

Tenant Satisfaction Measures (TSMs)

Q1 2026/27 Benchmarking



Background

- Due to the change in methodology and questions asked there is a revised (more concise) layout for the benchmarking output which will be developed further with additional narrative to highlight movement and trends as more data is captured through the current survey method.
- At the time of publishing, fourteen of the GMHP social housing providers submitted data for benchmarking.
- Taken together, the fifteen providers submitting benchmarking data own just over 84,000 predominantly LCRA social housing units across Greater Manchester.
- The perception survey findings covered in this report summarise the results of almost 3,000 questionnaires completed by social housing customers.
- When TSM data is submitted to the Regulator of Social Housing, providers with more than 1000 units of low-cost rental accommodation (LCRA) and/ or 1000 units of low-cost home ownership accommodation (LCHO) will be required to submit data for these tenures separately.
 - Of the providers submitting perception and/or performance TSM data, only some have sufficient LCHO homes to necessitate submitting data to the Regulator based on these units. Therefore, the data shown within the following report is LCRA only except where only combined data has been provided, that has been used where LCRA data is not available.

Background – methodological differences

Survey method used	Primary	Secondary
Telephone	6 organisations	3 organisations
Online	2 organisations	3 organisations
SMS	2 organisations	0 organisations
Face to Face	0 organisations	4 organisations
Postal	0 organisations	1 organisation
Other method	0 organisations	0 organisations

GMHP TSM Benchmarking - executive summary



Building-safety measures remain tightly clustered near full compliance.

Emergency repairs remain more consistent than non-emergency repairs.

LCHO-only contains a single return, so quartiles are not provided.

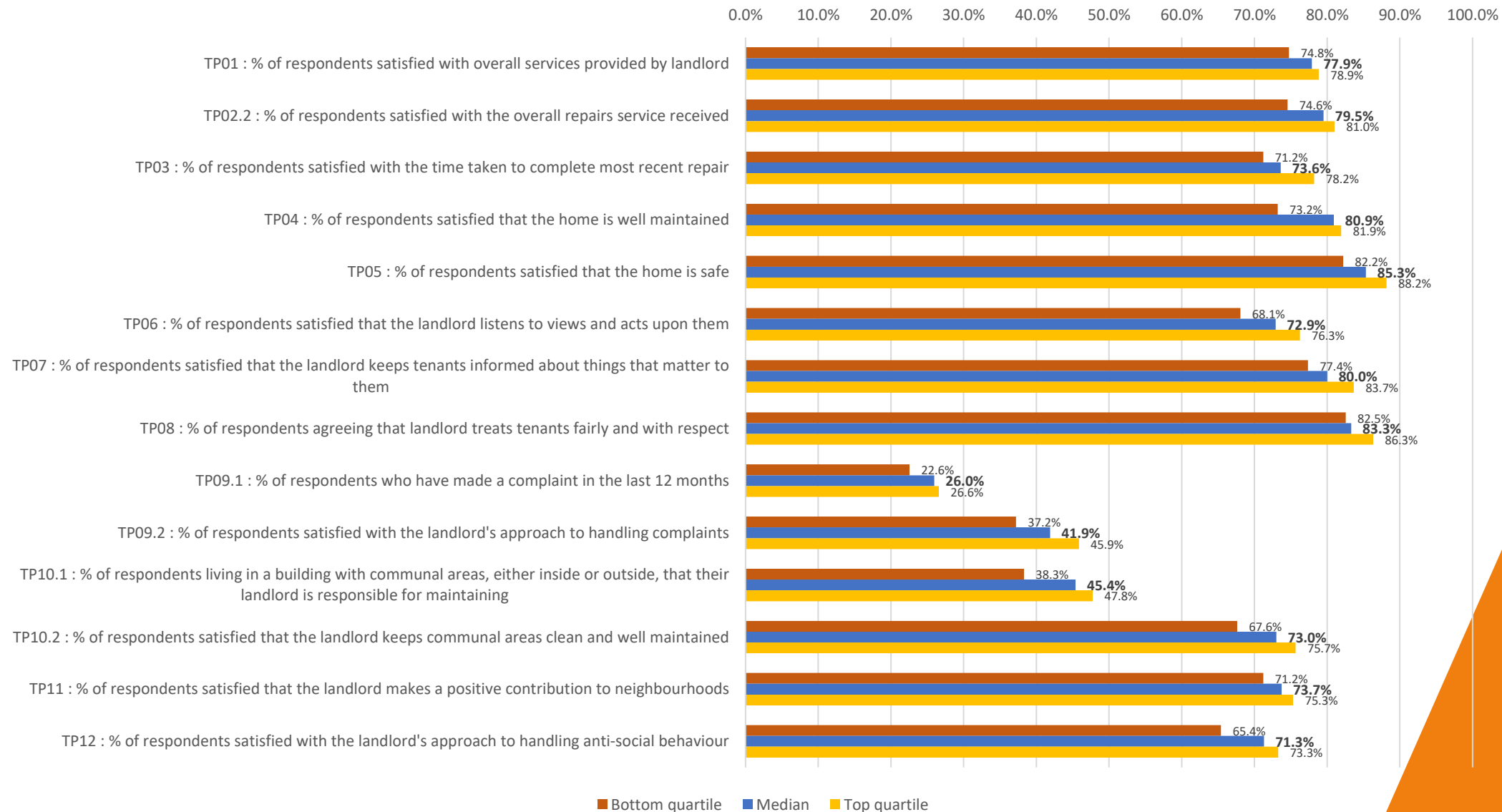
Q1 2026–27 TSM performance shows broad improvement from Q4 2025–26, with median scores increasing across 11 of 12 measures by an average of 2.5 percentage points.

Performance also became more consistent, with interquartile ranges narrowing for eight measures, particularly neighbourhood contribution and anti-social behaviour handling.

The strongest median gains were in TP12 ASB, TP05 Home safety and TP04 Home maintenance.

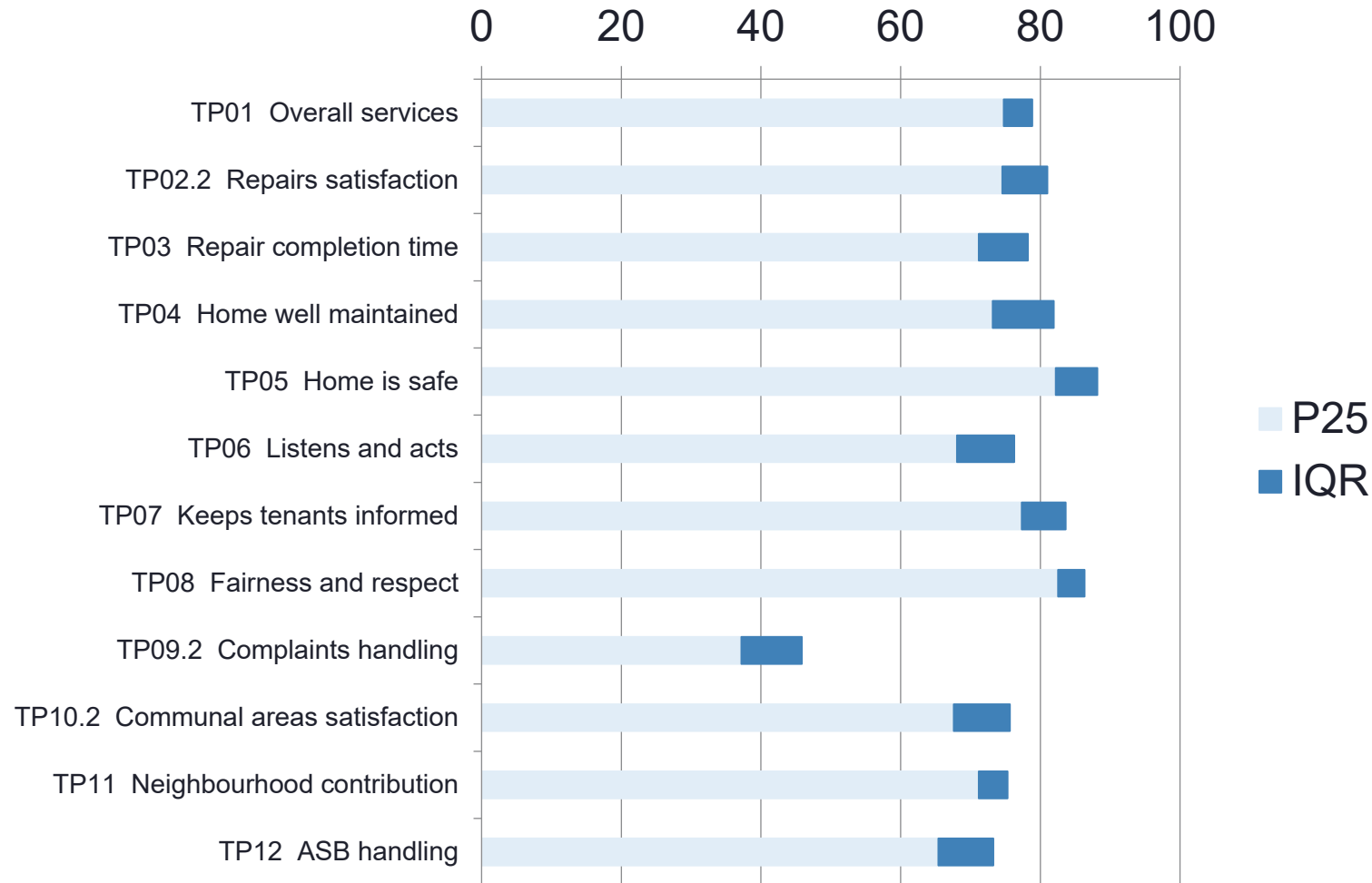
Complaints handling remains the principal concern: it was the only measure to decline, while its widening interquartile range indicates increasingly uneven customer experiences.

GMHP TSM Benchmarking – TSM Perception Measures



LCRA-only tenant perception: interquartile range summary

Middle 50% of LCRA-only scores (Quartile 3 (P25) to Quartile 1)



Executive takeaways

Strongest and most consistent

TP08 fairness & respect: median 83.3%; IQR 3.8 pts.

Shared weakness

TP09.2 complaints handling: median 41.9%; middle half 37.2%–45.9%.

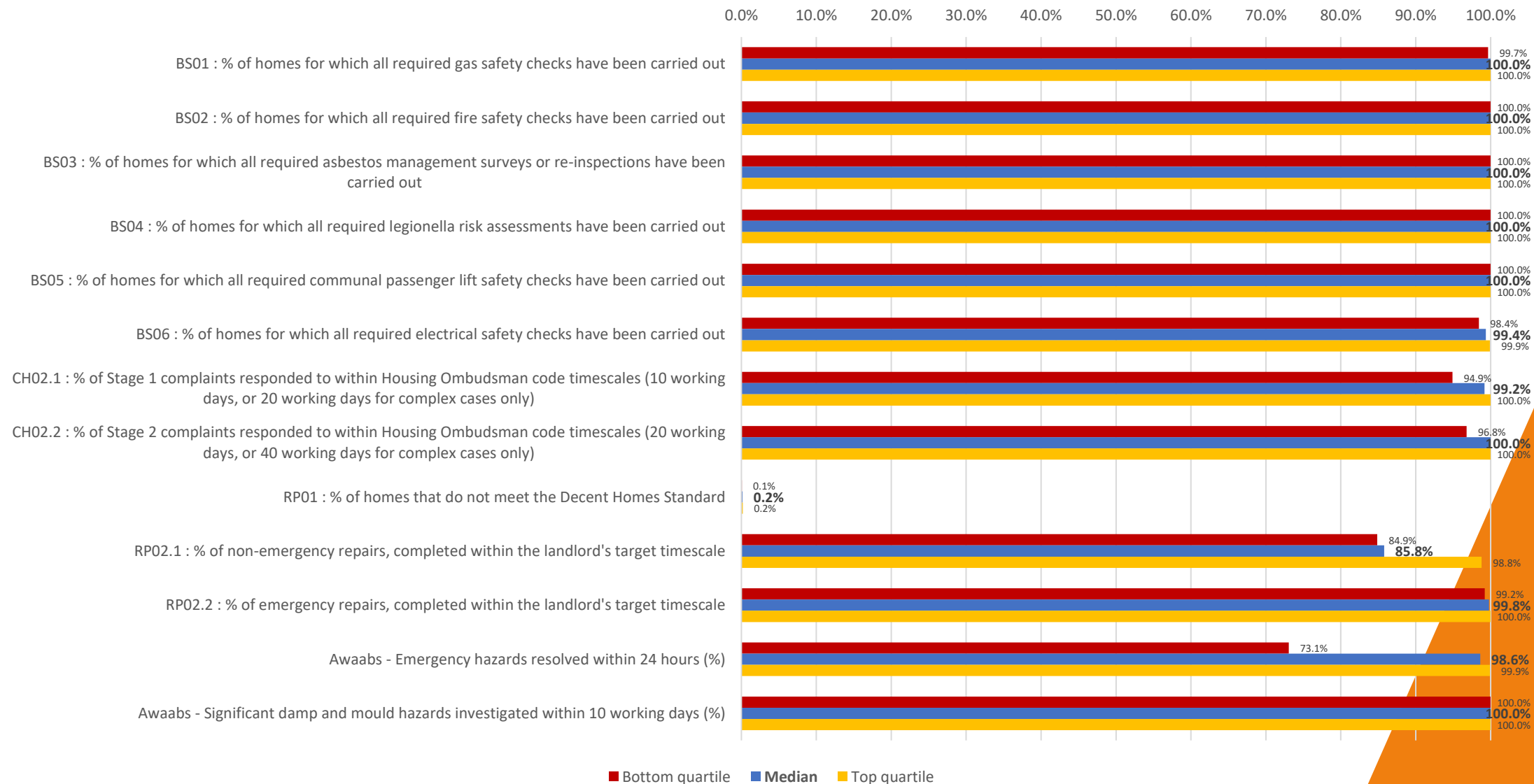
Greatest variation

TP04 home maintenance has the widest satisfaction IQR at 8.7 pts, closely followed by TP09.2 complaints handling at 8.7 pts.

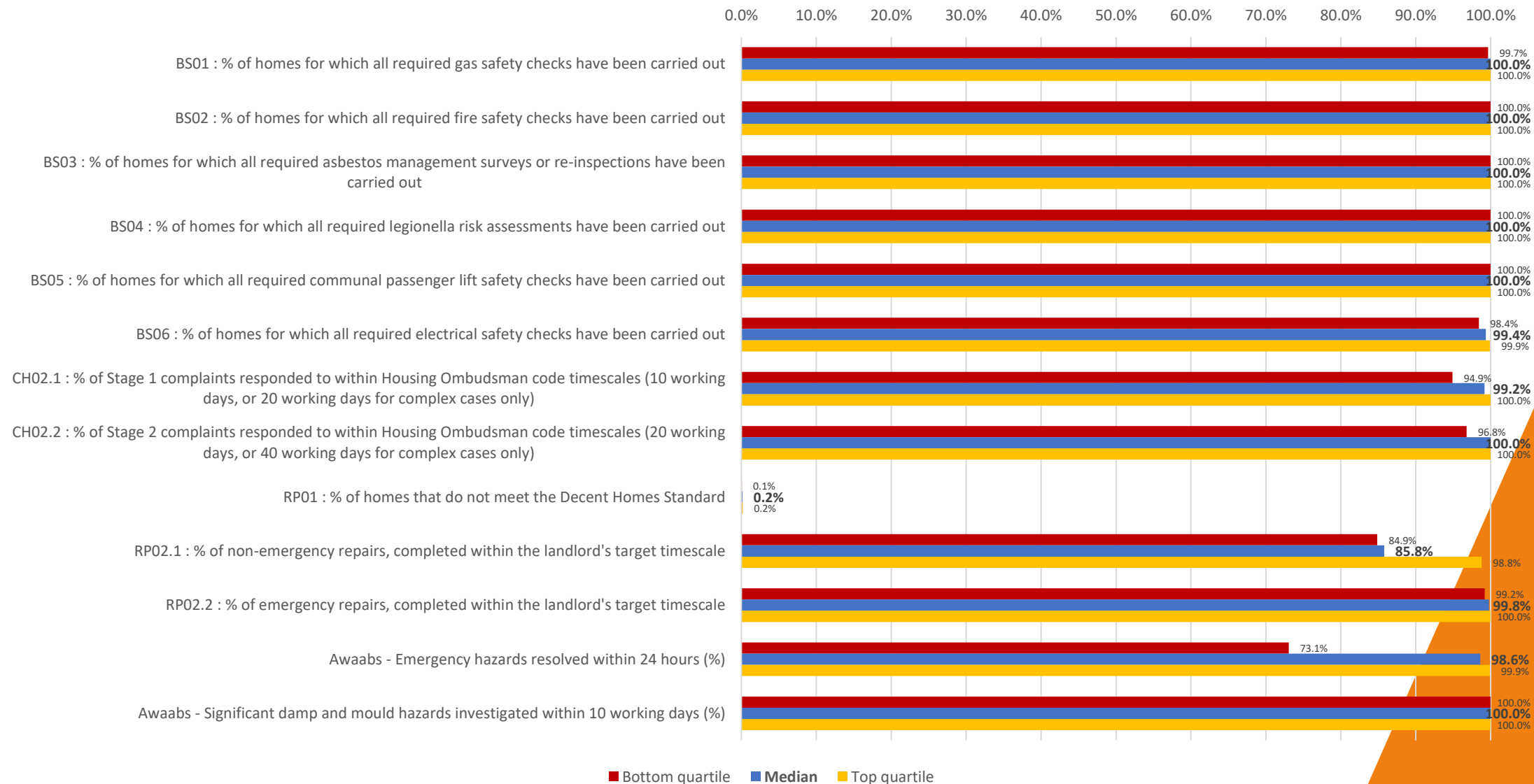
Operational signal

Repairs measures are relatively consistent: TP03 IQR 7.0 pts and TP02.2 IQR 6.5 pts.

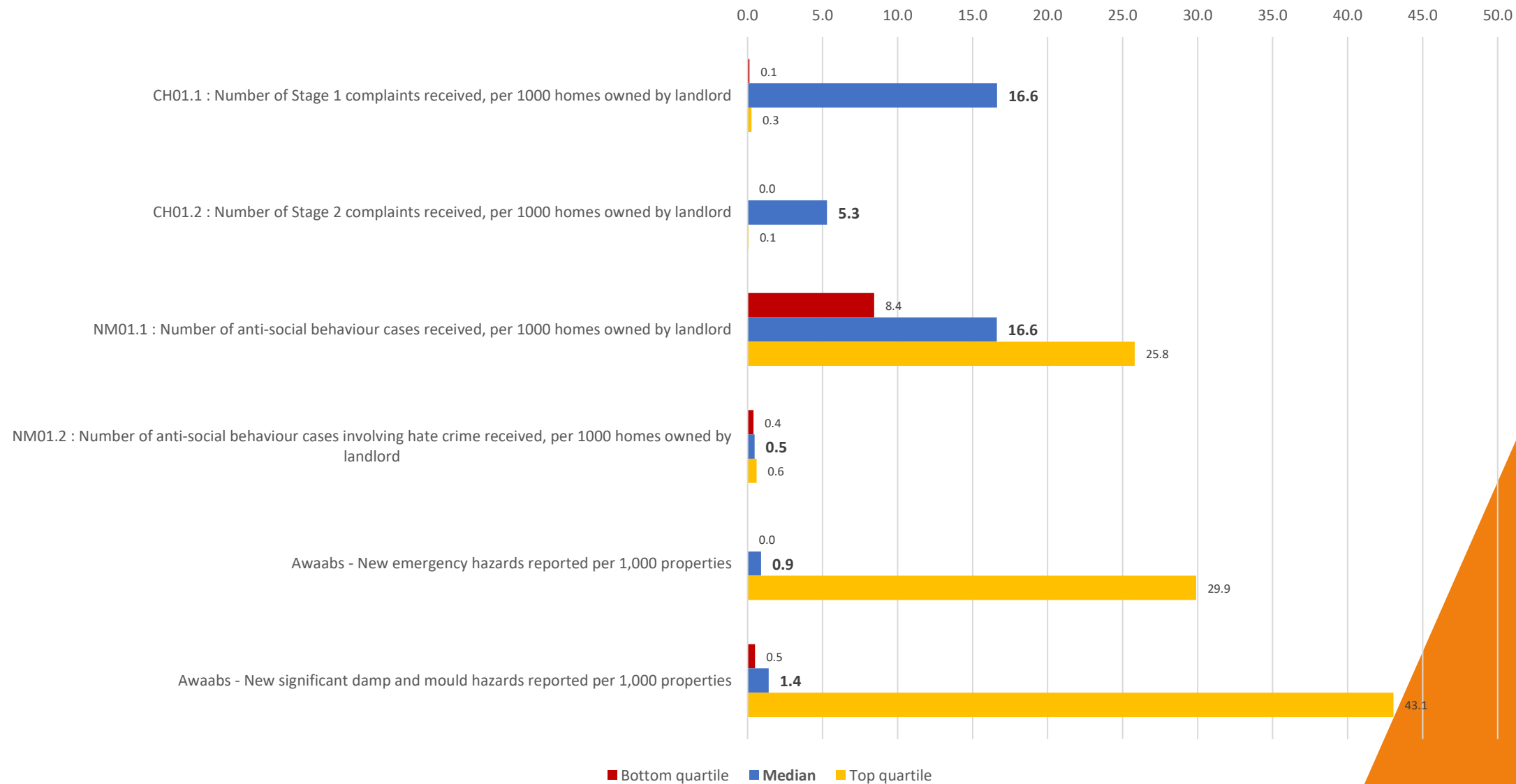
LCRA-only MI measures



LCRA-only MI measures



LCRA-only MI measures – contd.



Data tables for LCRA & Combined

Measure	LCRA ONLY			COMBINED		
	Bottom quartile	Median	Top quartile	Bottom quartile	Median	Top quartile
TP01 : % of respondents satisfied with overall services provided by landlord	74.8%	77.9%	78.9%	71.2%	75.1%	78.0%
TP02.1 : % of respondents who had a repair carried out to their home in the last 12 months	63.6%	70.0%	74.1%	63.8%	71.6%	74.1%
TP02.2 : % of respondents satisfied with the overall repairs service received	74.6%	79.5%	81.0%	74.6%	77.5%	80.0%
TP03 : % of respondents satisfied with the time taken to complete most recent repair	71.2%	73.6%	78.2%	71.8%	73.6%	75.7%
TP04 : % of respondents satisfied that the home is well maintained	73.2%	80.9%	81.9%	71.2%	78.7%	81.7%
TP05 : % of respondents satisfied that the home is safe	82.2%	85.3%	88.2%	76.2%	83.1%	86.6%
TP06 : % of respondents satisfied that the landlord listens to views and acts upon them	68.1%	72.9%	76.3%	63.7%	68.2%	74.0%
TP07 : % of respondents satisfied that the landlord keeps tenants informed about things that matter to them	77.4%	80.0%	83.7%	71.6%	77.4%	82.3%
TP08 : % of respondents agreeing that landlord treats tenants fairly and with respect	82.5%	83.3%	86.3%	80.8%	82.5%	85.0%
TP09.1 : % of respondents who have made a complaint in the last 12 months	22.6%	26.0%	26.6%	24.6%	26.6%	31.0%
TP09.2 : % of respondents satisfied with the landlord's approach to handling complaints	37.2%	41.9%	45.9%	35.8%	38.9%	42.7%
TP10.1 : % of respondents living in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining	38.3%	45.4%	47.8%	42.6%	47.8%	55.8%
TP10.2 : % of respondents satisfied that the landlord keeps communal areas clean and well maintained	67.6%	73.0%	75.7%	62.7%	70.2%	73.1%
TP11 : % of respondents satisfied that the landlord makes a positive contribution to neighbourhoods	71.2%	73.7%	75.3%	64.9%	71.2%	74.5%
TP12 : % of respondents satisfied with the landlord's approach to handling anti-social behaviour	65.4%	71.3%	73.3%	58.0%	65.4%	71.5%

Data tables for LCRA & Combined – contd.

Measure	LCRA ONLY			COMBINED		
	Bottom quartile	Median	Top quartile	Bottom quartile	Median	Top quartile
BS01 : % of homes for which all required gas safety checks have been carried out	99.7%	100.0%	100.0%	99.7%	99.9%	100.0%
BS02 : % of homes for which all required fire safety checks have been carried out	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS03 : % of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS04 : % of homes for which all required legionella risk assessments have been carried out	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS05 : % of homes for which all required communal passenger lift safety checks have been carried out	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS06 : % of homes for which all required electrical safety checks have been carried out	98.4%	99.4%	99.9%	98.4%	99.4%	99.9%
CH01.1 : Number of Stage 1 complaints received, per 1000 homes owned by landlord	10.7	14.8	24.8	10.1	15.0	21.5
CH01.2 : Number of Stage 2 complaints received, per 1000 homes owned by landlord	1.4	4.2	5.9	1.5	3.1	5.4
CH02.1 : % of Stage 1 complaints responded to within Housing Ombudsman code timescales (10 working days, or 20 working days for complex cases only)	94.9%	99.2%	100.0%	94.8%	99.3%	100.0%
CH02.2 : % of Stage 2 complaints responded to within Housing Ombudsman code timescales (20 working days, or 40 working days for complex cases only)	96.8%	100.0%	100.0%	96.5%	100.0%	100.0%
NM01.1 : Number of anti-social behaviour cases received, per 1000 homes owned by landlord	8.4	16.6	25.8	7.7	13.8	25.8
NM01.2 : Number of anti-social behaviour cases involving hate crime received, per 1000 homes owned by landlord	0.4	0.5	0.6	0.3	0.4	0.6
RP01 : % of homes that do not meet the Decent Homes Standard	0.1%	0.2%	0.2%	0.1%	0.2%	0.6%
RP02.1 : % of non-emergency repairs, completed within the landlord's target timescale	84.9%	85.8%	98.8%	83.3%	85.8%	98.9%
RP02.2 : % of emergency repairs, completed within the landlord's target timescale	99.2%	99.8%	100.0%	98.8%	99.3%	100.0%
Awaabs - New emergency hazards reported per 1,000 properties	0.0	0.9	29.9	0.2	15.4	213.7
Awaabs - New significant damp and mould hazards reported per 1,000 properties	0.5	1.4	43.1	0.7	19.0	41.4
Awaabs - Emergency hazards resolved within 24 hours (%)	73.1%	98.6%	99.9%	89.1%	97.4%	99.9%
Awaabs - Significant damp and mould hazards investigated within 10 working days (%)	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%

Data tables for LCRA & Combined – contd.

Measure	LCRA ONLY			COMBINED		
	Bottom quartile	Median	Top quartile	Bottom quartile	Median	Top quartile
Rent collected, as a % of total rent charged	93.7%	96.4%	98.7%	95.2%	96.7%	98.8%
Current tenant arrears, as a % of the annual rent debit	3.1%	3.9%	4.1%	2.9%	3.7%	4.1%
Percentage of rent receivable lost through voids	0.7%	1.0%	1.2%	0.7%	1.0%	1.5%
Average calendar days to re-let home, which does not require major works	32.8	36.7	47.9	29.2	36.7	47.9
Average calendar days to re-let home, which does require major works	44.2	63.5	85.6	44.0	60.1	76.3
% of repairs completed right first time, using landlord's definition of RFT	86.6%	89.1%	90.3%	85.6%	88.2%	89.9%
% of respondents satisfied with recent repairs service, as measured in transactional surveys	78.5%	84.2%	87.5%	77.3%	83.7%	88.7%
% of respondents satisfied overall with recent complaints service, as measured in transactional surveys	29.0%	36.2%	41.1%	26.4%	36.2%	40.0%
% of respondents satisfied with recent ASB service, as measured in transactional surveys	40.9%	46.2%	58.0%	40.4%	50.0%	60.7%
Finance - Operating Margin	13.2%	17.2%	17.3%	14.2%	17.3%	19.3%
Finance - Average cost per housing unit	£ 2,067.75	£ 3,899.50	£ 5,466.60	£ 1,188.00	£ 2,361.00	£ 5,438.00
Finance - Service charge cost recovery	85.5%	89.0%	92.5%	89.0%	96.0%	96.8%
Disrepair: Average cost per legal case	£ 4,564.00	£ 6,000.00	£ 6,550.50	£ 2,457.00	£ 4,564.00	£ 6,275.25
Disrepair: Average time to resolve cases (months)	14.8	17.9	20.9	8.5	11.7	17.9
HR - % staff turnover (voluntary and involuntary, excluding short term contracts)	3.6%	11.6%	12.3%	3.4%	7.2%	11.6%
HR - Staff sickness as a % of all available working hours (including both short and long term sickness)	3.7%	4.3%	5.0%	3.9%	4.4%	4.8%

League Tables

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League Tables

									CH02.1 : % of Stage 1 complaints responded to within Housing Ombudsman code timescales (10 working days, or 20 working days for complex cases only)	CH02.2 : % of Stage 2 complaints responded to within Housing Ombudsman code timescales (20 working days, or 40 working days for complex cases only)
	BS01 : % of homes for which all required gas safety checks have been carried out	BS02 : % of homes for which all required fire safety checks have been carried out	BS03 : % of homes for which all required asbestos management surveys or re-inspections have been carried out	BS04 : % of homes for which all required legionella risk assessments have been carried out	BS05 : % of homes for which all required communal passenger lift safety checks have been carried out	BS06 : % of homes for which all required electrical safety checks have been carried out	CH01.1 : Number of Stage 1 complaints received, per 1000 homes owned by landlord	CH01.2 : Number of Stage 2 complaints received, per 1000 homes owned by landlord		
Arawak Walton	1	1	1	1	1	9	4	1	1	
BeOne	N/A	N/A	N/A	N/A	N/A	N/A	10	11	9	12
Bury MBC	9	1	1	1	1	11	8	7	1	1
First Choice Homes Oldham	7	1	1	1	1	4	N/A	N/A	N/A	N/A
ForHousing	1	1	1	1	1	4	11	12	1	1
Irwell Valley	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Jigsaw Homes	8	1	1	12	11	1	6	5	12	10
Mosscares St Vincent's	10	11	1	1	1	8	7	10	7	1
Regenda	1	1	1	1	1	6	5	3	8	11
Riverside	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Rochdale Boroughwide Housing	11	12	1	1	1	7	2	6	11	1
Salix Homes	1	1	1	1	1	10	9	8	6	8
Southway Housing	12	1	1	1	12	N/A	12	9	10	9
Stockport Homes	1	1	1	1	1	3	1	1	1	1
Wythenshawe Community Housing Group	6	1	1	1	1	1	3	4	1	1

	NM01.1 : Number of anti-social behaviour cases received, per 1000 homes owned by landlord	NM01.2 : Number of anti-social behaviour cases involving hate crime received, per 1000 homes owned by landlord	RP01 : % of homes that do not meet the Decent Homes Standard	RP02.1 : % of non-emergency repairs, completed within the landlord's target timescale	RP02.2 : % of emergency repairs, completed within the landlord's target timescale	Awaabs - New emergency hazards reported per 1,000 properties	Awaabs - New significant damp and mould hazards reported per 1,000 properties	Awaabs - Emergency hazards resolved within 24 hours (%)	Awaabs - Significant damp and mould hazards investigated within 10 working days (%)
Arawak Walton	2	1	1	2	1	3	6	1	1
BeOne	9	5	8	7	6	6	5	2	1
Bury MBC	1	1	12	11	10	N/A	N/A	N/A	N/A
First Choice Homes Oldham	N/A	N/A	4	N/A	N/A	N/A	N/A	N/A	N/A
ForHousing	8	4	10	10	12	4	3	3	1
Irwell Valley	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Jigsaw Homes	12	3	6	N/A	9	5	4	4	5
Mosscares St Vincent's	7	11	2	9	1	N/A	N/A	N/A	N/A
Regenda	6	9	N/A	1	8	N/A	N/A	N/A	N/A
Riverside	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Rochdale Boroughwide Housing	5	6	9	8	4	N/A	N/A	N/A	N/A
Salix Homes	11	9	11	5	1	N/A	N/A	N/A	N/A
Southway Housing	3	7	5	6	7	1	1	N/A	1
Stockport Homes	4	8	3	3	5	N/A	N/A	N/A	N/A
Wythenshawe Community Housing Group	10	12	6	4	11	1	2	5	6