

Tenant Satisfaction Measures Report 2025/2026



 archeshousing

Contents:

Page Three- Introduction

Page Four- Approach to Surveys

Page Four - Key Information

Page Five - Sample Data

Page Five - Results

Page Six - What you are telling us

Page Six - Satisfaction

Page Seven - Dissatisfaction

Page Eight - What we are doing

Page Nine - Conclusion



Introduction

The Tenant Satisfaction Measures (TSMs) have been introduced by the Regulator of Social Housing (RSH) in England to measure how well landlords and registered providers are doing.

In total there are 22 measures with 12 of the measures coming from our customer feedback surveys, whilst the other 10 are generated from our management information.

The TSMs are divided into five categories:

- Building Safety
- Anti-Social Behaviour
- Decent Homes Standard & Repairs
- Complaints
- Tenant Perception Measures

Your feedback is always important to us, and we see it as an opportunity to make positive changes where needed.

We'll also continue to work with our engaged tenants using the insights and feedback to shape what we do going forward.

We strive to ensure this document is clear, concise and easy for you to understand the data detailed within it and we thank all of you who took the time to take part in the survey.



Summary of our approach to surveys

Between 29th September 2025 and 7th November 2025, we conducted telephone interviews and a small number of face to face interviews with tenants to gauge their level of Tenant Satisfaction.

As we manage less than 1,000 Low-Cost Home Ownership (LCHO) properties, our reporting focuses solely on Low-Cost Rent Accommodation (LCRA).

The responses we received were considered to be representative of our wider tenant base and we therefore did not need to add 'weighting' to any of the results to give greater balance.

There were no incentives offered to tenants to complete the survey, and no household were excluded from the survey due to exceptional circumstances, as set out by the Regulator of Social Housing.

As well as the mandatory questions, respondents were also given the opportunity to say in their own words why they gave their overall satisfaction score and what they feel

Arches Housing could do to improve their repairs service, complaint handling and the maintenance of communal areas.

Key Information:

The results on the next page are based on **310** tenant responses. This currently provides a margin of error of **+/- 4.86%** which is within the Regulator of Social Housing's guidelines and represents a response rate for Low-Cost Rental Accommodation of **26.7%**.

Out of the **310** responses, **302** were conducted by telephone and **8** were conducted by face to face interviews were conducted for our tenants in supported housing so as to better suit their needs.

Data Collection Partner:

We commissioned Housemark, the UK's leading data insight company, to carry out this Tenant Satisfaction Survey.

Sample Data:

Ethnicity	Tenant Profile Count	Tenant Profile Percentage	Survey Profile Count	Survey Profile Percentage
Asian or Asian British - Bangladeshi	19	1.6%	9	2.9%
Asian or Asian British - Chinese	1	0.1%	1	0.3%
Asian or Asian British - Indian	2	0.2%	0	0.0%
Asian or Asian British - Other	42	3.5%	10	3.2%
Asian or Asian British - Pakistani	120	10.0%	32	10.3%
Black or Black British - African	134	11.2%	26	8.4%
Black or Black British - Caribbean	35	2.9%	11	3.5%
Black or Black British - Other	46	3.8%	13	4.2%
Mixed Other	11	0.9%	5	1.6%
Mixed White & Asian	6	0.5%	0	0.0%
Mixed White & Black African	8	0.7%	1	0.3%
Mixed White & Black Caribbean	26	2.2%	4	1.3%
Other Ethnic Group - Arab	104	8.7%	30	9.7%
Other Ethnic Group - Other	60	5.0%	23	7.4%
Refused	6	0.5%	1	0.3%
White - British	540	45.2%	131	42.3%
Gypsy/Romany/Irish Traveller	1	0.1%	1	0.3%
White - Irish	2	0.2%	1	0.3%
White - Other	29	2.4%	5	1.6%
Not Stated	4	0.3%	6	1.9%
Total	1,196	100.0%	310	100.0%

Sample Data:

Age Band	Tenant Profile Count	Tenant Profile Percentage	Survey Profile Count	Survey Profile Percentage
Under 25	44	3.7%	11	3.5%
25-34	199	16.6%	58	18.7%
35-44	297	24.8%	71	22.9%
45-54	265	22.2%	76	24.5%
55-64	235	19.6%	47	15.2%
65-74	86	7.2%	25	8.1%
75+	70	5.9%	17	5.5%
Not Known	0	0.0%	5	2%
Total	1,196	100.0%	310	100.0%

Sex	Tenant Profile Count	Tenant Profile Percentage	Survey Profile Count	Survey Profile Percentage
Male	371	31.0%	88	28.4%
Female	823	68.8%	217	70.0%
Not Known	2	0.2%	5	1.6%
Total	1,196	100%	310	100.0%

Tenancy	Tenant Profile Count	Tenant Profile Percentage	Survey Profile Count	Survey Profile Percentage
General Needs	1143	95.6%	293	94.5%
Housing for Over 55s - Category 1	12	1.0%	4	1.3%
Let Under License to Prospective Shared Owner	1	0.1%	1	0.3%
Move On RMBC	29	2.4%	4	1.3%
Rented (Supported Housing)	11	0.9%	8	2.6%
Total	1,196	100%	310	100.0%

Authority	Tenant Profile Count	Tenant Profile Percentage	Survey Profile Count	Survey Profile Percentage
Chesterfield	14	1.2%	1	0.3%
Rotherham	307	25.7%	73	23.5%
Sheffield	875	73.2%	230	74.2%
Not Known	0	0.0%	6	1.9%
Total	1,196	100%	310	100.0%

Results:

Out of the 12 measures set by the Regulator of Social Housing, our performance has improved in nine of them – something we are really pleased to see.

Whilst overall satisfaction with our services has fallen slightly – down by **1.3% to 82.6%**, we have seen large increases in your satisfaction with how we handle anti-social behaviour – up **5.6% to 77.1%** and our contribution to your neighbourhood, increasing **6.6% to 82.3%**.

This is great to see given the focus we have dedicated to these areas, taking into account feedback from our tenants and communities.

We recognise there is still more we can do, and we will be working with you to improve on this further.

We have also seen increased satisfaction with our repairs service overall, the speed of repairs and feeling that your home is safe. It is clear to see from this feedback that many of you are happy with the way we keep your home maintained, the speed of our response and that attend appointments when they are arranged.

We do recognise that to improve further we need to focus on making sure we keep you updated if we cannot fix a repair first time and we will continue work on this.

Ref	Question (Number of respondents in brackets)	TSM 2025/26	Previous year (2024/25)	Difference (+/-)
TP01	Overall satisfaction (n 310)	82.6%	83.9%	-1.3%
TP02	Repairs service overall (227)	86.3%	85.0%	+1.3%
TP03	Speed of repairs (224)	86.6%	82.8%	+3.8%
TP04	Home is well-maintained (295)	84.7%	83.8%	+0.9%
TP05	Home is safe (298)	90.6%	88.2%	+2.4%
TP06	Listens to views and acts (279)	80.6%	79.1%	+1.5%
TP07	Keeps tenants informed (284)	86.3%	81.6%	+4.7%
TP08	Treats tenants fairly and with respect (293)	87.7%	88.2%	-0.5%
TP09	Complaint handling (59)	50.8	49.3%	+1.5%
TP10	Communal areas are clean and well-maintained (51)	78.4%	80.8%	-2.4%
TP11	Contribution to neighbourhood (220)	82.3	75.7%	+6.6%
TP12	ASB handling (170)	77.1%	71.5%	+5.6%

What you are telling us:

Satisfaction:

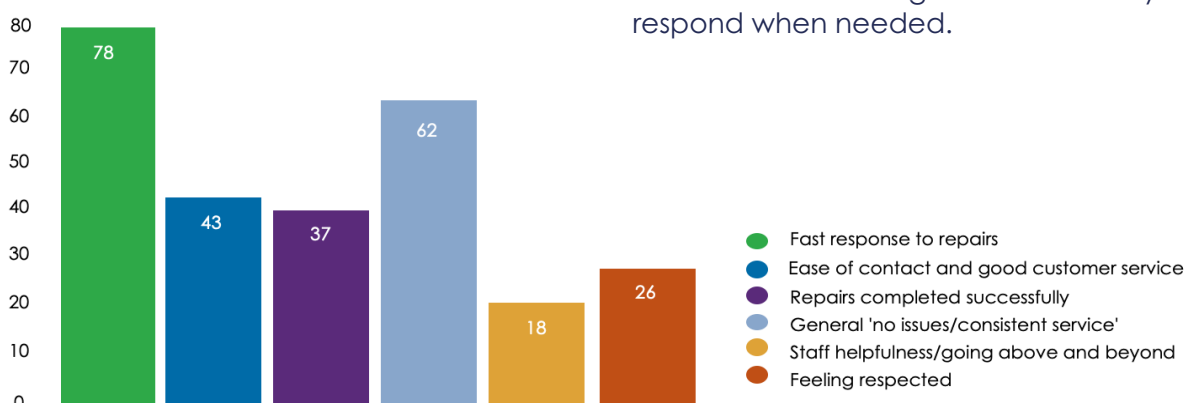
When considering scores from tenants indicating that they were either very or fairly satisfied, the top six themes can be found below.

Tenant satisfaction is driven primarily by the responsiveness of the service, particularly when reporting repairs.

Many tenants commented that repairs are attended to quickly, appointments are arranged efficiently, and staff are easy to contact when support is needed.

Positive feedback also highlights the professionalism and friendliness of customer-facing staff, with several tenants feeling listened to, supported and treated with respect.

While some tenants referred to specific repairs or services, a significant number simply described their overall experience as positive, reflecting confidence in the organisation's ability to respond when needed.



Reasons for Satisfaction:

1

Every problem I've had they have sorted it there and then. They are a credit to themselves, best housing association ever.

2

When they arrange a repair, they stick to appointment dates and times and are quite efficient.

3

When I phone them up for repairs or estate issues, they are usually very responsive on both counts.

4

They never fail to meet our needs as tenants.

Dissatisfaction:

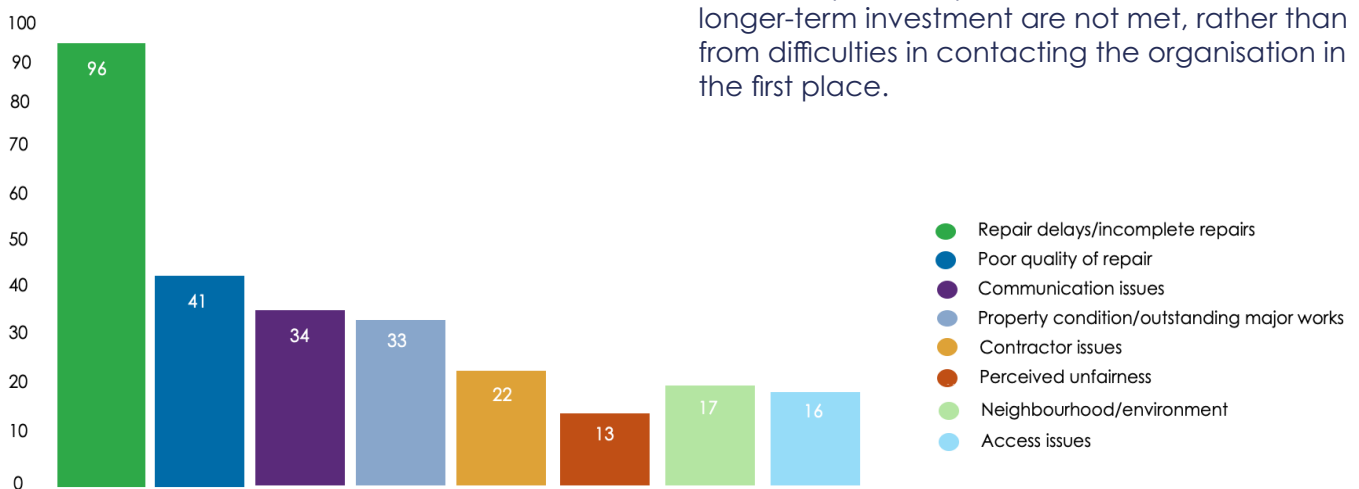
Any dissatisfied respondents were also asked to give feedback on the reasons for dissatisfaction.

Where tenants expressed dissatisfaction, the underlying theme was usually not the initial response, but what happened afterwards.

The most common concerns related to delays in completing repairs, unresolved issues, jobs requiring repeat visits, and a lack of follow-up communication.

Some tenants also raised concerns about the quality of repairs, feeling that problems had been temporarily addressed rather than fully resolved. Longer-term property condition issues, such as ageing kitchens, bathrooms, windows and fencing, were also mentioned.

Overall, the feedback suggests that dissatisfaction tends to arise when expectations around repair completion, communication and longer-term investment are not met, rather than from difficulties in contacting the organisation in the first place.



Reasons for Dissatisfaction:

1

Could be quicker with communication and updating us on things.

2

Sometimes when I need help they are closed such as holidays

3

It takes a lot of effort to get them to come out to do the repairs.

4

Repairs sometimes take longer than expected to get done.

What we are doing

In response to the feedback we have received as part of our Tenant Satisfaction surveys, we have implemented the following actions across those areas of concern highlighted by Tenants.

Anti-Social Behaviour (ASB):

We have recently implemented an ASB Improvement Plan structured around the following themes:

- **Tenant Voice and Communication** - We have improved the information we provide to tenants through our website and the information we give to tenants when they complain to us about ASB.
- **Performance Management, Staff Support and Development** - Our performance now is managed through regular case reviews and learning is shared between officers to support continuous development.
- **Performance Management, Staff Support and Development** - We've reviewed processes and carried out further training with our teams to ensure they feel confident following our processes and use all the tools at our disposal to tackle ASB.
- **Partnerships** - A partnership mapping exercise is in process after which we will focus attention on developing partnerships where they can have the most impact.

Complaints:

We take any complaint we receive seriously and through proactive communication we hope for early resolution to any concerns raised. By managing expectations early, providing regular updates and making tenants aware of any escalation routes, we look to resolve complaints at the earliest possible stage.

We have also invested a lot of time and learning into our complaints teams, upskilling them handle a tenant's concerns at the first point of contact where practically possible.

Repairs:

We're conducting a Strategic Repairs Review, which will be completed in 26/27. This review is aimed to improve diagnostics, equip contractors, and fix root causes on the first visit, improving our aim of getting repairs right first time.

We have also:

- Improved quality control and contractor management.
- Implemented **100%** post inspections for DMC, structural leaks and recurring plumbing.
- Devised clearer KPIs and monitoring of our repairs service, including tenant feedback to ensure we continue to deliver a quality service.
- Commissioned a team of dedicated experts to resolve major or long-term issues outside the standard workflow ie DMC. Dwelling doctors.
- Implemented digital tools to help us provide a quality service including automated acknowledgement within 24 hours of a report.
- We have implemented SMS Appointment confirmations, reminders, streamlined communications.

Improvement Communication and Tenant Voice:

This year we will be publishing a **"You Said, We Did"** section on our website quarterly as well as widening the reach of our tenant communications through our newsletters, emails, noticeboards and social media.

Tenant comments and feedback also help us learn and improve through a team briefing process.



Conclusion:

We are pleased to report another strong year of Tenant Satisfaction results, with our overall satisfaction remaining high at 82.6%.

Whilst this represents a small reduction from last year's result it continues to demonstrate that the majority of our tenants are satisfied with the services we provide. We are also pleased to see that 9/12 of the TSM indicators have improved from last year as a result of improvements to our services.

This year's survey highlights positive performance across many key areas of service. Tenants continue to report high levels of satisfaction with the repairs service, the condition and safety of their homes, and being treated fairly and with respect from our staff.

We are encouraged that tenants continue to value the professionalism and commitment of our staff, with many respondents highlighting the helpfulness of colleagues, the ease of contacting us and the speed with which issues are addressed.

Feedback from tenants shows that our neighbourhood days continue to have a positive impact, helping us build stronger relationships with residents and enabling us to contribute to our tenants's neighbourhoods.

This has resulted in an increase to TP 11 – 'Contribution to neighbourhood' by **6.6%** to **82.3%** this year. We remain committed to engaging with our tenants and acting on any feedback received.



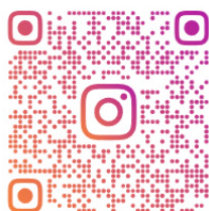
 **arches**housing

Telephone: 0114 228 8100

Address: Arches Housing Limited
122 Burngreave Road
Burngreave
Sheffield
S3 9DE

 /archeshousing

 /archeshousing



peoplecommunitieshomes

www.archeshousing.org.uk