



Torus LCRA

TSM Annual Report 2025/26

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Annual Demographics

Torus is the largest social housing provider in the North West with around 40,000 properties in Warrington, Liverpool, St Helens and beyond. Acuity has been commissioned to undertake quarterly independent satisfaction surveys of the residents of Torus during 2025/26 to collect data on their opinions of, and attitudes towards, their landlord and the services provided. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect in April 2023 and are now required annually and includes both the LCRA tenants and LCHO shared owners. This report focuses on the LCRA tenants, with a separate report for the LCHO residents.

Every quarter a minimum of 565 tenants are contacted by Acuity (25% online and 75% telephone) and invited to take part in the survey. For 2025/26, 2,260 interviews were completed, with a further 178 partially complete and included in the results as required by the Regulator. Of these, 1,803 surveys were by telephone interview and 635 online, so achieving the desired split.

Sentiment analysis has again been used to better understand tenants' comments and why they have responded to the satisfaction questions the way they have. Information about how this works is shown at the end of the report and adds an extra layer of focused insight to the results to help Torus better understand what is driving satisfaction, what tenants are most concerned about, and, as a consequence, what could be improved.

The survey is confidential, and the results are sent back to Torus anonymised unless tenants give their permission to be identified. A total of 74% of tenants gave permission to share their responses with their details attached, and 93% of these tenants are happy for Torus to contact them to discuss any information they provided.

This survey aims to provide data on tenants' satisfaction, which will allow Torus to:

- Provide information on tenants' perceptions of current services
- Compare the results with the previous surveys completed
- Inform decisions regarding future service development
- Report to the Regulator annually, as required.

For the overall results, Acuity and the Regulator of Social Housing require that landlords with over 25,000 properties achieve a sampling error of at least $\pm 2\%$ at the 95% confidence level. For Torus, 2,427 responses were received this year. This response is high enough to conclude that the findings are accurate to within $\pm 1.9\%$ annually, within the required margin of error.

Throughout the report, most figures are presented as percentages. Due to rounding from two decimal places to the nearest whole number, totals may not always sum to 100%. Additionally, rounding can lead to discrepancies where adding two percentages may differ by 1%. The charts also indicate the base number for each question, shown as n=.

72%

Overall Satisfaction



Overall satisfaction with Torus is stable at 72%, with no material year-on-year movement. Repairs performance continues to be a clear strength, supported by a substantive improvement in satisfaction with the time taken to complete repairs, which is up three percentage points (p.p) to 77%. Satisfaction with communal areas has also strengthened, rising to 69% (up 5p.p), and neighbourhood contribution shows the biggest improvement, increasing to 68% (up 9p.p), indicating a marked uplift in perceptions of Torus' role in local communities.

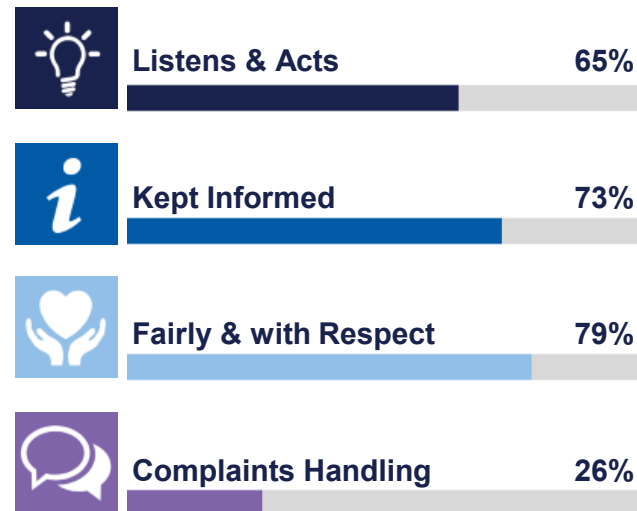
Engagement measures show a mixed pattern. Listens and acts has improved to 65% (up 3p.p), suggesting some progress in how tenants perceive Torus' responsiveness, while other engagement-related measures remain broadly unchanged. Complaints handling has declined sharply, falling to 26% (down 11p.p), and stands out as the key area requiring focused improvement. Perceptions of safety, fairness, respect and ease of dealing with Torus remain high but unchanged, continuing to act as stable strengths rather than areas of movement.

TSM Key Metrics (LCRA)

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Annual Summary



At the end of the year, the combined results provide a clear view of where Torus is performing strongly and where dissatisfaction is more concentrated. The charts summarise satisfaction and dissatisfaction across all measures, showing the balance between positive, neutral and negative views. Several measures, particularly approach to ASB and neighbourhood contribution, have relatively large neutral groups, indicating areas where opinions are less settled and could be shifted positively with targeted action.

Satisfaction is highest for feeling treated fairly and with respect and for feeling safe at home (both 79%), followed by repairs completed in the last 12 months and the time taken to complete them (both 77%). These attract comparatively low dissatisfaction and continue to act as clear strengths.

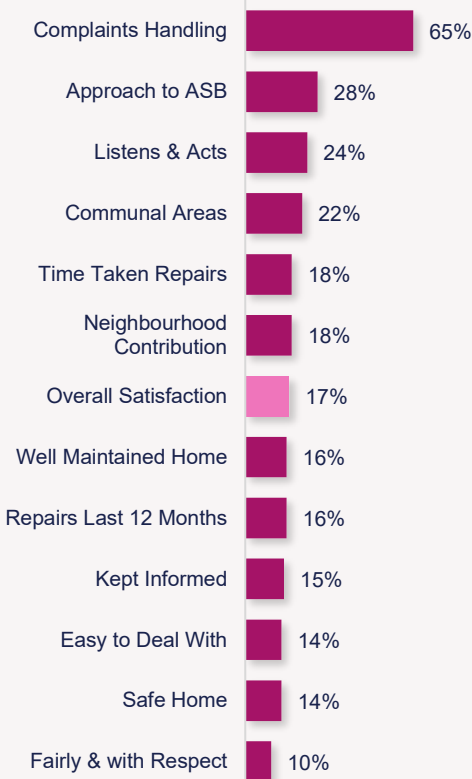
The most challenging area is complaints handling, with only 26% satisfied and 65% dissatisfied. Higher dissatisfaction is also seen for the approach to ASB (28%), listens and acts (24%) and communal areas (22%), with neighbourhood contribution at 18%. Dissatisfaction with the overall service stands at 17%, remaining relatively low in comparison.

Annual Satisfaction & Dissatisfaction

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





Key driver analysis explores the relationship between individual service measures and overall satisfaction to identify which aspects exert the strongest influence. Patterns differ by landlord, so the relative influence of each measure matters alongside its performance level.

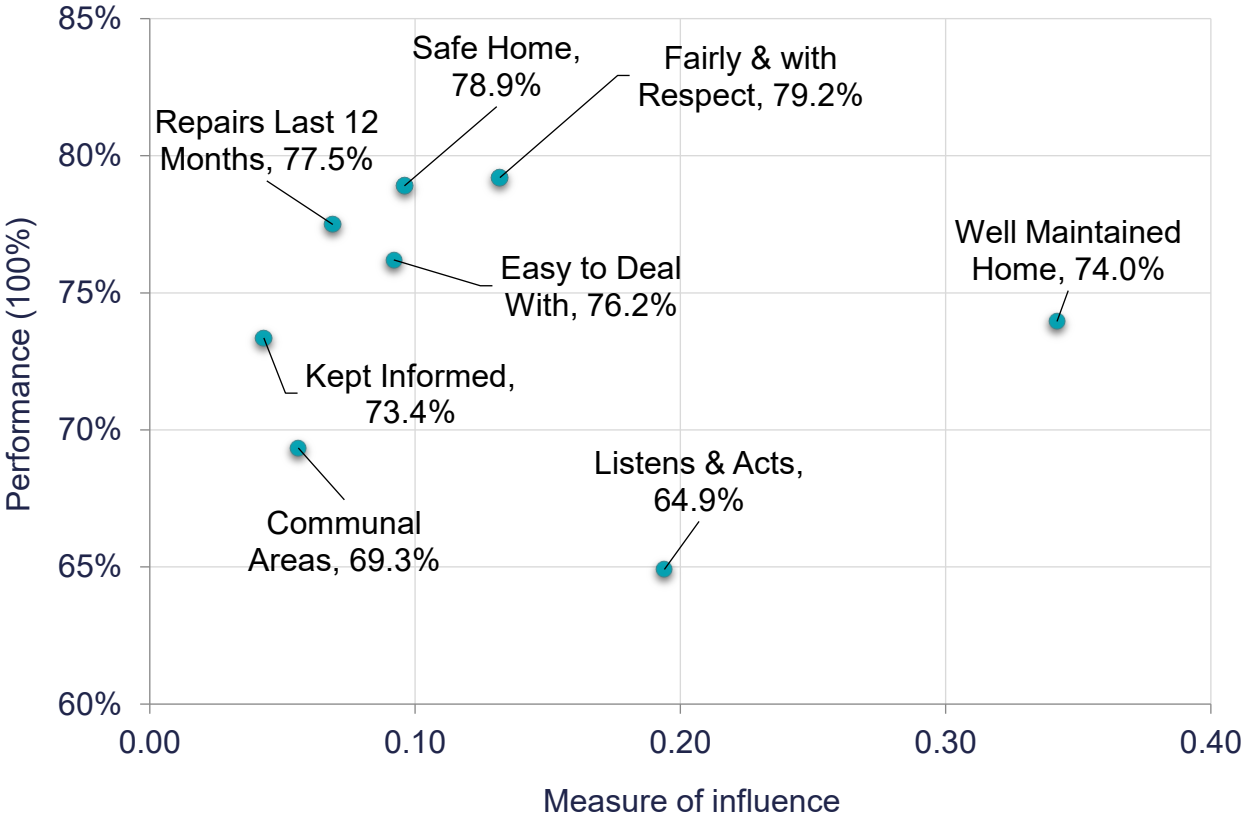
For Torus, a well maintained home shows the highest influence and a mid-high performance at 74%, indicating that improvements here are likely to yield the greatest uplift in overall satisfaction. Listening to tenant feedback and acting upon it is the next most influential driver, followed by being treated fairly and respectfully, the provision of a safe home, Torus being easy to deal with, the repairs over the last 12 months, the maintenance of communal areas, and being kept informed.

Measures which concern the repairs and maintenance service, as well as customer service and communications appear to have the biggest influence on overall satisfaction among tenants in 2025/26.

Overall, focusing improvement effort on maintaining homes to a high standard, reinforcing fair and respectful treatment, and strengthening how the organisation listens and acts is most likely to increase overall satisfaction.

Key Driver Analysis

Annual Key Driver Analysis – Overall Satisfaction





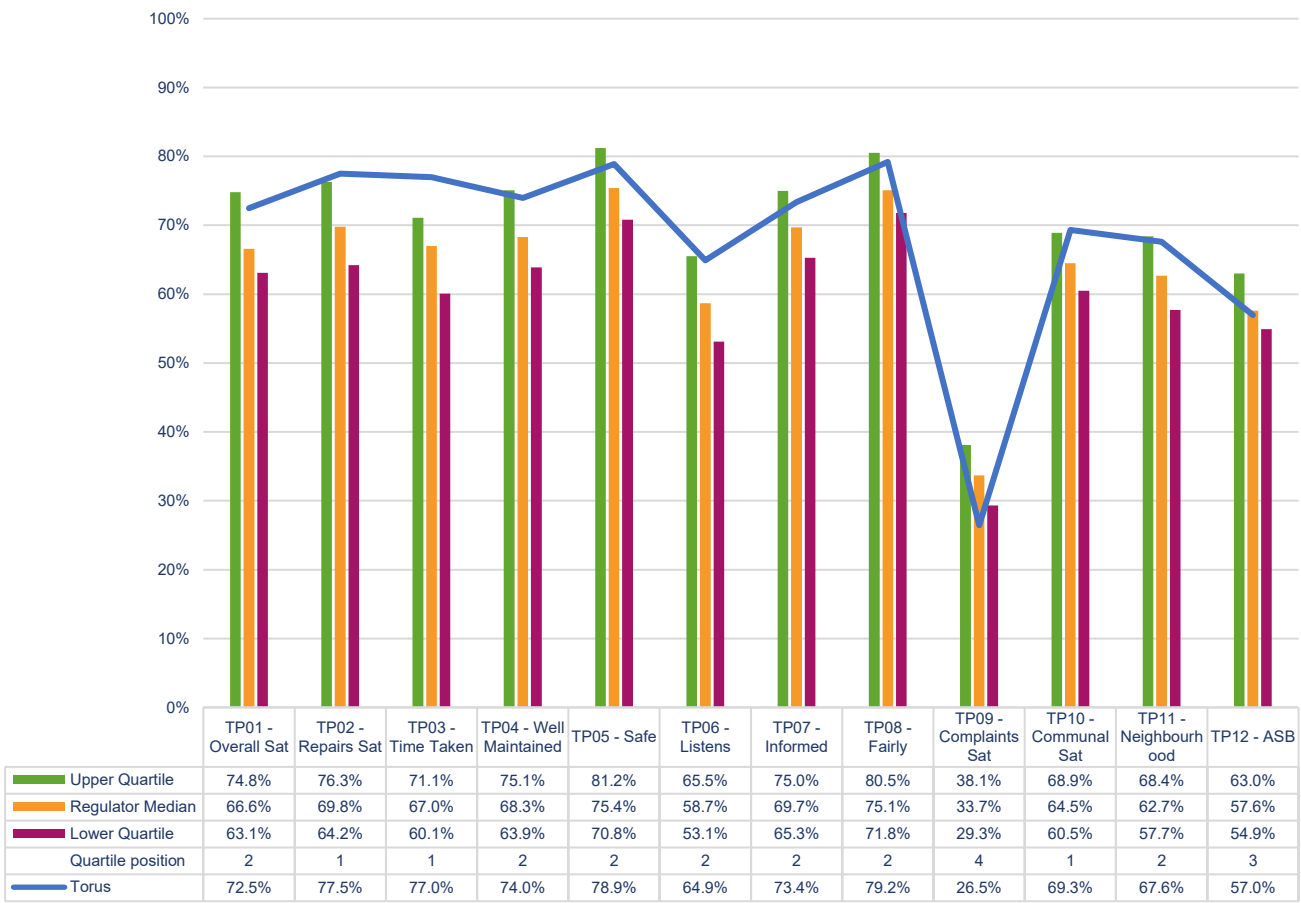
Benchmarking – TSM results 2024/25 (LCRA, >20k)

Comparison with other large landlords shows a broadly positive position for Torus, with several measures performing strongly against the sector. Repairs satisfaction at 77.5% sits above the upper quartile, as does the time taken to complete repairs at 77.0%. The maintenance of communal areas similarly performs well, placing Torus above the upper quartile benchmark.

For most other measures Torus performs within the second quartile. Overall satisfaction at 72.5%, a well maintained home at 74.0%, feeling safe at 78.9%, being kept informed at 73.4% and feeling treated fairly and with respect at 79.2% all sit above the sector median and below the upper quartile. Listens and acts follows the same pattern at 64.9%.

Two areas sit below the median, with complaints handling at 26.5% in the fourth quartile, and approach to anti social behaviour at 57.0%, in the third quartile.

Overall, Torus performs well on core service delivery, particularly repairs and communal areas, with most measures sitting comfortably above the sector median. Complaints handling and ASB remain the main areas where performance is weaker relative to other large landlords.





The comment analysis shows that responsive repairs are by far the most common topic, with a score of -0.45 across 761 comments. Of these, 45% are positive, 52% are negative, and 7% are neutral. Responsive repairs are mentioned again in a separate category, receiving 329 comments and an overall sentiment score of -0.36. Of these, 40% of comments are positive, 43% are negative, and 19% are neutral.

The general condition of the property also features prominently, scoring well with +2.22 across 507 comments. This is matched by a positive score in the quality of the work/service, where 362 comments receive a score of +0.27. Of these, the majority (64%) are positive, while 14% are negative, and 23% are neutral.

Overall, the comments indicate that improving the consistency and timeliness of repairs is a concern among at least 36% of respondents. Since the maintenance of the home has been established as the key driver for overall satisfaction, making sure that this is done in a timely manner is important.

Top 30 Comments

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	35.85%	761	-0.45
Property Condition - General Condition	23.88%	507	2.22
Uncategorised Comments	18.18%	386	0.93
Property Services - Responsive Repairs - Quality of Work / Service	17.05%	362	0.27
Property Services - Responsive Repairs - Other	15.50%	329	-0.36
Housing Services - ASB - Other	13.75%	292	-0.40
Property Services - Responsive Repairs - Resolution	13.19%	280	-2.02
Housing Services - Communal Maintenance - Quality of Work / Service	11.73%	249	0.26
Housing Services - Grounds Maintenance - Quality of Work / Service	11.12%	236	-0.54
Housing Services - Neighbourhood Contribution - Other	10.88%	231	0.70
Housing Services - Neighbourhood Contribution - Satisfaction	9.70%	206	1.51
Housing Services - Neighbourhood Contribution - No Comments	8.90%	189	-0.92
Housing Services - Complaints - Timeliness / Responsiveness	8.01%	170	-2.83
Housing Services - Complaints - Other	7.82%	166	-2.07
Property Condition - Window/doors	7.68%	163	-2.22
Property Condition - Damp	7.40%	157	-3.21
Property Services - Responsive Repairs - Communication / Transparency	7.30%	155	-1.48
Housing Services - ASB - Listening / Acting	7.11%	151	-2.46
Housing Services - Customer Service & Contact - Satisfaction	7.11%	151	3.55
Housing Services - Grounds Maintenance - Other	6.97%	148	-2.15
Housing Services - ASB - Timeliness / Responsiveness	6.92%	147	-0.64
Housing Services - Grounds Maintenance - Timeliness / Responsiveness	6.88%	146	-3.08
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	6.31%	134	2.84
Housing Services - Complaints - Communication / Transparency	5.70%	121	-3.22
Housing Services - ASB - No Comments	5.65%	120	-0.19
Housing Services - Complaints - Resolution	5.65%	120	-2.79
Building Safety - Door/window/gate security	5.46%	116	0.44
Housing Services - ASB - Resolution	5.23%	111	-1.95
Property Condition - Kitchens	5.23%	111	-2.20
Housing Services - Communal Maintenance - Timeliness / Responsiveness	4.90%	104	-0.94



National Context

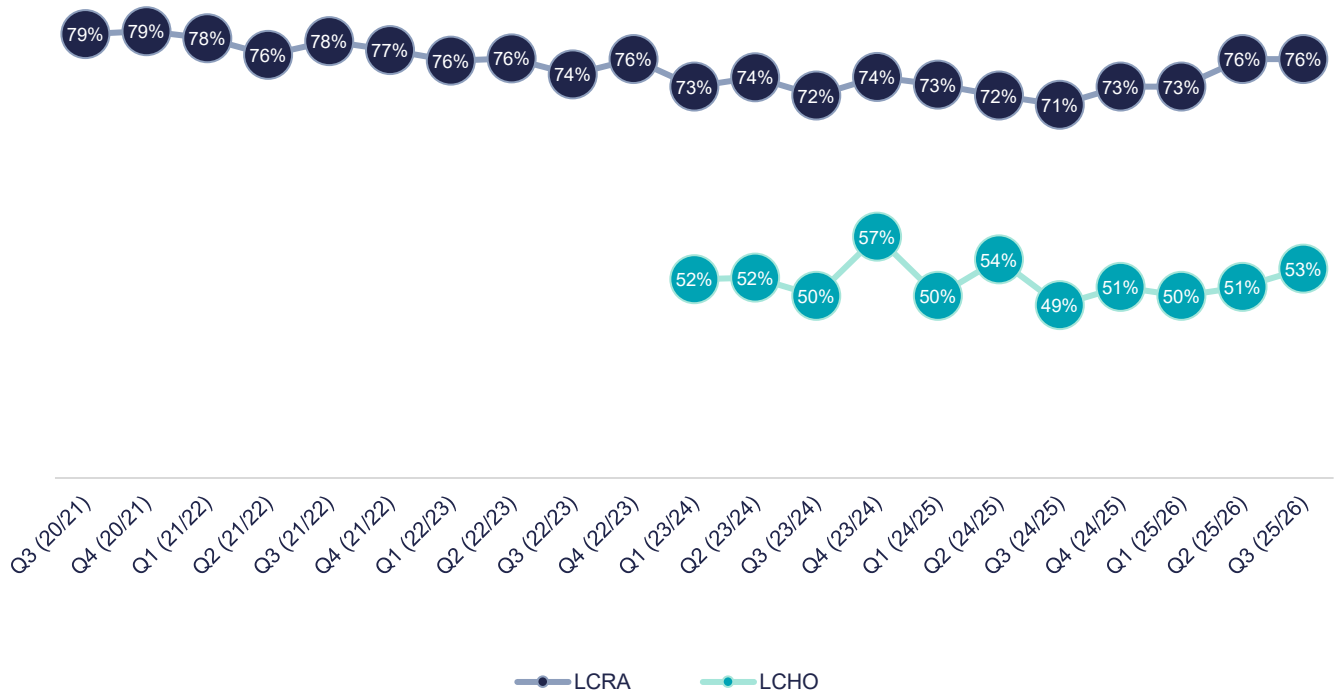
When considering the results, the national context and external factors must also be taken into account.

Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

Residents have had to face considerable challenges in recent years, particularly the ongoing cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but there are signs that it is starting to increase again as we move through 2025/26.

Overall Services (Acuity Clients)





Further Insight

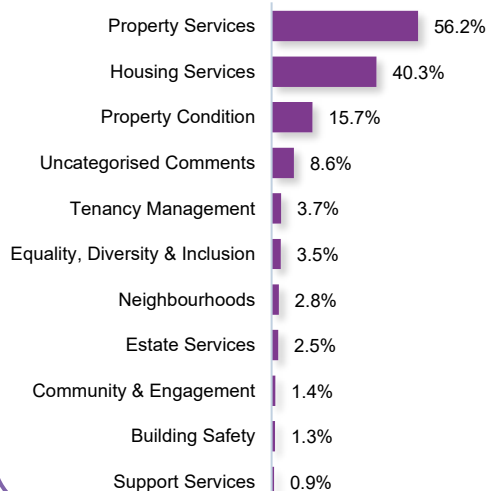
Overall Satisfaction

Please describe your specific experiences that have shaped your view of Torus' service.

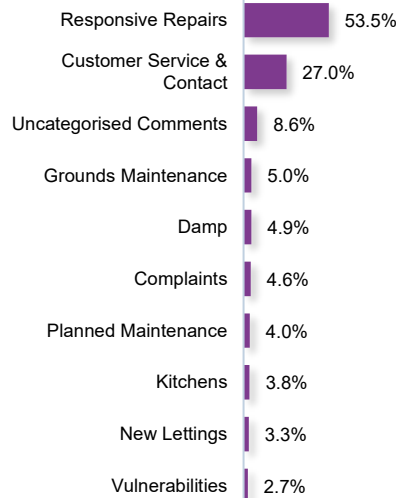
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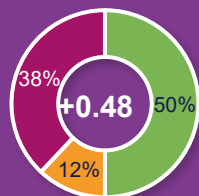
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	805	45.4%	+0.26
Subcategory, no attribute (yet)	357	20.1%	+0.25
Quality of Work / Service	313	17.6%	+0.53
Resolution	272	15.3%	-1.31
Satisfaction	192	10.8%	+3.41
Communication / Transparency	182	10.3%	-0.39
Staff Conduct	104	5.9%	+3.49
Effort	79	4.5%	-1.49
Appointments / Convenience	56	3.2%	-1.20
Listening / Acting	48	2.7%	-0.38
Empathy	40	2.3%	+0.73
Worker Conduct	39	2.2%	+2.15
No Comments	38	2.1%	-0.39
Consistency	17	1.0%	-2.06
Trust	17	1.0%	-2.94
Accountability	13	0.7%	-4.38
Safety	13	0.7%	-3.00
Fairness	6	0.3%	-1.67
Accessibility	3	0.2%	-2.33



Tenants were asked to describe the specific experiences that have shaped their view of Torus's service. Many tenants describe positive interactions when urgent or emergency repairs are required, highlighting prompt attendance, professional staff and efficient handling of issues such as gas checks. Customer service-related feedback is generally more positive, particularly regarding staff conduct and the quality of day-to-day interactions, although some tenants note that good service is not always matched by timely action.

Alongside this, a sizeable proportion of comments relate to delays and follow-up for non-urgent repairs, with timeliness, diagnosis and resolution attracting some of the lowest sentiment scores. Damp and mould also appear regularly, often linked to longer-term maintenance concerns. Neighbourhood and grounds maintenance generate a mix of views, with comments referring to cleanliness, upkeep and the condition of shared areas.

Overall, the findings suggest that improving repair consistency, strengthening communication and addressing persistent property condition issues would have the greatest impact on satisfaction.

For further information about Acuity's Resident Sentiment Index, please see appendix

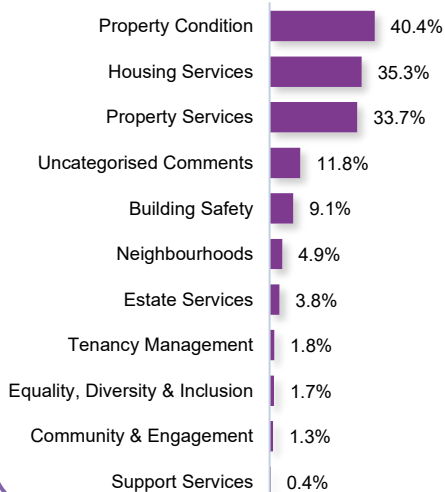
The Home

Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.

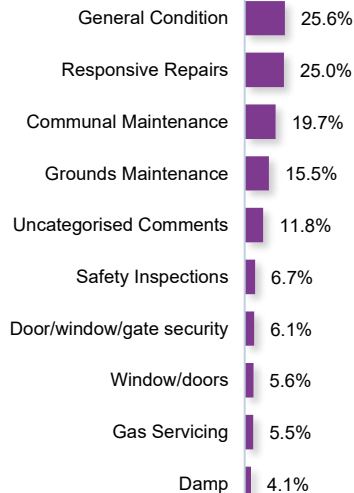
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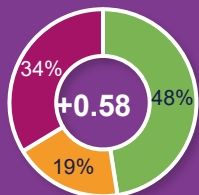
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	395	35.3%	+0.10
Subcategory, no attribute (yet)	322	28.8%	-0.02
Timeliness & Responsiveness	319	28.5%	-0.66
Safety	153	13.7%	+0.50
Resolution	91	8.1%	-1.49
Satisfaction	63	5.6%	+3.14
Communication / Transparency	51	4.6%	-1.98
No Comments	48	4.3%	-0.58
Listening / Acting	25	2.2%	-3.84
Worker Conduct	18	1.6%	-1.67
Effort	13	1.2%	0.00
Accountability	12	1.1%	-3.42
Appointments / Convenience	10	0.9%	-0.20
Empathy	8	0.7%	-3.75
Consistency	6	0.5%	-0.67
Trust	5	0.4%	-3.00
Accessibility	3	0.3%	-4.33
Staff Conduct	3	0.3%	+5.00
Fairness	1	0.1%	+5.00



Tenants were asked to share their views on the safety and maintenance of their home, as well as the cleanliness and maintenance of any communal areas. Comments on safety inspections, door entry security and lighting reflect a combination of reassurance and requests for more consistent attention.

General condition and responsive repairs account for the largest share of feedback, with tenants noting concerns about timeliness, the quality of completed work and the need for repeated visits. Damp and mould also feature, gesturing to longer-term maintenance needs. Alongside these challenges, some tenants describe positive experiences of urgent repairs and routine safety checks such as gas servicing. Many tenants highlight issues around the upkeep of shared spaces. A smaller number of comments refer to window and structural issues, indicating further areas where expectations are not always met.

Overall, the responses suggest that while emergency repairs and safety checks are generally viewed positively, improving the consistency of routine repairs, addressing property condition concerns and strengthening the maintenance of communal areas would have the greatest impact on tenants' perceptions of their home.

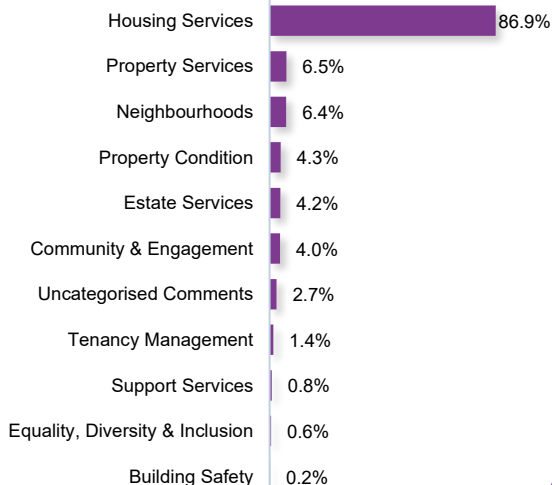
Neighbourhood Contribution

Share your views on your landlord's contribution to your neighbourhood.

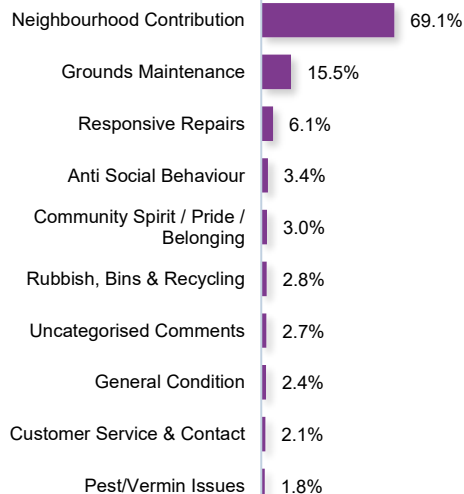
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Categories

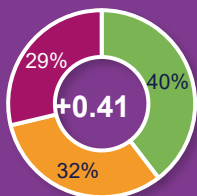


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	302	30.9%	+0.54
Satisfaction	215	22.0%	+1.46
Quality of Work / Service	200	20.4%	+0.72
No Comments	192	19.6%	-0.81
Timeliness & Responsiveness	75	7.7%	-0.52
Listening / Acting	34	3.5%	-3.12
Communication / Transparency	33	3.4%	-1.30
Staff Conduct	26	2.7%	+2.35
Resolution	25	2.6%	-2.28
Empathy	10	1.0%	-1.70
Safety	9	0.9%	+0.33
Effort	6	0.6%	-2.50
Worker Conduct	3	0.3%	+3.00
Appointments / Convenience	2	0.2%	+5.00
Trust	2	0.2%	-5.00
Consistency	1	0.1%	-5.00
Accessibility			-
Accountability			-
Fairness			-



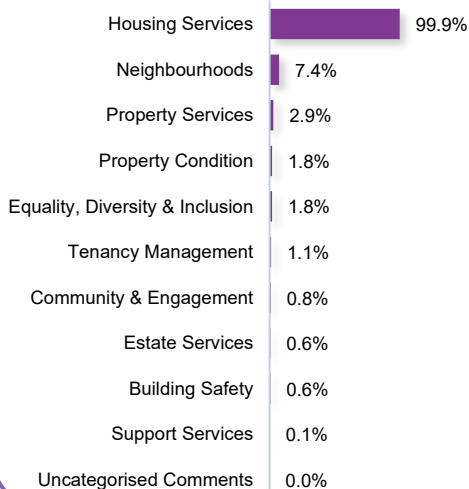
Tenants were asked to share their views on Torus's contribution to the neighbourhood. Grounds maintenance is a prominent theme, with tenants commenting on grass cutting, general cleanliness and the upkeep of communal areas. These views range from positive remarks about well-maintained spaces to concerns about inconsistent standards and the need for more regular attention.

Anti-social behaviour appears within the feedback, though at a lower volume, and typically relates to noise, behaviour in shared areas and the impact this has on feeling safe. Other themes include local pride, rubbish and fly-tipping, and occasional reports of vermin, each contributing to tenants' broader perceptions of the neighbourhood environment. A smaller number of comments reflect positive experiences of community initiatives and day-to-day contact with Torus, particularly where staff have been responsive or supportive.

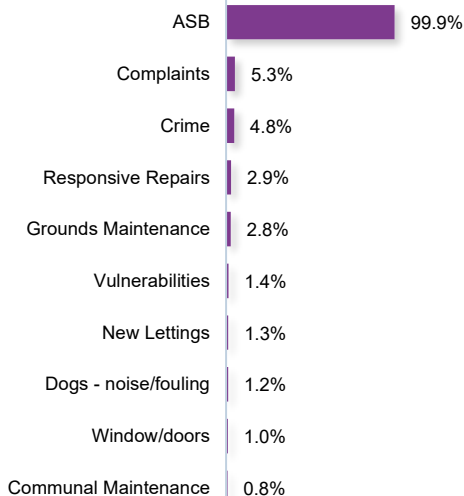
Overall, the comments suggest that strengthening estate maintenance, increasing visible action on neighbourhood issues and ensuring consistent follow-through where concerns are raised would have the greatest impact on perceptions of Torus' contribution to the area.



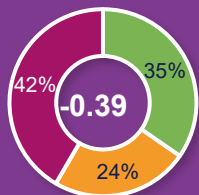
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	294	35.2%	-0.40
Listening / Acting	144	17.2%	-2.28
Timeliness & Responsiveness	137	16.4%	-0.39
No Comments	119	14.2%	-0.18
Resolution	105	12.6%	-1.53
Satisfaction	88	10.5%	+2.60
Quality of Work / Service	63	7.5%	-0.63
Communication / Transparency	43	5.1%	-2.53
Empathy	14	1.7%	-2.29
Safety	14	1.7%	-1.71
Effort	11	1.3%	-3.00
Fairness	10	1.2%	-2.80
Trust	5	0.6%	-2.00
Staff Conduct	4	0.5%	+2.00
Accountability	3	0.4%	-4.33
Appointments / Convenience	1	0.1%	+3.00
Consistency	1	0.1%	+3.00
Accessibility			-
Worker Conduct			-



Tenant feedback on anti-social behaviour shows a wide range of experiences, though most comments reflect ongoing challenges. Some tenants describe positive experiences where prompt action has been taken in more serious incidents or where housing officers have been supportive and responsive.

Many comments highlight uncertainty about what action has been taken after reports are made, with follow-up and communication emerging as consistent areas of concern. A limited number of comments also touch on other related issues, such as grounds maintenance, vulnerabilities and noise from dogs, each contributing to how tenants experience their local environment. Overall sentiment, however, leans negative, driven by perceptions that some ASB cases take time to resolve or do not progress as tenants expect.

The feedback suggests that strengthening follow-up, improving transparency about outcomes and ensuring visible, consistent action on reported issues would have the greatest impact on how effectively Torus is seen to manage ASB.

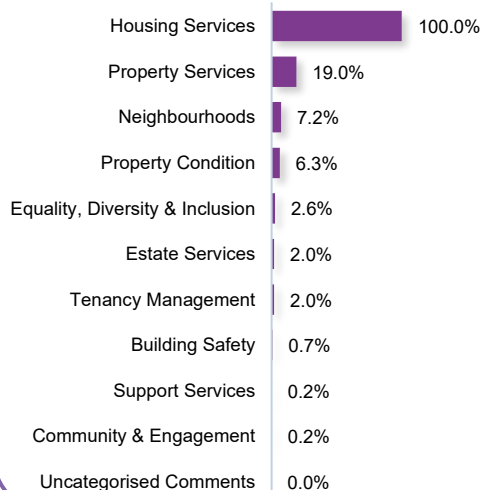
Complaints Handling

Please describe your experience of how complaints are handled.

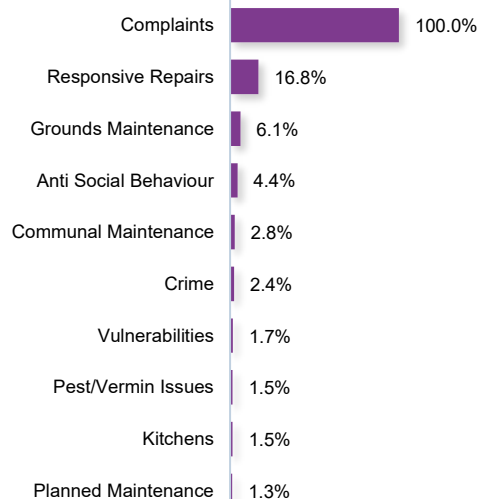
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Categories

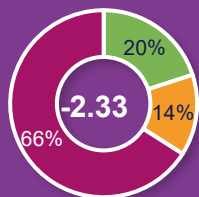


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	134	29.3%	-2.04
Timeliness & Responsiveness	113	24.7%	-2.69
Communication / Transparency	105	22.9%	-3.07
Resolution	96	21.0%	-2.66
Listening / Acting	70	15.3%	-3.70
Quality of Work / Service	47	10.3%	-1.87
Effort	23	5.0%	-3.70
No Comments	21	4.6%	-2.38
Satisfaction	20	4.4%	-0.20
Accountability	11	2.4%	-4.18
Empathy	7	1.5%	-2.14
Trust	6	1.3%	-3.33
Appointments / Convenience	5	1.1%	-5.00
Staff Conduct	5	1.1%	-5.00
Safety	4	0.9%	-4.50
Worker Conduct	4	0.9%	-5.00
Consistency	3	0.7%	-1.67
Accessibility	2	0.4%	+4.00
Fairness	1	0.2%	-3.00



Tenants were asked to describe their experience of their complaints being handled. Many tenants describe long periods without updates, difficulty getting clear information and a sense that issues are not always resolved on the first attempt. These concerns span a range of topics, including responsive repairs, ASB and grounds maintenance, and often relate to the time taken to receive a response or the clarity of communication about next steps.

A number of comments also refer to the quality of responses, with some tenants feeling that their concerns were closed prematurely or did not fully address the issue raised. However, a smaller proportion of tenants report constructive interactions, highlighting occasions where staff have been helpful or where communication has been handled well.

Overall, the feedback suggests that greater consistency in communication, clearer information about case progress and more timely resolution would have the most impact on tenants' confidence in the complaints process.



Online Services



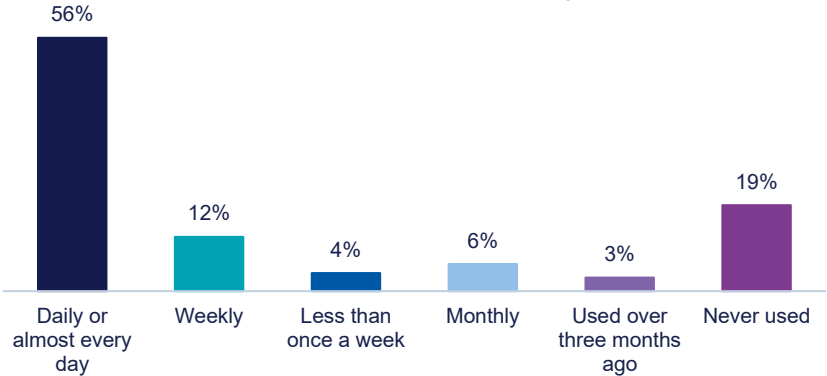
Patterns of online service use show that most tenants engage with digital channels regularly. Over half (56%) say they use online services daily or almost daily, with a further 12% using them weekly. A smaller proportion access services monthly (6%), with 4% using them less than once a week, and 3% over three months ago. Around one in five tenants (19%) report that they do not use online services at all. Among those who do go online, 39% say they use the MyTorus account, while the majority (61%) do not.

Comments from tenants who choose not to use MyTorus point to a range of reasons. The most common relate to difficulties accessing the internet or uncertainty about how to use the service, while others prefer traditional channels or feel more confident speaking directly to a member of staff. Some also mention barriers such as login issues, incorrect tenancy details or physical accessibility needs.

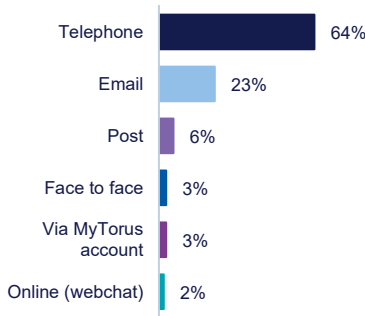
When asked about their preferred contact method, telephone remains the most widely chosen option at 64%, followed by email at 23%. Use of digital platforms such as MyTorus or webchat is lower, reflecting a preference for more direct forms of communication. These patterns suggest that maintaining a mix of accessible channels, alongside clear guidance on using online services, will continue to be important.

Online Services

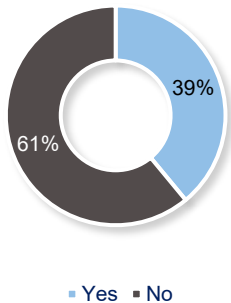
Online Services Frequency



Preferred Contact Method



Use 'MyTorus'?



My Torus Prevention Comments

'I don't know how to use it. I get confused and need to be shown how to use it.'

'When you phone through you know someone's dealt with it – I feel it'll be ignored otherwise.'

'I can't use it because I can't log in. It says my tenancy number is incorrect and it is not.'

'I didn't know it existed.'

'I don't need to use it – I just phone when I need anything.'

'I'm registered severely sight impaired and deaf and no one has shown me how to use it.'

'I don't have the internet – I use a landline only.'

'I'm 75 now, I don't want to learn now, I'm too old.'



Wellbeing



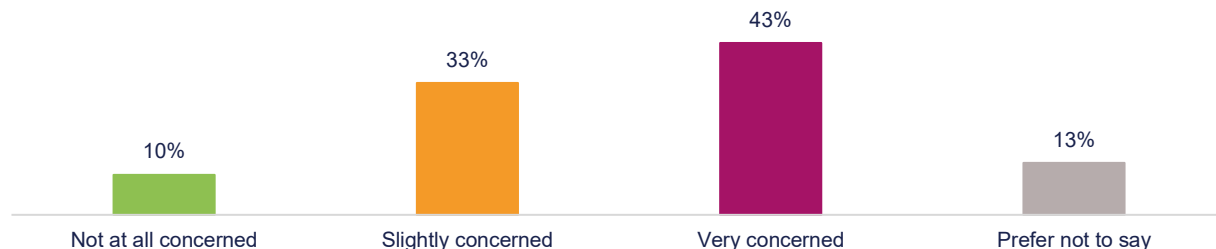
Levels of concern about the cost of living vary across the tenant base. Just over four in ten tenants (43%) are very concerned and a further third are slightly concerned (33%). A further 10% say they are not at all concerned, while 13% prefer not to say. These differences correspond closely with satisfaction levels across a range of service areas.

The chart shows that tenants who are not concerned about the cost of living consistently report higher satisfaction. For example, overall satisfaction is 83% among those who are not concerned compared with 67% among those who are very concerned. Similar patterns appear for measures such as time taken for repairs, listens and acts, neighbourhood contribution and approach to anti social behaviour.

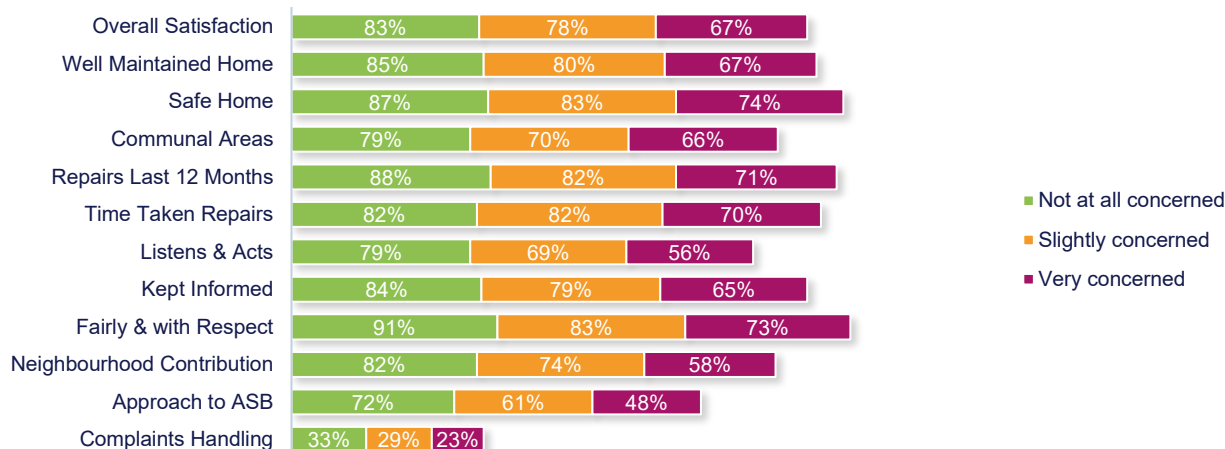
These findings suggest that providing support to tenants who are experiencing financial pressure, including help with benefits, budgeting or wider advice, may assist in improving their wellbeing as well as their overall experience of Torus services.

Cost of Living

Cost of Living Concern



Cost of Living Concern & Satisfaction





Trends



Year-on-Year Change

The table shows the annual results for 2025/26 compared with those from 2024/25. Most movements fall within the combined margin of error of around $\pm 4\%$, although they provide a useful indication of overall direction across the service. This includes overall satisfaction, which only saw a marginal decrease of 1p.p since last year.

However, the maintenance of communal areas (up 5p.p), Torus's neighbourhood contribution (+9p.p), their handling of complaints (down 11p.p) are all large enough changes to be considered statistically significant.

The provision of a well maintained home (74%), the repairs done over the last 12 months (77%), being kept informed (73%), being treated fairly and respectfully (79%), and being easy to deal with (76%) have all seen marginal increases of just 1p.p in the last year.

Complaints handling has reduced to 26% and continues to be the lowest-scoring measure, although changes here should be interpreted cautiously due to greater variation in this area.

	2024/25	2025/26
Overall Satisfaction	74%	72% (-1)
Well Maintained Home	73%	74% (+1)
Safe Home	79%	79% (+0)
Communal Areas	64%	69% (+5)
Repairs Last 12 Months	76%	77% (+1)
Time Taken Repairs	74%	77% (+3)
Listens & Acts	62%	65% (+3)
Kept Informed	72%	73% (+1)
Fairly & with Respect	78%	79% (+1)
Easy to Deal With	75%	76% (+1)
Neighbourhood Contribution	59%	68% (+9)
Approach to ASB	59%	57% (-2)
Complaints Handling	37%	26% (-11)



Quarterly Change 2025/26

The table shows how satisfaction changed from quarter to quarter during 2025/26. There is some variation across the year, which is typical for quarterly data, but most measures finish at a higher level than where they began.

Only one measure returned to its Q1 level, this being the handling of complaints, going from 30% to 27% in Q2, down to 20% in Q3, before recovering to 30% in Q4.

Overall satisfaction remains stable through the first three quarters and increases by 3p.p to 75% in Q4. Repairs related measures show some movement between quarters but end the year strongly, with time taken to complete repairs rising from 77% in Q1 to 79% in Q4, and repairs completed in the last 12 months finishing at 78%. Well maintained home shows a similar steady rise, reaching 75% by the end of the year.

Communal areas has seen increases every quarter in 2025/26, with satisfaction going from 65% in Q1 to 69% in Q2, then rising to 71% in Q3 before finishing in Q4 with 72%.

These shifts fall within the normal range for quarterly survey results and do not indicate concern, particularly as the annual results show a positive overall direction.

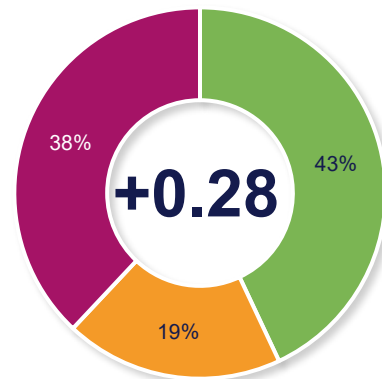
	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26
Overall Satisfaction	71%	72% (+0)	72% (+0)	75% (+3)
Well Maintained Home	71%	77% (+5)	73% (-4)	75% (+2)
Safe Home	78%	80% (+2)	77% (-3)	80% (+2)
Communal Areas	65%	69% (+4)	71% (+2)	74% (+3)
Repairs Last 12 Months	77%	80% (+3)	76% (-4)	78% (+3)
Time Taken Repairs	77%	76% (-1)	76% (+0)	79% (+3)
Listens & Acts	63%	63% (0)	63% (0)	70% (+7)
Kept Informed	70%	73% (+2)	73% (+1)	77% (+3)
Fairly & with Respect	77%	81% (+4)	77% (-4)	81% (+4)
Easy to Deal With	74%	77% (+3)	75% (-2)	78% (+4)
Neighbourhood Contribution	65%	70% (+4)	64% (-5)	72% (+8)
Approach to ASB	59%	55% (-4)	51% (-4)	63% (+13)
Complaints Handling	30%	27% (-3)	20% (-8)	30% (+10)



Summary

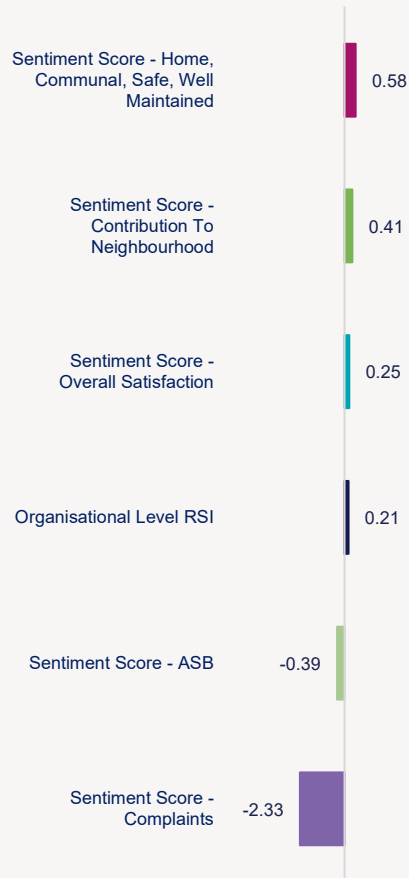
Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of resident feedback across all key service areas. It is based exclusively on responses to the 7 core RSI open-ended questions. It reflects how positively or negatively residents feel about the organisation's performance across these key areas. Please note, if your organisation does not ask all 7 core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question has been analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

Sentiment Scores



Summary

Overall Satisfaction

Many tenants highlight delays, follow up issues and concerns about the quality of completed repairs. Property condition, including damp and mould, also appears frequently and continues to influence views. Some tenants describe helpful staff and positive experiences with urgent repairs, but communication and transparency remain key areas shaping overall satisfaction.

The Home

Property condition and responsive repairs appear most often, with tenants highlighting slow responses, repeated visits and longer term concerns such as damp or structural issues. Views on communal and grounds maintenance are mixed, with some tenants noting improvements and others reporting inconsistent cleaning or upkeep. Routine safety checks and urgent repairs are generally seen positively.

Repairs and Maintenance

Repairs generate some of the strongest and most frequent feedback. Tenants praise prompt attendance for urgent issues and the professionalism of staff, but many report delays, difficulties with diagnosis and the need for repeated follow up. Unresolved problems and uncertainty about next steps contribute to negative sentiment. Improvements in communication and reliability would have a significant impact in this area.

Neighbourhood Contribution

Neighbourhood related comments cover a wide range of experiences. Grounds maintenance, grass cutting and the cleanliness of shared areas attract both positive and negative views, with inconsistency a common concern. Tenants also raise issues linked to anti social behaviour, rubbish, fly tipping and the overall appearance of the area. Some positive remarks relate to community activity or well maintained spaces, but many tenants want more visible action and clearer communication.

ASB

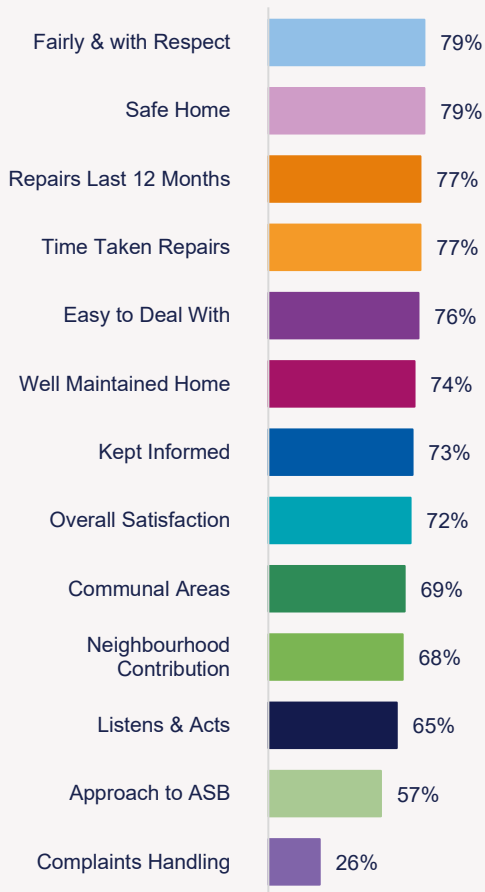
Views on how anti social behaviour is managed are mixed but lean towards dissatisfaction. Many tenants describe delays, limited follow up and uncertainty about what action has been taken after a report is made. Comments often refer to noise, neighbour disputes and safety concerns. Some tenants note supportive officers and examples of prompt action, but these are fewer in number. Better communication about outcomes and more consistent intervention would strengthen confidence in this area.

Complaints Handling

Experiences of the complaints process are mostly negative. Tenants commonly report slow responses, limited updates and cases that do not progress as expected. Some feel their complaints were closed without resolution or that they needed to chase repeatedly for information. Positive experiences exist but are uncommon. Greater clarity, more timely communication and stronger follow through are the main areas tenants identify for improvement.



Satisfaction with Measures



Conclusion

Overall, the 2025/26 results present a broadly positive and stable picture for Torus, with clear strengths in the areas that matter most to tenants. Satisfaction with repairs and maintenance remains a key asset, supported by improvements in both the quality of completed work and the time taken to carry it out. A well maintained home, feeling safe and being treated fairly and with respect continue to perform strongly and sit comfortably above sector medians. These areas form the backbone of tenant confidence, and the consistency of performance year-on-year reinforces Torus' position on core service delivery.

Neighbourhood contribution also shows one of the largest improvements this year, rising to 68%. While this marks a notable step forward, the underlying comments reveal that perceptions of the local environment remain mixed. Tenants frequently raise issues linked to cleanliness, grounds maintenance, estate presentation and wider neighbourhood conditions. Large neutral groups across these measures suggest that views are still forming, and that sustained, visible action in these areas could continue to shift perceptions positively.

In contrast, anti-social behaviour and complaints handling remain the most challenging areas. Satisfaction with complaints handling is low at 26%, and sentiment analysis highlights recurring themes of delays, limited updates, repeated chasing and uncertainty about outcomes. Similar issues are reflected in feedback on ASB, where many tenants feel cases take too long to progress and that communication is inconsistent. While some tenants describe supportive and responsive staff in more serious cases, the volume of negative sentiment indicates that these experiences are not yet widespread.

The sentiment analysis provides valuable depth to these findings. Negative sentiment is most strongly associated with unresolved repairs, damp and mould, repeated visits, and gaps in communication or follow-through. These issues, while not universal, carry significant emotional weight and have a disproportionate effect on trust and confidence. At the same time, tenants continue to highlight the professionalism and helpfulness of frontline staff, particularly during urgent repairs or direct contact with officers. These positive interactions remain an important protective factor against dissatisfaction.

Overall, the results indicate that Torus has maintained strong performance in several key areas while also achieving progress in neighbourhood-related measures and engagement. To continue building on this, the focus will need to remain on improving communication, ensuring consistent follow-up, strengthening the visibility of action on ASB and neighbourhood issues, and tackling longer-term property concerns such as damp and mould. These are the areas most likely to influence perceptions in the coming year and deliver further gains in tenant satisfaction.





Torus has commissioned Acuity to deliver compliant Tenant Satisfaction Measure (TSM) surveys in line with the Regulator of Social Housing's requirements. These surveys are designed using the mandatory TSM framework introduced from April 2023 and provide a consistent measure of tenants' views.

For 2025/26, surveys were carried out on a quarterly basis, with results combined to provide an annual view of performance. Overall, the 2025/26 results present a broadly positive and stable picture for Torus, with clear strengths in the areas that matter most to tenants

In addition to the TSM questions, tenant comments provide deeper insight into the issues that matter most to tenants. These comments help explain the reasons behind satisfaction and dissatisfaction and support the Council in identifying priority areas for improvement.

Shown opposite are a set of recommendations, building on the results of previous surveys and the findings from 2025/26.

Recommendations

Repairs and Maintenance

Repairs continue to be the most frequent driver of dissatisfaction among Torus tenants, particularly in relation to delays, repeated visits and unresolved non-urgent issues. Although satisfaction with repairs and the time taken to complete them has improved in 2025/26, comments show that inconsistency in diagnostic accuracy and follow-up still affects confidence in the service. Repairs are a key driver of overall satisfaction, so delays, unclear timescales and lack of progress updates have a real influence. Torus may wish to strengthen oversight of repair workflows, ensuring that appointments, completions and rescheduled visits are clearly communicated to tenants. Prioritising cases where health or safety may be affected will remain important, particularly where households are experiencing multiple or prolonged repair cycles.

Complaints Handling

Complaints handling remains the lowest-performing Tenant Satisfaction Measure for Torus and continues to require focused improvement. Tenant feedback frequently references slow responses, limited updates and a lack of clarity around outcomes, especially where complaints relate to unresolved repairs, anti-social behaviour or long-standing property issues. These gaps undermine confidence and contribute to consistently negative sentiment. Torus may wish to review the complaints journey to support more timely acknowledgement, clearer expectation-setting and regular communication throughout each stage. Providing concise and transparent closure summaries that explain actions taken, evidence considered and any next steps would help tenants feel that their concerns have been properly understood and resolved.

Damp and Mould

Concerns about damp, mould, cold homes and leaks continue to be mentioned throughout the comments, sometimes leading to concerns about longer-term structural issues. These areas attract some of the lowest sentiment scores and often require repeated visits before resolution, which contributes to heightened tenant frustration. In the context of Awaab's Law, the need for faster, coordinated and transparent responses to damp and mould cases is increasingly important. Torus may wish to ensure clear ownership of these cases, strengthen alignment between responsive repairs and planned works, and provide tenants with timely updates on diagnostics, timescales and the steps being taken to prevent recurrence. Demonstrating visible, proactive action will be key to improving tenant confidence in how more complex property issues are addressed.

Resident Sentiment Index (RSI)

Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes 7 key open ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

Some feedback will remain “Uncategorised” – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.



Demographics



Response Method

The results show clear variation between the two survey methods. CATI respondents consistently record higher satisfaction across all measures, with particularly strong scores for being treated fairly and with respect at 85%, and the provision of a safe home at 83%. Repairs measures also perform well in CATI, with 81% satisfied with repairs completed in the last 12 months and 80% satisfied with the time taken for repairs.

CAWI results are lower across the board, with overall satisfaction at 61% and similar patterns appearing for most other measures. The largest differences appear in engagement related questions, where listens and acts is 48% for CAWI compared with 71% for CATI, and neighbourhood contribution stands at 48% compared with 77%.

It is generally the case across the sector that telephone interviews result in higher satisfaction scores than web surveys. Although these gaps are notable, the general pattern of strengths and weaknesses remains the same across both channels. This suggests that while levels of satisfaction differ, the underlying service issues experienced by tenants are broadly consistent regardless of how they respond.

	All Residents	CAWI	CATI
Overall Satisfaction	72%	61%	77%
Well Maintained Home	74%	61%	78%
Safe Home	79%	66%	83%
Communal Areas	69%	57%	73%
Repairs Last 12 Months	77%	67%	81%
Time Taken Repairs	77%	67%	80%
Listens & Acts	65%	48%	71%
Kept Informed	73%	55%	80%
Fairly & with Respect	79%	64%	85%
Easy to Deal With	76%	63%	81%
Neighbourhood Contribution	68%	48%	77%
Approach to ASB	57%	42%	66%
Complaints Handling	26%	18%	31%



The results show some variation in satisfaction across the three areas. Liverpool records the strongest outcomes overall, with 74% satisfied with the service and consistently higher scores across measures such as a safe home at 81%, being treated fairly and with respect at 81% and ease of dealing with Torus at 78%. Repairs measures are also slightly stronger in Liverpool, with 79% satisfied with repairs in the last 12 months and 78% satisfied with the time taken.

St Helens sits close to the all resident averages across most measures. Overall satisfaction is 72%, and scores for repairs, home condition and safety reflect similar levels. Engagement scores are slightly mixed, with listens and acts at 63% and kept informed at 71%, but there are no clear areas of particular concern.

Warrington records slightly lower scores on several measures, including overall satisfaction at 70% and well maintained home at 70%. Scores for communal areas and neighbourhood contribution are also lower at 64% and 67% respectively, although results remain broadly in line with the overall picture.

Overall, while there are differences between the areas, these are modest and do not suggest that issues are concentrated in any single location. The patterns indicate that the main strengths and challenges are shared across the three localities.

Area

	All Residents	Liverpool	St Helens	Warrington
Overall Satisfaction	72%	74%	72%	70%
Well Maintained Home	74%	76%	74%	70%
Safe Home	79%	81%	79%	75%
Communal Areas	69%	72%	70%	64%
Repairs Last 12 Months	77%	79%	77%	76%
Time Taken Repairs	77%	78%	77%	75%
Listens & Acts	65%	68%	63%	62%
Kept Informed	73%	76%	71%	73%
Fairly & with Respect	79%	81%	79%	77%
Easy to Deal With	76%	78%	76%	73%
Neighbourhood Contribution	68%	71%	65%	67%
Approach to ASB	57%	61%	53%	56%
Complaints Handling	26%	24%	30%	26%



Tenure

Across the different tenures, there are some clear differences in satisfaction. Those in supported accommodation have the highest overall satisfaction score at 85%, higher than that of the General Needs tenants by 13p.p. Supported tenants also have the highest level of satisfaction across five other measures, including the provision of a well maintained home. The highest score achieved in any measure also belongs to Supported tenants, this being 92% for the provision of a well maintained home, the provision of a safe home, and finding Torus easy to deal with.

Conversely, General Needs tenants have the lowest satisfaction score across the most measures, with 72% for overall satisfaction. Its lowest score belongs to the handling of complaints (25%), which is 15p.p below that of Rent to Buy tenants.

It is generally understood that Supported tenants have higher levels of satisfaction than other tenures, since more service provisions are usually made. This is also often the case with Housing for Older People, in this case aligning with the theory that older tenants tend to be more satisfied.

	All Residents	General Needs	Housing For Older People	Rent To Buy	Supported
Overall Satisfaction	72%	72%	77%	76%	85%
Well Maintained Home	74%	73%	80%	80%	92%
Safe Home	79%	78%	85%	81%	92%
Communal Areas	69%	67%	75%	76%	86% *
Repairs Last 12 Months	77%	77%	84%	72%	75% *
Time Taken Repairs	77%	77%	80%	76%	88% *
Listens & Acts	65%	64%	74%	71%	89% *
Kept Informed	73%	73%	79%	74%	89% *
Fairly & with Respect	79%	79%	83%	79%	83%
Easy to Deal With	76%	75%	81%	80%	92%
Neighbourhood Contribution	68%	66%	81%	81%	91%
Approach to ASB	57%	55%	68%	71%	100% *
Complaints Handling	26%	25%	31%	40%	75% *

*Base below 10



Age Group

The data shows a clear relationship between age and satisfaction, with satisfaction generally increasing among older residents. Younger age groups consistently record the lowest results, while tenants aged 65 and over report substantially higher satisfaction across almost all measures. This pattern mirrors the broader trends seen across the sector in regulatory reporting.

Tenants aged 75 to 84 and those aged 85 and over are the most satisfied overall, with 89% and 94% satisfied with the service. These groups also achieve very strong scores for a well maintained home, feeling safe, being treated fairly and with respect, and ease of dealing with Torus. In contrast, tenants aged 25 to 34 record some of the lowest scores, with overall satisfaction at 66% and lower results across several measures, including listens and acts at 60% and neighbourhood contribution at 62%.

Satisfaction rises steadily through the middle age bands, with incremental increases across repairs, safety and engagement measures. Although the reasons for these differences are not definitive, they may reflect variations in expectations, household circumstances or property types across different age groups.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	72%	78%	65%	66%	68%	69%	74%	80%	89%	94%
Well Maintained Home	74%	80%	62%	66%	69%	71%	79%	85%	92%	92%
Safe Home	79%	75%	69%	73%	75%	78%	84%	87%	92%	94%
Communal Areas	69%	84%	54%	68%	67%	72%	72%	66%	84%	89%
Repairs Last 12 Months	77%	79%	68%	70%	76%	81%	78%	85%	92%	97%
Time Taken Repairs	77%	78%	69%	74%	72%	74%	76%	87%	91%	91%
Listens & Acts	65%	76%	60%	57%	58%	61%	62%	74%	84%	89%
Kept Informed	73%	76%	67%	69%	69%	69%	75%	77%	88%	95%
Fairly & with Respect	79%	91%	75%	74%	76%	74%	80%	84%	90%	98%
Easy to Deal With	76%	80%	71%	68%	73%	74%	76%	82%	92%	95%
Neighbourhood Contribution	68%	80%	65%	62%	57%	58%	70%	74%	88%	93%
Approach to ASB	57%	70%	53%	51%	52%	53%	53%	60%	75%	86%
Complaints Handling	26%	23%	26%	23%	31%	27%	28%	23%	18%	71% *

*Base below 10



Satisfaction varies by length of tenancy, with newer tenants generally reporting higher scores across most measures. Tenants in their first year record 80% overall satisfaction and strong results for repairs, home condition and engagement, including 84% satisfaction with repairs in the last 12 months and 82% for time taken. Those living in their home for less than one year also record higher than average scores, although slightly lower than the one year group.

Satisfaction levels fall among tenants with 2 to 10 years of tenure, with overall satisfaction between 66% and 72% and lower scores across several areas, particularly listens and acts, neighbourhood contribution and approach to ASB. Repairs-related measures also dip in these mid-tenure groups, with results typically in the low to mid 70s. Scores begin to rise again among tenants with longer tenure.

This pattern, where satisfaction is highest among newer tenants, dips during the mid-tenure period and then improves again over time, is consistent with trends seen across the sector. Differences may reflect expectations, property type or the level of issues experienced as homes age.

Length of Tenancy

	All Residents	Under 1 Year	1 Year	2-5 Years	6-10 Years	11-20 Years	20+ Years
Overall Satisfaction	72%	73%	80%	72%	66%	71%	77%
Well Maintained Home	74%	82%	83%	73%	65%	72%	80%
Safe Home	79%	88%	85%	77%	72%	76%	85%
Communal Areas	69%	78%	88%	64%	64%	65%	74%
Repairs Last 12 Months	77%	81%	84%	75%	73%	78%	81%
Time Taken Repairs	77%	73%	82%	73%	73%	79%	81%
Listens & Acts	65%	74%	77%	65%	59%	61%	67%
Kept Informed	73%	79%	81%	73%	71%	71%	74%
Fairly & with Respect	79%	88%	88%	78%	76%	76%	81%
Easy to Deal With	76%	83%	83%	75%	72%	72%	81%
Neighbourhood Contribution	68%	83%	78%	68%	66%	59%	69%
Approach to ASB	57%	72%	78%	55%	53%	52%	57%
Complaints Handling	26%	37%	35%	26%	28%	19%	25%



Property Type

Patterns across property types show some noticeable differences in satisfaction. Bungalows record some of the strongest scores, including 80% in overall satisfaction, 85% for feeling safe at home and 83% for being satisfied with repairs completed in the last 12 months. These results are likely influenced by the age profile of bungalow residents, as older tenants tend to report higher satisfaction across almost all measures. Bedsits also show high levels of satisfaction across several measures, although these results should be viewed cautiously due to the small base size.

Flats and houses sit close to the all resident averages, and both record 72% overall satisfaction, with similar scores for most measures. Maisonettes tend to show lower satisfaction overall, with 54% satisfied with the service and lowest scores across the most (eight) measures. However, the small base means the figures should be interpreted carefully.

Overall, the differences across property types are modest, and the same broad strengths and challenges appear across all groups.

	All Residents	Bedsit	Bungalow	Flat	House	Maisonette
Overall Satisfaction	72%	79%	80%	72%	72%	54%
Well Maintained Home	74%	77%	81%	75%	72%	71%
Safe Home	79%	75%	85%	79%	78%	76%
Communal Areas	69%	64%	67%	69%	72%	76%
Repairs Last 12 Months	77%	75% *	83%	79%	77%	53%
Time Taken Repairs	77%	75% *	81%	77%	76%	67%
Listens & Acts	65%	78% *	78%	65%	63%	67%
Kept Informed	73%	75%	80%	74%	72%	69%
Fairly & with Respect	79%	85%	82%	81%	78%	70%
Easy to Deal With	76%	85%	83%	75%	76%	62%
Neighbourhood Contribution	68%	67%	77%	68%	66%	57%
Approach to ASB	57%	88% *	69%	55%	56%	62%
Complaints Handling	26%	0% *	28%	27%	26%	38% *

*Base below 10



Satisfaction varies by gender, although the overall pattern of strengths and challenges remains broadly consistent. Male tenants report higher satisfaction across nine out of the thirteen measures, including 75% overall satisfaction, as well as stronger scores for a well maintained home at 78% and feeling safe at home at 81%. They also record higher results for listens and acts at 69% and being kept informed at 76%.

Female tenants show results that sit close to the all resident averages, with 71% overall satisfaction and similar scores for repairs and communication measures. Differences between male and female tenants are modest throughout, with both groups showing the same general areas of strength, such as feeling treated fairly and with respect, and the same areas of challenge, including complaints handling and approach to anti-social behaviour.

Overall, gender-based differences are present but limited, and the broader patterns seen in the results are shared across all groups.

Gender

	All Residents	Female	Male	Unknown
Overall Satisfaction	72%	71%	75%	80%
Well Maintained Home	74%	71%	78%	67% *
Safe Home	79%	77%	81%	80%
Communal Areas	69%	64%	74%	50% *
Repairs Last 12 Months	77%	77%	79%	100% *
Time Taken Repairs	77%	77%	76%	100% *
Listens & Acts	65%	63%	69%	56% *
Kept Informed	73%	72%	76%	70%
Fairly & with Respect	79%	78%	81%	67% *
Easy to Deal With	76%	75%	79%	80%
Neighbourhood Contribution	68%	65%	72%	71% *
Approach to ASB	57%	55%	60%	57% *
Complaints Handling	26%	30%	21%	0% *

*Base below 10



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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