

TENANT SATISFACTION MEASURES REPORT 2026



PRHA’S TENANT SATISFACTION MEASURES

Report on Landlord Performance & Tenant Satisfaction measures

How we performed - Landlord Performance & Tenant perception.

Providence Row Housing Association 2026

The Tenant Satisfaction Measures (TSMs) were introduced by the Regulator of Social Housing to help residents and tenants assess how their landlords was doing in providing good quality homes and services. There are 22 measures in total:

- 12 are collected through a tenant perception survey
- 10 measures are taken from performance information from our systems

This report shows PRHA’s TSM data for the year 1st April 2025 to 31st March 2026. We use the results of the landlord TSM and the perception survey to identify areas that require improvement and to set out our action plans to achieve this.

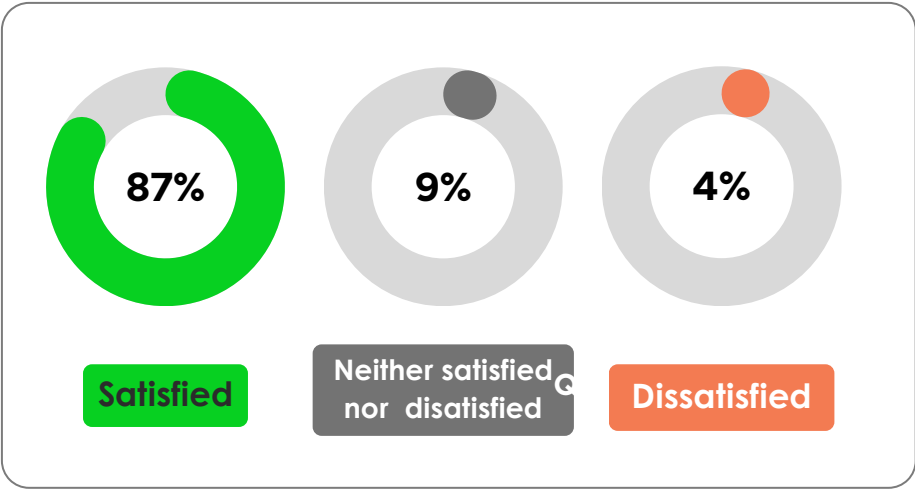
Tenant Perception Measures (PRHA Annual TSM Survey)

Each year we run our annual TSM Survey to gauge how our residents feel in relation to the 12 “perception” questions set by the Regulator. This year 80 residents responded to the survey (representing 20% of residents present at the time of the survey).

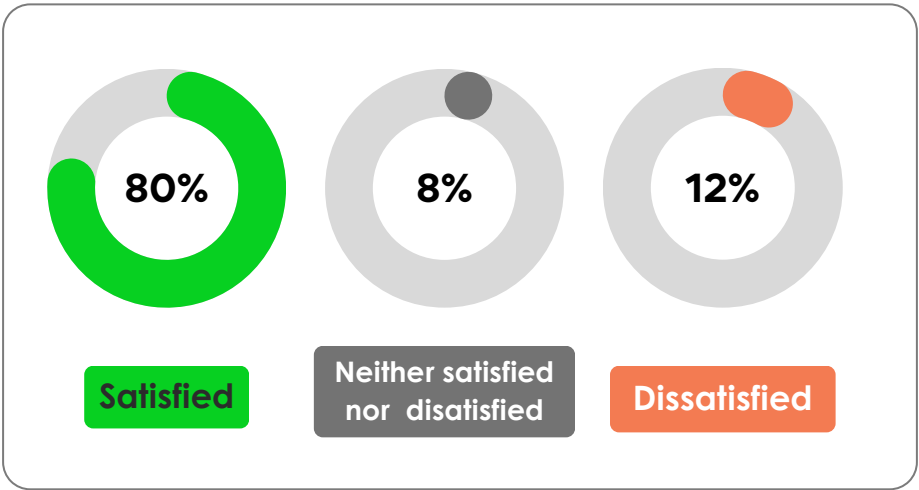
87% of those responding were satisfied or very satisfied with the services provided by PRHA overall, an increase on the 80% figure for the 2025 Survey.

While this is positive, and compares well with the latest nationally available median of 72% from the Regulator’s Tenant Satisfaction Measures Headline Report (published November 2025) we will still be discussing the results and the specific feedback provided via survey comments at our resident meetings, managers’ surgeries and site visits to better understand the reasons where respondents were not satisfied.

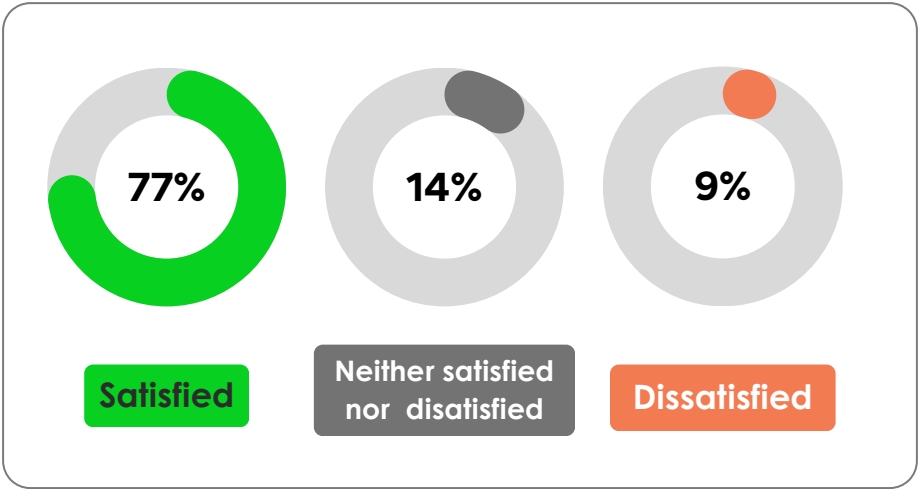
Overall satisfaction with services provided by PRHA - 2026 Survey



Overall satisfaction with services provided by PRHA - 2025 Survey



Overall satisfaction with services provided by PRHA - 2024 Survey

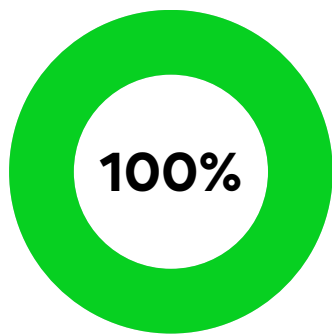


KEEPING PROPERTIES IN GOOD REPAIR.

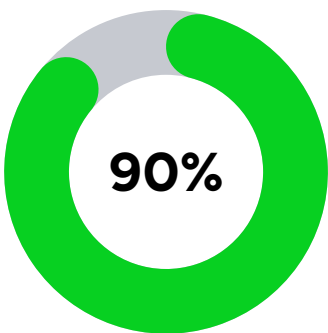
The most important service we provide to our residents is maintaining the properties they live in. The results from our 2025-26 TSM data indicate that we sustained our performance figure for responding to and making safe emergency repairs at 100%, achieved now in 2024-25 and in 2025-26.

However, for non-emergency repairs there was a fall in our performance (down from the 94% achieved in 2024-25 to 90% for 2025-26). While this is above the latest available national figure from the Regulator of 83% (TSM Headline Report November 2025) it is below our internal targets and lower than where we wish to be. This is one of our priority areas for improvement in the current year and performance will be closely monitored.

Repairs completed to timescale 2025-26



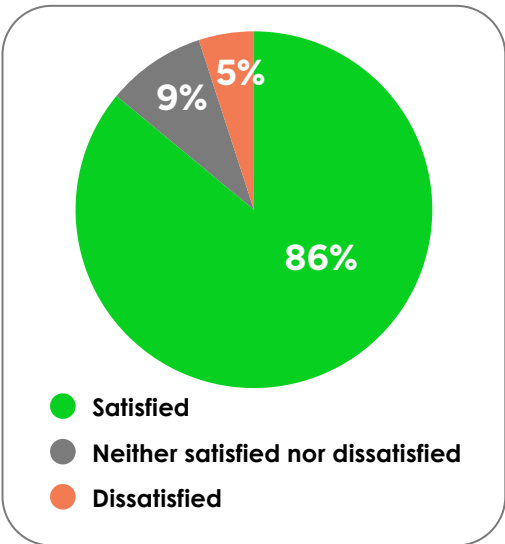
Emergency repairs to timescale



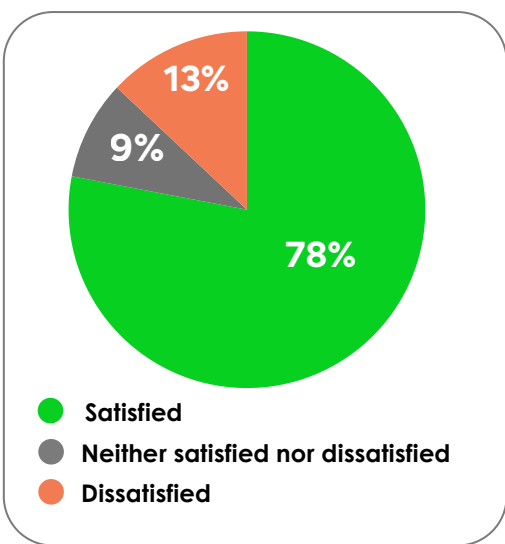
Non-emergency repairs to timescale

Repairs satisfaction 2025-26

Satisfaction with the overall repairs service

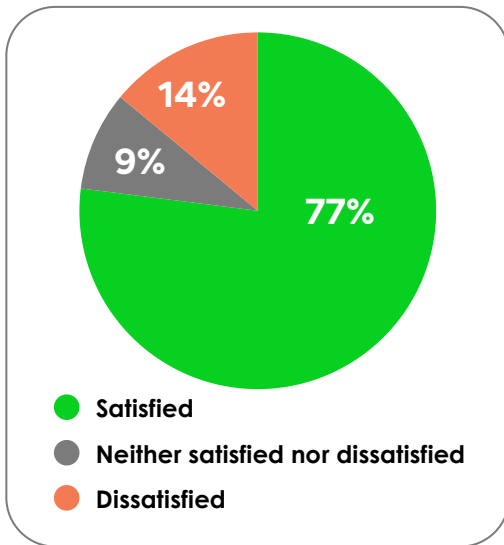


Satisfaction with the time taken to complete the most recent repair

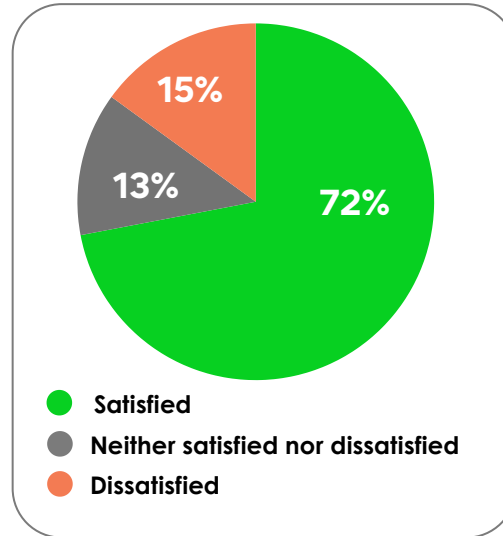


Repairs satisfaction 2024-25 (prior year)

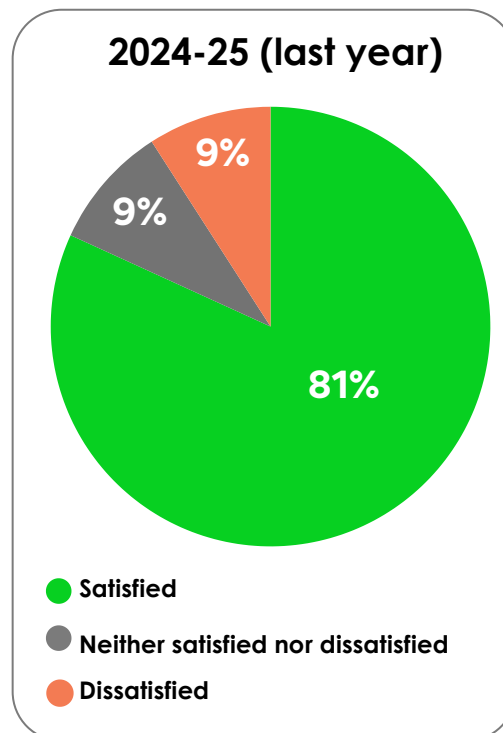
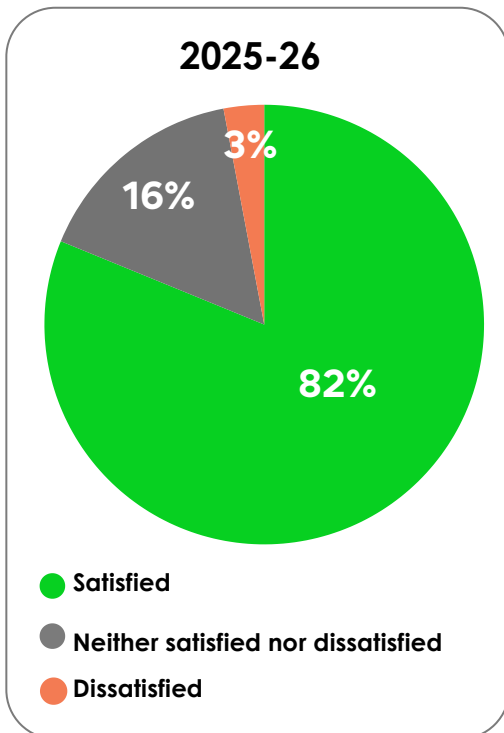
Satisfaction with the overall repairs service



Satisfaction with the time taken to complete the most recent repair



Satisfaction that PRHA provides a home that is well maintained



Please note that the satisfaction percentages above for 2025-26 have been rounded to the nearest whole number and do not add up to 100% due to the resulting "rounding errors".

The unrounded percentages are 81.8%, 15.6%, 2.6%

MAINTAINING BUILDING SAFETY.

Ensuring that our properties are well maintained and are safe is the highest priority for PRHA. We have contractors working all year round to ensure key safety components are inspected and maintained. We also have fire risk assessments and fire safety inspections of all of our buildings on a rolling programme. This is monitored centrally and any areas of concern are escalated for urgent action

All homes met the Decent Homes Standard as set out by Government.

Landlord performance relating to building safety showing the proportion of homes where:

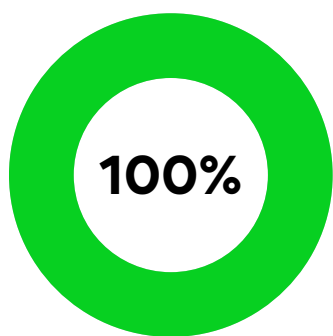
All required gas safety checks have been carried out: **100%**

All required fire risk assessments have been carried out: **100%**

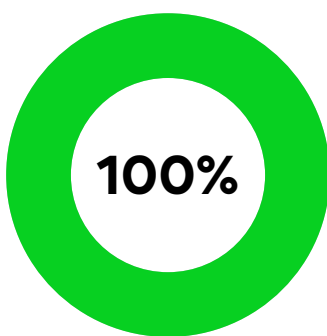
All required asbestos management surveys or re-inspections have been carried out: **100%**

All required legionella risk assessments have been carried out: **100%**

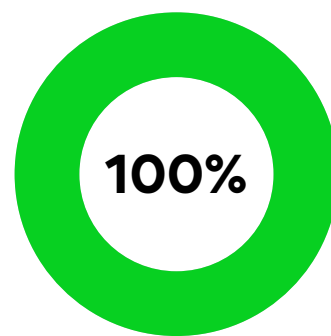
All required communal passenger lift safety checks have been carried out: **100%**



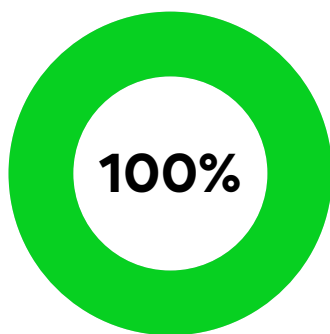
Gas Safety Checks



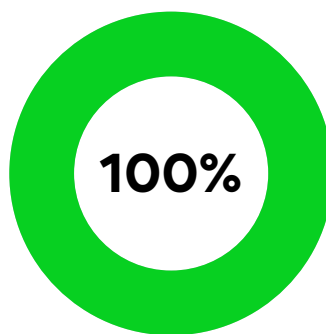
Fire Risk Assessments



Asbestos Surveys



Legionella Risk Assessments

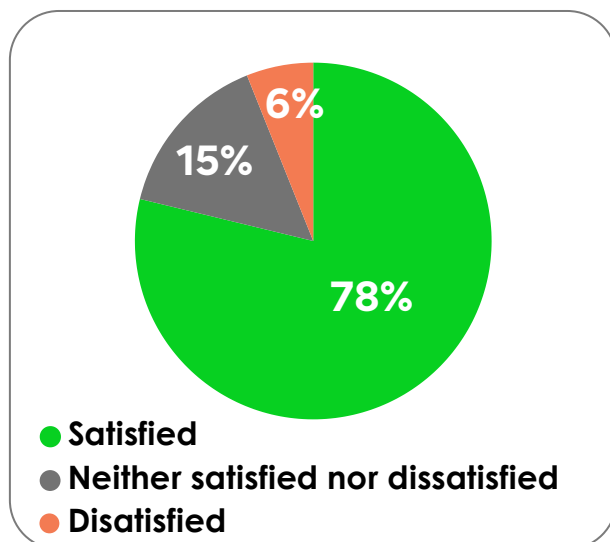


Communal Passenger Lift safety checks

Satisfaction that PRHA provides a Home that is safe 2025-26

Please note that as percentages have been rounded to the nearest whole number these may not always add up to 100% due to the resulting "rounding errors". The unrounded percentages are 78.2%, 15.4%, 6.4%

Compared with satisfaction data from 2024/25:
78.4% satisfied; 10.3% neither; 11.3% dissatisfied.

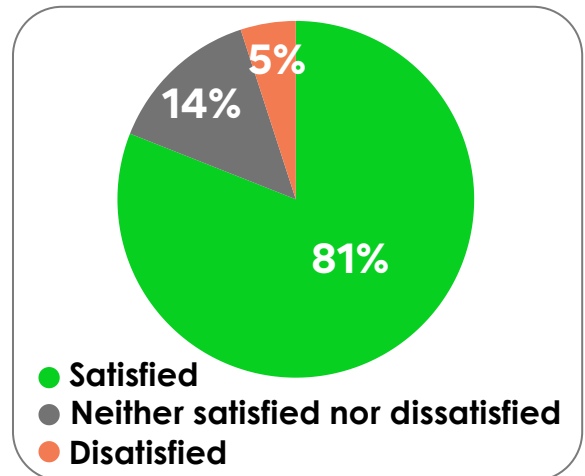


RESPECTFUL & HELPFUL ENGAGEMENT.

PRHA has always believed in listening to our residents and providing services that are informed by residents' views. The TSM Survey is important for understanding how well we are doing in this area, but we also have our quarterly Resident Advisory Panel (RAP) meetings where residents across all our supported schemes can meet with Senior Leadership Team and Board members to give their feedback on our policies and procedures. For example during this year our Compensation and Ex-Gratia Payment Policy was reviewed with residents at RAP and we uplifted the amounts that they were currently being awarded under the Policy.

Satisfaction that PRHA listens to views and acts upon them:

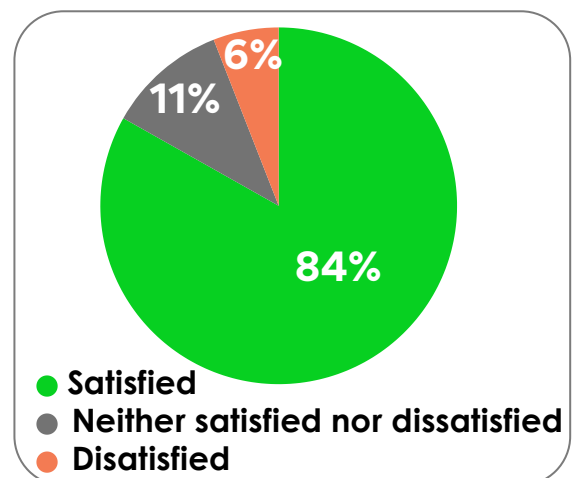
*Compared with satisfaction data from 2024/25:
79% satisfied; 13% neither; 8% dissatisfied.*



Satisfaction that PRHA keeps residents informed:

Please note that as percentages have been rounded to the nearest whole number these may not always add up to 100% due to the resulting "rounding errors". The unrounded percentages are 83.5%, 11.4%, 5.1%)

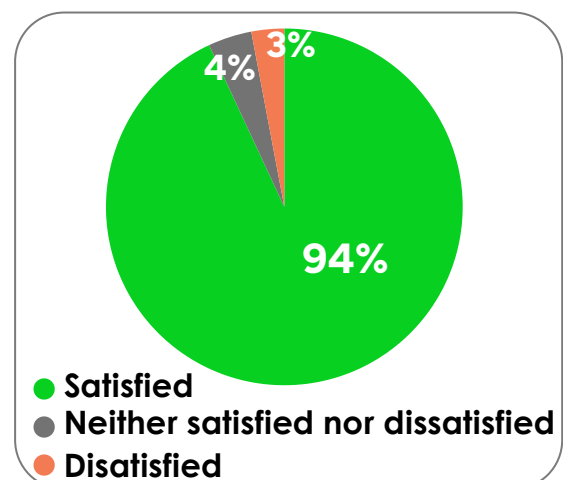
*Compared with satisfaction data from 2024/25:
81.3% satisfied; 10.4% neither; 8.3% dissatisfied.*



Agree that PRHA treats tenants fairly and with respect:

Please note that as percentages have been rounded to the nearest whole number these may not always add up to 100% due to the resulting "rounding errors". The unrounded percentages are 93.6%, 3.8%, 2.6%)

*Compared with satisfaction data from 2024/25:
87.4% satisfied; 6.3% neither; 6.3% dissatisfied.*



EFFECTIVE HANDLING OF COMPLAINTS

During 2025-26 we received 49 complaints overall. 41 of these were at Stage 1 of our complaints process, and 8 were at Stage 2 of our complaints process (having been escalated due to the resident not being satisfied with our original Stage 1 response).

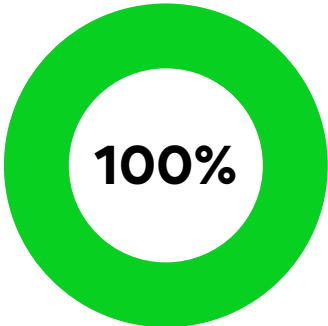
All formal complaints received were responded to within timescale this year (both at Stage 1 and at Stage 2) but in order to achieve this 10 of the complaints required an extension to be applied. This is permitted by the Housing Ombudsman's Code, but we try to avoid using extensions where we can. We continue to work on reducing the number of extensions used to ensure our responses are timely.

20 respondents to our TSM survey indicated that they had made a complaint to PRHA in the last 12 months, and of those 65% indicated that they were satisfied with how their complaint had been handled. This is an improvement on the prior year (57%) which in turn was an improvement from our first TSM Survey in 2023/24 (49%).

The national data from the last available TSM Headline Report (November 2025) quotes a median of 36% for this question, indicating that for social landlords how complaints are handled continues to be one of the major sources of dissatisfaction for their residents. While we are in advance of this, we are continuing to work to improve this further. This involves assessing the feedback received from the TSM survey each year alongside the individual feedback from complaints received and investigated each year.

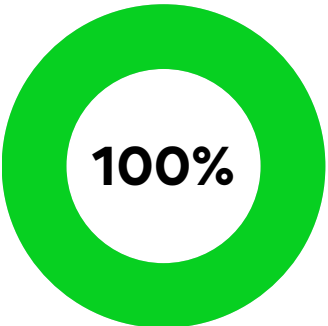
Stage 1 complaints responded to within Complaint Handling Code timescales:

Compared with performance data for 2024/25: 100%
Compared with performance data for 2023/24: 87%



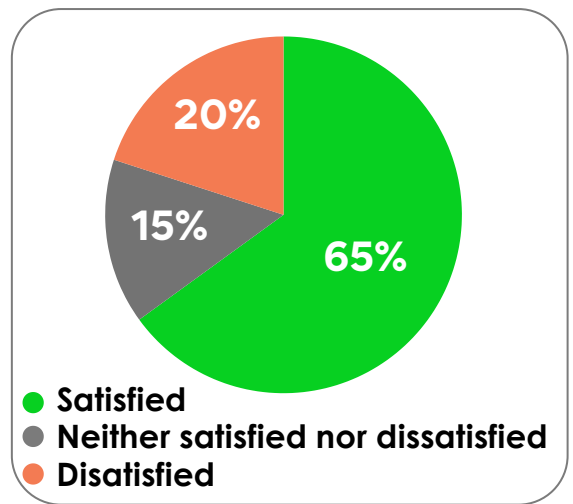
Stage 2 complaints responded to within Complaint Handling Code timescales:

Compared with performance data for 2024/25: 100%
Compared with performance data for 2023/24: 87%



Satisfied with PRHA's approach to complaints handling:

Compared with satisfaction data from 2024/25:
57% satisfied; 18% neither; 25% dissatisfied.



Complaints relative to the size of the provider

Complaints relative to the size of a provider (measured as “complaints received per 1000 units”) is a measure that the Regulator introduced in order to allow direct comparisons between social landlords regardless of their size. Each landlord must provide their residents with a figure that scales up or scales down the number of complaints they have received to a figure based on 1000 units so that this comparison can be made.

For instance, in total we received 49 complaints overall. This relates to 489 units, meaning that our figure “per 1000 units” is scaled up to give a figure of “106 complaints received per 1000 units”).

For the official TSM, this is reported separately as Stage 1 and Stage 2 complaints:

Stage 1 complaints received per 1000 units:

89.4 complaints received per 1000 units (actual Stage 1 complaints: 41)

Compared with performance data for 2024/25: 85.2 per 1000 units

Compared with performance data for 2023/24: 92.3 per 1000 units

Stage 2 complaints received per 1000 units:

17.4 complaints received per 1000 units (actual Stage 2 complaints: 8)

Compared with performance data for 2024/25: 15.3 per 1000 units

Compared with performance data for 2023/24: 13.1 per 1000 units

For context, the latest available figures from the Regulator's TSM Headline Report (November 2025) are 53.5 per 1000 units (Stage 1) and 8.3 per 1000 units (Stage 2) which are both lower than PRHA's current figures. We are working in particular to understand and reduce the higher figures for Stage 2 complaints.

The Regulator does note that “the total number of complaints in isolation is not necessarily an indicator of poor landlord performance. Higher complaints may be the result of a more accessible and transparent complaints process, or landlords making different decisions about what is a complaint or a service request”. However, they go on to state that having an understanding the number and type of complaints is fundamental to residents getting a rounded picture of each landlord's complaints procedures. Further information on our complaints performance and processes are published in our Annual Complaints Reports.

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT.

95% of TSM Survey respondents stated that they live in a building with communal areas that PRHA are responsible for maintaining. 91% of those respondents indicated that they are satisfied that PRHA keeps communal areas clean and well maintained (in increase from the 86% reported in the prior year).

During 2024-25 we handled 19 reports of ASB. None included a hate crime element.

PRHA takes all ASB very seriously. Information on how to report ASB is available on our website.

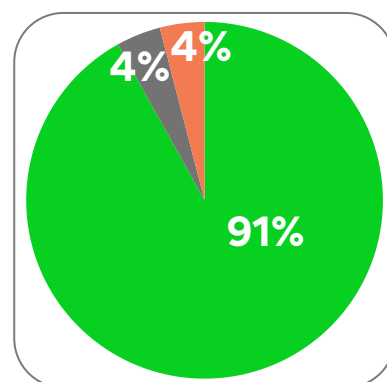
Satisfaction that PRHA keeps communal areas clean and well maintained:

Please note that as percentages have been rounded to the nearest whole number these may not always add up to 100% due to the resulting "rounding errors".

The unrounded percentages are 91.3%, 4.3%, 4.3%)

Compared with satisfaction data from 2024/25:

86% satisfied; 8% neither; 6% dissatisfied.



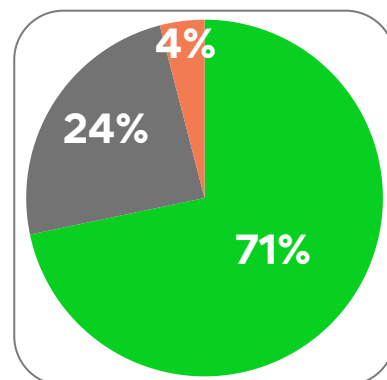
Satisfaction that PRHA makes a positive contribution to the neighbourhood:

Please note that as percentages have been rounded to the nearest whole number these may not always add up to 100% due to the resulting "rounding errors".

The unrounded percentages are 71.4%, 24.3%, 4.3%)

Compared with satisfaction data from 2024/25:

70% satisfied; 26% neither; 4% dissatisfied.



Satisfaction with PRHA's approach to handling Anti-social behaviour:

Please note that as percentages have been rounded to the nearest whole number these may not always add up to 100% due to the resulting "rounding errors".

The unrounded percentages are 72.3%, 21.5%, 5.5%)

Compared with satisfaction data from 2024/25:

79.3% satisfied; 10.3% neither; 10.3% dissatisfied.

