



Tenant Satisfaction Measures Perception Survey Results January 2026

In January 2026, we completed our latest Tenant Satisfaction Measures (TSM) perception survey, delivered independently by Acuity via telephone.

The survey is required every two years under the Regulator of Social Housing's Transparency, Influence and Accountability (TIA) Standard. It gives residents the opportunity to share their experience of our services.

We are pleased to share the headline results below.

Headline Results

Overall, results show strong performance across most measures. Scores are consistently above the Acuity Q2 Registered Provider peer median (all registered providers and local authorities completing their TSM survey through Acuity), and most measures have improved since our 2024 survey.

Core Tenant Satisfaction Measures

Measure	2026	Peer Median	2024
Overall satisfaction with services	95%	78%	93%
Home is well maintained	96%	77%	96%
Home is safe	99%	82%	95%
Communal areas well maintained	99%	71%	96%
Satisfaction with most recent repair	97%	80%	94%
Satisfaction with time taken to complete repair	97%	72%	91%
Positive contribution to neighbourhood	94%	69%	92%
Approach to handling anti-social behaviour	93%	62%	87%
Listens and acts on views	82%	65%	86%
Keeps residents informed	95%	75%	96%
Treated fairly and with respect	97%	83%	95%
Satisfaction with complaint handling	55%	40%	44%



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Additional Resident Feedback (Non-TSM Questions)

Alongside the mandatory TSM questions, we included additional measures to understand resident experience more fully.

Measure	2026	2024
Satisfaction with repairs & maintenance	91%	86%
Easy to deal with	94%	90%
Agree we care about residents' wellbeing	96%	94%
Agree they can trust us	95%	—
Agree we are open and transparent	91%	—
Net Promoter Score	+78	+70

Our Net Promoter Score places us above the Survey Money upper quartile benchmark of +73.

Complaint Handling

Satisfaction with complaint handling remains our lowest-scoring TSM at 55% (2023/24: 44%).

While this represents improvement and is above the peer median, complaint satisfaction is consistently lower across the housing sector.

This year's survey included additional questions about complaint type and whether residents received a formal response. Initial analysis has been completed, and further work is underway to identify learning and improvement actions.

Supporting Safety and Awaab's Law Readiness

We also used the survey to gather information about:

- Damp and mould concerns.
- Resident vulnerabilities.
- Support needs.

This supports our approach to safety and readiness for Awaab's Law.



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What happens next?

These results reflect residents' strong levels of satisfaction with safety, repairs, fairness and communication.

Further analysis will be presented to the Board in March, and a full publication including management information (required annual TSM data) will be shared following the end of the financial year.

We remain committed to:

- Listening to residents.
- Acting on feedback.
- Delivering safe, well-maintained homes.
- Improving how we handle complaints.

Thank you to everyone who took part in the survey.

People | Places | Partnerships

These results reflect the collective effort of our colleagues, volunteers and partners working together across Lincolnshire.

People – Residents tell us they feel safe, respected and treated fairly, and that we genuinely care about their wellbeing.

Places – High satisfaction with repairs, safety and communal areas shows the importance of investing in well-maintained homes and welcoming environments.

Partnerships – Working collaboratively with residents, contractors and local partners enables us to respond quickly, learn from feedback and continuously improve.

We remain committed to listening, learning and strengthening all three — so that residents continue to experience homes and services they can trust.