergency repairs completed within target timescale	100%	Head of Property
BS01	Gas safety checks	100%	Head of Health and Safety
BS02	Fire safety checks	100%	Head of Health and Safety
BS03	Asbestos safety checks	100%	Head of Health and Safety
BS04	Water safety checks	100%	Head of Health and Safety
BS05	Lift safety checks	100%	Head of Health and Safety



KEEPING HOMES SAFE

We achieved 100% compliance across all required building safety checks, including gas, fire, asbestos, water and lift safety.

We also had no homes that failed the Decent Homes Standard, providing assurance that our homes remained safe and compliant throughout the year.



REPAIRS PERFORMANCE

We completed 100% of emergency repairs within target timescales and 85% of non-emergency repairs within target timescales, helping ensure tenants received prompt and effective repairs when they were needed.



COMPLAINTS HANDLING

We responded to 100% of complaints within the timescales set out in the Housing Ombudsman's Complaint Handling Code, demonstrating our commitment to listening to tenants and resolving concerns promptly and fairly.



ANTI-SOCIAL BEHAVIOUR

We monitor anti-social behaviour cases relative to the size of our organisation to help us understand demand, identify trends and target improvements where they are needed most.

This information helps us ensure concerns are responded to appropriately and informs how we continue to improve our approach to supporting tenants and communities.



IMPROVEMENTS MADE DURING 2025/26

Over the last year, we have focused on improving repair processes and response times, strengthening communication with tenants, improving oversight of complaints and taking a more proactive approach to anti-social behaviour (ASB). Tenant feedback suggests these improvements are having a positive impact, with satisfaction increasing across several key service areas.



COMPLAINTS HANDLING

Complaints handling has been an area of active improvement during 2025/26.

Key areas of focus have included:

- Strengthening oversight and governance
- Reinforcing learning from complaints
- Improving communication with tenants
- Providing clearer and more transparent responses

While satisfaction with complaints handling remains lower than other service areas, performance has stabilised. This remains a clear priority for continued improvement, with a strong emphasis on transparency, fairness and learning.



ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour (ASB) has also been a key area of focus.

Improvements have included:

- Clearer case management
- Increased professional curiosity
- Stronger partnership working where appropriate
- A more proactive and coordinated approach

This work is reflected in improved tenant satisfaction with ASB handling and will continue to develop as part of wider service review activity.



REPAIRS AND MAINTENANCE

Significant progress has been made in repairs and maintenance, particularly around timeliness and communication.

Key improvements include:

- Faster repair completion times
- Improved communication with tenants
- High satisfaction with repairs
- Continued confidence in home safety

These results provide strong assurance around landlord safety responsibilities and the effectiveness of responsive repair services.



PERSON-CENTRED SUPPORT

Across all services, St Anne's continues to prioritise a person-centred approach, recognising that housing is closely linked to wellbeing, stability and support needs.

This includes:

- Respectful and responsive support
- Trauma-informed practice
- Individualised approaches to tenant needs
- Building positive relationships with tenants

This approach is reflected in high levels of satisfaction around being treated fairly and with respect.

LOOKING BEYOND THE TSM SURVEY

While Tenant Satisfaction Measures (TSMs) provide a valuable and consistent view of tenant experience, we recognise that they do not, on their own, tell the full picture of how tenants and clients experience our services. TSMs are therefore used as one element of a wider framework of insight and assurance, rather than a standalone measure of performance.



GATHERING TENANT INSIGHT

Throughout the year, St Anne's gathers and triangulates insight from a range of complementary sources. This includes complaints and compliments, transactional feedback following repairs and service contacts, and direct engagement through tenant forums, engagement events, and regular tenant and client meetings.

These mechanisms provide richer qualitative insight, context to the quantitative TSM results, and a deeper understanding of tenants' lived experience.

INSIGHTS FROM OUR COLLEAGUES

In addition, colleague feedback plays an important role in shaping our understanding of service effectiveness and risk. Insights from colleagues working directly with tenants and clients, reflective discussions, team feedback sessions and learning from practice provide valuable intelligence about what is working well and where improvements are needed.

This perspective is particularly important in supported housing settings, where day-to-day interaction and professional judgement are central to service delivery.



IDENTIFYING TRENDS AND THEMES

Learning from internal audits, service reviews and casework, alongside the introduction of new systems and improved data capture, continues to strengthen our ability to identify themes, track performance over time, and respond more effectively to emerging issues.

Taken together, these sources allow us to triangulate information, challenge assumptions, and avoid over-reliance on any single dataset.

This combined approach of bringing together TSMs, ongoing tenant and client feedback, colleague insight, engagement activity and performance data, enables St Anne's to take a proportionate, evidence-led approach to improvement. It supports a more rounded understanding of service quality and assurance, and ensures we remain focused on delivering safe, person-centred and responsive services.

This approach will continue to be developed during 2026/27 as part of our wider commitment to continuous improvement, co-production and learning.

LOOKING AHEAD TO 2026/27

I am pleased to share this year's Tenant Satisfaction Measure (TSM) results. Overall, the results show that tenants continue to be satisfied with the services we provide, and there are a number of areas where we have seen positive improvements compared to last year. This reflects the hard work of colleagues across Housing, Property and Support Services and, most importantly, the valuable feedback provided by our tenants.

I am particularly proud of the positive scores relating to keeping homes safe and treating tenants fairly and with respect. These results demonstrate our commitment to providing safe, high-quality homes while delivering services in a person-centred, respectful and supportive way.

Looking ahead, our aim is to maintain the strong performance we have achieved while continuing to improve in the areas that matter most to tenants. One of our key priorities is increasing how tenants feel we contribute to their neighbourhoods and local communities. To support this, we have launched our Community Integration Project, which brings together tenants, clients and colleagues to help shape services, strengthen community connections and create more opportunities for people to get involved. We believe the best improvements happen when we work together, and we are excited about what we can achieve through this collaborative approach.

Shaun Finegan - Director of Housing and Estates

I enjoy being a tenant of St Anne's and being part of the Tenant Forum. I've always got an eye for detail, so I enjoy looking through the papers, information and performance reports we get and asking questions to make sure things are clear and easy to understand. It's important that tenants have a voice and can help challenge services, so they keep improving.

The forum is also a great chance to meet other people, share ideas and have some fun along the way. I would encourage more tenants to get involved. The more people who take part, the more different views we hear, and that helps make services better for everyone. The more voices around the table, the stronger and more diverse our tenant voice becomes.

Lensey – Tenant Forum Member





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Thank you to everyone who took the time to share their feedback.

Your views help us understand what we're doing well, where we can improve, and how we can continue to shape services around what matters most to tenants.



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