



Tenant Satisfaction Survey 2025-26

What are the Tenant Satisfaction Measures?

The Regulator for Social Housing (RoSH) requires landlords of social housing to report on how well they are performing their duties and how satisfied their tenants are. This set of indicators is called the 'Tenant Satisfaction Measures' (TSMs).

This is designed to drive improvement for people living in social housing by:

- Enable the Regulator to compare landlords and highlight how they might improve in different areas
- Give tenants (current and future) a chance to assess how their landlord is doing in relation to their needs

We also use this information internally to improve our services and make sure our clients have a place they are proud that they can call home.

Management Information Measures Report 2025-26

Theme	Code	Measure	Calculation	Result
Keeping properties in good repair	RP01:	• Homes that do not meet the Decent Homes Standard	• Proportion of homes that do not meet the Decent Homes Standard	8.9%
	RP02	• Repairs completed within target timescale	• Proportion of non-emergency responsive repairs completed within the landlord's target time scale (by appointment – 20 days, complex - 60 days)	94.4%
			• Proportion of emergency responsive repairs completed within the landlord's target time scale (24 hours)	96.5%
Maintaining building safety	BS01	• Gas safety checks	• Proportion of homes for which all required gas safety checks have been carried out	91.4%
	BS02	• Fire safety checks	• Proportion of homes for which all required fire risk assessments have been carried out	87.9%
	BS03	• Asbestos safety checks	• Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	98.7%
	BS04	• Water safety checks	• Proportion of homes for which all required legionella risk assessments have been carried out	99.1%
	BS05	• Lift safety checks	• Proportion of homes for which all required communal passenger lift safety checks have been carried out	95.7%
Effective handling of complaints	CH01	• Complaints relative to the size of the landlord	• Number of stage one complaints received per 1,000 homes	179.2
			• Number of stage two complaints received per 1,000 homes	21.3
	CH02	• Complaints responded to within Complaint Handling Code timescales	• Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling timescale	73.0%
			• Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling timescale	73.3%
Responsible neighbourhood management	NM01	• Anti-social behaviour cases relative to the size of the landlord	• Number of anti-social behaviour cases opened per 1,000 homes	169.3
			• Number of anti-social behaviour cases, that involve hate incidents opened per 1,000 homes	0.7

Satisfaction Scores by Theme



OVERALL SATISFACTION →

2025/26 - 80%
Sector Average 24/25 - 75%
2024/25 - 79%



GOOD REPAIR ↓

2025/26 - 73%
Sector Average 24/25 - 74%
2024/25 - 76%



BUILDING SAFETY →

2025/26 - 81%
Sector Average 24/25 - 80%
2024/25 - 83%



ENGAGEMENT →

2025/26 - 82%
Sector Average 24/25 - 74%
2024/25 - 83%

Arrows show **trend** compared to **St Mungo's score last year.**

↑ = Increase greater than 2%

→ = Within ±2% tolerance

↓ = Decrease greater than 2%

All scores are **equal to or higher than the sector average.**



COMPLAINTS ↓

2025/26 - 57%
Sector Average 24/25 - 39%
2024/25 - 69%



NEIGHBOURHOOD MANAGEMENT ↓

2025/26 - 77%
Sector Average 24/25 - 66%
2024/25 - 82%

Where has this information come from?

- **412 responses** (61 less responses than 24/25) from **43 different services** (2 more services responded than 24/25)
- 1406 social housing units in scope, with a **total response rate of 29%**
- Our **target** for the Regulator was a minimum of **302 responses**, this was **exceeded by 36%**
- We received **219 responses from managed services**, that don't count towards our scores but are used to target improvements

- **Response rate decreased by 4.5%**, due to shortening the survey window by 2 months
- **Significant number of responses from those with a disability**, and a **new question** this year asking whether tenants **identify as neurodiverse** too
- **Range of engagement methods used**, including paper, Opal and online with survey translated into 5 languages
- Ongoing work underway with CSLT to **explore opportunities to improve future engagement and response rates**
- **Potential improvements under review** including extending the survey window and introducing more regular feedback opportunities throughout the year

- **Older clients (51+)** are the **most satisfied** with **18-25** the **least satisfied**
- **Male clients** are **much more likely to be satisfied** compared to female clients
- **Tenants who have a disability** are **more likely to be dissatisfied** and particularly with complaints handling
- There is **no significant difference** between **global majority** and **white clients'** overall satisfaction

Action plan for 26/27

Theme	Progress since 2024/2025	Actions for 2026/27	TSM Q (25/26)	Delivery	Owner
Using data to target interventions and improve tenant experience	<ul style="list-style-type: none"> Discussed results with services at a local level Produced analysis by demographic, region and service type 	<ul style="list-style-type: none"> Develop 'self-serve' analysis to enable managers to review their services' scores in detail 	TP01 – 80%	Q3	Service Directors & Strategy and Research Manager
		<ul style="list-style-type: none"> Design and co-produce interventions with services that score lower in specific satisfaction measures 			
		<ul style="list-style-type: none"> Understand the context of outlying scores through discussions with colleagues and clients in services to further specify where we can focus our efforts to improve Explore how to increase the survey response rate for 26/27, including assessing survey length, delivery and methodological changes 			
Effective handling of complaints	<ul style="list-style-type: none"> Improvements made aimed at reducing response times Designed a 'Top Tips' document to share best practice 	<ul style="list-style-type: none"> Develop and promote additional communications aimed at reminding expected approach to acknowledgements and sharing best practice 	TP09 – 57%	Q1	Executive Director of Client Services
		<ul style="list-style-type: none"> Work with teams with particularly high volumes of complaints to better understand the underlying causes and improve practice 			
		<ul style="list-style-type: none"> Proactively develop a more balanced culture around encouraging early issue resolution Recruit volunteers to call clients to take qualitative feedback on complaints resolution 			
Reducing ASB and improving our impact on the community	<ul style="list-style-type: none"> Improved awareness of our ASB procedure Increased Quality involvement to deliver key messages 	<ul style="list-style-type: none"> Streamline the ASB procedure to align with other procedures and improve accessibility 	TP11 – 76% TP12 – 71%	Q3	Quality and Safeguarding Manager
		<ul style="list-style-type: none"> Review the process for recording, reporting and monitoring ASB, to better align with other processes for incident reporting. This will seek to minimise duplication and reporting errors. 		Q4	Service Directors
		<ul style="list-style-type: none"> Ensure that managers are trained and encouraged to adopt these new measures and continue to develop methods to improve our response to ASB. 			
Keeping properties in good repair & maintaining building safety	<ul style="list-style-type: none"> Planned and instigated delivery of Warm Homes funding All properties have a condition survey 	<ul style="list-style-type: none"> Achieve compliance with the Building Safety Act - Business Plan no. 1.4 	TP02 – 73% TP03 – 72% TP04 – 78% TP05 – 81% TP10 – 83%	Q4	Director of Property Services
		<ul style="list-style-type: none"> Continue to deliver the Warm Homes Funding Programme - Business Plan no. 3.3 			
		<ul style="list-style-type: none"> Increasing training and spending to address safety hazards, with internal review of processes aiming for quicker, tenant-focused maintenance and improved communication 			
Respectful and helpful engagement	<ul style="list-style-type: none"> Increased protected time for Client Involvement Lead Workers 	<ul style="list-style-type: none"> Publish our Client Communications Approach 	TP06 – 77% TP07 – 82% TP08 – 87%	Q1	Head of Client Involvement and VASP
		<ul style="list-style-type: none"> Explore the necessity and feasibility of a Client Portal - Business Plan no. 3.2 		Q4	
		<ul style="list-style-type: none"> Ensure the feedback loop is closed, using client input to improve services and feeding back what changes were made 		Q3	
		<ul style="list-style-type: none"> Design questions to be included in resident's meetings to add qualitative insight 		Q2	

Action Plan Governance

- The action plan will be owned by the Executive Director of Client Services
- Client Services Leadership Team (CSLT) will be the forum for reviewing progress, on a quarterly basis
- The action plan will be shared with Client Services Committee bi-annually to report on progress

Tenant Perception Survey

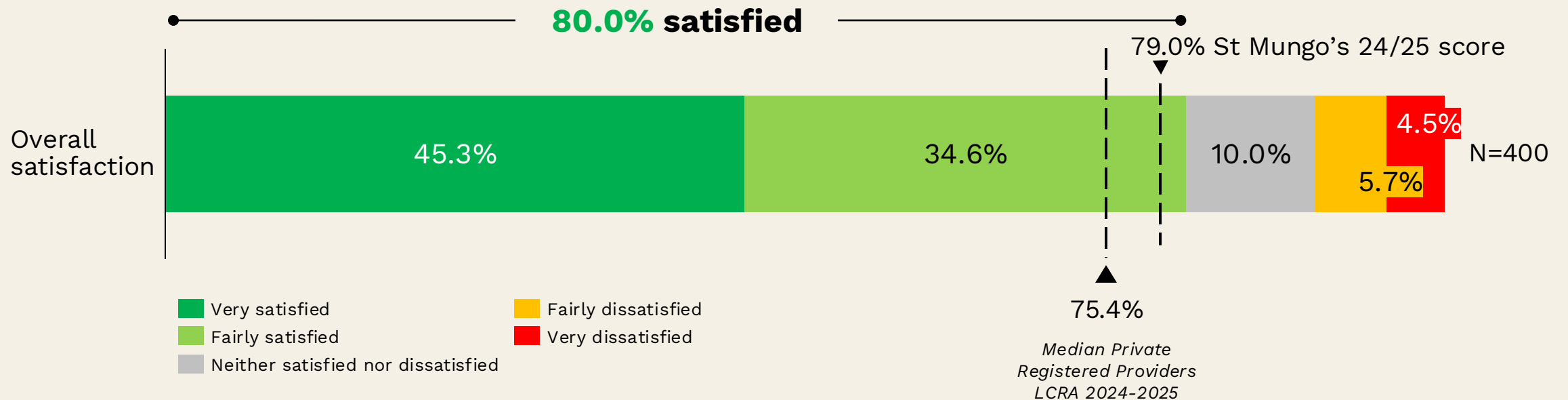
These are a set of 12 questions measured using a perception survey to understand tenants' views on their experience of St Mungo's as a landlord.

We have benchmarked our results from this year against the average for Private Registered Providers (PRPs) with fewer than 5,000 units from last year's TSM data release, as we deem these providers to be the most comparable to ourselves.



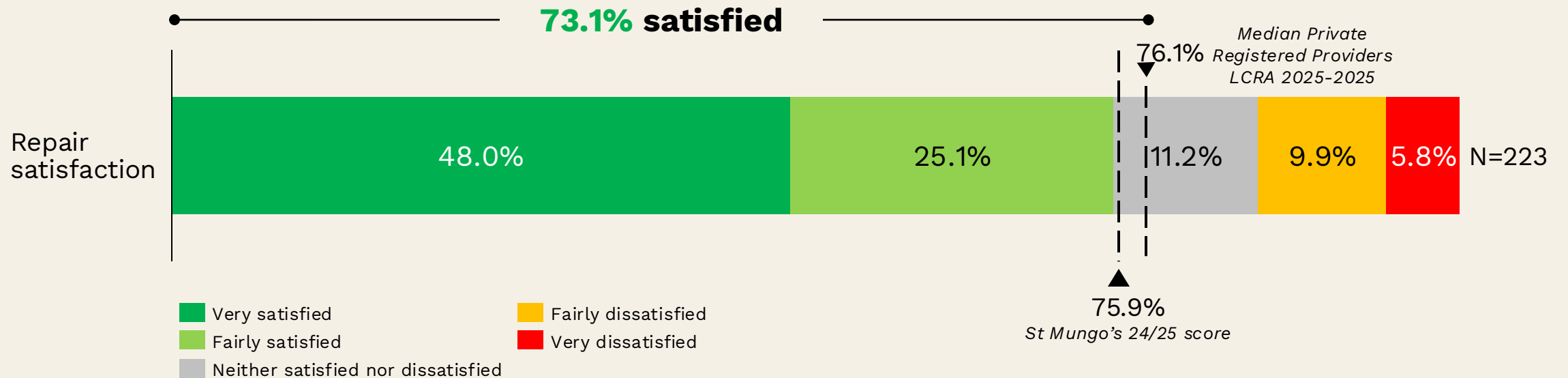
80% of respondents satisfied with service provided by St Mungo's

TP01: "Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Mungo's?"



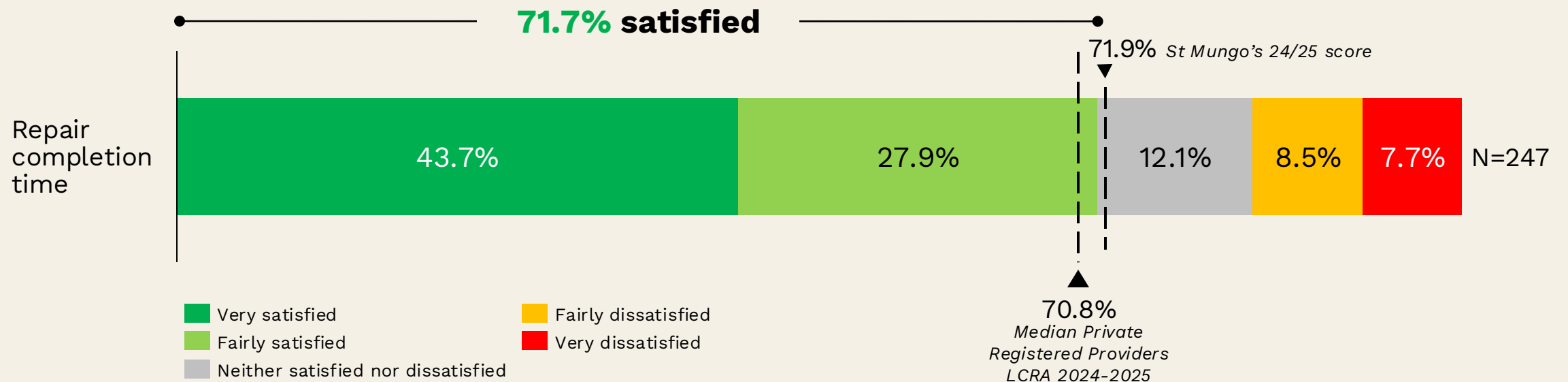
73% of respondents satisfied with overall repairs service

TP02: "How satisfied or dissatisfied are you with the overall repairs service from St Mungo's over the last 12 months?"



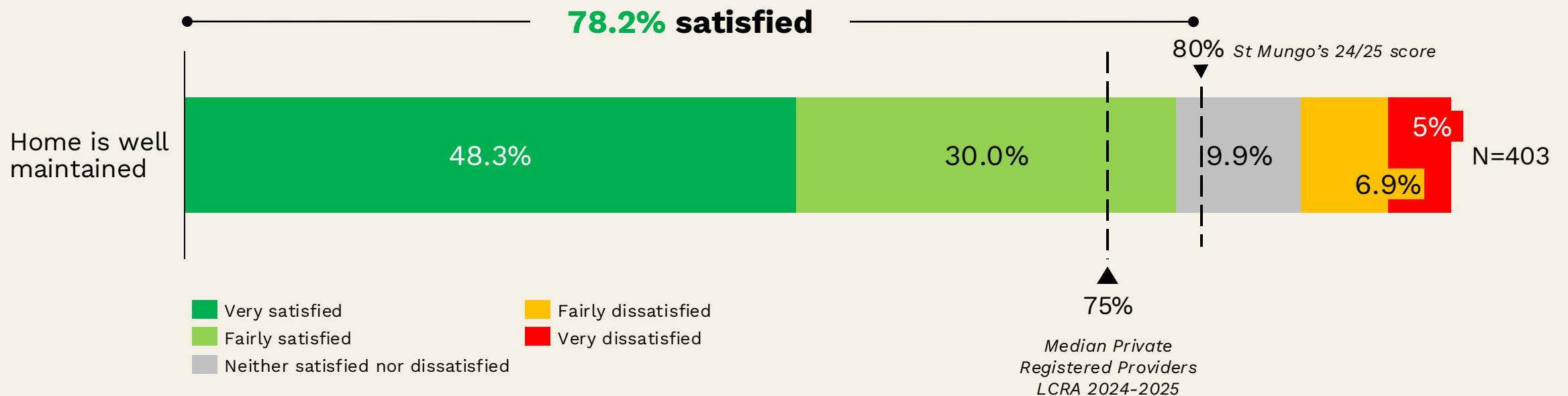
72% of respondents satisfied with repair completion time

TP03: "How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?"



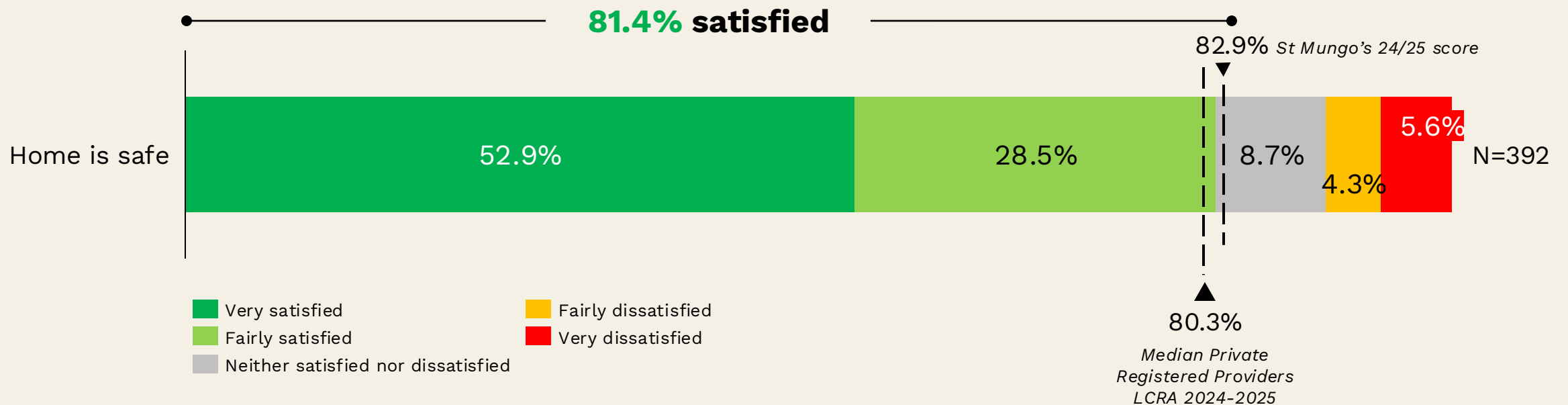
78% of respondents satisfied that their home is well-maintained

TP04: "How satisfied or dissatisfied are you that St Mungo's provides a home that is well-maintained?"



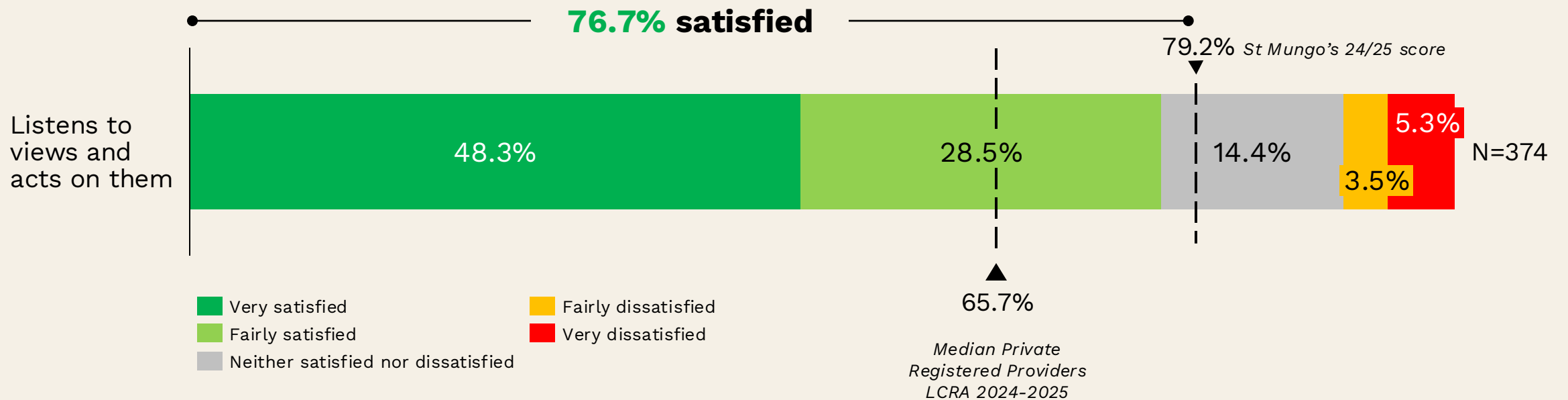
81% of respondents satisfied that their home is safe

TP05: "How satisfied or dissatisfied are you that St Mungo's provides a home that is safe?"



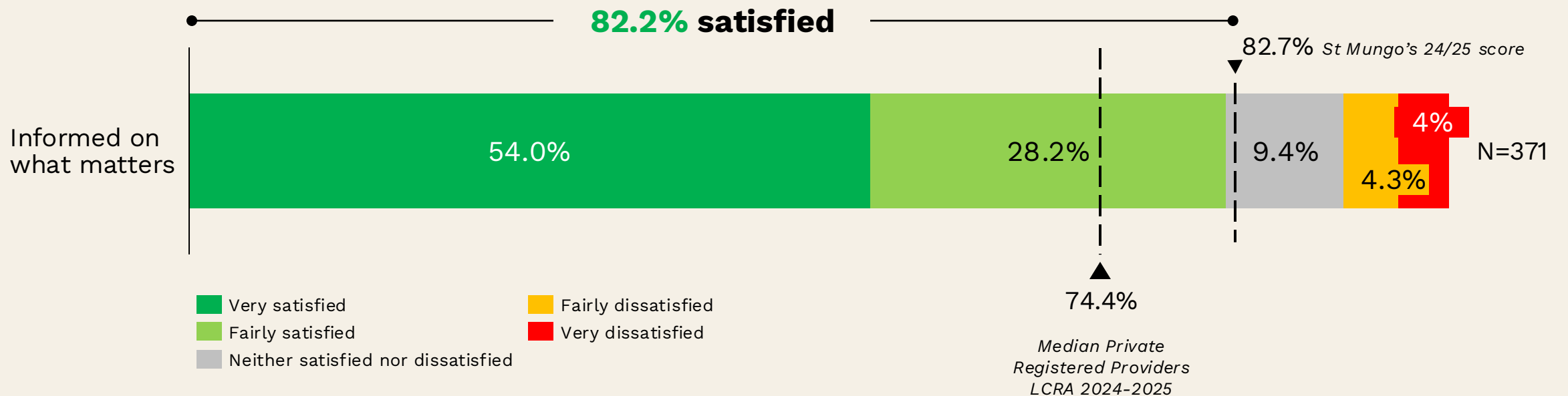
77% of respondents satisfied St Mungo's listens to my views and acts on them

TP06: "How satisfied or dissatisfied are you that St Mungo's listens to your views and acts upon them?"



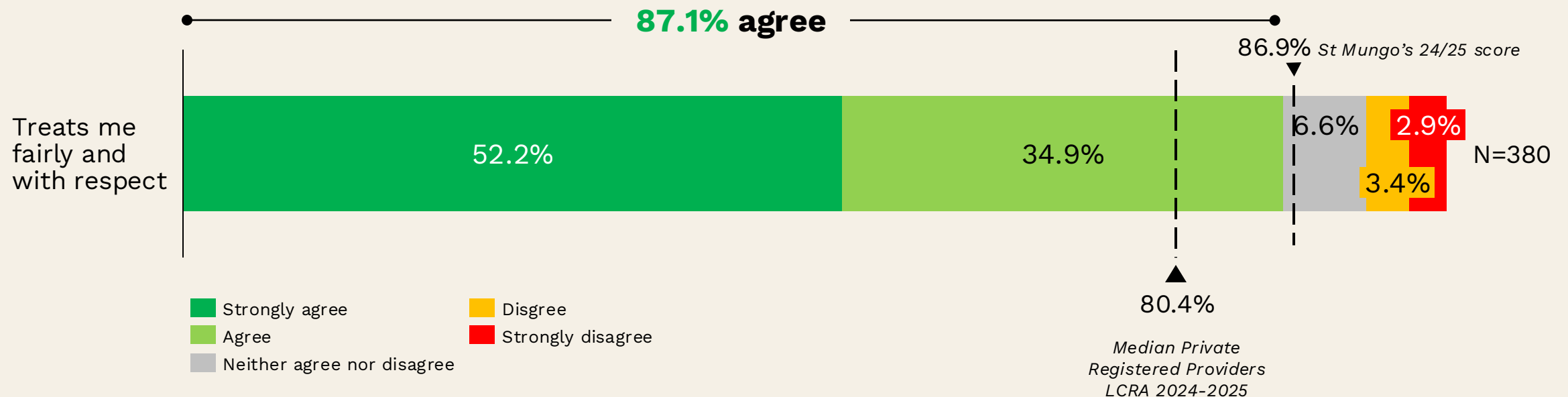
82% of respondents satisfied St Mungo's keeps them informed on what matters

TP07: "How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?"



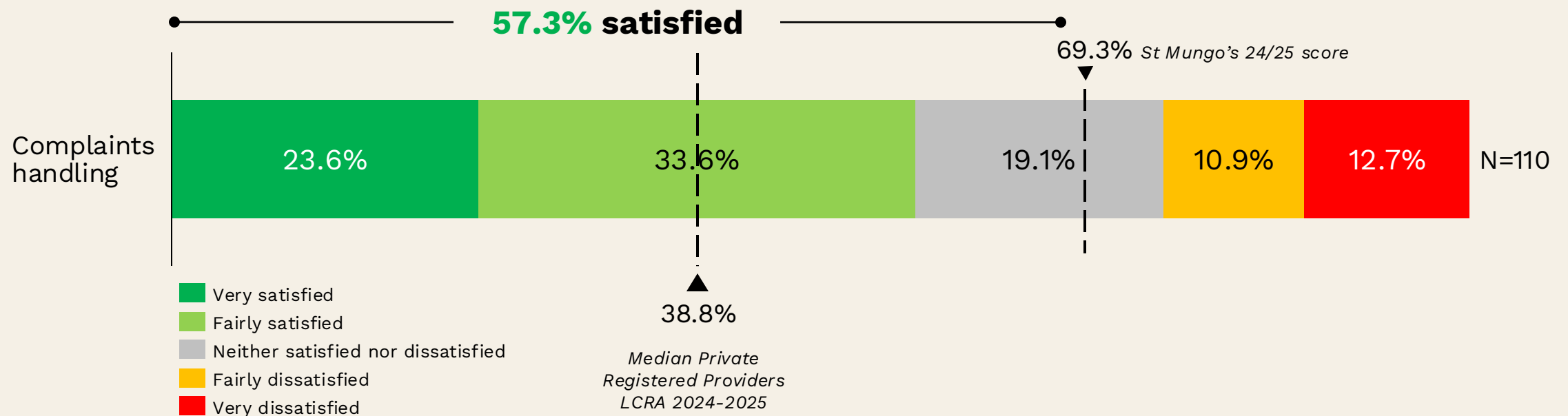
87% of respondents satisfied that they are treated fairly and with respect

TP08: "To what extent do you agree or disagree with the following St Mungo's treats me fairly and with respect?"



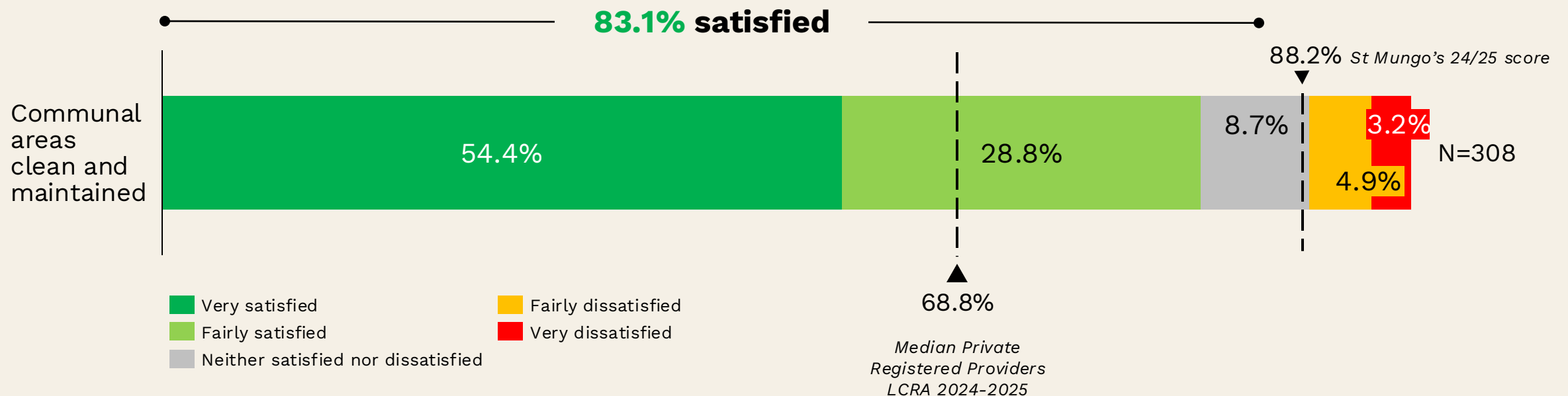
57% of respondents were satisfied with complaints handling

TP09: "How satisfied or dissatisfied are you with St Mungo's complaints handling?"



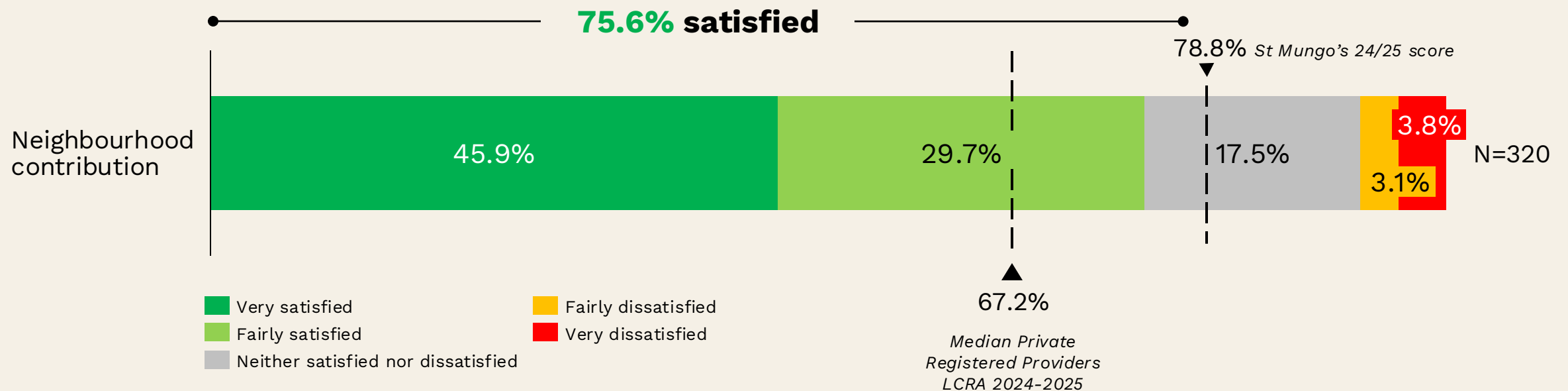
83% of respondents satisfied communal areas are clean and well maintained

TP10: "How satisfied or dissatisfied are you that St Mungo's keeps these communal areas clean and well maintained?"



76% of respondents satisfied with contribution to neighbourhood

TP11: "How satisfied or dissatisfied are you that St Mungo's makes a positive contribution to your neighbourhood?"



71% of respondents satisfied with approach to handling ASB

TP12: "How satisfied or dissatisfied are you with St Mungo's approach to handling anti-social behaviour?"

