

# You're Home Now.

Tenant Satisfaction Measures 2024-2025



# What are Tenant Satisfaction Measures?

Tenant Satisfaction Measures (TSMs) are a set of performance measures that help tenants understand how well their landlord is performing. They were developed with tenants and social housing providers by the Regulator of Social Housing and measure the things that matter most to tenants.

The TSMs are split into two parts. The first part is based on how tenants feel about their landlord and the services it provides. To capture this information, all registered social landlords must complete tenant perception surveys with their tenants.

There are 12 questions that all landlords must ask their tenants. The questions and the responses that tenants can choose from have been set by the Regulator.

The second part of the TSMs are based on how the landlord is delivering its services. They look at key areas including repairs and maintenance, building safety, complaints and neighbourhood management. These measures are calculated using business information and are produced by the landlord.

The Regulator sets out how these measures must be calculated to ensure that all providers are producing them in the same way. This means that tenants can easily and clearly see how their landlord is performing in comparison to other landlords across the country.

You can see the full set of tenant questions and the performance measures on pages 15-17 of this document.



# About our tenant survey

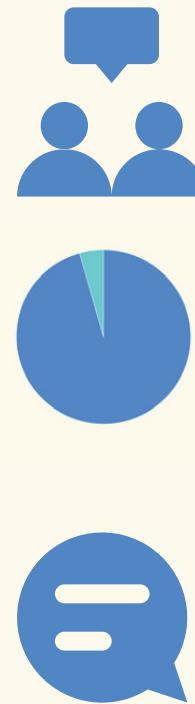
To help us understand how our tenants feel about Two Rivers Housing and the services we provide, we work with an independent research agency called Acuity.

They are a Company Partner of the Market Research Society (MRS), which means that they must act in line with the MRS Code of Conduct. This helps ensure that our tenant surveys are compliant with best practice and that we meet the requirements set out by the Regulator.

Acuity contacted tenants by telephone to ask the 12 tenant perception questions. They completed the research in four waves between June 2024 and March 2025. They spoke to 900 tenants, 704 general needs tenants and 196 HomePlus tenants.

Acuity create and share a report of their findings after each wave of research, which also includes recommendations for improvements and areas to focus on. They also created an annual report, which combines all four research waves. This is used to produce our annual Tenant Satisfaction Measures, which are contained in this report.

You can find more information on the survey methodology from page 10 of this report.



**Acuity were asked to complete 900 surveys**

- **79% of these were general needs tenants**
- **21% of these were HomePlus tenants**

**Of the 900 surveys that were conducted**

- **861 tenants completed the survey**
- **39 tenants partially completed the survey**

**The number of surveys that were completed in each wave were:**

- **Wave 1: 261 surveys**
- **Wave 2: 200 surveys**
- **Wave 3: 200 surveys**
- **Wave 4: 200 surveys**

# How did we do?

## Overall satisfaction

**Tenants were asked:** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Two Rivers Housing?



### Key

- Very or fairly satisfied
- Neither satisfied or dissatisfied
- Very or fairly dissatisfied



It's really important for us to understand how our tenants feel about their homes and the services we provide. Their feedback is crucial in helping us make improvements and plan for the future.

Over the last 12 months, we have been listening to what our tenants have told us about their homes and the services we provide. We've worked closely with our Tenants' Voice Group and held workshops and focus groups to help us understand what we are doing well and where we need to make improvements.

We've been working hard to improve our services and invest in our homes to make the changes tenants want to see.

So, we are really pleased to see an increase in overall satisfaction from our tenants (+0.5%) and in key areas such as repairs (+1%), our approach to tackling anti-social behaviour (+3.7%) and complaints handling (+0.5%) compared to last year.

It's also great to hear that our tenants believe that we treat them fairly and with respect and that we will listen to and act on their feedback. We know that we still have work to do but promise to continue to listen to what our tenants are telling us and improve our services.

**#Twogether** we'll make sure that when you become part of the Two Rivers community you'll really feel like **You're Home Now.**



Unless otherwise stated, we use the same colour key for all of the Tenant Satisfaction Measure charts throughout this document.



# Maintaining and repairing our homes

## Tenant feedback

**Tenants were asked:** How satisfied or dissatisfied are you that Two Rivers Housing provides a home that is well maintained?

**i** Of those surveyed, 607 said that they have had a repair completed in their home in the last 12 months.

This group of tenants were asked further questions about our repairs service and the time taken to complete the repair.



**Tenants were asked:** Has Two Rivers Housing carried out a repair to your home in the last 12 months? **If yes**, how satisfied or dissatisfied are you with the overall repairs service from Two Rivers Housing over the last 12 months?



**Tenants were asked:** Has Two Rivers Housing carried out a repair to your home in the last 12 months? **If yes**, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

## Performance measures

**Proportion of homes that do not meet Decent Homes Standards.**

**0%** On 31 March 2025, 100% of our homes met the Decent Homes Standard.

**Repairs completed in target time-scales**

**57%** of non-emergency repairs were completed within target time-scales. (Five days for urgent and 20 days for routine repairs).

**93.6%** of emergency repairs were completed within 24 hours.

**i** In the last 12 months, we have concentrated on reducing a backlog of over 1,000 overdue repairs and this has contributed to this year's annual performance of 57%.

In 2024, we worked with our tenant panel to create a new Repairs Policy that included creating performance targets for all category of repairs. At their request, we extended our target dates for routine repairs from 20 working days to 30 working days. This will help us ensure that we get repairs 'right first time' and that the trade team members with the right skills are appointed to the right jobs.

As a result of these changes, we have seen an improvement in performance and for the first three months of 2025/2026, 83.88% of urgent (jobs to be completed within five days) and 80% of routine repairs (jobs to be completed within 30 days) are within our target timescales.

# Keeping our tenants safe in their homes

## Tenant feedback

**Tenants were asked:** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Two Rivers Housing provides a home that is safe?



## Performance measures



Asbestos safety checks



Water safety checks



Lift safety checks



Fire safety checks



Gas safety checks



# Working with our tenants

## Tenant feedback

**Tenants were asked:** How satisfied or dissatisfied are you that Two Rivers Housing listens to your views and acts upon them?



**Tenants were asked:** How satisfied or dissatisfied are you that Two Rivers Housing keeps you informed about things that matter to you?



**Tenants were asked:** To what extent do you agree or disagree with the following "Two Rivers Housing treats me fairly and with respect"?

### Key

- Strongly agree or agree
- Neither agree or disagree
- Strongly disagree or disagree

### i Did you know...

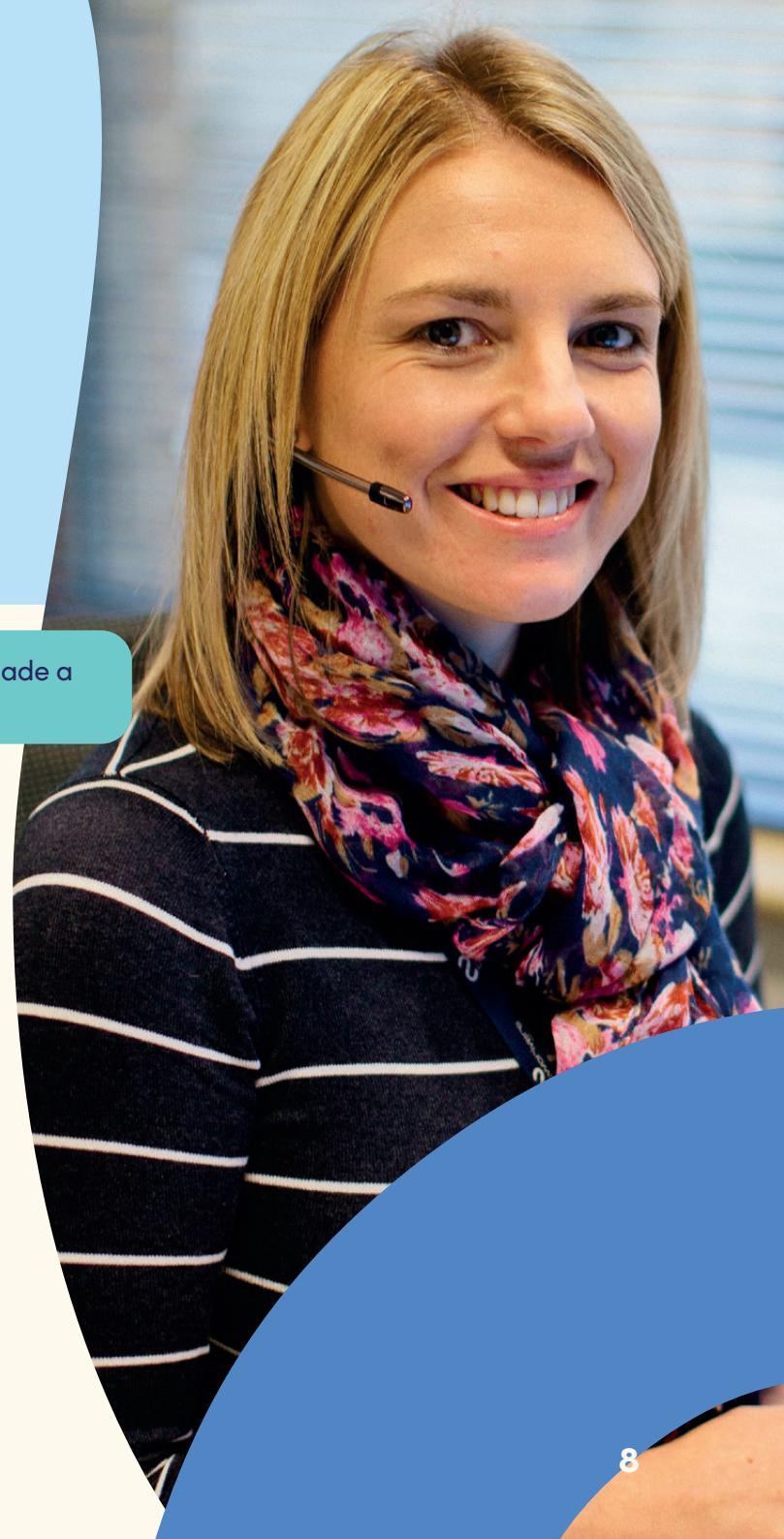
There are lots of ways you can get more involved and share your feedback with us. If you'd like to know more, get in touch with our community engagement team.



# Complaints: Putting things right.

## Tenant feedback

**Tenants were asked:** Have you made a complaint to Two Rivers Housing in the last 12 months? If yes, how satisfied or dissatisfied are you with Two Rivers Housing's approach to complaints handling?



## Performance measures

### % complaints responded to within the Housing Ombudsman Complaints Handling Code time-scales



**Stage one complaints:**  
93.3% of Stage 1 complaints were responded to within the Housing Ombudsman's complaint handling time-scales.



**Stage two complaints:**  
100% of stage two complaints were responded to within the Housing Ombudsman's complaint handling time-scales.

**i** 207 tenants said that they had made a complaint in the last 12 months.

### Number of Stage 1 and Stage 2 complaints per 1,000 homes.

**28**

Stage one  
complaints

**4.4**

Stage two  
complaints

# Managing our neighbourhoods

## Tenant feedback



**Tenants were asked:** Do you live in a building with communal areas, either inside or outside, that Two Rivers Housing is responsible for maintaining? If yes, how satisfied or dissatisfied are you that Two Rivers Housing keeps these communal areas clean and well maintained?



**Tenants were asked:** How satisfied or dissatisfied are you with Two Rivers Housing's approach to handling anti-social behaviour?



**Tenants were asked:** How satisfied or dissatisfied are you that Two Rivers Housing makes a positive contribution to your neighbourhood?

## Performance measures

Number of anti-social behaviour cases opened (per 1,000 homes)

**32.1** reported cases of anti-social behaviour for every 1,000 homes we manage.

**Less than one (0.2)** hate crimes reported for every 1,000 homes we manage.



# More information: Tenant Perception Survey

## *Summary of achieved sample and sample method*

Two Rivers Housing works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2024/2025, we completed Tenant Satisfaction Measures surveys with a sample of tenants. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. We must ensure that we survey enough tenants to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 4%.

During 2024/2025, we completed 861 TSM surveys. The sample size was 4,181 properties, which means that a statistical accuracy level of +/- 3.0% was achieved, which is a greater level of accuracy than required by the Regulator of Social Housing.

While no tenants were removed from the sample, 62 had previously opted out of participating in surveys.

No incentives were offered to tenants to complete the survey.

In addition to the questions required to complete the Tenant Satisfaction Measures survey, we also asked those that participated in the survey a number of other questions related to the services we provide. These additional questions can be found on page 16 of this report (question No.s AD01 to AD05).



## **Sample Method**

The survey used a sample approach. Acuity contacted a random selection of current tenants from General Needs and HomePlus tenants to participate in a telephone survey based on quotas set on tenure, age, and area. The survey was carefully scripted to ensure a professional and consistent process.

Survey responses were immediately shared with us, so that we can manage a follow up and review process. This includes responding to feedback as necessary, and analysing the feedback, to understand how we can improve.

# More information: Tenant Perception Survey

**i**

## *Collection Methods*

Acuity contacted tenants by telephone to collect the answers to the 12 tenant perception question on our behalf. They asked the questions set out on page 15 to 17 of this report.

The rationale for using a telephone approach is:

**Accessibility and inclusivity:** Ensuring accessibility for all tenants, which aligns with our goal of reaching a broad and representative sample.

**Engagement and data quality:** Direct interaction over the phone tends to enhance engagement, allowing participants to ask clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.

**Response rates:** Historically, telephone surveys have yielded higher response rates than other methods within this tenant demographic, maximising the robustness of our data and ensuring the results truly reflect the tenant base. This also allows us to be reactive to flags and alerts, which improves tenant recovery.

**Reliability and consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered. A telephone-based approach further helps ensure the comparability of responses across survey years, supporting more insightful year-over-year analyses.

**Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

# More information: Tenant Perception Survey

## Introductory text

Here is the introductory text used for Two Rivers Housing TSM surveys. This ensures that tenants understand that the information collected will be used to calculate our Tenant Satisfaction Measures.

"Hello is that [Respondent's name]?

*My name is [interviewer's name] and I'm calling on behalf of Two Rivers Housing from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [survey length] minutes to go through the survey with me? IF NO ASK; can I call back another time?*

*IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by Two Rivers Housing and reported back to the Regulator of Social Housing.*

*If the customer would like to verify the validity of this survey they need to contact Two Rivers Housing by email [customerservice@2rh.org.uk](mailto:customerservice@2rh.org.uk) or by phone 0800 316 0897.*

*NB: Data sharing if challenged - "Your landlord will, from time to time, share your personal data with third parties for 'legitimate interests'. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure that they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause, which can also be found in the data privacy statement on your landlord's website. You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details on to us and would rather we did not contact you again, we can remove you from our system and flag this back to your landlord. I however urge you to contact them to request that your details are not shared with other parties.*

*Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence, and will be used to find ways of improving the service that Two Rivers Housing provides. Two Rivers Housing will not be able to identify you from your survey responses, are you happy to continue?*

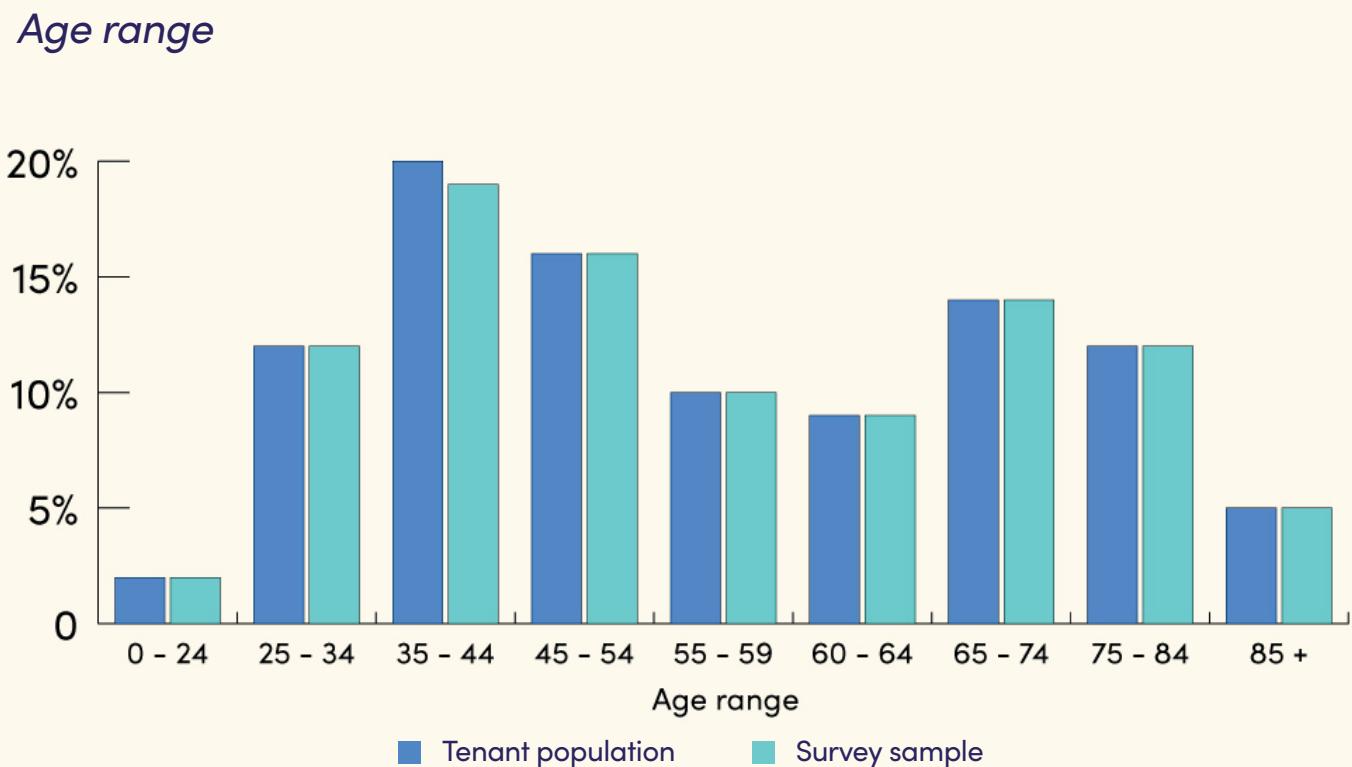
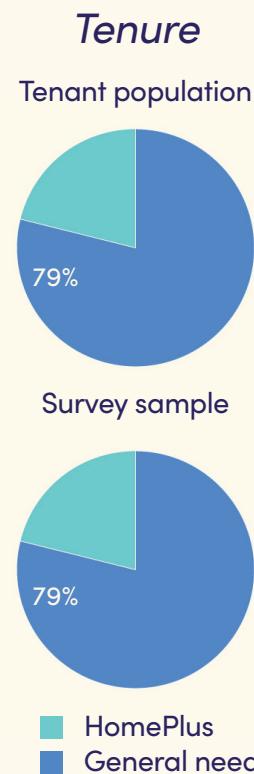
Yes / No

*NB: If asked - call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews."*

# More information: Tenant Perception Survey

## Representativeness

Representative checks were carried out to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were: tenure, age, and area.



# More information: Tenant Perception Survey

*Representativeness continued*

**Area**

Area	Tenant Population	Survey sample	Area	Tenant Population	Survey sample	Area	Tenant Population	Survey sample
Blakeney	1%	1%	Dymock	1%	1%	Newent	9%	9%
Broadway	0%	0%	Gloucester	6%	6%	Newnham	1%	1%
Cheltenham	0%	0%	Hartpury	0%	0%	Ross-On-Wye	1%	1%
Chepstow	5%	5%	Hereford	0%	0%	Ruardean	2%	2%
Churcham	0%	0%	Ledbury	1%	1%	Sling	0%	0%
Churchdown	0%	0%	Littledean	0%	0%	Stonehouse	0%	0%
Cinderford	16%	17%	Longhope	0%	1%	Stroud	1%	1%
Coleford	18%	17%	Lydbrook	3%	3%	Tetbury	0%	0%
Corse	0%	0%	Lydney	23%	23%	Tewkesbury	3%	3%
County Hall	0%	0%	Mitcheldean	2%	2%	Twigworth	1%	1%
Drybrook	2%	2%	Monmouth	0%	0%	Westbury-on-Severn	1%	1%

# More information:

## Tenant perception survey questions

No.	Question	Response choices
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Two Rivers Housing?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied
TP02	Has Two Rivers Housing carried out a repair to your home in the last 12 months?	Yes/No
TP02	If yes, how satisfied or dissatisfied are you with the overall repairs service from Two Rivers Housing over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied
TP03	If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied
TP04	How satisfied or dissatisfied are you that Two Rivers Housing provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Two Rivers Housing provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / don't know
TP06	How satisfied or dissatisfied are you that Two Rivers Housing listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / don't know
TP07	How satisfied or dissatisfied are you that Two Rivers Housing keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / don't know
TP08	To what extent do you agree or disagree with the following "Two Rivers Housing treats me fairly and with respect"?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable/ don't know
TP09	Have you made a complaint to Two Rivers Housing in the last 12 months?	Yes/No
TP09	If yes, how satisfied or dissatisfied are you with Two Rivers Housing's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied

# More information:

## Tenant perception survey questions

No.	Question	Response choices
TP10	Do you live in a building with communal areas, either inside or outside, that Two Rivers Housing is responsible for maintaining?	Yes/No
TP10	If yes, how satisfied or dissatisfied are you that Two Rivers Housing keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / don't know
TP11	How satisfied or dissatisfied are you that Two Rivers Housing makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / don't know
TP12	How satisfied or dissatisfied are you with Two Rivers Housing's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / don't know
AD01	If Two Rivers Housing could do ONE thing to improve its services, what would you like it to be?	Open ended
AD02	Does your home currently suffer from any damp or mould issues?	Yes / No
AD02	And if yes, have you reported it to Two Rivers Housing?	Yes / No
AD03	How satisfied or dissatisfied are you with the energy efficiency (money saving) of your home, and the level of insulation in your home?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied Fairly dissatisfied, Very dissatisfied, Not applicable / don't know
AD04	The results of this survey are confidential. However, would you be happy for us to give your responses to Two Rivers Housing with your name attached so that they have better information to help them improve services?	Yes / No
AD05	Would you be happy for Two Rivers Housing to contact you to follow up on any of the comments or issues you have raised?	Yes / No

# More information: Performance measures

These are the performance measures that we must report annually to the Regulator of Social Housing alongside the have been set out by the Regulator of responses to our Tenant Satisfaction Measures. You will find the results of each of these measures in this report, but for ease we've included the page reference in this table.

No.	Measure	Area	Page
BS01	Proportion of homes for which all required gas safety checks have been carried out (%)	Building safety	6
BS02	Proportion of homes for which all required fire risk assessments have been carried out (%)	Building safety	6
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)	Building safety	6
BS04	Proportion of homes for which all required legionella risk assessments have been carried out (%)	Building safety	6
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)	Building safety	6
RP01	Proportion of homes that do not meet the Decent Homes Standard [LCRA only] (%)	Repairs and maintenance	5
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target time-scale [LCRA only] (%)	Repairs and maintenance	5
RP02	Proportion of emergency responsive repairs completed within the landlord's target time-scale [LCRA only] (%)	Repairs and maintenance	5
NM01	Number of anti-social behaviour cases opened (per 1,000 homes)	Neighbourhood management	9
NM01	Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)	Neighbourhood management	9
CH01	Number of stage one complaints received (per 1,000 homes)	Complaints handling	8
CH01	Number of stage two complaints received (per 1,000 homes)	Complaints handling	8
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales (%)	Complaints handling	8
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code time-scales (%)	Complaints handling	8



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## **Contact us**

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If you would like this document in large print or audio CD, please call us.