

What are Tenant Satisfaction Measures?

Tenant Satisfaction Measures (TSMs) are part of the Regulator of Social Housing’s Consumer Standards.

They show how residents feel about their homes, safety and the services we provide — including how well we listen and respond when things go wrong.

We use TSMs to:

- Understand residents’ experiences.
- Identify what we do well.
- Highlight where we need to improve.
- Compare our performance with other housing providers.

These results are published in line with the Regulator’s reporting requirements.

How We Collect This Information

- Feedback was gathered from residents in January 2024 (next due January 2026).
- Management data covers 1st April 2024 – 31 March 2025.
- Results reflect residents living in rented and shared ownership homes.
- Surveys were carried out in accordance with the Regulator’s TSM methodology.

Our Most Recent Tenant Satisfaction Measures

Overall Service

Measure Code	Measure	What this shows	Result
TP01	Overall satisfaction with landlord services	How satisfied residents are with the overall service provided by Lace Housing	93%
TP02	Satisfaction with repairs service	How well residents feel repairs are handled, from reporting to completion	94%
TP03	Satisfaction with time taken to complete most recent repair	How quickly repairs are completed once reported	91%

Safety and Quality

Measure Code	Measure	What this shows	Result
TP04	Satisfaction that home is well maintained	Whether residents feel their home is kept in good condition	96%
TP05	Satisfaction that home is safe	Whether residents feel safe in their home and building	95%
RP01	Homes that do not meet the Decent Homes Standard	To allow comparison to other landlords.	0%
RP02	Repairs completed within target timescale	Emergency Repairs completed within 24 hours. Non-emergency repairs completed within target timescale.	100% 99.64%
BS01	Gas Safety Checks	Our performance on completing gas safety checks.	100%
BS02	Fire Safety Checks	Our performance on completing fire risk assessments.	100%
BS03	Asbestos Safety Checks	Our performance on completing asbestos safety checks.	100%
BS04	Water Safety Checks	Our performance on completing legionella risk assessments.	100%
BS05	Lift Safety Checks	Our performance on arranging 6 monthly statutory lift inspections.	100%

Listening, Fairness and Neighbourhoods

Measure Code	Measure	What this shows	Result
TP06	Satisfaction that landlord listens and acts on views	How well we listen and respond to resident feedback	86%
TP07	Satisfaction with keeping residents informed	How clear and timely our communication is	96%
TP08	Agreement that landlord treats residents fairly and with respect	Whether residents feel respected and treated fairly	95%
TP10	Satisfaction with communal areas	Cleanliness and maintenance of shared spaces	96%
TP11	Satisfaction with positive contribution to neighbourhoods	How we support the area around your scheme	92%
TP12	Satisfaction with handling anti-social behaviour	How we respond to ASB concerns	87%

Complaints Handling

Measure Code	Measure	What this shows	Result
TP09	Satisfaction with complaints handling	How satisfied residents are with how complaints are handled	44%
CH01:	CH01: Complaints relative to our size. Stage 1 Complaints. Stage 2 Complaints.	Number of complaints received compared to other landlords.	9.010
CH02	Stage 1 complaints responded to within timescale	Percentage of stage one complaints answered on time	75%
CH02	Stage 2 complaints responded to within timescale	Percentage of escalated complaints answered on time	N/A

Anti-Social Behaviour

Measure Code	Measure	What this shows	Result
NM01	Number of anti-social behaviour cases opened (per 1,000 homes).	Number of cases received compared to other landlords.	18.02
NM01:	Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes).	Number of cases received compared to other landlords.	0

About Complaints Results

Complaints data helps us understand where we need to improve. Where complaints are upheld, we use learning to:

- Improve services.
- Update processes.
- Share learning with teams and the Board.

Our **Complaints and Learning Report** explains what we've changed as a result of resident feedback.

Using These Results

TSMs are reviewed by our leadership team and Board and form part of our wider performance and transparency reporting.

We publish updates on improvements through our *"You Said, We Did"* approach.