TENANT SATISFACTION SURVEY RESULTS

2025/26

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Shaped by customers

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WHY WE CARRY OUT THIS SURVEY.

Every year, we carry out a survey with a selection of our rental customers and shared owners based on the Tenant Satisfaction Measures (TSMs). The TSMs were introduced by the Regulator of Social Housing to gather consistent information on how housing associations are performing across a range of different areas. The Regulator will also publish the results of all landlords in full. The TSMs we report on 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 antisocial behaviour

We are also required to share management information about our performance in areas such as health and safety checks, repairs and complaints timescales with the Regulator. These can be found on page 5.

Thank you to every one of our customers who took part in the 2025/26 survey. Over the next few pages, we'll share how we carried out the survey, look at our results in more detail, and show how we have listened, learned and acted on customer feedback.

You can view the survey results from previous years by visiting our website (onward.co.uk/tsm-results). You can also find out more about our services and plans to improve by visiting the reports section on our website (onward.co.uk/reports). If you'd like to request a printed copy of our previous survey results or any of our reports, please get in touch.

RESULTS FOR RENTAL CUSTOMERS (**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 2,259 rental customers between 20th May and 30th September 2025. In the table below, we set out the number of customers who responded that they were satisfied. We have also included results from the previous survey carried out in 2024/25, so you can compare how we have performed.

Measure	2024/25 result	2025/26 result
Satisfied with the overall service provided (**TP01**)	68.3%	71.7% ↑
Satisfied with the most recent repair in the last twelve months (**TP02**)	64%	67.8% ↑
Satisfied with the time taken to complete the most recent repair (**TP03**)	56.5%	60% ↑
Satisfied that the home is well-maintained (**TP04**)	70.6%	75.1% ↑
Satisfied that the home is safe (**TP05**)	79%	81.8% ↑
Satisfied that we listen to views and act upon them (**TP06**)	62.1%	66.8%↑
Satisfied that we keep customers informed about the things that matter to them (**TP07**)	70.5%	76.4% ↑
Agreement that we treat customers fairly and with respect (**TP08**)	80%	82.2% ↑
Satisfied with our approach to handing complaints (**TP09**)	34.5%	38.5% ↑
Satisfied that communal areas are clean and well-maintained (**TP10**)	64.1%	76.5% ↑
Satisfied that we make a positive contribution to our neighbourhoods (**TP11**)	65.4%	70.3% ↑
Satisfied with our approach to handling antisocial behaviour (**TP12**)	59.1%	61% ↑

RESULTS FOR SHARED OWNERS (**LCHO**).

We also surveyed a smaller representative sample of our shared owners in line with the requirements set out by the Regulator, which refers to this group as low-cost homeownership (**LCHO**). Shared owners are not asked for their views on certain measures, such as repairs, maintenance and safety. This is because they do not receive these services from us.

We spoke to 308 shared owners between 11th August 2025 and 2nd March 2026. In the table below, we set out the number of shared owners that responded that they were satisfied for the measures which apply to them. We have also included results from the previous survey carried out in 2024/25, so you can compare how we have performed.

Measure	2024/25 result	2025/26 result
Satisfied with the overall service provided (**TP01**)	47.9%	46.4% ↓
Satisfied that the home is safe (**TP05**)	68.8%	69.3% ↑
Satisfied that we listen to views and act upon them (**TP06**)	38.4%	35.8% ↓
Satisfied that we keep customers informed about the things that matter to them (**TP07**)	47.7%	49.1% ↑
Agreement that we treat customers fairly and with respect (**TP08**)	57.8%	54.5% ↓
Satisfied with our approach to handing complaints (**TP09**)	24.5%	20% ↓
Satisfied that communal areas are clean and well-maintained (**TP10**)	59.3%	45.5% ↓
Satisfied that we make a positive contribution to our neighbourhoods (**TP11**)	41.9%	44% ↑
Satisfied with our approach to handling antisocial behaviour (**TP12**)	41%	36.3% ↓

OVERALL SATISFACTION BY REGION (**TP01**).

While working with customers to shape this report, those involved asked us to show how satisfied their fellow customers were based on where they live. The tables below show how we performed across those regions.

Rental customers

Region	2024/25 result	2025/26 result
Greater Manchester	64.7%	64.7%
Lancashire	80%	84.5% ↑
Merseyside	65.1%	71.3% ↑

Shared ownership customers

Region	2024/25 result	2025/26 result
Greater Manchester	44.5%	53.5% ↑
Lancashire	59%	51.5% ↓
Merseyside	47.8%	34.3% ↓

MANAGEMENT INFORMATION.

As well as carrying out surveys based on the TSMs, we are also required to share management information with the Regulator every year. This covers our performance in areas such as health and safety checks and timescales for repairs and complaints which are set out in the tables below.

Keeping you safe.

Performance generated from management information where this applies to the homes we manage.

Measure	2024/25 result	2025/26 result
Homes that do not meet the Decent Homes Standard (RP01)	0.1%	1.1% ↑
Non-emergency responsive repairs completed within timescale (RP02 part 1)*	81.8%	84.8%↑
Emergency responsive repairs completed within timescale (RP02 part 2)**	97.6%	98.6% ↑
Gas safety checks (BS01)	99.5%	99.8% ↑
Fire safety checks (BS02)	99.8%	100% ↑
Asbestos safety checks (BS03)	96.4%	99.9% ↑
Water safety checks (BS04)	99.8%	100% ↑
Lift safety checks (BS05)	98.2%	95.6% ↓
Antisocial behaviour cases per 1,000 homes (NM01 part 1)	24.1 (728 cases)	28.7 ↑ (874 cases)
Antisocial behaviour cases that involve hate crime cases per 1,000 homes (NM01 part 2)	1.1 (34 cases)	0.6 ↓ (18 cases)

Resolving complaints.

Performance generated from management information by tenure.

Rental customers

Measure	2024/25 result	2025/26 result
Number of stage 1 complaints received per 1,000 homes (CH01 part 1)	62.7	60.4 ↓
Number of stage 2 complaints received per 1,000 homes (CH01 part 2)	8.9	12.4 ↑
Proportion of stage 1 complaints responded to within Complaint Handling Code timescales (CH02 part 1)***	87.1%	93.6% ↑
Proportion of stage 2 complaints responded to within Complaint Handling Code timescales (CH02 part 2)***	67.7%	94.9% ↑

Shared ownership customers

Measure	2024/25 result	2025/26 result
Number of stage 1 complaints received per 1,000 homes (CH01 part 1)	34.3	27.7 ↓
Number of stage 2 complaints received per 1,000 homes (CH01 part 2)	7.4	8.8 ↑
Proportion of stage 1 complaints responded to within Complaint Handling Code timescales (CH02 part 1)***	82.4%	95.7% ↑
Proportion of stage 2 complaints responded to within Complaint Handling Code timescales (CH02 part 2)***	54.5%	93.3% ↑

*Our target timescales for completing non-emergency responsive repairs are five days (Awaab's Law-urgent), 10 days (Awaab's Law-significant), 20 days (routine) and 90 days (major/complex works).

**Our target timescale for completing emergency responsive repairs is 24 hours.

***Our timescale for responding to complaints aligns with the Housing Ombudsman's Complaint Handling Code.

WHAT YOU TOLD US.

2025/26 was our third year carrying out the Tenant Satisfaction Survey using the TSMs. This has enabled us to compare what has changed over the last three years, and ensure our resources are focussed on improving in the areas customers are least satisfied.

Compared to 2024/25's results, we were pleased to see greater levels of satisfaction across all areas for our rental customers. This includes a large increase in satisfaction with how we maintain communal areas after bringing these services in-house to Onward Environmental, following customer feedback.

For our shared ownership customers, we have seen greater satisfaction in relation to keeping them informed, ensuring their homes are safe, and making a positive contribution in their neighbourhoods.

We believe these increased levels of satisfaction reflect the changes we've made to our services by listening and acting on customers' views. We also know from the survey that there are still areas where we need to do better and have plans in place to do so. In the next section of this report, we set those out. We also share more on how we're using our data, together with insights from our involved customers, to improve what we do.

HOW WE'RE ACTING ON YOUR FEEDBACK.

Listening and acting.

Progress comes from working together and every one of our customer's voices matters, wherever they live, whether this is renting or part owning their home. Throughout this section of the report, you'll hear about the ways customer feedback has helped to shape real improvements.

Satisfied that we listen to views and act upon them **(TP06)**

Rental customers **66.8%**
Shared owners **35.8%**

We were pleased to see customers were more satisfied with the way we listen and act on their views but know there is more to do.

Customers told us they want us to do more of what works, cut out what gets in the way and to make sure every customer has a voice in shaping what we do next.

In January 2026, we embarked on a consultation with customers and colleagues to refresh our approach to customer voice and influence, so that we can listen, learn and, most importantly, act on what our customers tell us.

We have now launched our new Customer Voice and Influence Strategy and look forward to working with customers to shape more of what we do. To explore the journey we took to create the strategy, take a look at **this video** from our involved customers or visit our website (**onward.co.uk/customer-voice**) to find out more.

Repairing your homes.

Our approach to repairing rental homes is an important area, and we have listened closely to customer feedback around how we can improve.

We're beginning to see the benefits of these services being brought in-house, with improving levels of customer satisfaction in Greater Manchester. This change means involved customers can shape more of the services we deliver, which we have provided an update on below.

Satisfied with the most recent repair in the last twelve months **(TP02) 67.8%**

Satisfied with the time taken to complete the most recent repair **(TP02) 60%**

Satisfied that the home is well-maintained **(TP04) 75.1%**

These measures do not apply to shared ownership customers.

Customers told us that delays, missed appointments and repeat visits can be a frustrating part of the repairs experience.

Based on recommendations from our Customer Repairs and Maintenance Groups, we have trained colleagues and improved our triaging tools to get more repairs right first time and resolve simple issues over the phone. We've also replaced unreliable boilers sooner, combined safety checks into one visit where possible, introduced clearer damp and mould information, and improved repair updates through text messages.

Customers told us they'd like us to bring more repairs services in-house.

Onward Repairs operates across Lancashire, Greater Manchester and Cheshire East, and expanded its services with the launch of a specialist Damp and Mould Team in April 2025. This team has enabled us to have greater control over the quality of services delivered across the North West, improve the way we monitor cases and meet the requirements set out in Awaab's Law.

Onward Repairs also took over emergency and urgent gas repairs in Merseyside in April 2026 and from August 2026 the management of all repairs and maintenance across Wirral.

Our plans to improve repairs services.

We have plans in place to improve our repairs services further. This includes bringing more services in-house, reducing wait times through more flexible appointment slots where possible and getting more repairs right first time by making sure operatives have the right tools, parts and training.

It will take time for customers to feel the full benefits of bringing these services in-house, so we will continue to work with them to monitor performance and deliver ongoing improvements.

Turning complaints into action.

We want every customer to have a positive experience when using our services, and for these to be clear, easy to use and responsive. We know that we don't always get things right the first time, and our approach to handling complaints is an area where we can do better.

Satisfied with our approach to handing complaints (**TP09**)

Rental customers **38.5%**
Shared owners **20%**

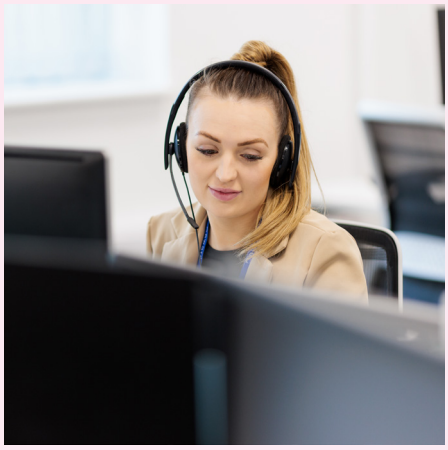
By bringing customers' feedback together with our performance data, we can understand the root causes of complaints and make improvements. We do this by working together with our Customer Resolution Forum, a group of customers who help us test our processes and provide feedback based on their lived experiences. Here are some of the key changes they have influenced.

Customers told us complaint responses were sometimes too formal, didn't clearly explain decisions, what would happen next or how vulnerabilities had been taken into account

We've worked with our Customer Resolutions Forum to co-create a new approach to complaint responses which has allowed us to see these through a customer lens. Our responses now use straightforward language and a clearer structure to explain what we can and can't do, what will happen next, and how long things should take. They also set out, in simple terms, what actions we've taken because of a customer's vulnerability and why.

We've also introduced extra checks on more complex complaint responses, meaning a second colleague now reads and reviews the response before it's sent. This helps make sure our explanations are clear, fair and easy to understand. As well as this, we've improved how we record key information during an investigation, so we can give customers a more complete and transparent response the first time.

Our plans to improve complaints handling.



We know there is still more to do, and we have clear plans to improve that are based on our performance data and what customers have shared with us. Our focus now is resolving problems earlier and more quickly, using what we learn from complaints to improve services and show the difference your feedback has made. We'll ensure complaints are handled in a clear, fair and consistent way, in line with the Housing Ombudsman's Complaint Handling Code, through updated policies and colleague training.

You can find out more about our complaints performance and our plans for the future by taking a look at the Annual Complaints and Service Improvement Report on our website (**onward.co.uk/reports**). If you'd like a printed copy of this report, please get in touch.

Tackling antisocial behaviour.

The way people behave can make a big difference to how happy our customers are in their homes. We take reports of antisocial behaviour (ASB) very seriously and take the necessary steps to protect our customers. Our TSM data shows that our approach to handling cases is an area where we can do better.

Satisfied with our approach to handling antisocial behaviour (**TP12**)

Rental customers **61%**
Shared owners **36.3%**

Our plans to improve antisocial behaviour services.

The Onward Scrutiny Board, a group of involved customers, reviewed our antisocial behaviour service in 2025/26 and we are now working with them to make improvements. This includes increasing the number of ASB Champions in the Customer Service Centre, improving training, communication and action plans, making our website information and letters clearer, working more closely with partners, and increasing our presence in areas with higher levels of ASB.

You can learn more about the Onward Scrutiny Board's review by taking a look at their annual report on our website (**onward.co.uk/reports**) or getting in touch to request a printed copy.

Improving services for shared owners.

Satisfied with the overall service provided (TP01) **46.4%**

This section of the report does not apply to rental customers.

We recognise that our shared owners are less satisfied with the services they received in 2025/26, and this is below the standard they should rightly expect of us. In response, we have developed a service improvement plan focused on:

- strengthening communications to ensure shared owners receive clear and consistent information about the services available to them
- improving our approach to listening, learning and understanding the views of our shared owners through forums and regular surveys
- learning from complaints to identify opportunities to improve services

It will take time for shared owners to feel the benefits of the changes we're making, so we will continue to work with our involved customers to monitor performance, deliver ongoing improvements and rebuild trust.

We provide plenty of opportunities for customers to share their views and lived experiences, whether it's our forums, surveys and workshops, or more formal roles as part of our Customer Committee. To find out more, please get in touch or visit our website (**onward.co.uk/customer-voice**).

HOW WE CARRIED OUT THE SURVEY.

Who we spoke to.

In line with the requirements set out by the Regulator, we surveyed a sample of our rental customers (low-cost rental accommodation) and shared ownership customers (low-cost home ownership).*

A sample of 2,259 rental customers were surveyed based on a total of 28,774. These customers were selected using a random stratified sample, which means the feedback we received represents the views of our customers a whole.

We also surveyed a sample of 308 shared owners based on a total of 1,487. These customers were selected using a census approach, which means that we attempted to survey all customers in this group. This approach was chosen to reflect the sample size required.

Three rental customers were excluded because there was a health and safety concern that prevented face-to-face surveys and they had also opted out of telephone calls. No shared owners were excluded from the survey, however, leaseholders were excluded as an ineligible audience, as defined by the Regulator's guidance.

Ensuring our results were representative.

As we carried out the survey, we monitored responses to make sure these reflected the diversity of our customers by looking at different factors such as tenure type, geography, age, and ethnicity.

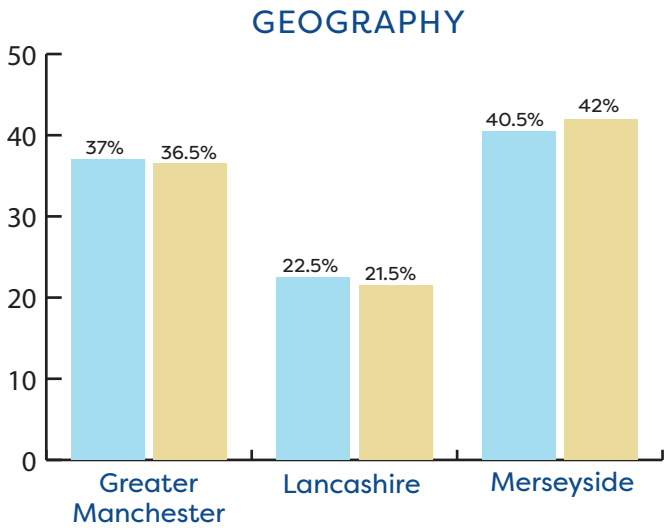
As shown in the graphs on the next page, which compare the different characteristics of our rental customers and shared owners to the overall survey responses we received from those groups, our responses are broadly representative.

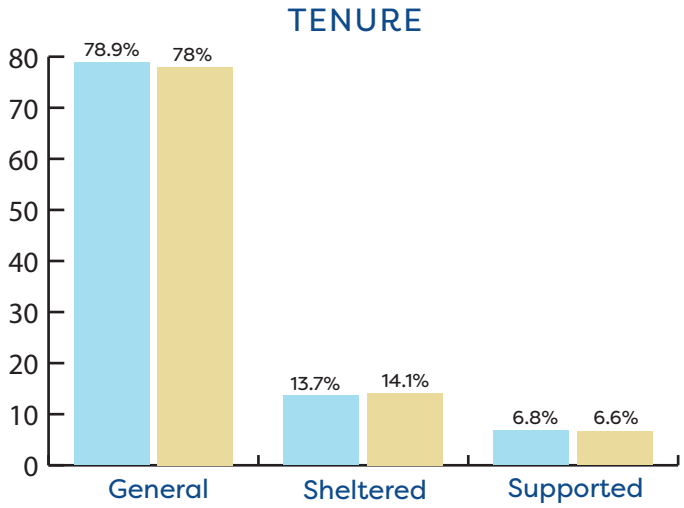
*The Regulator of Social Housing refers to low-cost rental accommodation (LCRA) and low-cost home ownership (LCHO). LCRA includes those living in general needs, supported, sheltered and temporary social housing (intermediate). LCHO includes those with shared ownership homes which have not been purchased outright, also known as fully staircased.

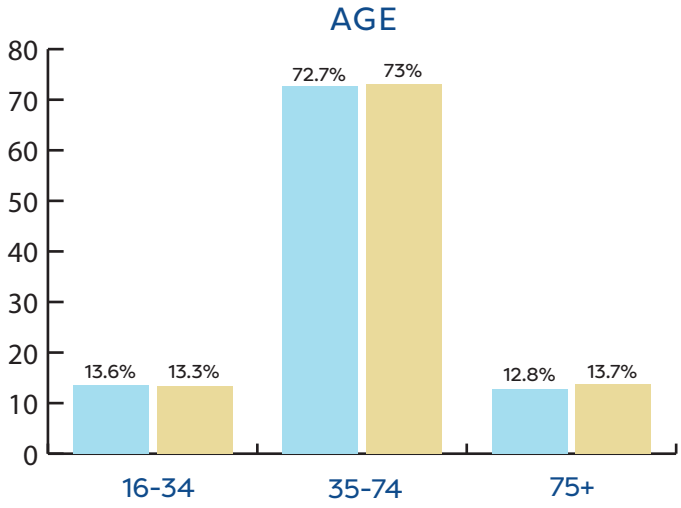
Representativeness of responses for rental customers (**LCRA**).

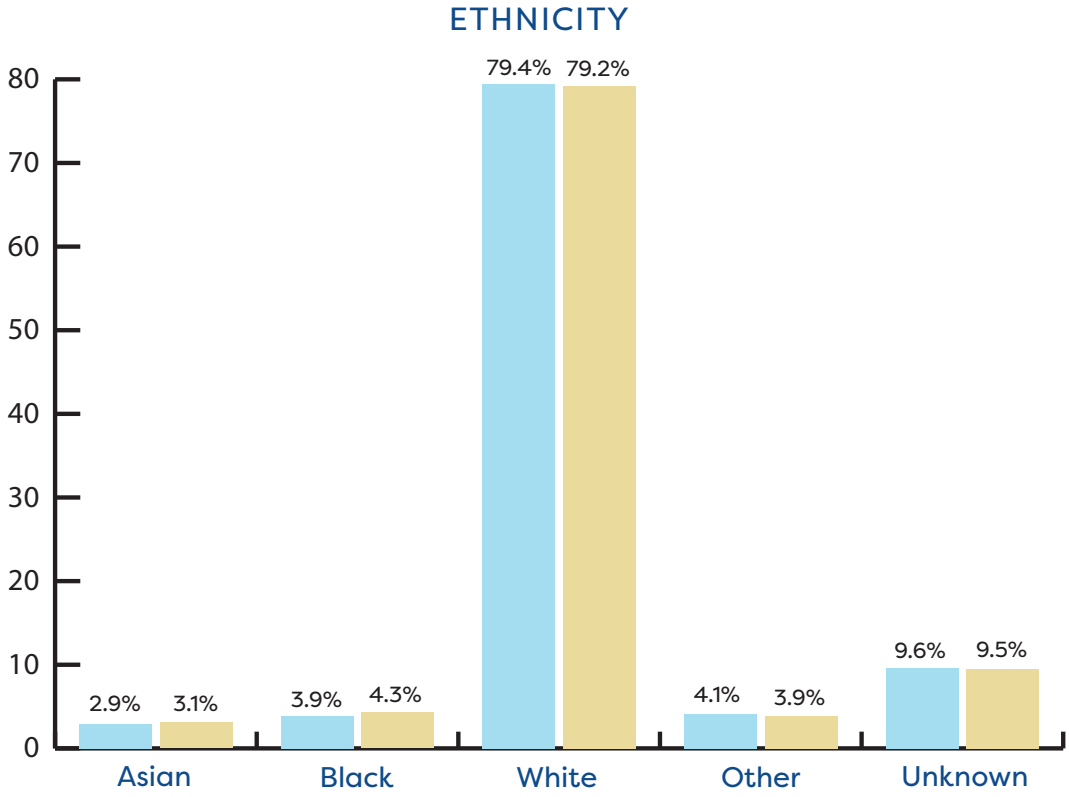
Relevant Tenant Population (% total)

Total Survey Responses (% total)







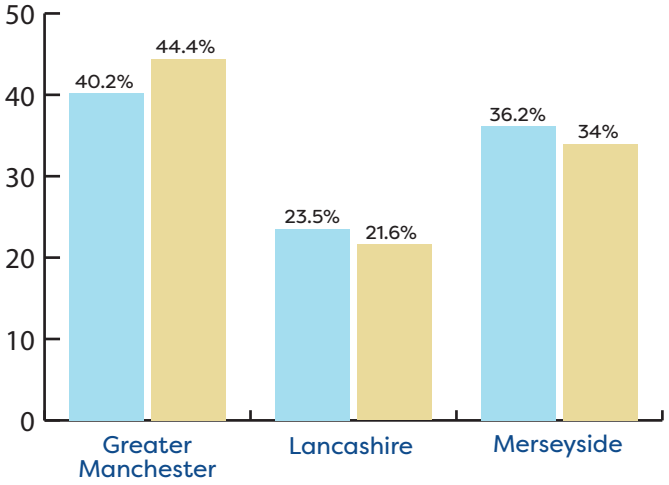


Representativeness of responses for shared owners (**LCHO**).

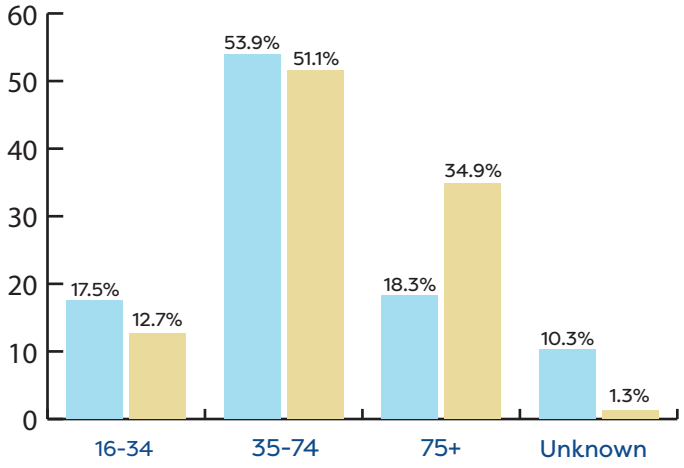
Relevant Tenant Population (% total)

Total Survey Responses (% total)

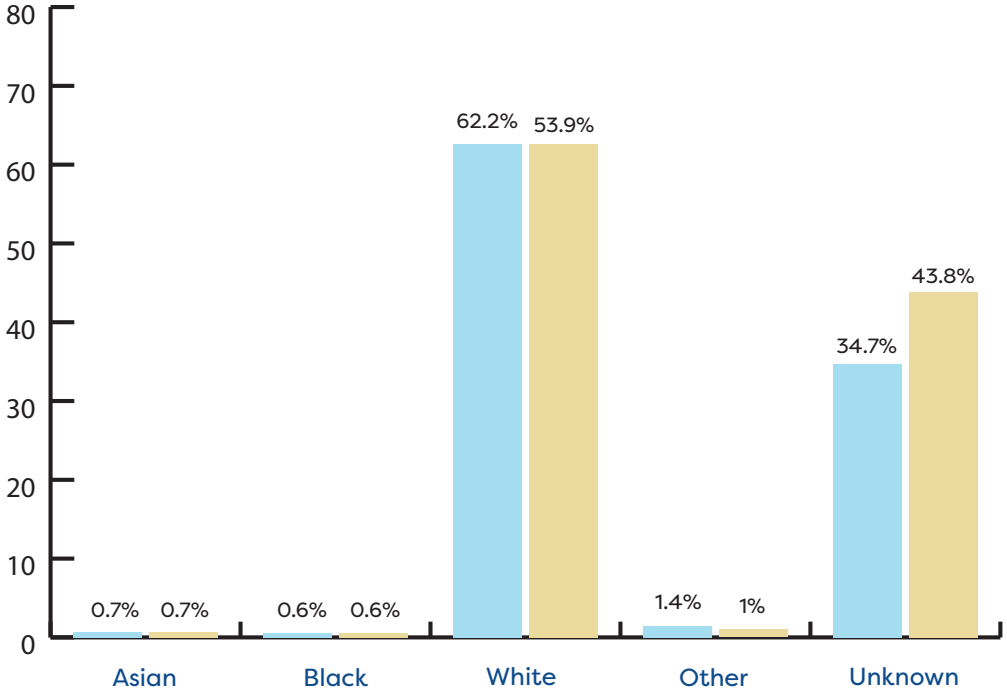
GEOGRAPHY



AGE



ETHNICITY



The accuracy of our results.

Our results meet the Regulator's standards for accuracy, with a margin of error at 1.98% for rental customers and 4.97% for shared owners. This means that the feedback gives us a reliable picture of our customers' views overall.

The methods we used.

We used a range of different methods to capture responses from our rental and shared ownership customers to maximise opportunities for them to participate in the survey.

For our rental customers, we used a mix of face to-face interviews that were carried out by Onward and telephone interviews that were conducted by The Leadership Factor (TLF) which is a Market Research Society accredited research agency.

The face-to-face method was chosen to reflect our commitment to having a friendly, local 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 could complete the survey and meet the required sample size.

RENTAL CUSTOMERS (**LCRA**)

1,208 face-to-face

1,051 telephone

For our shared ownership customers, a combination of face-to-face interviews that were carried out by Onward and telephone surveys that were carried out by Onward and TLF were used for the reasons set out above. We also trialled the use of a digital AI agent through Optus to collate a small number of telephone surveys from these customers.

This mix was chosen to maximise engagement with shared owners. We deployed a higher proportion of telephone calls for this group, as this was found to be a more flexible and effective way to engage with them.

No incentives were offered to the rental or shared ownership customers we surveyed, and no other surveys have been carried out using the TSM questions.

SHARED OWNERS (**LCHO**)

27 face-to-face

281 telephone

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