



# CUSTOMER PERFORMANCE

Quarter Three [October - December 2025]

We are committed to delivering services that truly meet the needs of our communities. One of the ways we do this is by regularly asking for your feedback through Tenant Satisfaction Measures (TSMs), a set of questions designed by the Regulator of Social Housing to help us understand how well we're doing from your perspective.

### **What are Tenant Satisfaction Measures (TSMs)?**

TSMs are a national standard introduced to ensure housing providers like us are held accountable for the services we deliver. They cover key areas such as:

- The quality of your home
- Repairs and maintenance
- How safe you feel in your neighbourhood
- How we handle complaints
- How well we listen and act on your views

Every quarter, we collect and review this data to see where we're doing well and where we need to do better.




### **Why does this matter to you?**

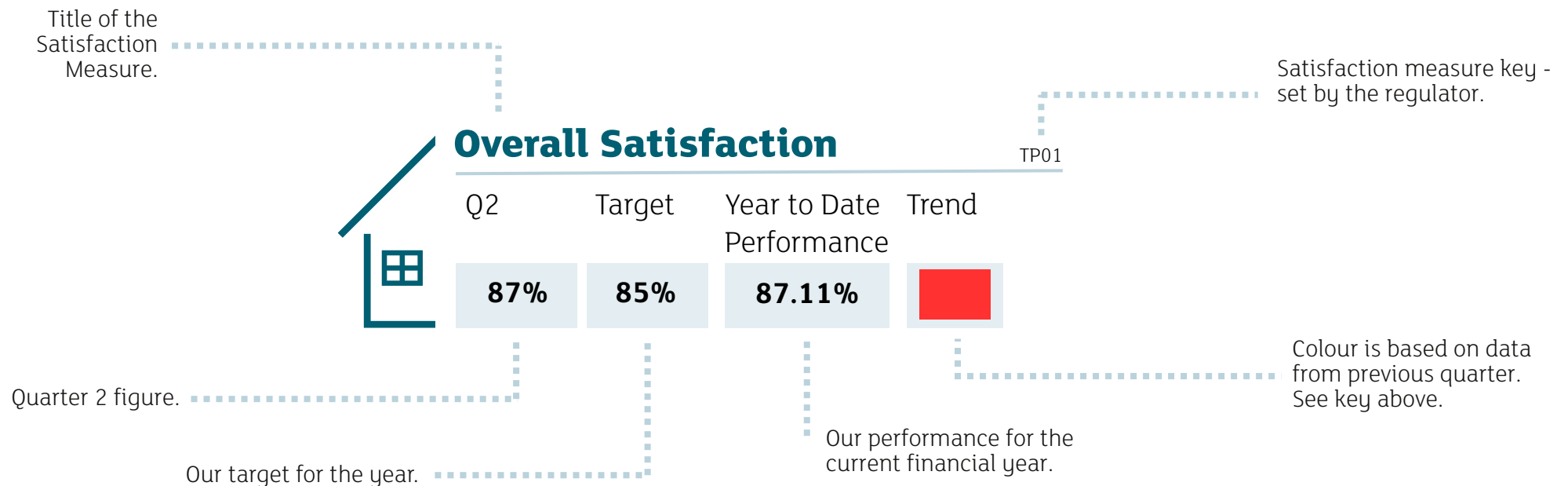
Your voice helps shape the services you receive. By sharing your experiences, you're helping us:

- Spot issues early so we can fix them faster
- Improve communication and transparency
- Tailor services to better meet your needs
- Build trust by showing how your feedback leads to real change

— — — — — ” — — — — —  
***This is about making sure  
your home and community  
are places you're proud to  
live in.***  
— — — — — “ — — — — —

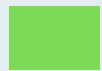
# KEY

-  Indicates improved performance from previous quarter.
-  Indicates same performance from previous quarter.
-  Indicates lower performance from previous quarter.



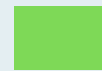
## Overall Satisfaction

TP01

Q3	Target	Year to Date Performance	Trend
96%	85%	94%	

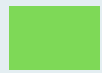
## Satisfaction that your home is well maintained

TP04

Q3	Target	Year to Date Performance	Trend
94%	77%	91%	

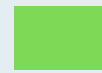
## Satisfaction with Repairs

TP02

Q3	Target	Year to Date Performance	Trend
90%	77%	83%	

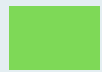
## Satisfied your home is safe

TP05

Q3	Target	Year to Date Performance	Trend
91%	81%	91%	


## Satisfaction with time taken to complete most recent repair

TP03

Q3	Target	Year to Date Performance	Trend
90%	75%	82%	


## Satisfaction that we listen to your views & act on them

TP06

Q3	Target	Year to Date Performance	Trend
73%	73%	77%	


## We keep you informed about the things that matter to you

TP07

Q3	Target	Year to Date Performance	Trend
80%	78%	81%	


## Satisfied we keep communal areas clean & well maintained

TP10

Q3	Target	Year to Date Performance	Trend
73%	77%	78%	


## We treat you fairly & with respect

TP08

Q3	Target	Year to Date Performance	Trend
88%	86%	90%	


## Satisfied we make a positive contribution to your neighbourhood

TP11

Q3	Target	Year to Date Performance	Trend
86%	83%	84%	


## Satisfied with our approach to complaints handling

TP09

Q3	Target	Year to Date Performance	Trend
56%	50%	60%	

## Satisfied with our approach to handling ASB

TP12

Q3	Target	Year to Date Performance	Trend
77%	69%	70%	



# NON-SURVEY TSM

Quarter Three [October - December 25]

## Understanding Non-Survey Tenant Satisfaction Measures

While many of our Tenant Satisfaction Measures (TSMs) come directly from your feedback through surveys, there are also a set of non-survey TSMs that are just as important.

These are based on factual data we collect through our day-to-day operations and help paint a fuller picture of how we're performing. These non-survey measures include:

**NM** – Number of complaints we receive and how quickly we resolve them

**BS** – Building safety checks, such as gas and fire safety compliance

**RP** – Repairs performance, including how many repairs we complete on time

**CH** – Complaints handling, showing how effectively we deal with issues raised

### Why do these matter?

These measures help to make sure we're meeting our responsibilities as your landlord, not just in how we communicate, but in how we deliver essential services.

They give you confidence that:


- Your home is safe and well-maintained
- We're responsive when things go wrong
- We're transparent about how we're performing

*Together with your survey feedback,  
these measures help us identify  
where we need to improve and where  
we're getting it right.*

THE WHY




### Non-emergency responsive repairs completed within our timescale RP02


Q3	Target	Year to Date Performance	Trend
98%	92%	98%	



### Emergency responsive repairs completed within our timescale RP02


Q3	Target	Year to Date Performance	Trend
99.24%	86%	99%	

### All required gas safety checks carried out BS01

Q3	Target	Year to Date Performance	Trend
100%	100%	100%	




### All required fire risk assessments carried out BS02

Q3	Target	Year to Date Performance	Trend
100%	100%	100%	



### All required asbestos management surveys or re-inspections carried out BS03

Q3	Target	Year to Date Performance	Trend
100%	100%	100%	





## All required legionella risk assessments have been carried out

BS04

Q3 Target Year to Date Performance Trend

100%

100%

100%



## All required communal passenger lift safety checks have been carried out

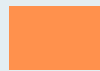
BS05

Q3 Target Year to Date Performance Trend

100%


100%

100%



## Number of stage one complaints received per 1,000 homes


CH01

Q3	Target	Year to Date Performance	Trend
7.8%	N/A%	27.31%	

No target set

## Number of stage two complaints received per 1,000 homes

CH01

Q3	Target	Year to Date Performance	Trend
1.95%	N/A%	6.24%	

No target set


## Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

CH02

Q3	Target	Year to Date Performance	Trend
100%	95%	82%	


## Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

CH02

Q3	Target	Year to Date Performance	Trend
100%	95%	100%	

## Anti-Social Behaviour cases opened per 1,000 homes


NM01

Q3	Target	Year to Date Performance	Trend
4.51%	N/A%	27.9%	

No target set

## Anti-Social Behaviour cases that involve hate incidents opened per 1,000 homes

NM01

Q3	Target	Year to Date Performance	Trend
0%	N/A%	0.82%	

No target set



 **The Pioneer Group**