

Tenant Satisfaction Measures

July 2025

solohousing.org



Solo Housing

Solo is a small organisation making a huge difference to single people who are facing homelessness, or at risk of losing their home.

For the second year, we welcome the Tenant Satisfaction Measures (TSM's) and it is really pleasing to see improvements in many areas.

The results also show that there is still room for improvement and we are confident that the plans we have in a place will address these.

I would like to thank our customers for taking the time to feedback their thoughts.

Andrew Meyer
Chief Executive



Tenant Satisfaction Measures (TSM's)



The Regulator of Social Housing (RSH) introduced 22 TSM's with an aim to provide tenants with greater transparency about how their landlord is performing.

There are 10 Technical Measures:

- BS01 / BS02 / BS03 / BS04 for Building Safety
- CH01 / CH02 for Complaints Handling (Stage 1 and Stage 2)
- NM01 for Neighbourhood Management
- RP01 / RP02 for Repairs Performance



Along with 12 Tenant Perception Measures:

- TP01 to TP12

Participation

In 2025 we asked all residents to complete the Tenant Satisfaction Measures Survey sending it out via phone, email, WhatsApp and printed versions.

This year we found that speaking to our customers over the phone was the most successful method for engagement.

We received 61 responses (71%).

Our Results

Our results show that most residents are satisfied with our overall service, feel their home is safe and that they are treated with fairness and respect.

We know from the feedback that we have some work to do to on improving our time taken for repairs, making a positive contribution to the neighbourhood and how we handle complaints.

Caring About You

62%

TP06

Satisfaction that the landlord listens to tenant views and acts upon them

59%

TP07

Satisfaction that the landlord keeps tenants informed about things that matter to them

80%

TP08

Agreement that the landlord treats tenants fairly and with respect

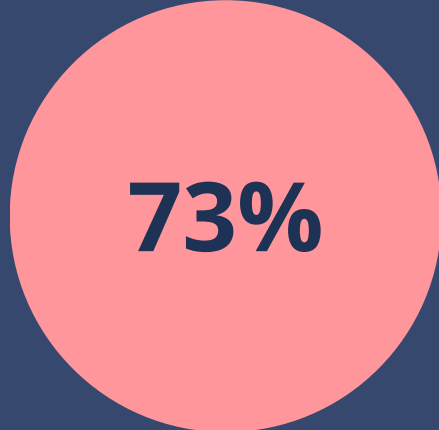
Looking After Your Home



93%

TP02

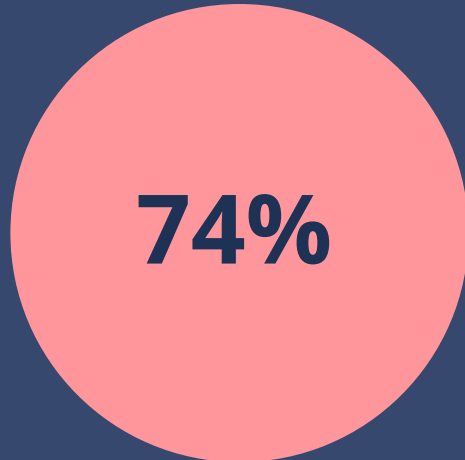
Satisfaction with Repairs



73%

TP03

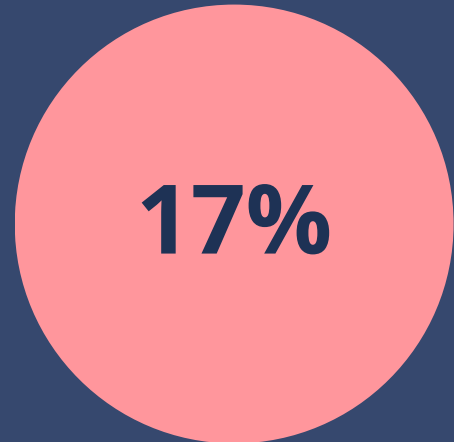
Satisfaction with the time taken to complete the most recent repair



74%

TP04

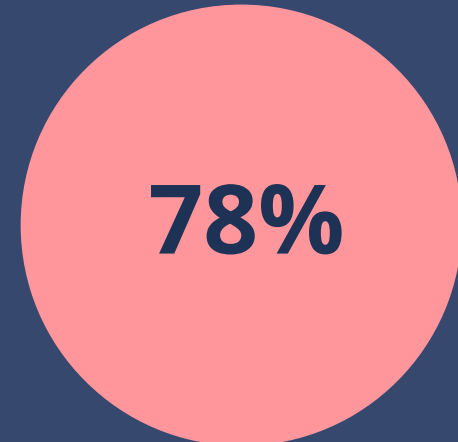
Satisfaction that the home is well maintained



17%

RP01

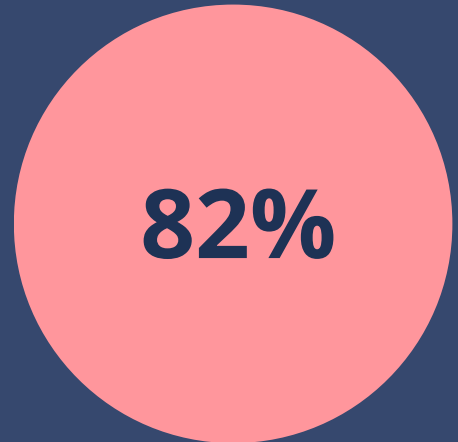
Homes that do not meet the Decent Homes Standard



78%

RP02

Repairs completed within target timescale - EMERGENCY



82%

RP02

Repairs completed within target timescale - NON EMERGENCY

Caring About Your Safety



80%

TP05

Satisfaction that the home is safe

99%

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



Taking a Genuine Interest in the Area You Live



42%

TP10

Satisfaction that the landlord keeps communal areas clean and well maintained

49%

TP11

Satisfaction that the landlord makes a positive contribution to neighbourhoods

46%

TP12

Satisfaction with the landlord's approach to handling anti-social behaviour

49%

NM01

Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)

Being Honest With You

74%

TP01

Overall satisfaction

31%

TP09

Satisfaction with the landlord's approach to handling complaints

66%

CH01

Complaints relative to the size of the landlord (per 1000 homes) - STAGE 1

11%

CH01

Complaints relative to the size of the landlord (per 1000 homes) - STAGE 2

100%

CH02

Complaints responded to within Complaint Handling Code timescales - STAGE 1

100%

CH02

Complaints responded to within Complaint Handling Code timescales - STAGE 2



23/24 v 24/25

TSM		23/24	Trend	24/25
TP01	Overall satisfaction	73%	↗	74%
TP02	Satisfaction with Repairs	77%	↗	93%
TP03	Satisfaction with the time taken to complete the most recent repair	80%	↘	73%
TP04	Satisfaction that the home is well maintained	69%	↗	74%
TP05	Satisfaction that the home is safe	73%	↗	80%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	59%	↗	62%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	65%	↘	59%
TP08	Agreement that the landlord treats tenants fairly and with respect	74%	↗	80%
TP09	Satisfaction with the landlord's approach to handling complaints	38%	↘	31%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	61%	↘	42%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	49%	↔	49%

23/24 v 24/25

TSM		23/24	Trend	24/25
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	65%	↘	46%
CH01	Complaints relative to the size of the landlord (per 1000 homes) - STAGE 1 / STAGE 2	60% / 12%	↗ ↘	66% / 11%
CH02	Complaints responded to within Complaint Handling Code timescales - STAGE 1 & 2	100%	↗	100%
NM01	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)	71%	↘	49%
RP01	Homes that do not meet the Decent Homes Standard	15%	↗	17%
RP02	Repairs completed within target timescale - EMERGENCY	44% / 63%	↗	78% / 82%
BS01	Gas Safety Checks	100%	↘	99%
BS02	Fire Safety Checks	91%	↗	100%
BS03	Asbestos Safety Checks	82%	↗	100%
BS04	Water Safety Checks	100%	↗	100%
BS05	Lift Safety Checks	N/A	↗	N/A



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Thank You

For Your Attention