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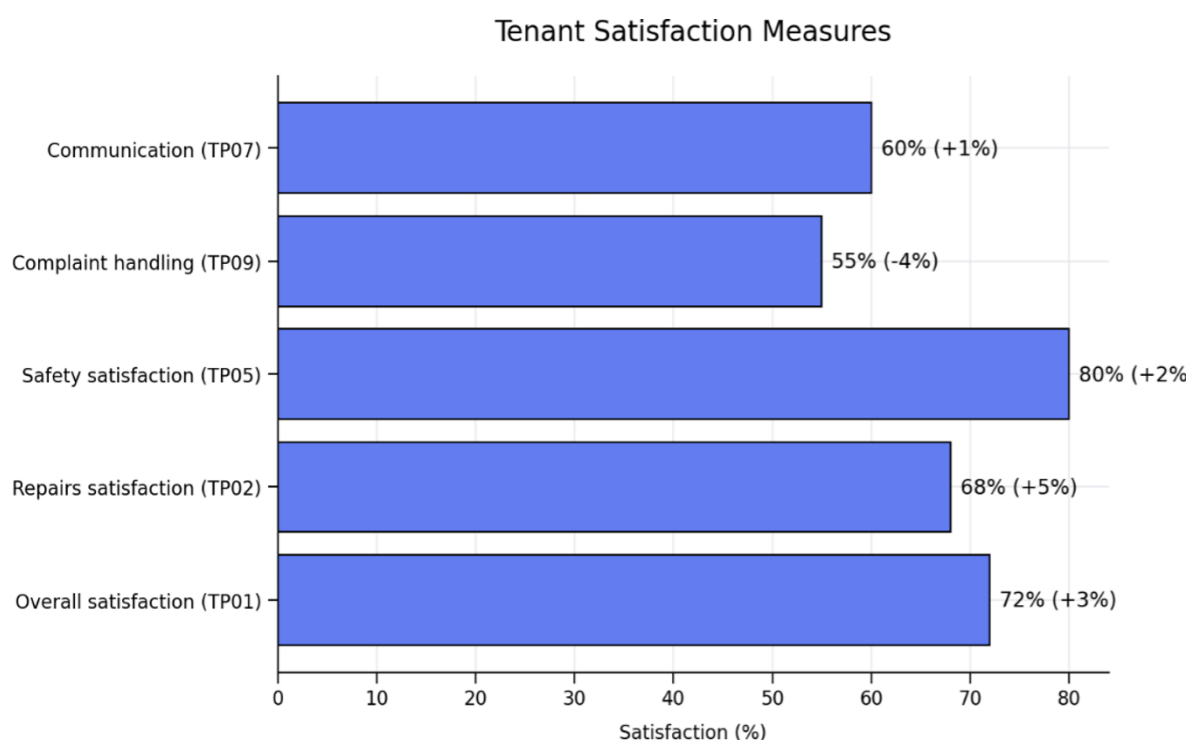
**TENANT SATISFACTION
MEASURES (TSM) REPORT
2025 -2026**

This report presents our Tenant Satisfaction Measures (TSMs), as required by the Regulator of Social Housing, enabling transparency and accountability in our services. Tenant Satisfaction Measures (TSMs) are a standard set of metrics used by all social housing providers to assess performance and tenant experience.

They include:

- Tenant perception measures (TP01–TP12) – based on survey responses
- Management information measures – based on operational data

Key Findings



Tenant Perception Measures [Survey Results]

(Satisfaction = % of tenants responding "Very satisfied" or "Fairly satisfied")

Code	Measure	2025/26	2024/25	Change
TP01	Overall satisfaction	72%	69%	+3%
TP02	Satisfaction with repairs	68%	63%	+5%
TP03	Repair timeliness	65%	60%	+5%
TP04	Home well maintained	75%	73%	+2%
TP05	Home safety	80%	78%	+2%
TP06	Listens to tenants	58%	56%	+2%
TP07	Keeps tenants informed	60%	59%	+1%
TP08	Treats tenants fairly	82%	80%	+2%
TP09	Complaint handling	55%	59%	-4%
TP10	Communal areas	70%	68%	+2%
TP11	Neighbourhood contribution	62%	60%	+2%
TP12	ASB handling	64%	61%	+3%

Areas where we are performing well

- Safety (TP05 – 80%) continues to score highest, reflecting strong compliance and tenant confidence.
- Fair treatment (TP08 – 82%) demonstrates trust in staff and service delivery.
- Repairs satisfaction (TP02) improved significantly (+5%), aligned to operational performance gains.

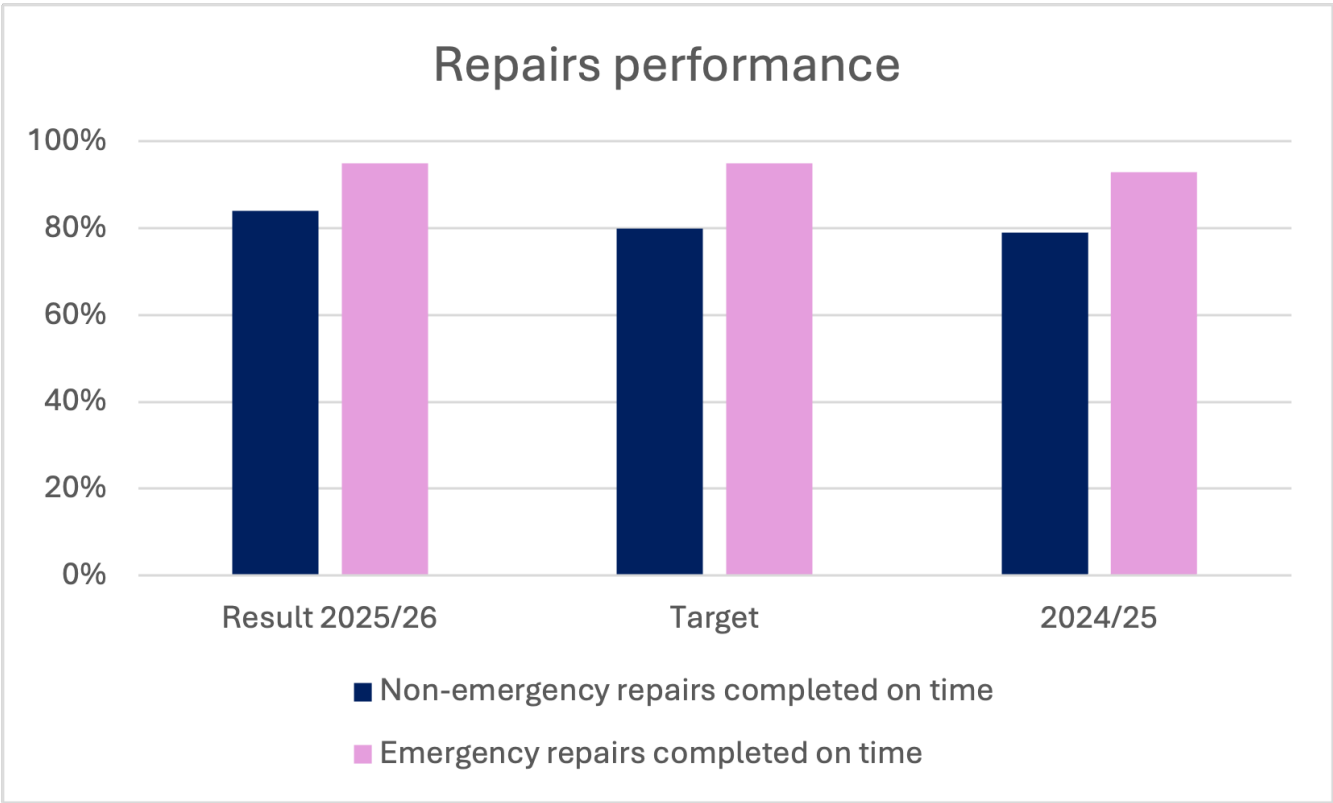
Areas for Improvement and our response

Complaint handling: Whilst there have been no delays in complaint handling, tenant perception is taken seriously. The CLH team will focus on improving any negative perceptions around complaint handling.

Communication: Tenants report wanting clearer and more regular updates. This will hopefully improve with the roll out of our newly refreshed and updated web page.

Management Information Measures

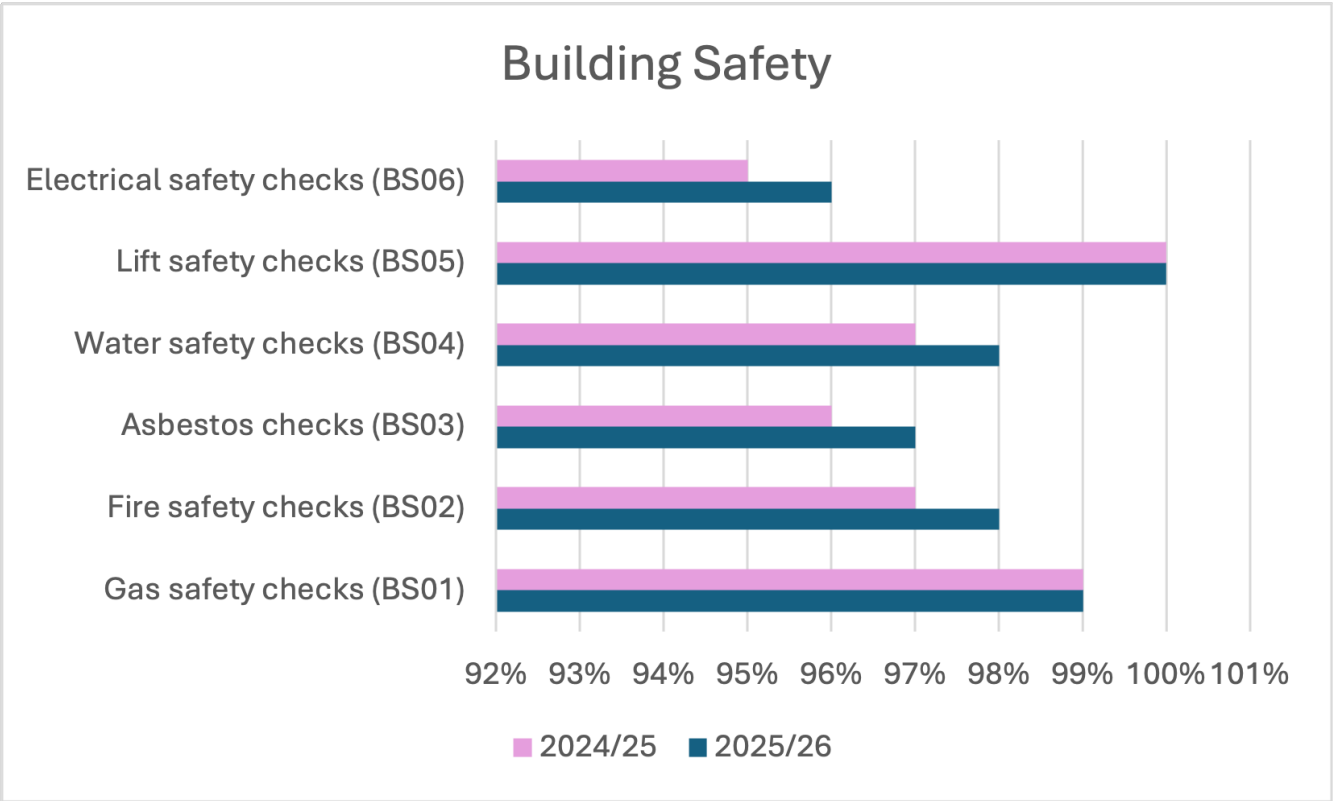
Repairs Performance



Complaints

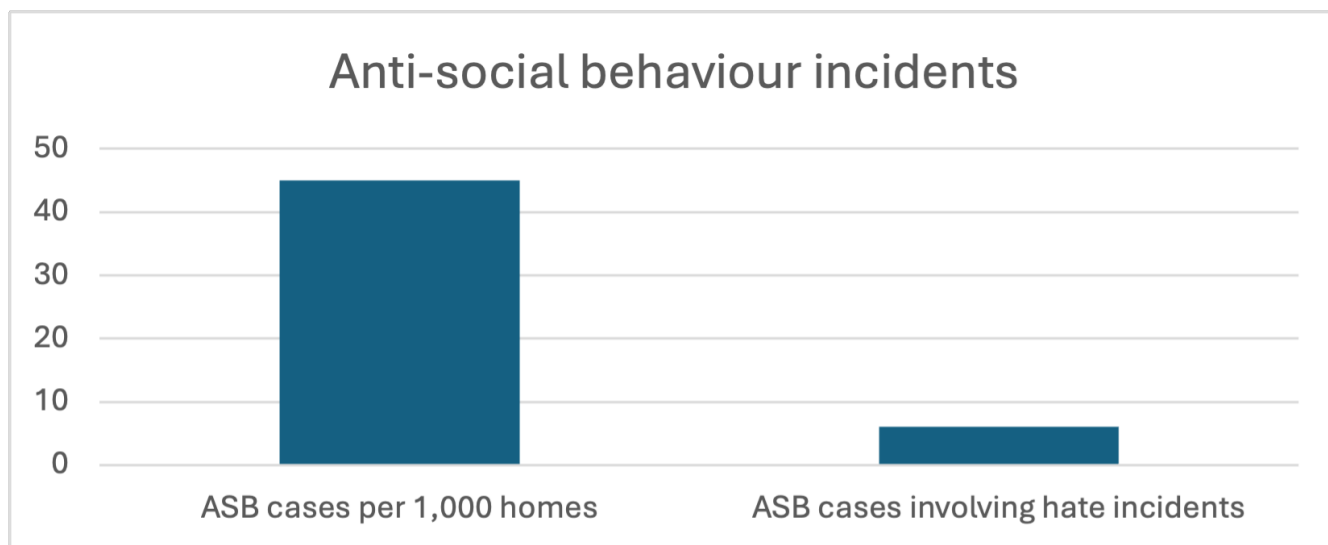
Changing Lives Homes are pleased to report that 100% complaints were responded to within policy and regulatory timeframes.

Building Safety



All metrics show high compliance, meeting regulatory expectations for safety checks.

Anti-Social Behaviour



Conclusion

Overall, the average satisfaction score was 4.5/5. This indicates high levels of trust in staff and that the majority of tenants and residents feel heard.

Changing Lives Homes will continue to maintain a high safety compliance, continue investing in repair services and improvements and importantly, work to increase our tenant engagement opportunities.

We remain committed to improving services and using tenant feedback to drive change.

Appendix A – Methodology

Survey Methodology

In line with the Regulator of Social Housing (RSH) requirements, we have undertaken a tenant perception survey to generate the Tenant Satisfaction Measures (TSMs).

A summary of the methodology used is provided below to ensure transparency and accountability.

Sample Size (Number of Responses)

- Total responses received: 58
- Although there is no fixed minimum requirement for small providers, sector best practice suggests:
- 50–100 responses for providers with fewer than 500 homes
- 75–150 responses for providers with 500–1,000 homes

This equates to a general rule of:

- At least 10–15% of tenants
- Absolute minimum: ~50 responses

Our sample size is just above the minimum threshold. Whilst this is disappointing, Changing Lives Homes will work to increase our tenant engagement opportunities.

Timing of Survey

- Survey period: June – September 2025

The survey period was extended to:

- Increase participation
- Allow more tenants time to respond
- Improve overall response rate

Methods of Data Collection

The survey was conducted using a combination of online questionnaires and paper-based surveys. Assistance was available from staff and volunteers where required. This approach ensured that the survey was accessible for all tenants and that tenants with different needs and preferences were included. Participation was voluntary. No incentives were given. TSM results were calculated in accordance with Regulator of Social Housing requirements.

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Changing Lives is the operating name of The Cyrenians, registered Charity Number: 500640
and registered Company Number: 995799 in England.