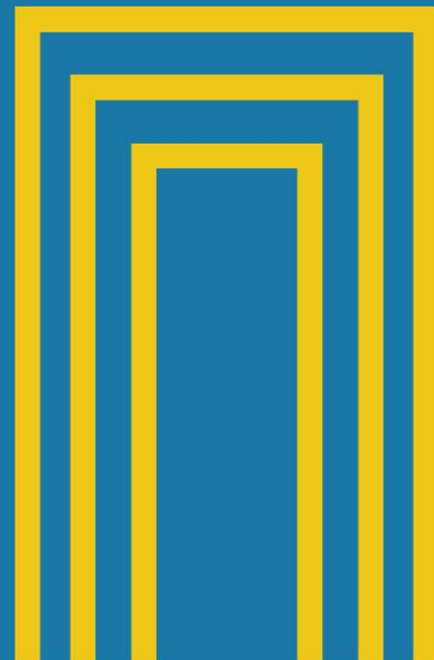


Tenant Satisfaction Measures 2025 - 2026



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Operations Update

- Incremental improvement in Overall Satisfaction levels
- Increase in Repairs Satisfaction scores – early positive impact
- Contractor Performance remains key focus area – in context of increased repair demand
- Stabilisation phase in advance of long-term contractor procurement
- New appointments in Property Services Team
- Complaints performance recent decline – volume and complexity of casework
- Additional Housing Officer resource – enabling more proactive approach
- Resident Engagement Strategy progressing

Tenant Satisfaction Measures

- Current operating environment for housing associations – characterised by
 - Increased regulatory scrutiny
 - Cost pressures and rising resident expectations
 - TSMs, Repairs, and Resident Engagement link together
 - Repairs performance directly impacts TSMs
 - Resident engagement influences satisfaction and trust



Tenant Satisfaction Measures

Soho Housing - TSM Results for 25/26 and April 2026

TSM ref	Measure	Result for 24/25	Result for 25/26	Apr-26
TP01	Overall satisfaction with Soho Housing	50%	52%	53%
TP02	Satisfaction with overall repair service	49%	59%	61%
TP03	Satisfaction with time taken to complete most recent repair	51%	55%	57%
TP04	Satisfaction that the home is well maintained	54%	53%	54%
TP05	Satisfaction that the home is safe	66%	68%	68%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	48%	47%	45%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	62%	69%	68%
TP08	Agreement that the landlord treats tenants fairly and with respect	68%	71%	71%
TP09	Satisfaction with the landlord's approach to handling complaints	28%	28%	29%
TP10	Satisfaction that the landlord keeps communal areas clean and well-maintained	71%	73%	73%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	62%	62%	61%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	49%	54%	53%

LEGEND

	result < 25/26
	result = 25/26
	result > 25/26

Margin of Error +/- 5%

Tenant Satisfaction Measures

Soho Housing - TSM Results -vs Sector Comparables

TSM ref	Measure	Result for 24/25	Result for 25/26	Median Score (Sector Comparables)*
TP01	Overall satisfaction with Soho Housing	50%	52%	58%
TP02	Satisfaction with overall repair service	49%	59%	58%
TP03	Satisfaction with time taken to complete most recent repair	51%	55%	56%
TP04	Satisfaction that the home is well maintained	54%	53%	60%
TP05	Satisfaction that the home is safe	66%	68%	69%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	48%	47%	49%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	62%	69%	67%
TP08	Agreement that the landlord treats tenants fairly and with respect	68%	71%	69%
TP09	Satisfaction with the landlord's approach to handling complaints	28%	28%	23%
TP10	Satisfaction that the landlord keeps communal areas clean and well-maintained	71%	73%	64%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	62%	62%	62%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	49%	54%	55%

Repairs Performance and Improvement

- Repairs is core service that matters most to residents
- Link between repairs and trust in the landlord
- Impact on multiple TSMs
- Repair demand has increased by 120% since 2023 - from 2,393 jobs in 2023 to 5,261 in 2026
- Progress on emergency repairs, clearance of legacy jobs impacted non-emergency performance

KPI	Target	24/25 Full Year	26/26 Full Year
Repairs completed within timescale - emergency (YTD)	80%	64%	73%
Repairs completed within timescale - non-emergency (YTD)	80%	67%	64%

TSM Performance

Repairs – Our biggest opportunity, strongest impact on satisfaction. A single poor repairs experience can outweigh several good ones. Focus on right-first-time completion, reliable appointments, clear updates when delays occur, follow-up on complex repairs.

Better Communication - Dissatisfaction often comes from lack of information, not lack of action. Clear timescales, proactive updates, Honest explanations. Don't always need to be faster — we need to be clearer.

Consistency Across Services - Inconsistent service damages trust. Residents want predictable outcomes. Appointments kept, calls returned, Issues closed properly.

Using TSM Insight - Value of telling what to fix. Use to drive action, not just reporting. Focus on lowest-scoring questions, trends by area, service, or customer type.

Closing the Feedback Loop - Satisfaction improves when residents see change. Actions include explaining decisions transparently, sharing small improvements. Feeling listened to is as important as the outcome.

Supporting Frontline Staff - Satisfaction is delivered through people. Staff need clear standards, authority to resolve issues, confidence to manage expectations. Satisfied residents come from supported staff.

