

Customer Commitments

Quarterly Report: Q3 2025/26



TSM - Tenancy Satisfaction Measure

These measures show how satisfied you feel overall.

LCRA - Low Cost Rental Accommodation
(social rent and affordable rent)

LCHO - Low Cost Home Ownership
(such as shared ownership)

Transactional surveys (Rant&Rave)
These measures show how we performed in specific interactions.

Be open and honest about our performance



Ensure you have a well-maintained communal areas



Deliver a repairs service that works for our customers



Keep you informed about what's going on at Stonewater



Make it easy for you to communicate with us



Take anti-social behaviour seriously



Help put things right when they go wrong



Offer meaningful ways to get engaged with Stonewater



Keep your home and neighbourhood safe



39 Community Champions
Customer volunteers who are **proud** of where they live and are **inspired to help** their community become **a better place**.

