

Tenant Satisfaction Measures 2025/26

The Tenant Satisfaction Measures (TSM's) were introduced by the Regulator of Social Housing (RSH) in April 2023. The TSM's are designed to evaluate the performance of social housing landlords in key areas, such as property maintenance, safety, tenant engagement and neighbourhood management, with the aim of ensuring that the quality of homes and services provided to tenants meet the highest standards.

Tenant Perception Survey - Summary of Approach

The RSH requires that landlords produce a “summary of approach”, showing the ways in which the data was collected, analysed, and the rationale for approaching the survey in this way.

FHA has undertaken to carry out a Tenant Perception Survey every 2 years, with the first survey taking place during the Autumn of 2023, a new survey was carried out during the Autumn of 2025. This timeframe was appropriate as it allowed time for the data to be compiled whilst still being relevant to the other TSM's being published. It also provided the opportunity to extend the survey if necessary to ensure a sufficient response rate was achieved.

The tenant perception measures were generated using data from the 2025 tenant perception survey. The data used was collected as part of single integrated survey exercise between September and November 2025.

The perception survey question wording and response options were included exactly as required by the RSH, regardless of whether they were asked as part of the online survey, postal survey or asked by a reader as part of a telephone survey. The questions were asked in the exact order required by the RSH. The purpose of the tenant perception and that it would be used to calculate TSMs was communicated to tenants on the survey form or verbally when completed by phone.

In addition to the twelve tenant perception survey questions required by the RSH, further questions were asked to allow FHA to benchmark performance in other service areas. Questions were also asked about tenant characteristics so that FHA could ensure that the responses were representative of the tenant population.

Family Housing Association chose to conduct the survey and calculate perception measures in-house as it was felt this offered best value for money for our tenants. The costs to use external marketing specialist organisations felt disproportionately high. FHA took a Census Approach, meaning that every FHA tenant was invited to participate in the survey, rather than targeting just a proportion of tenants. FHA has only ever provided low cost rent accommodation and so has no requirement to report data relating to Low Cost Home Ownership.

Those tenants for whom FHA have an email address or mobile phone number were invited to complete the survey online using Google Forms. Those tenants for which

FHA do not have an email address or mobile phone number or did not complete the online survey when invited to do so, were sent a postal version to complete and return in a free post envelope. Tenants were also advised in covering letters, text messages, and emails that they can also contact our office to complete the survey over the phone if they prefer.

FHA has not shared individual responses to survey questions internally or externally beyond the staff required to complete the TSMs. This is to protect respondent confidentiality and to give respondents confidence to give honest feedback.

In order to encourage participation and reward tenants for giving up their time, there was a prize draw for 5 prizes of £50 each, which was boosted to £75 for tenants who responded within 7 days.

Response

When considering the survey results, it is important to consider whether those that responded are representative of the FHA tenant population.

- There were 201 respondents to the survey, out of a total of 401 properties, so this represents 50.12% of the tenant population.
- 7.46% of respondents said they were aged between 16 and 29. 7.7% of FHA tenants are aged between 16 and 29.
- 20.4% of respondents said they were aged between 30 and 49. 27.8% of FHA tenants are aged between 30 and 49.
- 38.81% of respondents said they were aged between 50 and 64. 33.2% of FHA tenants are aged between 50 and 64.
- 32.34% of respondents said they were aged over 65. 31.3% of FHA tenants are aged over 65.
- 17.4% of respondents were from sheltered housing. 14.2% of FHA stock is sheltered housing.
- 18.9% of respondents are recorded as having a disability. 18.1% of the FHA tenant population have previously declared a disability.
- 3.59% of respondents said their ethnic origin was anything other than White British. 6% of the FHA tenant population have declared their ethnic origin was anything other than White British in the last FHA EDI survey.
- 70% of the responses were completed online in response to text messages and emails. 18% were done through postal survey. 12% were done through a telephone survey or online in response to a telephone call prompt.
- FHA believes this is statistically a good and balanced proportion representative of the tenant population.

TSM's measured by landlord

The ten TSMs that were measured directly by FHA for the reporting period were populated using data on our computer Housing Management System (HMS). The HMS has data about all aspects of tenancy management which is continuously updated and monitored in the day-to-day services FHA provides to our tenants. The results for these ten TSM's are for the period April 2025 to March 2026.

Results

TSM	Service Area	Result
TP01:	Overall Satisfaction	97.01%
TP02:	Satisfaction with Repairs	98.80%
TP03:	Satisfaction with time taken to complete most recent repair	98.19%
TP04:	Satisfaction that the home is well maintained	97.99%
TP05:	Satisfaction that the home is safe	96.50%
TP06:	Satisfaction that the landlord listens to tenant views and acts upon them	96.39%
TP07:	Satisfaction that the landlord keeps tenants informed about things that matter to them	94.39%
TP08:	Agreement that the landlord treats tenants fairly and with respect	99.50%
TP09:	Satisfaction with the landlord's approach to handling complaints	91.67%
TP10:	Satisfaction that the landlord keeps communal areas clean and well maintained	96.55%
TP11:	Satisfaction that the landlord makes a positive contribution to neighbourhoods	86.70%
TP12:	Satisfaction with the landlord's approach to handling anti-social behaviour	95.30%
RP01:	Homes that do not meet the Decent Homes Standard	0%
RP02:	Repairs completed within target timescale	
	Percentage of emergency repairs completed within target time	100.00%
	Percentage of non-emergency repairs completed within target time	92.91%
BS01:	Gas safety checks	100%
BS02:	Fire safety checks	100%
BS03:	Asbestos safety checks	100%
BS04:	Water safety checks*	N/A
BS05:	Lift safety checks*	N/A
CH01:	Complaints relative to the size of the landlord	
	Stage 1 complaints per 1000 homes	14.96
	Stage 2 complaints per 1000 homes	4.99
CH02:	Stage 1 complaint responses within timescales	100%
	Stage 2 complaint responses within timescales	100%
NM01:	Anti-social behaviour cases relative to the size of the landlord	
	ASB cases per 1000 homes	64.83
	ASB cases (Hate incidents) per 1000 homes	2.49

* FHA does not have properties with shared lifts or shared water facilities.

Verification

The previous Tenant Perception Survey carried out in 2023 was subject to Audit by an external consultant, Harvey Guinan, as part of FHA's Internal Audit programme. The audit concluded that our approach was appropriate and that the tools used generated accurate results. Exactly the same approach and data processing tools were utilised during the survey carried out in 2025.

Conclusions

Most of the twelve TSMs collected in 2025 using the tenant perception survey were very positive. Family Housing Association Staff Team were very pleased with the outcome, which was endorsed by the feedback received from the Board. However, we were not complacent and recognised there are areas in which we can improve.

Complaint handling – The results in this survey have improved significantly since the survey in 2023, with a satisfaction level of 91.67%. However, there is still room for improvement in this important area. FHA continues to follow the Ombudsman's Complaint Handling Code and looks to continuously improve and learn from the complaints we receive.

Contribution to the neighbourhood – As a small Housing Association it is more difficult to have a strong influence on the neighbourhood. Staff recognise that should not be seen as an excuse to try and make a difference and so take every opportunity to improve our communication to tenants when we are able to achieve this.

The ten TSM's collected by FHA directly during 2025/26 are positive. The 14.96 rate of Stage 1 complaints per 1000 homes remains low, although has increased from 4.99 last year. The overall high tenant satisfaction levels go some way to explaining why we have received so few complaints, with overall satisfaction at 97.07%. When looking for ways to achieve continuous improvement, FHA staff recognise that the low number of complaints could mean some tenants do not know how to complain, so we will continue to promote our complaints process through the website, social media, newsletter, annual report, surveys, and in verbal communication when interacting with tenants. The Board and Customer Panel regularly review our complaints to look for ways to improve performance.

The number of Anti-Social Behaviour (ASB) cases per 1000 homes 64.83, and number of Hate incidents at 2.49, have reduced slightly from last year at 72.32 and 4.99 respectively. FHA operates in communities where ASB is prevalent. Tenants often have complex issues and support needs. Staff continue to actively promote the importance of tenants reporting ASB during this time. Staff continue to work with the Police, other local Housing Associations and relevant agencies to address ASB issues and will continue to do so and have invested significant resources into managing ASB issues during the year.

The TSM results and the summary of approach were published on FHA's website by 30th June 2026 as required by the RSH and a summary will also be in the Annual Report to tenants for 2026.



TENANT SATISFACTION SURVEY

Please complete this survey and return in the envelope provided. Everyone returning a survey will be entered into a draw with 5 prizes of £50 Store Vouchers to be won (£75 if you respond within 7 days). If you prefer, you can call the office and provide your answers over the phone, or fill in online at www.familyha.org. Please return your questionnaire before 7th November 2025. Your responses will be stored anonymously, so when analysing the results, we won't be able to identify you. This survey will be used to publish our Tenant Satisfaction Measures.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Family Housing Association?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

Has Family Housing Association carried out a repair to your home in the last 12 months?

Yes No

If yes, how satisfied or dissatisfied are you with the overall repairs service from Family Housing Association over the last 12 months?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

How satisfied or dissatisfied are you that Family Housing Association provides a home that is well maintained?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Family Housing Association provides a home that is safe?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

How satisfied or dissatisfied are you that Family Housing Association listens to your views and acts upon them?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

How satisfied or dissatisfied are you that Family Housing Association keeps you informed about things that matter to you?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

To what extent do you agree or disagree with the following "Family Housing Association treats me fairly and with respect"?

Strongly Agree Agree Neither Disagree Strongly Disagree

Please turn over to continue the survey

Have you made a complaint to Family Housing Association in the last 12 months?

Yes

No

If yes, how satisfied or dissatisfied are you with Family Housing Association's approach to complaints handling?

Very
Satisfied

Fairly
Satisfied

Neither

Fairly
Dissatisfied

Very
Dissatisfied

Communal Area Questions

Do you live in a building with communal areas, either inside or outside, that Family Housing Association is responsible for maintaining?

Yes - Please answer the rest of the questions on this page

No - Please skip to the next page of the Survey

If yes, how satisfied or dissatisfied are you that Family Housing Association keeps these communal areas clean and well maintained?

Very
Satisfied

Fairly
Satisfied

Neither

Fairly
Dissatisfied

Very
Dissatisfied

How satisfied or dissatisfied are you with the communal area gardening service that Family Housing Association provides?

Very
Satisfied

Fairly
Satisfied

Neither

Fairly
Dissatisfied

Very
Dissatisfied

How satisfied or dissatisfied are you with the window cleaning service that Family Housing Association provides?

Very
Satisfied

Fairly
Satisfied

Neither

Fairly
Dissatisfied

Very
Dissatisfied

If you live in a building with shared internal communal areas, how satisfied or dissatisfied are you with the cleaning service that Family Housing Association provides?

N/A

Very
Satisfied

Fairly
Satisfied

Neither

Fairly
Dissatisfied

Very
Dissatisfied

Please continue the Survey on the next page

How satisfied or dissatisfied are you that Family Housing Association makes a positive contribution to your neighbourhood?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

How satisfied or dissatisfied are you with Family Housing Association's approach to handling anti-social behaviour?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

How satisfied or dissatisfied are you with the quality of your home?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

How satisfied or dissatisfied are you that Family Housing Association is easy to deal with?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

How satisfied or dissatisfied are that your rent offers value for money?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

If your rent includes a service charge, how satisfied or dissatisfied are you with the value for money for the service charge? N/A Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

Equality questions are used to see if minority groups have a different experience of FHA

What is your age group? Prefer not to say 16-29 30-49 50-64 65+

What is your ethnicity? Prefer not to say White British White Irish White Other

Asian / Asian British Black / African / Caribbean / Black British Gypsy / Roma

Other ethnic group

By default this tenant satisfaction survey will remain anonymous but some tenants may wish to discuss their survey responses with us. Would you like a member of staff from Family Housing Association to contact you to discuss any of the feedback you have provided?

No I want my survey to remain anonymous - don't contact me

Yes I would like a member of staff to contact me to discuss my survey responses.

If there anything else that you would like to tell us as part of this survey, please write it here.

Thanks for completing the Survey - Please return in the envelope provided