



# Tenant Satisfaction Measures

2024 / 25

# Your Guide to TSM's



**Tenant Satisfaction Measures (TSM's) were introduced by the Regulator of Social Housing in 2023.**

They are a set of measures that have been introduced to help you understand how we're performing.

In total there are 22 measures that cover customer satisfaction with things like repairs, complaints handling, quality and standard of your home and how well you feel listened to.

We collect information for these measures by asking you for feedback via telephone surveys which happen every month. Your feedback is then used to help shape and improve our service to you.

# Our Results

## Tenant Perception Measures

| Tenant Perception Measures                                                                                | LCRA<br>24/25 | LCHO | Combined | 23/24 Data |
|-----------------------------------------------------------------------------------------------------------|---------------|------|----------|------------|
| <b>TP01:</b> Satisfaction with the overall service provided by The Pioneer Group.                         | 83.9          |      |          | 80.1       |
| <b>TP02:</b> Satisfaction with repairs.                                                                   | 77.1          |      |          | 73.4       |
| <b>TP03:</b> Satisfaction with the time taken to complete most recent repair.                             | 80.3          |      |          | 74.5       |
| <b>TP04:</b> Satisfaction that the home is well maintained.                                               | 82.6          |      |          | 78.3       |
| <b>TP05:</b> Satisfaction that the home is safe.                                                          | 88.2          |      |          | 82.3       |
| <b>TP06:</b> Satisfaction that The Pioneer Group listens to tenant views and acts upon them.              | 74.0          |      |          | 66.8       |
| <b>TP07:</b> Satisfaction that The Pioneer Group keeps tenants informed about things that matter to them. | 79.2          |      |          | 74.3       |
| <b>TP08:</b> Agreement that The Pioneer Group treats tenants fairly and with respect.                     | 87.5          |      |          | 81.4       |
| <b>TP09:</b> Satisfaction with The Pioneer Group's approach to complaints handling.                       | 37.8          |      |          | 37.3       |
| <b>TP10:</b> Satisfaction that The Pioneer Group keeps communal areas clean and well maintained.          | 72.8          |      |          | 75.7       |
| <b>TP11:</b> Satisfaction that The Pioneer Group makes a positive contribution to neighbourhoods.         | 83.2          |      |          | 74.8       |
| <b>TP12:</b> Satisfaction with The Pioneer Group's approach to handling Anti-Social Behaviour.            | 66.2          |      |          | 52.7       |

LCRA is defined in the Housing Revenue Account 2008 as accommodation that is: (a) made available for rent, (b) has rent that is below the market rate, and (c) made available to people whose needs are not adequately served by the commercial housing market.

# TSM Management Information Measure Results

| TSM Management Information Measure                                                                                | LCRA | LCHO | Combined |
|-------------------------------------------------------------------------------------------------------------------|------|------|----------|
| Proportion of homes that do not meet the Decent Homes Standard                                                    | 0.2  |      |          |
| Proportion of non-emergency responsive repairs completed within the landlord's target timescale*                  | 93.6 |      |          |
| Proportion of emergency responsive repairs completed within the landlord's target timescale**                     | 99.5 |      |          |
| Proportion of homes for which all required gas safety checks have been carried out                                |      |      | 100.0    |
| Proportion of homes for which all required fire risk assessments have been carried out                            |      |      | 100.0    |
| Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out    |      |      | 100.0    |
| Proportion of homes for which all required legionella risk assessments have been carried out                      |      |      | 100.0    |
| Proportion of homes for which all required communal passenger lift safety checks have been carried out            |      |      | 100.0    |
| Number of stage one complaints received per 1,000 homes                                                           | 95.0 |      |          |
| Number of stage two complaints received per 1,000 homes                                                           | 10.8 |      |          |
| Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 73.4 |      |          |
| Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 84.6 |      |          |
| Number of Anti-Social Behaviour cases opened per 1,000 homes                                                      |      |      | 38.0     |
| Number of Anti-Social Behaviour cases that involve hate incidents opened per 1,000 homes                          |      |      | 0.8      |

\*For a **non-emergency repair** our landlord target timescale is **28 days**

\*\*For an **emergency repair** our landlord target timescale is **24 hours**

**Between April 2024 & March 2025**, a total of **7,706 responsive repairs** were raised. During the same period, **7,529 repair** cases were closed.



**The Pioneer Group**

**#WeArePioneer**