



**Torus LCRA**

**TSM Tracker  
Q3 2025/26 Report**

Prepared by: Acuity Research & Practice



## Key TSM Metrics

### Overall Satisfaction

### The Home

### Repairs

### Neighbourhood

### ASB

### Engagement

### Complaints

### Wellbeing

### Trends

### Summary

# Introduction

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.

This is the third quarterly tracker survey completed by Acuity for 2025/26, and the target is to complete a minimum of 565 surveys per quarter and 2,257 per year to achieve the required margin of error. The survey was completed on a mixed method approach with the aim of a 25%/75% split between online and telephone interviews. At the end of the fieldwork period, 567 completed surveys were received, plus a further 52 incomplete surveys, which are also required to be included by the Regulator. Of these, 453 surveys were by telephone interview and 166 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. 73% of tenants gave permission to share their responses with their details attached, and 94% 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, 619 responses were received this quarter. This response is high enough to conclude that the findings are accurate to within  $\pm 3.9\%$  for the quarter and  $\pm 1.9\%$  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

Over seven out of ten tenants (72%) are satisfied with the overall service provided by Torus, and this has stayed the same since the previous quarter.

Seven measures have satisfaction levels of 70% or more. The highest of these are for provision of a safe home and how tenants are treated fairly and with respect (both 77%), followed by the repairs service in the last 12 months and the time taken to complete repairs (both 76%).

Conversely, two measures have satisfaction below 60%. These are the approach taken to deal with anti-social behaviour (51%), and just 20% are satisfied with the handling of complaints, the lowest scoring measure in this report.

Overall, out of the 12 TSMs and one additional question asked, two measures increased their scores in Q3, three measures remained at the same level, and eight decreased.

## TSM Key Metrics

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



### Responsible Neighbourhood Management





# Overall Satisfaction

Tenants were asked, *“Taking everything into account, how satisfied or dissatisfied are you with the service provided by Torus?”* This is the key metric in any tenant perception survey.

Satisfaction with the overall service provided by Torus is the same as last quarter, with over seven out of ten tenants (72%) satisfied. Of these, more are very satisfied (43%) than fairly satisfied (29%).

Under a fifth of tenants are dissatisfied (16%), and fewer tenants are very dissatisfied (8%) than fairly dissatisfied (19%). In addition, 12% are neither satisfied nor dissatisfied.

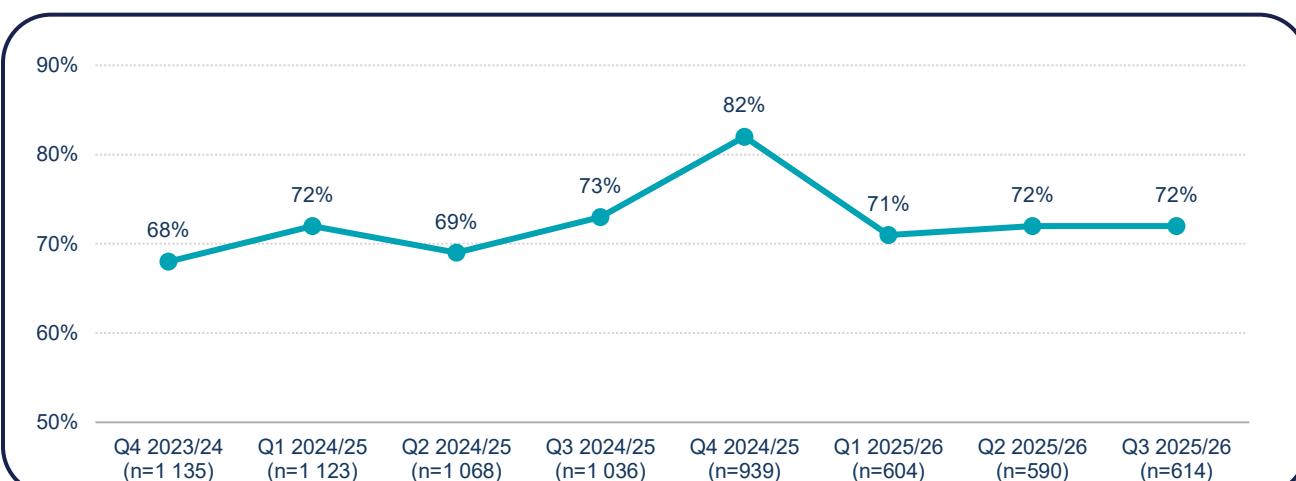
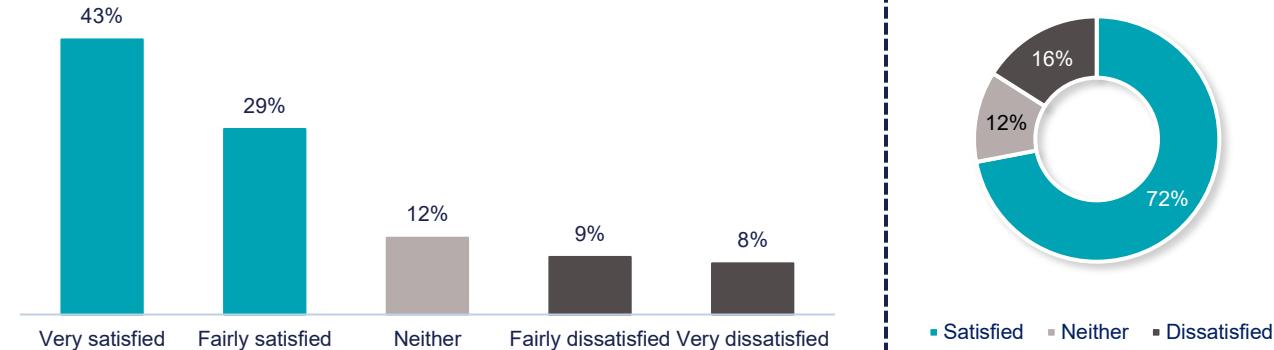
Torus supplied details of previous surveys, not completed by Acuity, to allow trend analysis. It should be noted that these previous surveys included more tenants, so the accuracy will be a little different.

The drop seen after switching to Acuity has been maintained this quarter. However, it remains to be seen whether the higher result in Q4 2024/25 was an outlier or if the lower scores since the change in survey provider represent the new norm.

Apart from the number of tenants surveyed, survey methodology, timing, and service level improvements can all contribute to the overall satisfaction score.



## Overall Satisfaction



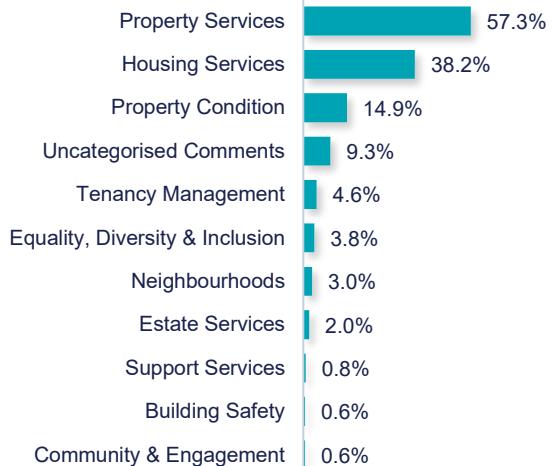
# Overall Satisfaction

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

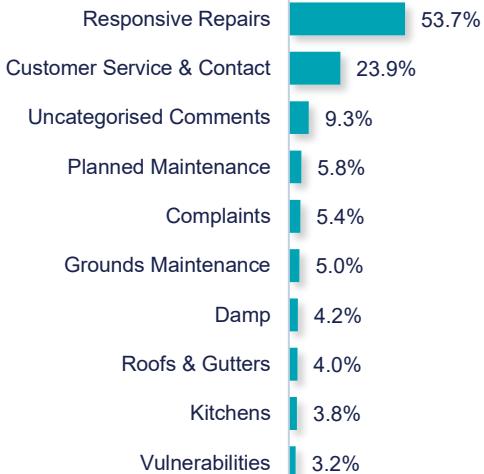


Base Size: 503

## Categories



## Top 10 Subcategories



## Attribute

Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	203	48.1%	+0.14
Resolution	92	21.8%	-1.75
Subcategory, no attribute (yet)	86	20.4%	+0.44
Quality of Work / Service	79	18.7%	+0.29
Satisfaction	52	12.3%	+3.77
Communication / Transparency	44	10.4%	-0.32
Appointments / Convenience	19	4.5%	-2.05
Effort	19	4.5%	-0.68
Staff Conduct	15	3.6%	+3.20
Listening / Acting	11	2.6%	+0.18
Empathy	10	2.4%	+1.10
Worker Conduct	7	1.7%	+1.71
Consistency	6	1.4%	-1.67
Accountability	3	0.7%	-2.33
Trust	3	0.7%	0.00
Fairness	2	0.5%	-2.50
Safety	2	0.5%	-1.00
No Comments	2	0.5%	+2.50
Accessibility	1	0.2%	+3.00



Many respondents praised the promptness and professionalism of repair personnel, highlighting quick responses to urgent issues and effective resolutions. However, frustrations arose from unresolved repairs, poor communication, and inconsistent service, particularly regarding repeated issues like mould, leaks, and insufficient follow-up on complaints.

Tenants expressed concerns about the quality of workmanship, often feeling repairs were merely temporary fixes rather than thorough solutions. Some highlighted prolonged waiting times for essential repairs and a lack of updates on outstanding issues, leading to feelings of neglect. Additionally, there were complaints regarding inadequate support for vulnerable tenants and a perceived lack of resources dedicated to communal area maintenance.

Overall, while many tenants reported positive experiences, a number expressed disappointment with the repair process, suggesting that improvements in communication, consistency, and responsiveness are necessary to enhance tenant satisfaction and trust in the service.

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



## Well Maintained, Safety & Communal Areas

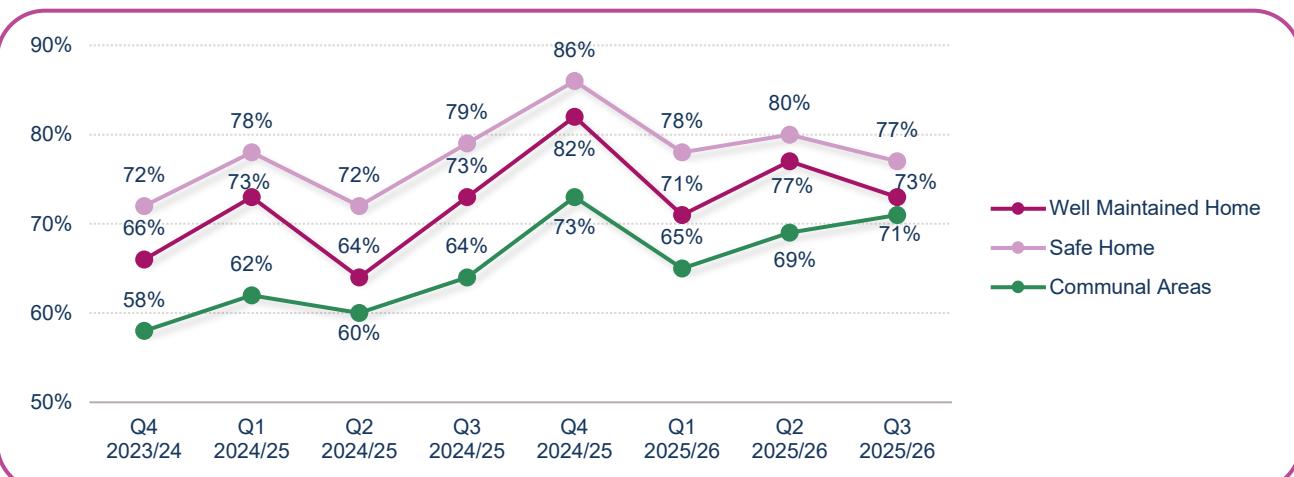
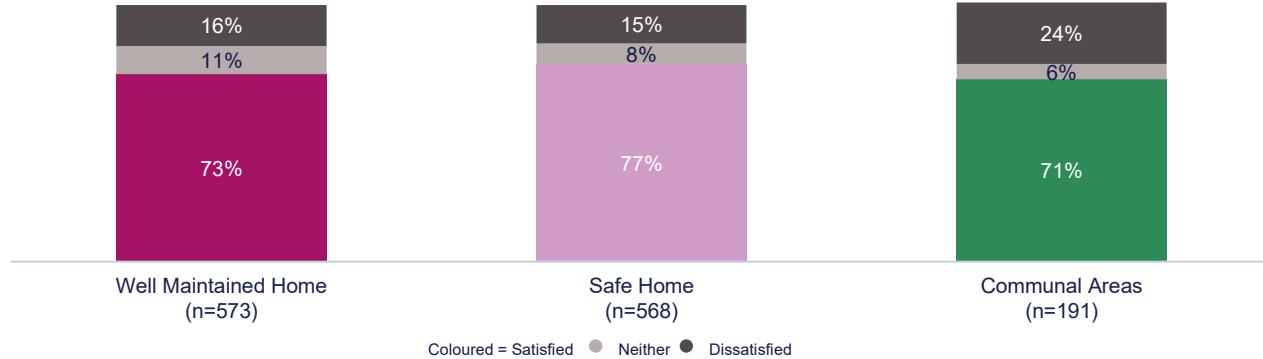
More than seven out of ten tenants (73%) feel their home is well maintained, although over a tenth (16%) are dissatisfied. Satisfaction has seen a decrease of 4 percentage points (p.p) in Q3 2025/26.

More tenants tend to feel that their homes are safer than they are well-maintained, and this is the case for Torus. More than three quarters of tenants (77%) are satisfied with the safety of their home. However, over a tenth (15%) still remain dissatisfied. Satisfaction with this measure has fallen by 3p.p this quarter.

The safety of the home can be influenced by a range of factors, including safety checks, building security, and repair issues, as well as neighbourhood problems such as anti-social behaviour. For example, while all necessary safety checks may be carried out by Torus, how safe tenants feel daily could be affected by factors such as noise from neighbours, broken locks on doors, etc.

Over a third of tenants (35%) surveyed live in a building with communal areas that Torus is responsible for maintaining. Of these tenants, just over seven out of ten (71%) are satisfied that their communal areas are kept clean and well maintained, while almost a quarter (24%) are dissatisfied. Satisfaction with the upkeep of communal areas has increased by 2p.p in this survey.

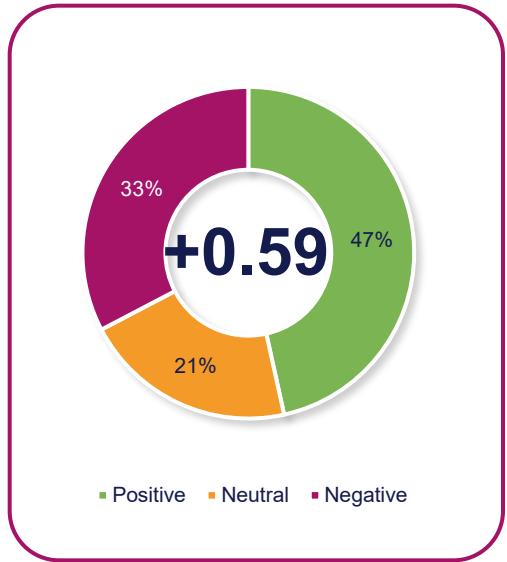
# Well Maintained, Safety & Communal Areas



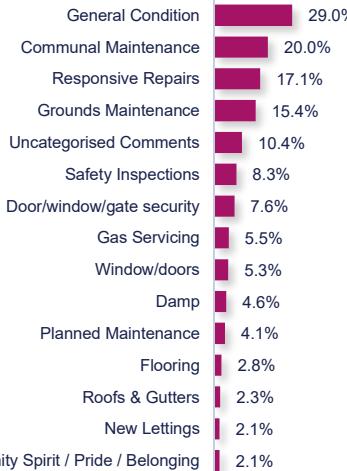
# The Home

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

Base Size: 434



## Top Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	85	19.6%	-0.15
Subcategory, no attribute (yet)	78	18.0%	+0.38
Timeliness & Responsiveness	65	15.0%	-1.51
Safety	35	8.1%	+1.03
Resolution	26	6.0%	-2.15
Satisfaction	19	4.4%	+3.32
Communication / Transparency	15	3.5%	-2.87
Listening / Acting	9	2.1%	-3.44
No Comments	9	2.1%	-0.89
Worker Conduct	7	1.6%	-0.86
Accountability	4	0.9%	-4.50
Empathy	3	0.7%	-4.33
Appointments / Convenience	2	0.5%	-5.00
Consistency	2	0.5%	0.00
Effort	2	0.5%	+1.00
Staff Conduct	2	0.5%	+5.00
Trust	1	0.2%	-5.00
Accessibility			-
Fairness			-

The survey reports that many tenants feel their homes are safe, citing regular gas and electrical safety checks as positive aspects. However, recurring issues with maintenance are prominent, with numerous comments about neglected repairs, such as persistent damp, broken doors, and inadequate responses to maintenance requests. Some respondents reported lengthy delays in addressing ongoing problems, leading to dissatisfaction with the service provided.

Communal areas received criticism, particularly concerning cleanliness, safety, and maintenance. Many tenants expressed frustration over littering, fly-tipping, and insufficient cleaning frequency, contributing to an unwelcoming environment. While some respondents praised the efforts to maintain gardens and communal spaces, others noted that these areas required more attention.

Additionally, concerns about communication and responsiveness from management were prevalent, with reports of inadequate follow-ups on complaints. Overall, while safety seems to be adequately addressed in many homes, maintenance issues remain a significant source of discontent among tenants, highlighting an area needing urgent attention to improve overall satisfaction.



# Keeping Properties in Good Repair



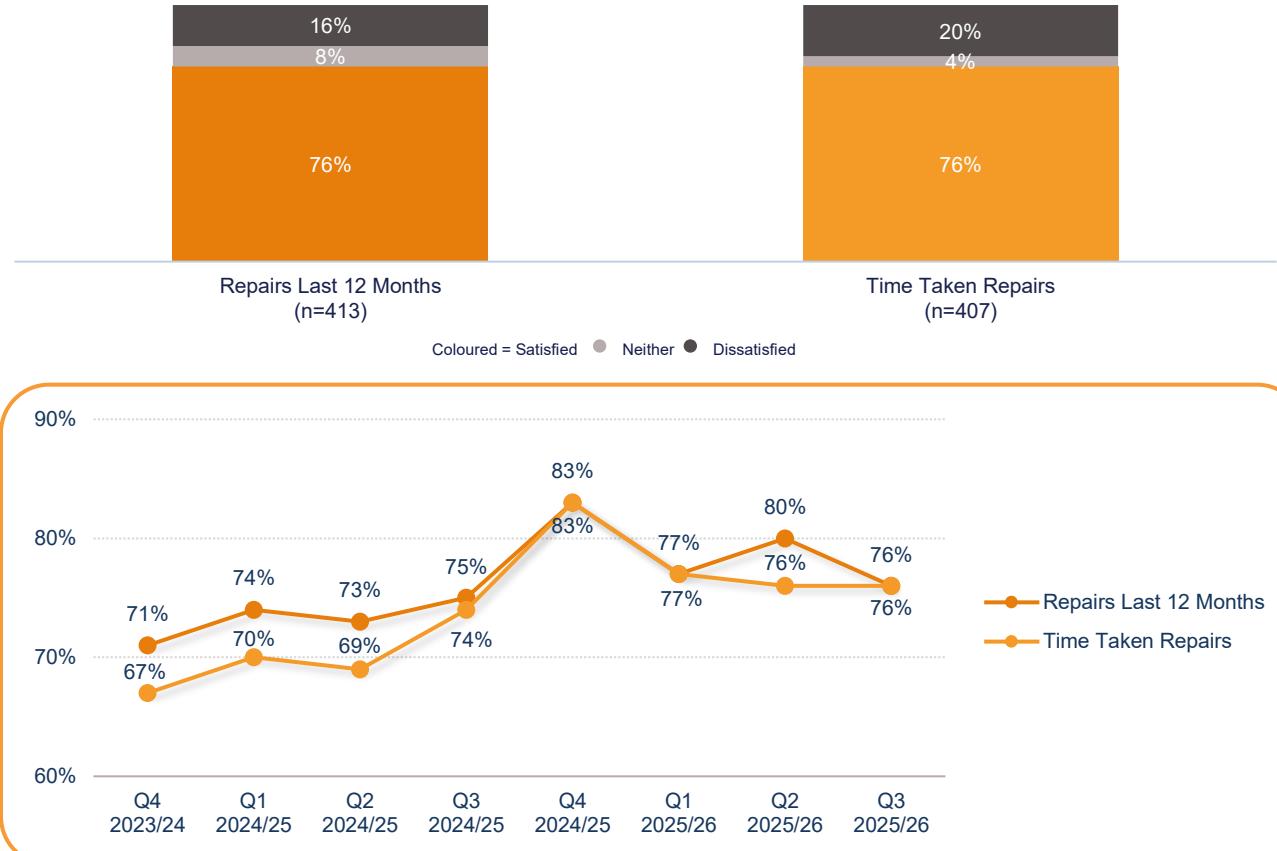
# Keeping Properties in Good Repair

More than seven out of ten tenants (72%) said they had a repair completed in the last 12 months. Of these, over three quarters of tenants (76%) are satisfied with the repairs service during this period. Some 15% remain dissatisfied, and a further 8% gave a neutral response.

Satisfaction with the overall repairs service measure has decreased by 4p.p in Q3.

Similarly, just over three-quarters of tenants (76%) are satisfied with the time taken to complete repairs, whilst 20% are still dissatisfied, and a further 4% are neither satisfied nor dissatisfied.

Satisfaction with the time taken to complete repairs has remained the same in Q3.





# Contribution to the Neighbourhood

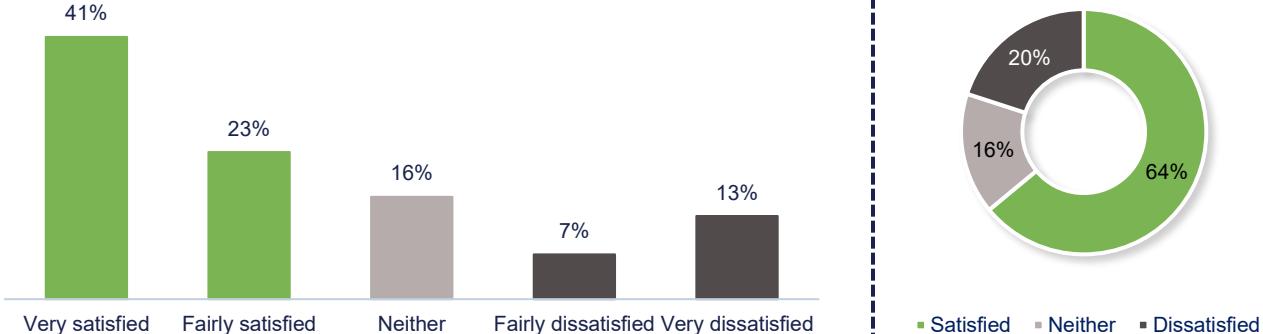


# Contribution to the Neighbourhood

More than six out of ten tenants (64%) are satisfied that Torus provides a positive contribution to the neighbourhood, and more tenants are very satisfied (41%) than fairly satisfied (23%).

However, a fifth (20%) are dissatisfied, while a further 16% are neither satisfied nor dissatisfied.

Satisfaction with this measure has decreased by 5p.p this quarter. Furthermore, dissatisfaction has increased by 5p.p.

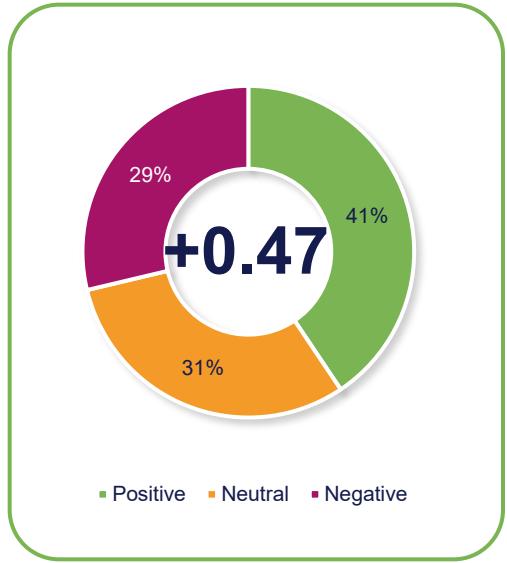


# Neighbourhood Contribution

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



Base Size: 259



## Top Subcategories

Neighbourhood Contribution	71.0%
Grounds Maintenance	13.9%
Anti Social Behaviour	3.1%
Responsive Repairs	2.7%
Rubbish, Bins & Recycling	2.7%
Customer Service & Contact	2.3%
Parking & garages	2.3%
Community Spirit / Pride	2.3%
Uncategorised Comments	2.3%
Communal Maintenance	1.9%
Complaints	1.5%
Pest/Vermin Issues	1.5%
General Condition	1.5%
Window/doors	1.2%
Resident Events / Activities	1.2%

Attribute	Count	%	Sentiment Score
Satisfaction	61	23.6%	+1.93
Subcategory, no attribute (yet)	61	23.6%	+0.82
No Comments	44	17.0%	-0.43
Quality of Work / Service	42	16.2%	+0.64
Timeliness & Responsiveness	20	7.7%	-0.55
Communication / Transparency	10	3.9%	+0.50
Listening / Acting	10	3.9%	-3.20
Resolution	8	3.1%	-0.25
Staff Conduct	6	2.3%	-0.67
Empathy	3	1.2%	-5.00
Safety	3	1.2%	+0.33
Effort	1	0.4%	-3.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Fairness			-
Trust			-
Worker Conduct			-

Many tenants appreciate their efficiency in addressing maintenance and repair issues, noting prompt service and the presence of vans for upkeep activities like grass cutting and rubbish removal. Positive comments highlight a sense of community with communication through letters and local events for families and young people, indicating a desire for social support.

However, dissatisfaction emerges from concerns about inadequate maintenance, particularly relating to communal areas, gardens, and issues such as fly-tipping, dog fouling, and parking shortages. Some respondents feel neglected, stating that their neighbourhood seems overlooked compared to others, with many mentioning a lack of active engagement with residents.

Critical feedback emphasises ongoing problems with antisocial behaviour, unsafe conditions like uneven footpaths, and poor responses to complaints. Overall, while there are those who express satisfaction with the services provided, a substantial number of residents feel that Torus could improve its efforts in maintaining the area and addressing tenants' concerns. The mixture of supportive and critical sentiments highlights an opportunity for Torus to enhance its community engagement and maintenance strategies.



# Approach to ASB



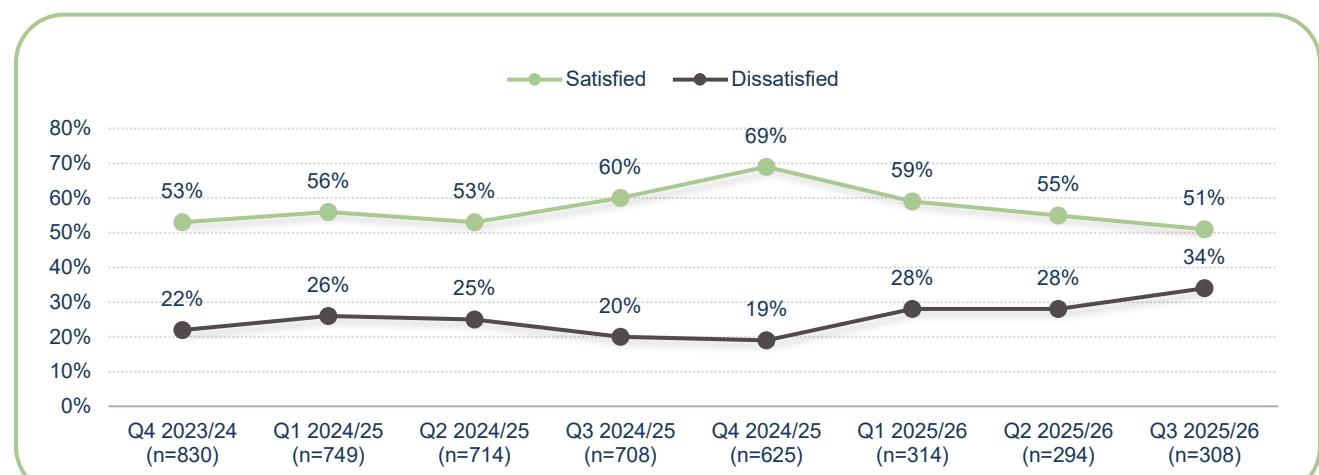
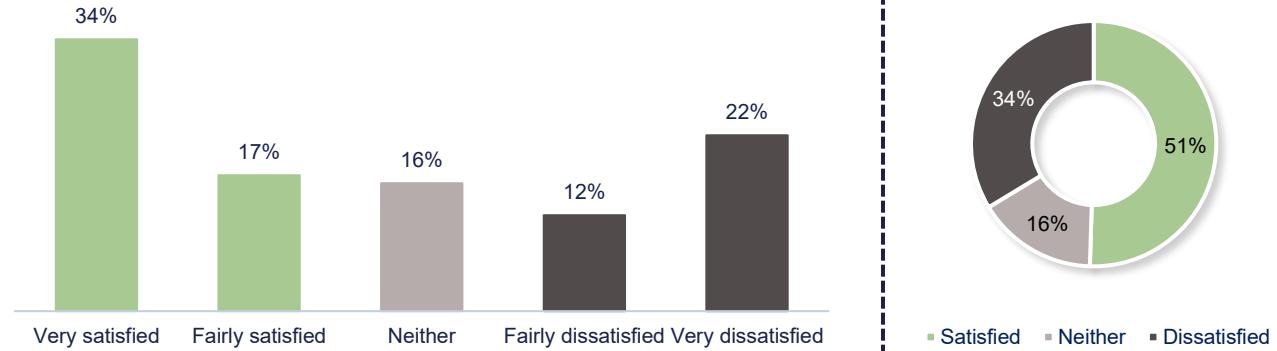
## Approach to ASB

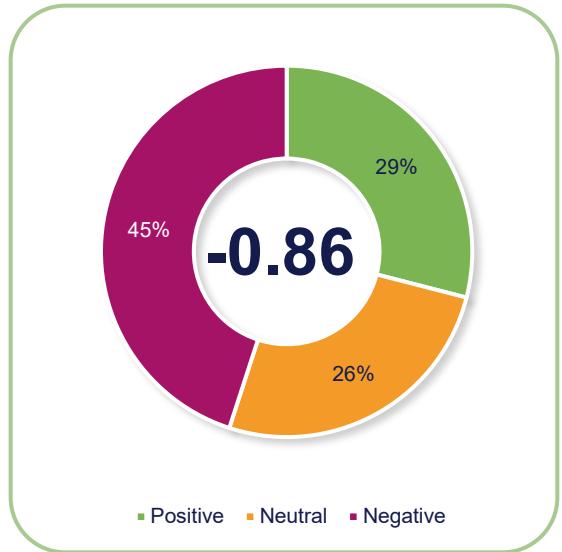
Satisfaction with the handling of anti-social behaviour (ASB) has decreased by 4p.p in Q3, with just over half of tenants (51%) satisfied. More tenants are very satisfied than are fairly satisfied, 34% and 17% respectively.

Furthermore, dissatisfaction has increased by 6p.p. in Q3 to 34%, and more tenants are very dissatisfied (22%) with the way ASB is dealt with than fairly dissatisfied (12%). Some 16% of tenants are neither satisfied nor dissatisfied.

Satisfaction with the handling of ASB has been trending downwards for the past three surveys. Dissatisfaction had been correspondingly rising to the highest level it has been in the past two years.

All tenants were asked about their perception of how Torus handles cases of ASB, not just those who have reported a case within the previous twelve months. This can lead to some unexpected results and relies heavily on how effective communication is with all tenants, not just those who have experienced ASB in the past.





Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	70	36.1%	-1.16
Listening / Acting	43	22.2%	-1.84
Timeliness & Responsiveness	36	18.6%	-0.58
Resolution	30	15.5%	-0.40
No Comments	24	12.4%	-0.38
Satisfaction	17	8.8%	+1.35
Quality of Work / Service	15	7.7%	+1.00
Communication / Transparency	7	3.6%	-5.00
Effort	3	1.5%	-1.67
Fairness	2	1.0%	-5.00
Trust	2	1.0%	0.00
Accountability	1	0.5%	-5.00
Empathy	1	0.5%	-5.00
Safety	1	0.5%	-3.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Staff Conduct			-
Worker Conduct			-

The survey shows that many tenants expressed satisfaction with the handling of ASB, particularly noting positive interactions with authorities like the police and Torus. Several mentioned that past issues had been resolved effectively, highlighting quick responses to complaints.

However, a portion of participants reported ongoing or unresolved ASB situations, with criticism centred on slow response times and inadequate actions. Common issues included noise disturbances, drug use, and bullying, particularly affecting vulnerable individuals. Some felt that their complaints were not taken seriously, with instances of feeling overlooked or dismissed.

Concerns were raised about the lack of action from Torus regarding persistent issues, leading to frustrations about the perceived ineffectiveness of management processes. Tenants highlighted the need for better support and communication, indicating that those suffering from ASB felt their voices were not heard. Overall, while some praised the efforts made, there remains a demand for more consistent and effective measures to address ASB in their communities.



# Respectful & Helpful Engagement



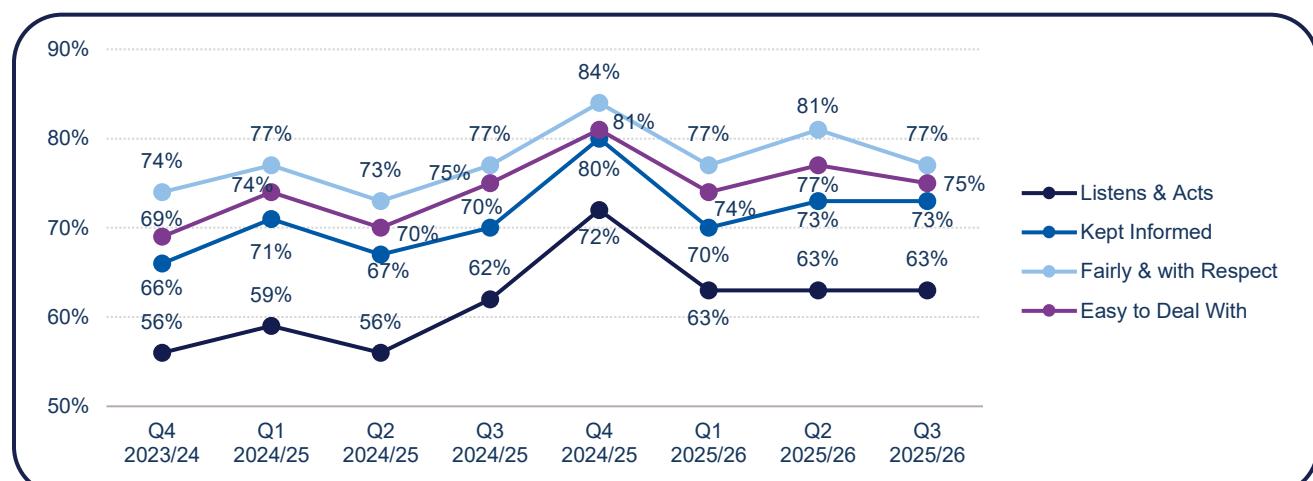
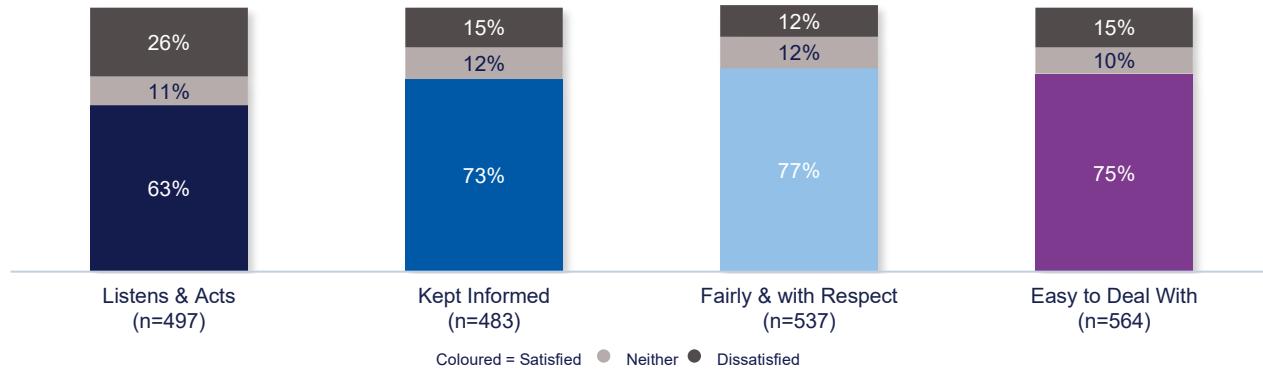
# Respectful & Helpful Engagement

Just over three quarters of tenants (77%) agree they are treated fairly and with respect, decreasing by 4p.p in Q3. Just over a tenth (12%) disagree, with a further 12% who neither agree nor disagree.

Under three-quarters of tenants (73%) are satisfied that Torus keeps them informed about things that matter to them, an increase of 1p.p in Q3. However, some 15% of tenants are dissatisfied with this aspect of service.

Commonly, satisfaction with the way tenants' views are listened to and acted upon is lower. This is true here, with under two-thirds of tenants (63%) satisfied that Torus listens to their views and acts upon them, remaining at the same level in Q3 as the last two quarters. A quarter (26%) remain dissatisfied, and a further 11% gave a neutral response.

Three-quarters of tenants find Torus easy to deal with (75%), and this is down 2p.p since the previous survey. However, under a fifth (15%) remain dissatisfied, and some 10% are neither satisfied nor dissatisfied.





# Respectful & Helpful Engagement

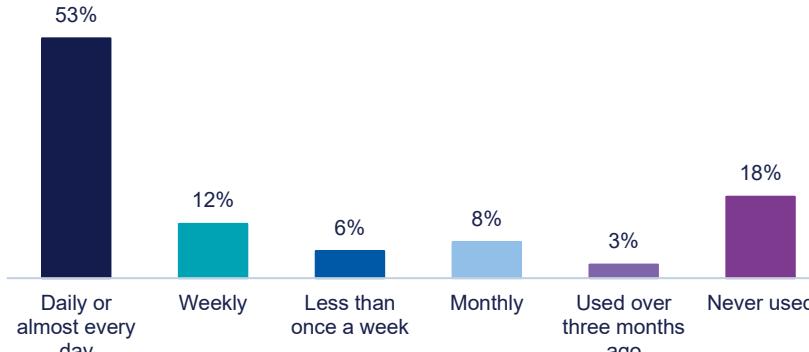
Tenants were asked about their use of online services, and 53% said they use these daily, with a further 12% using them weekly. There are 17% of tenants who use online services less frequently, and 18% said they've never used them.

Of these, 36% said they do use the 'My Torus' option on the website, although the remaining 64% don't.

When asked why some don't use these services, the comments are summarised in a word cloud to the right. Problems with access to the internet are the main reasons, whilst some simply prefer not to use them. The full set of comments is available to view on the dashboard.

When asked about their preferred method of contact, 67% said by telephone, and 22% prefer the use of email. Just 2% want contact via the 'My Torus' account.

Online Services Frequency



## My Torus Prevention Comments

"I phoned up because the repairs I have had have usually been emergency ones."

"I prefer to call, I don't use the internet service."

"I've forgotten all about it. To be honest I just remember now when you mention it. Actually when I hang up I will go onto it."

"I do not have access to the internet."

"I don't know what it is."

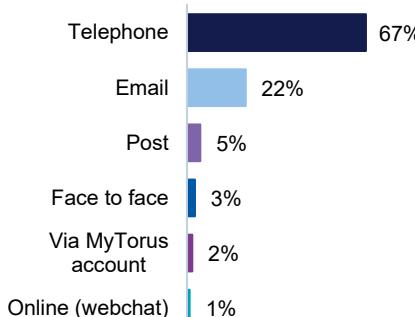
"I did not know that the " my Torus" account existed."

"I'm not very good with technology of today."

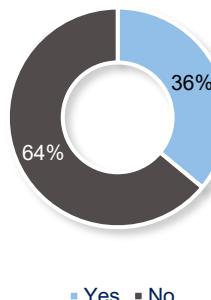
"I like to use the phone its quicker."

"I keep getting locked out."

Preferred Contact Method



Use 'MyTorus'?





# Effective Handling of Complaints



A quarter of tenants (25%) stated they had made a complaint to Torus in the last 12 months, although it is not possible to determine how many of these are official stage 1 complaints following a failure of service or service requests which are yet to be fully actioned.

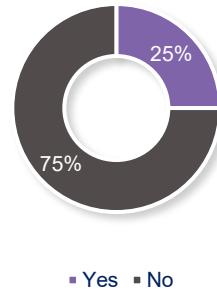
Nevertheless, only 20% of tenants are satisfied with the handling of these complaints, with over two-thirds of the tenants (69%) dissatisfied. Just under half of the tenants (45%) are very dissatisfied, 24% are fairly dissatisfied, and a further 12% gave a neutral response.

This quarter has seen an 8p.p decrease in satisfaction with the handling of complaints, but only a 1p.p increase in dissatisfaction with this measure. This shows more tenants have moved into a neutral response. These are now at their lowest and highest points, respectively, since these TSM-based surveys began. As this measure has a lower response rate than most TSM questions, satisfaction can fluctuate more between quarters.

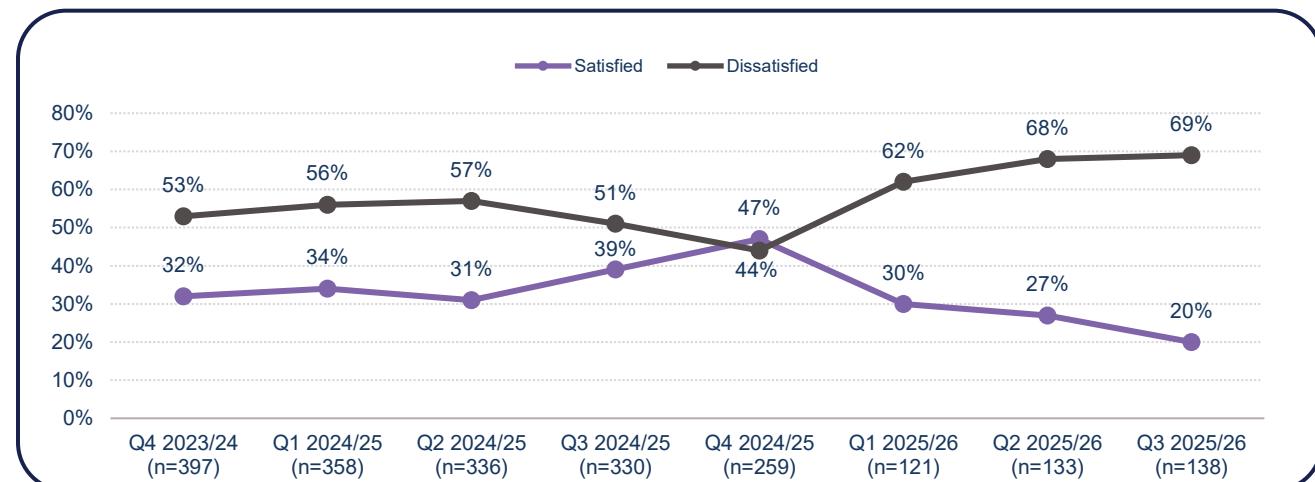
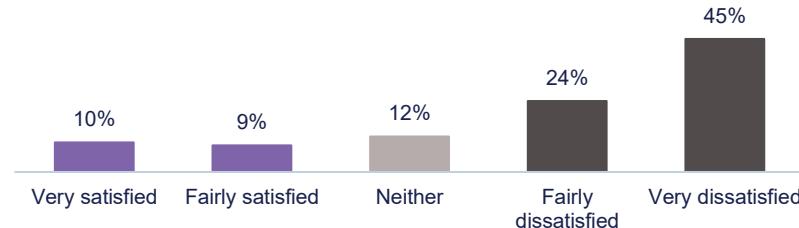
This is, perhaps, to be expected with the release of the Ombudsman complaints code. The probe on complaints, presented on the next slide, could be the best method for understanding what tenants interpret as a complaint and, more importantly, what Torus could do to address these issues.

## Effective Handling of Complaints

Complaint in last 12 months



Satisfaction with Complaints Handling

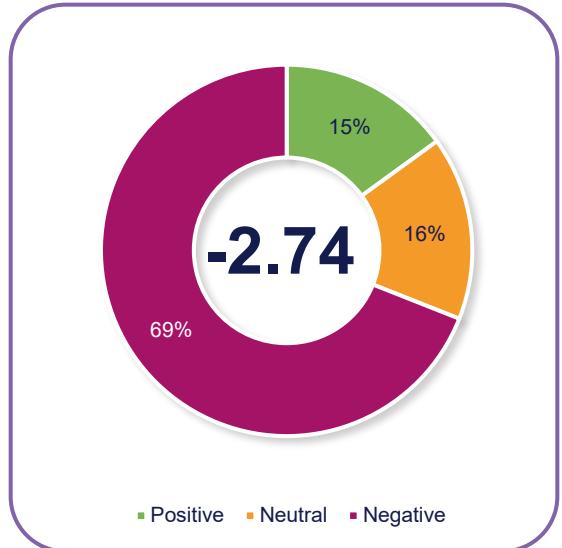


# Complaints

Please describe your experience of how complaints are handled.



Base Size: 114



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	35	30.7%	-2.09
Communication / Transparency	32	28.1%	-2.69
Timeliness & Responsiveness	24	21.1%	-2.88
Resolution	20	17.5%	-3.40
Listening / Acting	19	16.7%	-3.95
Quality of Work / Service	9	7.9%	-4.22
Effort	6	5.3%	-2.83
Satisfaction	6	5.3%	-2.00
Accountability	2	1.8%	-5.00
Trust	2	1.8%	-5.00
No Comments	2	1.8%	-2.50
Appointments / Convenience	1	0.9%	-5.00
Consistency	1	0.9%	-5.00
Empathy	1	0.9%	-5.00
Safety	1	0.9%	-5.00
Accessibility		-	-
Fairness		-	-
Staff Conduct		-	-
Worker Conduct		-	-

The survey responses reveal dissatisfaction with the handling of complaints by the housing service. Many respondents expressed frustration over unfulfilled promises, poor communication, and inadequate follow-up on their issues. A recurring theme is the lengthy delay in responses, often exceeding the expected timeframes, with some residents reporting unresolved complaints after months. Issues such as antisocial behaviour, maintenance delays (including urgent repairs), and communication breakdowns were frequently noted.

Positive feedback emerged regarding specific staff members' efforts, yet those instances were often overshadowed by negative experiences. Some respondents felt dismissed or ignored, and there were reports of feeling bullied during the complaint process. The lack of accountability and perceived incompetence of complaint handlers further fueled dissatisfaction, with many stating that correspondence was inadequate and often circular.

While a few respondents reported satisfactory resolutions, the overall sentiment reflects a need for improved complaint management, better staff training, and more effective communication to regain trust from residents and address ongoing issues efficiently. Many expressed a desire for a more proactive and responsive approach to resolving complaints.



# Wellbeing



# Cost of Living

Tenants were asked, *“How concerned are you about the cost-of-living crisis for you personally?”*

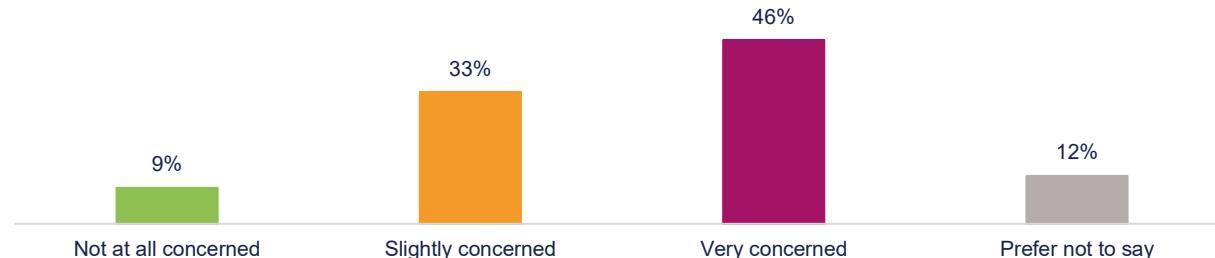
Some 46% of tenants are very concerned, with a further 33% slightly concerned. Just 9% of tenants are not at all concerned, while 12% preferred not to say.

It is well established that there is a relationship between levels of concern and satisfaction, and the chart opposite shows this.

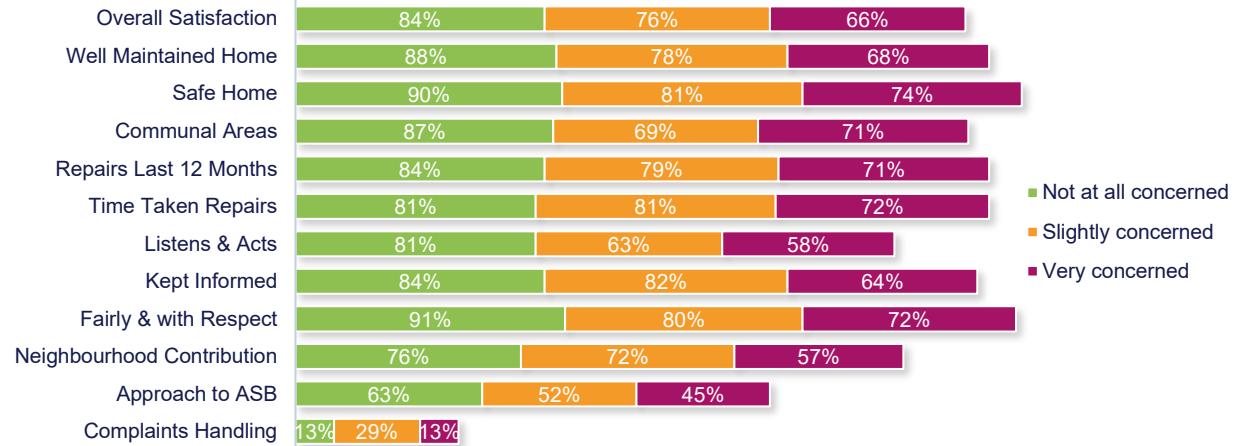
Generally, tenants who are not at all concerned about the cost of living report higher satisfaction levels, particularly when compared with those who are very concerned. For example, 84% of residents who are not concerned are satisfied with the overall service, compared with 66% of those who are very concerned.

This pattern suggests that any additional support Torus can provide, such as benefits, budgeting, or financial advice, could not only help improve satisfaction levels but also positively impact the well-being of those affected.

## Cost of Living Concern



## Cost of Living Concern & Satisfaction





# Trends



## Trends Over Time - Closed Questions

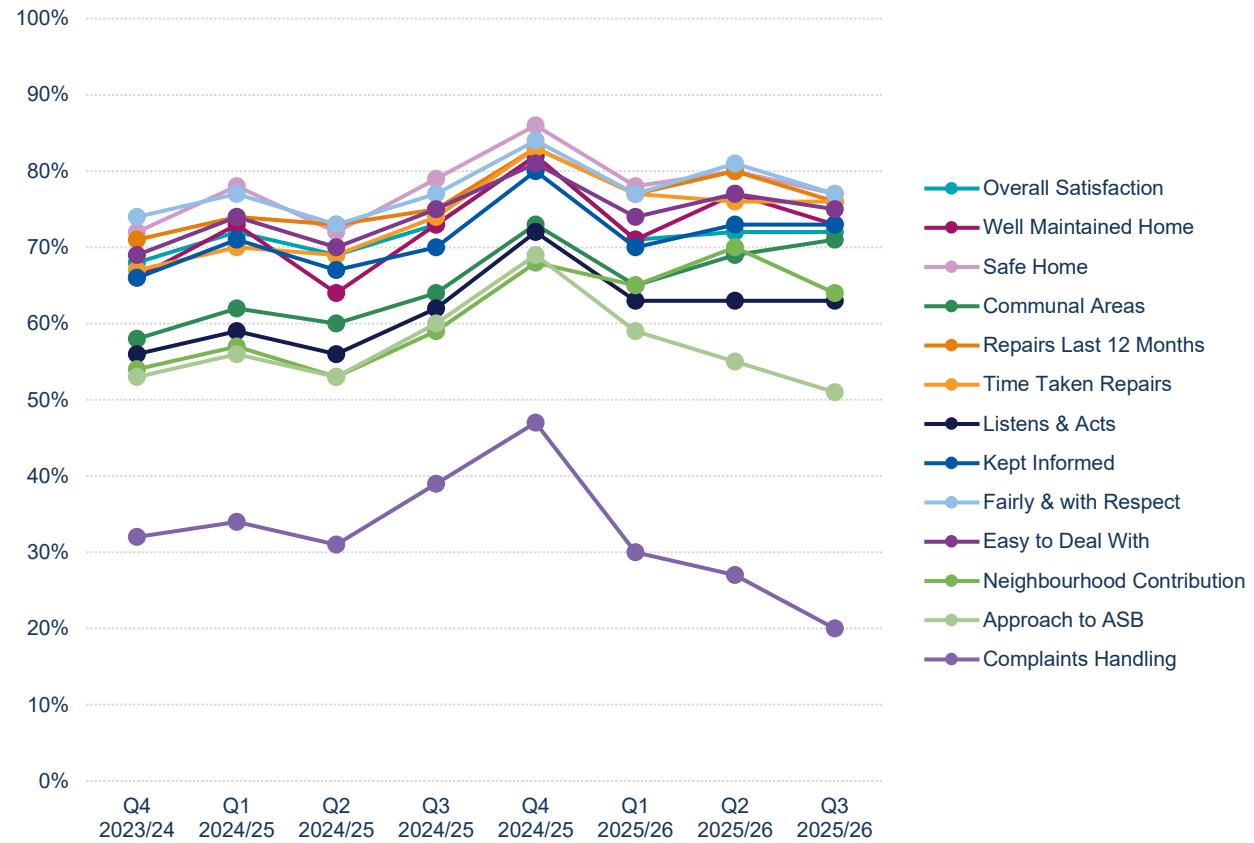
This chart shows the fluctuating nature of satisfaction for the 12 TSMs and one additional question asked from quarter to quarter.

As has been shown throughout this report, satisfaction has increased for two measures, a 2p.p. increase in upkeep of communal areas and a 1p.p. increase in tenants being kept informed.

Overall satisfaction has remained the same, alongside the time taken to complete repairs and Torus listening to and acting upon tenants views.

The remaining eight measures have all decreased. These are complaints handling (down by 8p.p.), neighbourhood contribution (down by 5p.p.), approach to ASB, repairs in the last 12 months, a well maintained home and treating tenants fairly and with respect (all down by 4p.p.), provision of a safe home (down by 3p.p.), Torus being easy to deal with (down by 2p.p.),

To be classified as statistically significant, changes must exceed the combined margins of error for the last two surveys, in this case around 8p.p. None of the changes meet this threshold, although any change can indicate a direction of travel.



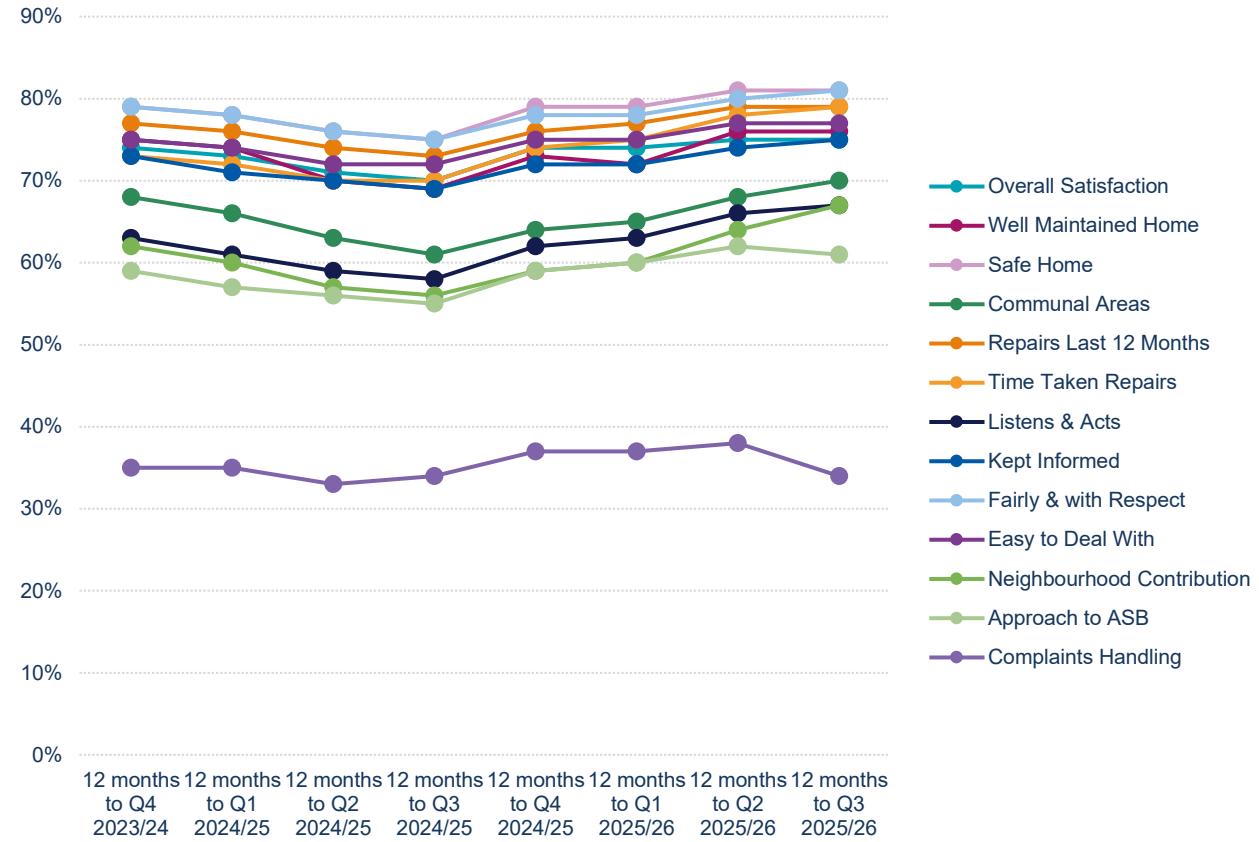


## 12 Month Rolling Averages

The chart opposite plots the 12-month rolling averages, and these provide a better view of the longer-term or underlying levels of satisfaction, but the averages are as much influenced by those results dropping off as by those being added on.

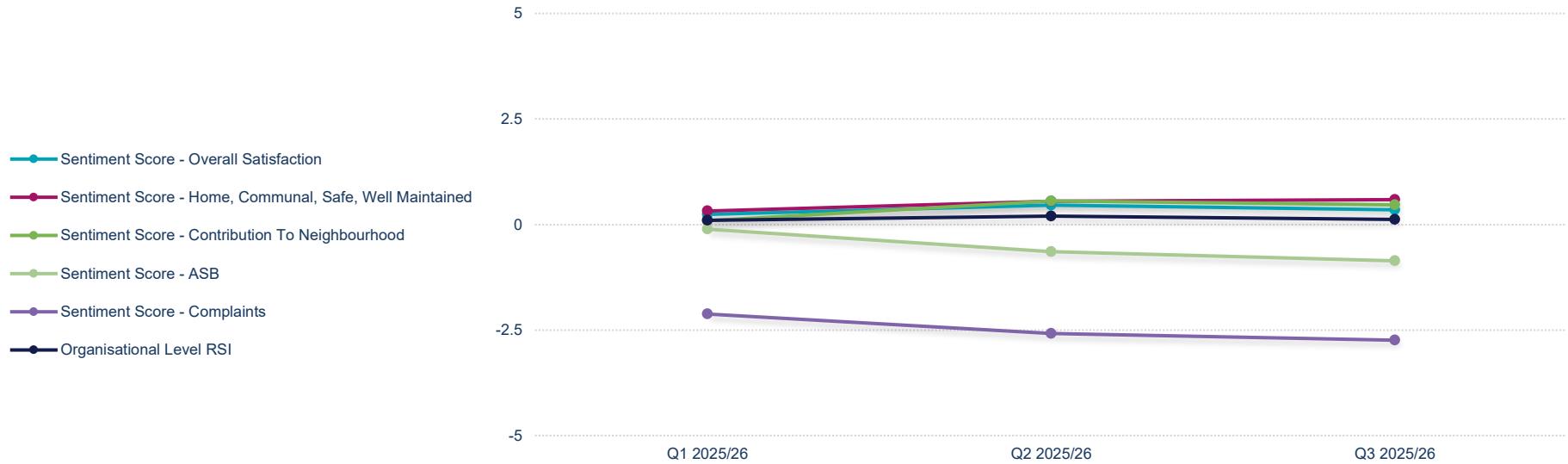
The trend lines shown here are flatter and are less subject to quarterly changes.

Most changes do not exceed 2p.p. except upkeep of communal areas, time taken to complete repairs, tenants being kept informed, neighborhood contribution, approach to ASB and complaints handling. Only two of these are headed downwards, the rest showing improvement over the last 12 months.





# Trends Over Time - Sentiment Scores



Sentiment scores have again been calculated based on the responses to tenants to the open questions. Safe and well maintained home, communal spaces is now the highest sentiment at +0.59, the highest it's been since the sentiment scores began.

However, sentiment with anti-social behaviour has fallen to -0.86, and complaints remains the lowest score, at -2.74, also falling this quarter.

Ultimately, four scores are positive including the overall RSI score at +0.20. While some directions of travel can be seen, once more data is added, trends will begin to emerge. At the end of the year, we will be able to benchmark the sentiment data against other providers who have asked the same questions. This will give Torus the chance to act on any changes, so improving the service that matters most to tenants.

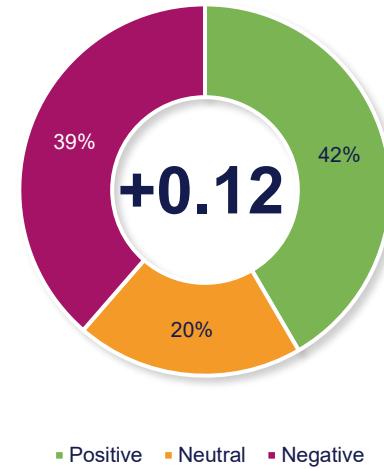


# Summary

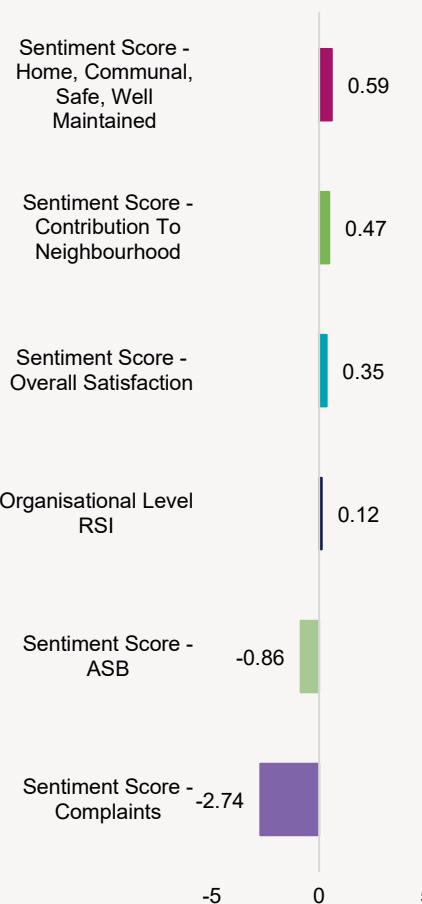


## Overall RSI Score

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 will be analysed in its relevant section throughout the report.



## Sentiment Scores



## Summary

### Overall Satisfaction

While some tenants report prompt and efficient service, many express frustration over delayed responses, poor workmanship, and unresolved issues, including damp, mould, and plumbing problems. Communication gaps and insufficient follow-up on complaints contribute to tenant dissatisfaction. Additionally, issues surrounding communal areas, security, and maintenance inconsistencies further affect overall sentiment. Tenants appreciate friendly staff but call for improvements in repair quality and responsiveness.

### The Home

While many tenants feel their homes are generally safe, concerns about maintenance persist, particularly regarding communal areas and unresolved repair issues, such as dampness and safety hazards. Some tenants express satisfaction with responsiveness to urgent repairs and safety checks, while others report ongoing dissatisfaction due to repeated maintenance delays and inadequate cleaning of communal spaces. Overall, the feedback reflects a need for improved attention to maintenance and cleanliness across properties.

### Neighbourhood Contribution

Responses regarding Torus's contribution to neighbourhoods show that many tenants appreciate timely repairs, cleanliness, and communication about community events. However, dissatisfaction arises from perceptions of neglect, particularly regarding garbage maintenance, fly-tipping, and antisocial behaviour. Overall, while some appreciate Torus's efforts, issues related to cleanliness, community engagement, and property upkeep remain prevalent among residents.

### ASB

When asked about Torus' approach to ASB, some tenants expressed satisfaction with prompt responses and effective resolution, though many highlighted persistent issues, ineffective communication, and a lack of action on serious complaints. Several respondents feel ignored, particularly in long-term disputes, with some citing negative impacts on their well-being. Concerns about drug dealing and noise complaints remain prevalent, indicating that improvements in engagement and enforcement may be necessary.

### Complaints

Survey responses highlight dissatisfaction with complaint handling and communication. Key issues include unfulfilled promises, delays in responses, and lack of follow-up on reported problems, often leading to unresolved complaints. Tenants frequently express frustration over unresponsive officers, poor communication, and inadequate resolutions, with some comments indicating a disregard for serious complaints. Positive feedback is limited, primarily reflecting individual experiences where issues were addressed promptly. Overall, there is a pressing need for improved customer service and accountability in complaint management.



## Satisfaction with Measures



## Summary & Recommendations

This report is based on the results from the third TSM-based survey for 2025/26, undertaken by Acuity, and covers the LCRA tenants only, with a separate report for the LCHO residents. A total of 567 complete and 52 incomplete surveys were received in this quarter using both online and telephone responses.

Overall satisfaction is at 72% and this sits in the lower half of the range of measures, the sixth score from the bottom, as shown to the left. The highest satisfaction levels from the tenants are for provision of a safe home and tenants being treated fairly and with respect (77%), time taken to complete repairs and repairs over the last 12 months (76%) and Torus being easy to deal with (75%). However, just 63% are satisfied Torus listens to their views and acts upon them, just 51% with the approach to anti-social behaviour, and only 20% are satisfied with the handling of complaints.

There have been some changes since the previous survey, but these are generally small or statistically insignificant, with two measures improving, two remaining the same, and eight decreasing. Overall satisfaction is the same as last quarter, and the largest increase in satisfaction seen is for the maintenance of communal areas (up 2p.p.), and the largest decrease is with the approach to handling anti-social behaviour (down 8p.p.).

Sentiment analysis has been used against the qualitative questions, covering the main areas of service, giving a sentiment score based on the comments made and highlighting where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is +0.12 in Q3, and, individually, there are three positive scores and two are negative. The highest sentiment score is for the maintenance and safety of the home and communal areas, at +0.59, with the lower for complaints handling at -2.74. The main areas of concern are around communication, repair delays, anti-social behaviour and the handling of complaints. Analysing the sentiment scores and reading the comments will help Torus get a better understanding of what is driving satisfaction, and what is not working quite as well.

### Recommendations

Complaints Handling - Survey responses show dissatisfaction with complaints handling, particularly due to delays, poor communication, and lack of follow-up. Clear response times and regular updates would help ensure complaints are resolved effectively, especially in more serious cases involving damp and mould.

Approach to ASB – A more proactive approach, clearer communication and stronger enforcement, particularly around persistent noise and drug related concerns would help improve tenant satisfaction and wellbeing.

# 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.





intelligence. insight. improvement.

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

For further information on this report please contact:

**Amber Evans:** [amber.evans@arap.co.uk](mailto:amber.evans@arap.co.uk)

Acuity

Tel: 01273 287114

Email: [acuity@arap.co.uk](mailto:acuity@arap.co.uk)

Address: PO Box 395, Umberleigh, EX32 2HL



Certificate No: 359292021



Certificate Number: 460492024

