

Tenant Satisfaction Measures



City of
Stoke-on-Trent

Stoke-on-Trent City Council TSM Results 2025-2026

The Tenant Satisfaction Measures (**TSMs**) ensure your voice as our tenant is heard, helping us improve the services we provide based on the feedback you provide through these surveys.

Here's why TSMs matter:

Putting Tenants First - TSMs focus on your needs, providing a standardised way to gather your feedback. This means your opinions directly influence our services.

Consistency Across Providers - All social housing providers in England follow the same guidelines, ensuring high standards and allowing performance comparisons.

Improving Service Quality - Your feedback on repairs, maintenance, safety, communication, and complaints helps us identify and address areas needing improvement.

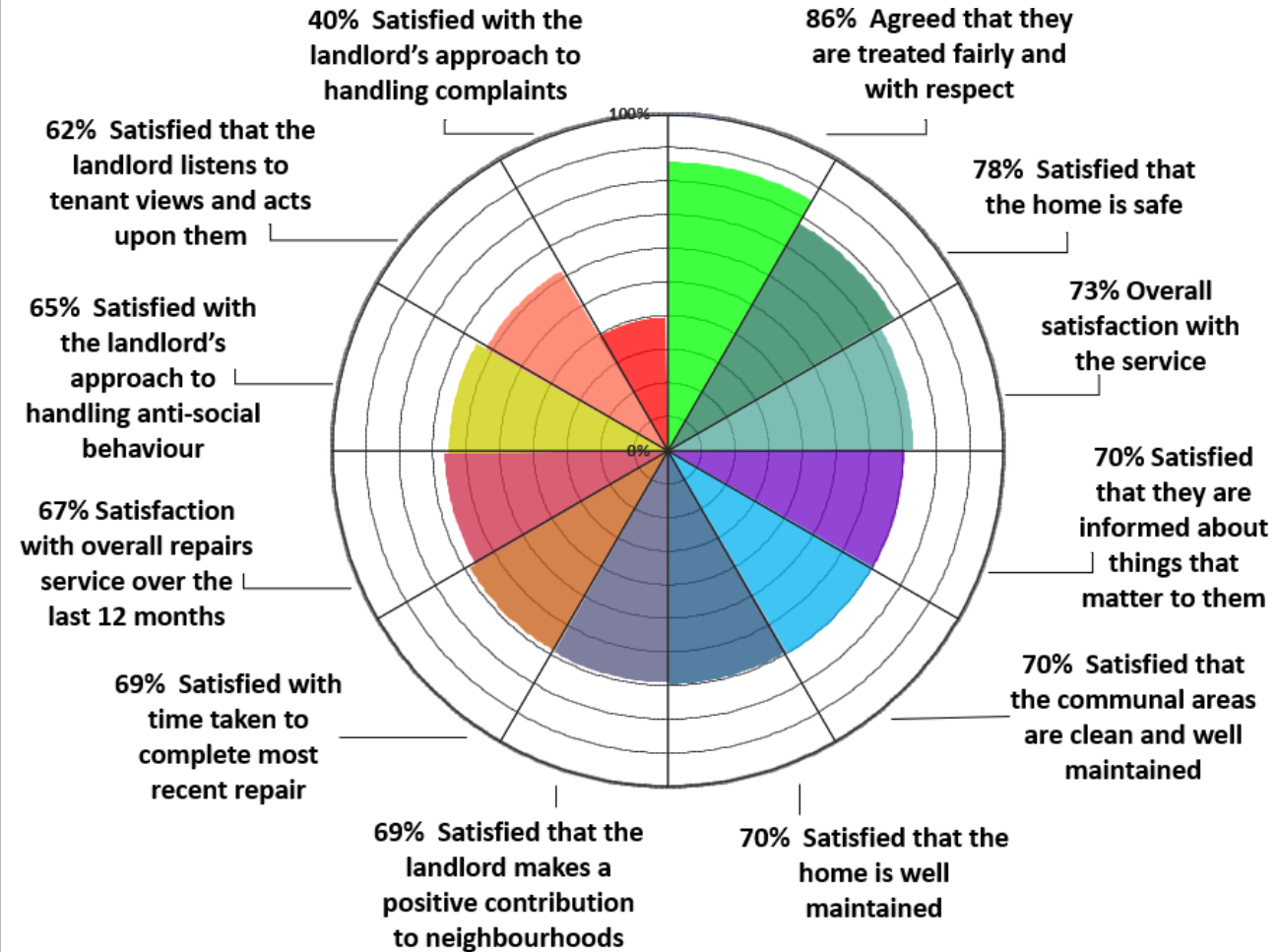
Enhancing Transparency and Accountability - Annual publication of survey results allows you to track our performance and holds us accountable for improvements based on your feedback.

Tailored to Your Needs - We offer a range of survey methods, allowing tenants to choose the option that best suits their preferences and accessibility needs.

Ensuring Fairness – Our approach ensures diverse participation and unbiased feedback.

Confidentiality and Privacy - Your responses are confidential and encourage honest feedback essential for genuine service improvements.

By participating in these surveys, you directly contribute to enhancing the quality of the housing services that Stoke-on-Trent City Council provide to you.



Tenant Perception Measures

Stoke-on-Trent City Council TSM Results 2025-2026



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TSM		Satisfied 2025-2026
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	73.0%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	66.5%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	68.6%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	69.6%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	77.9%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	62.1%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	70.4%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	85.7%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	39.5%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	70.3%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	69.0%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	65.2%

TSM Management Information

Stoke-on-Trent City Council TSM Results 2025-2026



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Measures		Performance for 2025-26
CH01 (1)	Number of stage one complaints received per 1,000 homes	63.7%
CH01 (2)	Number of stage two complaints received per 1,000 homes	12.0%
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's complaints Handling Code timescales	92.9%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's complaints Handling Code timescales	89.2%
NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes	69.8
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.7
RP01	Proportion of homes that do not meet the Decent Homes Standard	3.3%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (Urgent - 5 working days, Damp and mould - 10 working days, Routine – 20 working days, Complex - 90 calendar days)	91.7%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale (24 hours)	90.4%
BS01	Proportion of homes for which all required gas safety checks have been carried out	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	96.4%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%