

Calder Valley Community Land Trust

Trustee Board Meeting 18th May 2026

Tenant Satisfaction Measures: Performance 2025-26

This report was taken to and approved by the Housing Management Sub Committee Meeting on 5th May 2026

1. Overview

In April 2024, the Regulator of Social Housing (RoSH) created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services;. This is known as the Transparency, Influence and Accountability Standard (TIAS). In addition to introducing revised consumer standards, this standard included a set of tenant satisfaction measures (TSMs) introduced in April 2023 .

TIAS requires all large RPs (1,000+ units) to collect and report annually on their performance using a core set of defined measures known as Tenant Satisfaction Measures. TSMs are designed to provide tenants about their landlord's performance. Small RPs (<1,000 units) are only required to collect and report their TSM results to tenants, and they are not required to submit their TSMs to ROSH.

This report:

- Describes the methodology adopted by CVCLT to collect the data for 2025/26 TSMs
- Summarises the findings as to the performance of CVCLT against the measures
- Makes recommendations as to the way forward

2. Collection of management information for 2025/26

The data for key performance indicators has been derived from the information provided by Connect on a quarterly basis, which accompanies the detail on rental income collected from tenants, and charges for maintenance, repairs and management. We extract that data directly from the spreadsheets provided.

Table 1 Summary of tenant satisfaction measures generated from management information

Code	Issue	No of relevant dwelling units	TSM calculation
CH01	Complaints relative to the size of the landlord	9	Stage 1 complaints: 1 Stage 2 complaints: 0
CH02	Complaints responded to within Complaint Handling Code Timescales	9	Stage 1 complaints:100% Stage 2 complaints: N/A
NM01	Anti-social behaviour cases relative to the size of the landlord	9	Total ASB cases: 0 Total ASB hate cases: 0
RP01	Homes that do not meet the Decent Homes Standard	9	0%
RP02	Repairs completed within target timescale*	9	Non-emergency repairs:100% Emergency repairs: 100%
BS01	Gas safety checks	9	100%
BS02	Fire safety checks	1	100%
BS03	Asbestos safety checks	0	N/A

BS04	Water safety checks	0	N/A
BS05	Lift safety checks	0	N/A

*Re non-emergency repairs: it is difficult to track the time between non-emergency repair being reported, problem being diagnosed, and repair being completed due to tenant availability, access for diagnosis (eg ladder or scaffolding requirements for roof repairs) and parts being obtained. It appears that any delays in completion are due to these factors and not to poor performance. Communication with tenants mostly appears to be helpful and timely.

One complaint (as per the definition adopted by the Housing Ombudsman and RoSH) was made to Connect during 2025, which was resolved satisfactorily as per the HoS code. The complainant did not participate in the survey and therefore this complaint is not included in table 1. However, as discussed below, it is important that tenants are asked if they want to make a complaint when raising any concerns.

A total of 87 separate calls and emails to Connect by tenants and from Connect to tenants were made over the period from April 2025-March 2026, compared to 60 calls in the previous comparable period (the number of properties has increased). Twenty five separate repairs were undertaken of which one was an emergency, and 5 instances of planned repairs and maintenance including one boiler replacement, installation of a new bathroom and extensive roof repairs on one property. For the purposes of measuring performance the target timescale for non-emergency repairs is assumed to be 14 days, and for an emergency 24 hours. It appears from the information provided by Connect that the majority of repairs are dealt with promptly, and that delays for repairs where completion is more than 14 days are due to issues such as parts being ordered, problems contacting tenants or tenants not being available, and long-term repairs such as boiler replacement or bathroom installation

5. Performance against the tenant satisfaction measures

We adopted the same method for collecting the data from the tenant perception measures as per the 2023/24 and 2024/25 measures, using telephone interviews, to be managed by Connect. The survey was undertaken during February. Following completion of the survey, Connect provided us with the detailed responses which have been summarised for publication.

All tenants were invited to participate, and six of our nine tenants/households participated in the survey. No incentives were offered to tenants to encourage completion. The results shown below use the summarised measures as providing more detail could allow identification of respondents. RoSH specifies that individual responses to data questions must not be shared internally outside those who require the information to produce the TSM findings.

Table 2 shows the performance against each of the measures. Column 1 of this table identifies the measure, column 2 shows the total number of respondents answering each question, and column 3 shows the calculation of the TSM satisfaction measure for each question which is made by showing the total of respondents whose answer was very or fairly satisfied as a percentage of the number of respondents who answered the question.

Table 2 Summary of tenant satisfaction measures collected from tenant perception surveys

Issue	Respondents	TSM as %
Overall satisfaction	6	100%
Has CVCLT carried out a repair to your home in last 12 months	3 yes, 3 No	
Satisfaction with repairs	3	100%
Satisfaction with time taken to complete most recent repair	3	100%
Satisfaction that the home is well maintained	6	100%
Satisfaction that the home is safe	6	100%
Satisfaction that the landlord listens to tenant views and acts upon them	5 (1 DNR)	100%
Satisfaction that the landlord keeps tenants informed about things that matter to them	6	100%
Agreement that the landlord treats tenants fairly and with respect	6	100%
Have you made a complaint to CVCLT in last 12 months	6 No	
Satisfaction with the landlord's approach to handling complaints	N/A	
Do you live in a building with communal areas that CVCLT is responsible for maintaining	0 Yes, 6 No	
Satisfaction that the landlord keeps communal areas clean and well maintained	N/A	
Satisfaction that the landlord makes a positive contribution to neighbourhoods	6	100%
Satisfaction with the landlord's approach to handling anti-social behaviour	N/A	
Taking everything into account, satisfaction with service provided by CVCLT	6	100%

Although six tenants/households participated, not every tenant/household answered every question. We do not know the reason why some tenants did not answer all questions aside from questions that did not apply to them, such as tenants who did not live in Birks Court would not answer questions about communal maintenance. Nonetheless it is surprising that no tenants responded to the question about satisfaction with communal maintenance, with tenants at Birks Court responding with a no to the question on whether they live in a property with communal areas maintained by CVCLT. It is unclear whether tenants understood the questions, and whether the survey team were clear in their delivery of the questions. During face to face feed back of the TSM survey findings, we discuss a range of issues with tenants, and we do ask Birks Court tenants whether they are satisfied with the maintenance of communal areas.

An overall satisfaction rating of 100% is very positive, compared to 80% for 2024/25 but the small numbers of respondents does not allow for a nuanced interpretation.

Respondents were invited to make additional comments about any aspect of their landlord and property. The only area of concern raised in the comments was in respect of repairs, with one tenant commenting that

“CVCLT a bit distant, so often take a number of days to get a repair”

and

“Tenant reports they do not get annual gas or boiler checks – only 1 or 2 in 5 years”. In this case, we need to reassure the tenant that they have had annual gas and boiler checks, and CVCLT has received the certificates.

A second tenant requested a fence and gate at the back of their garden to protect the garden from sheep. It is not clear whether this was a one-off and sheep did enter the garden, or is hypothetical.

6. Complaints

One tenant (who did not participate in the survey) made a complaint to Connect and was reported on their system. The complaint related to a service engineer not turning up for a booked appointment. This complaint was not satisfactorily resolved at stage 1 and was escalated to level 2. However, prior to the stage 2 being investigated, the Operations Manager from the company in question contacted the tenant direct with an apology. The problem appeared to be as a result of different regional offices servicing the localities, which has now been resolved by Connect. The stage 2 complaint was not progressed and the case was closed by Connect.

7. Discussion

Several of the responses suggest areas about which tenants are unclear or do not have full information:

1. More clarity is required about communal maintenance at Birks Court, including tenants' expectations of the service and what it includes;
2. There have been some issues in respect of boiler maintenance and gas checks, and it appears that contractor(s) had not been delivering a prompt or reliable service. Connect has addressed these issues, and we hope that these problems, which can reflect badly on the quality of housing management that CVCLT seeks to deliver, have been resolved.
3. Reassure tenants that they do receive annual gas and boiler checks. Giving tenants a copy of the certificates may help.
4. There are issues about the quality of the delivery of the survey, including the clarity of the questions.

8. Recommendations

1. A summary of the TSM findings be included in the TAR and be posted on the website, as per the RoSH requirements;
2. Representatives of the HMSC feedback to tenants the TSM findings, and consult on ways of improving processes around complaints, communications, and other issues of concern;
3. HMSC discuss with Connect the progress on improving the unsatisfactory service provided by contractor(s).