

# Tenant Satisfaction Measures

## 2024 - 2025

*How did we do?*



## Low cost rented accommodation (LCRA)



### TP01

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



**63.2%**  
are satisfied

### TP02

Last year 62.6%

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



**54.4%** ↑  
are satisfied

**TP06** Last year 52.8%  
How satisfied or dissatisfied are you that Stonewater listens to our 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 65.4%

**64.3%** ↓  
are satisfied

**TP09** Last year 27.7%

How satisfied or dissatisfied are you with Stonewater approach to complaints handling?

**29.9%** ↑  
are satisfied

**TP10** Last year 55.9%

How satisfied or dissatisfied are you that Stonewater keeps these communal areas clean, and well maintained?

**56.8%** ↑  
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 15.7%  
How satisfied or dissatisfied are you with Stonewater approach to complaints handling?

**13%** ↓  
are satisfied



**32.8%** ↑  
are satisfied

**TP06** Last year 31.3%  
How satisfied or dissatisfied are you that Stonewater listens to our 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 49.2%

**52.2%** ↑  
are satisfied

**33.8%** ↑  
are satisfied

**TP10** Last year 31.9%

How satisfied or dissatisfied are you that Stonewater keeps these communal areas clean, and well maintained?







*Our goal is simple:  
to give you the  
safe, high-  
quality homes and  
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deserve.*

Hello

As your new Chief Operating Officer, I want to start by saying thank you. The feedback you've shared with us through the Tenant Satisfaction Measures – and in many other ways – is invaluable. It tells us what's working and, just as importantly, where we need to do better. More than 3300 customers completed a survey this year, helping us to build a picture of how you really feel.

We know we don't always get things right. That's why listening to you is at the heart of how we move forward. Whether it's through these annual measures, our complaints process, or the regular conversations we're having in your communities, your voice is shaping our decisions.

Since joining Stonewater, I've been out and about meeting customers, visiting neighbourhoods, and hearing directly about your experiences. I've seen what good looks like, but I've also seen where our services need to be easier to access, clearer to understand, and more consistently delivered.

Improving these areas is my priority. I'm working closely with our teams to drive meaningful change – from simplifying how you contact us, to making sure our colleagues respond with empathy and action.

We're also investing in the future of your homes through retrofit work, so they're warmer, greener, and more efficient. Safety continues to be a top priority, and we're learning from every complaint to improve how we deliver services. Our goal is simple: to give you the safe, high-quality homes and communities you deserve.

For regular updates, you can read about our progress in the quarterly Customer Commitments reports on our website – because this isn't just about one report a year. It's about making sure your feedback drives ongoing improvement every day.

Thank you for continuing to share your views with us. Together, we'll keep building something better.

David Ripley  
Chief Operating Officer



*You'll keep hearing from us in  
newsletters, online updates, and our  
annual customer review – so you always  
know how we're doing.*

## What are the consumer standards?

The Regulator of Social Housing's Consumer Standards set clear expectations for housing providers like Stonewater to deliver safe, high-quality homes and services you can rely on.

Here's how we're making those standards part of everyday life:

### Safety and Quality

Your home should be safe, decent, and well maintained. We ensure that by:

- Meeting the Decent Homes Standard
- Carrying out regular safety checks (like annual gas certifications)
- Partnering with contractors to deliver timely repairs
- Providing expert support in building and fire safety
- Supporting home adaptations
- Involving customers in high-rise safety decisions

### Transparency, Influence and Accountability

We're open about how we work and actively listen to customer voices by:

- Offering clear ways to get involved and shape our services
- Publishing our performance and tenant satisfaction data in this report and regularly throughout the year on our website, in the customer newsletter and on the customer hubb
- Making information accessible in different formats and languages
- Making it simple to raise a complaint and sharing our learning from complaints with you
- Ensuring you know your rights as a Stonewater customer

### Neighbourhood and Community

We want communities to be safe and supportive. We do that by:

- Providing expert teams for neighbourhood and anti-social behaviour issues
- Supporting domestic abuse survivors
- Working closely with local authorities and police
- Making our key policies easy to access and understand

### Tenancy

- We manage tenancies fairly and with care by:
- Working with councils to allocate homes
- Supporting mutual exchanges
- Helping you through tenancy changes and moves
- Offering advice and support when ending a tenancy

## What are the tenant satisfaction measures?

As part of the Consumer Standards, the Regulator of Social Housing has created the tenant satisfaction measures (TSMs). The measures cover areas that matter to you, including repairs, complaints, and anti-social behaviour.

There are 22 tenant satisfaction measures, with 12 of them coming from the answers our customers give us on our perception survey and 10 from information we collect on our performance.

Each of the TSMs fits into one of these five key themes:

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

# Our results for April 2024 – March 2025

You can see how we performed below LCRA

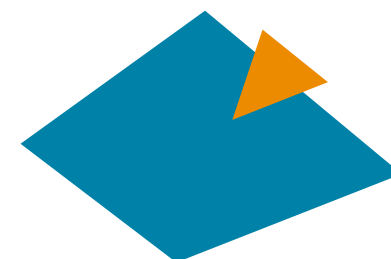
TP	Question	Company			Region			
		Stonewater Group	Stonewater	Mount Green	East & North	West	South	Unknown
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Stonewater	61.8%	62.6%	55.1%	64.9%	65.6%	57.0%	38.5%
TP02	How satisfied or dissatisfied are you with the overall repairs service from Stonewater over the last 12 months?	63.2%	63.9%	56.5%	63.2%	69.0%	58.7%	25.0%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	61.6%	62.4%	54.7%	63.9%	67.2%	55.6%	25.0%
TP04	How satisfied or dissatisfied are you that Stonewater provides a home that is well maintained?	65.5%	66.0%	61.4%	68.9%	68.3%	61.2%	45.5%
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%	75.9%	69.9%	78.9%	77.3%	71.4%	63.6%
TP06	How satisfied or dissatisfied are you that Stonewater listens to our views and acts upon them?	54.4%	54.9%	50.4%	55.8%	58.1%	50.9%	20.0%
TP07	How satisfied or dissatisfied are you that Stonewater keeps you informed about things that matter to you?	64.3%	64.5%	62.9%	66.2%	68.1%	60.6%	18.2%
TP08	To what extent do you agree or disagree with the following 'my landlord treats me fairly and with respect'	71.3%	71.8%	67.5%	74.1%	75.0%	66.5%	81.8%
TP09	How satisfied or dissatisfied are you with Stonewater approach to complaints handling?	29.9%	29.2%	34.7%	26.0%	32.1%	30.6%	0.0%
TP10	How satisfied or dissatisfied are you that Stonewater keeps these communal areas clean, and well maintained?	56.8%	54.4%	72.3%	60.0%	50.2%	59.4%	50.0%
TP11	How satisfied or dissatisfied are you that Stonewater makes a positive contribution to your neighbourhood?	54.8%	54.3%	59.1%	56.9%	57.0%	52.0%	14.3%
TP12	How satisfied or dissatisfied are you with Stonewater approach to handling anti-social behaviour?	55.5%	54.6%	62.0%	55.9%	58.1%	53.4%	42.9%

# Our results for April 2024 – March 2025

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	44.4%	45.0%	32.0%	50.5%	41.1%	41.2%
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?	69.6%	69.5%	71.4%	72.4%	67.1%	69.1%
TP06	How satisfied or dissatisfied are you that Stonewater listens to our views and acts upon them?	32.8%	33.6%	16.7%	36.3%	33.1%	28.3%
TP07	How satisfied or dissatisfied are you that Stonewater keeps you informed about things that matter to you?	52.2%	53.0%	36.0%	55.3%	50.8%	50.0%
TP08	To what extent do you agree or disagree with the following 'my landlord treats me fairly and with respect'	52.0%	52.5%	41.7%	54.6%	52.8%	47.6%
TP09	How satisfied or dissatisfied are you with Stonewater approach to complaints handling?	13.0%	13.4%	0.0%	10.3%	16.4%	11.5%
TP10	How satisfied or dissatisfied are you that Stonewater keeps these communal areas clean, and well maintained?	33.8%	32.9%	45.0%	40.0%	23.7%	38.7%
TP11	How satisfied or dissatisfied are you that Stonewater makes a positive contribution to your neighbourhood?	34.3%	34.7%	27.3%	31.4%	36.3%	35.5%
TP12	How satisfied or dissatisfied are you with Stonewater approach to handling anti-social behaviour?	34.0%	33.8%	37.5%	29.9%	38.9%	33.7%

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 (%)	99.6%	
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)	98.6%	
BS04	Proportion of homes for which all required legionella risk assessments have been carried out (%)	99.7%	
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)	99.4%	
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] (%)	74.6%	
RP02	Proportion of emergency responsive repairs completed within the landlord’s target timescale [LCRA only] (%)	82.3%	
NM01	Number of anti-social behaviour cases opened (per 1,000 homes)	16	
NM01	Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)	0.7	
CH01	Number of stage one complaints received (per 1,000 homes)	106	45
CH01	Number of stage two complaints received (per 1,000 homes)	35.8	20.2
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales (%)	97.3%	95.1%
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales (%)	98.3%	96.3%



## Low cost rented accommodation (LCRA)

Overall Satisfaction has improved slightly to 61.8%, but we're still looking at the ways we can improve our services based on your feedback.

Some of the ways we're working to do this are:

- Piloting a new more localised, personal approach to delivering services to you. We've tried this in Somerset and it increased customer satisfaction, so we're rolling this out in other parts of the country.
- Reviewing our ASB policy with customers, and making our service simpler and easier to use, making sure you have all the information you need if you do report ASB.
- Working with our Customer Building Safety Group and a dedicated Building Safety Manager to ensure the safety of our high-rise buildings
- Improving our grounds maintenance and communal cleaning services, and the information available to you about when we're visiting your scheme.
- Working closely with contractors to improve communication around repairs
- Making sure you have a variety of ways to get involved in shaping our services

## Low cost home ownership (LCHO)

We're pleased to see a slight increase in overall satisfaction in this area but we know we can do more. We've been working hard on our Home Ownership Improvement Plan to implement some changes to our services to make them more effective for the people who need to use them. This has included:

- Putting all the information you need to manage your home on our main website
- A new customer engagement plan so we can factor your views into our service
- Looking at how we can improve our responses to your more complex queries
- Making sure it's easy for you to contact us, including to make complaints
- Improving our grounds maintenance and communal cleaning services, and the information available to you about when we're visiting your scheme.

### LCRA and LCHO

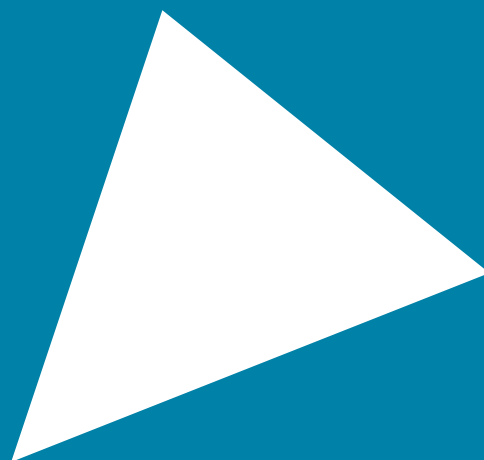
We're updating the tools we use to keep track of our customers' information, needs and requests so we can stay more organised and give you a more efficient personalised service.

### Stay up to date with our progress

For the most up to date information on our performance, visit [stonewater.org/tsm](https://stonewater.org/tsm)

If you'd like to get involved in shaping our services, visit [stonewater.org/get-involved](https://stonewater.org/get-involved)





## How to get in touch:



Go to

[myhome.stonewater.org](https://myhome.stonewater.org)

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

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Call us on

01202 319 119

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

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Go to

[stonewater.org](https://stonewater.org)

For the latest news and livechat

