



Tenant Satisfaction Measures (TSM) Report
(2025-2026)

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Introduction

We are pleased to present our Tenant Satisfaction Measures (TSM) results for the 2025/26 reporting year. This is the third year we have undertaken the survey in line with the Regulator of Social Housing's (RSH) Transparency, Influence and Accountability Standard.

As a provider of Specialised Supported Housing (SSH), we deliver accommodation to individuals with a range of care and support needs. Understanding our Tenant's satisfaction is an important part of ensuring that our homes and services continue to meet the needs and expectations of the individuals we support. By listening to our Tenants' feedback, we can identify what we are doing well, understand where improvements are needed, and continue to enhance the quality of our services.

Building on the census approach introduced in 2024/25, we sought to engage every Tenant in the survey process. Support was available where required to encourage participation and ensure the survey remained accessible and inclusive. The questionnaire was based on the UK Government's Tenant Satisfaction Measures and was designed to be straightforward, visually clear, and easy to complete. In addition, we included some open-ended questions at the end of the survey, allowing Tenants to provide more detailed feedback and insights if they wished to do so.

To maximise accessibility, the survey was available in a range of formats, including Easy Read versions, numerical scales supported by facial expression ratings, and numerical-only versions developed in response to last year's Tenant feedback. This enabled Tenants to choose the format most appropriate to their individual needs.

The survey was conducted between November 2025 and February 2026 and was led by our Housing Management Team. Tenants were assured that their responses would remain confidential and were informed about how their feedback would be used. Surveys were distributed by post and through Supported Living Officers, with completed responses returned either directly to staff or via prepaid envelopes. This approach provided a practical and cost-effective method of gathering feedback from Tenants across all locations.

In-person visits formed an important part of our engagement process. These visits created opportunities for open conversations about the issues that matter most to Tenants, providing valuable insight into their experiences of our services. The discussions highlighted areas of strong performance alongside opportunities for improvement and helped strengthen relationships between our Tenants and employees. The themes identified through these conversations will be explored further through future Tenant focus groups.

Following our 2024/25 TSM results, we held a Tenant focus group to gain a deeper understanding of the areas where satisfaction was lower. The feedback provided valuable insight into Tenant's experiences and expectations, helping to identify practical improvements.

The outcomes were shared with teams across the organisation and have informed service planning and improvement activity throughout the year.

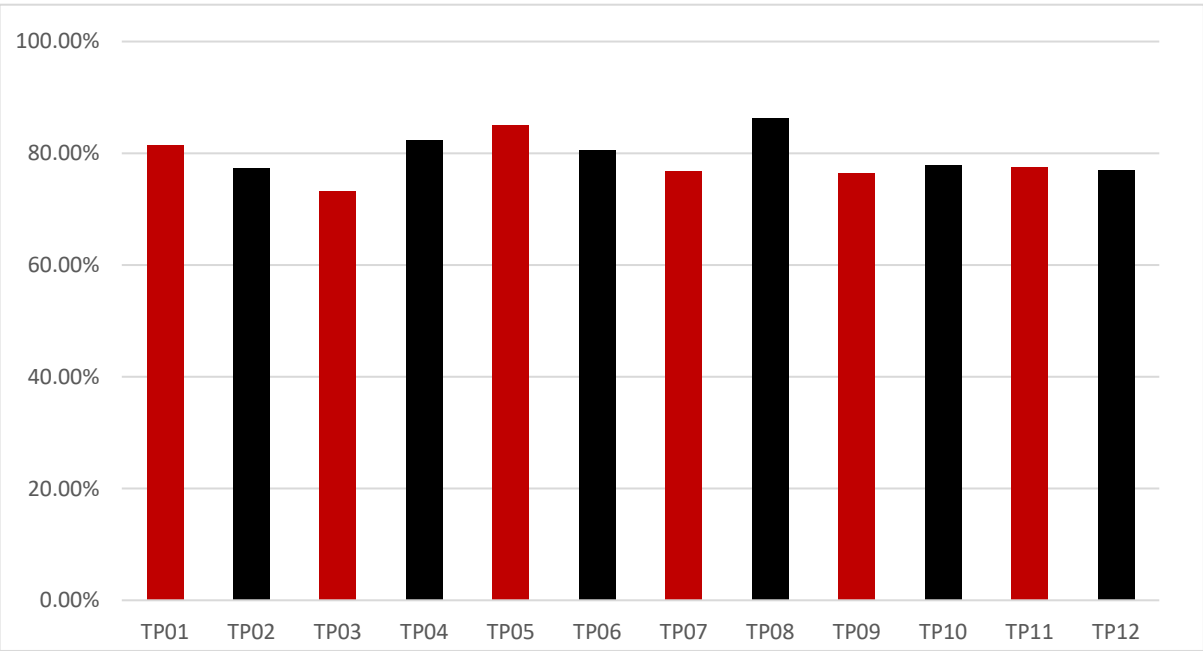
We had previously identified gaps in our Tenant profiling information. To address this, we collected Tenant profiling data alongside the survey to provide greater context to the results and support more meaningful analysis. Improving our understanding of our Tenant population will help ensure our services remain responsive to need, support informed decision-making, and strengthen our compliance with regulatory expectations. Tenant profiling analysis will be discussed in detail later in this report.

TSM Survey Results

The analysis of our 2025/26 results shows improved satisfaction across several service areas compared to 2024/25. Our inclusive approach and enhanced methodology have provided us with a deeper understanding of the Tenant experience, enabling us to better tailor our services and identify where differences in experience may exist between Tenant groups.

These findings demonstrate our continued commitment to continuous improvement and reinforce the importance of keeping Tenant feedback at the centre of our service development and decision-making.

Overall TSM Results



Total Tenant Satisfaction rates by mandatory measures, based on survey returns

TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to Tenant views and acts upon them
TP07	Satisfaction that the landlord keeps Tenants informed about things that matter to them
TP08	Agreement that the landlord treats Tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour

Tenant Satisfaction mandatory measures questions

Our 2025/26 Tenant Satisfaction Measures (TSM) results demonstrate strong overall performance, with satisfaction levels exceeding 70% across all measured service areas. This reflects a consistently positive experience for our Tenants and provides assurance that our services are meeting their needs and expectations.

In comparison to 2024/25, most measures recorded an increase in satisfaction, highlighting the positive impact of ongoing service improvements and continued engagement with Tenants. Overall satisfaction with HHA (TP01) has increased, indicating a more positive perception of our organisation and the services we provide.

Encouraging improvements were also seen in our repairs and maintenance services, with satisfaction increasing for both the time taken to complete repairs (TP03) and the quality of repairs carried out (TP04). Feedback from Tenants further suggests that communication and engagement have strengthened, with higher satisfaction reported for listening to Tenant views and acting upon them (TP06), as well as keeping Tenants informed about matters that affect them (TP07).

Positive progress was also recorded in relation to our contribution to neighbourhoods and local communities (TP11) and our approach to handling anti-social behaviour (TP12), indicating growing confidence in our wider neighbourhood management services.

TP08 remains the highest-scoring measure with 86%, reflecting the strong relationship that exists between HHA and our Tenants. This reinforces our commitment to delivering services that are fair and respectful.

While TP03 remains our lowest-scoring measure at 73%, we recognise that there is still further work to do to improve the repairs experience for Tenants. We will continue to listen to Tenant

feedback and focus on areas where we can make a difference, including keeping Tenants better informed throughout the repairs process, reducing avoidable delays, and working with our teams and contractors to ensure repairs are completed as efficiently as possible. Our aim is to build on the progress already made and continue delivering a repairs service that meets the needs and expectations of our Tenants.

Profiling Trends

Analysis of Tenant profiling data alongside our Tenant Satisfaction Measure (TSM) results has identified a number of key trends and insights.

A significant proportion of our Tenants have multiple vulnerabilities, including learning disabilities, autism, mental health conditions, sensory impairments and physical disabilities. Despite the complexity of needs across our Tenant population, overall satisfaction (TP01) remains strong at 81.5%, indicating that we are generally effective in providing services that support Tenant wellbeing, independence, and tenancy sustainment.

Mental Health Conditions and Satisfaction

Further analysis of satisfaction outcomes for Tenants with identified vulnerabilities shows that Tenants with mental health conditions appear more frequently among lower satisfaction responses. However, many Tenants within this group still report high satisfaction, suggesting a mixed experience rather than a consistent trend.

Mental health can influence how Tenants perceive their home and engage with services, particularly where communication, daily tasks, or interactions with housing services feel more challenging. Where support is responsive and well-coordinated, Tenants are more likely to report positive experiences. While there is no clear causal link between mental health and dissatisfaction, the findings highlight an opportunity to better understand these experiences and consider whether additional support or engagement could further improve outcomes.

Learning Disabilities and Satisfaction

A large proportion of Tenants who identified as having a learning disability reported satisfaction scores of 4 or 5 out of 5 across most measures. This is a particularly positive finding and may reflect the effectiveness of support arrangements, strong relationships between Tenants, HHA employees and care providers, and the delivery of accessible, person-centred services. It highlights the importance of consistent day-to-day support and demonstrates the strength of the supported housing model in meeting the needs of Tenants with learning disabilities in a practical and meaningful way.

Overall, the analysis suggests that vulnerability alone is not a predictor of lower satisfaction. Many Tenants with complex support needs reported consistently positive experiences, indicating that satisfaction is shaped more by the quality of individual service interactions than

by vulnerability characteristics. Where support is well coordinated and responsive, Tenants are more likely to feel listened to, supported, and confident in their housing situation, which is reflected in higher satisfaction outcomes.

Gender

The survey results identified no significant differences in satisfaction levels between any gender, suggesting that services are being delivered fairly and equitably. While male Tenants made up a larger proportion of respondents and therefore have a greater influence on overall results, no notable disparities were identified.

These findings support the principle of gender equality, indicating that Tenants are generally experiencing services in a consistent and equitable way regardless of gender. This is an important outcome in ensuring that all Tenants are treated fairly and have equal access to services.

Gender can still influence how Tenants experience services day to day. For some, this may relate to feelings of safety in and around the home, particularly in communal areas or when reporting anti-social behaviour. Others may engage with services differently, including how repairs are reported, how communication is received, or how comfortable Tenants feel in raising concerns or taking part in consultations. These experiences can shape overall perceptions of the service, even where outcomes appear similar.

Overall, the findings indicate that gender is not a determining factor in satisfaction within the current dataset, with services performing consistently across all groups and supporting equitable outcomes for Tenants.

Ethnicity

Satisfaction outcomes were reviewed across ethnic groups, and no consistent differences were identified. While some variation exists between individual responses, there is no evidence from the current dataset to suggest that Tenants from any particular ethnic background experience significantly different levels of satisfaction.

Ethnicity can influence Tenant satisfaction indirectly through factors such as access to services, communication, and overall service experience. For example, language barriers, varying levels of digital access, and differences in awareness of housing processes can affect how easily Tenants are able to report issues or engage with services. In addition, the extent to which services are culturally responsive and inclusive can impact Tenants' perceptions of fairness, respect, and how well their needs are understood.

We will continue to monitor outcomes by ethnicity, as it is important to ensure services remain fair and accessible, and to identify any emerging inequalities at an early stage.

Equality & Diversity

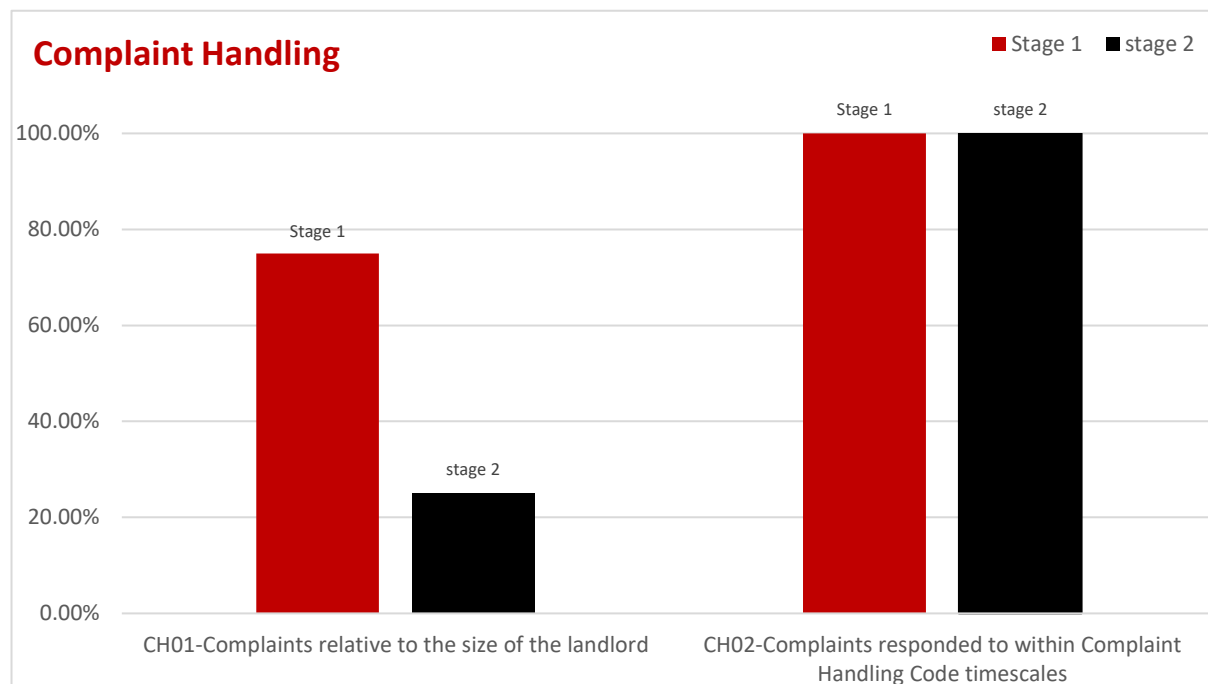
The survey achieved responses from Tenants representing a diverse range of genders, ethnic backgrounds, sexual orientations and vulnerability characteristics. Satisfaction levels were broadly consistent across these groups, providing assurance that our services are generally meeting the needs of a diverse Tenant population. The analysis found no evidence of significant disparities in satisfaction outcomes based on protected characteristics, demonstrating our ongoing commitment to delivering fair, inclusive, and person-centred services.

Management Information

The following management information provides an overview of our operational performance during 2025/26. The measures presented offer insight into key areas of service delivery, compliance, asset management and customer outcomes, helping to assess how effectively we are meeting our objectives and delivering services to our Tenants. Alongside highlighting areas of strong performance, this information also helps identify opportunities for further improvement, supporting informed decision-making and the continuous enhancement of our services.

Complaint Handling

The Complaint Handling results demonstrate strong performance in line with the Housing Ombudsman's Complaint Handling Code, particularly in relation to meeting required complaint response timescales.



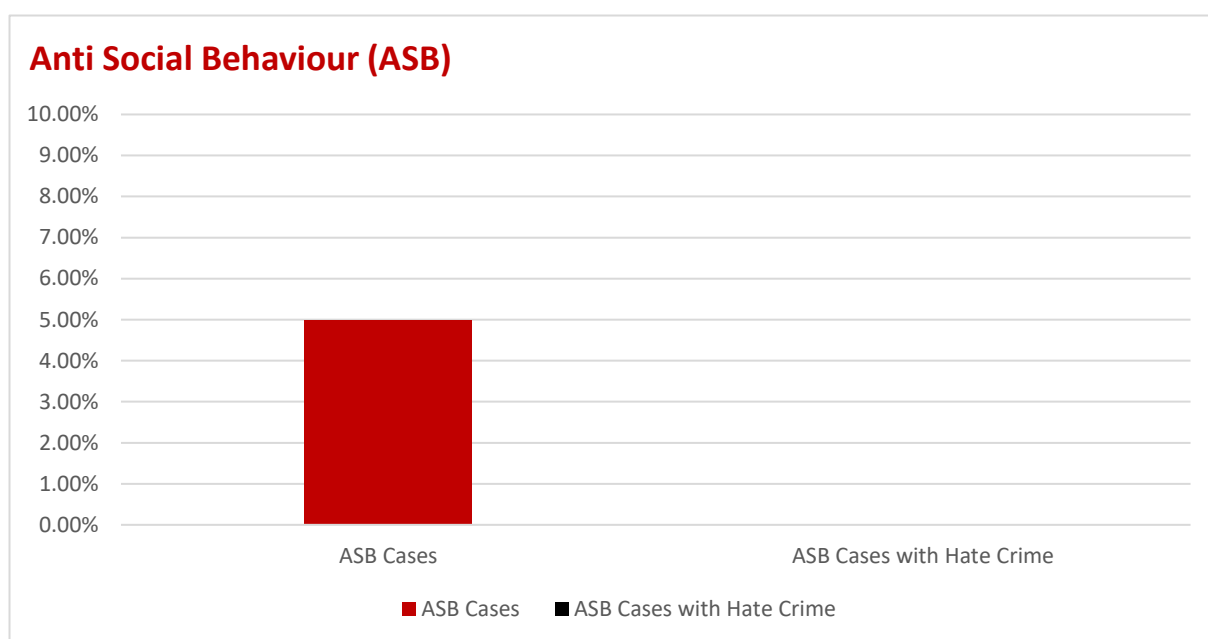
Complaint Handling Performance by Stage, Landlord Size, and Timeliness (per Complaint Handling Code)

During 2025/26, we received a total of four complaints. Of these, three (75%) were resolved at Stage 1, with one (25%) progressing to Stage 2. This indicates that the majority of issues were successfully resolved at the earliest stage of our complaints process.

Performance against CH02 was strong, with 100% of both Stage 1 and Stage 2 complaints responded to within the required timescales.

Overall, the results reflect an effective complaints process, with full compliance against response requirements and strong performance in managing and resolving complaints in line with the Housing Ombudsman's Complaint Handling Code.

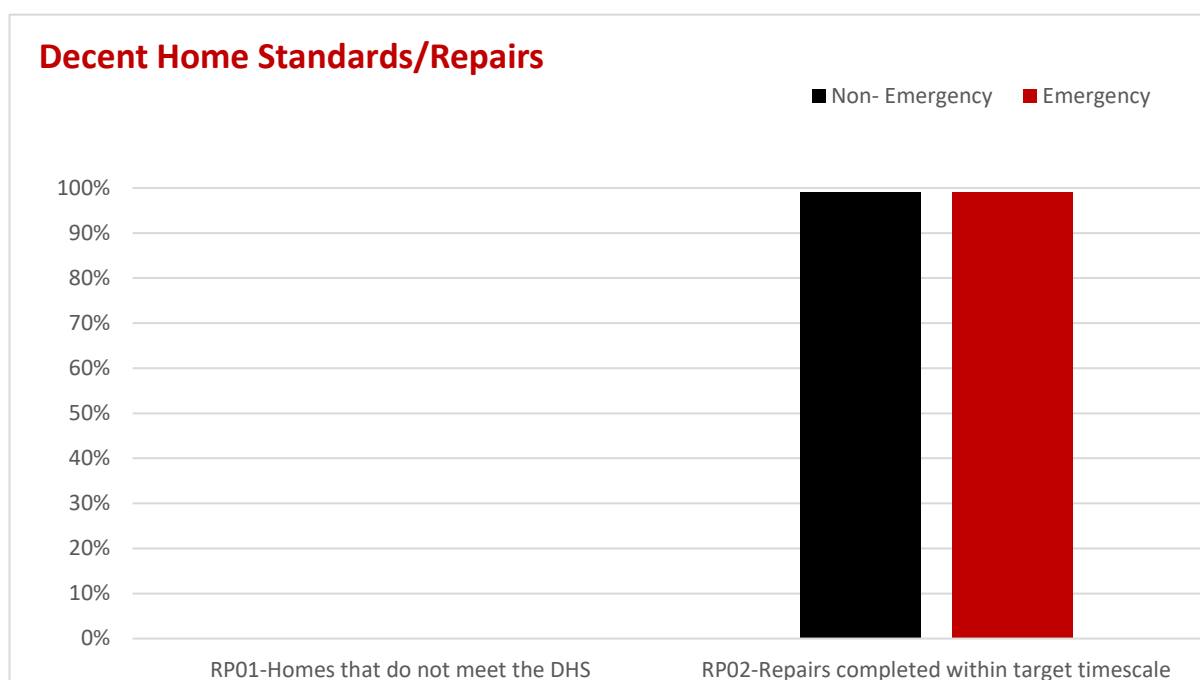
Anti-Social Behaviour (ASB)



Reported Anti-Social Behaviour (ASB) cases and ASB cases involving hate crime

During 2025/26, we recorded 44 reports of Anti-social Behaviour (ASB), representing 4.99% of our dwellings. No reports of ASB involving hate crime were received during the reporting period.

Decent Home Standards/ Repairs

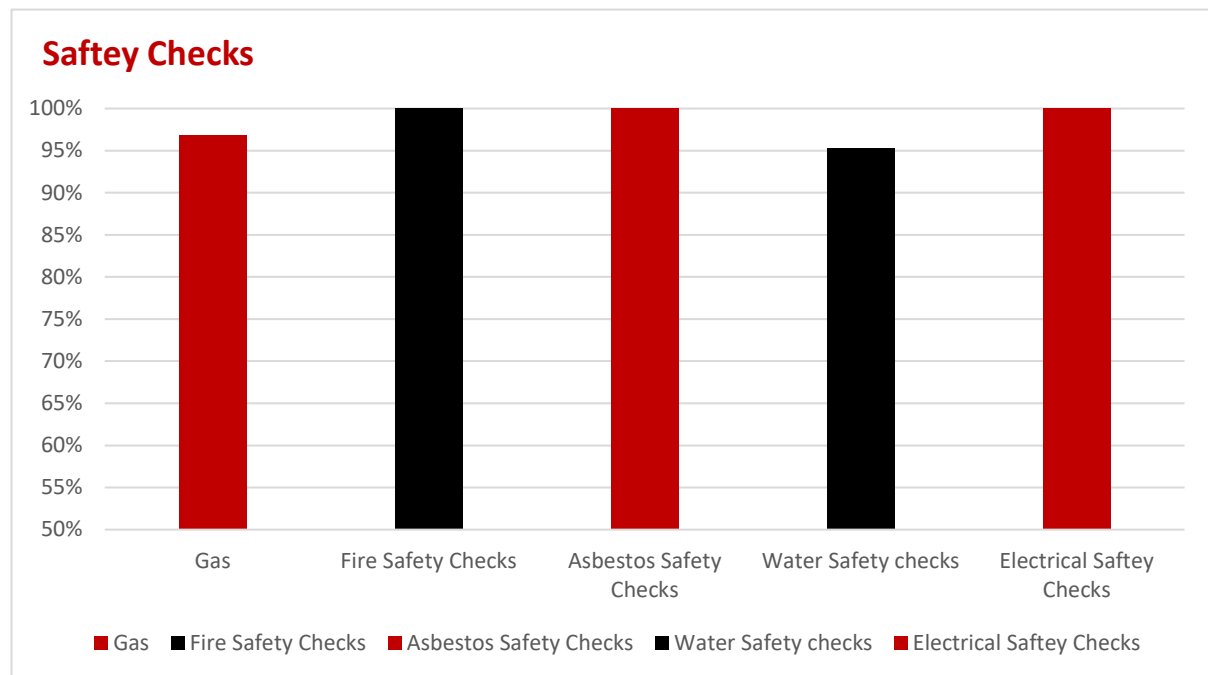


Homes failing to meet the Decent Home Standards rates and Repairs completed within timescale rates for Emergency and Non-Emergency

Performance against Decent Home Standards and repairs remains strong. We continue to maintain compliance with the Decent Home Standard, with no homes currently reported as failing to meet the required standard.

Repairs performance has also remained consistently strong, with 99.29% of emergency and 99.31% for non-emergency repairs completed within the target timescales. While there is always room to learn and improve, these results reflect the commitment of our teams to providing a responsive service and ensuring our homes remain safe, secure and well maintained for our Tenants.

Safety Compliance



Compliance rates for Safety Checks

Safety compliance performance remains positive, with Fire Safety, Asbestos Safety and Electrical Safety checks all achieving 100% compliance. Gas Safety compliance is currently around 97%, and Water Safety checks are approximately 95%. These results reflect the continued efforts of our teams and contractors to ensure homes remain safe and compliant, while we work to complete the small number of outstanding checks.

Although Electrical Safety checks are not a regulatory requirement to report until 2027, we have chosen to report on this area as a matter of good practice. This proactive approach provides additional assurance to our Tenants and demonstrates our commitment to maintaining safe, secure and well-maintained homes.

Listening to and Acting on Tenant Feedback

At HHA, we recognise the importance of listening to our Tenants and using their feedback to shape and improve the services we provide.

Throughout the year, we gather feedback through a variety of channels, including Tenant Satisfaction Measures (TSMs), complaints, compliments, engagement activities and day-to-day interactions with Tenants. This feedback is carefully reviewed and used to inform service improvements, helping to ensure that the Tenant voice remains central to decision-making and service delivery.

Areas for Improvement

Tenant Satisfaction Improvement

Based on the results of the Tenant Satisfaction Measures (TSM) surveys, HHA has identified opportunities to further enhance service delivery and strengthen the quality of data collection. While overall satisfaction remains strong across all measures, we are committed to continuous improvement and have developed a focused action plan to build on current performance and address areas where further progress can be made.

Enhancing Tenant Participation in TSM Surveys

HHA is committed to ensuring that all Tenants have an equal opportunity to take part in the Tenant Satisfaction Measures (TSM) survey. During 2025/26, the survey was designed to be accessible and inclusive, considering the diverse needs and preferences of our Tenants.

While a range of measures were put in place to support participation, we recognise the importance of continually reviewing our approach to ensure all Tenant groups are represented. By better understanding how our Tenants prefer to communicate and engage with us, we can strengthen future survey activity and ensure feedback more accurately reflects the wider Tenant population.

Looking ahead, HHA will consider further opportunities to improve survey accessibility and participation, including greater use of digital channels such as electronic surveys alongside existing options, including paper-based and face-to-face methods. Providing a choice of communication methods will help ensure that Tenants can engage in a way that is most convenient and suitable for them.

To further encourage engagement, HHA will consider introducing additional participation initiatives for future surveys, such as a free prize draw. This type of incentive could help encourage more Tenants to take part, increase response levels, and support a wider range of Tenant voices being captured to inform service improvements.

By continuing to listen, learn, and adapt, HHA aims to strengthen Tenant engagement and ensure that Tenant feedback remains central to decision-making and the ongoing improvement of service delivery.

Insight Application

Where appropriate, policies and procedures will continue to be reviewed and adapted in response to these insights, ensuring services remain responsive, inclusive, and aligned with our Tenants needs.

Evidence of Service Improvement and Learning

We operate an Organisational Learning Log within our governance framework, which captures themes, outcomes, and actions arising from feedback. This ensures learning is consistently recorded and translated into practical service improvements, informs policy reviews where appropriate, and supports shared learning across teams to reduce recurrence and enhance overall service delivery.

We utilise both the Housing Management System and Customer Relationship Management (CRM) system to record repairs, enquiries, and all Tenant interactions in a consistent and structured way. This enables accurate tracking of service activity, monitoring of outcomes, and identification of trends to support continuous improvement and more informed decision-making.

Together, these systems strengthen accountability by providing a clear, consistent, and auditable record of all Tenant interactions and service actions. This ensures decisions and outcomes can be effectively tracked, performance monitored, and service delivery evidenced transparently.

Communication of Outcomes

We will explore ways to further improve how outcomes and follow-up actions are shared with Tenants, ensuring feedback is consistently and clearly communicated. This includes strengthening “You Said, We Did” updates, improving case closure communication, and providing clearer summaries of service improvements to help close the feedback loop and build trust.

At HHA Tenants are kept informed throughout the complaints process, with updates at key stages and a clear explanation of outcomes and any learning identified.

For repairs and maintenance, progress updates are provided to Tenants, and where appropriate, evidence of completed works is used to confirm that issues have been fully resolved. This helps provide transparency and reassurance that issues have been properly resolved.

Tenant Profiling Gaps

In the previous reporting year, HHA identified gaps in its Tenant profiling data, which limited our ability to fully understand the experiences of different Tenant groups and identify meaningful trends within the TSM results.

Over the past year, we have worked to improve the quality and completeness of our profiling information. As a result, we now have a much clearer understanding of who our Tenants are and how different groups experience our services. This has enabled us to identify a number of emerging patterns and trends, providing valuable insight into where services are performing well and where additional support or engagement may be required.

The improved profiling data has strengthened our analysis and helped us better understand the needs of our diverse Tenant population. It has also provided greater confidence that we are listening to and capturing the experiences of Tenants with a wide range of support needs and characteristics.

While there is still more work to do, improving the quality of Tenant profiling data remains a key priority. We will continue to collect and review this information to ensure future TSM analysis is even more robust, enabling us to target improvements effectively, better understand Tenant experiences.

Committed to Continuous Improvement

We recognise that implementing meaningful changes and service improvements takes time, and that it can take several survey cycles before these changes are fully reflected in Tenant satisfaction levels. We also acknowledge that satisfaction can fluctuate from year to year due to a range of factors, including changing Tenant expectations and individual experiences of our services.

The key takeaway from this year's survey is the valuable insight it provides into what matters most to our Tenants and where we can focus our efforts to deliver the greatest impact. The results will be used to inform service improvement plans, shape priorities, and strengthen our approach to Tenant engagement.

By listening to feedback and acting on the views of our Tenants, HHA remains committed to continuously improving services, enhancing the customer experience, and ensuring that Tenants remain at the heart of decision-making.