



Torus LCRA

**TSM Tracker
Q4 2025/26 Report**

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

Wellbeing

Trends

Summary

Sentiment

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 tenants 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 (TSMs) from the Regulator of Social Housing, which became mandatory to collect in April 2023 and are now required annually, and includes both LCRA tenants and LCHO shared owners. This report focuses on the LCRA tenants, with a separate report for the LCHO residents.

This is the fourth 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 using a mixed method approach with the aim of a 25%/75% split between online and telephone interviews. At the end of the fieldwork period, 565 completed surveys were received, plus a further 56 incomplete surveys, which are also required to be included by the Regulator. Of the completed surveys, 424 were by telephone interview and 141 online, 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 telephone survey is confidential, and the results are sent back to Torus anonymised unless tenants give their permission to be identified. 80% of tenants gave permission to share their responses with their details attached, and 92% 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 to the overall satisfaction question 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=.

75%

Overall Satisfaction

Three-quarters of tenants are satisfied with the overall service provided by Torus (75%), which has increased by 3p.p compared with the results seen in the previous quarter.

There are two measures which have satisfaction scores of 80% or more. The highest of these is for tenants being treated fairly and with respect (81%), narrowly followed by the safety of tenants' homes (80%).

Conversely, just three measures scored 70% or below this quarter: satisfaction with how Torus listens to and acts upon tenants' views (70%), the approach to handling anti-social behaviour (63%), and complaints handling (30%).

Overall, out of the 12 TSMs and one additional question asked, all 13 scores increased compared with the previous quarter, ranging from increases of 2p.p to 13p.p.

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 up by 3 percentage points (p.p) in Q4, with three out of four tenants satisfied (75%). Of these tenants, more are very satisfied (48%) than fairly satisfied (27%).

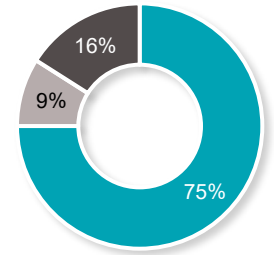
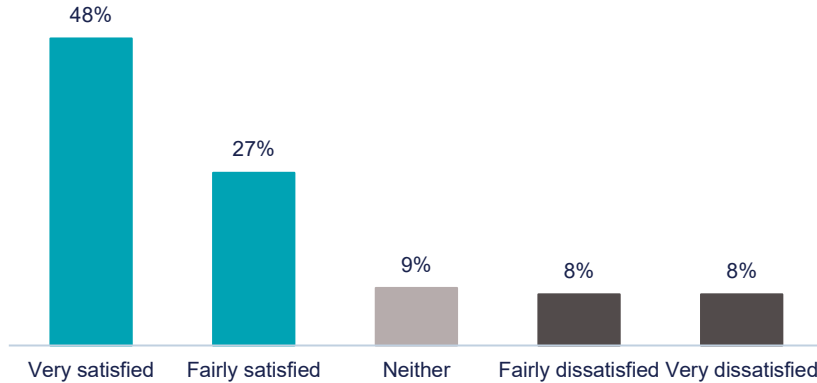
Under a fifth of tenants express dissatisfaction (16%), with fairly dissatisfied and very dissatisfied responses both at 8%. A further 9% of tenants are neither satisfied nor dissatisfied.

Torus has kindly supplied details of previous surveys, although 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.

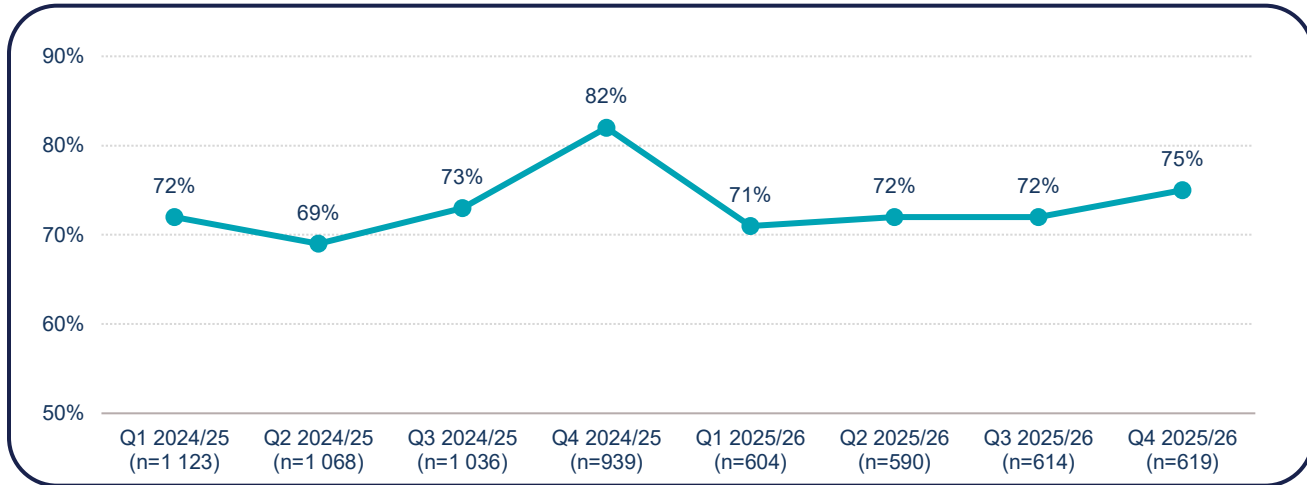
A noticeable initial drop in tenant satisfaction occurred upon switching to Acuity after Q4 2025/26; however, scores have shown a gradual upward trend since Q1 2025/26, rising by 4 p.p. overall since then.

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

Overall Satisfaction



■ Satisfied ■ Neither ■ Dissatisfied





Well Maintained, Safety & Communal Areas



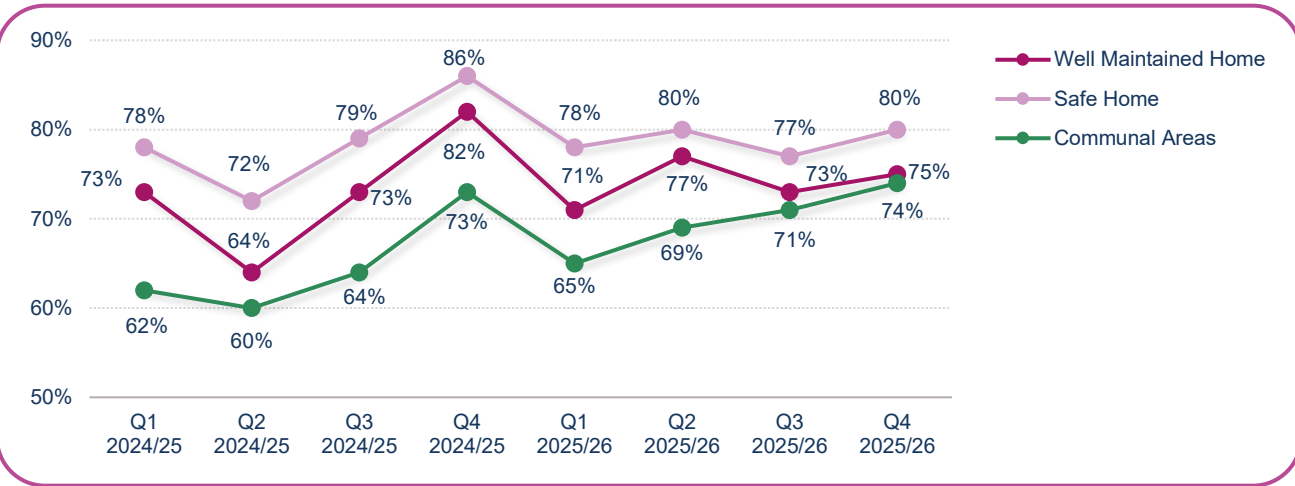
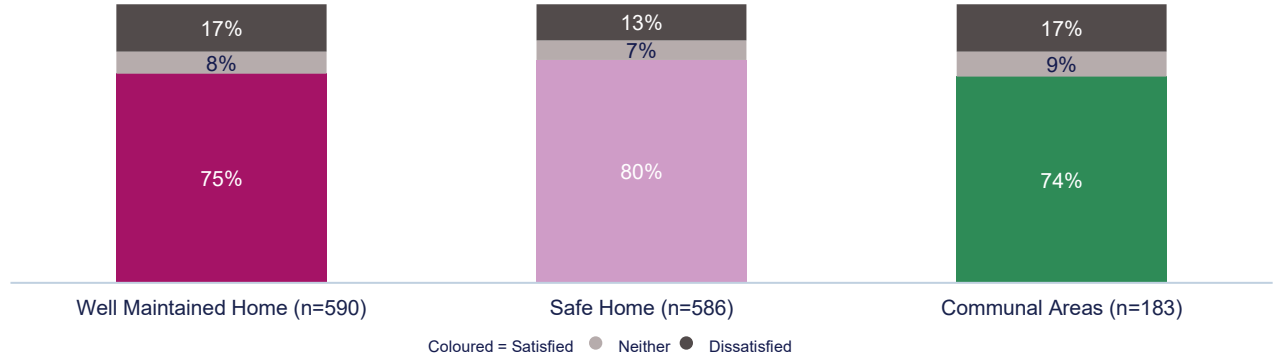
Well Maintained, Safety & Communal Areas

Three-quarters of tenants feel their home is well maintained (75%), although almost a fifth are dissatisfied (17%), with 8% neither satisfied nor dissatisfied. Satisfaction has seen an increase of 2p.p in Q4 2025/26.

More tenants tend to feel their home is safe than well maintained, and this is the case for Torus. Four-fifths of tenants are satisfied with the safety of their home (80%). However, over a tenth still remain dissatisfied (13%), and fewer than a tenth are neutral (7%). Satisfaction with this measure has also risen by 2p.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 surveyed stated they live in a building with communal areas that Torus is responsible for maintaining (35%). Of these tenants, three-quarters are satisfied that their communal areas are kept clean and well maintained (74%), while fewer than a fifth are dissatisfied (17%). Satisfaction with the upkeep of communal areas has increased by 3p.p since Q3 2025/26, reaching its highest level in the last two years.





Keeping Properties in Good Repair



Keeping Properties in Good Repair

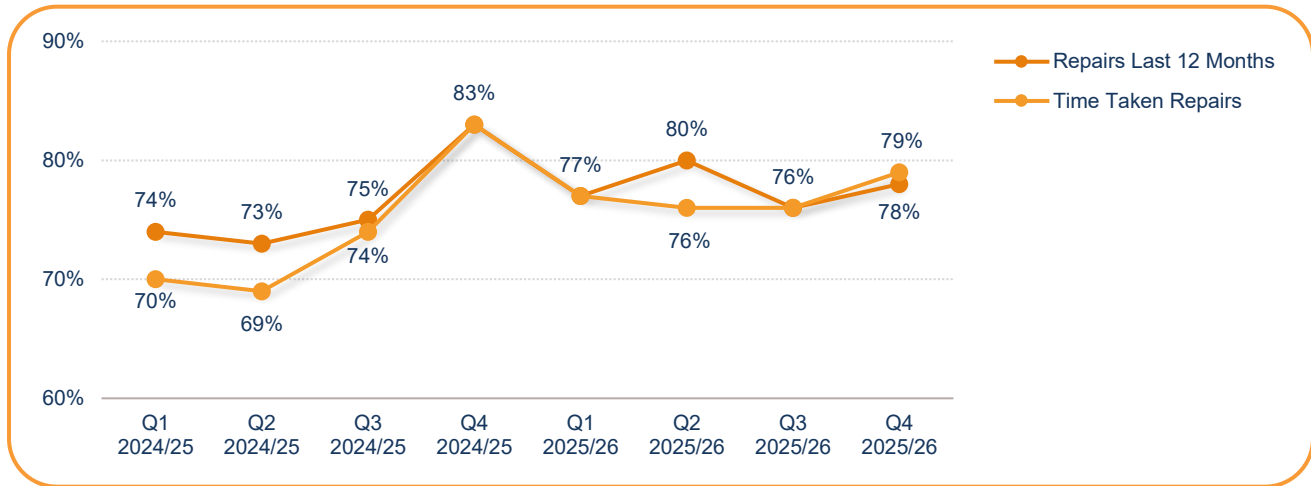
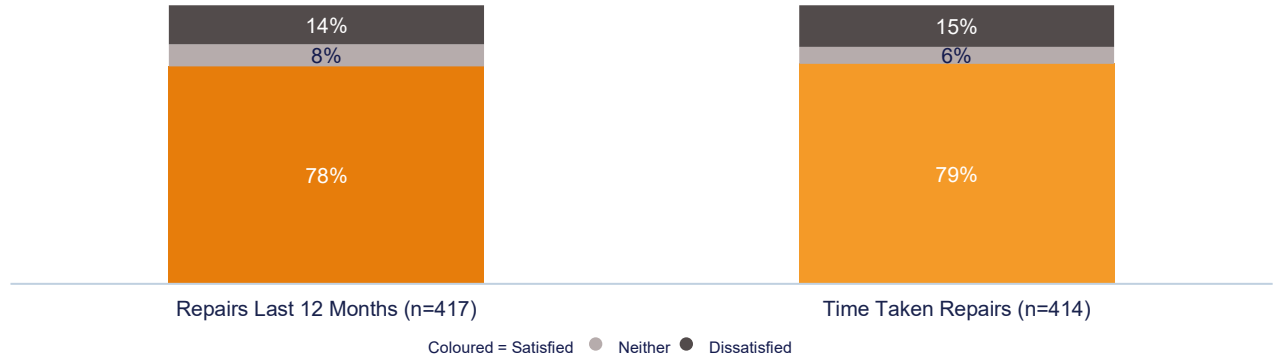
Seven out of ten tenants said they had a repair carried out in the last 12 months (71%). Of these tenants, almost four-fifths are satisfied with the overall repairs service during this period (78%). Some 14% remain dissatisfied, and a further 8% gave a neutral response.

Satisfaction with the overall repairs service measure has increased by 3p.p since Q3 2025/26.

Commonly, in TSM surveys, the satisfaction with the time taken for repairs is lower than that of the overall service; however, in this case, the satisfaction with the time taken to complete a repair is marginally higher. Similar to the overall repairs service score, around four-fifths of tenants are satisfied (79%), whilst 15% are still dissatisfied, and a further 6% are neither satisfied nor dissatisfied.

Satisfaction with the time taken to complete repairs has also increased by 3p.p in Q4 2025/26.

Across the sector, there has been a slight improvement in satisfaction with the repairs service and the time taken to complete repairs between Q1 25/26 and Q3 25/26, now at 76% and 79% respectively for Acuity clients.





Contribution to the Neighbourhood



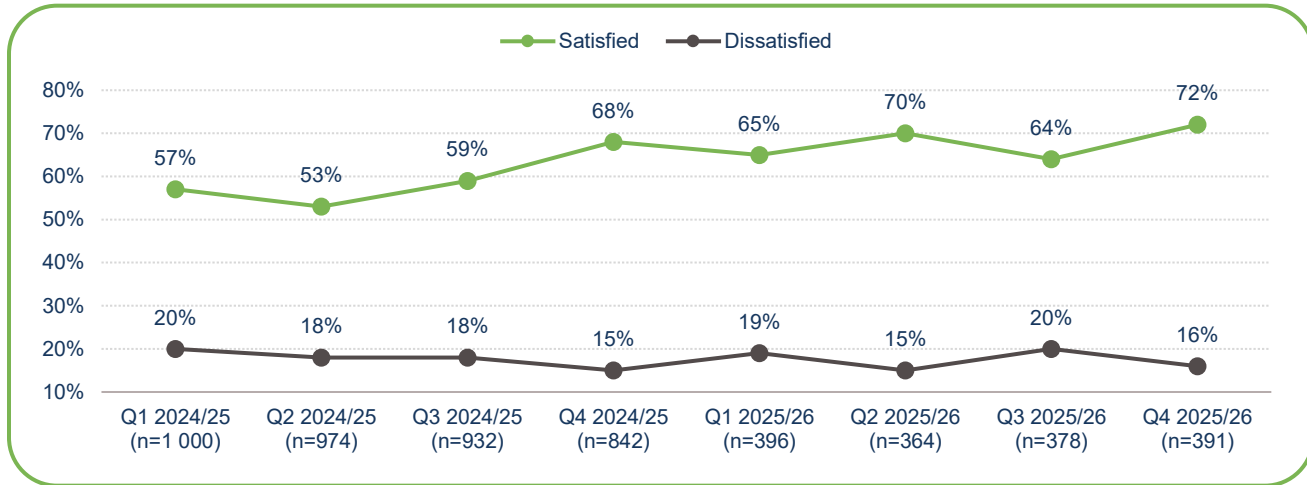
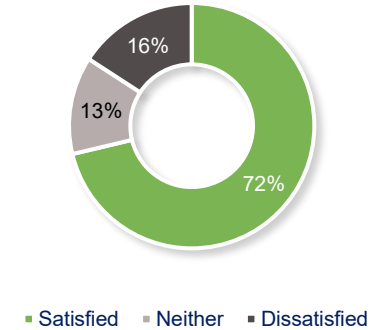
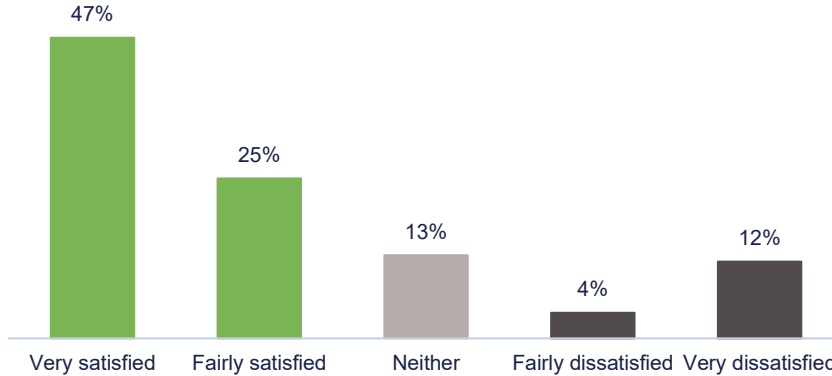
Contribution to the Neighbourhood

Over seven-tenths of tenants are satisfied that Torus makes a positive contribution to their neighbourhood (72%), and considerably more tenants are very satisfied (47%) than fairly satisfied (25%).

However, under a fifth are dissatisfied (16%), while a further 13% are neither satisfied nor dissatisfied.

Satisfaction with this measure has increased by 8p.p this quarter, reaching its highest levels in the past two years. Alongside this, dissatisfaction has also decreased by 4p.p this quarter.

Among Acuity clients, satisfaction has reached its highest level since the beginning of TSMs, currently sitting at 69% satisfied. The maximum value seen is at 100%, and the minimum value is at 37%, showing the contrast and demonstrating the difficulty some tenants have responding to the question. This can be evidenced here, too, with over a tenth of tenants maintaining a neutral response (13%).





Approach to ASB



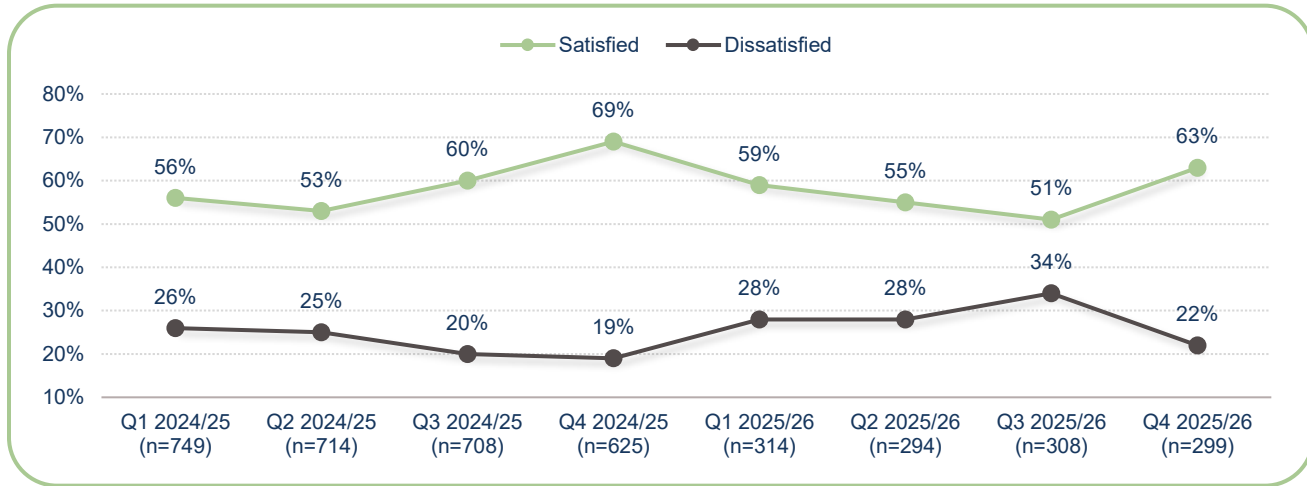
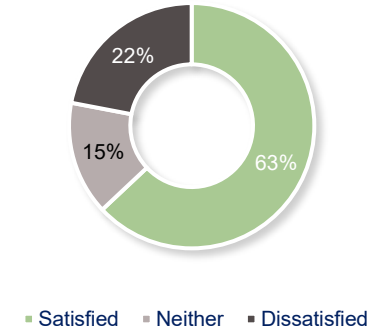
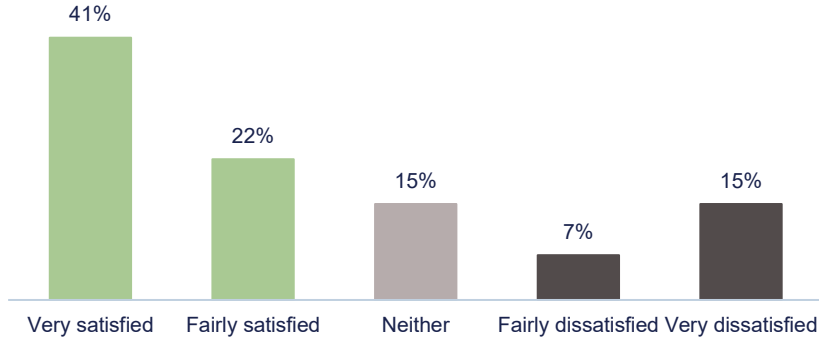
Approach to ASB

Satisfaction with the handling of anti-social behaviour has increased by 13p.p in Q4, with over three-fifths of tenants now satisfied (63%). More tenants are very satisfied than are fairly satisfied, 41% and 22% respectively.

At the same time, dissatisfaction has decreased this quarter (by 12p.p). However, there are more tenants very dissatisfied (15%) than fairly satisfied (7%), and a further 15% of tenants gave a neutral response.

Satisfaction with the handling of anti-social behaviour saw a gradual decrease between Q1 and Q3 2025/26; however, this quarter has seen a steep increase.

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.





Respectful & Helpful Engagement



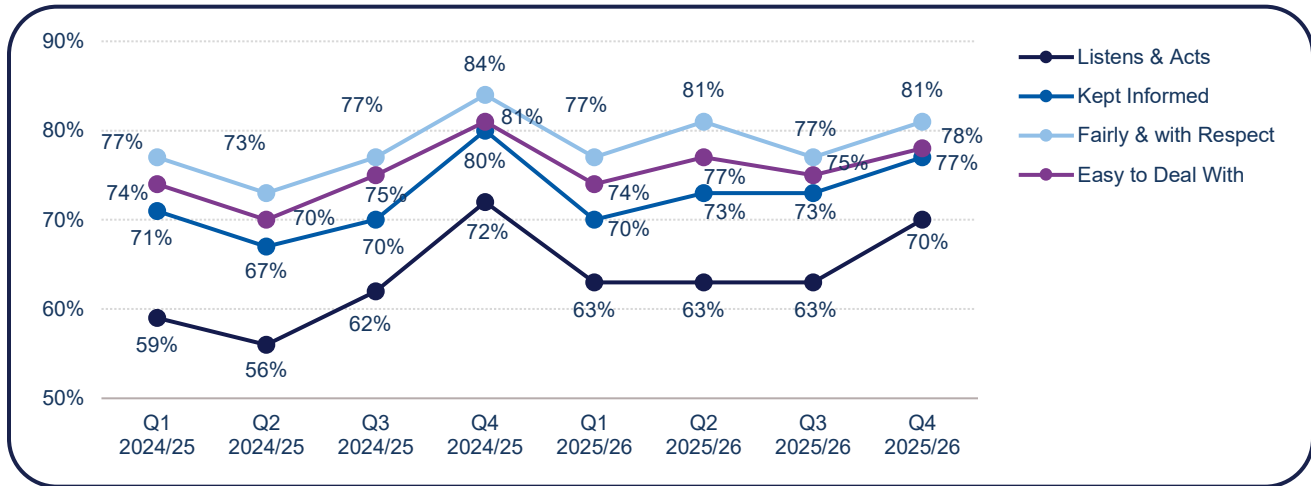
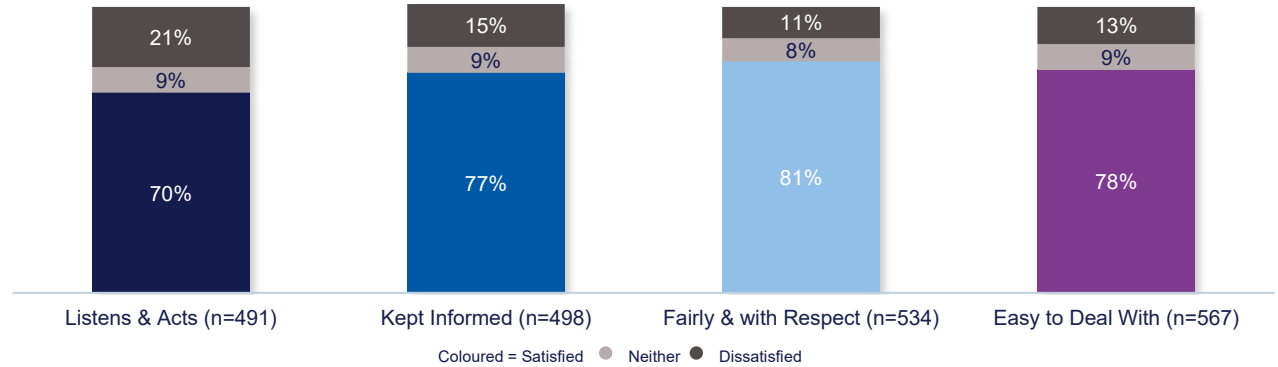
Respectful & Helpful Engagement

Commonly, satisfaction with the way tenants' views are listened to and acted upon is lower. This is the case here, with seven out of ten tenants satisfied (70%). Although this has seen an increase (up by 7p.p) compared with the previous three quarters, where it remained consistent around the 60% mark. Despite this, one-fifth of tenants remain dissatisfied (21%), and a further 9% gave a neutral response.

Over three-quarters of tenants are satisfied that Torus keeps them informed about things that matter to them (77%), an increase of 3p.p in Q4. However, some 15% of tenants are dissatisfied with this aspect of service, and a further 9% are neither satisfied nor dissatisfied.

Four-fifths of tenants agree they are treated fairly and with respect (81%), increasing by 4p.p in Q4. One-tenth disagree (11%), with a further 8% who neither agree nor disagree.

Over three-quarters of tenants also find Torus easy to deal with (78%), and this is up 4p.p since the previous quarter. However, over a tenth remain dissatisfied (13%), and some 9% are neither satisfied nor dissatisfied.





Respectful & Helpful Engagement

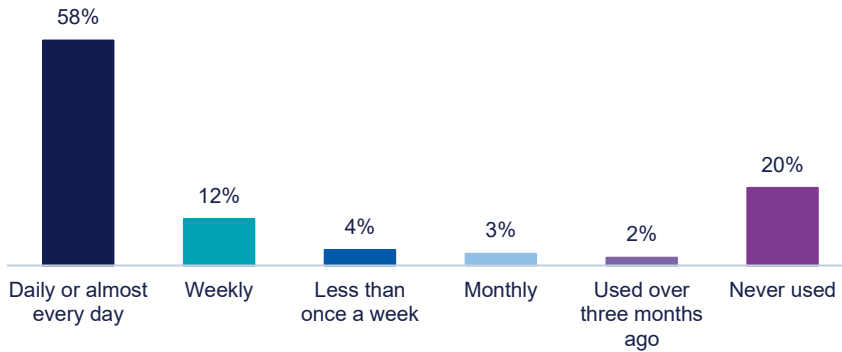
Tenants were asked how often they use the internet or online services, and 58% said daily, with a further 12% using them weekly. There are fewer than a tenth of tenants who use online services less frequently (9%), and 20% said they never use them.

Around four out of ten tenants said they do use the 'My Torus' online account (38%), whilst the remaining 62% do not.

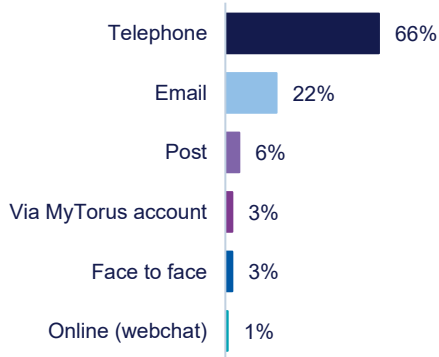
When asked if anything is preventing them from using 'My Torus', example comments (displayed on the right) highlight common reasons such as tenants being unaware of the platform, which may also be in part why most tenants also prefer direct telephone contact with Torus. Several factors may contribute to this preference, though a recurring theme is that tenants experience difficulties logging into the platform.

When asked about their preferred method of making contact/being contacted by, 66% said by telephone, and 22% prefer the use of email. Just 3% prefer to make contact via the 'My Torus' account.

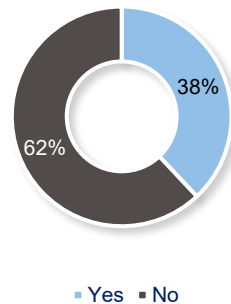
Online Services Frequency



Preferred Contact Method



Use 'MyTorus'?



My Torus Prevention Comments

"No, because either I didn't know about it or I was told, but I have just not used it."

"I prefer speaking to a human."

"I'm not very good at stuff like that, I'm dyslexic."

"No, I prefer to call."

"Resident has access, but every time they put in their password, they can't get in. Constantly making a new password."

"I wasn't aware of it."

"I've been on it, but you need a housing association number, which I don't have. I've always just rang them up when it came to repairs."

"No, better to call and discuss."

"No, there isn't any computers."

"I get confused and need to be shown how to use."

"I do not use the internet."

"I wasn't made aware it exists."



Effective Handling of Complaints



Effective Handling of Complaints

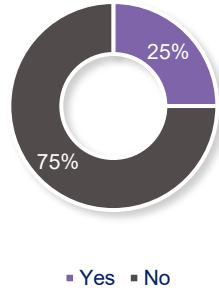
One-quarter of tenants stated they had made a complaint to Torus in the last 12 months (25%), although it is not possible to determine how many of these are official Stage 1 complaints following a failure of service or service requests which are yet to be fully actioned.

Nevertheless, only 30% of these tenants are satisfied with the handling of these complaints, with three-fifths dissatisfied (60%). More tenants are very dissatisfied (43%) than fairly dissatisfied (17%), and a further 11% gave a neutral response.

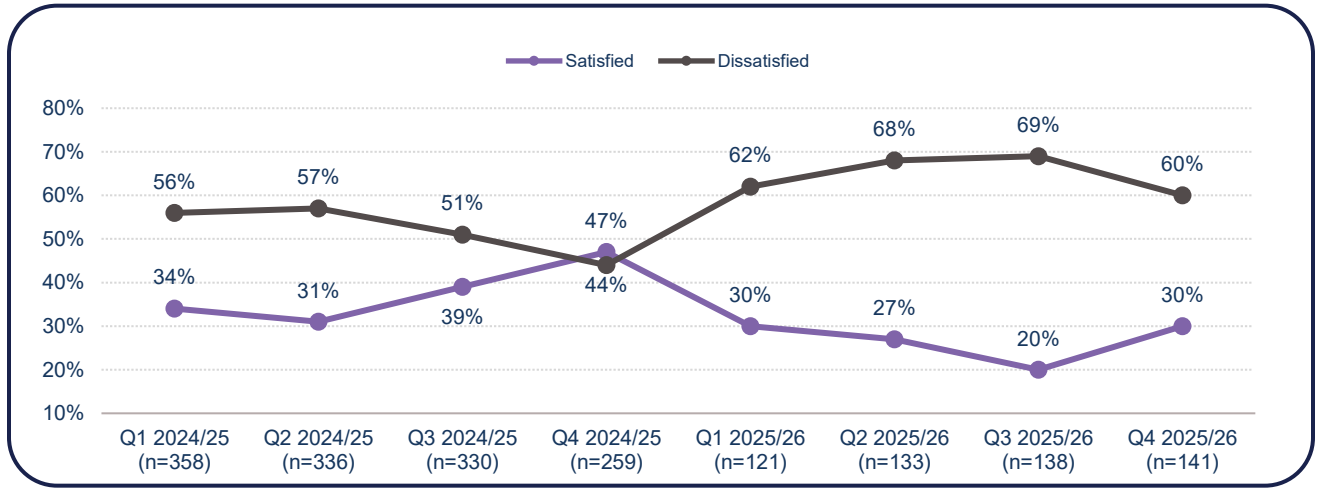
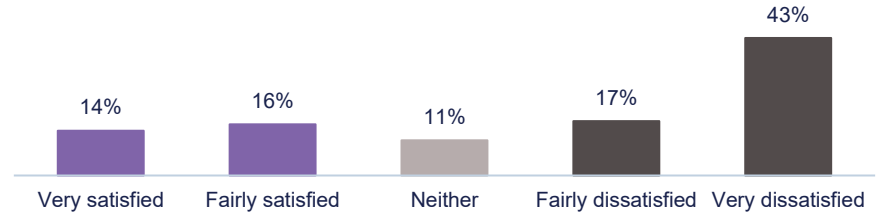
This quarter, satisfaction with complaint handling rose by 10p.p, while dissatisfaction fell by 9p.p. Scores now stand at their highest level since the start of the year, though satisfaction in this area can fluctuate more between quarters due to the lower response base.

This improvement may reflect Torus addressing complaints more promptly and implementing more thorough processes than in previous quarters, although satisfaction with complaint handling remains the lowest among the TSM measures – as is typical across the sector.

Complaint in Last 12 Months



Satisfaction with Complaints Handling





Wellbeing



Cost of Living

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

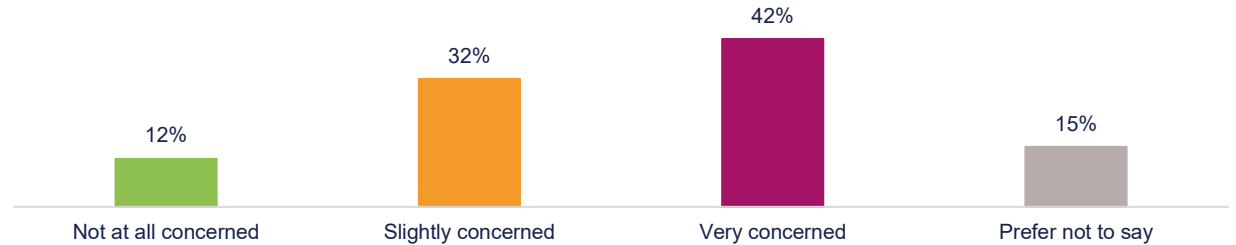
Some 42% of tenants are very concerned, with a further 32% slightly concerned. Just 12% of tenants are not at all concerned, while 15% preferred not to say.

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

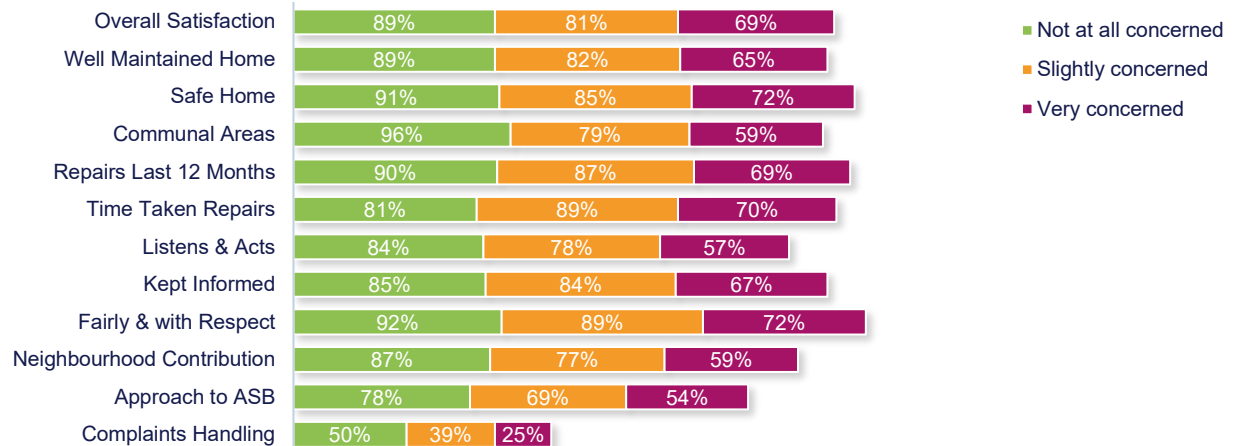
Generally, tenants who are not at all concerned about the cost of living report higher satisfaction levels, particularly when compared with those who are very concerned. For example, 89% of tenants who are not at all concerned are satisfied with the overall service provided, compared with 69% of those 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 satisfaction question asked from quarter to quarter.

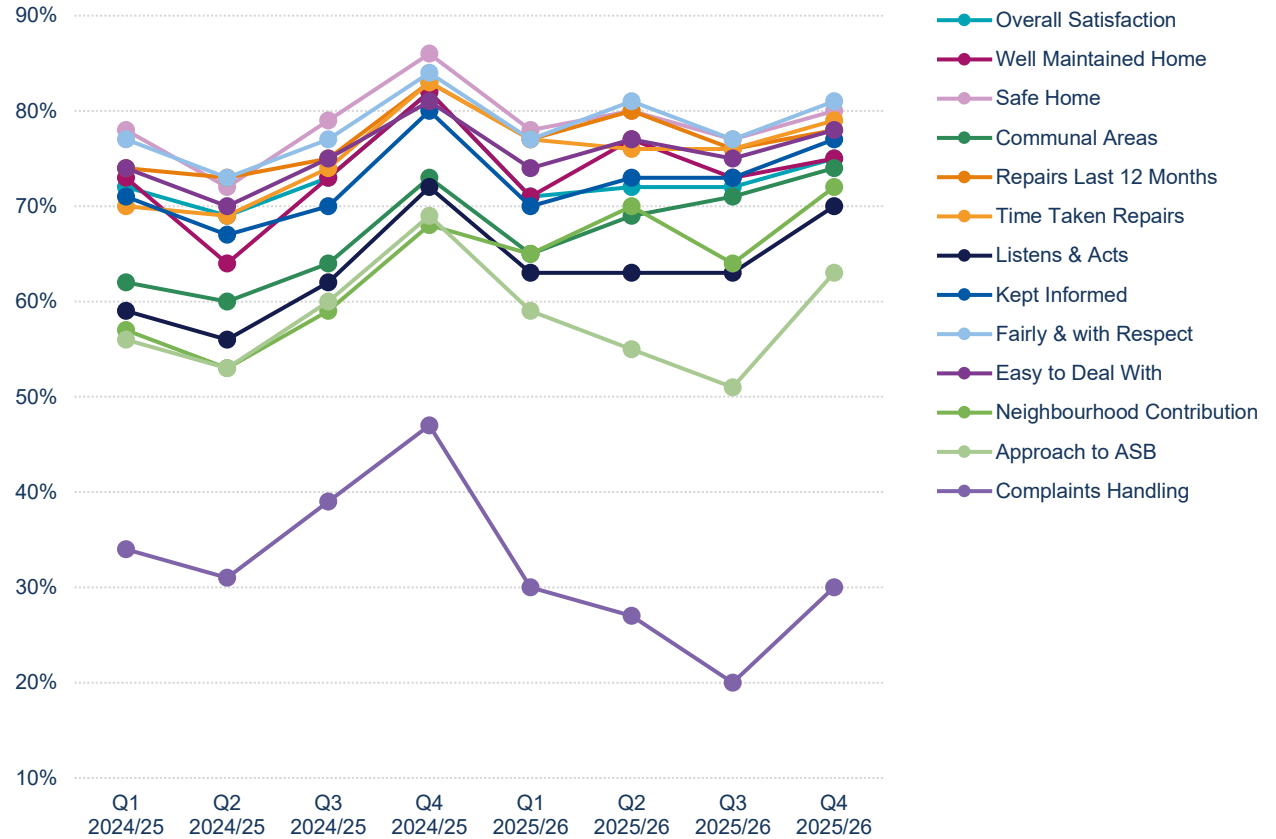
As has been shown throughout this report, satisfaction has increased for all 13 measures, with increases ranging between 2p.p and 13p.p.

Overall satisfaction has increased by 3p.p, whilst the lowest scoring measure (complaints handling) increased by 10p.p this quarter.

The most significant increase in satisfaction this quarter is for Torus's approach to handling anti-social behaviour (up 13 p.p), while the smallest increases recorded are for the safety of tenants' homes and how well homes are maintained (both up 2 p.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. Therefore, this survey shows that two measures have significantly increased: complaint handling and the approach to handling ASB.

Note: as Acuity did not undertake the surveys before Q1 2025/26, it is unable to give any details about the methodology, etc.



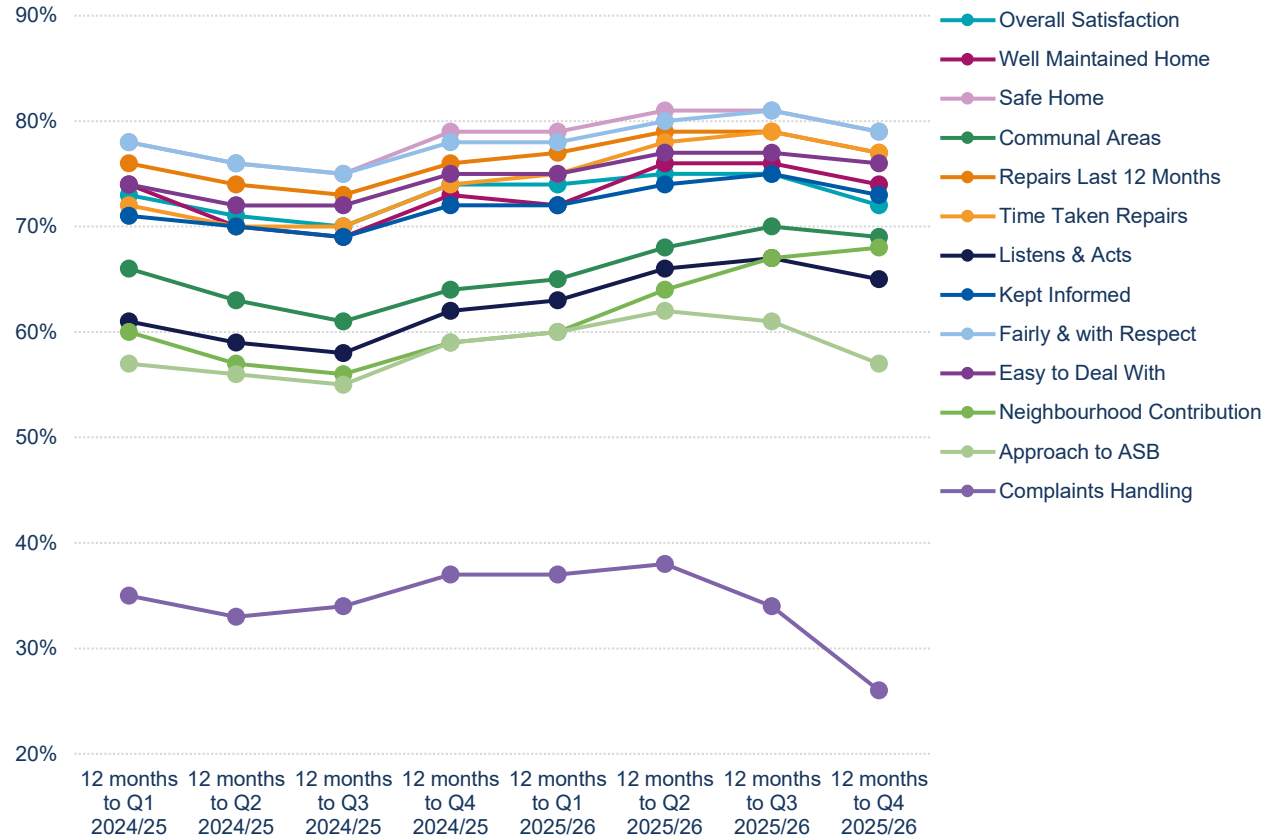


12 Month Rolling Averages

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.

Despite the satisfaction increases across all measures this quarter, the trend lines are falling shortly for the majority. However, there is an increase for one measure this quarter, which is Torus' contribution to the neighbourhood – this metric's rolling average has been increasing steadily since Q1 2025/26.

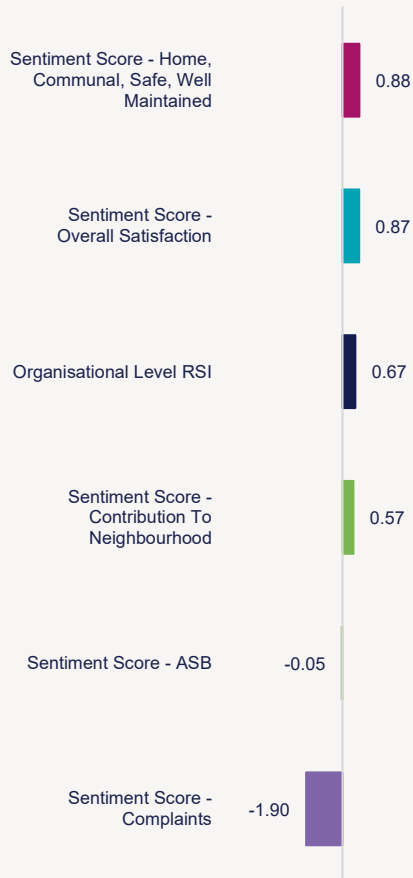
The decreases will largely be due to the higher figures of Q4 2024/25 no longer being included in the rolling averages.





Summary

Sentiment Scores



Summary

Overall Satisfaction

The comments from tenants reveal a mix of satisfaction and dissatisfaction regarding repairs and service quality. While many praise the quick response times and helpful staff, complaints centre around unresolved issues, particularly concerning damp, mould, and inadequate maintenance. Tenants express frustration over communication gaps, delays in repairs, and the perceived decline in service standards post-merger. Additionally, there are concerns regarding anti-social behaviour and insufficient follow-up on reported issues, highlighting a need for improved responsiveness and accountability.

The Home

Responses reveal a mixed sentiment towards safety and maintenance in communal areas and homes. While many tenants feel safe and report satisfactory conditions, complaints highlight issues such as delayed repairs, persistent dampness, insufficient cleaning of communal spaces, and overgrown gardens. Security concerns are also raised, with calls for better maintenance and attention to communal areas. Some tenants have faced challenges with accessibility and unresolved safety hazards, indicating a need for urgent improvements and responsiveness from property management.

Neighbourhood Contribution

It is seen that tenants' comments reveal a mixed sentiment towards the neighbourhood contributions by Torus. Many tenants appreciate the maintenance of green spaces, the presence of staff addressing issues quickly, and community support initiatives. However, dissatisfaction exists regarding inadequate responses to maintenance complaints, particularly concerning overgrown areas and communal spaces. Tenants express concerns about anti-social behaviour and feel that improvements are necessary to enhance community interaction and safety. Overall, while some feel well-supported, others are vocal about the need for increased attention to neighbourhood upkeep.

ASB

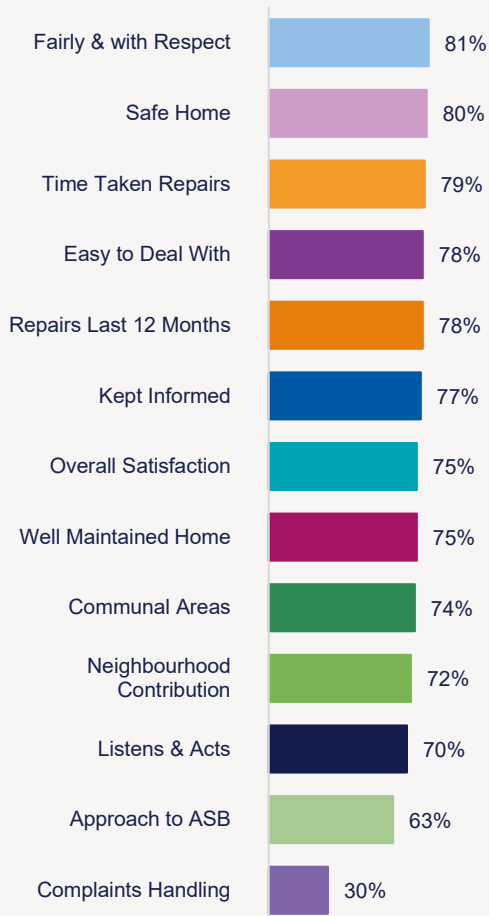
Tenants indicate mixed experiences regarding Torus's handling of anti-social behaviour. While some tenants express satisfaction with prompt responses and effective resolutions, others report ongoing issues with unresponsive management, ineffective follow-ups, and feelings of being ignored. Many feel frustrated, citing persistent problems such as noise, vandalism, and drug-related activities. A notable sentiment is the discrepancy between those experiencing ASB and those in quieter areas, highlighting a need for improved communication and intervention strategies. Overall, there is a call for enhanced community engagement and proactive measures against ASB.

Complaints

Tenants' comments reveal dissatisfaction with the complaint handling process at Torus. Many tenants experience lengthy delays, inadequate communication, and unresolved issues, particularly regarding property repairs and neighbour disputes. Complaints are sometimes brushed off or inadequately addressed, leading to feelings of frustration and neglect among tenants. While some tenants report satisfactory outcomes, the overall sentiment indicates a pressing need for improvement in responsiveness, accountability, and effective resolution of ongoing concerns within the community.



Satisfaction with Measures



Summary & Recommendations



This report is based on the results from the fourth TSM-based survey for 2025/26, undertaken by Acuity, and covers the LCRA tenants only, with a separate report for the LCHO tenants. A total of 565 complete and 56 incomplete surveys were received in this quarter using both online and telephone responses.

Overall satisfaction is at 75%, and this sits in the middle range amongst the other measures, the seventh score from the bottom, as shown to the left. The highest satisfaction levels are for tenants being treated fairly and with respect (81%), the safety of the home (80%), and the time taken for repairs to be completed (79%).

However, just 70% of tenants are satisfied that Torus listens to their views and acts upon them, just 63% with the approach to handling anti-social behaviour, and only 30% are satisfied with complaints handling.

There have been positive changes since the previous survey; these are generally small, with 13 measures improving, and no decreases seen this quarter. Overall satisfaction is up by 3p.p, whilst the largest increase in satisfaction seen is for Torus' approach to handling anti-social behaviour (up 13p.p), with tenants' home safety being the smallest increase (2p.p), along with the maintenance of the home (also up 2p.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 +0.67 in Q4, and, individually, there are three positive scores whilst two are negative. The highest sentiment score is for the Home, at +0.88, shortly followed by overall satisfaction at +0.87, while the lowest is for complaints, at -1.90. The main areas of concern are anti-social behaviour in the area, as well as complaints handling. 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.

Recommendation

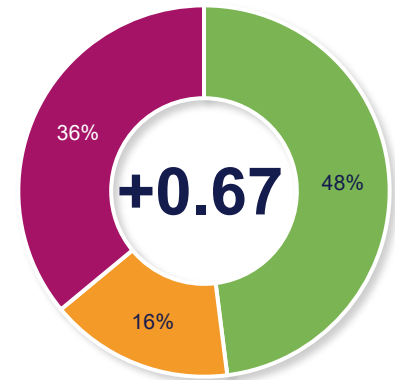
Complaints Handling: Despite the recent rise in satisfaction with complaint handling, this measure still ranks lowest overall. Tenant feedback points to insufficient updates after complaints are reported, often leading to frustration and a sense of being overlooked. Comments also indicate that responsibility appears to be passed on, delaying resolution. Strengthening ongoing communication, particularly regular progress updates and clarifying acknowledgement of complaints are recommended priorities to improve this satisfaction score.



Sentiment

Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of tenant 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 tenants 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 on the following pages.



■ Positive ■ Neutral ■ Negative

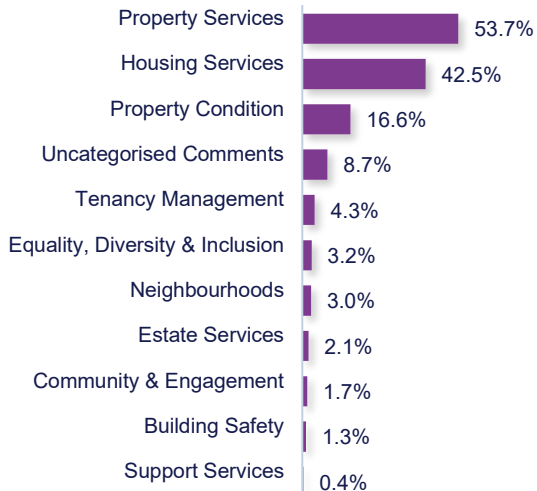
Overall Satisfaction

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

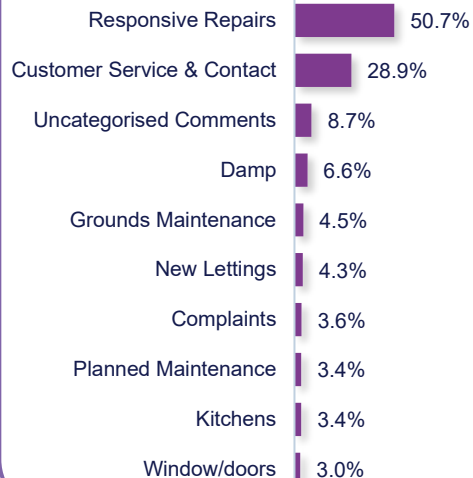
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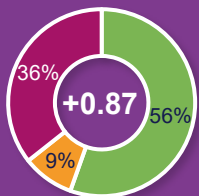
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	208	44.9%	+0.65
Subcategory, no attribute (yet)	92	19.9%	+0.80
Quality of Work / Service	86	18.6%	+0.86
Resolution	64	13.8%	-0.72
Satisfaction	49	10.6%	+3.80
Staff Conduct	34	7.3%	+3.94
Communication / Transparency	31	6.7%	-0.32
Effort	18	3.9%	-1.78
Appointments / Convenience	14	3.0%	-0.64
Worker Conduct	13	2.8%	+2.23
No Comments	12	2.6%	-1.08
Listening / Acting	11	2.4%	+0.45
Empathy	10	2.2%	-0.50
Consistency	3	0.6%	-5.00
Safety	3	0.6%	-5.00
Accessibility	2	0.4%	-5.00
Accountability	2	0.4%	-5.00
Fairness	2	0.4%	-5.00
Trust	2	0.4%	0.00



In this quarter, the comments from tenants show a mix of satisfaction and dissatisfaction concerning the overall service provided by Torus. Many tenants express appreciation for the promptness of repairs and the helpfulness of staff, highlighting timely responses to urgent issues.

However, other tenants report ongoing problems with maintenance, particularly concerning damp and mould, inefficient repairs, and poor communication regarding repair timelines. Some tenants feel neglected, with unresolved issues persisting for extended periods, indicating frustration with the handling of complaints and a lack of follow-up. The quality of work has also come under scrutiny, with tenants asserting that jobs are often completed poorly, necessitating repeated visits. Additionally, concerns surrounding antisocial behaviour and the community environment are mentioned, suggesting a need for improved oversight in these areas. Overall, while there are positive experiences, the feedback indicates room for improvement in service consistency and tenant support.

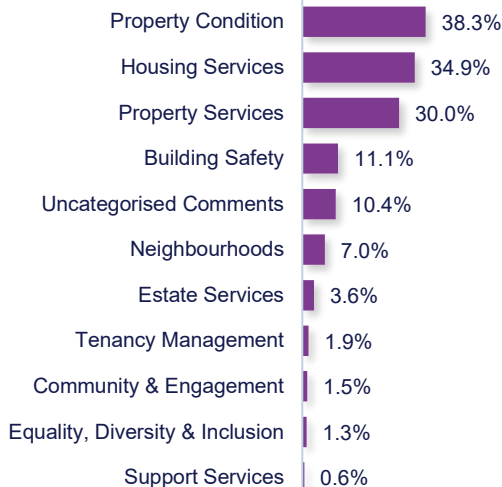
The Home

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

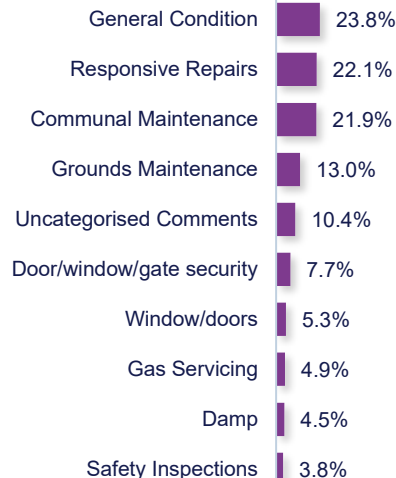
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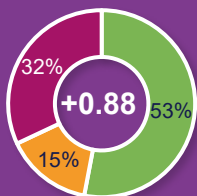
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	101	35.4%	+0.82
Timeliness & Responsiveness	84	29.5%	-0.14
Subcategory, no attribute (yet)	73	25.6%	-0.05
Safety	36	12.6%	+0.58
Resolution	22	7.7%	+0.50
No Comments	22	7.7%	-1.05
Satisfaction	11	3.9%	+2.82
Communication / Transparency	10	3.5%	-1.70
Effort	5	1.8%	+0.20
Worker Conduct	4	1.4%	-3.25
Accountability	3	1.1%	-0.67
Appointments / Convenience	3	1.1%	+4.33
Listening / Acting	3	1.1%	-1.67
Accessibility	1	0.4%	-3.00
Consistency	1	0.4%	+5.00
Empathy	1	0.4%	-5.00
Trust	1	0.4%	-5.00
Fairness			-
Staff Conduct			-



Comments regarding safety and maintenance reveal a mixed sentiment among tenants. A significant number express satisfaction with the safety measures in place, highlighting secure locks, regular safety checks, and well-maintained communal areas. Many also enjoy well-kept gardens and prompt repair services, with positive comments about efficient communication from maintenance staff.

Conversely, several tenants report concerns about inadequate maintenance, particularly regarding damp issues, delayed repairs, and safety hazards, such as broken fences and unkempt communal spaces. Complaints about poor communication and the slow response to urgent repairs are present, leading to dissatisfaction among some tenants. Tenants also voice frustration regarding the lack of upkeep in communal areas, leading to cleanliness issues, with some even mentioning a rodent problem in their surroundings.

Overall, while safety and basic maintenance efforts receive numerous commendations, the persistent issues with maintenance responsiveness and cleanliness highlight areas for improvement.

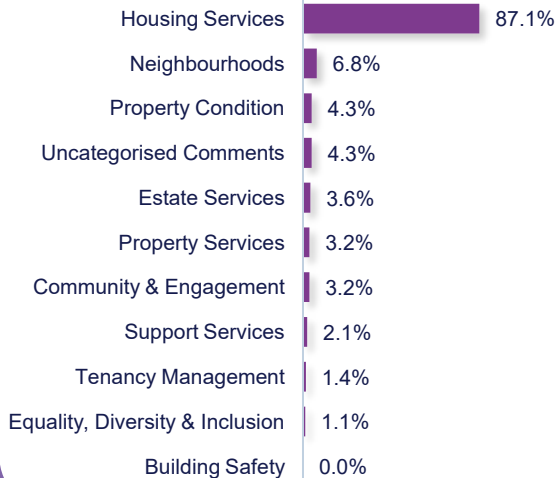
Neighbourhood Contribution

Share your views on Torus' contribution to your neighbourhood.

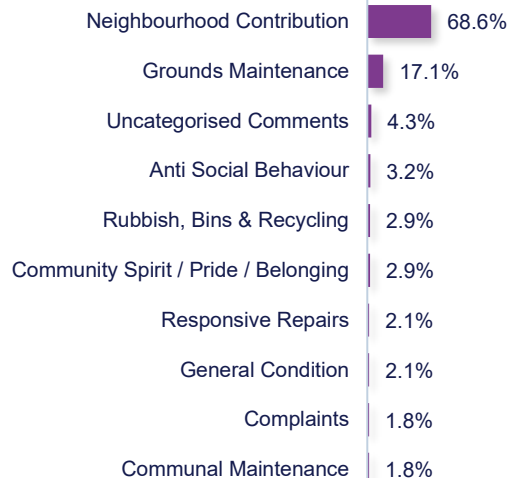
Base Size: 280



Categories

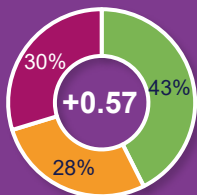


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	85	33.9%	+0.40
Satisfaction	59	23.5%	+1.88
Quality of Work / Service	52	20.7%	+0.56
No Comments	48	19.1%	-1.27
Timeliness & Responsiveness	18	7.2%	-0.78
Staff Conduct	8	3.2%	+3.25
Communication / Transparency	6	2.4%	-4.00
Listening / Acting	5	2.0%	-3.60
Resolution	5	2.0%	-3.00
Empathy	2	0.8%	0.00
Appointments / Convenience	1	0.4%	+5.00
Effort	1	0.4%	-5.00
Safety	1	0.4%	+3.00
Worker Conduct	1	0.4%	+3.00
Accessibility			-
Accountability			-
Consistency			-
Fairness			-
Trust			-



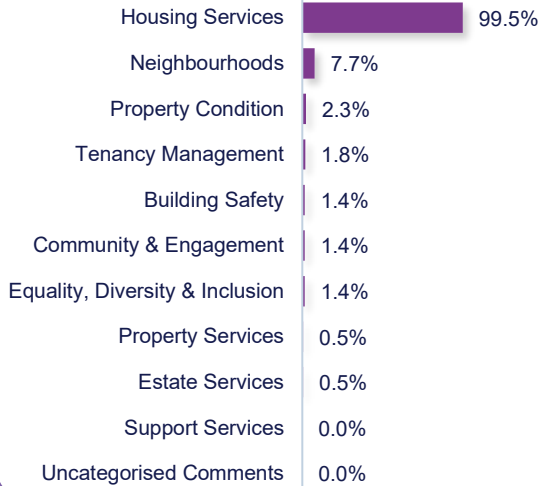
Tenants' comments regarding the neighbourhood contributions of Torus indicate a mixed sentiment. While some tenants express satisfaction with the maintenance of greenery, timely repairs, and community support, others convey frustration over issues like inadequate maintenance of communal areas, slow responses to problems, and lack of visible contributions from Torus.

Positive remarks highlight the upkeep of gardens, the presence of helpful staff, and community initiatives such as regular clean-up days and support for vulnerable tenants. Conversely, criticisms focus on neglected communal spaces, poor response times for reported issues, and concerns about antisocial behaviour and safety in the neighbourhood. Some tenants feel disenfranchised, stating that they rarely see Torus staff, leading to perceptions of neglect.

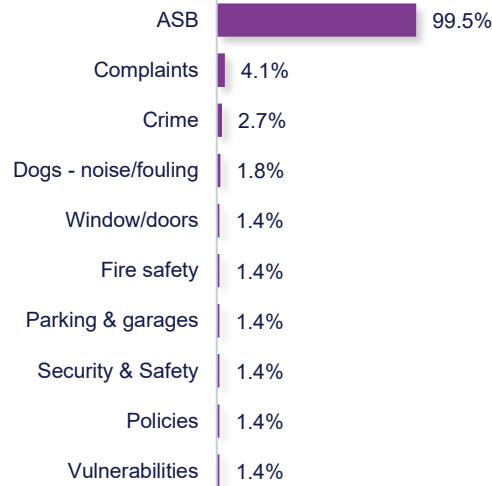
Overarching themes include the necessity for better communication and visible action from Torus to address ongoing concerns and improve community perceptions. Overall, while some tenants appreciate the efforts made, many call for increased visibility and effectiveness in neighbourhood contributions.



Categories

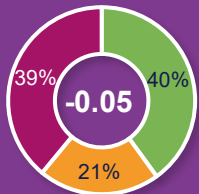


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	70	31.8%	+0.03
Listening / Acting	44	20.0%	-2.57
Timeliness & Responsiveness	39	17.7%	+0.64
No Comments	34	15.5%	-0.18
Resolution	27	12.3%	-2.15
Satisfaction	21	9.5%	+3.67
Quality of Work / Service	15	6.8%	-0.73
Communication / Transparency	9	4.1%	-2.00
Safety	6	2.7%	-1.00
Empathy	5	2.3%	-1.40
Staff Conduct	3	1.4%	+4.33
Effort	2	0.9%	-5.00
Fairness	2	0.9%	-4.00
Accountability	1	0.5%	-5.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Trust			-
Worker Conduct			-



The comments from tenants reflect a mixed sentiment regarding anti-social behaviour in the community and the effectiveness of Torus in managing it. Many tenants note their satisfaction with the quick resolution of issues, particularly in cases involving serious disturbances or problems with neighbours. Positive comments also highlight a responsive housing team, with some specifically mentioning successful interventions that led to evictions of problematic tenants.

However, other tenants expressed dissatisfaction, citing a lack of timely responses or proper follow-up on complaints, particularly regarding noise, vandalism, and drug-related activities. Several tenants feel that their concerns were ignored or poorly handled, leading to a perception that Torus does not adequately protect vulnerable tenants. Issues such as a lack of community engagement and inadequate preventative measures are also raised. Ultimately, while many tenants feel safe and supported, there is a clear call for improvements in how ASB cases are managed and addressed by Torus.

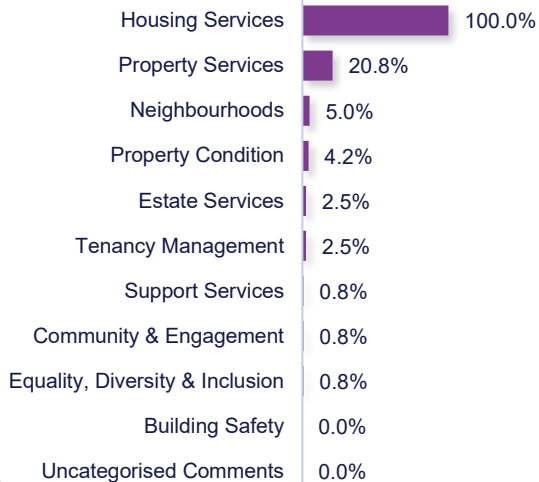
Complaints Handling

Please describe your experience of how complaints are handled.

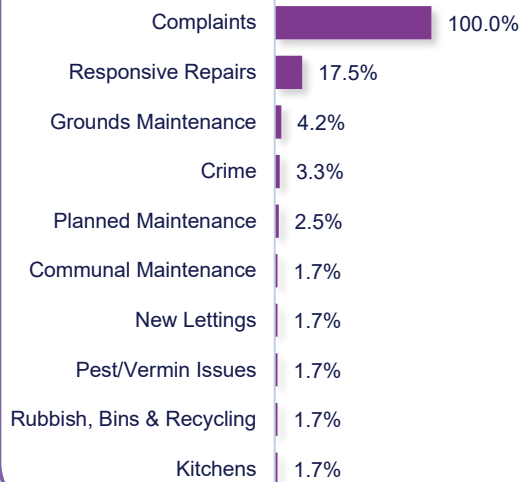
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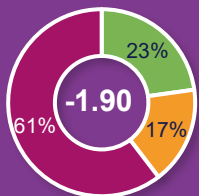
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	37	30.8%	-2.11
Timeliness & Responsiveness	29	24.2%	-2.59
Resolution	28	23.3%	-1.93
Communication / Transparency	21	17.5%	-2.57
Quality of Work / Service	19	15.8%	-0.05
Listening / Acting	13	10.8%	-4.31
Effort	7	5.8%	-4.00
No Comments	6	5.0%	-3.00
Satisfaction	5	4.2%	+4.60
Accountability	4	3.3%	-4.50
Worker Conduct	3	2.5%	-5.00
Staff Conduct	2	1.7%	-5.00
Appointments / Convenience	1	0.8%	-5.00
Empathy	1	0.8%	-5.00
Fairness	1	0.8%	-3.00
Safety	1	0.8%	-3.00
Trust	1	0.8%	-5.00
Accessibility	-	-	-
Consistency	-	-	-



In this quarter, 120 comments were given regarding complaints handling. Common issues cited by tenants include poor communication, long resolution times, and a lack of follow-up on complaints. Tenants frequently report feeling ignored or dismissed, often having to chase for updates or resolution. Many tenants comment on the inefficiency of the call handlers, with complaints being passed between departments without resolution. Specific issues such as maintenance delays, inadequate handling of anti-social behaviour, and unresolved repair requests are highlighted, with some tenants waiting years for action.

Despite a few positive experiences where issues were resolved promptly, the overall sentiment leans towards frustration and disappointment with the service. The recurring themes point to a perception that complaints are treated as a tick-box exercise rather than being genuinely addressed. Many note that after multiple attempts at raising issues, little to no change occurred, leaving tenants feeling powerless and dissatisfied with their housing experience.

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 tenants 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.



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

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