



# Tenant Satisfaction Measures

## 2024-2025

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# Introduction

Welcome to our Tenant Satisfaction Measures (TSMs) report. This document shows how Alliance Homes performed between 1 April 2024 to 31 March 2025. You'll be able to see how our results compare to the previous year, and read about:

- The improvements we've made to our services since last year's results
- What we're doing to fix the areas where we're not performing as well as we should, and how we plan to keep improving the areas where we've done better.



# Overall customer satisfaction

Overall customer  
satisfaction  
(tenants)

73.8%



Performing better than last year

TP01

Overall customer  
satisfaction  
(shared owners)

58.2%



Performing about the same as last year

TP01

We're pleased that our customer satisfaction scores have improved over the past 12 months, but we know there is more to do. Our goal is to deliver the best possible customer service, and we use your feedback to understand what your priorities are and decide where and how we invest the resources available to us to improve your experience of living in an Alliance Homes property. In 2025-2026, we'll continue to focus our efforts on four main areas to achieve this:

- Continuing to improve how we handle repairs and reduce wait times
- Continuing to improve our complaints process, working with other teams to address the root cause of the issues raised
- Developing our customer engagement offer, giving you more opportunities to have your say and shape our services
- Improving the way we manage and deliver our neighbourhood services.

# Keeping homes in good repair

We've improved most of our results for repairs this year, and that's something we're proud of. Customers are more satisfied with our service now, especially with how quickly the last repair was done. These two areas showed the big improvements, going up by 5.4% and 7.9%. We know there's still more to do, and we're working hard to make repairs quicker, easier and more reliable for customers.

| Tenant satisfaction measure                                                    | Results       | Compared to last year                                                                                                |
|--------------------------------------------------------------------------------|---------------|----------------------------------------------------------------------------------------------------------------------|
| Satisfaction with repairs<br><b>TP02</b>                                       | <b>78.3%</b>  | <br>Better than last year         |
| Satisfaction with time taken to complete the most recent repair<br><b>TP03</b> | <b>70%</b>    | <br>Better than last year         |
| Satisfaction that the home is well maintained<br><b>TP04</b>                   | <b>72%</b>    | <br>Better than last year        |
| Proportion of homes that do not meet the Decent Homes Standard<br><b>RP01</b>  | <b>0.5%</b>   | <br>About the same as last year |
| Non-emergency repairs completed within the target timescale<br><b>RP02 (1)</b> | <b>56.2%*</b> | <br>Better than last year       |
| Emergency repairs completed within the target timescale<br><b>RP02 (2)</b>     | <b>78.5%</b>  | <br>Worse than last year        |

\* This figure was updated in August 2025 following a review to ensure our published data matches the results submitted to the Regulator of Social Housing.

# Keeping homes in good repair

## What we've done in 2024/25

- We've introduced a quality checking process so that more repairs meet our standards the first time
- We ended our repairs and safety compliance partnership with Bristol-based housing association Brighter Places to free up more time and resources to focus on our own customers
- We've reviewed and restructured our Repairs team to make it more efficient and increased the number of trades colleagues relative to our size; we've also allocated more budget for recruitment in this area, making sure we employ the right people, with the right skills, for the right roles
- We've developed new reporting systems so we can better review and challenge our performance, making sure we're as efficient as possible completing your repair
- We've reviewed our approach to dealing with pests and vermin and moved responsibility to our in-house Repairs team; this means we can better coordinate pest removal with any repairs that might be needed at the same time.

## What we'll do in 2025/26

- We're updating our repairs IT systems to help us manage jobs better, reduce delays, improve efficiency and overall service
- We're expanding our dedicated Complex Works team so we can support more customers facing damp and mould issues
- We're introducing a repairs diagnostic tool on Connect, our online customer portal, to help you report repairs more easily and get the right help faster
- We'll continue to monitor the quality of our repairs, especially where complaints are involved, to make sure the work is right first time, and it consistently meets our service standards
- We're updating our damp and mould policy and process to meet the requirements of Awaab's Law, and the needs of our customers - clearly setting out our service standards and commitments when dealing with these issues.

# Maintaining building safety

Keeping our customers safe in their homes is one of our top priorities. We're doing well with gas safety checks and five-year electrical inspections, but it's still hard to get into people's homes to carry them out. We've been working hard to engage with customers who miss their appointments and are trying new ways to make the process easier and more convenient for them.

| Tenant satisfaction measure                                                                                                   | Results      | Compared to last year                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------|
| Satisfaction that the home is safe (tenants)<br><b>TP05</b>                                                                   | <b>75.5%</b> | <br>Better than last year       |
| Satisfaction that the home is safe (shared owners)<br><b>TP05</b>                                                             | <b>73.6%</b> | <br>About the same as last year |
| Proportion of homes for which all required gas safety checks have been carried out<br><b>BS01</b>                             | <b>99.6%</b> | <br>Worse than last year       |
| Proportion of homes for which all required fire risk assessments have been carried out<br><b>BS02</b>                         | <b>100%</b>  | <br>Better than last year     |
| Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out<br><b>BS03</b> | <b>98.3%</b> | <br>Better than last year     |
| Proportion of homes for which all required legionella risk assessments have been carried out<br><b>BS04</b>                   | <b>100%</b>  | <br>Better than last year     |
| Proportion of homes for which all required communal passenger lift safety checks have been carried out<br><b>BS05</b>         | <b>98%</b>   | <br>Worse than last year      |

# Maintaining building safety

## What we've done in 2024/25

- We've invested in fire safety upgrades across our high-rise buildings and sheltered housing schemes, including better fire detection systems and improved fireproofing in shared spaces
- We've restructured our Safety Compliance team following the end of our partnership with Bristol-based housing association Brighter Places, making sure our in-house resources are focused on our own customers and doing more of these essential safety checks ourselves instead of using external contractors
- We've piloted remote environmental sensors at one of our housing schemes to monitor things like fire safety, heating and carbon monoxide levels - helping us to make sure customers are safe and living in a comfortable environment
- We've reviewed and upgraded heating systems in our larger housing schemes to make sure they're safe, efficient and reliable for customers.

## What we'll do in 2025/26

- We're developing a new system to improve how we track and manage safety checks, as well as repairs and replacement programmes, helping us to work more proactively
- We're introducing a Building Safety module in the new system, to store key safety information about every home in one place – helping us keep accurate records and address issues more effectively
- We'll use independent safety audits to guide further improvements and make sure we're always learning and getting better
- We're reviewing and updating the safety advice on our website making it easier for customers to find clear, simple guidance on gas, fire, electrical and other key safety topics, and where to find support
- We'll roll out a new system to assess and monitor health and safety risks in homes, based on reports from our customer-facing teams. This will help us take action earlier and resolve issues sooner for our customers.

# Effective handling of complaints

We've made some big changes to the way we handle complaints in response to feedback from our customers. These changes are helping us respond faster and fix the root causes of problems. This year, we responded to more complaints on time. For stage one complaints, our response score improved by 15.5%, and for stage two complaints, it went up by 35.2%. Because of these improvements, more customers are satisfied with how we handle complaints – our satisfaction score (tenants) has gone up by 7.6% compared to 2023/24. Our goal is to make sure that when something goes wrong, we put it right quickly, and that we learn from it.

| Tenant satisfaction measure                                                                        | Results      | Compared to last year                                                                                              |
|----------------------------------------------------------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------------------|
| Satisfaction with how we're handling complaints ( <b>tenants</b> )<br><b>TP09</b>                  | <b>40.6%</b> | <br>Better than last year       |
| Satisfaction with how we're handling complaints ( <b>shared owners</b> )<br><b>TP09</b>            | <b>27.3%</b> | <br>About the same as last year |
| Number of stage one complaints per 1,000 homes<br><b>CH01 (1)</b>                                  | <b>89.3*</b> | <br>Better than last year     |
| Number of stage two complaints per 1,000 homes<br><b>CH01 (2)</b>                                  | <b>15.2*</b> | <br>Worse than last year      |
| Stage one complaints responded to within the Complaint Handling Code timescales<br><b>CH02 (1)</b> | <b>55.2%</b> | <br>Better than last year     |
| Stage two complaints responded to within the Complaint Handling Code timescales<br><b>CH02 (2)</b> | <b>74%</b>   | <br>Better than last year     |

\* These figures were updated in August 2025 following a review to ensure our published data matches the results submitted to the Regulator of Social Housing.

# Effective handling of complaints

## What we've done in 2024/25

- We introduced a centralised Complaints team, so customers' issues are handled from start to finish by one team
- We've expanded our Complaints team, resulting in quicker response times and better outcomes for our customers
- We've started visiting customers in person when needed, to resolve complaints more effectively
- We've started using complaints data to learn lessons and make changes across the organisation, including regular reviews with senior managers and teams.

## What we'll do in 2025/26

- We're creating a new Customer Complaints Panel to help us dive deeper into complaint trends and make sure we act on the findings
- We'll continue to hold 'lessons learnt' sessions with teams across the organisation to make sure we're fixing the causes of complaints, not just the symptoms
- We'll continue to work closely with the Alliance Contact team (ACT) to resolve customer concerns at the first point of contact whenever possible.



# Respectful and helpful engagement

Treating customers with respect, listening to them and understanding their concerns is key to delivering a great customer experience. Over the past year, we've been working to make our customer engagement more effective. From improving how we communicate to supporting people with specific needs, we've taken steps to make our services more tailored and equitable. We're creating more ways for you to get involved in what we do, so we can keep improving our services based on what matters most to you.

| Tenant satisfaction measure                                                                                                   | Results      | Compared to last year                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------|
| Satisfaction with how we listen to customers' views and act upon them<br><b>(tenants)</b><br><b>TP06</b>                      | <b>63.8%</b> | <br>Better than last year         |
| Satisfaction with how we listen to customers' views and act upon them<br><b>(shared owners)</b><br><b>TP06</b>                | <b>51.4%</b> | <br>About the same as last year   |
| Satisfaction with how we're keeping customers informed about things that matter to them <b>(tenants)</b><br><b>TP07</b>       | <b>68.9%</b> | <br>Better than last year       |
| Satisfaction with how we're keeping customers informed about things that matter to them <b>(shared owners)</b><br><b>TP07</b> | <b>58.6%</b> | <br>About the same as last year |
| Proportion of respondents who agree that we treat them fairly and with respect<br><b>(tenants)</b><br><b>TP08</b>             | <b>77.4%</b> | <br>About the same as last year |
| Proportion of respondents who agree that we treat them fairly and with respect<br><b>(shared owners)</b><br><b>TP08</b>       | <b>59.7%</b> | <br>About the same as last year |

# Respectful and helpful engagement

## What we've done in 2024/25

- We delivered the first phase of our 'Life Through Your Lens' project, collecting customer data to help us understand more about your needs so we can tailor our services better
- We published a new **Reasonable Adjustments policy** to help make sure all customers can access our services fairly – whether that means providing translation support, communication in accessible formats, or adaptations to your home
- We published our **Customer Engagement Framework**, outlining all the ways you can get involved in shaping our services
- We've worked with **Tentacles Consultancy** to review our approach to customer engagement and train and upskill our **Customer Feedback Panel** so they can take on more scrutiny responsibilities
- We launched a new website and are reviewing content to make sure it's useful, clear and relevant to customers.

## What we'll do in 2025/26

- We'll continue to improve how we share performance data, making it clear how we're doing, where we're taking action and how your feedback is changing our services
- We're creating more opportunities for customers to get involved in shaping our services with new customer groups, including a **Complaints Panel** and **Resident Sustainability Group**
- We're refreshing our Customer Welcome Handbook to make sure it includes all the information you need when moving into an Alliance Homes property
- We're launching a printed newsletter in August 2025 for customers living in our sheltered housing schemes, to help reach those who don't regularly use digital channels
- We'll continue to implement the recommendations of the Tentacles Consultancy's report to improve our customer engagement and outcomes.

# Responsible neighbourhood management

We want our neighbourhoods to be places people feel proud to live in. Over the past year, we've taken a fresh look at how we manage estates and keep shared spaces safe and clean, but there's still more to do.

| Tenant satisfaction measure                                                                                 | Results      | Compared to last year                                                                                                |
|-------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------|
| Satisfaction that communal areas are clean and well-maintained ( <b>tenants</b> )<br><b>TP10</b>            | <b>66.6%</b> | <br>About the same as last year   |
| Satisfaction that communal areas are clean and well-maintained ( <b>shared owners</b> )<br><b>TP10</b>      | <b>54.8%</b> | <br>About the same as last year   |
| Satisfaction that we make a positive contribution to neighbourhoods ( <b>tenants</b> )<br><b>TP11</b>       | <b>61.4%</b> | <br>Better than last year         |
| Satisfaction that we make a positive contribution to neighbourhoods ( <b>shared owners</b> )<br><b>TP11</b> | <b>50.0%</b> | <br>About the same as last year |
| Satisfaction with how we're handling anti-social behaviour ( <b>tenants</b> )<br><b>TP12</b>                | <b>55.8%</b> | <br>About the same as last year |
| Satisfaction with how we're handling anti-social behaviour ( <b>shared owners</b> )<br><b>TP12</b>          | <b>30.2%</b> | <br>About the same as last year |
| Number of anti-social behaviour cases per 1,000 homes<br><b>NM01 (1)</b>                                    | <b>62*</b>   | <br>Better than last year       |
| Number of anti-social behaviour cases involving hate crime per 1,000 homes<br><b>NM01 (2)</b>               | <b>0.8</b>   | <br>Better than last year       |

\* In 2024/25, we updated our anti-social behaviour (ASB) reporting to exclude messy garden cases, because these are treated as tenancy issues – unless they lead to neighbour disputes or nuisance, which are recorded under other case types. This improves reporting accuracy but means the data isn't directly comparable with 2023/24.

# Responsible neighbourhood management

## What we've done in 2024/25

- We've brought together all our neighbourhood services into one team to create strong, joined-up services in our communities
- We've launched the Estate Champions project to involve residents in our age-restricted schemes in shaping the grounds maintenance and cleaning services in the shared areas around their homes, so these services better reflect what matters to them
- We've built on our strong partnerships with the Police, NextLink, North Somerset Council and other agencies and organisations to continue to strengthen our approach to tackling anti-social behaviour in our communities.

## What we'll do in 2025/26

- We're developing our neighbourhood strategy, including service standards, to improve how we look after the areas where you live and make sure our approach is fair, efficient and good value
- We'll review our managing agents and estates services and put regular quality checks in place to make sure they're consistently meeting expected standards
- We'll review our Anti-Social Behaviour policy with customers who have used our Community Safety service in the past year to make sure it better reflects their experiences and improves how we respond to anti-social behaviour
- We'll work with North Somerset Council to review and improve how waste management and fly-tipping are handled in our neighbourhoods.





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