

Appendix B – Tenant Satisfaction Measures Performance

The satisfaction performance is based on unweighted results. The Trust is in discussions with Acuity as they believe the results should be weighted, but we do not agree. A verbal update will be provided at the Board meeting on 26th May.

2025/26 annual benchmarking is available for all satisfaction metrics. This is provided by Acuity.

Annual 2024/25 benchmarking is available for all metrics. This is based on the results published by the Regulator of Social Housing.

KPI	KPI Name	Service Area	KPI Owner	KPI Calculation	Q4 2025/26	2025/26 Annual	2025/26 Annual Median Benchmark	2024/25 YE Sector Median	Comments
					Value	Value			
PI 217	TSM BS01 – % Gas safety checks completed	SA001 – Compliance	Alec Gaston	Average YTD	100.00%	100.00%	n/a	100%	At the end of March all properties had a valid gas safety certificate.
PI 218	TSM BS02 – % Fire safety checks completed	SA001 – Fire Safety	Alec Gaston	Average YTD	100.00%	100.00%	n/a	100%	FRAs have been completed and are in date for all premises that require one.
PI 219	TSM BS03 – % Asbestos safety checks completed	SA001 – Compliance	Alec Gaston	Average YTD	100.00%	100.00%	n/a	100%	As at the end of March all Trust property that require an asbestos reinspection survey have received one within the last 12 months.
PI 220	TSM BS04 – % Water safety checks completed	SA001 – Compliance	Alec Gaston	Average YTD	100.00%	100.00%	n/a	100%	At the end of March all water safety checks had been completed.
PI 221	TSM BS05 – % Lift safety checks completed	SA001 – Compliance	Alec Gaston	Average YTD	100.00%	100.00%	n/a	100%	As at the end of March all passenger lift LOLERS and checks were in date.
PI 199a	TSM CH01 Part 1 – Stage 1 Complaints relative to the size of the landlord	SA008 – Complaints	Sarah Hogg-Robinson	Average YTD	38.99	38.99	n/a	53.5	We have received 201 Low Cost Rental Accommodation (LCRA) stage 1 complaints in the year to 31 March 2026. YTD rate calculation: $(201/5154) \times 1000 = 38.99$

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PI 199b	TSM CH01 Part 2 – Stage 2 Complaints relative to the size of the landlord	SA008 – Complaints	Sarah Hogg–Robinson	Average YTD	9.11	9.11	n/a	8.3	We have received 47 LCRA stage 2 complaints in the year to 31 March 2026. YTD Calculation: (47/5154) x 1000 = 9.11
PI 223a	TSM CH02 Part 1 – % Stage 1 Complaints responded to within Complaint Handling Code timescales	SA008 – Complaints	Sarah Hogg–Robinson	Total YTD	100.00%	100.00%	n/a	89.9%	YTD between the 1 April 2025 to 31 March 2026 we received 201 stage 1 complaints. All complaints were responded to within timescale (including the use of extensions).
PI 223b	TSM CH02 Part 2 – % Stage 2 Complaints responded to within Complaint Handling Code timescales	SA008 – Complaints	Sarah Hogg–Robinson	Total YTD	100.00%	100.00%	n/a	88.9%	YTD between the 1 April 2025 to 31 March 2026 we received 47 Stage 2 complaints. All complaints were responded to within timescale (including the use of extensions)
PI 214a	TSM NM01 Part 1 – Anti-social behaviour cases relative to the size of the landlord	SA009 – Enforcement	Steffanie Goalen	Average YTD	34.68	34.68	n/a	36%	Year end total of ASB cases is 184 total number of combined LCRA and Low Cost Home Ownership (LCHO) properties total is 5305 to give as a year end percentage of 34:68 Further details on ASB can be found in the Neighbourhood report elsewhere on the Board agenda.
PI 214b	TSM NM01 Part 2 – Anti-social behaviour cases relative to the size of the landlord that involve hate incidents	SA009 – Enforcement	Steffanie Goalen	Average YTD	1.13	1.13	n/a	0.7%	6 Hate incidents recorded during 2025/2026 – Total number of combined of combined LCRA and LCHO is 5305 to give year end percentage of 1.13 In 2024–25 there were 8 hate incidents recorded. All cases were closed in line with our processes, 2 cases were closed due to insufficient evidence, 2 due to complainants not being co-operative with the Support and Enforcement Team, 1 ended their tenancy (not ASB related), 1 words of advice given (pre-warning)

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PI 215	TSM RP01 – % Homes that do not meet the Decent Homes Standard	SA001 – Asset Management	Alec Gaston	As at Quarter end	0.78%	0.78%	n/a	0.5%	At the end of March there were a total of 40 properties which did not meet the Decent Homes Standard. Of these failures, 35 relates to HHSRS failures identified during the annual stock condition survey and 5 additional failures identified through internal inspection
PI 216a	TSM RP02 Part 1 – % Non emergency repairs completed within target timescale	SA003 – Responsive Repairs	Jack Rostern; Simon Williams	Average YTD	68.97%	68.97%	n/a	82.5%	A total of 10,019 non emergency repairs were completed by the trust during the FY.31% of these exceeded target due to a number of factors including no access, complex diagnosis, external dependencies (Scaffolding & contractor involvement) and intrusive works requiring a follow on visit. The Trust completed 341 more repairs than the previous financial year.
PI 216b	TSM RP02 Part 2 – % Emergency repairs completed within target timescale	SA003 – Responsive Repairs	Jack Rostern; Simon Williams	Average YTD	96.35%	96.35%	n/a	94.9%	The Trust has continued to complete the majority of emergency repairs within target (4 Hours). Following analysis of repairs that failed to meet this target, it was identified that these instances lead to extra time being needed on site to ensure a resolution was achieved.
PI 141	TSM TP01 – Overall satisfaction	SA008 – Customer Voice & Communications	Sarah Hogg-Robinson	Total in Quarter	68.00%	72.0%	73.8%	71.88%	Overall satisfaction has slightly declined compared to the previous year; however, it remains higher than the position reported two years ago. Q4 recorded the lowest satisfaction levels across the reporting period. Initial analysis of this performance measure is underway, with further detail on trends and contributing factors set out in the accompanying cover report.

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PI 192	TSM TP02 – % Satisfaction with repairs	SA003 – Responsive Repairs	Jack Rostern; Simon Williams	Total in Quarter	65.00%	72.1%	77.3%	73.6%	Several customers note a desire for transparent communication and better access to services, including online support and easy phone contact. 72.1% of customers advised that they feel they have a ‘well maintained home’. It was noted that this dropped from 70% in Q3 to 62% in Q4.
PI 206	TSM TP03 – % Satisfaction with time taken to complete most recent repair	SA003 – Responsive Repairs	Jack Rostern; Simon Williams	Total in Quarter	58.00%	64.0%	74.5%	69.5%	Overall, the feedback indicates areas where service delivery can be enhanced, particularly regarding repair timelines, communication efficiency, and consistent maintenance to foster a safe and pleasant living environment for customers. Customers were not asked around satisfaction on planned or emergency repairs which will be taken forward for consideration to give a wider view.
PI 207	TSM TP04 – % Satisfaction that the home is well maintained	SA001 – Asset Management	Alec Gaston	Total in Quarter	64.00%	69.1%	74.0%	71.9%	The Trust had 69.1% of tenant’s that were satisfied that their home is well maintained which was 4.9% lower than the annual mean benchmark. We will continue to engage with those customers who have expressed dissatisfaction in order to resolve any issues they may have experienced. Common themes reported in the survey include, repairs, improvement work delays, communal areas and gardening.
PI 208	TSM TP05 – % Satisfaction that the home is safe	SA001 – Compliance	Alec Gaston	Total in Quarter	69.00%	76.2%	80.2%	77.6%	The Trust experienced a reduction in the Q4 performance and the annual value is 4% below the annual benchmark mean. Although this is the Trust’s third highest performance in terms of satisfaction, the Trust will review data from respondents who have expressed dissatisfaction and seek to engage with them to resolve any issues or concerns about safety related work and increase satisfaction.

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PI 194	TSM TP06 – % Satisfaction that the landlord listens to tenant views and acts upon them	SA008 – Customer Voice & Communications	Sarah Hogg-Robinson	Total in Quarter	54.00%	58.0%	62.8%	61.6%	For 2025/26, this metric recorded its highest levels of satisfaction in Q2 and Q3; however, a decline was observed in Q4. The Trust does not currently include a qualitative follow-up question for this measure, which limits direct insight into the drivers of performance. To address this, analysis will draw on intelligence gathered through follow-up calls, alongside underlying demographic data, to identify any emerging themes and inform targeted improvements.
PI 209	TSM TP07 – % Satisfaction that the landlord keeps tenants informed about things that matter to them	SA008 – Customer Voice & Communications	Sarah Hogg-Robinson	Total in Quarter	67.00%	68.6%	75.0%	72%	This metric has declined from previous years and similar to TP06, a qualitative follow-up question is not currently included as part of this measure. Despite this, analysis of performance has already commenced, drawing on available data to better understand trends and potential drivers of satisfaction, as set out in the accompanying cover report. We are currently undertaking a survey of tenants so that we can better understand about the things that matter to them.
PI 193	TSM TP08 – % customer satisfied that we treat them fairly and with respect	SA008 – Customer Voice & Communications	Sarah Hogg-Robinson	Total in Quarter	73.00%	75.9%	79.1%	77.9%	The metric saw its highest levels of satisfaction recorded in Q3 (79%), with performance declining to its lowest point in Q4 (73%). This variation indicates a dip in customer perception towards the end of the year, and will be considered alongside wider complaint handling and customer experience insights to identify any underlying themes.

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PI 210	TSM TP09 – % Satisfaction with the landlord’s approach to handling complaints	SA008 – Complaints	Sarah Hogg– Robinson	Total in Quarter	24.00%	34.1%	35.7%	35.5%	Complaint satisfaction peaked in Q2; however, performance has declined in the second half of the year compared to the first. In response, a complaints service review is currently underway, focusing on structure and delivery to support improved outcomes.
PI 211	TSM TP10 – % Satisfaction that the landlord keeps communal areas clean and well maintained	SA003 – Estates	Jack Rostern; Simon Williams	Total in Quarter	64.00%	60.1%	70.1%	66.7%	Over two thirds (64%) are satisfied with the upkeep of communal areas, while a quarter (25%) are dissatisfied, and 10% are neutral. This measure has increased by 14p.p in Q4 2025/26, making it the only measure in this quarter which has increased. The Trust has now commenced a grounds maintenance programme with a new supplier, in addition to patch based estates operatives which is expected to increase customer satisfaction moving forward.
PI 212	TSM TP11 – % Satisfaction that the landlord makes a positive contribution to neighbourhoods	SA003 – Estates	Jack Rostern; Simon Williams	Total in Quarter	54.00%	56.7%	67.3%	64.6%	Following an increase last quarter, satisfaction fell by 8p.p in Q4 2025/26, while dissatisfaction rose by 5p.p. This has resulted in a 3p.p rise in neutral responses, which may suggest that fewer customers are aware of Peaks & and are therefore less likely to hold strong positive or negative views. Further work is needed to promote the good work the Trust undertakes within our neighbourhood.
PI 213	TSM TP12 – % Satisfaction with the landlord’s approach to handling anti-social behaviour	SA009 – Enforcement	Steffanie Goalen	Total in Quarter	62.00%	62.6%	60.1%	59.5%	Disappointing TSM scores into the final quarter – Reports into the Trust and Police reports do not reflect customers feelings. More work through 2026/2027 to encourage customers to report any issues. ASB team have completed a customer friendly plain speaking video to go onto PPHT website and Neighbourhoods team have also contributed to give an overview of their roles in ASB