

Tenant Satisfaction Measures

2025 - 2026

How did we do?



“Listening to our customers and acting on what they tell us is at the heart of how we work at Stonewater.”

The Tenant Satisfaction Measures (TSMs) give customers a clear and consistent way to tell us what it's like to live in a Stonewater home and receive our services. They also help us understand where we're doing well, and where we need to do better.

This year's results reflect a mixed but encouraging picture. We're seeing early signs of improvement in some areas, while also hearing clearly where our services still feel inconsistent or disconnected. That feedback matters. If something matters to you, it matters to us, and these results help us focus on what needs to change next.

We know that trust is built through reliability: doing what we say we will, when we say we will, and communicating clearly when things don't go to plan. Customers continue to tell us that follow-through, responsiveness and feeling listened to are what shape their overall experience. These themes run through this report and directly inform the priorities we are setting for the year ahead.

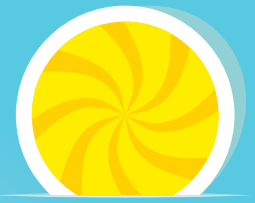
Our new Customer Strategy guides how we respond to this feedback. It sets out a clear commitment to reconnect with our customers, our communities and our colleagues, so our services feel simpler, more joined-up and easier to access. This report provides an important baseline as we move into that next phase; highlighting what customers are telling us now and where we need to focus our efforts to build trust and confidence.

This report sets out what customers have told us through the TSMs for 2025–26, what we've learned from that insight, and how it will shape our future priorities. We use this, alongside all the other feedback you give us through complaints, reporting issues and customer engagement to help us shape our plans for ongoing improvement.

David



Low cost rented accommodation (LCRA)



TP01 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stonewater?



TP02 Last year 63.2%

How satisfied or dissatisfied are you with the overall repairs service from Stonewater over the last 12 months?

58%
are satisfied
↑

TP06 Last year 54.4%
How satisfied or dissatisfied are you that Stonewater listens to your views and acts upon them?

TP07 How satisfied or dissatisfied are you that Stonewater keeps you informed about things that matter to you?
Last year 64.3%

68.1%
are satisfied
↑

TP09 Last year 29.9%
How satisfied or dissatisfied are you with Stonewater's approach to complaints handling?

29.2%
are satisfied
↓

TP10 Last year 56.8%
How satisfied or dissatisfied are you that Stonewater keeps communal areas clean and well maintained?

58.7%
are satisfied
↑

Low cost home ownership (LCHO)



TP01 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stonewater?

TP09 Last year 13%
How satisfied or dissatisfied are you with Stonewater's approach to complaints handling?

17.8%
are satisfied

36.7%
are satisfied
↑

TP06 Last year 32.8%
How satisfied or dissatisfied are you that Stonewater listens to your views and acts upon them?

TP07 How satisfied or dissatisfied are you that Stonewater keeps you informed about things that matter to you?
Last year 52.2%

58.7%
are satisfied
↑

40.1%
are satisfied
↑

TP10 Last year 33.8%
How satisfied or dissatisfied are you that Stonewater keeps communal areas clean and well maintained?



A woman with short grey hair, wearing a green t-shirt, is sitting in a green armchair and smiling. She is in a living room with wood-paneled walls. Behind her is a fireplace and a bookshelf filled with puzzle boxes. A large pink graphic with a white triangle is overlaid on the top left of the image.

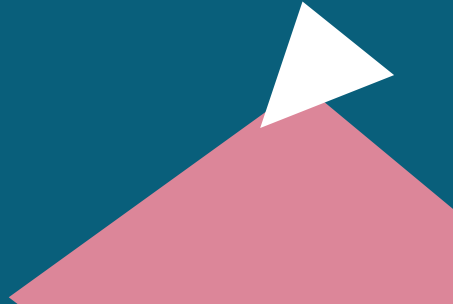
Our Vision

For everyone to have the opportunity to have a place that they can call home.

About the Tenant Satisfaction Measures

The Tenant Satisfaction Measures are part of the Regulator of Social Housing's Consumer Standards. They are designed to make sure housing providers like Stonewater are transparent, accountable and focused on delivering services that matter most to customers. You can find out more about the Consumer Standards at the back of this guide.

They look at:

- Overall satisfaction
 - Keeping properties in good repair - RP
 - Maintaining building safety - BS
 - Respectful and helpful engagement
 - Effective handling of complaints
 - Responsible neighbourhood management - NM
- 



How we gathered your feedback

We work with an independent research partner called TLF to carry out our tenant perception survey, ensuring a robust and consistent approach. Customers are invited to share their views primarily by telephone, with online options available to make taking part accessible.

Some of the TSMs are based on what is known as “management data” and is calculated based on what we know about our services, for example, the number of complaints we receive.

This year 3193 customers gave us feedback through the TSM survey.

“Thank you to everyone who took part in the survey.”

Your feedback is so important to us and helps us improve the services we provide.”

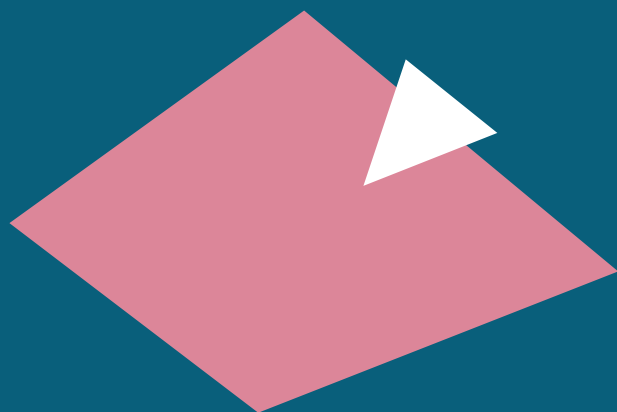
What you told us

Customers told us that reliability, clear communication, feeling listened to and confidence in the safety and quality of their homes are central to how they judge our services.

We're working on strengthening local connections, improving communication, using customer feedback more consistently, supporting colleagues to collaborate across teams, and continuing to prioritise safe, high-quality homes.

Staying connected

We're committed to being open about our performance and sharing progress throughout the year through the Customer Commitments on our website, quarterly performance updates in Here to Help, our Customer Annual Review and regular news on the Customer hubb.



Our results for April 2025 – March 2026

You can see how we performed below (LCRA)

TP	Question	Company			Region			
		Stonewater Group	Stonewater	Mount Green	East & North	West	South	Unknown
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stonewater?	64.1%	64.2%	63.0%	66.1%	65.6%	61.5%	30.0%
TP02	How satisfied or dissatisfied are you with the overall repairs service from Stonewater over the last 12 months?	66.6%	66.8%	58.0%	70.5%	69.2%	61.0%	--
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	61.4%	61.8%	49.0%	62.7%	64.9%	57.0%	--
TP04	How satisfied or dissatisfied are you that Stonewater provides a home that is well maintained?	68.7%	69.0%	61.9%	72.2%	70.3%	64.8%	--
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stonewater provides a home that is safe?	77.9%	78.0%	76.0%	78.6%	79.7%	75.7%	--
TP06	How satisfied or dissatisfied are you that Stonewater listens to your views and acts upon them?	58.0%	57.8%	64.5%	57.8%	59.7%	56.6%	--
TP07	How satisfied or dissatisfied are you that Stonewater keeps you informed about things that matter to you?	68.1%	67.9%	73.1%	69.2%	68.7%	66.9%	--
TP08	To what extent do you agree or disagree with the following 'my landlord treats me fairly and with respect'?	73.7%	73.8%	72.0%	75.4%	74.6%	71.7%	--
TP09	How satisfied or dissatisfied are you with Stonewater's approach to complaints handling?	29.2%	29.1%	33.3%	29.4%	29.0%	29.3%	--
TP10	How satisfied or dissatisfied are you that Stonewater keeps communal areas clean and well maintained?	58.7%	58.4%	64.5%	60.1%	57.1%	59.1%	--
TP11	How satisfied or dissatisfied are you that Stonewater makes a positive contribution to your neighbourhood?	59.3%	59.1%	66.1%	59.5%	60.1%	58.4%	--
TP12	How satisfied or dissatisfied are you with Stonewater's approach to handling anti-social behaviour?	54.9%	54.4%	67.3%	58.2%	55.9%	51.6%	--

Our results for April 2025 – March 2026

You can see how we performed below (LCHO)

TP	Question	Company			Region		
		Stonewater Group	Stonewater	Mount Green	East & North	West	South
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stonewater?	45.2%	46.0%	23.8%	53.7%	42.0%	38.8%
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Stonewater provides a home that is safe?	75.2%	75.2%	73.7%	83.6%	72.2%	68.5%
TP06	How satisfied or dissatisfied are you that Stonewater listens to your views and acts upon them?	36.7%	36.7%	35.3%	42.8%	36.3%	29.8%
TP07	How satisfied or dissatisfied are you that Stonewater keeps you informed about things that matter to you?	58.7%	58.8%	57.9%	61.5%	59.0%	55.0%
TP08	To what extent do you agree or disagree with the following 'my landlord treats me fairly and with respect'?	59.5%	60.0%	47.6%	66.7%	57.0%	53.8%
TP09	How satisfied or dissatisfied are you with Stonewater's approach to complaints handling?	17.8%	16.4%	44.4%	15.4%	19.4%	18.3%
TP10	How satisfied or dissatisfied are you that Stonewater keeps communal areas clean and well maintained?	40.1%	39.1%	56.3%	44.4%	30.6%	46.9%
TP11	How satisfied or dissatisfied are you that Stonewater makes a positive contribution to your neighbourhood?	34.3%	34.3%	35.7%	38.7%	32.6%	30.8%
TP12	How satisfied or dissatisfied are you with Stonewater's approach to handling anti-social behaviour?	33.3%	32.8%	45.5%	34.8%	34.0%	30.8%

Management Information		LCRA	LCHO
BS01	Proportion of homes for which all required gas safety checks have been carried out (%)	99.9%	
BS02	Proportion of homes for which all required fire risk assessments have been carried out (%)	99.7%	
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)	99.9%	
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 (%)	99.2%	
RP01	Proportion of homes that do not meet the Decent Homes Standard [LCRA only] (%)	0.1%	
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale [LCRA only] (%)	82.6%	
RP02	Proportion of emergency responsive repairs completed within the landlord's target timescale [LCRA only] (%)	90.1%	
NM01	Number of anti-social behaviour cases opened (per 1,000 homes)	24.9	
NM01	Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)	0.8	
CH01	Number of stage one complaints received (per 1,000 homes)	82	40.2
CH01	Number of stage two complaints received (per 1,000 homes)	23.7	17.2
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)	98.3%	97.6%
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)	87.7%	87.3%



Low cost rented accommodation (LCRA)

Overall satisfaction shows areas of improvement, but your feedback highlights where services don't always feel consistent or joined-up.

You've been clear about what matters most: reliable repairs, clear communication, visible presence in communities and confidence that concerns will be followed up.

We're responding to your feedback by:

- Strengthening our locality approach so services feel more personal, visible and responsive to local needs.
- Improving how we plan, communicate and deliver repairs, including clearer updates when work takes longer than expected.
- Redesigned our anti-social behaviour (ASB) service to make it more specialist and bringing new skills into the team. We've also updated our communications to make it easier for you to understand how to report issues such as ASB and what will happen next when you report things.
- Continuing to prioritise safety, including building safety, and making sure concerns are listened to and acted on. Our Building Safety Group have helped us to improve our approach to safety related building work ensuring you're kept in the loop, get clear guidance on technical safety information and know where to get help.
- Bringing in new contractors to help us deliver better quality Estate Services, and have seen a drop in complaints in this area. We're grateful to the customers who got involved in our procurement process for these services. We're still monitoring this closely, working to improve standards in communal areas' and being clearer about when communal cleaning and grounds maintenance will take place.
- Increasing opportunities for customers to share feedback and get involved in shaping services through a range of engagement opportunities. We'll be working with you to design more local ways to have your say.



Low cost home ownership (LCHO)

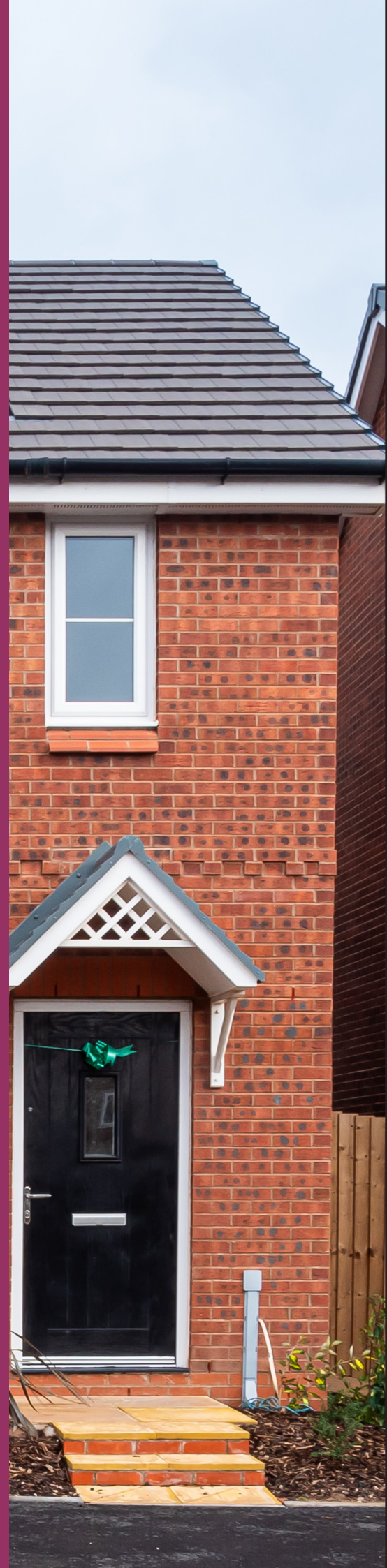
Customers who own their homes have asked us to find ways to make our services clear, timely and easy to access, particularly when queries are complex or issues take longer to resolve.

Our aim is to ensure home ownership customers receive a service that feels fair, responsive, visible and supportive throughout their journey.

Homeowners have also told us that it's not just the inside of their homes that matters, and that living in a well-presented community makes you feel more at home.

We've responded to your feedback by:

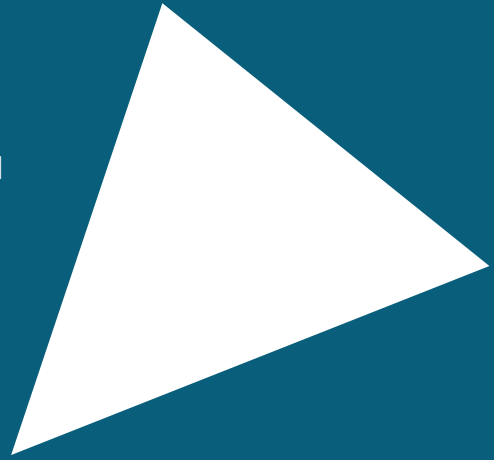
- Creating new customer guides and a new homeowner area on our website, making information clearer and easier to find so you know what to expect and where to go for support.
- Redesigning our team to improve communication around more complex enquiries.
- Using customer feedback more consistently to identify where services and processes need to improve.
- Committing to deliver better communal maintenance and estate services through customer engagement, more robust contract management and working with new contracting partners.
- Improving our grounds maintenance and communal cleaning services, and the information available to you about when we're visiting your scheme.



You can help us

The TSMs are just one of the ways we understand how we're doing, gather your feedback and look into ways we can continue to improve our services.

For more opportunities to influence the way we do things here at Stonewater, visit www.stonewater.org/get-involved



How to get in touch:



Go to

myhome.stonewater.org

Report repairs, set-up a direct debit
and manage your tenancy 24/7

Call us on

01202 319 119

Lines are open Mon-Fri 8am-8pm
and Saturday 9am-1pm

Go to

stonewater.org

For the latest news and livechat

