

Tenant Satisfaction Measures (TSMs) 2025-26

What are TSMs?

The TSMs are made up of 22 satisfaction and performance measures, set out by the Regulator of Social Housing. Every housing association with more than 1,000 homes is required to report their performance each year.

Why are they important?

The measures are aimed at helping improve standards for people living in social housing, by:

- Providing visibility, by letting tenants see how well their landlord is doing and enabling tenants to hold their landlords to account.
- Giving the Regulator insight into which landlords might need to improve things for their tenants.

How did we determine our scores?

The TSMs are made up of 12 customer satisfaction measures (officially known as 'tenant perception measures') and 10 management information measures.

Customer satisfaction measures: We commissioned an external expert survey company (The Leadership Factor) to conduct surveys of residents, together with surveys carried out by Hastoe staff, between 18th June 2025 and 20th November 2025.

1,094 tenants were surveyed, out of a total of 4,293. 903 surveys were completed in full and 131 were partially completed. Customers were asked questions about how satisfied they were with the service Hastoe provides.

We used a stratified random sampling method to ensure that our population was fairly represented within the survey responses. We used the following characteristics to ensure fair representation:

- Age
- Gender
- Asset Type
- Repair Contractor
- Tenure Type

Hastoe is confident that the number of surveys received from the different groups ensured that the results were representative of our tenant population, except in relation to age. There was notable variance between Hastoe's population and the surveyed sample, particularly in the 26-35 and 66-75 age groups. As such, weighting was applied to the number of responses and the answers for each age bracket, with the effect of slightly reducing the reported overall satisfaction.

Customers were asked if they were:

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

The calculation to work out the proportion of customers who were ‘satisfied’ is based on those who replied either ‘very satisfied’ or ‘fairly satisfied’.

The option ‘not applicable/don’t know’ was only a specified response to TP05, TP06, TP07, TP08, TP11 and TP12.

Management information figures: This is performance data collected as of 31 March 2026.

Tenant perception measures TP01-TP12

TP01: Overall satisfaction

Proportion of respondents who report that they are satisfied with the overall service from Hastoe.	65.8%
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Question asked: “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Hastoe?”

	Responses
Very satisfied	330.7 (A)
Fairly satisfied	386.1 (B)
Neither satisfied nor dissatisfied	138.3
Fairly dissatisfied	137.3
Very dissatisfied	97.5
Total responses	1089.9 (C)
TP01 calculation:	$[(330.7 (A) + 386.1 (B)) / 1089.9 (C)] \times 100 = 65.8\%$

TP02: Satisfaction with repairs

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	58.5%
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Question asked: “Has Hastoe carried out a repair to your home in the last 12 months?” If the response was ‘yes’, then the tenant was asked: “How satisfied or dissatisfied are you with the overall repairs service from Hastoe over the last 12 months?”

	Responses
Very satisfied	238.7 (A)
Fairly satisfied	187.9 (B)
Neither satisfied nor dissatisfied	92.6
Fairly dissatisfied	97.0
Very dissatisfied	112.8
Total responses	729.0 (C)
TP02 calculation:	$[(238.7 (A) + 187.9 (B)) / 729.0 (C)] \times 100 = 58.5\%$

TP03: Satisfaction with time taken to complete most recent repair

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	58.3%
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Question asked: “Has Hastoe carried out a repair to your home in the last 12 months?” If the response was ‘yes’, then the tenant was asked: “How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?”

	Responses
Very satisfied	235.0 (A)
Fairly satisfied	186.8 (B)
Neither satisfied nor dissatisfied	61.0
Fairly dissatisfied	89.8
Very dissatisfied	150.7
Total responses	723.3 (C)
TP03 calculation:	$[(235 (A) + 186.6 (B)) / 723.3 (C)] \times 100 = 58.3\%$

TP04: Satisfaction that the home is well maintained

Proportion of respondents who report that they are satisfied that their home is well maintained.	60.5%
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Question asked: “How satisfied or dissatisfied are you that Hastoe provides a home that is well maintained?”

	Responses
Very satisfied	288.3 (A)
Fairly satisfied	260.0 (B)
Neither satisfied nor dissatisfied	136.4
Fairly dissatisfied	114.4
Very dissatisfied	106.7
Total responses	905.8 (C)
TP04 calculation:	$[(288.3 (A) + 260.0 (B)) / 905.8 (C)] \times 100 = 60.5\%$

TP05: Satisfaction that the home is safe

Proportion of respondents who report that they are satisfied that their home is safe.	76.8%
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Question asked: “Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Hastoe provides a home that is safe?”

	Responses
Very satisfied	491.4 (A)
Fairly satisfied	317.0 (B)

Neither satisfied nor dissatisfied	87.0
Fairly dissatisfied	82.2
Very dissatisfied	75.1
Total responses	1052.7 (C)
TP05 calculation:	$[(491.4 (A) + 317 (B)) / 1052.7 (C)] \times 100 = 76.8\%$

24.9 tenants responded with the option “not applicable/don’t know”.

TP06: Satisfaction that the landlord listens to tenant views and acts upon them

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	53.8%
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Question asked: “How satisfied or dissatisfied are you that Hastoe listens to your views and acts upon them?”

	Responses
Very satisfied	260.1 (A)
Fairly satisfied	245.8 (B)
Neither satisfied nor dissatisfied	153.6
Fairly dissatisfied	123.4
Very dissatisfied	158.2
Total responses	941.1 (C)
TP06 calculation:	$[(260.1 (A) + 245.8 (B)) / 941.1 (C)] \times 100 = 53.8\%$

131.2 tenants responded with the option “not applicable/don’t know”.

TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	67.5%
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Question asked: “How satisfied or dissatisfied are you that Hastoe keeps you informed about things that matter to you?”

	Responses
Very satisfied	335.4 (A)
Fairly satisfied	317.3 (B)
Neither satisfied nor dissatisfied	172.9
Fairly dissatisfied	65.5
Very dissatisfied	75.6
Total responses	966.7 (C)
TP07 calculation:	$[(335.4 (A) + 317.3 (B)) / 966.7 (C)] \times 100 = 67.5\%$

100.5 tenants responded with the option “not applicable/don’t know”.

TP08: Agreement that the landlord treats tenants fairly and with respect

Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	75.5%
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Question asked: “To what extent do you agree or disagree with the following ‘Hastoe treats me fairly and with respect?’”

	Responses
Strongly agree	342.3 (A)
Agree	435.3 (B)
Neither agree nor disagree	133.5
Disagree	66.4
Strongly disagree	52.4
Total responses	1029.9 (C)
TP08 calculation:	$[(342.3 (A) + 435.3 (B)) / 1029.9 (C)] \times 100 = 75.5\%$

37.3 tenants responded with the option “not applicable/don’t know”.

TP09: Satisfaction with the landlord’s approach to handling complaints

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord’s approach to complaints handling.	27.4%
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Question asked: “Have you made a complaint to Hastoe in the last 12 months?” If the response was ‘yes’, then the tenant was asked: “How satisfied or dissatisfied are you with Hastoe’s approach to complaints handling?”

	Responses
Very satisfied	38.2 (A)
Fairly satisfied	52.2 (B)
Neither satisfied nor dissatisfied	45.3
Fairly dissatisfied	71.2
Very dissatisfied	122.9
Total responses	329.8 (C)
TP09 calculation:	$[(38.2 (A) + 52.2 (B)) / 329.8 (C)] \times 100 = 27.4\%$

TP10: Satisfaction that the landlord keeps communal areas clean and well maintained

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	63.1%
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Question asked: “Do you live in a building with communal areas, either inside or outside, that Hastoe is responsible for maintaining?” If the response was ‘yes’, then the tenant was asked: “How satisfied or dissatisfied are you that Hastoe keeps these communal areas clean and well maintained?”

	Responses
Very satisfied	187.5 (A)
Fairly satisfied	144.1 (B)
Neither satisfied nor dissatisfied	51.2
Fairly dissatisfied	68.2
Very dissatisfied	74.9
Total responses	525.9 (C)
TP10 calculation:	$[(187.5 (A) + 144.1 (B)) / 525.9 (C)] \times 100 = 63.1\%$

TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	50.8%
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Question asked: “How satisfied or dissatisfied are you that Hastoe makes a positive contribution to your neighbourhood?”

	Responses
Very satisfied	194.7 (A)
Fairly satisfied	194.8 (B)
Neither satisfied nor dissatisfied	195.6
Fairly dissatisfied	89.7
Very dissatisfied	91.4
Total responses	766.2 (C)
TP11 calculation:	$[(194.7 (A) + 194.8 (B)) / 766.2 (C)] \times 100 = 50.8\%$

297.6 tenants responded with the option “not applicable/don’t know”.

TP12: Satisfaction with the landlord’s approach to handling anti-social behaviour

Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour.	55.8%
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Question asked: “How satisfied or dissatisfied are you with Hastoe’s approach to handling antisocial behaviour?”

	Responses
Very satisfied	199.3 (A)
Fairly satisfied	144.2 (B)
Neither satisfied nor dissatisfied	86.5
Fairly dissatisfied	69.7

Very dissatisfied	115.7
Total responses	615.4 (C)
TP12 calculation:	$[(199.3 (A) + 144.2 (B)) / 615.4 (C)] \times 100 = 55.8\%$

449.4 tenants responded with the option “not applicable/don’t know”.

TSMs generated from management information

CH01: Complaints relative to the size of the landlord

		Number
CH01 (1)	Number of stage one complaints received per 1,000 homes.	62
CH01 (2)	Number of stage two complaints received per 1,000 homes.	13.3

CH02: Complaints responded to within Complaint Handling Code timescales

		%
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.	95.1
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.	100.0

NM01: Anti-social behaviour cases relative to the size of the landlord

		Number
NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.	32.6
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.2

RP01: Homes that do not meet the Decent Homes Standard

		%
RP01	Proportion of homes that do not meet the Decent Homes Standard	0.7

RP02: Repairs completed within target timescale

		%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.*	90.2%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.**	94.2%

* non-emergency repair timescales are as follows: P2 – 12 days, P3 – 30 days and P4 – 92 days.

** emergency repair timescale is within 24 hours

BS01-BS05: Safety checks

		%
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.2
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100.0
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	89.4%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	73.6%