

Tenant Satisfaction Measures (TSM) Results 2025-2026					
Questions	Very Satisfied	Fairly Satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
TP12 - How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?	11	1	2		
TP11 - How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	8	4	1		
TP10 - Do you live in a building with communal areas, either inside or outside, that [your landlord] is responsible for maintaining? - If yes, ‘How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?’	6		2		
TP09 - Have you made a complaint to [your landlord] in the last 12 months? - If yes, ‘How satisfied or dissatisfied are you with [your landlord]’s approach to complaints handling?’	7	3			
TP08 - To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?	15				
TP07 - How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?’	12	3			
TP06 - How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?	11	4			
TP05 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?	13	2			
TP04 - How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	11	3	1		
TP03 - Has [your landlord] 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 your reported it?’	11	2		1	
TP02 - Has [your landlord] carried out a repair to your home in the last 12 months?	11	3			
TP01 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	10	5			

RELIANCE SOCIAL HOUSING TSM 2026

TP01 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?

105

100%

TP02 - Has [your landlord] carried out a repair to your home in the last 12 months?

113

100%

TP03 - Has [your landlord] 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 your reported it?’

1121

92.8%

TP04 - How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?

1131

93.3%

TP05 - Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?

132

100%

TP06 - How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?

114

100%

TP07 - How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?’

123

100%

TP08 - To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?

15

100%

TP09 - Have you made a complaint to [your landlord] in the last 12 months? - If yes, ‘How satisfied or dissatisfied are you with [your landlord]’s approach to complaints handling?’

73

100%

TP10 - Do you live in a building with communal areas, either inside or outside, that [your landlord] is responsible for maintaining? - If yes, ‘How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and ...

62

75%

TP11 - How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?

841

92.3%

TP12 - How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?

1112

85.70%

Very Satisfied

Fairly Satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Overall Satisfaction

95%