



**Evolving
Communities**

Giving people a voice to influence positive
change in health and social care

Tenant Satisfaction Measures

Results 2024/25

Wiltshire Housing Association

Introduction

From April 2023, the Regulator of Social Housing (RSH) rolled out the Tenant Satisfaction Measures (TSM). These are a new standard for judging how well social housing providers are performing, ensuring they are held to account and giving customers a clear view of their results.

To make comparisons easy, each measure is identified by a unique, short code (such as TP01 or CH02). Because these codes are the same for every provider, you can use them to compare performances directly.

The results below show how Wiltshire Housing Association (WHA) performed in 2024/25 for low cost rented accommodation (LCRA).

Tenant Perception Measures

TP01 – Respondents satisfied with the overall service from their landlord.	62.3%
TP02 – Respondents satisfied with the overall repairs service in the last 12 months.	64.7%
TP03 – Respondents satisfied with the time taken to complete their most recent repair in the last 12 months.	61.4%
TP04 – Respondents satisfied that their home is well maintained.	65.2%
TP05 – Respondents satisfied that their home is safe.	73.2%
TP06 – Respondents satisfied that their landlord listens to tenant views and acts upon them.	54.4%
TP07 – Respondents satisfied that their landlord keeps them informed about things that matter to them.	66.3%
TP08 – Respondents who agree their landlord treats them fairly and with respect.	71.5%
TP09 – Respondents satisfied with their landlord's approach to complaints handling in the last 12 months.	28.2%
TP10 – Respondents satisfied that their landlord keeps communal areas clean and well maintained.	63.9%
TP11 – Respondents satisfied that their landlord makes a positive contribution to the neighbourhood.	58.1%
TP12 – Respondents satisfied with their landlord's approach to handling anti-social behaviour.	56.3%

Complaint Handling

CH01 (1) Number of Stage 1 complaints per 1,000 homes.	24.2	CH01 (2) Number of Stage 2 complaints per 1,000 homes.	5.4
CH02 (1) Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	79.2%	CH02 (2) Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	81.4%

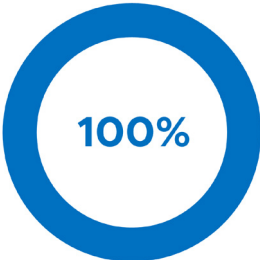
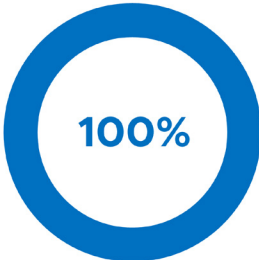
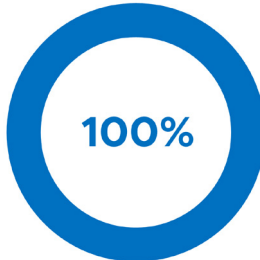
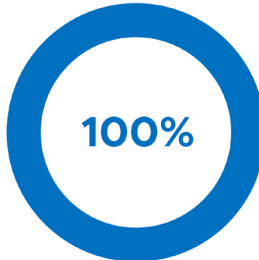
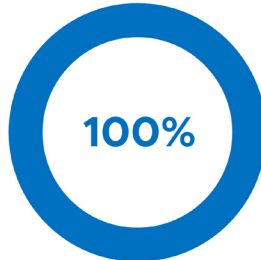
Neighbourhood Management

NM01 (1) Number of anti-social behaviour cases per 1,000 homes.	29.4	NM01 (2) Number of hate related anti-social behaviour cases per 1,000 homes.	0
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Repairs and Decent Homes Standard

RP01 Number of homes that do NOT meet the Decent Homes Standard.	0		
RP02 (1) Non-emergency repairs completed within the landlord's target timescale.	83.4%	RP02 (2) Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95%

Building Safety

BS01 Homes where gas safety checks have been carried out.	BS02 Homes where fire risk assessments have been carried out.	BS03 Homes where asbestos management surveys or re-inspections have been carried out.	BS04 Homes where legionella risk assessments have been carried out.	BS05 Homes where communal passenger lift safety checks have been carried out.
				

About Evolving Communities

Evolving Communities is an independent community interest company (CIC). We specialise in listening to people and communities who use services in the public sector, gathering insight to drive improvement. We also deliver community led projects and specialise in working with people who are seldom heard and have access needs. We have worked with health and care organisations, local authorities, public health teams and VSCE organisations as well as social housing providers.

Our experience in working with communities combined with a strong foundation in research methodology means that we can deliver work that meets the needs of housing providers and tenants.

Contact us

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