

Customer Commitments

Quarterly Report: Q4 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	64% TP01 Overall Satisfaction	41% TP01 Overall Satisfaction	75% Customer Satisfaction
Ensure you have a well-maintained communal areas	67% Ground Maintenance Satisfaction	38% Ground Maintenance Satisfaction	
	61% TP10 Communal Area	37% TP10 Communal Area	
Deliver a repairs service that works for our customers	67% TP02 Satisfaction with repairs service	69% TP04 Satisfaction that your home is well maintained	69% Customer Satisfaction
	59% TP03 Satisfaction with most recent repair		
Keep you informed about what's going on at Stonewater	70% TP07 Keeps me informed	53% TP07 Keeps me informed	
Make it easy for you to communicate with us	83% Customer Satisfaction	2.57 hours Social media response time	7.29 mins Call wait time
	2.92 days Email response time	5.43 mins Live Chat wait time	
Take anti-social behaviour seriously	62% TP12 Anti-social behavior	31% TP12 Anti-social behavior	44% Customer Satisfaction
Help put things right when they go wrong	33% TP09 Complaints handling	8% TP09 Complaints handling	
Offer meaningful ways to get engaged with Stonewater	59% TP06 Listens to me	32% TP06 Listens to me	
Keep your home and neighbourhood safe	80% TP05 Safety	71% TP05 Safety	

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

