



Tenant Satisfaction Measures 2025-2026

Contents

Introduction	3
Overall customer satisfaction	4
Improvements across key services	5
Where we need to do more	5
Keeping homes in good repair	6
Maintaining building safety	8
Effective handling of complaints	10
Respectful and helpful engagement	12
Responsible neighbourhood management	15

Front cover: Alliance Homes Chief Operating Officer, Iain Lock, with customer Jayne Williams at the re-opening of the Coronation Community Hub

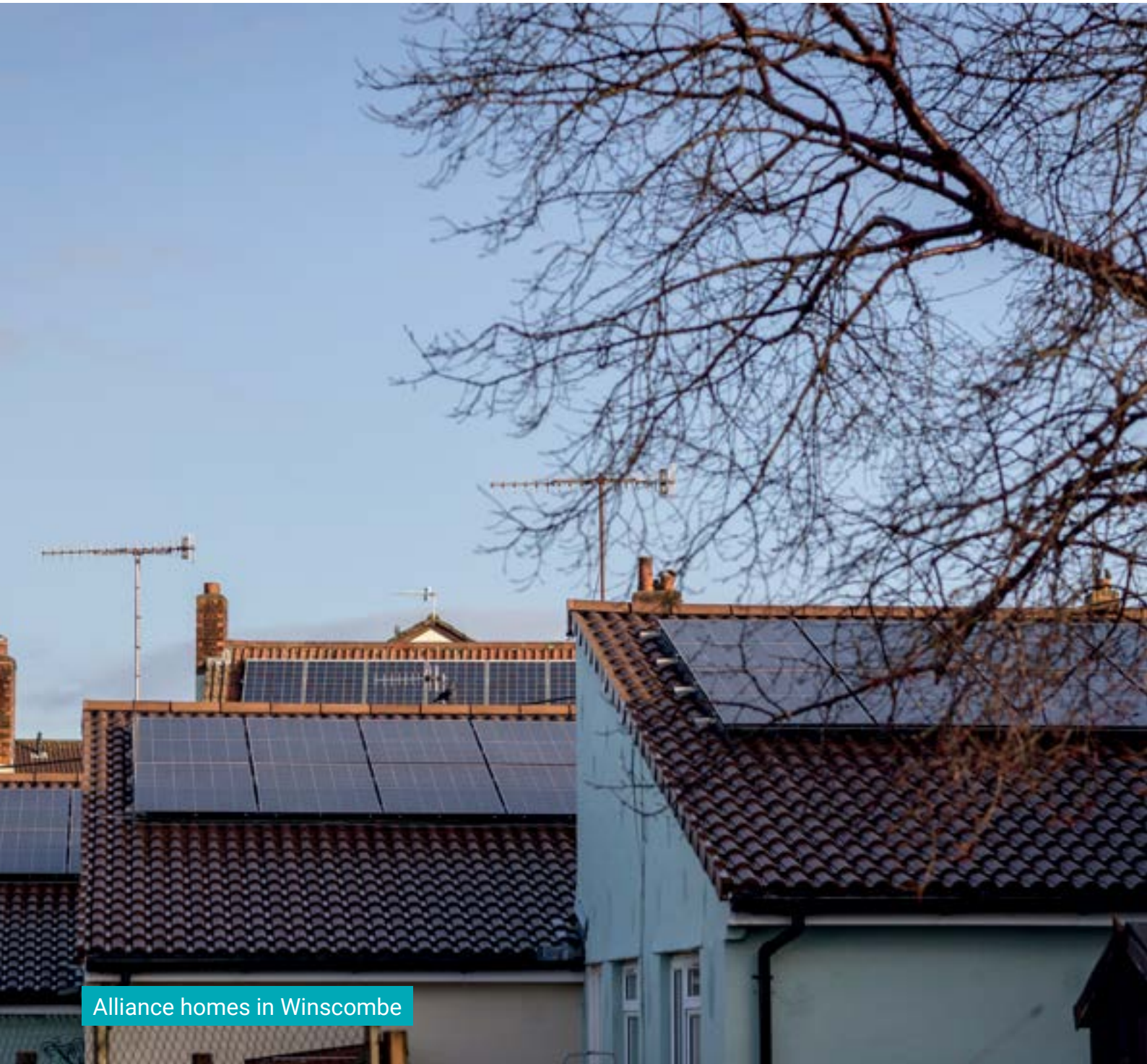


Community celebration: international jazz vocalist Marvin Mouneke and Alliance Homes Community Growth Manager, Helen Wheelock

Introduction

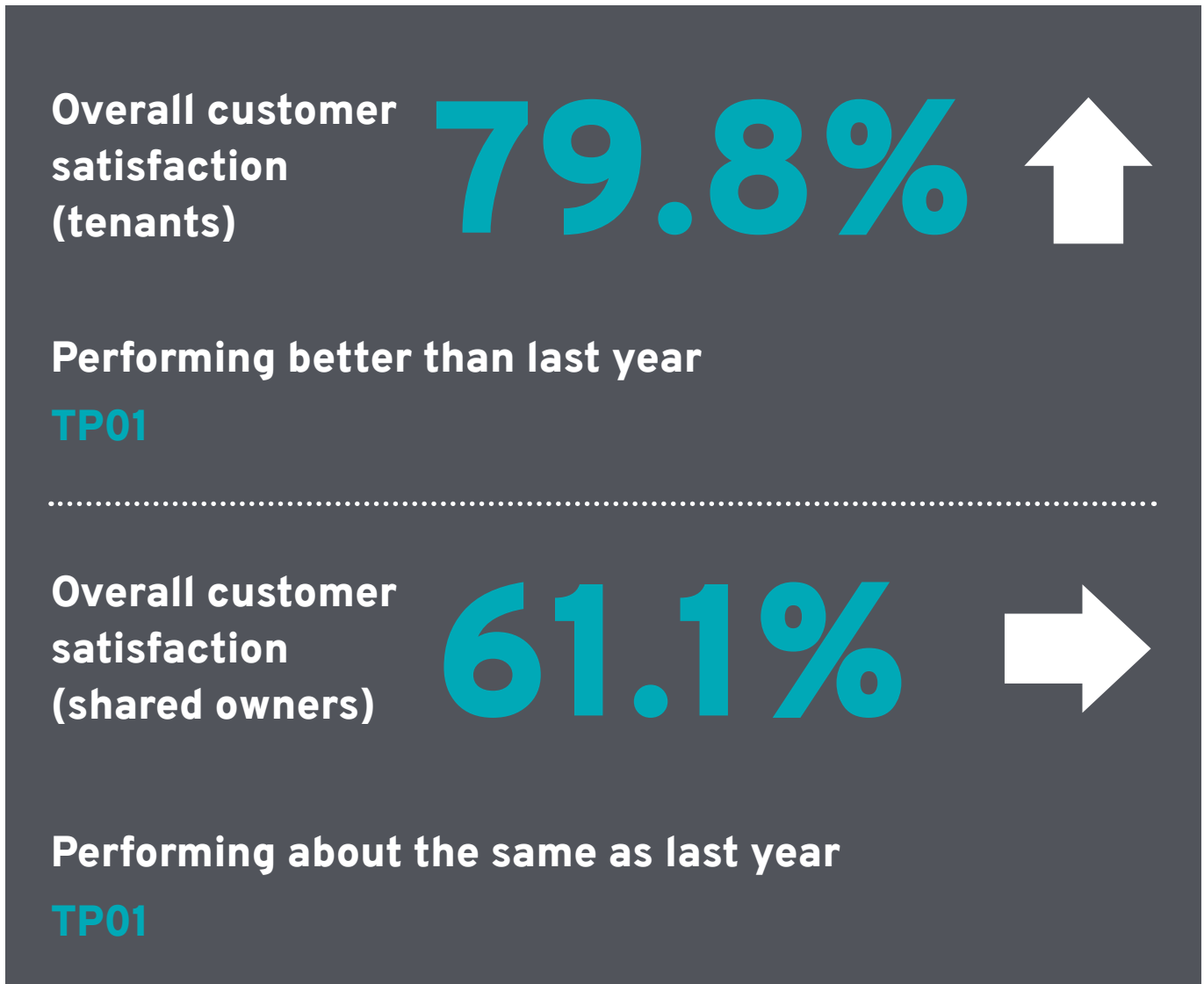
Our Tenant Satisfaction Measures (TSMs) report shows how we've performed between 1 April 2025 to 31 March 2026. This includes how our results compare to the previous year, and information about:

- What we've done to continue to improve our services since last year
- What we're doing to improve the areas where we're not performing as well as we should
- How we plan to keep building on the areas where we've done better.



Alliance homes in Winscombe

Overall customer satisfaction



More customers are satisfied with our services this year. Overall tenant satisfaction has increased to 79.8%, up six percentage points from 73.8% last year.

Satisfaction among shared owners is 61.1%. This is slightly higher than in 2024/25, although the change is small.

Over the past three years, satisfaction has steadily improved. Our results now place us in the top 25% of housing providers, based on landlord benchmarks published by the Regulator of Social Housing in 2024/25.

Overall customer satisfaction

Improvements across key services

We are seeing progress across most of our services.

The biggest improvements this year are in repairs, how quickly repairs are completed, keeping homes well maintained, and treating customers fairly and with respect.

Many customers have told us they had positive experiences with our repairs service and customer-facing teams. They described colleagues as friendly and respectful, said issues were resolved quickly, and told us it is easy to get in touch with Alliance Homes when needed.

Alongside perception measures, the TSMs also track how well we deliver our core services, using a set of landlord performance measures.

This year, seven out of ten measures have improved, showing that service performance is getting stronger alongside rising customer satisfaction.

Where we need to do more







While progress this year is strong, we know there's more to do to improve in some areas. Listening to your feedback helps us understand what's most important to you. We use this to shape our plans and focus on the areas that will make the biggest difference. In 2026/27, we will focus on five key areas:

- Keeping customers informed
- Complaints handling
- Cleanliness and maintenance of communal areas
- Our contribution to neighbourhoods
- Handling anti-social behaviour (ASB)



Alliance Contact team (ACT) colleagues

Keeping homes in good repair

Tenant satisfaction measure	Results	Compared to last year
Satisfaction with repairs TP02	82.3%	 Better than last year
Satisfaction with time taken to complete the most recent repair TP03	78.0%	 Better than last year
Satisfaction that the home is well maintained TP04	75.5%	 Better than last year
Proportion of homes that do not meet the Decent Homes Standard RP01	0.50%	 About the same as last year
* Non-emergency repairs completed within the target timescale RP02 (1)	72.9%	 Better than last year
** Emergency repairs completed within the target timescale RP02 (2)	83.2%	 Better than last year

All measures relating to repairs service delivery have improved this year, reflecting the changes we've made to how we deliver the service, based on what our customers told us.

Customer satisfaction with repairs has increased by 4 percentage points, and satisfaction with the time taken to complete repairs has also seen a strong rise of 8 percentage points. We're also completing more repairs within our target timescales.

These improvements have been delivered despite rising demand, while also significantly reducing the number of open repairs (work in progress). They are the result of sustained work over the past two years to improve how we manage repairs, support our customers and get things right first time.

* We attend emergency repairs within 24 hours to make homes safe.

** We attend routine repairs within 7 days, 30 days or 90 days depending on the priority.

Keeping homes in good repair

What we've improved in 2025/26

- Changed how our repairs service is managed, with one team focusing on our in-house repairs colleagues, and another focusing on contractors. This helps us make better use of each team and deliver a more efficient service.
- Improved our first-time fix rate by making better use of data on our teams' skills, location and available materials, so we can send the right operative with the right equipment first time.
- Updated key policies and procedures (including repairs and maintenance, damp and mould, and managed moves) to reflect the changes introduced by Awaab's Law, giving greater clarity and improving outcomes for customers.
- Introduced a new process for damp and mould cases, improving how issues are reported, managed and monitored.
- Better supported customers with additional needs by giving repairs operatives access to information about reasonable adjustments requirements on their handheld devices.










Alliance homes in Portishead

What we'll focus on in 2026/27

- Further improve our first-time fix rate by rolling out a new diagnostic tool for our contact team, so repairs are accurately identified from the first point of contact.
- Improving communication throughout the repairs journey, by implementing recommendations from our Customer Scrutiny Panel (CuSP), including more updates, better follow-up and more flexible appointments.
- Improving how we handle damp and mould based on customer feedback, by fixing the root cause, making it clearer who is responsible for each case, and making sure every case is seen through from first report to a full and lasting fix.
- Setting up a dedicated Damp and Mould Response team focused solely on resolving issues more quickly and effectively.
- Introducing a new IT system (Total Connect) to replace two existing systems, improving efficiency and how we manage repairs data.
- Implementing a new contractor management framework that will help us further improve contractor performance and create a more consistent approach.

Maintaining building safety

Tenant satisfaction measure	Results	Compared to last year
Satisfaction that the home is safe (tenants) TP05	77.0%	 About the same as last year
Satisfaction that the home is safe (shared owners) TP05	78.5%	 About the same as last year
Proportion of homes for which all required gas safety checks have been carried out BS01	99.8%	 Better than last year
Proportion of homes for which all required fire risk assessments have been carried out BS02	100%	 About the same as last year
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out BS03	98.8%	 Better than last year
Proportion of homes for which all required legionella risk assessments have been carried out BS04	100%	 About the same as last year
Proportion of homes for which all required communal passenger lift safety checks have been carried out BS05	100%	 Better than last year

This year, we have improved or maintained all of our building safety results. A key driver of this has been increasing the number of safety checks we carried out in customers' homes, such as gas and electrical testing, by improving how we contact and work with customers.

Maintaining building safety

What we've improved in 2025/26







- Increased the number of safety checks we complete, by using customer data to understand the best ways to contact and engage with each customer, helping us get into more homes to carry out this essential work.
- Installed new door entry systems in many of our blocks, improving security and helping ensure doors work properly and can be used safely in an emergency.
- Introduced planned maintenance for automatic communal doors, helping us identify and fix potential issues before they arise.
- Trained more than 250 customer-facing colleagues from all service areas to confidently identify potential safety risks in customers' homes, helping us keep homes safer and prepare for changes to safety standards (Housing Health and Safety Rating System - HHSRS).
- Improved how safety risks are reported and managed, introducing a new process for handling HHSRS hazards.

What we'll focus on in 2026/27

- Improving how we track and complete safety actions, strengthening how we monitor and follow up on any issues identified during safety checks to make sure they are resolved within the right timescales.
- Continuing to visit all our blocks – prioritising those with communal corridors – to make sure all safety features are in place, recorded properly and kept in good condition.
- Continuing to improve access to customers' homes, so we can carry out essential safety checks.



Effective handling of complaints

Tenant satisfaction measure	Results	Compared to last year
Satisfaction with how we're handling complaints (tenants) TP09	46.7%	 About the same as last year
Satisfaction with how we're handling complaints (shared owners) TP09	29.2%	 About the same as last year
Number of stage one complaints per 1,000 homes CH01 (1)	94.6	 Worse than last year
Number of stage two complaints per 1,000 homes CH01 (2)	19.1	 Worse than last year
Stage one complaints responded to within the Complaint Handling Code timescales CH02 (1)	73.7%	 Better than last year
Stage two complaints responded to within the Complaint Handling Code timescales CH02 (2)	70.2%	 Worse than last year

Handling complaints well remains a key focus for us. While the number of complaints has increased, we are responding more quickly at the first stage, with a 15.6 percentage point improvement in meeting the Housing Ombudsman's timescales. Performance at stage two has reduced and is an area we are working to improve.

Overall satisfaction with how we handle complaints has stayed broadly the same as last year. Our aim is to put things right quickly when something goes wrong, and to learn from every complaint so we can improve our services.

Effective handling of complaints

What we've improved in 2025/26

- Updated our complaints policy following feedback from the Housing Ombudsman, making it clearer, fairer, and easier for customers to understand their rights and how to raise concerns.
- Introduced regular 'learning circle' sessions with teams across the organisation to look at complaint trends, understand what's going wrong, and agree actions to prevent issues happening again.
- Set up a Customer Complaints Group, bringing together residents to share their experiences, review real complaints, and help us improve how we handle them.
- Strengthened how we use 'Life Through Your Lens' customer data (including equality data), by looking at complaint trends to identify risks and make sure our services are fair and equitable for all customers.
- Improved the quality and consistency of complaint handling, using feedback from customers and case reviews to strengthen how we respond.









Customer Scrutiny Panel

What we'll focus on in 2026/27

- Embedding how we learn from complaints, continuing our regular six-monthly 'learning circle' sessions across all service areas and using a new action tracker to make sure improvements are followed through.
- Improving how quickly and consistently we respond to complaints at all stages, making sure customers receive clear updates and follow-up throughout the process, and strengthening performance at stage two.
- Resolving more issues at first contact, by investing in our contact centre and introducing new diagnostic tools to address concerns earlier and more accurately.
- Using customer feedback to drive service improvements, focusing on key themes such as neighbourhood services, communication, and the condition of communal areas.
- Making information clearer and easier to access, including updates on safety checks, planned works and communal repairs.
- Better understanding and supporting different customer groups, including customers in age-restricted schemes and shared owners, where satisfaction is currently lower. This includes setting up a new Shared Ownership Customer Panel to help shape and improve our services.

Respectful and helpful engagement

Tenant satisfaction measure	Results	Compared to last year
Satisfaction with how we listen to customers' views and act upon them (tenants) TP06	65.4%	 About the same as last year
Satisfaction with how we listen to customers' views and act upon them (shared owners) TP06	52.5%	 About the same as last year
Satisfaction with how we're keeping customers informed about things that matter to them (tenants) TP07	71.0%	 About the same as last year
Satisfaction with how we're keeping customers informed about things that matter to them (shared owners) TP07	55.1%	 About the same as last year
Proportion of respondents who agree that we treat them fairly and with respect (tenants) TP08	81.6%	 Better than last year
Proportion of respondents who agree that we treat them fairly and with respect (shared owners) TP08	59.3%	 About the same as last year

Treating customers with respect and making it easy to engage with us is a key part of delivering a great customer experience. This year, we've focused on improving communication, making information about our services clearer, and giving customers more opportunities to have their say. Tenant satisfaction in this area has improved, following the launch of our Customer Engagement Framework, which has led to a series of actions and initiatives focused on empowering customers to shape and influence our services. However, shared owners remain less satisfied, and improving their experience will be a key focus in the year ahead.

Respectful and helpful engagement

What we've improved in 2025/26

- Introduced our Customer Golden Rules, shaped by customers to define what good service looks like, and embedded them across the organisation.
- Launched clear Service Standards, setting out what customers can expect from our services, including response times, so it's easier to hold us to account.
- Improved our main website, with an independent audit finding our online offer “clear and accessible”, with 25 out of the 27 improvement actions identified already completed.
- Provided more ways to stay informed, including launching a “*Your Home and Community*” printed newsletter for customers living in age-restricted schemes, who do not regularly use digital channels.
- Launched our Age-Restricted Customer Forum, helping us better understand the experiences of older customers and identify opportunities to improve. This will continue in future years.
- Improved how we support different customer needs, increasing awareness of reasonable adjustments among colleagues and working to consistently record and use customers' communication preferences.



Alliance Homes Income Officer, Emily-Jane Maynard, with customer Alison Fry

Respectful and helpful engagement

What we've improved in 2025/26 (continued)

- Set up a Customer ED&I Champions group, working with a wider range of customers to better understand and respond to different needs.
- Set clear expectations for contractors, making sure anyone working on our behalf follows our newly introduced Customer Standards – these are now part of the contracting process.
- Strengthened how we act on feedback, introducing a central action tracker and publishing “*You said, we did*” updates on our website to show what has changed.
- Improved transparency by publishing quarterly performance information about our services – a process that was designed in consultation with customers.
- Used Hive, our online customer community, to improve how we deliver services and make decisions – this included shaping policies, our Service Standards and influencing our recruitment process.









What we'll focus on in 2026/27

- Continuing to improve how we understand our customers, building on our “*Life Through Your Lens*” data to better tailor services and support; using this customer data to improve services fairly for everyone, focusing on areas where some groups experience poorer outcomes, such as repairs and complaints.
- Launching a new Customer Guide, giving clear, practical information about our services for new and current tenants, available both online and in print.
- Acting on recommendations from all our customer groups and panels, including improvements to repairs communication and property standards put forward by our Customer Scrutiny Panel (CuSP).
- Improving communication about communal repairs with customers in age-restricted schemes, by piloting digital noticeboards.



Alliance Homes Lettings Officers, Jemma Haslett and Hannah Legge

Responsible neighbourhood management

Tenant satisfaction measure	Results	Compared to last year
Satisfaction that communal areas are clean and well-maintained (tenants) TP10	65.2%	 About the same as last year
Satisfaction that communal areas are clean and well-maintained (shared owners) TP10	61.5%	 About the same as last year
Satisfaction that we make a positive contribution to neighbourhoods (tenants) TP11	62.5%	 About the same as last year
Satisfaction that we make a positive contribution to neighbourhoods (shared owners) TP11	52.9%	 About the same as last year
Satisfaction with how we're handling anti-social behaviour (tenants) TP12	55.4%	 About the same as last year
Satisfaction with how we're handling anti-social behaviour (shared owners) TP12	37.0%	 About the same as last year
Number of anti-social behaviour cases per 1,000 homes NM01 (1)	50.7	 Better than last year
Number of anti-social behaviour cases involving hate crime per 1,000 homes NM01 (2)	1.1	 Worse than last year

We know there is more to do to improve our performance and customer satisfaction in keeping shared spaces clean and well maintained, tackling anti-social behaviour, and making a positive contribution to neighbourhoods. Customers have told us what matters most to them: better maintenance of communal doors, stronger action on anti-social behaviour, and improvements to blocks and shared spaces. We have used this feedback to shape our new Neighbourhood Strategy, launched at the start of 2026. This is a three-year plan, developed with customers, to deliver improvements where they will make the biggest difference.

Responsible neighbourhood management

What we've improved in 2025/26

- Launched our three-year Neighbourhood Strategy, shaped by customers and focused on creating neighbourhoods that are safe, clean, green, proud and connected.
- Strengthened our approach to tenancy fraud, raising awareness and using data to identify and investigate potential cases more proactively.
- Improved how we manage anti-social behaviour, with an independent audit confirming strong controls and all recommended improvements now completed.
- Set up a Resident Sustainability Group, giving customers a direct role in shaping local environmental and community projects.
- Introduced Customer Estate Champions, who carry out regular checks on contractor cleaning and grounds maintenance and provide feedback to help us improve services.
- Trialled a dedicated Tenancy Officer role in age-restricted schemes, improving communication and helping address local issues such as communal areas and mobility scooter use.

What we'll focus on in 2026/27

- Delivering our Neighbourhood Strategy, focusing on practical improvements that make neighbourhoods safer, cleaner and better maintained.
- Publicising more information about how we manage and address anti-social behaviour to increase awareness.
- Improving how we tackle anti-social behaviour, by setting up a new customer engagement project and using customer feedback to improve the service.
- Increasing our visibility in neighbourhoods, so customers see more of us on estates and feel better supported, alongside reviewing how services are organised to support this.
- Investing in community safety measures, including using CCTV in areas where there are concerns about crime.
- Improving waste and recycling services, including upgrades to bin stores and stronger action to tackle fly-tipping.
- Introducing a mobility scooter permit scheme, with clear guidance to help keep communal areas safe and accessible.
- Making cleaning services for internal communal areas more consistent across all buildings.



Coleridge Road Community Garden

If you need this document in another format, such as large print or a different language, please let us know.

You can contact us by calling 03000 120 120, emailing act@alliancehomes.org.uk or writing to us at 40 Martingale Way, Portishead, BS20 7AW.