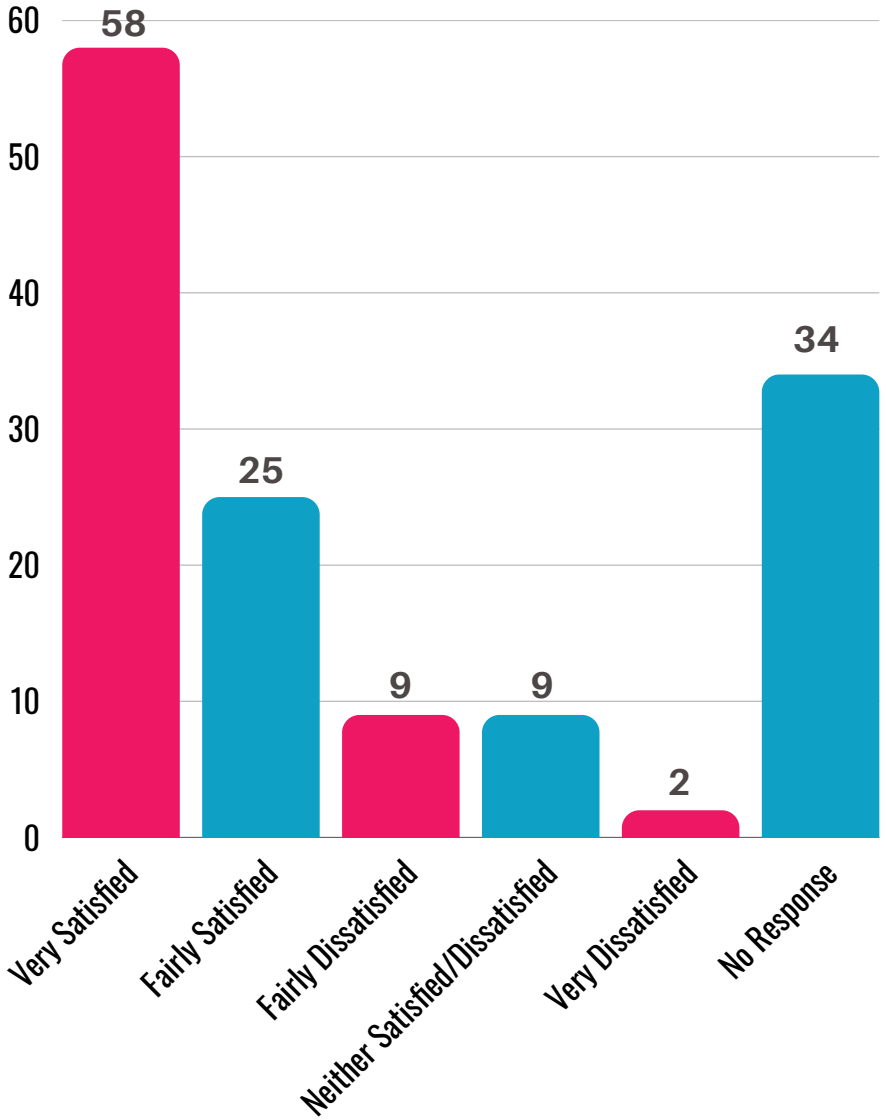
TSM Survey Results 2025/26

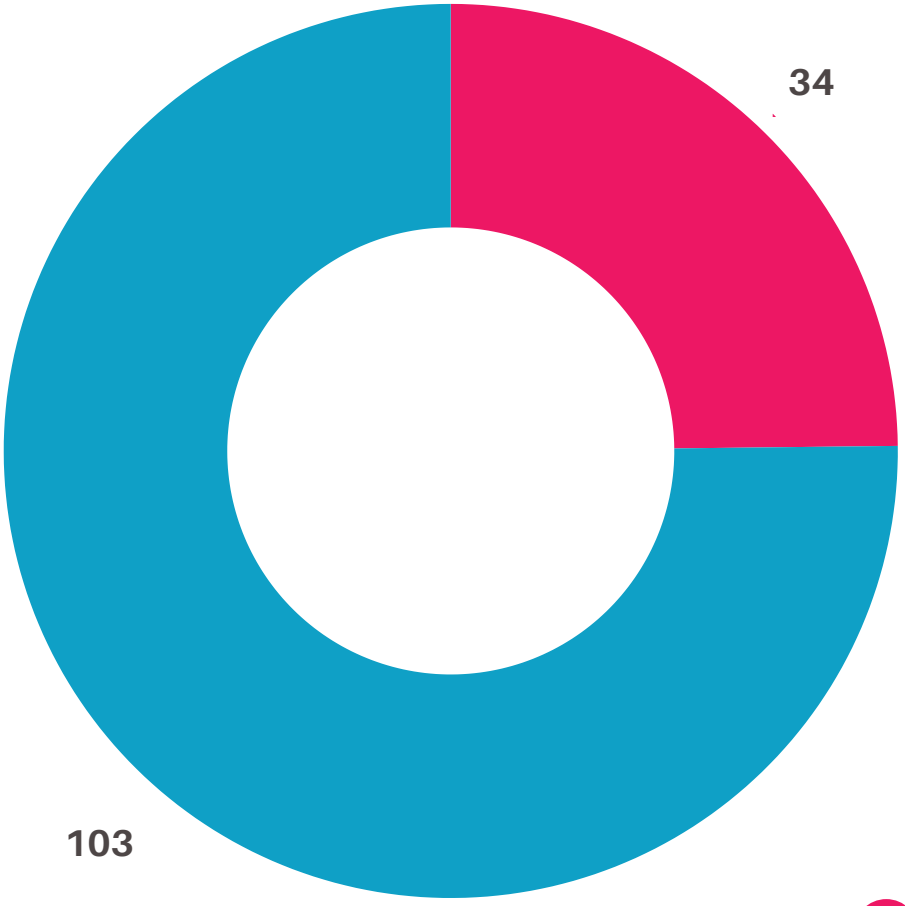
Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?



> "Anything I've reported has been sorted straight away.

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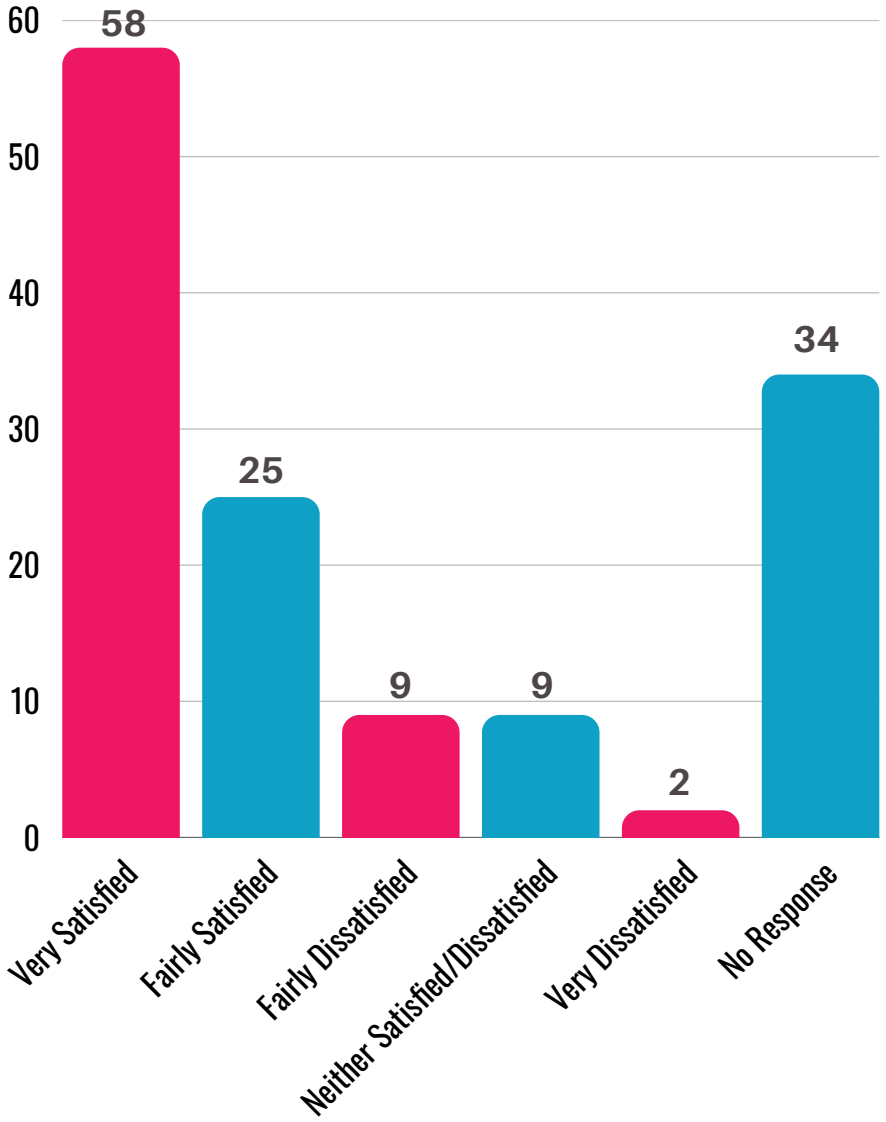
Has your landlord carried out a repair to your home in the last 12 months?



> Brilliant, Excellent, Amazing!

TSM Survey Results 2025/26

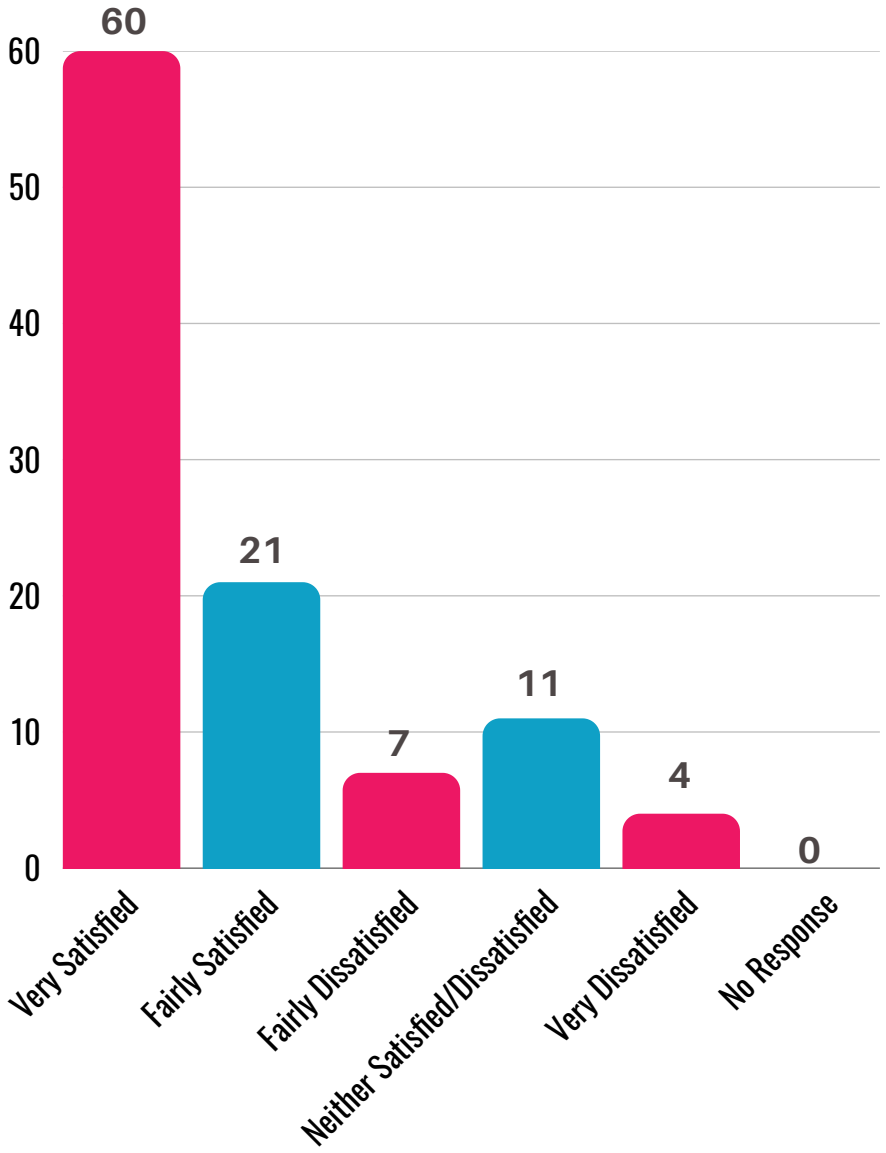
How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?



> Repaired it straight away.

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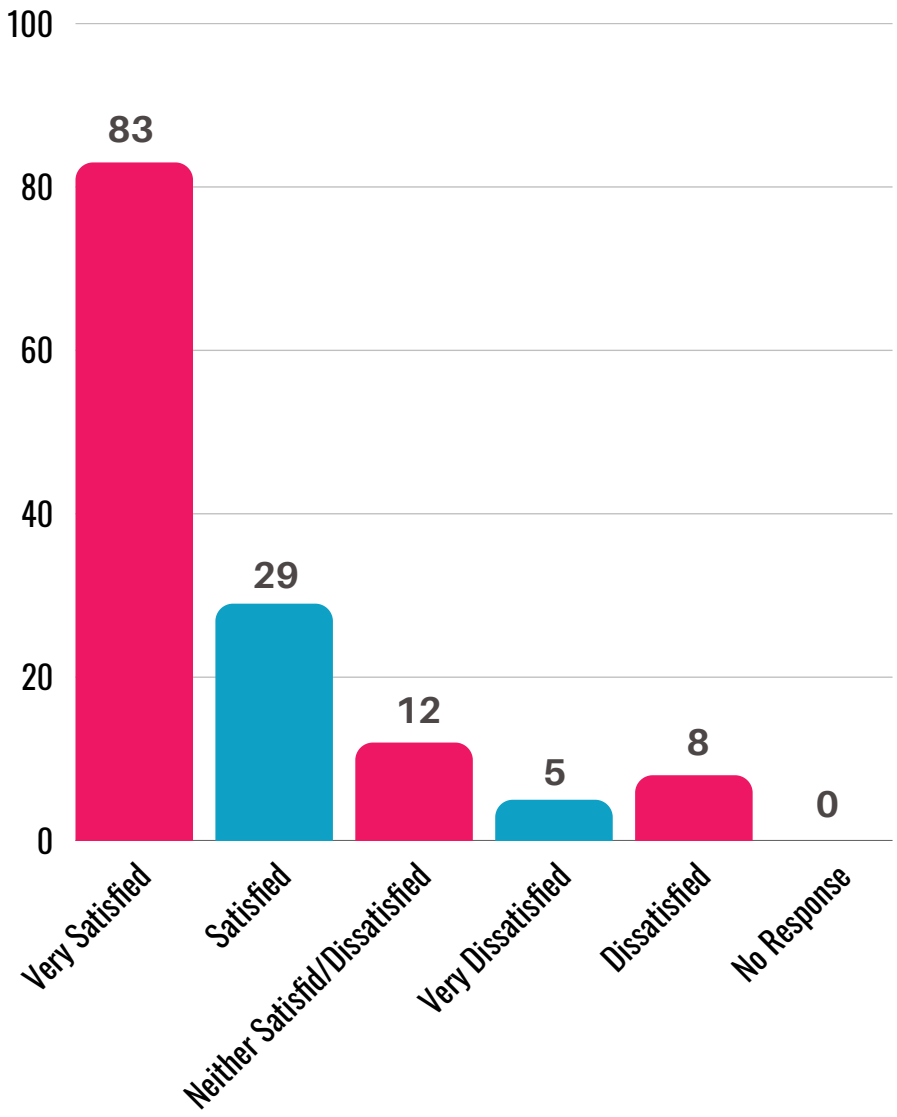
How satisfied or dissatisfied are vou with the time taken to complete your most recent repair after you reported it?



> “Good service, no improvement!

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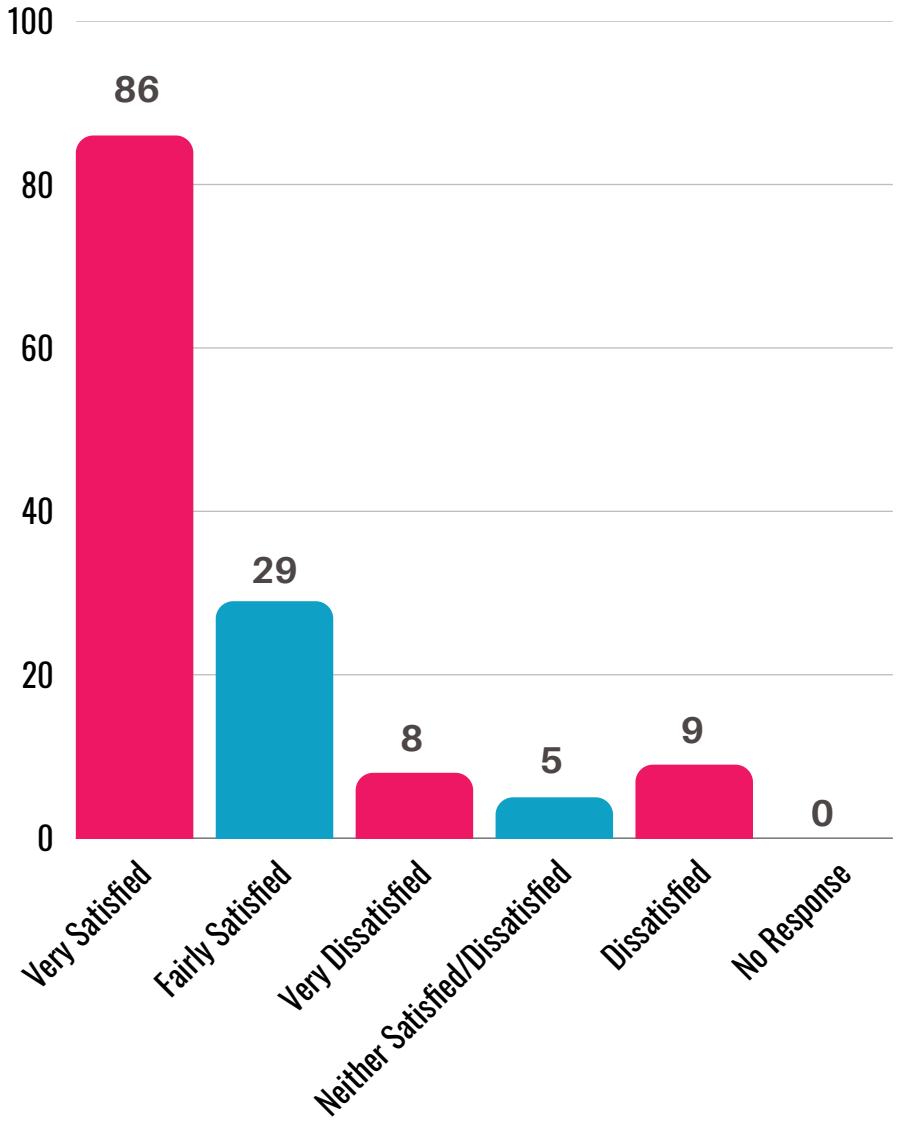
How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?



100% Satisfied with the repairs service.

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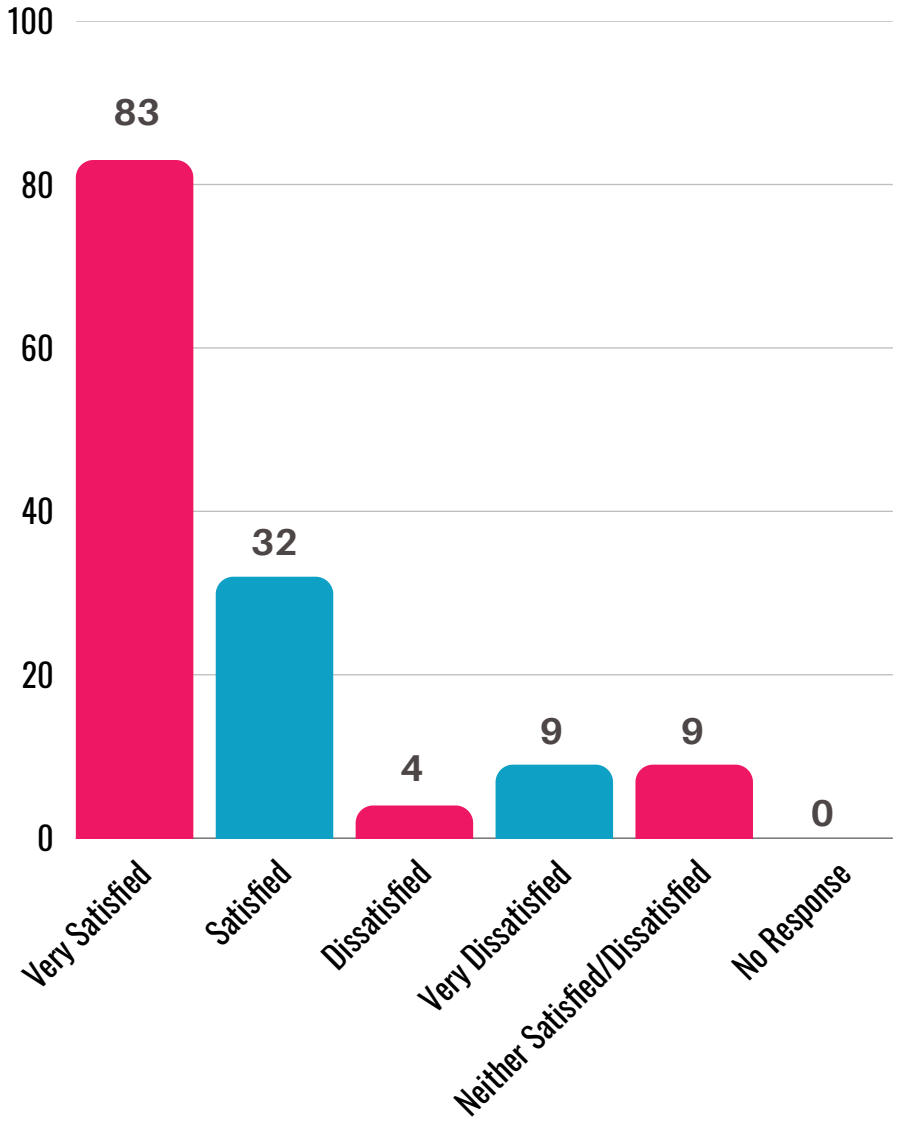
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?



> I don't think the service can be improved.

TSM Survey Results 2025/26

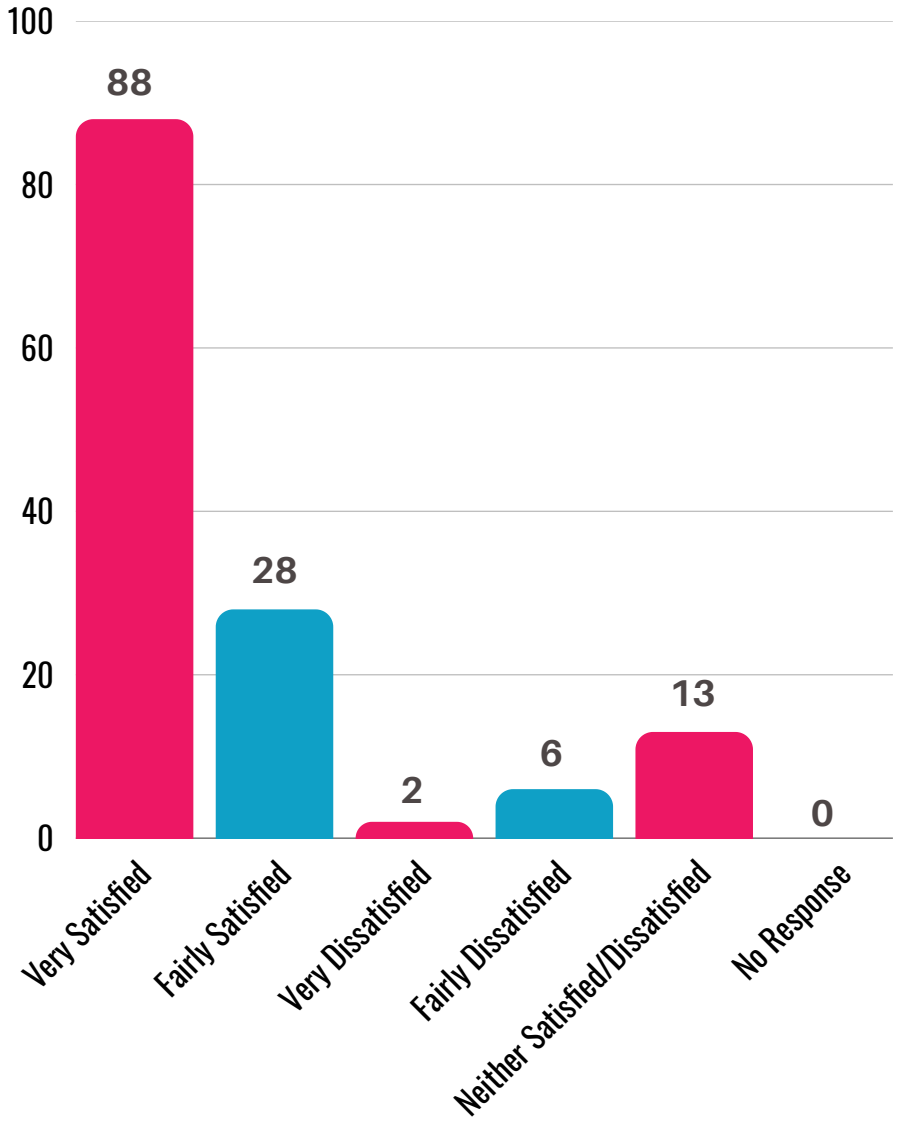
How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?



> Staff are amazing

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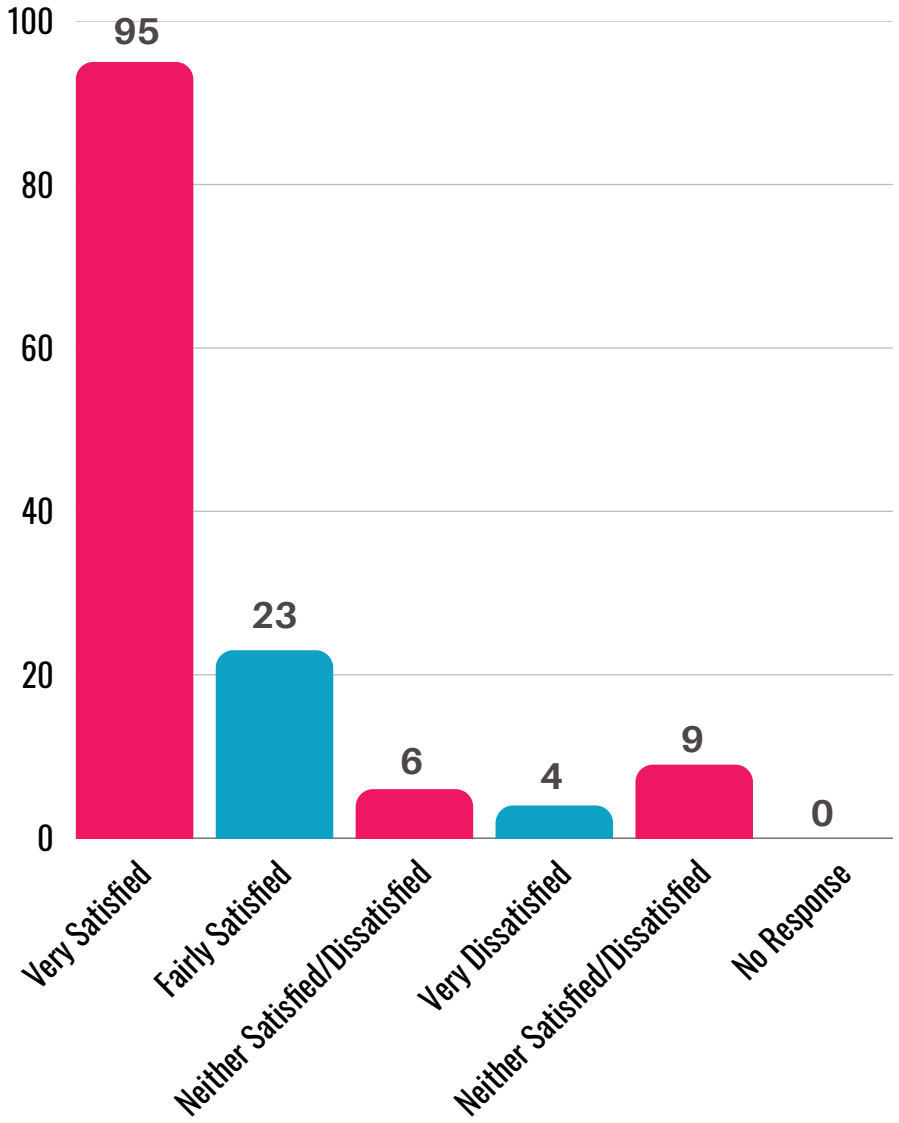
How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?



> “Everything is good.

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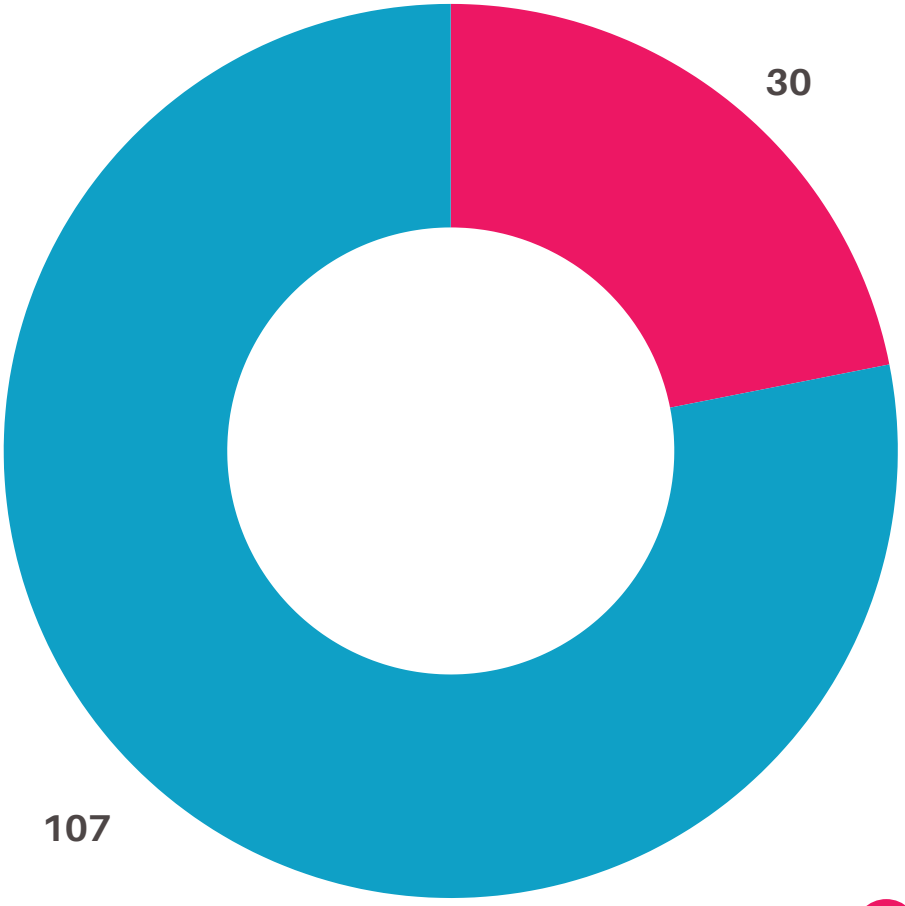
To what extent do you agree or disagree with the following statement: "My landlord treats me fairly and with respect."



> "All good

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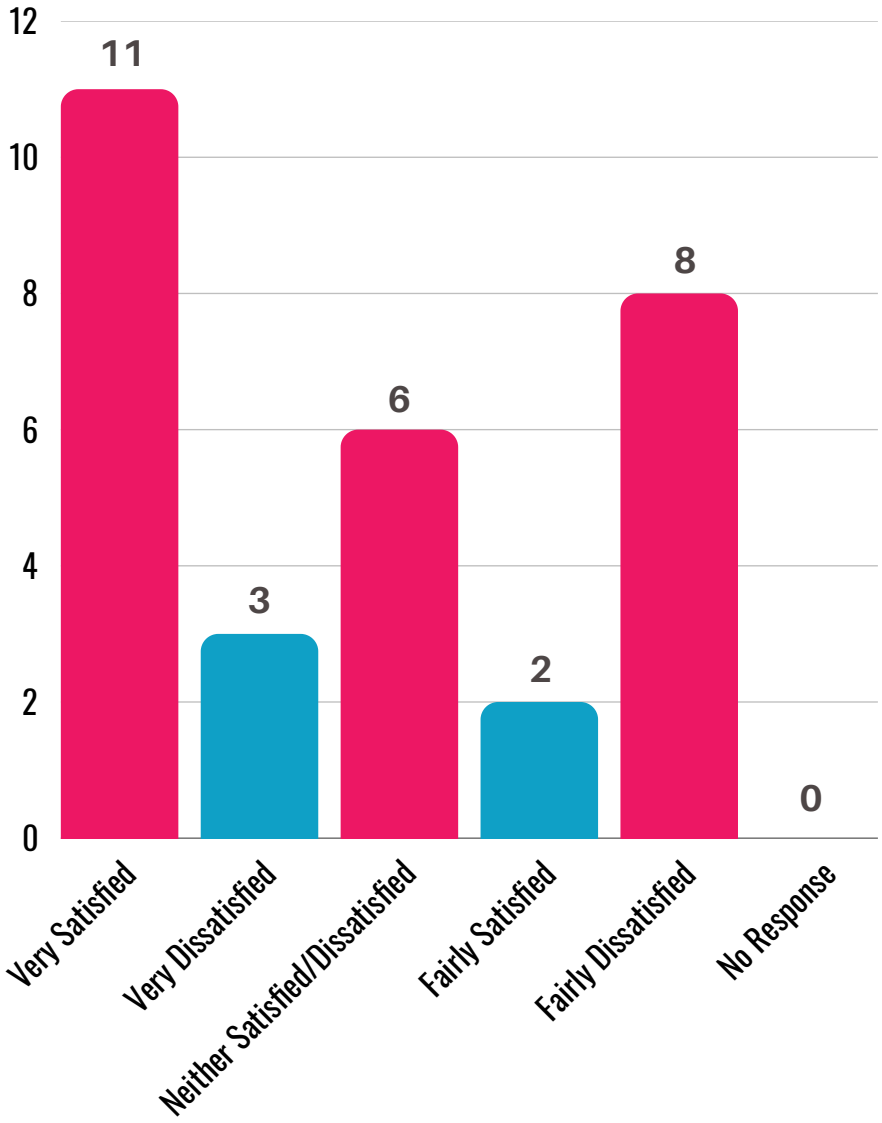
Have you made a complaint to your landlord in the last 12 months?



> None, you're brilliant!

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How satisfied or dissatisfied are you with your landlord's approach to complaints handling?

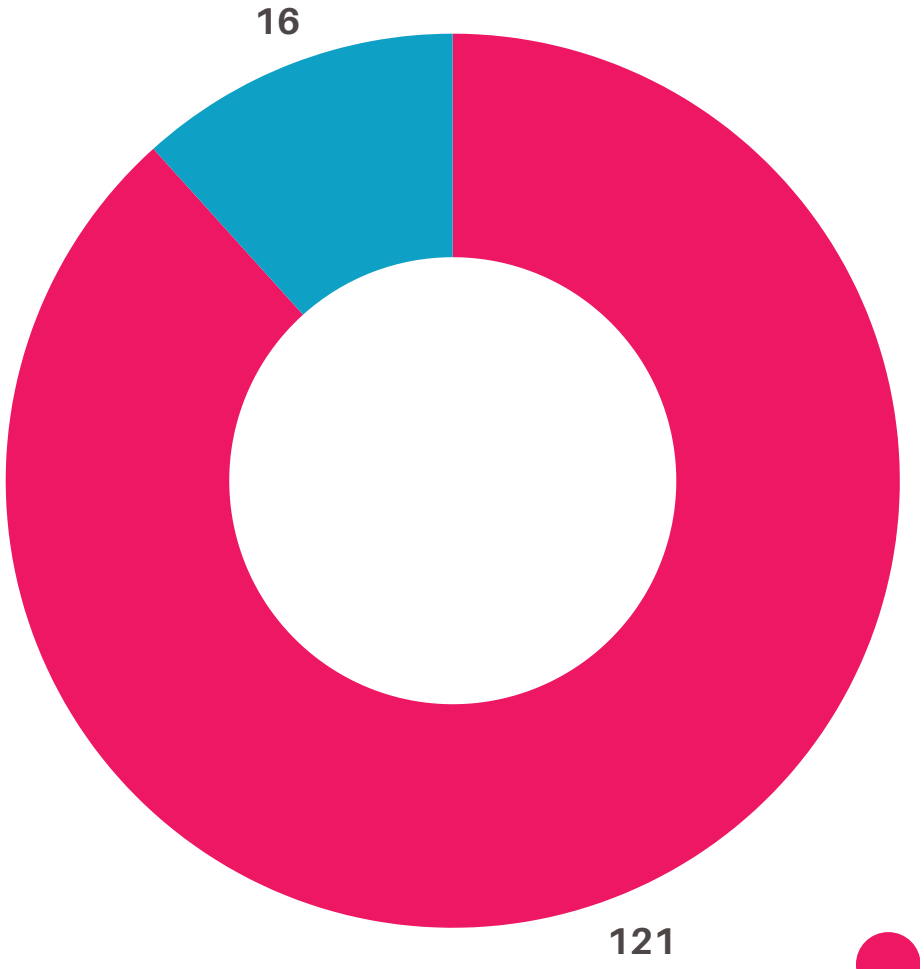


"Quick reaction.

*Of the 30 people who have made a complaint.

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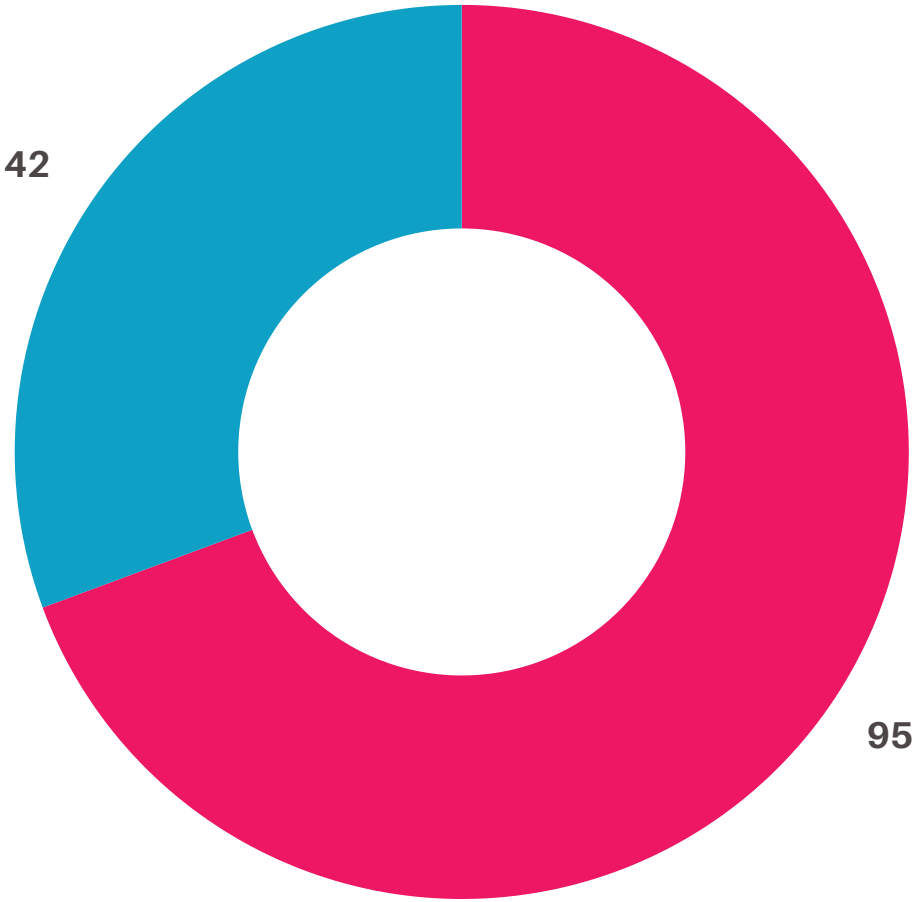
Do you know how to raise a complaint to us?



> Unsure how to make a complaint.

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

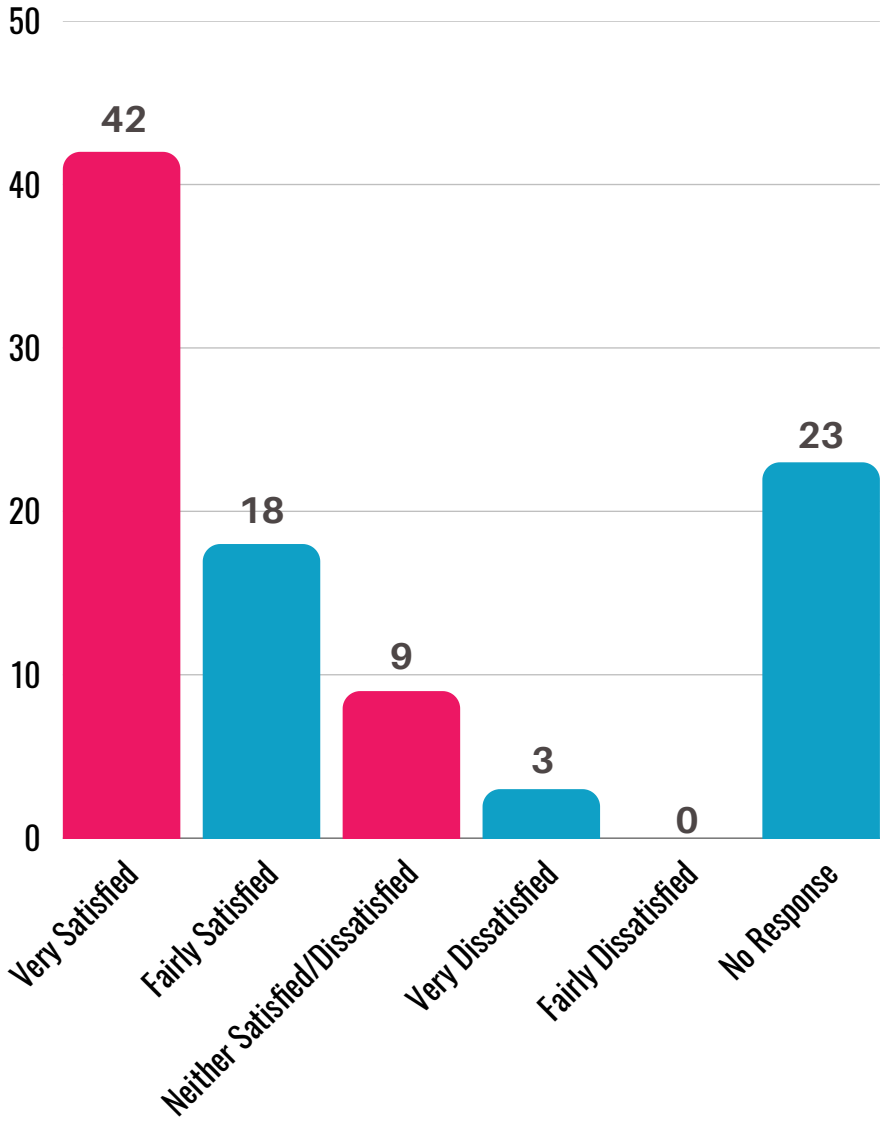


> All communal areas are satisfactory.

- Yes
- No

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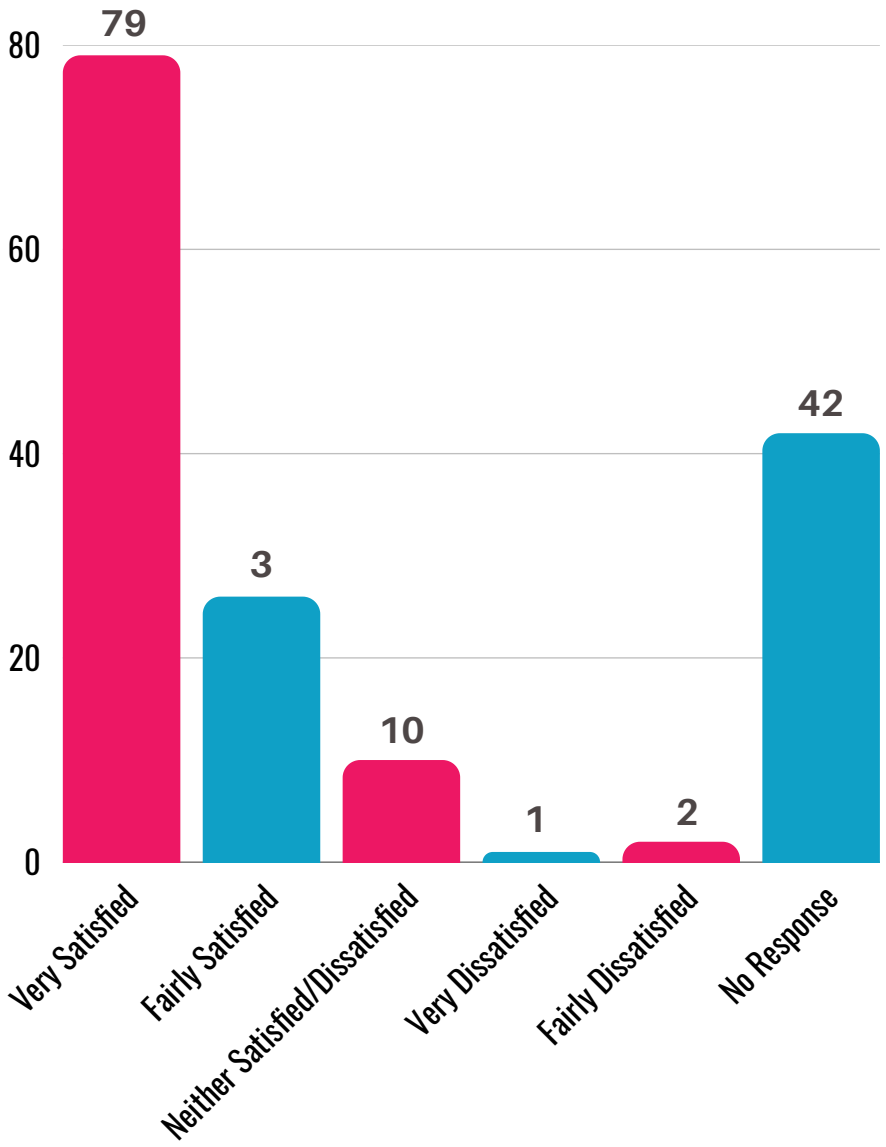
How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?



> "Always clean and well maintained. No improvements.

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How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?



> "All areas are clean and comfortable to use.

TSM Survey Results 2025/26

Quotes

> Repairs need completing quicker.

> All areas are clean and comfortable to use.

> I'd appreciate written acknowledgment of complaints made.

> No improvements needed.

> Everybody treats the place with respect, for one another.

> No issues, it was clean.

> Repairs need to be done quicker.

> Need someone for cleaning.

> Waited a long time for a new door replacement.

TSM Survey Results 2025/26

Quotes

> This service is great.

> We have issue with the drains, it's the buildings fault not the landlord.

> Always clean and tidy also been asked my opinion on redecorating including preference on colours which is nice to feel involved in as we live here :)

> Possibly add a bench to the outside communal areas.

> Nothing to improve.

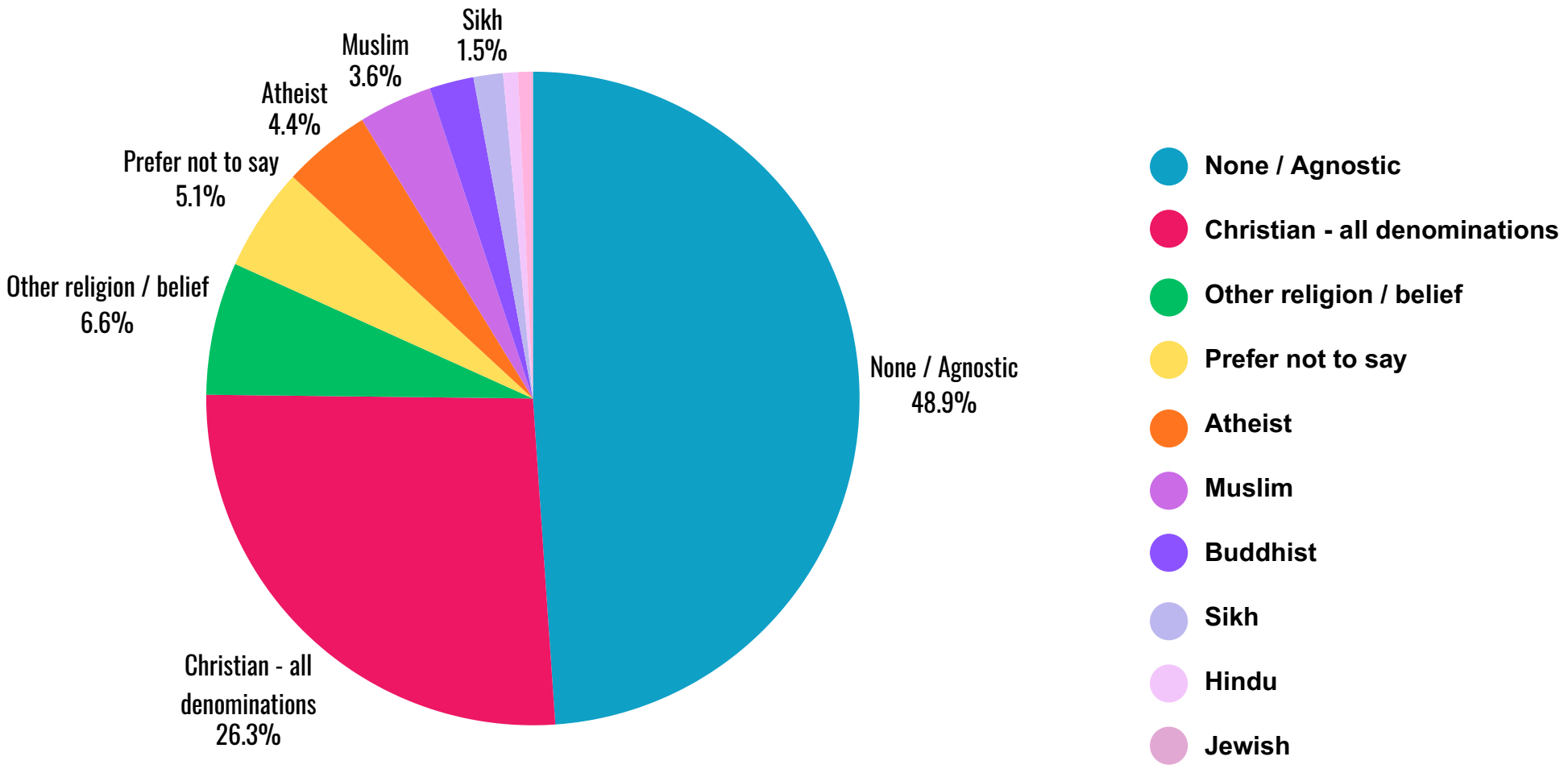
> Some repairs take longer than you would expect.

> Happy with communal areas. No improvements needed.

> Keep tenants informed of planned works, progress/delays.

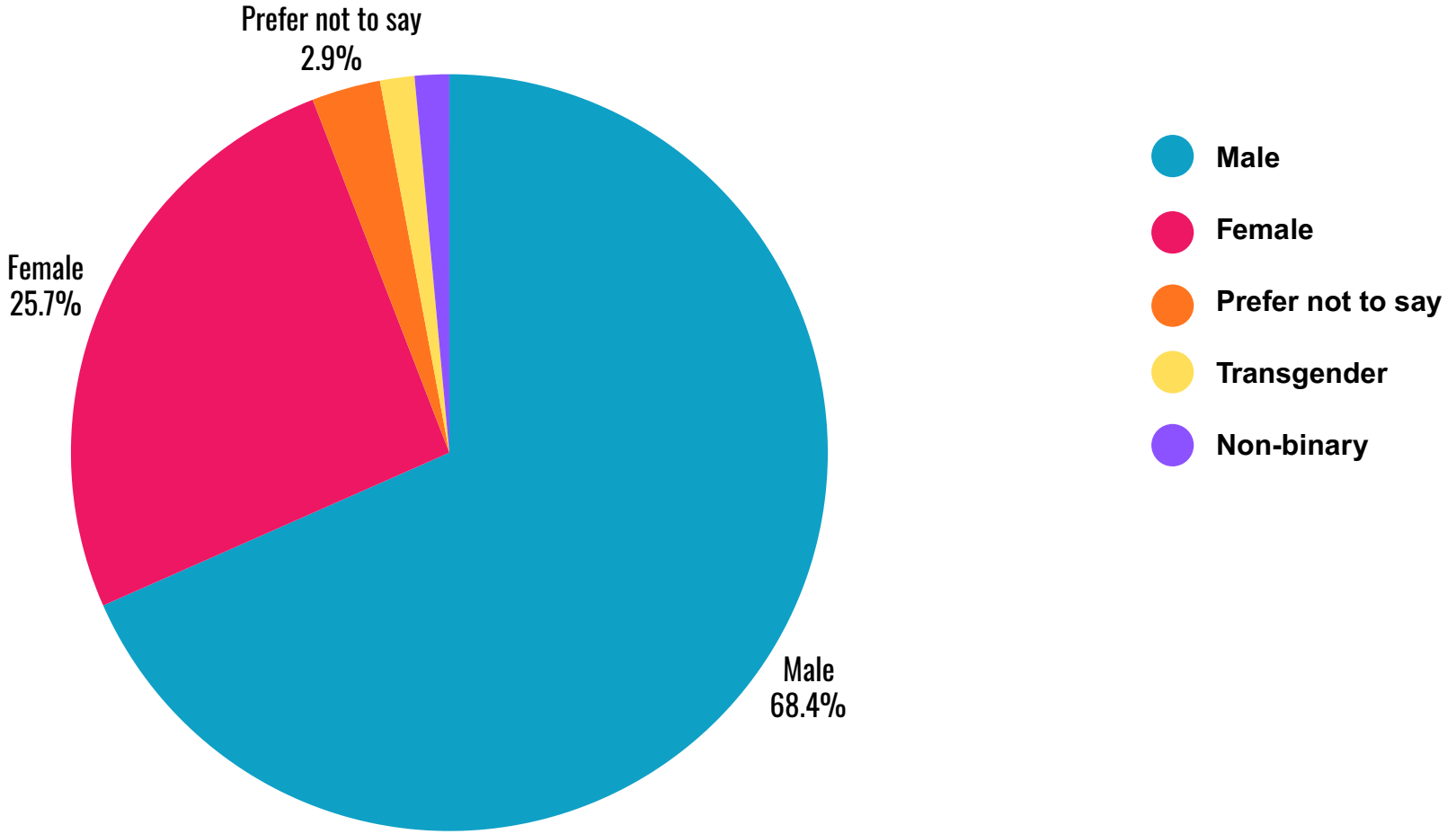
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Religion



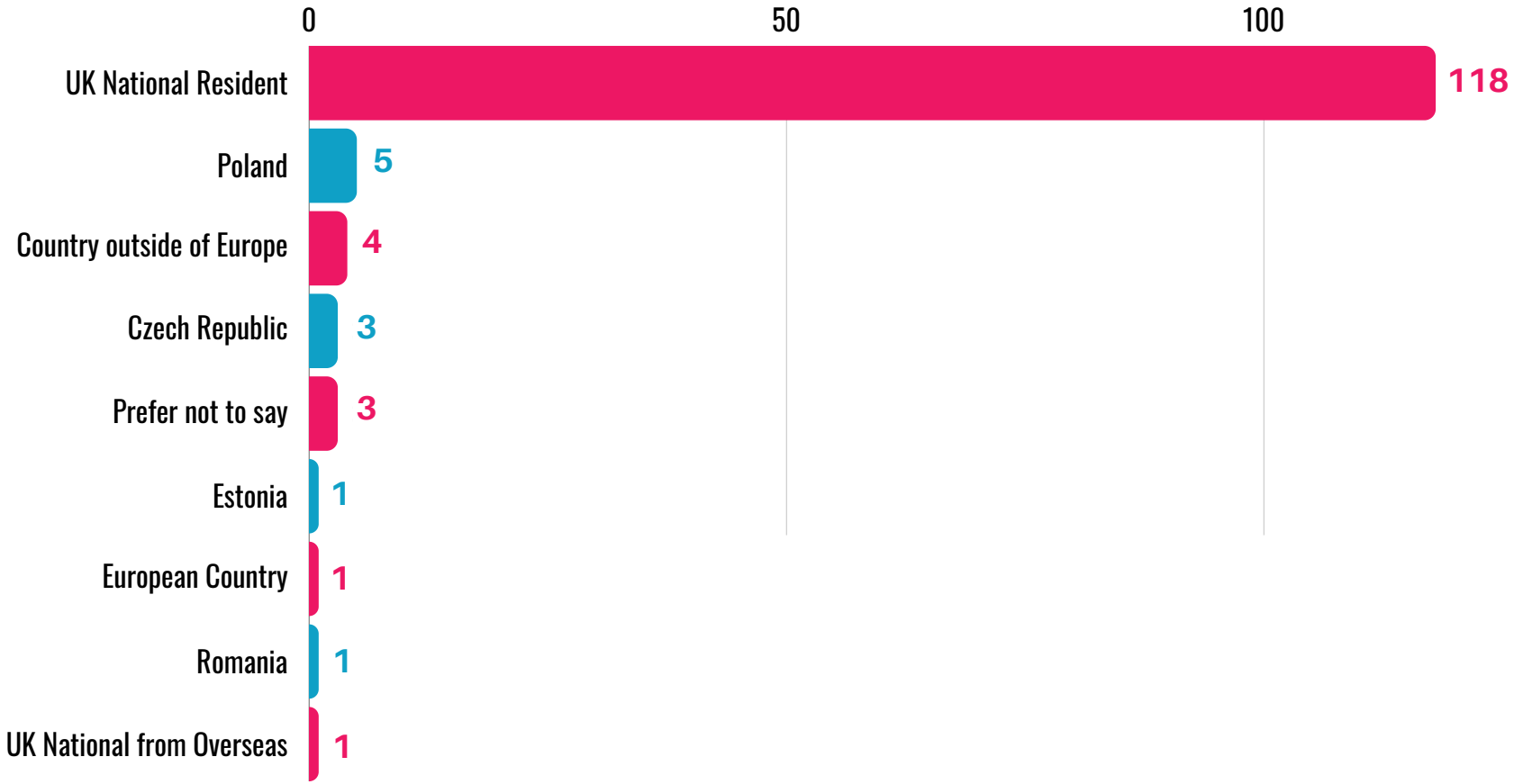
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Gender



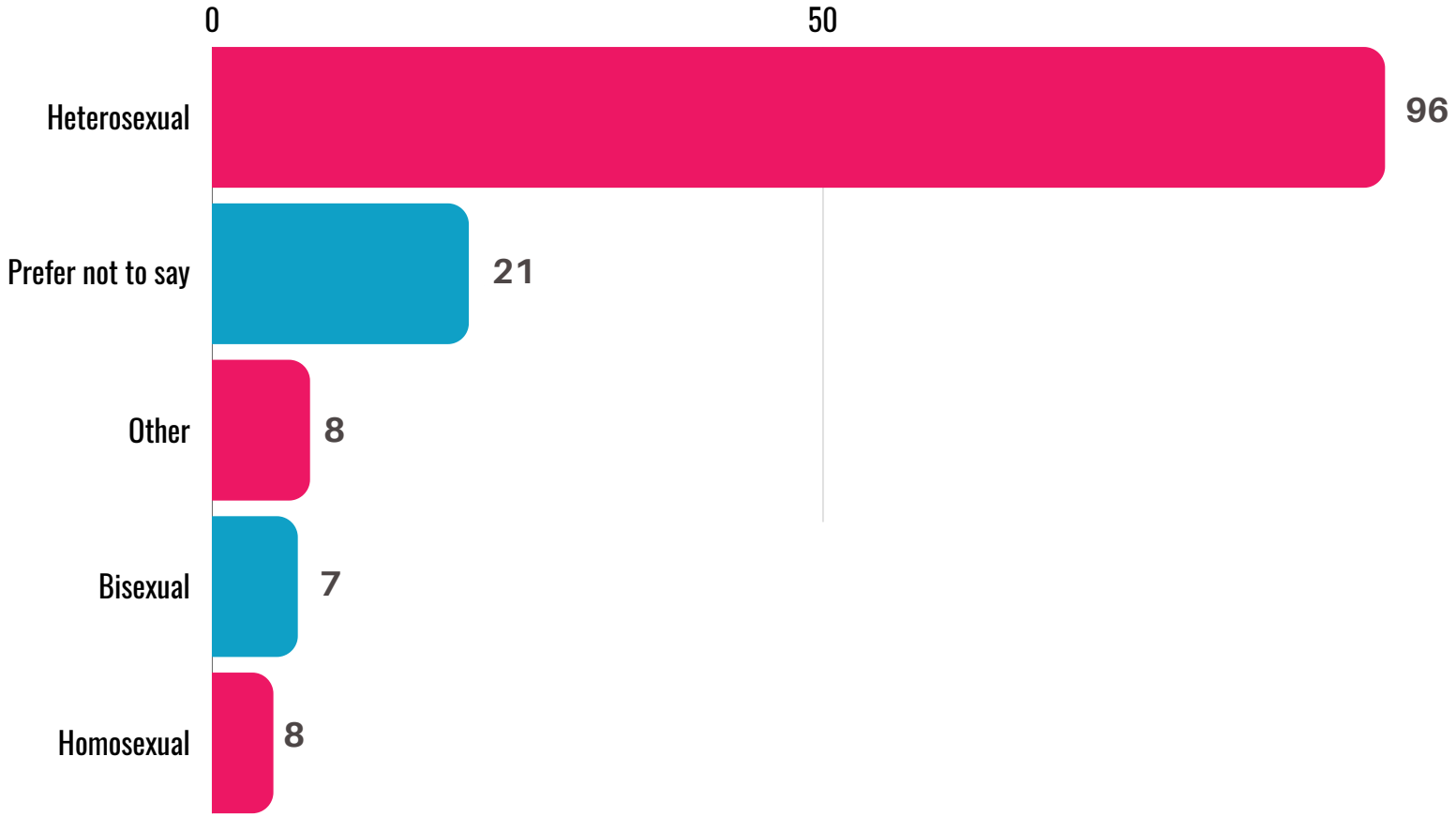
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Nationality



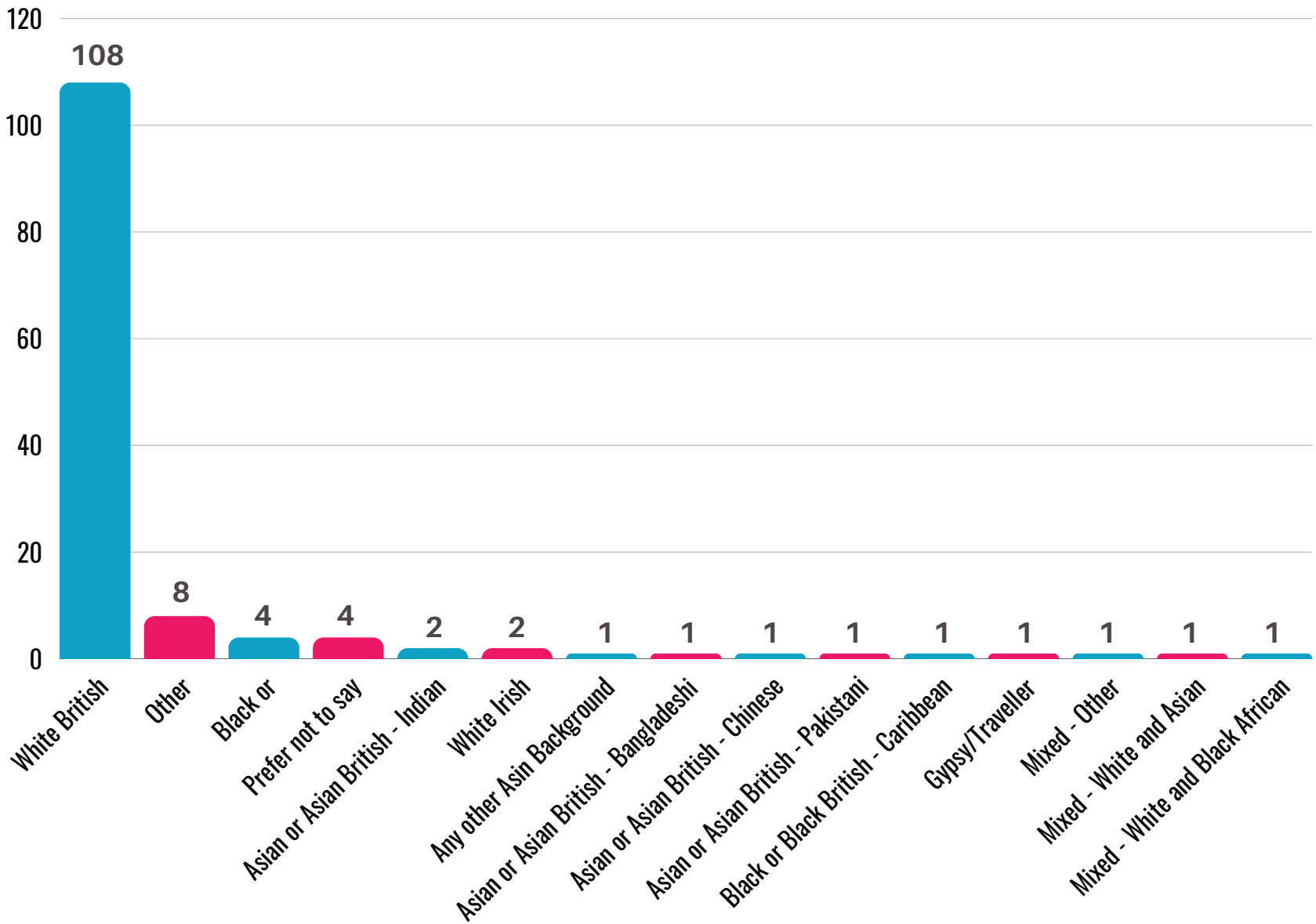
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Sexual Orientation



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Ethnicity



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Technical requirements

Gas Safe Checks - 99.86%
Fire Risk Assessments - 99.86%
Asbestos surveys - 100%
Legionella assessments - 100%
Lifts safety surveys - 100%
ASB cases - 27
ASB including hate incidents - 0
Complaints - 14
Non emergency repairs completed in timescale – 55%
Emergency repairs completed in timescale – 71%
Proportion of homes that do not meet the Decent Homes Standard – 0%