



CUSTOMER PERFORMANCE

Quarter One [April - June 2026]

We are committed to delivering services that truly meet the needs of our communities. One of the ways we do this is by regularly asking for your feedback through Tenant Satisfaction Measures (TSMs), a set of questions designed by the Regulator of Social Housing to help us understand how well we're doing from your perspective.

What are Tenant Satisfaction Measures (TSMs)?

TSMs are a national standard introduced to ensure housing providers like us are held accountable for the services we deliver. They cover key areas such as:

- The quality of your home
- Repairs and maintenance
- How safe you feel in your neighbourhood
- How we handle complaints
- How well we listen and act on your views

Every quarter, we collect and review this data to see where we're doing well and where we need to do better.

Why does this matter to you?

Your voice helps shape the services you receive. By sharing your experiences, you're helping us:

- Spot issues early so we can fix them faster
- Improve communication and transparency
- Tailor services to better meet your needs
- Build trust by showing how your feedback leads to real change

“
***This is about making sure
your home and community
are places you're proud to
live in.***
”

KEY

Title of the
Satisfaction
Measure.

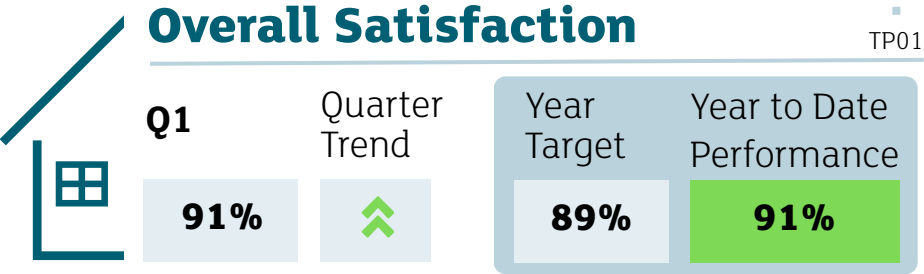
Satisfaction measure key -
set by the regulator.

Quarter figure.

Measured from previous
quarter

Our overall year target.

Our year to date
performance.



Overall Satisfaction

TP01

Q1	Quarter Trend	Year Target	Year to Date Performance
91%	⬆️	89%	91%

Satisfaction that your home is well maintained

TP04

Q1	Quarter Trend	Year Target	Year to Date Performance
89%	⬆️	80%	89%

Satisfaction with Repairs

TP02

Q1	Quarter Trend	Year Target	Year to Date Performance
81%	⬆️	80%	81%

Satisfied your home is safe

TP05

Q1	Quarter Trend	Year Target	Year to Date Performance
86%	⬇️	85%	86%

Satisfaction with time taken to complete most recent repair

TP03

Q1	Quarter Trend	Year Target	Year to Date Performance
83%	⬆️	75%	83%

Satisfaction that we listen to your views & act on them

TP06

Q1	Quarter Trend	Year Target	Year to Date Performance
77%	⬇️	79%	77%

We keep you informed about the things that matter to you TP07

Q1	Quarter Trend	Year Target	Year to Date Performance
80%	⬇️	81%	80%

Satisfied we keep communal areas clean & well maintained TP10

Q1	Quarter Trend	Year Target	Year to Date Performance
77%	=	78%	77%

We treat you fairly & with respect TP08

Q1	Quarter Trend	Year Target	Year to Date Performance
87%	⬇️	90%	87%

Satisfied we make a positive contribution to your neighbourhood TP11

Q1	Quarter Trend	Year Target	Year to Date Performance
81%	⬇️	84%	81%

Satisfied with our approach to complaints handling TP09

Q1	Quarter Trend	Year Target	Year to Date Performance
58%	⬆️	58%	58%

Satisfied with our approach to handling ASB TP12

Q1	Quarter Trend	Year Target	Year to Date Performance
62%	⬇️	72%	62%



NON-SURVEY TSM

Quarter One [April - June 26]

Understanding Non-Survey Tenant Satisfaction Measures

While many of our Tenant Satisfaction Measures (TSMs) come directly from your feedback through surveys, there are also a set of non-survey TSMs that are just as important.

These are based on factual data we collect through our day-to-day operations and help paint a fuller picture of how we're performing. These non-survey measures include:

NM – Number of complaints we receive and how quickly we resolve them

BS – Building safety checks, such as gas and fire safety compliance

RP – Repairs performance, including how many repairs we complete on time

CH – Complaints handling, showing how effectively we deal with issues raised

Why do these matter?

These measures help to make sure we're meeting our responsibilities as your landlord, not just in how we communicate, but in how we deliver essential services.

They give you confidence that:

- Your home is safe and well-maintained
- We're responsive when things go wrong
- We're transparent about how we're performing

”
***Together with your survey feedback,
these measures help us identify
where we need to improve and where
we're getting it right.***
”

THE WHY

Homes that don't meet the Decent Homes Standard

RP01

Annual

Year Target	Year to Date Performance
0.28%	0.25%

All required gas safety checks carried out

BS01

Q1

Quarter Trend

100%

=

Year Target	Year to Date Performance
100%	100%

Non-emergency responsive repairs completed within our timescale

RP02

Q1

Quarter Trend

99%



Year Target	Year to Date Performance
92%	99%

All required fire risk assessments carried out

BS02

Q1

Quarter Trend

100%

=

Year Target	Year to Date Performance
100%	100%

Emergency responsive repairs completed within our timescale

RP02

Q1

Quarter Trend

99.17%



Year Target	Year to Date Performance
86%	99%

All required asbestos management surveys or re-inspections carried out

BS03

Q1

Quarter Trend

100%

=

Year Target	Year to Date Performance
100%	100%

All required legionella risk assessments have been carried out

BS04



Q1	Quarter Trend	Year Target	Year to Date Performance
100%	=	100%	100%

All required communal passenger lift safety checks have been carried out

BS05



Q1	Quarter Trend	Year Target	Year to Date Performance
100%	=	100%	100%



Number of stage one complaints received per 1,000 homes

CH01

Q1	Quarter Trend	Year Target	Year to Date Performance
8.21	⬆️	N/A	8.21

Number of stage two complaints received per 1,000 homes

CH01

Q1	Quarter Trend	Year Target	Year to Date Performance
2.05	⬇️	N/A	2.05

Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

CH02

Q1	Quarter Trend	Year Target	Year to Date Performance
100%	=	95%	100%

Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

CH02

Q1	Quarter Trend	Year Target	Year to Date Performance
100%	=	95%	100%

Anti-Social Behaviour cases opened per 1,000 homes

NM01

Q1	Quarter Trend	Year Target	Year to Date Performance
2.46	⬇️	N/A	23.39

Anti-Social Behaviour cases that involve hate incidents opened per 1,000 homes

NM01

Q1	Quarter Trend	Year Target	Year to Date Performance
0	=	N/A	0



 **The Pioneer Group**