



ORWELL HOUSING

TENANT SATISFACTION SURVEY 2025/26

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TENANT SATISFACTION MEASURES



The Tenant Satisfaction Measures (TSMs) are a set of metrics that were introduced by the Regulator for Social Housing in April 2023 to evaluate landlord services. They are designed to assess how well landlords are performing across 4 key areas: keeping properties in good repair and safe, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management.

Overview of Tenant Perception Measures (TPMs):

TP01 – Overall satisfaction

Keeping properties in good repair and safe

TP02 – satisfaction with repairs (*LCRA only*)

TP03 – satisfaction with time taken to complete most recent repair (*LCRA only*)

TP04 – satisfaction that the home is well maintained (*LCRA only*)

TP05 – satisfaction that the home is safe

Respectful and helpful engagement

TP06 – satisfaction that landlord listen & acts

TP07 – satisfaction that landlord keeps tenants informed

TP08 – agreement that landlord treats tenants with fairness and respect

Effective handling of complaints

TP09 – satisfaction with complaints handling

Responsible neighbourhood management

TP10 – satisfaction with communal areas kept clean and well maintained

TP11 – satisfaction that landlord makes a positive contribution to neighbourhoods

TP12 – satisfaction with ASB handling

Sampling requirements from April 2025

Regulatory requirements are based on assumptions from Orwell's stock data:

Tenure type	Population	Confidence interval required	Number of interviews required for submission	Actual number of interviews completed
LCRA	3660	±4%	516	544

The TSM survey was conducted on a quarterly basis with 98% of surveys carried out via telephone and 2% via post.

Representative quotas were set by the tenure and age group that reflect the total population.

LCRA KEY METRICS SUMMARY



OVERALL SATISFACTION
71.9%



66.3% of customers have had a repair in the last 12 months



28.7% of customers said they made a complaint in the last 12 months



65.5% of customers live in a building with communal areas

PROPERTIES IN GOOD REPAIR AND SAFE



Overall repairs service
79.7%



Time taken for repairs
70.9%



Well maintained home
79.4%



A home that is safe
83.6%

RESPECTFUL & HELPFUL ENGAGEMENT



Listens and acts
67.6%



Keeps me informed
76.0%



Treats me fairly
81.5%

EFFECTIVE HANDLING OF COMPLAINTS



Complaint handling
41.1%

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT



Communal areas
67.5%

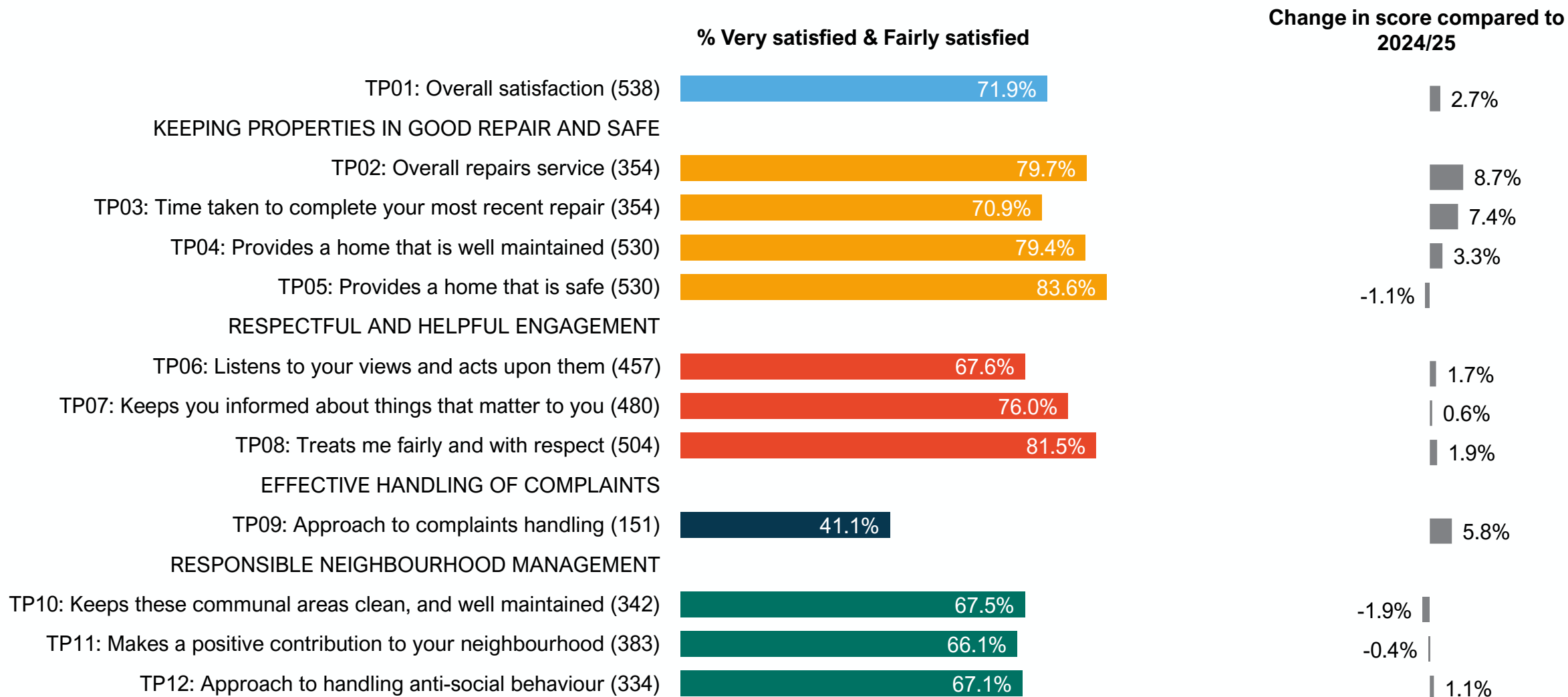


Neighbourhood contribution
66.1%



ASB
67.1%

OVERALL SATISFACTION COMPARED TO 2024/25



Sample size shown in ()

WHO WE INTERVIEWED VS. POPULATION

544

Tenants were interviewed overall

535

by telephone

9

via postal

534

surveys were completed in full

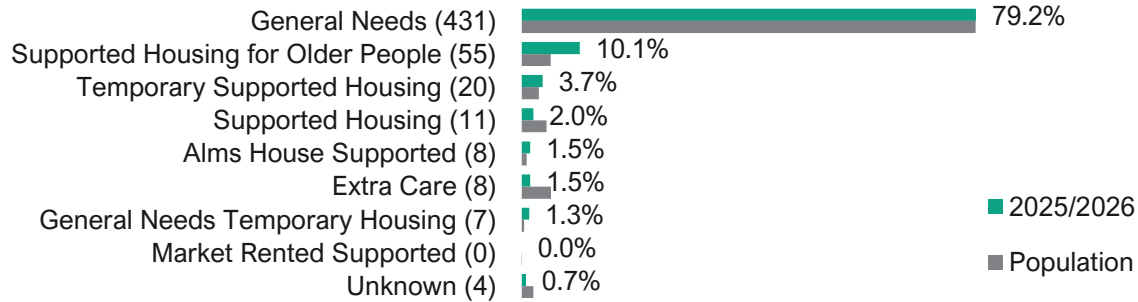
10

were partial completes

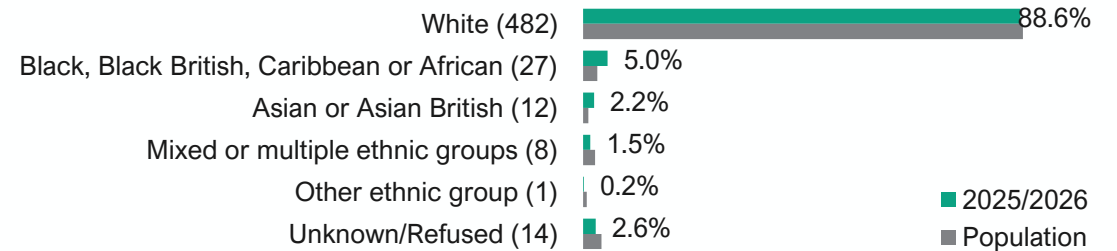


Sample is representative of tenant population across all key demographics so no weightings are needed

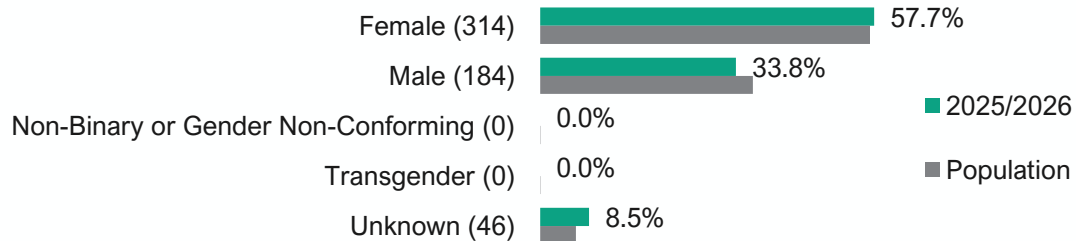
TENURE TYPE



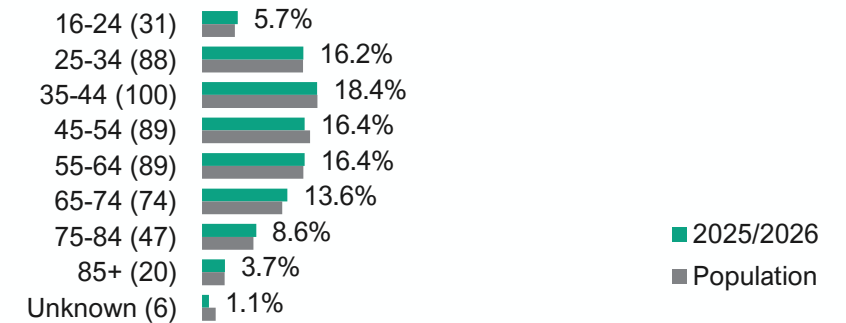
ETHNICITY



GENDER



AGE GROUP



Sample size shown in (). Population data is based on information provided on the database.

WHO WE INTERVIEWED VS. POPULATION

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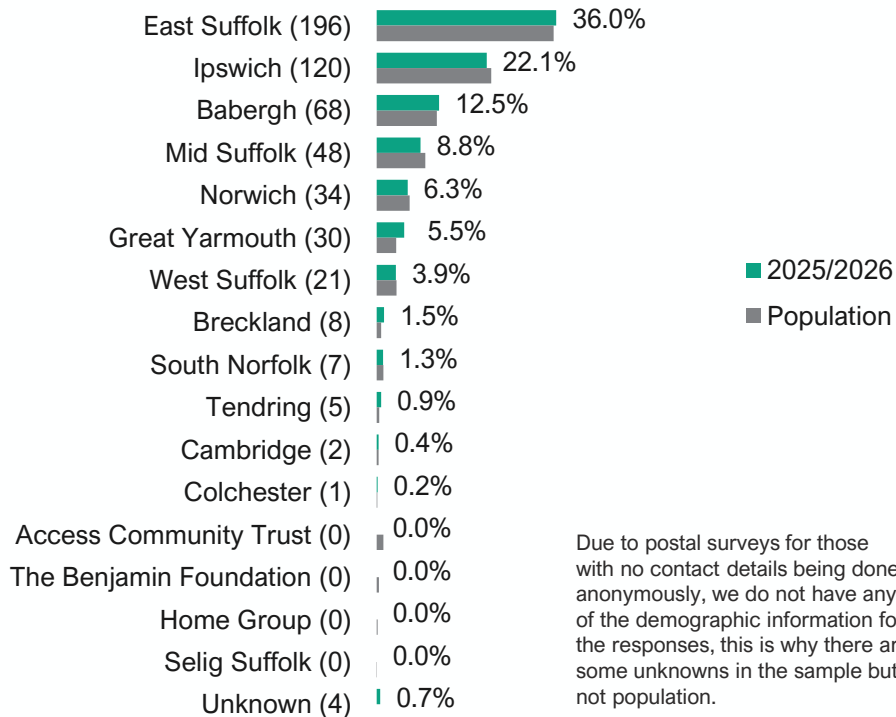
10

were partial completes

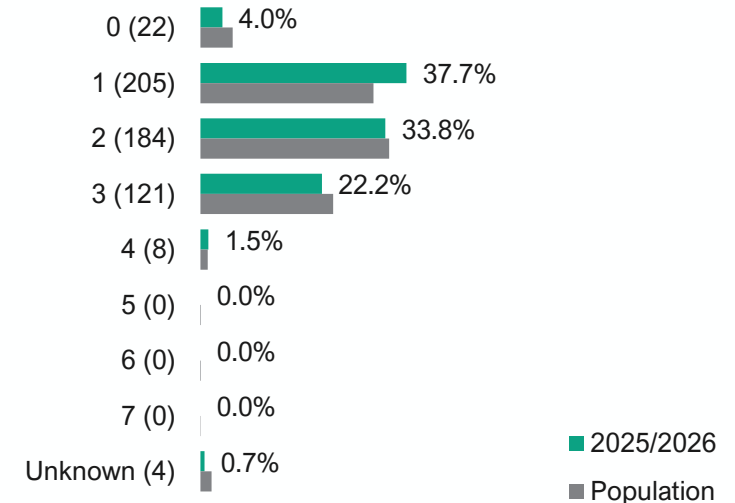


Sample is representative of tenant population across all key demographics so no weightings are needed

LOCAL AUTHORITY



NUMBER OF BEDROOMS



Sample size shown in (). Population data is based on information provided on the database.



SUBMISSION INFORMATION



BACKGROUND AND METHODOLOGY

BACKGROUND

TLF Research were supplied a database of residents from Orwell before each wave of research which contained all eligible contacts. All contacts supplied in the database had chance of being selected to take part in the TSM survey.

SAMPLING AND QUOTAS

Each quarter TLF aimed to survey 130 tenants by phone. Using the database information provided by Orwell quotas were set by tenure and age group, as this is the category which has the biggest influence on satisfaction scores, as identified by RSH and Orwell had good coverage of this information across their entire database. Sampling was also monitored by gender, ethnicity, local authority, and number of bedrooms to ensure the sample is representative of the overall tenant population. Stratified random sampling was used. Any tenants who completed the survey were removed from the sample going forward as TSM guidelines state that only one person per household can be interviewed per year, and those who refused the survey were removed from the sample for 6 months, to meet MRS guidelines.

METHODOLOGY

Based on the information that was made available, it was agreed with Orwell that a telephone-based approach would be a good starting point methodology as this would allow us to; reach out to a wide tenant base and correct any imbalance in response by setting quotas for the telephone interviews. As the telephone sample is being proactively worked by trained telephone interviewers, the stats are monitored to track the number of; incorrect numbers, refusals and barriers to completing e.g. disability, language etc.

To ensure all tenants were given an equal opportunity to take part, and that no groups were inadvertently excluded from the survey, Orwell sent out a postal survey to capture responses from tenants who did not have a phone or email number.

BREAKDOWN OF SAMPLE BY METHOD:

Method	% of total sample	No. completes	No. partial completes	Total sample
Phone	98.3%	525	10	535
Postal	1.7%	9	0	9
Total	100%	534	10	544

KEY SURVEY INFORMATION



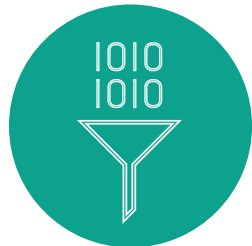
SAMPLING

- Total tenant population supplied to TLF: 3660
- A stratified random sampling was used
- Total sample size achieved: 544
- 535 by telephone, 9 by post



QUESTIONNAIRE

- Respondents were fully informed
- TSM questions and routing correct
- TSM scales used correctly
- Followed MRS guidelines



DATA COLLECTION

- Data collected quarterly
- Data collected between 13th May 2025 and 25th February 2026
- TLF Research used as the external contractor
- Incentives were not used



WEIGHTING

- Weighting was not necessary, the sample is representative of the total population



RELIABILITY

- With a total population of 3660 the confidence level achieved must be within at least +/-4%
- Reliability was achieved. Using the average satisfaction score and sample size, we are 95% confident that the overall % satisfied is within +/-3.5%



ANALYSIS

- All partial completes that have answered overall satisfaction have been included.
- % satisfied has been calculated excluding Don't know and Not answered.
- All bases have been reported throughout