



TENANT SATISFACTION SURVEY RESULTS

2024/25

Contents.

2. Background
3. Results for low-cost rental accommodation (LCRA)
4. Results for low-cost home ownership customers (LCHO)
5. What we have learnt
 5. Repairs
 6. Complaints
 7. Keeping communal areas clean and well-maintained
8. Listening to customer feedback
10. Keeping you safe and resolving complaints
11. How we carried out the survey
12. Ensuring the results were representative

Background.

Every year, housing associations carry out a survey with a selection of their rental and home ownership customers based on Tenant Satisfaction Measures (TSMs). The TSMs were introduced by the Regulator of Social Housing as a way to gather consistent information on how landlords are performing across a range of different areas. The measures that we report against are as follows:

- **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

Our performance against the TSMs is published every year by the Regulator and Onward. You can view the results of last year's survey [here](#) or by visiting (onward.co.uk/tsm-results).













In these next few pages, we'll look at our results in more detail, what we have learnt and set out how we are responding to your feedback. We'll also share more about how the survey was carried out with tenants and home ownership customers. You can also find out more about our services and improvement plans by visiting the reports section on our website (onward.co.uk/reports).

Thank you to all our customers who took part.
Your views help us to make our homes, neighbourhoods and
services better.

Results for low-cost rental accommodation (LCRA).

In line with the requirements set out by the Regulator, we surveyed a representative sample of our rental customers. The Regulator refers to this group as low-cost rental accommodation (LCRA)*.

We spoke to 2,214 LCRA customers between 19th June 2024 and 7th March 2025. In the table below we set out the number of customers that responded that they were satisfied. We have also included 2023/24's results so you can compare how we are doing.










Measure		2023/24 result	2024/25 result
	Satisfied with the overall service provided (TP01)	66.4%	68.3%
	Satisfied with the most recent repair in the last twelve months (TP02)	65.2%	64%
	Satisfied with the time taken to complete the most recent repair (TP03)	59.6%	56.5%
	Satisfied that the home is well-maintained (TP04)	70.9%	70.6%
	Satisfied that the home is safe (TP05)	80.4%	79%
	Satisfied that we listen to views and act upon them (TP06)	58.9%	62.1%
	Satisfied that we keep customers informed about the things that matter to them (TP07)	69.7%	70.5%
	Satisfied that we treat customers fairly and with respect (TP08)	79.5%	80%
	Satisfied with our approach to handling complaints (TP09)	29.9%	34.5%
	Satisfied that communal areas are clean and well-maintained (TP10)	62.4%	64.1%
	Satisfied that we make a positive contribution to our neighbourhoods (TP11)	58.6%	65.4%
	Satisfied with our approach to handling anti-social behaviour (TP12)	58.5%	59.1%

*Low-Cost rental accommodation (LCRA). This includes for example, general needs, supported housing, and temporary social housing.

Results for low-cost home ownership (LCHO).

For the Tenant Perception Survey, we are required to survey a smaller representative sample of our home ownership customers. The Regulator refers to this group as low-cost home ownership (LCHO).

In total, we spoke to 328 LCHO customers between 2nd July 2024 and 20th February 2025. LCHO customers are not required to answer all TSMs. Here's what they told us for the relevant measures:

	Measure	2023/24 result	2024/25 result
	Satisfied with the overall service provided (TP01)	50.9%	47.9%
	Satisfied that the home is safe (TP05)	74.9%	68.8%
	Satisfied that we listen to views and act upon them (TP06)	44.8%	38.4%
	Satisfied that we keep customers informed about the things that matter to them (TP07)	59.7%	47.7%
	Satisfied that we treat customers fairly and with respect (TP08)	66%	57.8%
	Satisfied with our approach to handing complaints (TP09)	21.6%	24.5%
	Satisfied that communal areas are clean and well-maintained (TP10)	52.7%	59.3%
	Satisfied that we make a positive contribution to our neighbourhoods (TP11)	50.5%	41.9%
	Satisfied with our approach to handling antisocial behaviour (TP12)	43.9%	41%

*Low-cost home ownership (LCHO). This includes, for example, shared ownership properties (which have not been fully staircased).

What we have learnt.

This is the second year carrying out surveys using the TSMs, so we have been able to compare what has changed in our performance over the last two years.

Compared to 2023/24's results, we have seen greater levels of satisfaction around listening to your views, acting upon them and making a positive contribution in our neighbourhoods. We believe this reflects the changes that we have already made to our services based on customer feedback, which are set out in more detail over the next few pages.

However, we know that there are areas where we need to do better and have plans in place to do so. In this section we set out what we will do differently in response to the key areas that you have told us we need to improve.

Repairs.

We understand that repairs are an important issue for our customers and we are listening to your feedback around where we can improve the services we deliver. Onward Repairs, our in-house repairs team, already carried out repairs in Lancashire during 2023/24's survey, where we saw better levels of satisfaction amongst our customers. In April 2024, Onward Repairs took over repair services from our contractors in Greater Manchester and Cheshire East, followed by gas servicing in November of the same year.

Bringing these services in-house has meant that we could be more flexible, efficient and respond quickly to your feedback. We are pleased to have seen better levels of satisfaction with our repairs service in areas where this has been brought in-house when compared to the previous year. We are continuing to look at insights from the survey and are working with our involved customers to make improvements to our repairs service across all regions.

In response to customer feedback around repairs, in 2024/25 we:



Introduced technology where customers are contacted by their repairs operative on the day of their appointment. This enables customers to track where their operative is and contact them directly if they need to.



Invested in resources and improvements across Merseyside to improve the service that we deliver across the region.



Worked with customers who are members of our Customer Engagement Community and the Onward Scrutiny Board to review the information that we share about repairs and maintenance to help customers better understand the work we do and roles and responsibilities.

Looking to the future.

Whilst we are beginning to see signs that these changes are making a difference, we know that there are still areas of our repairs service where we need to do better. We understand that it will take time for all customers to feel the benefits of the changes that we are making.

We will continue to work with our involved customers to monitor repairs performance and deliver ongoing improvements. We do this through our Regional Repairs and Maintenance Groups, which are made up of customers from across the North West, who meet regularly to discuss aspects of our repairs, servicing and planned maintenance programmes.

Complaints.

Looking at data from 2023/24's TSMs, complaints continues to be an area where we can do better. Whilst we have seen some changes, with 34.5% of those surveyed reporting that they were satisfied with our complaints service compared to 29.9% the year before, we know that we need to improve.

Following feedback from customers, we have been looking at how we can make the complaints handling process more efficient. Many of these improvements have included changes to help us get ahead of issues earlier before these escalate to a complaint. We have also made the following improvements to our complaints service in response to customer feedback:



We set up a new team to contact customers who might be more likely to make a complaint based on their past contact with us. The goal is to fix problems early, before they become complaints. So far, this team has helped 1,600 customers.



Introduced a new appointment booking system so that customers can schedule a call to speak to their complaint handler directly and at a time that is convenient for them.



Delivered training to all colleagues with a focus on improving customer service and getting the basics right. Alongside this, senior colleagues involved in complaint handling meet weekly to look at performance, specific cases and customer feedback.



Meeting more regularly with our Customer Resolution Forum, with meetings changing from quarterly to bi-monthly to give us more opportunities to speak directly with customers about complaints and get feedback on the service.



Ensured that regular updates are being provided to customers on their complaint status and next steps.



Finally, we have introduced a high-risk management approach, which means that we have the right resources in place to deal with more complex complaints that need additional time and resources.

We also have further plans in place to improve our complaints service over the next twelve months. You can find out more about how we're doing around complaints and our plans for the future by taking a look at our Annual Complaints & Service Improvement Report by visiting our website (onward.co.uk/reports).



Keeping communal areas clean and well-maintained.

Our TSM data shows that customers feel there are areas where we can improve around maintaining their homes and neighbourhoods.

In 2023, we brought grounds maintenance, cleaning and waste management services in-house, with these moving from external contractors to Onward Environmental. Bringing services in-house is the start of the journey and we know based on performance data and customer feedback that there are areas where we can do better.

In response, we will continue to work with involved customers to review performance. Other improvements that we have delivered in response to feedback include:



Launching the Environmental Tracker on our website

(onward.co.uk/environmental-tracker), which enables customers to check the work we have carried out in their area. We are also exploring whether we can add information about quality checks to the tracker.



Providing training to ensure colleagues address issues raised by customers during their visits.



Sharing regular updates to customers on the services they receive from Onward Environmental.

Listening to customer feedback.

As well as carrying out regular surveys with our customers, there are lots of ways that you can share your feedback with us. Our Customer Engagement Community is made up of over 3,700 customers from across our communities that are directly involved in influencing our policies and services.

Listening to customer feedback means we can make our services better. Our TSM scores show that there is more work to be done here and we will continue to work with our involved customers who help to shape the services you receive.



We have worked with our customer Regional Repairs and Maintenance Groups to make changes to the letters that we send around repairs and the information that we share on our website to make these clearer and easier to understand.



We have made changes to our website following feedback from the Customer Equity Forum. This has included more communication around the support available for customers who need help accessing what we share, such as the translation tools on our website and support provided by Onward.



Customers have also told us they'd like us to share more about the work that we do in their local area to make a positive difference. In response, we've created a new update which sets out the work that we are doing locally. This is shared on our website (onward.co.uk/local-updates) and in our tenant newsletters.



Working with customers from the Onward Scrutiny Board and Customer Engagement Community, we have made our rent and service charge communications clearer and easier to understand, for example sharing more detail on what your service charges cover. We received fewer calls from customers about rents compared to last year, which shows that this communication has improved because of customer feedback.



Customer volunteers have been working with us on our energy efficiency projects. These volunteers have regularly given feedback on how the work was progressing and monitored the performance of contractors and sub-contractors.



Our Customer Resolution Forum continue to keep an eye on how we respond to customers' complaints. We have made changes in response to their feedback, such as ensuring problems are dealt with in a timely manner, regularly updating customers on the status of their complaints and improving communication with customers about ongoing issues and repairs.



Our Home Ownership Forum has shared views on where we can deliver improvements to our repairs and grounds maintenance services. The Forum has also tested the new home ownership portal which will enable customers to manage their account on the go with access to a range of features, such as reporting communal repairs and checking on their progress.



We're always looking for more customers to get involved, so if you're interested, please visit the website (www.onward.co.uk/get-involved).

Keeping you safe and resolving complaints.

As well as carrying out surveys based on the TSMs, housing associations are also required to share management information with the Regulator every year. This covers our performance in areas such as health and safety checks, repairs and complaints timescales. Our 2024/25 performance in the areas is set out below.

TSMs generated from management information (where this applies to the properties we manage)		
RP01	Homes that do not meet the Decent Homes Standard	0.1% (15 properties)
RP02 (pt1)	Non-emergency responsive repairs completed within timescale.	81.8%
RP02 (pt2)	Emergency responsive repairs completed within timescale.	97.6%
BS01	Gas safety checks	99.5%
BS02	Fire safety checks	99.8%
BS03	Asbestos safety checks	96.4%
BS04	Water safety checks	99.8%
BS05	Lift safety checks	98.2%
NM01	Antisocial behaviour cases relative to the size of the landlord (per 1,000 properties)	24.1 (728 Cases)
NM01	Antisocial behaviour cases that involve hate crime incidents (per 1,000 properties)	1.1 (34 Cases)

TSMs generated from management information (by tenure)		LCRA	LCHO
CH01 (pt1)	Number of stage 1 complaints relative to the size of the landlord (per 1,000 properties)	62.7	34.3
CH01 (pt2)	Number of stage 2 complaints relative to the size of the landlord (per 1,000 properties)	8.9	7.4
CH02 (pt1)	Proportion of stage 1 complaints responded to within Complaint Handling Code timescales	87.1%	82.4%
CH02 (pt2)	Proportion of stage 2 complaints responded to within Complaint Handling Code timescales	67.7%	54.5%

How we carried out the survey.

Housing associations are required to survey a certain number of tenants (LCRA) and home ownership customers (LCHO) customers to ensure their responses are both reliable and representative.

In line with the requirements of the Regulator, we surveyed a sample of 2,214 tenants based on 28,525 tenants in total.

328 responses were required from our home ownership customers based on a total number of 1,408. A random stratified sample was used to collect responses from tenants and a census for home ownership customers.

No incentives were offered to survey respondents and no other surveys have been carried out using the TSM questions. Four tenants were excluded because there was a health and safety concern that precluded face-to-face surveys and they had opted out of telephone calls.

Methods.

We used a mix of methods to capture responses from our customers to maximise opportunities for them to participate in the survey. For our tenants, we used a mix of face-to-face interviews, carried out by Onward, and telephone interviews. Telephone surveys were conducted by The Leadership Factor, a Market Research Society accredited research agency.

The face-to-face method was chosen to reflect our local approach and commitment to having a human presence in our neighbourhoods. It also provided us with an opportunity to meet more of our customers in person and spot any issues in their homes. Telephone surveys were chosen for the remainder to ensure we had capacity to complete the data collection exercise and meet the required sample size.

A combination of face-to-face and telephone surveys were also used for our home ownership customers for the reasons set out above. We also used a small number of online surveys for home ownership. This was chosen to maximise engagement with this group of customers and enable us to hit the margin of error required by the Regulator. Positively, we saw great levels of engagement with this method and therefore this is an approach that we will consider for future TSM surveys.

In total, 2,214 responses were achieved from LCRA and 328 for LCHO customers. These responses were obtained through the following methods:

TENANTS (LCRA)



1,273 face to face



941 telephone

HOME OWNERSHIP (LCHO)



118 face to face



170 telephone



40 online survey

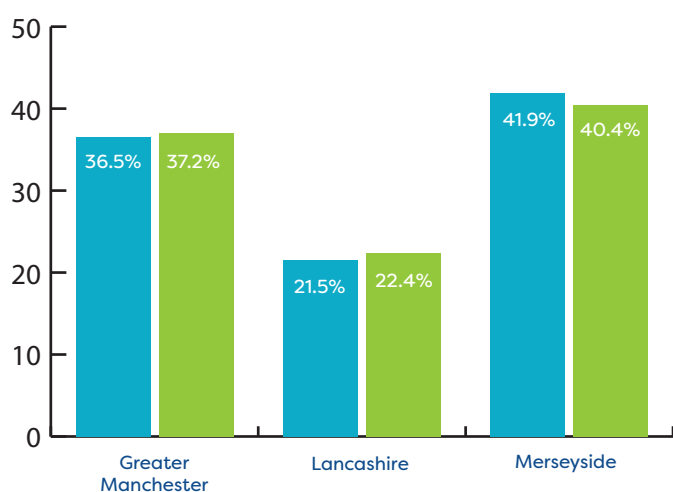
Ensuring the results were representative.

We monitored our survey responses to make sure that these reflected the diversity of our customers. As we carried out the survey, we looked at different factors such as tenure type, geography, age, ethnicity and type of property to make sure that our responses were representative.

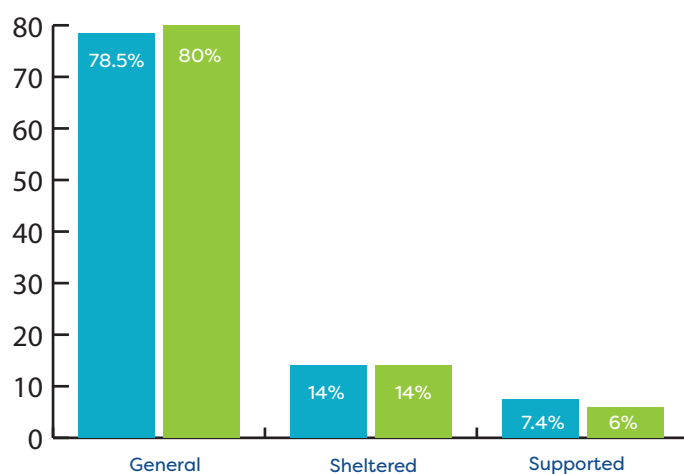
The graphs below compare the characteristics of our tenants and home ownership customers to the overall survey responses we received from those groups. As shown in the graphs below, our approach has meant that the TSM results are representative of our wider customer base.

Representativeness of responses for low-cost rental accommodation customers

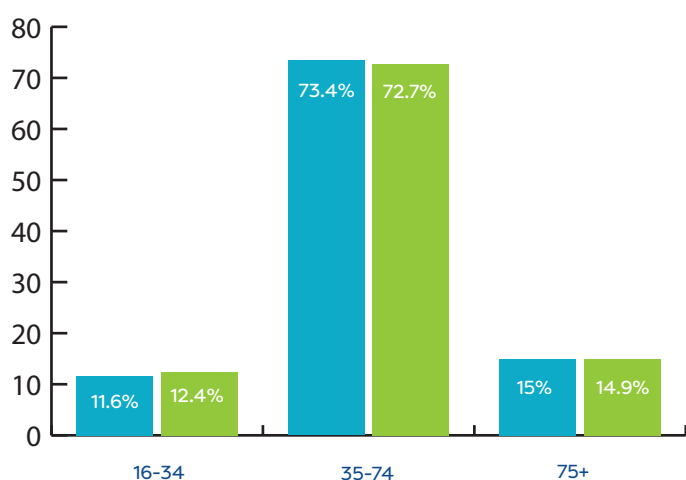
Geography



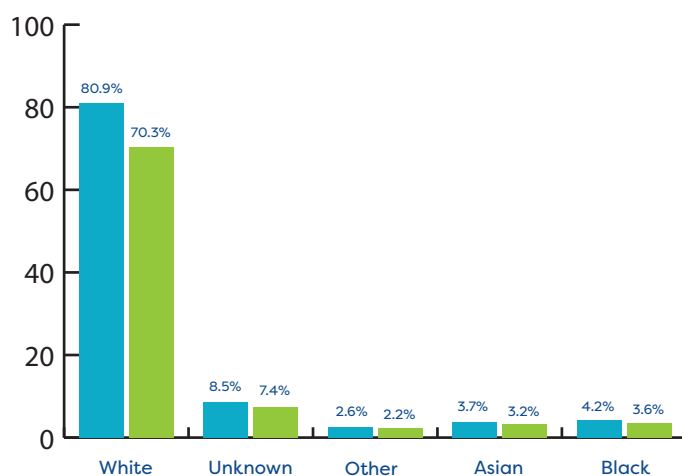
Tenure



Age



Ethnicity

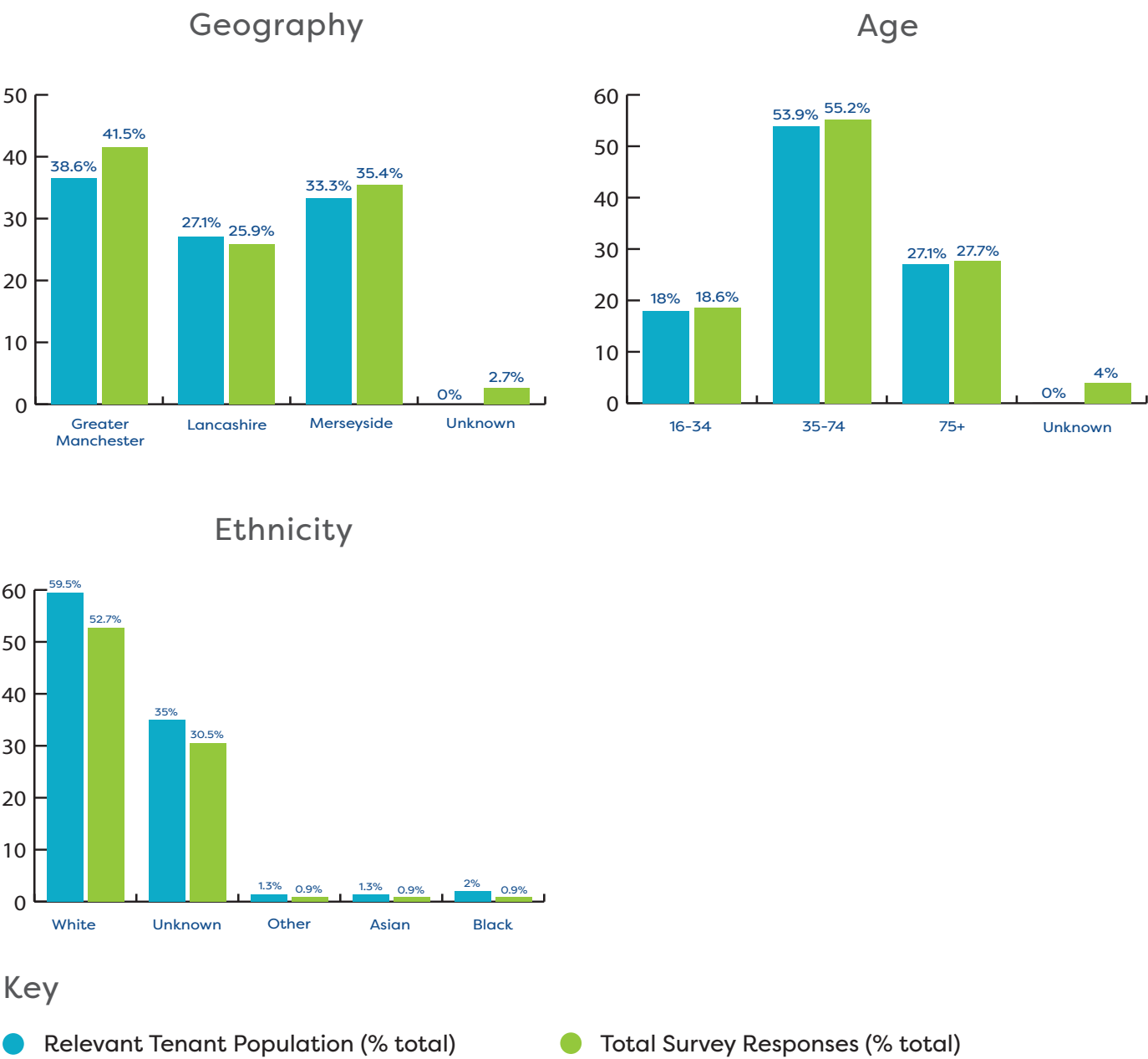


Key

● Relevant Tenant Population (% total)

● Total Survey Responses (% total)

Representativeness of responses for low-cost home ownership customers



Accuracy of the results.

A 1.86% margin of error was achieved for low-cost rental accommodation and a 4.74% margin of error was achieved for low-cost home ownership. Therefore, we have met the Regulator’s requirements around margin of error and have confidence in the accuracy of our results.

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344 603**, or send an email to **customerservices@onward.co.uk**.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07418 344603 lub wyślij e-mail na adres customerservices@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على customerservices@onward.co.uk رقم الواتس 07418 344603 أو أرسل رسالة بريد إلكتروني إلى

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اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به customerservices@onward.co.uk شماره 07418 344603 برای ما پیام بفرستید یا یک ایمیل به

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Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, farriin noogu soo dir lambarkan WhatsApp-ta 07418 344603, ama email noogu soo dir customerservices@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ customerservices@onward.co.uk ہمیں واٹس ایپ پر 07418 344603 پر پیغام بھیجیں، یا

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