

TENANT
SATISFACTION
MEASURES
2025/2026



TENANT SATISFACTION MEASURES 2025/2026

Introduction

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to generate and report TSMs as specified by the Regulator of Social Housing (RSH). This document provides details of Falcon Housing Association's C.I.C (FHA) reported TSMs for year ending 31 March 2026 and addresses the regulatory requirement to publish tenant satisfaction measures data.



**Building
Safety**



**Anti-Social
Behaviour**



**Decent Home
Standards and Repairs**



**Handling of
complaints**

SURVEY APPROACH

FHA's survey was completed at a single point in time with collection of data between 1 April 2025 and 31 March 2026. No external contractors were employed in the survey collection or analysis of data. No tenant incentives were used in the survey approach.

All surveys were delivered face to face with tenants, and their care supporters and/or families as required, via intensive housing management visits and events. The face to-face method was the most appropriate given our tenant complexities, vulnerabilities and their support needs. For any tenants who lacked capacity surveys were provided to their advocates.

A copy of the questionnaire is appended which utilises the prescribed approach by the regulator with the addition of Emoji's which were to enable FHA to capture responses from tenants who might, without this, be excluded from expressing their own opinions. Emoji's are particularly useful to individuals on the autism spectrum and FHA have a significant number of tenants who engaged with the survey who may not have done if this visual aid had not been made available.

Summary of Sample Size / Number of Responses

The relevant tenant population for the purposes of the tenant perception measures was 750. FHA omitted 129 tenants whereby significant capacity issues were identified which would have prevented a meaningful response to the vast majority of the TSM questions. A census approach was applied with no sampling and in analysing the data no weighting has been applied.

216 responses were achieved = a 35% response rate.



Published Tenant Satisfaction Measures

 Building Safety		BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%
		BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
		BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
		BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
		BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
 Anti-Social Behaviour		NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	49
		NM01	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0
 Decent Home Standards and Repairs		RP01	Proportion of homes that do not meet the Decent Homes Standard.	0
		RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	95%
		RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale (within 24 hours).	93%
 Complaints		CH01 (1)	Number of stage one complaints received per 1,000 homes.	13
		CH01 (2)	Number of stage two complaints received per 1,000 homes.	0
		CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%
		CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	N/A

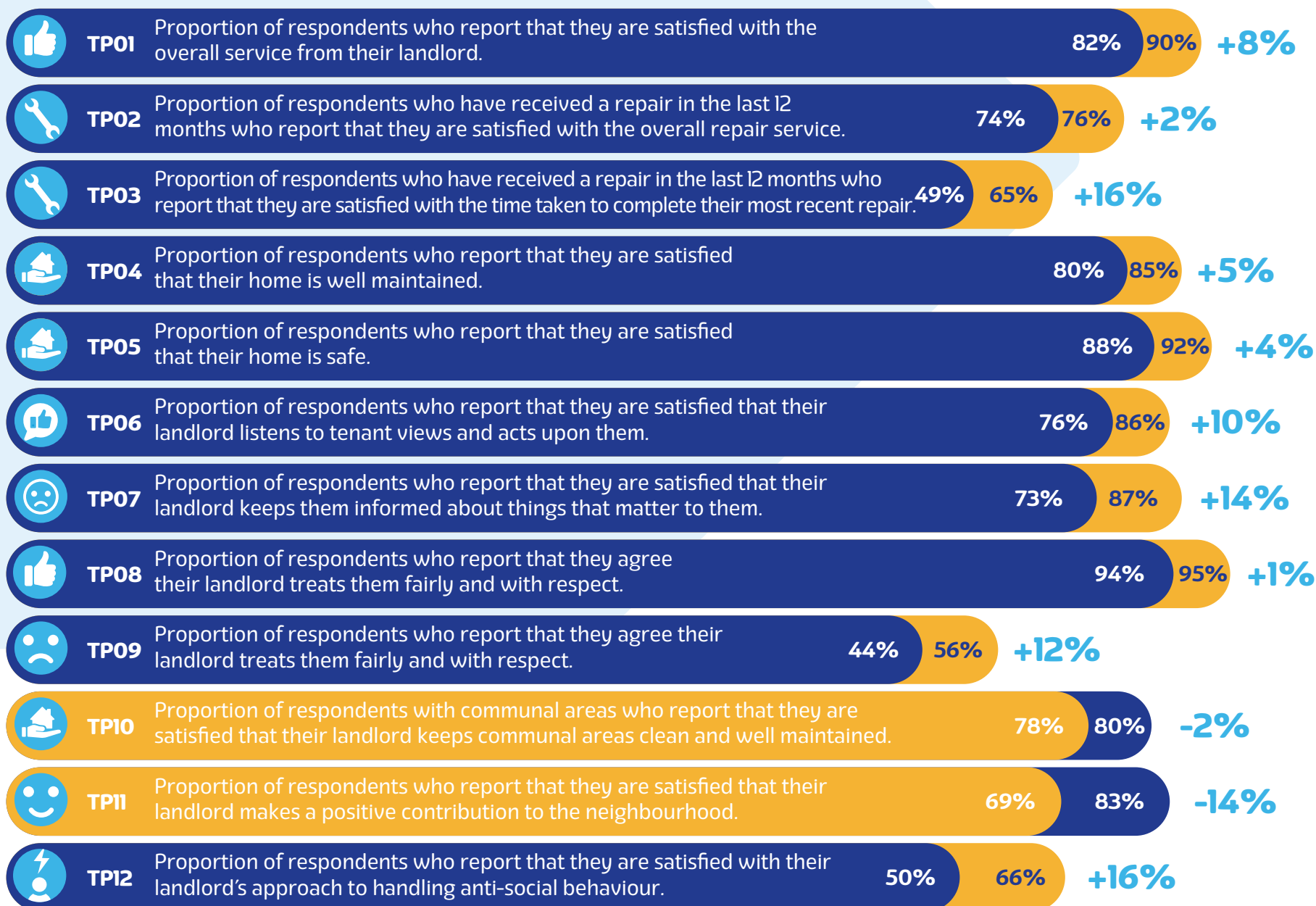
Tenant Perception Measures

	TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	90%
	TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repair service.	76%
	TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	65%
	TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	85%
	TP05	Proportion of respondents who report that they are satisfied that their home is safe.	92%
	TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	86%
	TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	87%
	TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	95%
	TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling.	56%
	TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	78%
	TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	69%
	TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	66%

Tenant Perception Measures Comparison

2023-2024

2025-2026



Positive Progress Across Key Tenant Satisfaction Measures

FHA is pleased to report continued improvement across most of our Tenant Satisfaction Measures (TSMs) for 2025–2026, demonstrating the positive impact of the work undertaken across the organisation to strengthen tenant engagement, service delivery and operational performance.

This is the second year FHA has undertaken the perception survey process and we are encouraged to see the response rate increase from **33% in 2023–2024** to **35% in 2025–2026**. This reflects continued engagement with tenants and our commitment to ensuring resident voices are heard and represented.

The results show positive movement across most measures, with particularly strong improvements in areas linked to communication, responsiveness and service delivery.

Satisfaction with FHA's overall service **increased from 82% to 90%**, whilst satisfaction that FHA listens to tenant views and acts upon them **increased significantly from 76% to 86%**. Satisfaction with communication and keeping tenants informed also saw a **substantial increase from 73% to 87%**.



Operational performance improvements have also contributed positively to tenant perception outcomes. Satisfaction with the time taken to complete repairs **increased from 49% to 65%**, supported by improved contractor management, closer monitoring of repair completion times and a greater focus on resolving issues at the earliest opportunity. Overall repair satisfaction also improved alongside increases in the percentage of repairs completed within target timescales.

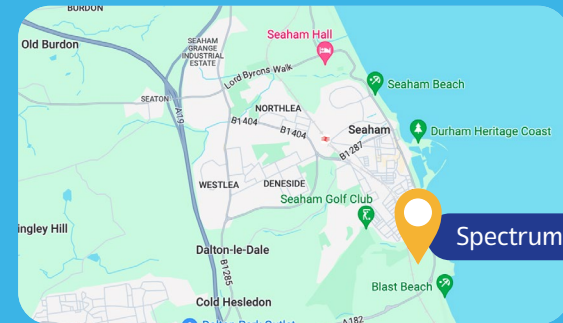
The survey results also demonstrate strong tenant confidence in the quality and safety of FHA homes, with **92% of respondents** confirming they feel their home is safe and 85% satisfied that their home is well maintained. FHA has continued to invest in compliance, planned maintenance, stock condition intelligence, and property improvements to support these outcomes.

Improvements in complaint handling satisfaction and anti-social behaviour management further reflect the organisation's focus on learning from feedback, improving communication and strengthening tenant-focused services. Satisfaction with complaint handling **increased from 44% to 56%**, while satisfaction with FHA's approach to handling anti-social behaviour **increased significantly from 50% to 66%**.

Whilst the results are positive overall, FHA recognises there remain areas where further improvement is required. Satisfaction relating to communal areas and FHA's contribution to neighbourhoods reduced slightly during the year and these areas will form part of our ongoing service review and improvement planning for 2026–2027.

FHA remains committed to using tenant feedback to shape services, drive continuous improvement and ensure compliance with the RSH's consumer standards. FHA will continue to strengthen engagement opportunities, improve service visibility, invest in both homes, and tenant experience to build on the progress achieved to date.





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