Regulator of Social Housing

Tenant Satisfaction Measures 2024/25

Headline report

November 2025



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Executive summary

This report sets out analysis of 2024/25 Tenant Satisfaction Measures (TSM) results for large registered landlords with 1,000 or more homes. TSMs are intended to be a tool to allow tenants to scrutinise their landlord's performance, give insights to landlords on where they might look to improve their services, and provide a source of intelligence to the regulator on how far landlords are meeting the outcomes of the consumer standards.

Almost half a million tenant perception surveys were completed by landlords in order to generate TSMs. This represents a rich and important source of feedback from tenants to their landlords.

Most tenants remain satisfied with landlord services. Just over seven in ten tenants in low cost rental accommodation (LCRA) surveyed are satisfied with the overall service from their landlord. Similarly, looking at the average (median) landlord, tenants in LCRA report their highest levels of satisfaction in the perception TSMs relating to overall repairs services (74%), the safety of their home (78%), and that their landlord treats them with fairness and respect (78%).

The TSMs also provide landlords with valuable information as to how services might be improved. Almost one in five tenants surveyed (18%) are dissatisfied with the overall service from their landlord. The views of many of these tenants are likely to be reflected in the low average (landlord median) satisfaction with landlord complaint handling (36%). Comparatively low overall average (landlord median) satisfaction 48% for low cost home ownership (LCHO) reflect some opportunities to improve services and satisfaction for shared owners. They are likely to also reflect fundamental differences in the role of the landlord for these residents.

The majority of landlords (71%) continued to use telephone surveys as their main collection method. The survey collection methods used by each landlord are set out clearly in the landlord TSM data published by the regulator.

This is the second year of TSM collection and publication, with the results indicating modest changes between years. In broad terms TSMs have been collected consistently and according to the requirements set by the regulator. This supports their use as a tool to understand performance.

The headline average (median) overall satisfaction has increased slightly (half a percentage point) for LCRA. This slight increase is likely to be at least partially accounted for by relatively small changes to collection methods at sector level. Overall satisfaction in LCRA surveys collected by telephone – the predominant collection method used by most landlords - has remained at the same level.

Survey collection method has a material impact on average satisfaction scores. It is therefore important to consider survey collection method when assessing each landlord's satisfaction score – especially for landlords whose approach diverges from that commonly used by others. Survey collection methods – and the satisfaction score achieved for each method – is set out clearly in the landlord TSM data published by the regulator to aid comparison.

Landlord context should also be considered when making comparisons. Average overall satisfaction (TP01) varies across several factors, including region, landlord size and amount of supported housing (which is likely related to tenant age). We have published this information for each landlord alongside their data to support comparisons being made. However, the quality of landlord services remains the primary factor in explaining variation in tenant satisfaction.

TSMs generated from management information supplement those drawn from surveys and show, for example, that across the sector as a whole:

- Most landlords report full compliance on each building safety measure, putting the landlord median for each at or near 100%. The vast majority of homes owned by large landlords, as at 31 March 2025, had required gas (99.7%), fire (98.7%), asbestos (97.9%), water (97.9%) and lift safety checks (97.8%) completed. These have increased on last year, reflecting an improved coverage of these fundamental safety checks for a minority of landlords that had gaps.

- 79% of the 11 million non-emergency responsive repairs completed during 2024/25 were completed within target timescales.

- 78% of over 290,000 stage one complaints made during 2024/25 were responded to within the Housing Ombudsman's Complaint Handling Code timescales.

The median landlord TSM results are summarised below. With both management information and tenant perception measures, there is significant variation in TSMs reported by landlords.

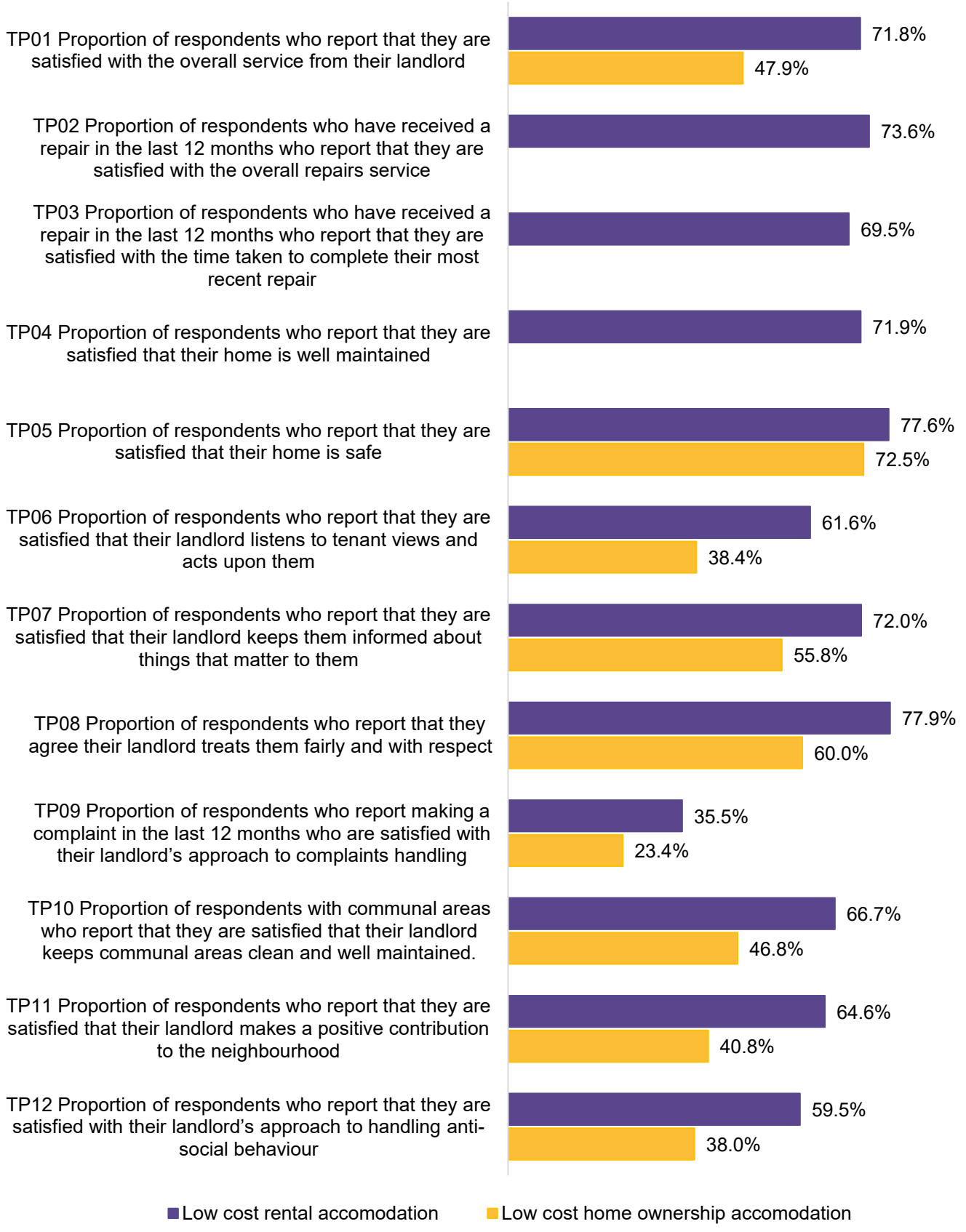
The regulator will engage proportionately with landlords where the TSMs indicate a higher risk of them failing to deliver the outcomes of our standards. This includes material gaps in building safety checks, and where we consider they may not have met the TSM requirements. The TSMs are one source of regulatory intelligence, and no regulatory judgement is based solely on TSM results.

TSMs are intended to be interpreted in the round - alongside other relevant information - to inform a view of landlord performance. Caution is required in making reasonable landlord comparisons based on certain TSMs in isolation. The published landlord data includes key contextual information discussed in this report, including on survey collection method(s) and the profile of each landlord. Additional contextual information on repairs and complaints has

been included this year to aid comparisons, which supports consideration of landlord TSM results in the round.

We have used TSMs as a tool in our regulation throughout 2024/25. In general and when treated with care we consider that TSMs add useful intelligence to understanding the performance of landlords. Landlords have known their own results since the middle of 2025 and should already be working with tenants to consider ways to improve and tailor their services. Where not all TSM requirements have been met we expect landlords to be transparent and to address any issues for future rounds of data collection. Our regulatory approach and insight on TSMs will develop further as we discuss TSMs with individual landlords as part of our regulatory engagement.

Figure 1: Average (median landlord) perception Tenant Satisfaction Measure results



LCHO shared owners are not asked TP02, TP03 and TP04 due to differing responsibilities for repairs and maintenance.

Figure 2: LCRA average (median landlord) perception Tenant Satisfaction Measure results – 2023/24 and 2024/25 comparison

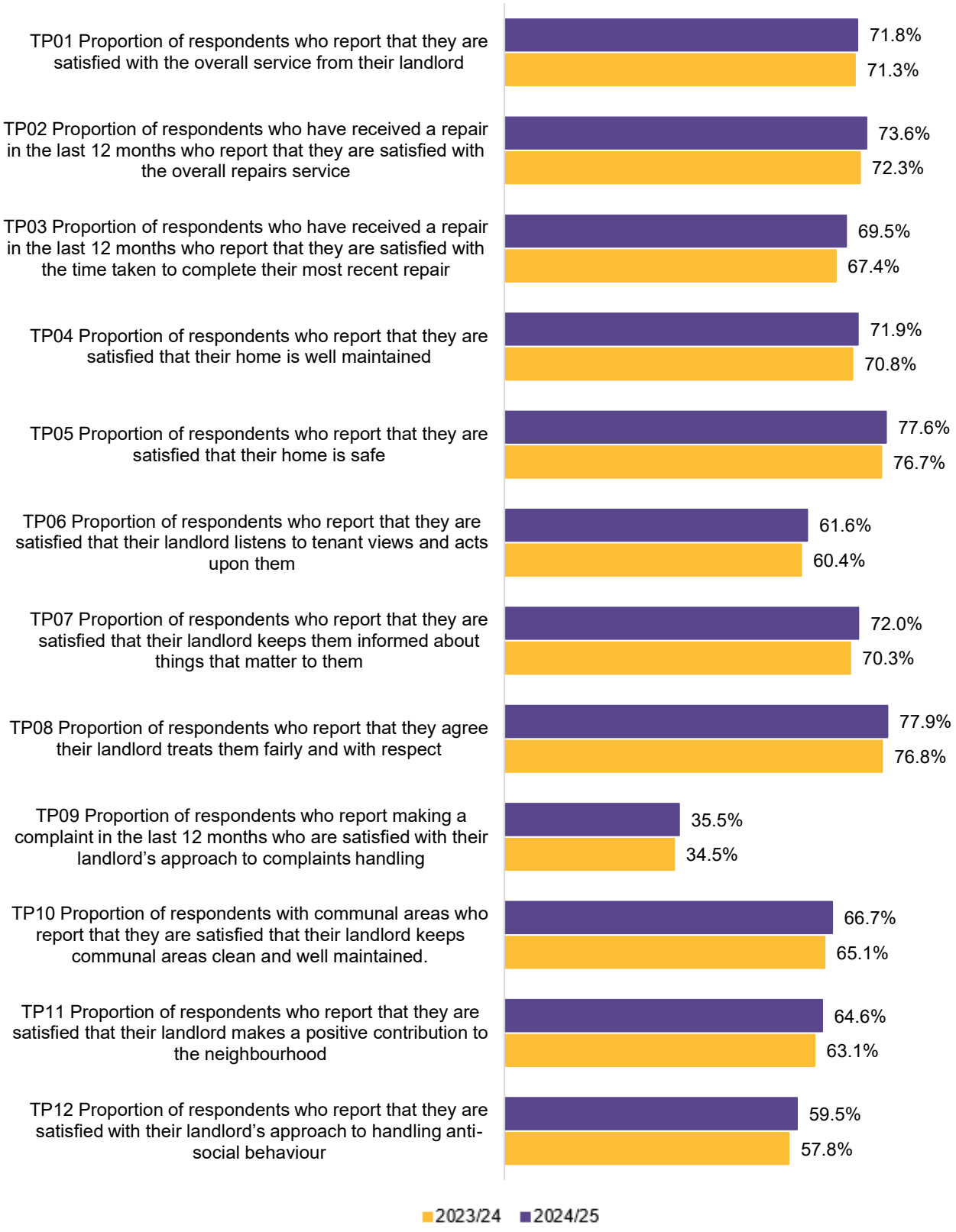


Table 1: Average (median landlord) management information Tenant Satisfaction Measure results

Tenant satisfaction measure	Median landlord (23/24)		**Median landlord (24/25)**	
BS01 Proportion of homes for which all required gas safety checks have been carried out *(%)*	99.9		**100.0**	
BS02 Proportion of homes for which all required fire risk assessments have been carried out *(%)*	100.0		**100.0**	
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out *(%)*	100.0		**100.0**	
BS04 Proportion of homes for which all required legionella risk assessments have been carried out *(%)*	100.0		**100.0**	
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out *(%)*	100.0		**100.0**	
RP01 Proportion of homes that do not meet the Decent Homes Standard [*LCRA only] (%)*	0.5		**0.5**	
RP02 Proportion of non-emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	81.7 R		**82.5**	
RP02 Proportion of emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	95.4 R		**94.9**	
NM01 Number of anti-social behaviour cases opened *(per 1,000 homes)*	35.5		**36.0**	
NM01 Number of anti-social behaviour cases that involve hate incidents opened *(per 1,000 homes)*	0.6		**0.7**	
	LCRA	LCHO	**LCRA**	**LCHO**
CH01 Number of stage one complaints received *(per 1,000 homes)*	42.5	35.2	**53.5**	**40.1**
CH01 Number of stage two complaints received *(per 1,000 homes)*	5.7	9.0	**8.3**	**10.9**
CH02 Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	82.2	73.2	**89.9**	**86.0**
CH02 Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	83.3	78.6	**88.9**	**86.0**

1. Introduction

1.1 The Transparency, Influence and Accountability Standard requires all registered landlords to generate and report TSMs as specified by the regulator[1]. TSMs are intended to be a valuable tool to allow tenants to scrutinise their landlord's performance, giving insights to landlords on where they might look to improve their services, and provide a source of intelligence to the regulator on whether landlords are meeting new consumer standards.

1.2 All registered landlords must publish 2024/25 TSMs and supporting information. Large landlords which own 1,000 or more homes are required to submit a TSM data return and supporting information to the regulator. This publication sets out analysis of the second set of TSM information submitted for 2024/25 by large landlords.

1.3 The TSMs include 12 tenant perception measures that must be generated from tenant perception surveys, and 10 TSMs that must be generated from management information. TSMs are intended to be interpreted in the round – alongside relevant contextual information – to inform a view of landlord performance on particular themes. TSM requirements include the calculation of all TSMs, and specifically how landlords are required to conduct tenant perception surveys.

1.4 We do not use the TSMs as a regulatory tool in isolation. TSMs are one source of information, amongst a range of sources, that we use to gather assurance about a landlord delivering the outcomes of the standards. We expect landlords to use performance information, including TSMs, to understand how effectively they are delivering landlord services. The regulator engages proportionately with landlords where the TSMs indicate a higher risk of them failing to deliver the outcomes of our standards. This includes where we consider they may not have met the TSM requirements.

1.5 Alongside this report we have published the dataset with TSM results for each large landlord. It is important to take appropriate care in interpreting TSMs. Individual TSM results in isolation do not necessarily imply better or worse landlord performance and need to be interpreted in the round. This report sets out our analysis of TSM results, including key aspects of landlord operating context or methodological issues that may influence scores. These contextual factors –

[1] https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures

including survey collection method(s) and landlord profile – are set out alongside the published TSM data for each landlord.

1.6 To support understanding and analysis of the TSMs, the regulator commissioned our own National Tenant Survey (NTS), which was published last year.[2] This survey provided greater insight into how particular TSMs drawn from tenant surveys can be interpreted, how different TSMs are correlated, and how contextual factors influence average satisfaction scores. Relevant findings from the NTS are reflected in this report.

1.7 For all TSMs, the headline measure set out in this report is the landlord median score. This is the value for the landlord in the middle of the distribution for each TSM and is unaffected by extreme values. This report also sets out lower and upper quartiles to summarise the range of landlord scores. For some TSMs, in addition to the median, we set out the total or mean across the sector for additional context.

1.8 The analysis in this report is based on 360 submissions from large landlords covering TSM results for the period between April 2024 to March 2025.[3] It covers low cost rental accommodation (LCRA) and low cost home ownership (LCHO) in England, with tenant perception and complaints TSMs calculated for LCRA or LCHO specifically depending on the stock owned by each landlord. In total, 299 large landlords submitted results for tenant perception and complaints TSMs based on LCRA stock solely. A further 56 landlords produced separate TSMs for LCRA and LCHO stock. Three landlords reported these TSMs for LCHO only and another two reported combined LCRA and LCHO results[4][5].

[2] https://www.gov.uk/government/collections/national-tenant-survey

[3] Information about a small number of landlord removals are covered in the Data Quality and Methodology note.

[4] Landlords reporting combined LCRA and LCHO results are reported in the accompanying dataset and the sector averages, but not the separate LCRA and LCHO median landlords results presented in this report.

[5] In 2025/26 minor revisions were made to this document to ensure the consistent reporting of revised 2023/24 results. For more information see the 2025/26 Data Quality and Methodology Report. We have denoted figures that have changed with the symbol [R].

2. Tenant perception surveys and data quality

2.1 Landlords completed almost 500,000 surveys in total to generate tenant perception measures, an increase on 2023/24. Just over 464,000 of these were completed with low cost rental accommodation (LCRA) tenants and just under 35,000 with shared owners[6]. This means that around one in eight households of social housing owned by registered landlords has fed into this set of TSMs[7].

2.2 TSM requirements on tenant perception surveys are strict in some areas, such as the wording of the questions landlords must use. In other areas, there is a degree of flexibility for landlords to meet requirements in a way that fits with wider objectives and different operating models. Where flexibility is permitted, there are clear requirements for landlords being transparent in their approach - this includes publishing a summary of the survey approach used to generate the tenant perception measures.

2.3 In order to compare tenant perception measures across landlords, this section summarises both the effect of permitted differences in methodology on scores and the extent to which TSM requirements have been followed in generating perception measures.

Figure 3: Tenant perception surveys – overview of LCRA surveys[8]



Survey collection method

2.4 Landlords have flexibility within TSM requirements to determine which survey collection methods to use, for example whether the tenant survey used to generate TSMs is conducted by telephone, face-to-face, or online. Landlords are required to

[6] By 'shared owners' we mean all residents of low cost home ownership accommodation (LCHO).

[7] Registered provider social housing in England – stock and rents (2025).

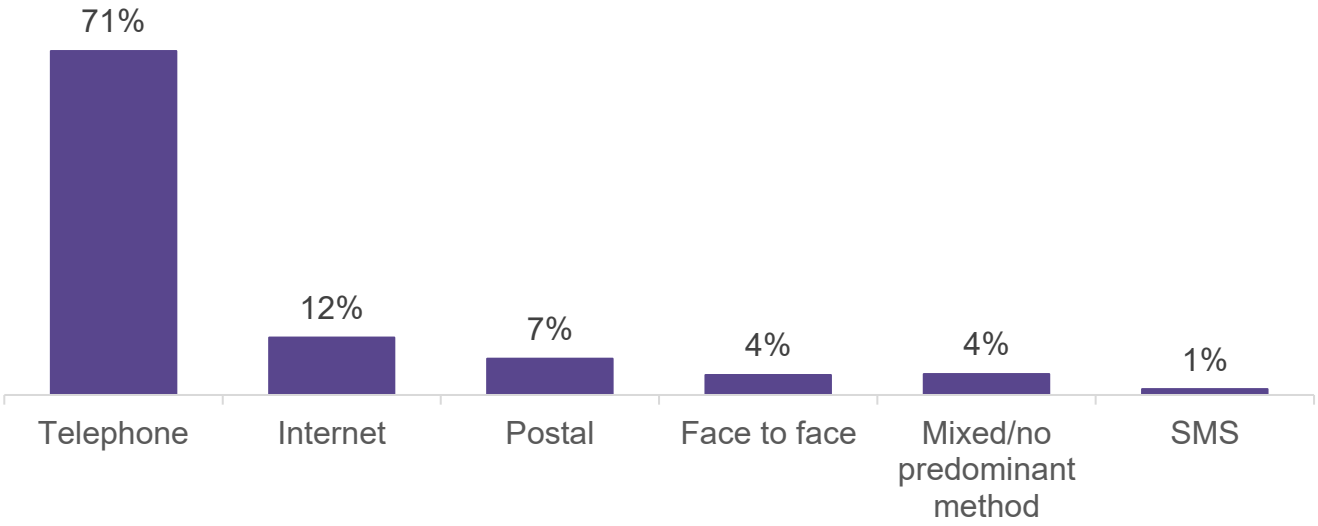
[8] In LCHO all but 222 surveys were completed by shared owners living in private registered provider accommodation. For LCRA the split of LA and PRP surveys broadly matches the sector level breakdown, where PRP homes account for 63% of total stock.

use an appropriate survey collection method or methods considering factors such as likely response rate, cost, addressing barriers to participation, tenant profile, and the representativeness of responses. Landlords must also be able to demonstrate a rationale for the survey collection methods chosen with reference to the size and characteristics of their relevant tenant population.

2.5 There is a degree of consistency over survey collection approach for most landlords. The majority of TSM surveys (63%) in 2024/25 were collected by telephone, and 71% of landlords used telephone surveys as their principal survey collection method. This is broadly unchanged since last year. Most landlords have used more than one survey collection method to collect TSMs. This is likely to reflect a goal of reaching different groups of tenants.

2.6 There are only small numbers of landlords that used internet, postal or face-to-face as their principal survey collection method.

Figure 4: Predominant survey collection method[9]



2.7 Landlords have reported overall satisfaction scores for each collection method used to the regulator. This evidence suggests a significant impact of survey collection method on the satisfaction score, including in collection methods where staff and contractors ask tenants the questions and report their response. For example, while telephone surveys had an average satisfaction of 69%, average scores for internet surveys (60%) were significantly lower and for postal and face-to-face surveys significantly higher (79-80%).

2.8 The regulator considers that survey collection method used is fundamental context to assessing each landlord's satisfaction scores – this is especially the case for

[9] Predominant means more than 50% of a landlord's surveys were collected by this method. 'Mixed' means no predominant method. 'Other' includes mentions of 'email' and 'not known'.

landlords using a predominant survey collection method that diverges from that commonly used by other landlords. It is reasonable to compare satisfaction scores for landlords where they have used a similar mix of methods, or to compare overall satisfaction by collection method reported across landlords. Similarly, when comparing individual landlord's results year on year it is important to be aware of any changes in survey collection methods used. The landlord dataset published alongside this report clarifies which survey collection methods have been used by each landlord and the overall satisfaction scores of each method for comparability.

Table 2: Average TP01 overall satisfaction by collection method, all submissions

Survey collection method	Total number of surveys collected	Overall sector level satisfaction (TP01)[10]
Postal	40,514	80.2%
Face to face	57,409	78.9%
Telephone	313,104	69.4%
SMS	7,287	63.2%
Internet	80,505	60.1%

Tenant interviews

2.9 Some survey collection methods - telephone and face to face – involve interviews with tenants to generate perception measures. Most landlords use external market research contractors to undertake these interviews, although a minority use their own staff or managing agents. There may be compelling reasons for adopting this approach. However, it puts an onus on landlords to ensure that sufficient training, guidance and processes are in place to ensure that TSM requirements are being followed by these staff conducting interviews. Further information on tenant interviews has been added to the overall satisfaction: low cost rental accommodation section below. Additional contextual information on how tenant interviews were conducted was collected for 2025 and is included in the data set published alongside this report.

[10] Sector level weighted by the number of responses, includes Low Cost Rental Accommodation and Low Cost Home Ownership Stock.

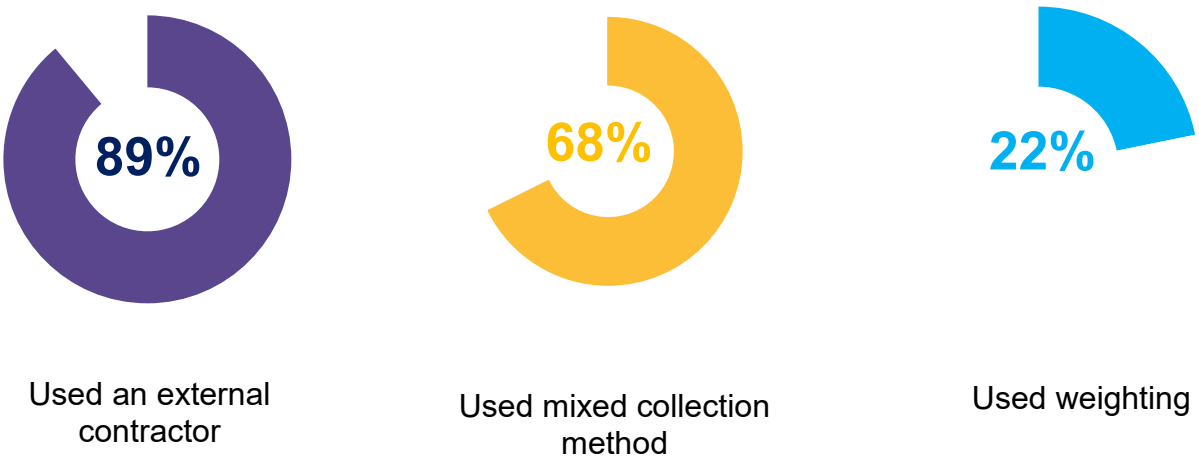
Approach to calculating tenant perception measures

2.10 Landlords must ensure that, as far as possible, survey responses used to calculate perception TSMs are representative of the relevant tenant population. This can be achieved through either generating a representative sample, or weighting responses. Just over a fifth of submissions (22%) have used weighting to ensure the survey data is representative of their tenants. Landlords must include a summary of their assessment of representativeness in their published summary of survey approach. Unrepresentative data can impact the accuracy of the results; as such the regulator will continue to scrutinise evidence of the representativeness of each landlord's TSMs to ensure landlords are calculating TSMs in line with the requirements.

2.11 Landlords must, as far as possible, generate a sample size that meets minimum levels of statistical accuracy set out in TSM requirements. The vast majority of landlords report that they have met these minimum sample sizes to generate TSMs. For context, sample size achieved is set out alongside each landlord's tenant perception measures in the published data.

2.12 Most landlords (89%) have used an external contractor in the collection or analysis of the survey. This has increased by 3 percentage points since 2023/24. While landlords are ultimately responsible for ensuring that tenant perception measures have been generated in line with TSM requirements, specialist third party contractors can be helpful in bringing expertise to ensure TSMs reflect statistical and market research good practice.

Figure 5: Approach to tenant perception survey (all submissions)



Data quality - meeting TSM requirements

2.13 The regulator has reviewed all TSM data returns and supporting documentation to check for any material or obvious areas where landlords may not have met requirements in generating or reporting TSMs. As well as checking landlords' published TSMs, this review focused in particular on each landlord's approach to tenant perception surveys.

2.14 From this review, we have assurance that the vast majority of large landlords have generated the full range of TSMs and in general have met TSM requirements on the generation and calculation of satisfaction scores. However, the review also identified some common issues each affecting a minority of landlords (see below). Many of these relate to the transparency of the TSM results published by landlords, rather than the calculation of the TSMs submitted to the regulator. The scale of transparency issues identified is a smaller number than during the equivalent review in 2024.

2.15 Adopting TSMs has required a transition for many landlords, and some landlords have needed to revise their approach to meet all TSM requirements. Where this is the case, we expect landlords to be transparent and to put right any issues for future data collection rounds. It is ultimately the responsibility of boards of private registered landlords and governing bodies of local authority landlords to ensure that TSMs are accurate and built on a survey methodology that meets the requirements.

2.16 Where divergence from the TSM requirements is identified, the regulator will be proportionate in its approach and engage with landlords in due course. Where the regulator is aware of fundamental issues of divergence from TSM requirements for individual landlords – and this is likely to have a material impact on the reported TSM data – this is indicated in the landlord dataset. Further information is included in the data quality and methodology report. We may also reflect this in the regulator's published regulatory judgements.

Review of TSM data returns and supporting information: common issues relevant to tenant perception measures

- Following significant engagement and awareness raising following last year's return, most landlords had published their **questionnaire and summary of survey approach alongside** their TSMs on initial review by the regulator. However, a minority of landlords had not done this and required contact from the regulator to ensure these documents were published. This is an important TSM requirement that provides transparency as to how published perception measures have been generated. This is an issue that the regulator will follow-up with identified landlords.

- The quality of the **summary of survey approach** documents was mixed, with some required information missing. This is an issue that the regulator will follow up with identified landlords. In particular, landlords are required to publish an **assessment of representativeness** of survey responses in their summary of survey approach. In some cases this summary did not contain enough information to clearly demonstrate that the sample was representative of their tenant population. Once the information was provided, a few landlords showed some groups of tenants were materially under-represented - in order to meet requirements, these results need to be weighted.

- For a few landlords, the **questionnaire wording** materially diverged from TSM requirements. Additionally, some landlords used incorrect **response options**. Consistency with the required questionnaire wording is important, including whether 'not applicable/ don't know' responses are used in each question. The regulator will engage directly with identified landlords in due course.

- **Material changes in survey methodology**, for example extensive changes in survey collection methods, must be reported within a summary of approach and where year on year results are published. The regulator has followed up with the handful of landlords where material increases in satisfaction appear to have been caused partly by material changes in collection methods. Reviews of these landlords published documents showed a few had not initially given enough information to identify the change in collection method(s) as a cause of increased satisfaction. This is an issue that the regulator will follow-up with identified landlords.

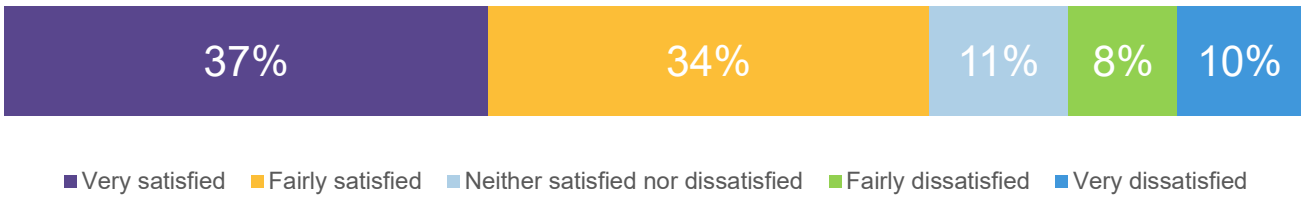
3. Overall satisfaction: low cost rental accommodation

Overview

3.1 Overall satisfaction (**TP01**) is the headline tenant perception measure in landlords' tenant perception surveys. This measure asks tenants their overall level of satisfaction with the service provided by their landlord, taking everything into account. Overall satisfaction is a well-established performance measure that is used in similar satisfaction surveys across a range of sectors. It is also very similar to the equivalent question used in the English Housing Survey. The regulator considers that, when considered carefully alongside other evidence, TP01 can be useful intelligence when seeking to understand landlord performance.

3.2 Taking into account all of the tenant survey responses received from all large landlords across the sector, 71% of tenants were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord. Just under one in five (18%) tenants report that they are dissatisfied with the overall service.

Figure 6: Breakdown of LCRA overall satisfaction (TP01), sector level



3.3 This sector level result is in line with the median overall satisfaction score reported by landlords (72%). There is substantial variation of overall satisfaction reported by landlords, from 65% at the lower quartile to 79% at the upper quartile.

Figure 7: LCRA TP01 Overall satisfaction (lower quartile, landlord median, and upper quartile)



Collection method and year on year change

3.4 Landlord results also vary based on the mix of collection method used. As with the results for all submissions, telephone continues to be the most used collection

method, with the proportion of tenant surveys undertaken by this method very similar year on year (62% in 2024/25 compared to 61% in 2023/24). The less common survey collection methods have seen variations, with small decreases in internet and postal surveys matched by a similar increase in those completed face to face.[11]

3.5 Overall satisfaction at sector level (including all survey collection methods) is one percentage point higher in 2024/25 than 2023/24.[12] However, when looking solely at telephone results the proportion of tenants satisfied is very similar year on year, from 71.4% in 2023/24 to 71.3% in 2024/25. This strongly suggests that sector level satisfaction is stable, with the small variations in results caused primarily by changes in survey collection methods. It also confirms that landlords are in general being consistent in their collection, reporting and submission of TSMs. We do not anticipate large swings in satisfaction in the short term where a similar methodology (including collection method) has been used. Instead, we expect that genuine trends in satisfaction will be established over a longer period.

Table 3: Survey responses by collection method (LCRA)[13]

Survey collection method	Proportion of surveys collected 2023/24	Proportion of surveys collected 2024/25	Change in survey responses	Sector level LCRA TP01 2024/25
Telephone	61%	62%	1pp	71.3%
Internet	19%	16%	-3pp	61.6%
Face to face	6%	11%	5pp	79.9%
Postal	11%	8%	-3pp	80.4%
SMS	2%	2%	0pp	63.2%

Tenant interviews

3.6 Most large landlords use external market research contractors when undertaking face to face or telephone interviews with LCRA tenants to generate TSMs. A

[11] Given the relatively small number of landlords using these collection methods, individual landlord results can have a large impact on the proportion of surveys collected and the sector level results.

[12] Sector level perception measure results are weighted by the number of surveys each landlord completed.

[13] Throughout this document pp means 'percentage point'.

relatively small number of large landlords use their own staff or managing agents to conduct LCRA interviews, and average overall satisfaction is higher for these landlords. There may be compelling reasons to adopt this approach – especially to overcome barriers for some tenants. However, it puts an onus on landlords to provide sufficient training, guidance and processes that ensure staff conducting interviews follow TSM requirements. Additional contextual information on how tenant interviews were conducted was collected for 2025 and is included in the data set published alongside this report.

3.7 Landlords need to consider carefully their approach to conducting tenant interviews and meeting TSM requirements. Assurance should be in place to confirm that those undertaking surveys are appropriately trained and monitored, and that appropriate quality control of surveys takes place. This will be a factor that the regulator considers when analysing the TSMs and supporting information for these organisations.

Table 4: Interviewer type[14]

	External contractors	Staff employed directly by landlord or managing agent*
Number of landlords who completed telephone or face to face surveys	250	42
Number of telephone and face to face surveys completed	246,528	25,065
Telephone average overall satisfaction	71.1%	78.4%
Face to face average overall satisfaction	64.9%	75.4%

*including ALMO staff

Supported housing

3.8 Landlords with a high proportion of supported housing homes, by definition including housing for older people, typically report higher overall satisfaction. Supported housing specialists (landlords where more than 30% of LCRA stock is supported housing) report median overall satisfaction of 77.9%. This higher satisfaction is likely to be driven predominantly by the higher proportion of older people living in supported housing. The National Tenant Survey[15] found that tenant

[14] Average overall satisfaction sector level based by the number of surveys completed by each landlord.

[15] https://www.gov.uk/government/collections/national-tenant-survey. Conducted in 2023-24.

age was the primary tenant characteristic with an impact on average satisfaction and that older tenants are typically significantly more satisfied than other age groups. Other factors that may influence these results include supported housing landlords using collection methods such as face to face and telephone to ensure responses.

Figure 8: Average overall satisfaction (TP01) by proportion of supported housing owned[16]



Region

3.9 Average overall satisfaction (**TP01**) varies by region. Landlords with the majority of their homes located in London report significantly lower median overall satisfaction (61.2%). In contrast, landlords operating predominantly in the Midlands and the North (75.8% and 76.6% respectively) report higher median levels of satisfaction. These findings are consistent with the National Tenant Survey, which found that average tenant satisfaction was significantly lower in London even after controlling for other factors. We recognise that there are likely to be a range of reasons for lower levels of reported satisfaction amongst tenants in London.

[16] Median overall satisfaction (**TP01**) for LCRA stock, for landlords with supported housing making up more/less than 30% of LCRA units owned (SDR/LADR, 2025).

Figure 9: Overall satisfaction by predominant region of operation[17]



Landlord size

3.10 Smaller landlords report higher average overall satisfaction (**TP01**) than larger landlords. Landlords that own fewer than 5,000 homes report median satisfaction (75.0%), considerably higher than landlords with 40,000 or more homes (64.6%).

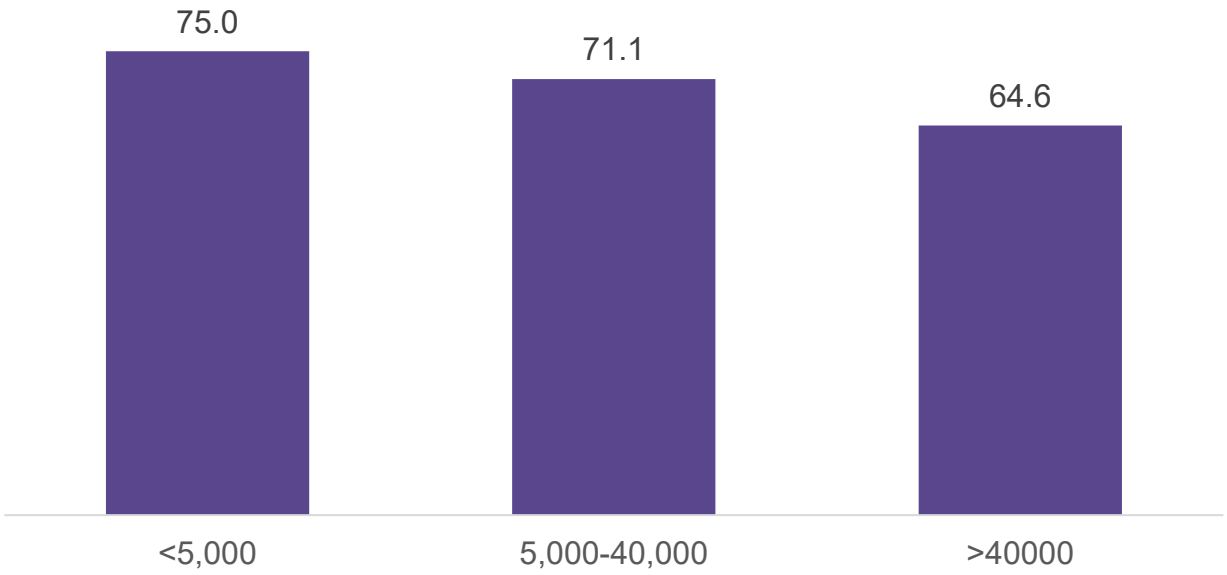
3.11 There may be underlying contextual factors that can partly explain this difference, including the regions larger landlords operate within and the concentration of supported housing in smaller landlords. However, this result is consistent with the National Tenant Survey which found that larger landlords had lower average satisfaction scores after controlling for other factors.

3.12 Customer service, including dealing with service requests and complaints promptly and efficiently, can drive higher overall satisfaction. As landlords grow in size they are more likely to require a degree of complexity in their operations. This can introduce challenges such as successfully completing handovers of information between teams and maintaining consistent contact with tenants. The National

[17] Median overall satisfaction (**TP01**) for LCRA stock, by predominant region of operation for landlords. Predominant region of operation is based on the region in which 50% of total stock owned (LCRA and LCHO units) by the landlord is located (SDR/LADR 2025). 'Mixed' indicates that there is no region where 50% or more of a landlord's total stock is owned.

Tenant Survey suggested in particular that lower average satisfaction for large landlords was particularly evident for satisfaction with complaint handling (TP09).

Figure 10: Average overall satisfaction (TP01) by landlord size[18]



Landlord type

3.13 The average overall satisfaction score for tenants of local authorities is 68.5%, compared to 75.4% for tenants of private registered providers. This difference may be due to differing contextual factors such as region (particularly the proportion of homes in London), the average ages of tenants and the size of landlord having an impact and differences in survey collection methods used. The National Tenant Survey found that, controlling systematically for other contextual factors including tenant age, landlord size and location, that there was no significant difference between these two landlord types.

[18] Median overall satisfaction (**TP01**) for LCRA stock, by landlords size bands based on total stock owned (LCRA and LCHO, SDR/LADR 2025).

4. Overall satisfaction: low cost home ownership

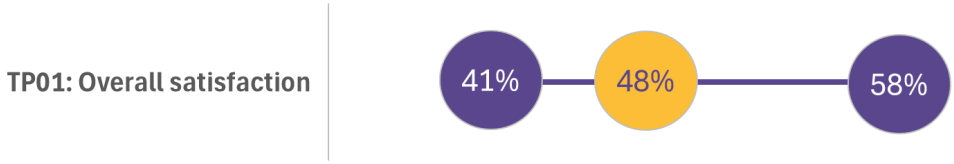
4.1 Tenant perception measures are calculated and reported separately for LCHO (shared ownership). This is because landlords' responsibilities are fundamentally different for shared owners (e.g. more limited repairs obligation) meaning that satisfaction scores are likely to be fundamentally different from LCRA tenants. Landlords with 1,000 or more LCHO units must carry out a perception survey with a representative sample of shared owners. Shared owners have completed just under 35,000 survey responses to generate tenant perception measures for LCHO (7% of all survey responses used to generate TSMs). The vast majority of LCHO units are owned by private registered landlords - only one local authority landlord was required to collect separate LCHO tenant perception measures.

4.2 Overall satisfaction **(TP01)** of shared owners (LCHO residents) with their landlord is significantly lower than it is for LCRA tenants. Taking into account all of the tenant survey responses collected from shared owners, 48% of these were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord, a one percentage point increase on last year. The 2024/25 median landlord is at a very similar level to 2023/24 (**2023/24:** 47.1%, **2024/25:** 47.9%)

4.3 In contrast, nearly a third (32%) of shared owners were dissatisfied with the overall landlord service. All tenant perception questions are asked of shared owners, with the exception of those around responsive repairs and maintenance. Shared owners have lower satisfaction with landlords across the perception measures.

4.4 The National Tenant Survey results suggests this lower satisfaction score at least partly reflects differences in services, particularly relating to repairs and maintenance and the fundamentally different nature of the shared ownership model. There is a wide range of reported performance under **TP01** for landlords reporting LCHO, from 41% at the lower quartile to 58% at the upper quartile.

Figure 11: LCHO TP01 Overall satisfaction (lower quartile, landlord median, and upper quartile)



5. TSM results by theme

Repairs and maintenance

5.1 Five TSMs reflect landlords' repairs and maintenance performance:

Repairs and maintenance TSMs	
TP02 - Satisfaction with repairs **TP03** - Satisfaction with time taken to complete most recent repair **TP04** - Satisfaction that the home is well maintained	**RP01** - Homes that do not meet the Decent Homes Standard **RP02** - Repairs completed within target timescale

5.2 Repairs and maintenance are a fundamental part of landlord services, and responsive repairs in particular are the main interaction between many tenants and their landlord. There were just under 15.1 million responsive repairs completed by landlords during 2024/25 – over 11 million of these were defined as non-emergency repairs, while 3.8 million were emergency repairs. Most LCRA tenants (68%) reported having at least one repair carried out on their home during the last 12 months (**TP02 filter**).

5.3 Landlords are required to set target timescales for the end-to-end completion time for both emergency and non-emergency responsive repairs, and use these to calculate **RP02**. Across the sector, a large majority of responsive repairs were recorded as being completed within these target timescales (**2024/25:** 79% of non-emergency, and 91% of emergency repairs at sector level). This is slightly higher than last year (**2023/24:** 77% non-emergency, 89% emergency). There may be particular reasons why it is not possible for landlords to complete all repairs within target timescales, for example the availability of specific parts. There is considerable variation in reported landlord performance against **RP02**. At the lower quartile, 75% of non-emergency responsive repairs were completed within target timescales compared to 89% at the upper quartile.

Figure 12: Responsive repairs completed on time (sector level)



79% **non-emergency repairs** completed on time



91% **emergency repairs** completed on time

5.4 It is important to consider performance in light of target timelines used to generate **RP02**, which landlords should report as well as their TSMs. Comparisons between landlords need to be mindful of the timescales used. An overly long maximum timescale could drive a high **RP02**, whilst tenants may be dissatisfied with the time taken to complete the last repair (**TP03**). As part of the data return, each landlord was asked to report the maximum timescale that applied to general emergency and non-emergency repairs. Across landlords, the median maximum timescale was 24 hours for emergency repairs and 28 days for non-emergency repairs.

5.5 Landlords are permitted to set more than one target timescale corresponding to different types of non-emergency or emergency responsive repairs (e.g. 'urgent' and other non-emergency repairs). Over three quarters (79%) of landlords reported having more than one non-emergency repair timescale and a third (33%) reported more than one emergency timescale. A degree of caution is required in interpreting the maximum timescale reported for each landlord where there is more than one timescale used. In these cases a description of the multiple timescales supplied by each landlord is included in the published TSM dataset

5.6 A sufficiently rounded view of the responsive repairs is important. The TSM **RP02** is only based on those repairs that have been completed during the year. The regulator has collected and published additional mandatory contextual information on responsive repairs cancelled and not yet completed for 2024/25. During 2024/25, just over 18.7 million responsive repairs were raised and more than 2.5 million repairs were closed without completion (i.e. cancelled by the landlord or tenant). At year end, there were almost 1.2 million 'work in progress' responsive repairs, where a need for a repair has been identified but the work has not yet been completed.

5.7 The median landlord cancelled just over one in ten responsive repairs raised during 2024/25 (11%) and had 5% of repairs uncompleted at year end although there is significant variation across landlords. This information can supplement **RP02** and contextualise landlord performance – in particular landlords with relatively high numbers of repairs cancelled or work in progress may explain differences between landlords' **RP02** results and tenant satisfaction with repairs **(TP02 and TP03)**.

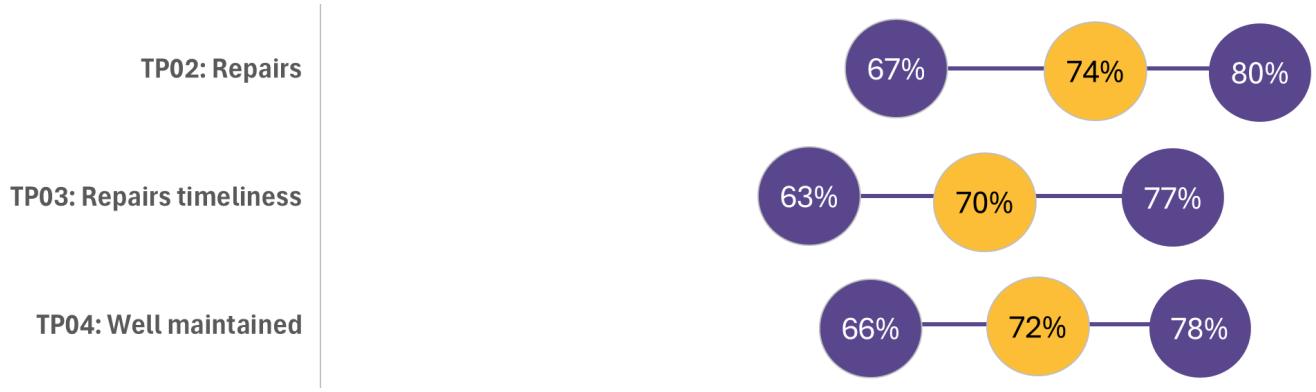
5.8 Maintenance is broader than responsive repairs and includes planned and cyclical works which may be necessary in order to ensure that properties are maintained up to the Decent Homes Standard. In their TSM results **(RP01)**, landlords reported that 3.7% of LCRA homes did not meet the Decent Homes Standard (DHS) at 31 March 2025. This sector mean is driven by a minority of landlords reporting substantial levels of non-decent stock. The number of non-decent units identified at year end can depend on the coverage and frequency of stock condition surveys, and the remediation of identified non-decent units through the year. More information on landlord DHS compliance is set out in other statistics published by the regulator (Private Registered Providers - Social Housing Stock and Rents in England) and MHCLG (Local Authority Housing Statistics).

5.9 Satisfaction with repairs and maintenance is a primary driver of overall satisfaction. Most landlords report relatively robust tenant satisfaction with repairs (TP02: 74%) and that the home is well-maintained (TP04: 72%). Median satisfaction with the timeliness of the most recent repair is lower (TP03: 70%). These outcomes are similar to the results in 2023/24, with the slight increase for each **at least partially accounted for** by the small changes in survey collection method. There is considerable variation between landlords, for example with the lower quartile landlord reporting satisfaction with repairs timeliness of 63% compared to 77% at the upper quartile. These satisfaction scores are intended as a cross-reference to the repairs and maintenance TSMs derived from management information.

Table 5: Repairs and maintenance management information measures

Measure	Lower quartile	Landlord Median	Upper quartile
RP01- Homes that do not meet the Decent Homes Standard *[LCRA only] (%)*	0.0%	0.5%	3.0%
RP02 Repairs completed within timescale (non-emergency) *[LCRA only] (%)*	74.8%	82.5%	89.1%
RP02 Repairs completed within timescale (emergency) *[LCRA only] (%)*	89.1%	94.9%	98.9%
Contextual information			
Non-emergency responsive repairs (working days) maximum target timescale	20	28	60
Emergency responsive repairs (hours) maximum target timescale	24	24	24
Responsive repairs **closed** without completion (i.e. cancelled) as a proportion of repairs raised during 2024/25	7%	11%	16%
Responsive repairs **work-in-progress** at year end, as a proportion of repairs raised during 2024/25	3%	5%	9%

Figure 13: LCRA TP02, TP03 and TP04 Repairs and maintenance satisfaction (lower quartile, landlord median, and upper quartile)



Complaints and engagement TSMs

5.10 Six TSMs reflect landlord performance on complaints and engagement:

Complaints and engagement TSMs	
TP06 - Satisfaction that the landlord listens to tenant views and acts upon them **TP07** - Satisfaction that the landlord keeps tenants informed about things that matter to them **TP08** - Agreement that the landlord treats tenants fairly and with respect - Satisfaction with the landlord's approach to handling complaints	**CH01** - Complaints relative to the size of the landlord **CH02** - Complaints responded to within Complaint Handling Code timescales

Complaints

5.11 There were over 290,000 stage one complaints recorded by landlords during 2024/25 (**CH01:** 67 per 1,000 homes). Of these complaints, 78% were responded to within the timescales set out in the Housing Ombudsman's Complaint Handling Code **(CH02)**. 14 stage two complaints per 1,000 homes were recorded during 2024/25; these are complaints which had not been resolved to the tenant's satisfaction at stage one.

5.12 Definitions of management information TSMs – including complaints, complaint stages, and response timelines – follow the Housing Ombudsman's Complaint Handling Code. All landlords should ensure they adhere to the Complaint Handling Code, including making it easy for tenants to complain and accurately recording complaints. A new Complaint Handling Code came into force in April 2024. This included updated requirements on timescales for complaint handling which may impact the reporting of **CH02** for 2024/25. Comparison with the previous year's performance should therefore be undertaken with care.

5.13 Complaints TSMs are intended to be interpreted carefully in the round. For example, the total number of complaints (**CH01**) in isolation is not necessarily an indicator of poor landlord performance. Higher complaints volumes may be the

result of a more accessible and transparent complaints process, or landlords making different decisions about what is a complaint or a service request. However, understanding the number of complaints is fundamental to getting a rounded picture of each landlord's complaints procedures and performance.

5.14 There is significant variation in complaints logged by landlords. Stage one complaints per 1,000 units range from 34 per 1,000 units at the lower quartile to 72 per 1,000 units at the upper quartile (**CH01,** LCRA). Moreover, the proportion of stage one complaints responded to within Complaint Handling Code timescales ranges from 73% at the lower quartile to 97% at upper quartile landlords (**CH02**, LCRA).

5.15 Under the Complaint Handling Code, landlords have the ability to extend complaint response timelines in specific circumstances. We have collected information on this for the first time this year. These figures suggest that 19% of the stage one complaints responded to within Complaint Handling Code timescales required an extension – however, there is considerable variation across landlords.

5.16 The proportion of stage one and stage two complaints recorded by landlords **(CH01)** has increased compared to last year. Median stage one LCRA complaints have increased from 42.5 per 1,000 units in 2023/24 to 53.5 per 1,000 units in 2024/25. Stage two LCRA complaints have increased from 5.7 per 1,000 units in 2023/24 to 8.3 per 1,000 units in 2024/25. This change may be partly explained by landlords updating their approaches to defining and recording complaints as set out in the new code which now states residents should not be required to give a reason for wanting to escalate their complaint. In contrast, the proportion of tenants reporting making a complaint **(TP09 filter)** has not increased.

Table 6: Management information on complaints

	Sector level total (all stock types)	Lower quartile (LCRA)	Landlord median (LCRA)	Upper quartile (LCRA)
CH01 Complaints relative to the size of the landlord – stage one (per 1,000 homes)	67.2	34.3	53.5	72.2
CH01 Complaints relative to the size of the landlord – stage two (per 1,000 homes)	13.8	5.2	8.3	13.6
CH02 Complaints responded to within CHC timescales – stage one (%)	78.4%	72.8%	89.9%	96.8%
Of these, what proportion required extensions (of up to 10 days as permitted in the code) (%)	19.0%	2.2%	11.4%	23.4%
CH02 Complaints responded to within CHC timescales – stage two (%)	74.8%	70.4%	88.9%	100%
Of these, what proportion required extensions (of up to 20 days as permitted in the code) (%)	24.7%	1.9%	12.5%	28.6%

5.17 The proportion of complaints responded to within Complaint Handling Code timescales **(CH02)** has also increased for the median landlord's LCRA at stage one (**2023/24:** 82.2%, **2024/25:** 89.9%) and stage two (**2023/24:** 83.3%, **2024/25:** 88.9%) complaints. As the Code has changed this is a comparison on how well landlords were meeting the relevant Code requirements in each respective year.

5.18 As in 2023/24, satisfaction with complaint handling **(TP09)** is the lowest perception score across the TSM suite – the median landlord satisfaction score is 35.5% (for LCRA). As with other perception TSMs, this has shown a slight increase on last year (**2023/24:** 34.5%) which is likely affected by changes in survey collection methods described above. These responses are drawn solely from those tenants who state in the tenant perception survey that they have made a complaint in the last 12 months.

5.19 The proportion of LCRA tenants who report making a complaint in perception survey responses (**TP09** filter: 26% across all submissions) is significantly higher than those identified by landlords (CH01: 67 per 1,000 which translates to 6.7%). National Tenant Survey analysis indicates that what some tenants consider as a

complaint is likely to have been recorded as a service request by a landlord in line with the Complaint Handling Code. However, perspectives of these tenants provide a valid and useful source of information from those who have been dissatisfied with the service or home provided by their landlord. The lower result compared to other TSMs suggests that landlords need to understand why tenants report dissatisfaction with complaints handling and identify ways to improve landlord services.

Figure 14: LCRA TP09 complaints satisfaction (lower quartile, landlord median, and upper quartile)



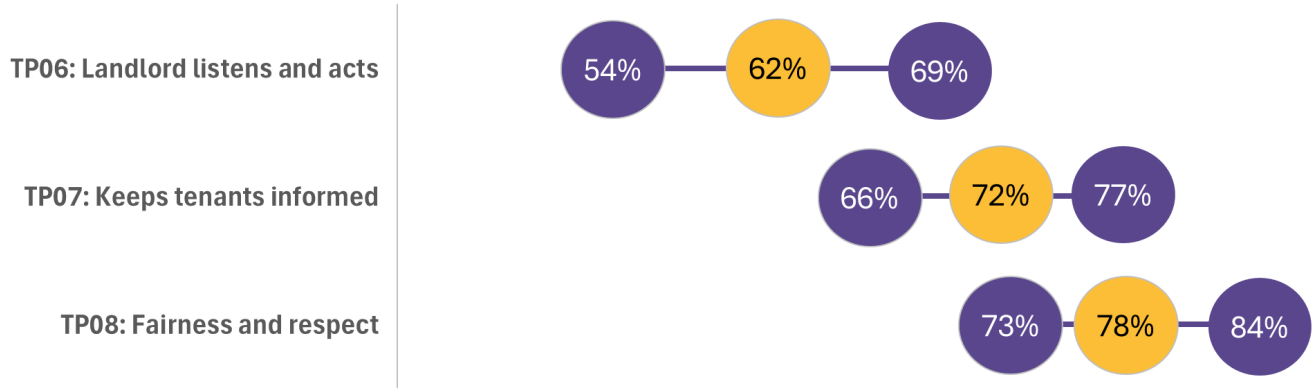
Respectful and helpful engagement

5.20 Satisfaction that the landlord treats tenants with fairness and respect is one of the highest scoring perception TSM results (**TP08**: 78% for LCRA). National Tenant Survey evidence suggests that responses often reflected how tenants felt they were treated by staff when they contacted their landlord.

5.21 The two TSMs focused on satisfaction with engagement (**TP06** and **TP07**) measure tenant views on their experience of the relationship with the landlord. The flow of information between tenants and landlords is necessary to support accountability and scrutiny, and ensure that tenant views influence landlords' strategies, policies and services.

5.22 National Tenant Survey evidence suggests that satisfaction that the landlord keeps tenants informed about things that matter to them (**TP07**) often reflects general formal communications from landlords (e.g. newsletters, formal letters), while satisfaction that the landlord listens to views and acts (**TP06**) often reflects service requests and complaints raised by tenants. As with other perception measures, these results show a slight increase on 2023-24 which is likely to at least in part reflect the changes in survey collection methods described above.

Figure 15: LCRA TP06, TP07 and TP08 respectful and helpful engagement satisfaction (lower quartile, landlord median, and upper quartile)



Building safety TSMs

5.23 Six TSMs reflect landlords' building safety performance:

Building safety TSMs	
TP05 - Satisfaction that the home is safe This is asked of both tenants and shared owners.	**BS01** - Proportion of homes for which all required gas safety checks have been carried out **BS02** - Proportion of homes for which all required fire risk assessments have been carried out. **BS03** - Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. **BS04** - Proportion of homes for which all required legionella risk assessments have been carried out. **BS05** - Proportion of homes for which all required communal passenger lift safety checks have been carried out.

5.24 Building safety measures drawn from management information (**BS01-BS05**) reflect five key areas of operational safety in the social housing sector. Most landlords report that all homes had required building safety checks under **BS01-**

BS05 carried out by 31 March 2025. The median result for all building safety TSMs is 100%. There may be particular issues that affect individual landlord results, including the ability to gain access to homes. We recognise that not all landlords will be able to report 100% of required checks by year end where they encounter issues, but that all reasonable steps to comply with statutory obligations must be taken.

5.25 Whilst most landlords reported being at or very near 100% for all safety checks, a minority of landlords reported material numbers of homes for which checks had not been carried out at year end. Sector level results showed above 98% compliance for gas and fire (**BS01** and **BS02**) and above 97% compliance for asbestos, water and lift safety (**BS03**, **BS04 and BS05**). These figures are all higher than seen in 2023/24, notably so for **BS03-BS05**. The regulator considers that reasons for these improvements are likely to include a bedding in of regulatory requirements, a greater consistency in the interpretation of statutory guidance, a heightened awareness of building safety in landlords' homes and landlords improving levels of compliance (in particular through more comprehensive assurance over those checks managed by other organisations).

5.26 The regulator is in the process of engaging with landlords reporting material numbers of homes where building safety checks reported in the TSMs have not been carried out. This is to understand the presenting issue and to seek assurance that the landlord has an appropriate approach in place to managing associated risks. While engagement to date with these landlords found that particular issues may affect the magnitude of the TSM results, for almost all these landlords the TSM results indicate significant gaps in safety checks recorded as carried out at year end. The regulator will continue this engagement and take further action where necessary in line with our regulatory approach. Where necessary, we will reflect the conclusions of this engagement in a published regulatory judgement.

5.27 Landlords must determine what statutory obligations with respect to safety checks apply to their homes in order to calculate **BS01-BS05**. These legal requirements can be complex, and landlords should seek external advice if they require additional support. This is an area of the TSM requirements that is addressed in published frequently asked questions, and that the regulator will keep under review.[19]

5.28 The TSM requirements state that TSMs **BS01-BS05** must reflect all specified safety checks that affect dwelling units owned by a landlord, even if the statutory responsibility for carrying out these checks lies with a third party (e.g. building owner or managing agent). Where assurance cannot be gained on a particular

[19]https://www.gov.uk/government/publications/tenant-satisfaction-measures-faqs.

home this cannot be reported as meeting the relevant checks for the purposes of the TSMs. The regulator expects landlords to have plans in place to ensure evidence of relevant safety checks from third parties is supplied and that required checks are taking place.

Table 7: Building safety management information

	Lower Quartile	Landlord Median	Upper Quartile	Sector level: % of homes for which all checks have been carried out	Sector level change on 23/24
BS01 Gas safety checks	99.8%	**100.0%**	100.0%	99.7%	+0.4pp
BS02 Fire safety checks	99.9%	**100.0%**	100.0%	98.7%	+0.8pp
BS03 Asbestos safety checks	100.0%	**100.0%**	100.0%	97.9%	+3.5pp
BS04 Water safety checks	100.0%	**100.0%**	100.0%	97.9%	+5.8pp
BS05 Lift safety checks	99.5%	**100.0%**	100.0%	97.8%	+4.2pp

5.29 The perception measure **TP05** asks how safe residents feel within their home, with the landlord median score of 78% for LCRA and 73% for LCHO. Behind this there is variation between landlords, with the lower quartile at 72% and upper quartile at 83% for landlords reporting LCRA. There may be several factors driving tenants' perceptions that their home is safe. The National Tenant Survey found that tenant views on safety checks reflected in the TSMs are a clear component of this, although this also reflects views on building security, general repairs and maintenance, and crime and anti-social behaviour from immediate neighbours and the wider area. The regulator's engagement with landlords has highlighted varying quality of landlord communication to tenants on safety which may influence survey results.

Figure 16: LCRA TP05 satisfaction that the home is safe (lower quartile, landlord median, and upper quartile)



5.30 The TSM results only reflect part of the overall picture for building safety within registered landlords. As set out in the Safety and Quality Standard, remedial

actions arising from the safety checks must be completed in a timely way to ensure tenant safety. Whilst electrical safety is not currently included in the TSMs that landlords are required to collect, the regulatory expectation that all properties have an in date Electrical Installation Condition Report within the last five years remains.[20] It is essential that landlords ensure all areas of building safety are managed effectively and seek to achieve compliance in these areas to ensure resident safety.

Neighbourhood and anti-social behaviour TSMs

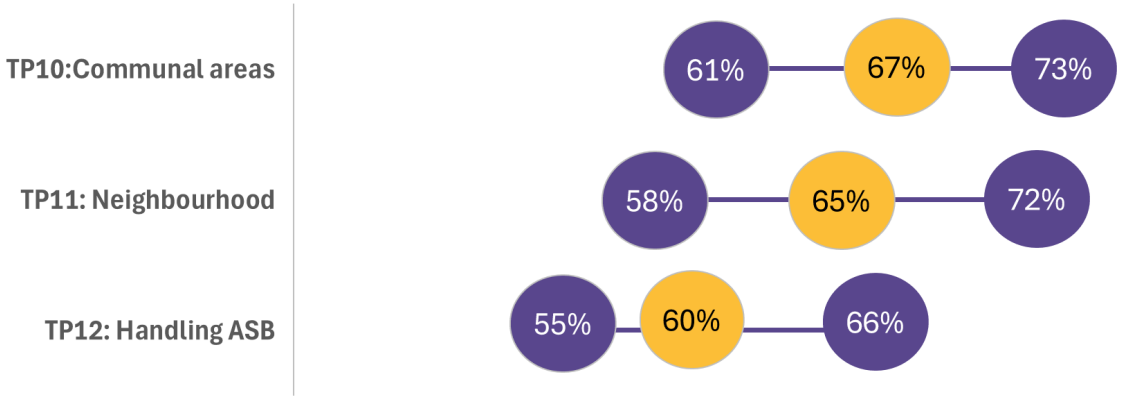
5.31 Four TSMs reflect landlords' performance on neighbourhood management and anti-social behaviour (ASB):

Neighbourhood and anti-social behaviour TSMs	
TP10 - Satisfaction that the landlord keeps communal areas clean and well maintained **TP11** - Satisfaction with the landlord's contribution to the neighbourhood **TP12** - Satisfaction with the landlord's handling of ASB	**NM01** – Anti Social Behaviour cases per 1,000 properties

5.32 Just over half of LCRA tenants (51%) completing perception surveys report living in a building with communal areas. Of these tenants, average satisfaction that the landlord keeps these communal areas clean and well maintained is 67% (**TP10** median landlord). This is a small increase on last year's results (**2023/24:** 65%) in line with other tenant perception TSMs which is at least partially accounted for by changing collection methods. The level of satisfaction with communal areas for shared owners is considerably lower at 47% (**TP10** median landlord) and is likely to be one factor driving overall satisfaction for this group.

[20] Electrical Safety requirements for the social rented sector have recently been enacted and will apply to existing units from May 2026. The regulator will bring forward a draft electrical safety TSM for consultation.

Figure 17: LCRA TP10, TP11 and TP12 neighbourhood and ASB satisfaction (lower quartile, landlord median, and upper quartile)



5.33 Satisfaction that landlords make a positive contribution to neighbourhoods **(TP11)** is on average somewhat lower than other tenant perception measures (65% median landlord score). National Tenant Survey analysis suggests that this TSM reflects a wide range of issues, including landlord initiatives but also those where many landlords may have limited influence (e.g. the appearance of the local area). Moreover, responses from tenants with local authority landlords may be influenced by perspectives on council services which extend beyond the landlord function. While there may be valuable feedback on neighbourhoods through this TSM, relative scores between landlords need to be interpreted with care. The regulator will keep this TSM under review.

Table 8: Anti-social behaviour management information (LCRA)

Measure	Lower quartile	Landlord median	Upper quartile
NM01 Anti-social behaviour cases relative to the size of the landlord (per 1,000 homes)	22.4	36.0	57.6
NM01 Anti-social behaviour cases relative to the size of the landlord - **hate incidents** (per 1,000 homes)	0.2	0.7	1.2

5.34 The number of anti-social behaviour cases reported by the median landlord was 36 per 1,000 homes (**NM01**), which is unchanged since last year. An anti-social behaviour case is a log of activity undertaken by a landlord in response to a report of anti-social behaviour. There is a considerable range of ASB cases reported by landlords – from 22 per 1,000 homes for a lower quartile landlord to 58 per 1,000 homes at the upper quartile.

5.35 The total number of ASB cases in isolation is not intended as an indicator of relative landlord performance. Case numbers are likely to be driven by a number of factors outside landlord control, as well as how effective landlords and agencies are in addressing ASB over time. However, case numbers are a fundamental component of a rounded picture of landlords' performance in this area and a starting point for considering each landlord's approach.

5.36 Satisfaction with the landlord's approach to handling anti-social behaviour (**TP12**) is also typically somewhat lower than other tenant perception measures (60% median landlord score). For some tenants, this is likely to reflect knowledge and experience of their landlord's approach to handling anti-social behaviour. However, the National Tenant Survey evidence suggests that the satisfaction of tenants may be influenced by more general neighbourhood issues. A landlord's role in handling anti-social behaviour in an area may also depend on the density of stock in a particular area. Moreover, responses from local authority tenants may reflect their perspectives on the council's wider role on anti-social behaviour. While tenant feedback through this TSM is likely to be valuable part of understanding landlord performance, relative scores between landlords need to be interpreted with care.

6. Annex: Summary tables

All low cost rental accommodation- perception TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	64.7	**71.8**	78.9
% of tenants reporting a repair (last 12 months)	67.8 (sector total)		
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	66.8	**73.6**	79.6
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	63.0	**69.5**	76.5
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained	65.5	**71.9**	77.8
TP05 Proportion of respondents who report that they are satisfied that their home is safe	71.8	**77.6**	82.9
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	54.1	**61.6**	69.3
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	65.9	**72.0**	77.3
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	72.6	**77.9**	83.9
% of tenants having made a complaint (last 12 months)	26.2 (sector total)		
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	29.6	35.5	42.1
% of tenants reporting living in a property with a communal area	50.9 (sector total)		
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	60.7	**66.7**	72.8
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	57.7	**64.6**	71.7
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	54.7	**59.5**	66.4

All low cost home ownership – perception TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	41.0	**47.9**	58.4
TP05 Proportion of respondents who report that they are satisfied that their home is safe	60.0	**72.5**	78.1
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	30.3	**38.4**	45.1
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	51.2	**55.8**	63.8
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	52.3	**60.0**	67.8
% of tenants having made a complaint (last 12 months)	30.1 (sector total)		
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	16.5	**23.4**	29.4
% of tenants reporting living in a property with a communal area	55.1 (sector total)		
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	40.0	**46.8**	52.8
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	34.6	**40.8**	46.3
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	32.4	**38.0**	45.5

All - management information TSMs

Tenant satisfaction measure	Lower quartile		Landlord median		Upper quartile	
BS01 Proportion of homes for which all required gas safety checks have been carried out *(%)*	99.8		**100**		100	
BS02 Proportion of homes for which all required fire risk assessments have been carried out *(%)*	99.9		**100**		100	
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out *(%)*	100		**100**		100	
BS04 Proportion of homes for which all required legionella risk assessments have been carried out *(%)*	100		**100**		100	
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out *(%)*	99.5		**100**		100	
RP01 Proportion of homes that do not meet the Decent Homes Standard [*LCRA only] (%)*	0		**0.5**		3.0	
RP02 Proportion of non-emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	74.8		**82.5**		89.1	
RP02 Proportion of emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	89.1		**94.9**		98.9	
NM01 Number of anti-social behaviour cases opened *(per 1,000 homes)*	22.4		**36.0**		57.6	
NM01 Number of anti-social behaviour cases that involve hate incidents opened *(per 1,000 homes)*	0.2		**0.7**		1.2	
	LCRA	**LCHO**	**LCRA**	**LCHO**	**LCRA**	**LCHO**
CH01 Number of stage one complaints received *(per 1,000 homes)*	34.3	30.95	**53.5**	**40.1**	72.2	60.9
CH01 Number of stage two complaints received *(per 1,000 homes)*	5.2	7.1	**8.3**	**10.9**	13.6	19.2
CH02 Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	72.8	74.5	**89.9**	**86.0**	96.8	94.5
CH02 Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	70.4	68	**88.9**	**86.0**	100	98.5

Private registered providers – LCRA perception TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	67.0	**75.4**	80.6
% of tenants reporting a repair (last 12 months)	68.5 (sector total)		
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	68.1	**76.1**	80.7
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	63.6	**70.8**	77.4
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained	67.6	**75.0**	80.4
TP05 Proportion of respondents who report that they are satisfied that their home is safe	75.0	**80.3**	84.9
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	58.5	**65.7**	72.1
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	69.1	**74.4**	80.9
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	75.2	**80.4**	86.1
% of tenants having made a complaint (last 12 months)	26.0 (sector total)		
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	33.2	38.8	45.1
% of tenants reporting living in a property with a communal area	52.6 (sector total)		
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	63.9	**68.8**	74.5
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	60.2	**67.2**	74.6
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	56.7	**63.4**	69.7

Private registered providers – LCHO perception TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	40.9	**49.2**	58.5
TP05 Proportion of respondents who report that they are satisfied that their home is safe	60.7	**72.6**	78.3
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	31.0	**38.9**	45.2
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	51.8	**56.3**	64.0
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	52.5	**60.0**	67.8
% of tenants having made a complaint (last 12 months)	30.2 (sector total)		
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	16.9	23.5	29.4
% of tenants reporting living in a property with a communal area	55.4 (sector total)		
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	40.6	**46.9**	52.9
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	34.4	**40.8**	46.4
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	32.5	**38.3**	45.6

Private registered providers – management information TSMs

Tenant satisfaction measure	Lower quartile		Landlord median		Upper quartile	
BS01 Proportion of homes for which all required gas safety checks have been carried out *(%)*	99.8		**100**		100	
BS02 Proportion of homes for which all required fire risk assessments have been carried out *(%)*	99.9		**100**		100	
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out *(%)*	99.8		**100**		100	
BS04 Proportion of homes for which all required legionella risk assessments have been carried out *(%)*	100		**100**		100	
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out *(%)*	98.3		**100**		100	
RP01 Proportion of homes that do not meet the Decent Homes Standard [*LCRA only] (%)*	0		**0.1**		0.4	
RP02 Proportion of non-emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	73.4		**81.3**		87.1	
RP02 Proportion of emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	89.8		**95.2**		98.9	
NM01 Number of anti-social behaviour cases opened *(per 1,000 homes)*	22.2		**34.5**		56.2	
NM01 Number of anti-social behaviour cases that involve hate incidents opened *(per 1,000 homes)*	0.2		**0.7**		1.1	
	LCRA	**LCHO**	**LCRA**	**LCHO**	**LCRA**	**LCHO**
CH01 Number of stage one complaints received *(per 1,000 homes)*	41.0	31.5	**59**	**40.7**	83.9	61.4
CH01 Number of stage two complaints received *(per 1,000 homes)*	6.1	7.5	**9**	**11.6**	14.1	19.6
CH02 Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	80.6	74.3	**93.9**	**86.5**	98.2	94.8
CH02 Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	78.3	70.5	**93.8**	**86.5**	100	98.8

Local authorities - LCRA perception TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	61.1	**68.5**	74.8
% of tenants reporting a repair (last 12 months)	66.6 (sector total)		
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	66.0	**71.8**	77.9
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	62.8	**67.5**	75.6
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained	61.5	**68.1**	74.3
TP05 Proportion of respondents who report that they are satisfied that their home is safe	68.8	**74.3**	79.9
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	50.2	**57.2**	64.7
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	61.6	**69.1**	74.3
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	68.8	**74.8**	80.3
% of tenants having made a complaint (last 12 months)	26.7 (sector total)		
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	26.1	**31.3**	36.8
% of tenants reporting living in a property with a communal area	47.9 (sector total)		
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	57.2	**63.1**	69.6
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	55.0	**62.0**	67.9
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	50.8	**57.2**	61.4

Only one Local Authority reported LCHO perception TSMs. Median and quartile analysis is therefore not available.

Local authorities – management information TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
BS01 Proportion of homes for which all required gas safety checks have been carried out	99.8	**99.9**	100
BS02 Proportion of homes for which all required fire risk assessments have been carried out *(%)*	99.9	**100**	100
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out *(%)*	100	**100**	100
BS04 Proportion of homes for which all required legionella risk assessments have been carried out *(%)*	100	**100**	100
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out *(%)*	100	**100**	100
RP01 Proportion of homes that do not meet the Decent Homes Standard *[LCRA only] (%)*	1.1	**3.2**	6.7
RP02 Proportion of non-emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	75.7	**84.0**	90.8
RP02 Proportion of emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	88.0	**94.9**	98.9
NM01 Number of anti-social behaviour cases opened *(per 1,000 homes)*	23.0	**37.4**	61.6
NM01 Number of anti-social behaviour cases that involve hate incidents opened *(per 1,000 homes)*	0.2	**0.6**	1.2
	LCRA	**LCRA**	**LCRA**
CH01 Number of stage one complaints received *(per 1,000 homes)*	28.6	**44.8**	64.2
CH01 Number of stage two complaints received *(per 1,000 homes)*	4.8	**7.6**	11.7
CH02 Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	64.0	**81.8**	93.9
CH02 Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	58.5	**82.7**	97.9

7. Why not have your say on our statistics in 2025/26?

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Some needs met



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