

Tenant Satisfaction Measures (TSMs)

For the year ending 31st March 2026

Contents

Section	Page
1. Welcome	3
2. Introduction to the Tenant Satisfaction Measures	3-4
3. Our Performance 2025-26 - at a Glance: Tenant Perception Measures	5
4. Our Landlord Performance 2025-26 - at a Glance	6
5. TSMs In Depth: Detailed Overview of Our Performance 2025-26, Comparison with the Previous Year and Against Sector Peers	7-13
➤ Overall satisfaction	
➤ Repairs performance and satisfaction	
➤ Quality of homes	
➤ Property safety	
➤ Listening to your views, keeping you informed & treating you with fairness and respect	
➤ Complaints and complaint handling	
➤ Upkeep of communal areas & making a positive contribution	
➤ Responding to anti-social behaviour and hate incidents	
6. Methodological notes and learning	13
7. Plans for future surveys and involvement activity	14-15
Appendix 1: TSM data and sample sizes	16-17
Appendix 2: TSM standard survey 2025-26, cover letter	18-19
Appendix 3. TSM Standard survey 2025-26, survey	20-29

1. Welcome

Summer 2026 will see the third year that Southdown has published its Tenant Satisfaction Measures' (TSMs) results.

As with last year, we have included comparison with the previous year's figures and benchmarked our scores with those from other, similar-sized, peer-group landlords.

Read about our performance 'at a glance' with more detailed analysis contained over the pages that follow.

Overall, we are really pleased with our overall performance – your feedback also pointed out where we need to focus upon and where there is room for improvement.

Thanks again for everyone who took the time to share your feedback – congratulations to the winners of the vouchers!

We will be in touch over the coming months to gather further feedback but please do get in touch as needed to share suggestions about how we can improve our services or any complaints. You can contact us through our ['have your say'](#) portal or by email: housing@southdown.org

Best wishes, Jim

Jim Aspdin, Director of Housing & Assets

2. Introduction to the Tenant Satisfaction Measures (TSMs)

The Tenant Satisfaction Measures (TSMs) are one way that tenants can assess the performance of their landlord in providing good quality homes and services. These measures have been designed to drive up standards and improve the quality of social housing by ensuring housing providers are accountable for the services delivered to tenants and shared owners.

Introduced by the Regulator of Social Housing in England, Tenants can gain meaningful insight into how their landlord is performing to better hold them to account. By reporting on a standardised set of measures, tenants and shared owners can see how well Southdown are performing in relation to other landlords.

There are 22 tenant satisfaction measures in all. 12 of these measures are 'Tenant Perception Measures' with a further 10 'Landlord Performance' measures.

Tenant Perception (TP) measures relate to tenant and shared owners feedback given through tenant surveys against a standardised set of questions. Only positive sentiment - for example tenants describing themselves being '*satisfied*' or '*very satisfied*' in relation to Southdown's performance in a given area - counts towards a percentage score.

Landlord Performance (LP) measures come from a variety of management information and relate to Southdown's management of its homes: complaints, anti-social behaviour and our management of repairs and essential property safety and compliance.

To allow easy comparison of performance across social landlords, no matter the size, the Regulator of Social Housing asks providers for some measures to be averaged per 1000 homes. In a change from last year, we can include surveys from tenants who preferred an 'easy read' version, as the survey distributed adhered to Regulator's technical guidance.

3. Our performance 2025-26: At a Glance: Tenant Perception Measures

	Tenant Perception – TP01 & TP05-TP12 Combined (Low-Cost Rental Accommodation (LCRA) & Low-Cost Home Ownership (LCHO)) TP02-TP04 LCRA only	2025 TSM 24/25	2026 TSM 25/26	Trend	Median Acuity Benchmark 2024/25	Variance to Benchmark
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	87.8%	92.4%	↑	87.0%	5.4%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	88.6%	89.8%	↑	83.1%	6.7%
TP03	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.	75.9%	83.1%	↑	78.6%	4.5%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	88.9%	91.4%	↑	86.0%	5.4%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	89.4%	92.0%	↑	85.0%	7.0%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	78.3%	92.0%	↑	80.0%	12.0%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	85.4%	93.2%	↑	82.0%	11.2%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	95.8%	96.0%	↑	87.5%	8.5%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	85.7%	56.3%	↓	68.8%	-12.5%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	86.1%	79.2%	↓	85.0%	-5.8%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	65.1%	75.4%	↑	76.0%	-0.6%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	75.0%	85.7%	↑	79.0%	6.7%

4. Landlord Performance Measures: At a Glance

TSM Metric	2025 TSM 24/25	2026 TSM 25/26	Trend	Median Acuity Benchm ark 2024/2 5	Variance to Benchma rk
CH01 Stage1 - Stage 1 complaints per 1000 homes	4.4	6.7	↑	25.5	-18.8
CH01 Stage2 - Stage 2 complaints per 1000 homes	2.2	0.0	↓	2.23	-2.23
CH02 Stage1 - Stage 1 complaint responses within timescales	100%	66.7%	↓	100%	-33.3%
CH02 Stage2 - Stage 2 complaint responses within timescales	100%	100%	≈	100%	+0%
NM01 ASB - ASB cases per 1000 homes	63.2	75.9	↑	22.49	+53.4
NM01 Hate - ASB cases (Hate incidents) per 1000 homes	2.2	2.2	≈	0.0	+2.2
RP01 - Percentage of homes that fail to meet the Decent Homes Standard	0.0%	0.0%	↓	0%	+0
RP02 Emergency - Percentage of emergency repairs completed within target time	90.7%	94.5%	↑	100%	-5.5%
RP02 non-emergency - Percentage of non-emergency repairs completed within target time	91.5%	95.5%	↑	94.3%	+1.2%
BS01 - Percentage of gas safety checks completed within target	100%	100%	≈	100%	+0%
BS02 - Fire safety checks	92.7%	100%	↑	100%	+0%
BS03 - Asbestos safety checks	100%	100%	≈	100%	+0%
BS04 - Water safety checks	100%	98.7%	↓	100%	+0%
BS05 - Lift safety checks	41.2%	100%	↑	100%	+0%
BS06* – Electrical Safety Checks	N/A	100%	≈	N/A	N/A

All the Landlord Performance metrics are derived from our management system, as of 31st March 2026. Benchmark based on 2024/25 Acuity submissions from 25 similar sized Supported Housing organisations across England

5. TSMs In Depth: Detailed Overview of Our Performance 2025-26, Comparison with the Previous Year and Against Sector Peers

Overall Satisfaction

Overall, the Tenant Perception metrics scores were very positive. 10 out of 12 Tenant Perception performance scores have improved (notably, how we listen to the views of tenants and our performance in repairs)

The surveys did highlight areas where satisfaction with our performance appears to have deteriorated (complaints, our management of communal areas). These are areas which we still need to focus on to improve the experience and perception of tenants and shared owners.

92.4% of tenants gave a positive response to overall satisfaction with the services provided by Southdown: [TP01]

😊 2025/26 results showed an improvement of +4.6% over the previous year's results and +5.4% improvement over the last years' performance reported by our peers.

Repairs Performance & Satisfaction

Repairs and Maintenance

Repairs and maintenance are one of the key areas in which tenants experience the performance of their landlord first hand, it's only right that they can hold their landlords to account **89.8% of respondents who had received a repair in the last 12 months prior to the survey reported that they are satisfied with the overall repairs service** [TP02]

😊 2025/26 results were 1.3% more positive over the previous year's satisfaction level of **88.6%** and 6.7% up on the average satisfaction with repairs levels reported in the previous year by our peers.

83.1% of respondents, who had received a repair in the last 12 months, reported that they are satisfied with the time taken to complete their most recent repair [TP03]

😊 2025/26 results showed an +7.2% improvement over the previous year's results and +4.5% improvement over the previous years' performance reported by our peers.

Action: these responses suggest there is still a perception from tenants that repair target timescales themselves are too long. In the coming year Southdown will seek the views of tenants in developing its approach to

repairs, suitable response times and the classification of repairs – we will also seek opportunities for tenants to provide richer feedback on satisfaction in response to individual repairs, this will help us build a picture of categories of repairs, or housing types where we should focus our efforts on improving or revising resolution timescales.

Target Response Times

When we receive your call or contact, we will log your repair request and allocate a priority category of either **Emergency**, **Urgent** or **Routine**. This defines the target response time for the repair you have reported:

- **Emergency**: Repair completion target is 24 hours
- **Urgent**: Repair completion target is 5 working days
- **Routine**: Repair completion target is 20 working days

The number of emergency repairs Southdown's repairs contractors completed **94.5%** within their target time of 24 hours (412 of 436 repairs). [RPO2i]. This compares with 90.7%% in the previous year (an improvement of 3.8%).

Southdown's repairs contractors completed **95.5%** (2289 of 2387) of non-emergency repairs within their target time of 28 days. [RPO2ii]. This compares with 91.5% in the previous year (an improvement in performance of 4.0%).

Whilst performance remains strong, performance did briefly dip just under 90% over the summer holiday and Xmas periods – we have sought to ensure adequate cover is available during those times and are working with our repairs contractors to continue to improve our real-time tracking of repairs delivery.

Quality of your home

91.4% of respondents were satisfied that their home is well maintained [TP04]

😊 2025/26 results showed an improvement of +2.5% over the previous year's results and +5.4% improvement over the previous years' performance reported by our peers. We were pleased to see these high figures, although there is still room for improvement. Satisfaction was lower (84.6%) within our supported housing – we will seek to better understand why this is the case in the coming year.

100% of Southdown's homes met the Decent Homes Standard. *[RP01]*. The Decent Homes Standard is technical guidance issued by the Government as to the age and condition of properties.

Property Safety

92.0% of respondents were **satisfied that their homes are safe** *[TP05]*

😊 2025/26 results showed an improvement of +2.6% in the perception that homes were safe over the previous year's results and a +7.0% improvement over the previous years' performance reported by our peers.

At Southdown we take property safety extremely seriously and we know how important this is to our tenants and shared owners, so we were pleased to see this focus reflected in the perception of our tenants. A lot of work goes on behind the scenes to ensure our homes are safe and that the right compliance checks are undertaken

100% of Gas Safety Checks: were complete and up to date as at the 31st March **2026** *[BS01]*

100% Fire Safety Checks were complete and up to date *[BS02]*. We had no open high or medium risk fire actions overdue as at the 31st March.

100% Asbestos Safety Checks were completed in-year with 97 of 97 visual inspections undertaken and recorded *[BS03]*.

98.7% Water Safety Checks *[BS04]* were completed and up to date as at the 31st March with 299 of 303 dwellings holding up-to-date certification.

Southdown acquired four dwellings on 30th March 2026 from a small social landlord with homes transferring in the days immediately prior to the reporting date. Whilst we were able to schedule the necessary Legionella Risk Assessments upon acquisition the previous landlord had not undertaken these essential checks, and we were not able to complete them prior to acquisition.

100% Lift Safety Checks were complete and up to date as at the 31st March *[BS05]* with all certifications and servicing up to date for the 34 LCHO and LCRA dwellings with access to a lift.

Listening to your views, keeping you informed & treating you with fairness and respect

92.0% of respondents were satisfied that **we listen to your views and act on them** *[TP06]*

😊 2025/26 results showed a strong improvement of +13.7% over the previous year's results and was +12.0% better than the previous years' performance reported by our peers [80%].

We were pleased with this result and think this may be linked to the greater visibility we have been striving to give to our Client and Tenant Involvement – meaningfully engaging tenants

93.2% of respondents were satisfied that **we keep you informed about the things that matter to you as a tenant or shared owner** [TP07]

😊 2025/26 results showed an improvement of +7.8% over the previous year's results and +11.2% improvement over the previous years' performance reported by our peers.

96.0% of respondents satisfied that **we treat tenants with fairness and respect** [TP08]

😊 2025/26 results showed an improvement of +0.2 over the previous year's results and +8.5% improvement over the previous years' performance reported by our peers.

Complaints and complaints handling

56.3% of respondents who reported making a complaint in the last 12 months were satisfied with their landlord's approach to complaints handling [TP09]

😞 2025/26 results showed big drop of -29.5% against the previous year (which had shown a +30.4% improvement over the previous 23/24 year's results) and -12.5% deterioration over the previous years' performance reported by our peers. These figures were surprising since 92.0% of tenants reported that they were satisfied that Southdown listens to their views and acts upon them [TP06 above].

Southdown received **three** Stage One complaints [CH01(1)] and **no** Stage Two complaints [CH01(2)] relating to its housing in the 2025-26 year. 66% of the Stage One were acknowledged and responded to within the Housing Ombudsman's timescales [CH02(1) & CH02(2)]. One Stage One was completed 6 days late as the complainant could not provide any evidence of the allegations made, despite being asked on several occasions.

The number of complaints received were broadly in line with the previous year's figures where we received two stage one complaints and one stage two complaint.

We continue to see higher figures for people answering this question (16) than we see formally raising complaints in the year (3) - this requires further

investigation and tenant involvement – potentially tenants are raising issues relating to Anti-Social Behaviour (ASB) or repairs and seeing these as complaints, but the concern is that we are ‘missing’ complaints. Our tenants housed within our Independent Living Schemes – properties subleased from 3rd party landlords - were the least satisfied with our approach to complaints handling (33% responded positively), potentially this reflects difficulties resolving issues when multiple landlords are involved.

Action: with our complaints redesign process completed we will revisit this with tenants to gain their views as to whether this new ‘Have Your Say’ process is open and accessible. We will follow up on individual responses - where tenants have said they were happy to be contacted about their feedback – to understand the circumstances under which they felt they had made a complaint. We will contact ILS tenants to promote our Complaints and ‘Have your Say’ channels and seek feedback on how we can improve their experience, even where successful resolution may rely on the response from a 3rd party.

An anonymised summary of complaints raised with Southdown, as well as Southdown’s self-assessment against the Housing Ombudsman’s Complaint Handling Code can be found www.southdown.org/about-us/openness-transparency/

Southdown value complaints as an essential way of recognising problems and driving service improvements, should you wish to make a complaint, provide feedback or make a recommendation for how we can improve the services we deliver, you can find further details here: www.southdown.org/feedback-contacts/

Upkeep of communal areas & making a positive contribution

79.2% of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained [TP10]

🙄 2025/26 results showed a decrease of -6.9% over the previous year’s results and -5.8% against the previous years’ performance reported by our peers.

Results were particularly affected by feedback from our tenants in our Independent Living Schemes (ILS) who have communal areas maintained by other landlords, 75% of ILS tenants described themselves as satisfied or very satisfied.

75.4% of respondents reported that they are satisfied that their landlord makes a positive contribution to the neighbourhood [TP11]

😊 2025/26 results were +10.3% more positive over the previous year's satisfaction level of 65.1% and -0.6% below the average satisfaction reported in the previous year by our peers (76%).

Southdown, as predominantly a supported housing provider, differs from many larger Registered Providers in that it does not manage many estates or provide housing for entire neighbourhoods – possibly this is reflected within these scores.

Action and learning: detailed breakdowns of responses suggested that tenants were less satisfied in Southdown Moves and Southdown Steps (a rough sleeper move-on service). In consulting with tenants regarding the TSMs it was clear some felt Southdown did better in maintaining internal communal areas than in grounds maintenance – this is worthy of further investigation -as it is important for us to understand the areas in which we need to improve.

Responding to reports of Anti-Social Behaviour (ASB) & hate incidents

85.7% of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour [TP12]

😊 2025/26 results showed an improvement of +10.7% over the previous year's results and with a significantly higher satisfaction [+6.7%] against the previous years' performance reported by our peers.

Overall, the number of ASB cases increased slightly year-on-year from 29 to 34 (75.9 cases per 1000 homes from 63.2 per 1000 homes in the 24/25 reporting year) [NM01_ASB] and one hate related incident of ASB (which equates to 2.2 per 1000 homes), the same as last year. [NM01_Hate].

Comparing number of ASB cases per 1000 homes with other landlords shows Southdown as higher than the benchmarked average by +53.4 cases. Deeper analysis into this statistic showed a very large variance in results between different types of providers. It is felt that the higher-than-average number of cases Southdown records is largely due to the client groups we work with. – other providers working with exclusively clients with learning disabilities were seen to typically record a lower number of cases.

We saw one incident of ASB that we recognised as hate crime in the year, escalating our concerns to the police, supporting the tenants and addressing with the alleged perpetrator to resolve. Over the year we have improved the information we share with tenants on reporting hate crime, including easy-read versions, to ensure our tenants are able to recognise hate incidents as such and that we are able to quickly identify the specific features linked to

hate crime within the ASB that is reported to us. Our new Hate Crime Leaflet was distributed to all tenants, is given out to tenants at sign up and during every Annual Tenant Visit.

The Housing Management team utilise Housing Officers from different patches to seek feedback on the management of ASB cases once a case is closed. There is currently no detailed survey data currently held, though it's possible to view how many have been completed. Since May 2025 eight post ASB surveys have been attempted, with five being completed as 'satisfied' and 3 marked as no contact from the complainant.

Our System Administrator (Housing) will be working on a new module in QL to introduce an ASB satisfaction questionnaire. This isn't something that has been used before and has been road mapped to be completed during summer 2026. Once implemented, we'll be able to report on survey outcomes.

6. Methodological notes & learning

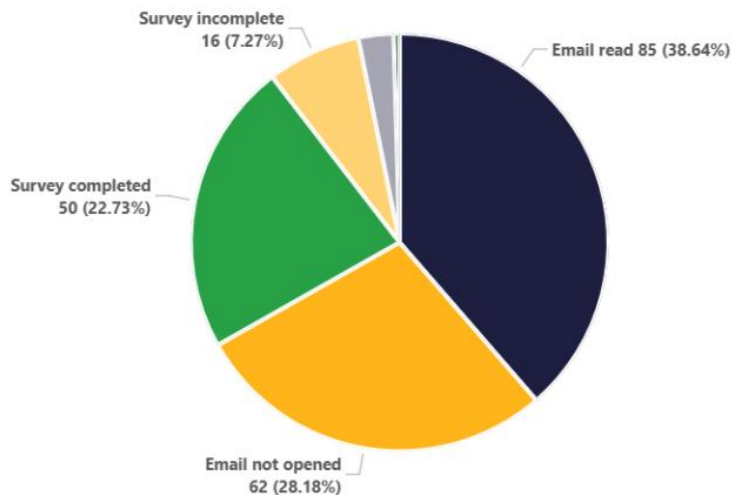
Survey Distribution and Response Rate: The 2025/26 TPS (Tenant Perception Survey) was sent out on 15th September, with a reminder sent on 16th January, to all 431 tenants with an overall response rate of 18.3%. This is lower than previous years by ~7%. Contributing factors were the significant increase in the length of the survey, as well as survey fatigue as the Southdown Annual Satisfaction Survey (SASS) was distributed across the same time of year (SASS Nov-Dec).

Survey Response Data	2023/24	2024/25	2025/26
Surveys sent	454	469	431
Surveys Completed	109	120	79
Response Rate	24.0%	25.6%	18.3%
Easy-Read Completed	45	71	13
Non-Easy Read Completed	64	49	66

This year 220 tenants were sent a digital version of the TPS to complete online in addition to the option of a postal survey, with a digital survey completion rate of just under 23%. Another 16 tenants used the link in the email to start the survey but did not complete it, potentially due to the length of the survey.

Tenants who had not completed the online version were sent a paper version to complete and return. LD tenants were sent an easy-read version of the exact same survey and were assisted by the housing team where assistance was required.

Tenants were also contacted by telephone as a mop up exercise but success of this was very poor with only 3 further surveys completed.



Status	Count	(%)
Email read	85	38.6%
Email not opened	62	28.2%
Survey completed	50	22.7%
Survey incomplete	16	7.3%
Email failed	6	2.7%
Unsubscribed	1	0.5%
Total	220	100.0%

Survey Inclusion and Accessibility: Given Southdown's portfolio of fewer than 1,000 units, surveys were sent to all tenants, including those with learning disabilities (LD) and Discharge to Access (D2A) tenants. This year's survey was designed in a way that maintained the TSM technical requirements but was accessible to all tenants.

Sample Size Compliance: By distributing surveys to all tenants, Southdown met the required sample size for reporting.

Incentives for Participation: To further encourage tenant engagement, respondents were offered a chance to win one of two £50 Tesco vouchers. The two winners were chosen at random on 8th April 2026 using an Excel randomiser from all returned surveys.

Data Collection and Anonymity: Unlike the previous where the returns were anonymous, this year the survey was carried out pseudonymised. This meant that all replies could be used to identify certain statistics, such as housing category.

7. Learning and plans for future surveys

Our interpretation is that this year's TSM survey was too long and in future years should be shortened to the 12 stipulated questions – retaining a comments box underneath the questions. equalities data

For the coming years survey Tenant Perception, we want to drive up participation and to develop an approach to undertaking TSM's throughout the year and not interfering with the Southdown Client Survey to prevent 'survey fatigue'

Being able to break down responses by housing type was extremely helpful for knowing where we need to target improvements – for future surveys we hope to also be able to break down the analysis of responses by tenant equalities strand –

this would maintain the anonymity of surveys but allow us to see if we are serving any groups of tenants less well than others.

We are committed to continue to improve the quality of performance information for tenants shared owners and key stakeholders.

As ever, if you have any questions about - or comments on - these survey and performance results or if you would like to see any additional information presented please get in touch via housing@southdown.org

Appendix 1 – TSM Results and sample sizes

Tenants were surveyed alongside clients of our care and support services over the Autumn of 2025 with additional telephone surveys in early 2026. The survey questions and response ranges were dictated by the technical guidance from the Regulator of Social Housing. Due to varying requirements (both accessibility-related and externally mandated), we adapted our approach to meet the needs of different client groups.

Scheme	TPS Result %
Supported Living - Other	100.0%
Supported Living - Southdown	94.8%
ILS>Linked to ILS Scheme Type	91.1%
Supported Housing	88.3%
Shared Ownership	84.6%
Southdown Steps	83.9%
Southdown Moves	83.3%

TSM Metric	Num	Den	Result 25/26	Result 24/25	% Movement YoY
TP01 Supported - Overall satisfaction Supported Housing tenants	73	79	92.4%	87.8%	4.6%
TP02 Supported - Satisfaction with repairs Supported Housing tenants	53	59	89.8%	88.6%	1.3%
TP03 Supported - Satisfaction with time taken to complete most recent repair - Supported Housing tenants	49	59	83.1%	75.9%	7.2%
TP04 Supported - Satisfaction that the home is well maintained - Supported Housing tenants	64	70	91.4%	88.9%	2.5%
TP05 Supported - Satisfaction that the home is safe - Supported Housing tenants	69	75	92.0%	89.4%	2.6%
TP06 Supported - Satisfaction that landlord listens and acts - Supported Housing tenants	69	75	92.0%	78.3%	13.7%
TP07 Supported - Satisfaction that landlord keeps Supported Housing tenants informed	69	74	93.2%	85.4%	7.8%
TP08 Supported - Satisfaction that landlord treats Supported Housing tenants fairly and with respect	72	75	96.0%	95.8%	0.2%
TP09 Supported - Satisfaction with complaint handling Supported Housing tenants	9	16	56.3%	85.7%	-29.5%
TP10 Supported - Satisfaction that the landlord keeps communal areas clean and well maintained - Supported Housing tenants	38	48	79.2%	86.1%	-6.9%
TP11 Supported - Satisfaction with landlord contribution to neighbourhood - Supported Housing tenants	49	65	75.4%	65.1%	10.3%
TP12 Supported - Satisfaction with landlord handling of ASB - Supported Housing tenants	54	63	85.7%	75.0%	10.7%

TSM Metric	Num	Den	Result 25/26	Result 24/25	Movement YoY
CH01 Stage1 - Stage 1 complaints per 1000 homes	3	448	6.7	4.4	53.7%
CH01 Stage2 - Stage 2 complaints per 1000 homes	0	448	0.0	2.2	-100.0%
CH02 Stage1 - Stage 1 complaint responses within timescales	2	3	66.7%	100.0%	-33.3%
CH02 Stage2 - Stage 2 complaint responses within timescales	0	0	100.0%	100.0%	0.0%
NM01 ASB - ASB cases per 1000 homes	34	448	75.9	63.2	-20.1%
NM01 Hate - ASB cases (Hate incidents) per 1000 homes	1	448	2.2	2.2	0.0%
RP01 - Percentage of homes that fail to meet the Decent Homes Standard	0	373	0.0%	0.0%	0.0%
RP02 Emergency - Percentage of emergency repairs completed within target time	412	436	94.5%	90.7%	3.8%
RP02 non-emergency - Percentage of non-emergency repairs completed within target time	2289	2397	95.5%	91.5%	4.0%
BS01 - Percentage of gas safety checks completed within target	292	292	100.0%	100.0%	0.0%
BS02 - Fire safety checks	292	292	100.0%	92.7%	7.3%
BS03 - Asbestos safety checks	87	87	100.0%	100.0%	0.0%
BS04 - Water safety checks	299	303	98.7%	100.0%	-1.3%
BS05 - Lift safety checks	34	34	100.0%	41.2%	58.8%

Appendix 2 – TSM Surveys Cover Letter

Hello

We are completing our annual Tenant Satisfaction Measures, and we want to hear your thoughts on the housing services we provide.

All you need to do is fill in the survey and return it to us using the freepost envelope enclosed. If you have a smart phone, you may be able to scan the QR code to complete the survey online instead. If you submit the online form using this code, there is no need to return the paper copy enclosed.

Please return to the survey using the freepost envelope by **31st October 2025**.



We understand that completing surveys can be tiresome, so we are offering you the chance to win one of two Tesco £50 vouchers. Winners will be drawn at random.

There is further information on the back of this letter including details of how we use the information from the survey responses, and how to raise a complaint. If you have any other questions or concerns, please contact the Reception Team on 01273 405800, info@southdown.org or speak to the Housing Team.

Best wishes,

Southdown

What to expect from the survey

The survey, called the Tenant Satisfaction Measures (TSMs), is broken down into 8 sections covering topics such as repairs, safety, and communication. There are mandatory questions to answer, and some optional questions. It should **take around 15 minutes** to complete the full survey but could take less time or longer, depending how much you want to share.

What we do with your responses

We use your responses to **improve our services, and we report how we are doing** to the Regulator for Social Housing. Last year, your responses told us that you wanted to be able to say more. This year, we have added some questions and text boxes for you to share your experiences. The extra questions are optional but would help us understand what we're doing well and what we need to improve on.

Your privacy

The Data Team will process all responses. **Non-identifiable data will be shared** in a report such as the Tenant Satisfaction Measures 2024-2025 which you can view by typing in this web address [heyzine.com/flip-book/f686e99c82.html#](https://www.southdown.org/flip-book/f686e99c82.html#), find it in the tenant section of our website, or request a printed version. The Housing Team will not see your individual responses. If your property is leased from a Head Landlord who are responsible for repairs and/or safety compliance, we will share the insights and learnings from the responses whilst protecting your identity.

The only exception where you will be identifiable is if you raise issues or request follow-up contact from Housing / Property Services or the Head Landlord, then the Data Team will share information specific to the concern raised and nothing else.

Complaints

Responses to the surveys will not be raised as complaints. If you wish to make a complaint or learn more about our complaints process, please see our Complaints Leaflet for more details by typing in this web address <https://www.southdown.org/wp-content/uploads/2022/07/COMMEN2.pdf>, visiting our website, or requesting a copy.

Appendix 3 – TSM Survey 2025-26 Southdown Tenant Satisfaction Measure Survey

There are 8 sections across 10 double-sided pages. 12 Questions are marked with an asterisk (*). These are mandatory questions we must ask which we report to the Regulator of Social Housing.

Please mark in the box the answer you feel is most accurate for your own experiences from the last year. There are also boxes to share more detail if you would like to.

1. Overall Satisfaction												
Question			Answer									
	1	Taking everything into account, how satisfied are you with the service provided by Southdown? *	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied					
	2	How likely would you be to recommend Southdown's Housing Services to other people? (10 being definitely would and 1 being definitely not)	10	9	8	7	6	5	4	3	2	1
	3	Please tell us the reason for the score you gave and how we can improve it										

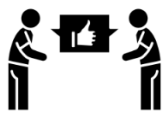
2. Repairs, Maintenance & Quality of Home

Question			Answer					
	4	Has your landlord carried out a repair to your home in the last 12 months? *	Yes		No			
	4a	If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months? (* only if "Yes" to Q4)	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	4b	If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (* only if "Yes" to Q4)	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	5	Please tell us the reason for the scores you gave and how we can improve it						

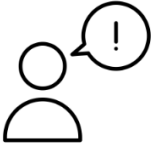
	6	How satisfied or dissatisfied are you that Southdown provides a home that is well-maintained? *	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	7	Please tell us the reason for the score you gave and how we can improve it						
3. Safety and Anti-Social Behaviour								
	8	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Southdown provides a home that is safe? *	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
	9	Please tell us the reason for the score you gave and how we can improve it						
	10	How satisfied or dissatisfied are you with Southdown's approach to handling anti-social behaviour? *	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know

	11	Have you ever reported a case of anti-social behaviour to Southdown?	Yes		No		Prefer not to say	
	12	How safe do you feel in your neighbourhood?	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe	
If you do not feel that your home is safe, please contact the Housing Team immediately								
	13	Please tell us the reason for the scores you gave and how we can improve it						

4. Communication, Respect, and Customer Service								
	14	How satisfied or dissatisfied are you that Southdown listens to your views and acts upon them? *	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
	15	How satisfied or dissatisfied are you that Southdown keeps you informed about things that matter to you? *	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know

	16	To what extent do you agree or disagree with the following: "Southdown treats me fairly and with respect." *	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable / don't know
To what extent do you agree or disagree with the following statements?								
	17	"Southdown has a good reputation in my area"	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
	18	"Southdown has friendly and approachable staff"	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
	19	"Southdown is approachable if I need advice and support"	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
	20	"Southdown is easy to deal with"	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
	21	Please tell us the reason for the scores you gave and how we can improve it						

5. Complaints and Feedback

	22	Have you made a complaint to Southdown in the last 12 months? *	Yes		No			
	22a	If yes, how satisfied or dissatisfied are you with Southdown's approach to complaints handling? (* only if "Yes" to Q22)	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	23	Do you know how to make a complaint to Southdown if you are not happy with the service you receive?	Yes		No			
	24	Please tell us the reason for the scores you gave and how we can improve it						

	25	Please rank the following in order of importance to you:	Start with circling the number 1 for the line that is most important to you, then circle number 2 for the next important thing and so on Circle only one number in each line					
		Repairs and maintenance	1	2	3	4	5	6

		Dealing with anti-social behaviour	1	2	3	4	5	6
		The quality of customer service	1	2	3	4	5	6
		Being kept informed of things that might affect you	1	2	3	4	5	6
		Support and advice with your rent and claiming benefits	1	2	3	4	5	6
		Being part of your community	1	2	3	4	5	6
	26	If Southdown could do ONE thing to improve its services, what would you like it to be?						

6. Financial Wellbeing and Affordability								
	27	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	

	28	Please tell us the reason for the score you gave and how we can improve it						
	29	Which of the following best describes your current financial position?	Living comfortably	Doing alright	Just about getting by	Finding it fairly difficult	Finding it very difficult	Prefer not to say

7. Neighbourhood and Communal Areas

	30	Do you live in a building with communal areas, either inside or outside, that Southdown is responsible for maintaining? *	Yes		No		Don't know	
	30a	If yes, how satisfied or dissatisfied are you that Southdown keeps these communal areas clean and well-maintained? (* only if "Yes" to Q30)	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	
	31	How satisfied or dissatisfied are you that Southdown makes a positive contribution to your neighbourhood? *	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know

	32	Please tell us the reason for the scores you gave and how we can improve it	
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8. Contact Preferences and Follow-Up								
	33	Would you be happy for Southdown to use your responses in publications?	Yes	No				
	34	Would you be happy for Southdown to contact you to follow up any of the comments or issues you have raised?	Yes	No				
	35	If you were contacted again in the future and asked to take part in another survey, what is your preferred method for taking part?	Digital / online (email)	In person	Telephone	Text	Post	
	36	Tick which opportunities you would like to get more involved with. Please leave your name so we can contact you.						

	Scrutiny panel - review data and performance such as on complaints, contractors, surveys etc	
	Feedback sessions – discussing views and ideas e.g., website, processes, services etc	
	Interviews and new starters – being part of an interview panel and/or new staff inductions etc	
	Publications – supporting with documents such as the Tenant Handbook, Strategy, board reports etc	
	Your name (optional)	

Thank you for taking the time to complete the survey.