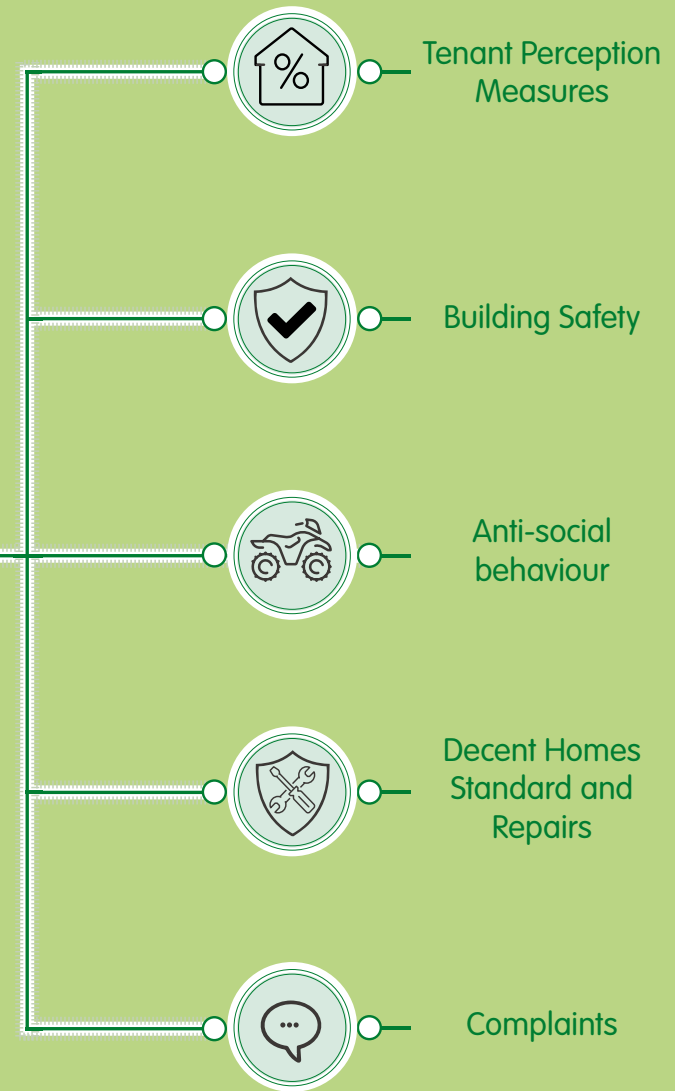




Tenant Satisfaction Measures

2025-26



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Key Issues

Overview

Salix Homes continues to collect Tenant Satisfaction Measures (TSMs) in line with the Regulator of Social Housing (RSH) requirements under the Transparency, Influence and Accountability Standard.

The TSMs provide visibility and transparency on performance across 22 measures, including 10 operational and 12 tenant perception measures, covering key areas such as repairs, ASB, complaints, communication and overall satisfaction.

Since April 2023, customer feedback has been used to drive service improvements, including

- Improved repairs response times
- Strengthened ASB handling through clearer communication and better case recording
- Introduction of transactional surveys in high-rise blocks to gather real-time feedback on communal services

Summary of Approach

To collect tenant perception measures, we conducted 666 telephone surveys between April 2025 and March 2026 with a representative cross-section of customers.

Surveys were carried out monthly by Kwest Research on behalf of Salix Homes, in line with regulatory requirements.

- No weighting applied
- No customers excluded
- No incentives offered

All dissatisfaction responses were followed up to ensure any outstanding issues were addressed. This approach ensures compliance with TSM guidance while enabling ongoing service improvement.

Summary of Representativeness

We used a sample approach, selecting a random sample of customers to participate. The sample was designed to reflect the representativeness of our customer base across:

- Age
- Gender
- Ethnicity
- Disability
- Neighbourhood
- Customer type

Tenant Satisfaction Measures



Ref	Tenant Perception Measures	Performance 2025-26
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	78.1%
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.	75.9%
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.	65.2%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	79.6%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	84.7%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	77.5%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	85.5%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	90.2%
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.	43.1%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	77.7%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	78.7%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	73.5%

Tenant Satisfaction Measures



Ref

Building Safety

Performance 2025-26

BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%



Ref

Anti-social behaviour

Performance 2025-26

NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	119.6
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.8

Tenant Satisfaction Measures



Ref

Decent Homes Standard and Repairs

Performance 2025-26

RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.2%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale*.	77.0%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale*.	100.0%



Ref

Complaints

Performance 2025-26

CH01 (1)	Number of stage one complaints received per 1,000 homes.	77.1
CH01 (2)	Number of stage two complaints received per 1,000 homes.	20.6
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	98.4%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	93.3%

Our TSM summary of approach and representativeness can be found at www.salixhomes.co.uk/performance

*Non-emergency repairs target timescales: 5 days (urgent repairs) and 45 days (appointable repairs).

Emergency repairs target timescales: 24 hours for Housing Health and Safety Rating System (HHSRS) emergencies and 8 hours for other responsive emergencies.