

Tenant Satisfaction Measures 2025/26 half yearly report

Since we began carrying out Tenant Satisfaction Measures surveys in 2023 we made an ongoing commitment to keep you informed about the results.

That's why we publish both the half year and annual results in our newsletter and also have them available on our website at www.ncchousing.org.uk/tsm.

It's a requirement of all social landlords with more than 1,000 homes to report their results to the Regulator of Social Housing each year.

We sent our 2024/25 results earlier in the summer but we want to go one step further with how we report these results to you – and that's why we publish a half-year report as well as the required annual report.



2025/26 half yearly report

At the time of publication, we've just completed the third round of surveys for this year – with the fourth and final round of surveys scheduled to take place between **Monday 16 February to Saturday 7 March 2026**.













We'll publish the results for the whole year in the summer.

As a reminder, we talk to at least **550 tenants each time**, which means we can be confident that what you're telling us is representative of all our residents. We use a specialist social housing company, Acuity, to carry out these surveys on our behalf and the number to look out for if they call you to give your views is **0115 794 0061**.

You can find out more about the telephone surveys at www.ncchousing.org.uk/TSM-survey and, as always, a huge thank you to everybody who takes the time to give us their views when we call.

In the meantime, over the page are the results of the first two surveys we ran this year (May to June and August to September), as well as the overall results from 2024/25 for comparison.

We're also required to publish the results of a series of management information measures, that demonstrates how we're performing in different areas. They're available on our website at www.ncchousing.org.uk/TSM-2526-half-year-report.

TSM satisfaction-based measure	2025 / 26 half-year result	2024 / 25 annual result	Trend
 Overall satisfaction with services provided	62%	59%	↑
 Satisfaction that your home is safe	74%	75%	↓
 Satisfaction that we treat you fairly and with respect	74%	75%	↓
 Satisfaction that we keep you informed about things that matter to you	74%	72%	↑
 Satisfaction with the way we deal with anti-social behaviour	62%	64%	↓
 Satisfaction that your home is well-maintained	67%	64%	↑
 Satisfaction that we make a positive contribution to your neighbourhood	61%	61%	↔
 Satisfaction with repairs that we've done in the last 12 months	66%	64%	↑
 Satisfaction that we keep communal areas clean and well-maintained	60%	60%	↔
 Satisfaction with the time taken to complete your most recent repair	57%	56%	↑
 Satisfaction that we listen to your views and act on what you say	51%	53%	↓
 Satisfaction with the way we handle complaints	34%	34%	↔

Overall satisfaction – 62%

It's pleasing to see that your overall satisfaction with our services in the first half of this year has increased by three percentage points on last year's overall result – with satisfaction in the second set of surveys carried out in August and September at **63%** – which is the highest level of satisfaction we've had since the summer of 2023. Of course, we know that there is still more to do to increase these levels further and we hope that we'll see this upward trend continuing throughout the rest of the year.

Satisfaction with repairs continue to improve

We know that since we've started running the surveys that satisfaction with our repairs service is something that we've had to work most hard on to improve.

On the three areas that we ask questions on relating to keeping your home in a good state of repair, it's positive that we've seen increases in satisfaction against all three.

Satisfaction with repairs that we've done over the last 12 months is up by two percentage points from last year's annual results at **66%**, satisfaction with the time we've taken to complete your most recent repair up 1% to **57%** and satisfaction that your home is well maintained up by 3% to **67%** – the highest satisfaction increase out of all our individual measures.

Over the last couple of years we've made a number of improvements to our repairs service – many of which have come directly from what you've told us.

We have a dedicated Repairs Service Improvement Group, made up of tenants, looking at a range of issues relating to repairs and putting forward ideas to solve them. If you'd like to be a part of the solution, get in touch by emailing involved@nottinghamcity.gov.uk.

And earlier this year we launched a new system that's improving how we manage repairs that's focussed on giving you more information and flexibility when you report a repair to us.



Listening and acting on what you say – work to do

One of the areas where we know we have more to do to increase satisfaction is in the way that we listen and act on what you say – with half-year satisfaction at **51%**, a drop of two percentage points from last year's annual results.

We're doing a lot of work to improve this and are in the process of developing with you a new Tenant Engagement and Influence Plan that's all about how we can better listen, act, communicate and support you in your involvement with us.

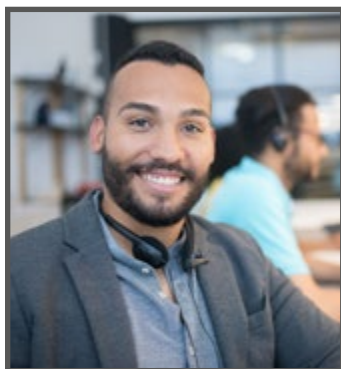
It's being co-created by tenants based on your comments – including more than 1,000 of you giving us your views through the completion of a survey about tenant engagement and influence and taking part in face-to-face sessions.

We're also listening and acting on what you say in the way we're addressing dissatisfaction that you raise during the survey about how we've handled a complaint – another satisfaction area that we're working hard to improve.

We now have a dedicated member of staff who is following these responses up. They're calling the tenants who have expressed dissatisfaction to get a deeper understanding of the reasons why they're not satisfied and, wherever possible, trying to resolve the issue as quickly as possible. If that's not possible, they're escalating their concerns to others who can help.

By doing this, we're not only finding out more about an individual's dissatisfaction, and trying to sort their issue but, we're also using this information to see any trends in dissatisfactions. That way, we can learn and improve to the benefit of all our residents.

There's much more to do and something that we want to get better at is highlighting to you across all our communications where improvements have come about as a direct result from what you've told us so you can see where your feedback has led to action that's improving your services.



Committed to continuous improvement

It often takes time for the improvements we're making to have an impact on satisfaction levels. There will always be small increases or decreases in satisfaction levels from survey to survey.

What we're now able to do, thanks to the number of surveys we've carried out and will continue carrying out, is to see the trends in satisfaction levels and the impact our improvements are having on these trends – as well as showing the areas where we need to work even harder to improve.

We're determined to work hard to continue these improvements across all our satisfaction areas.



There's more information about performance on our website

Did you know that as well as information about Tenant Satisfaction Measures we also publish monthly performance monitoring information about rents, repairs, staffing, complaints and compliance on our website?

They're available to view at www.ncchousing.org.uk/performance.