



Torus LCRA

TSM Tracker

Q2 2026/27 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 surrounding areas. Acuity was 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, and this has now extended into 2026/27. 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 second quarterly tracker survey completed by Acuity for 2026/27, and the target is to complete a minimum of 565 surveys per quarter and 2,260 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, 567 completed surveys were received, plus a further 44 incomplete surveys, which are also required to be included by the Regulator. Of these, 446 surveys were by telephone interview and 165 online, achieving a 73%/27% split, narrowly under the target.

Sentiment analysis has again been used to better understand tenants' comments and why they have responded to the satisfaction questions the way they have. Analysis of the five open questions and 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, consequently, 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. A total of 76% 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, 608 responses were received for the overall service question this quarter, and this response is high enough to conclude that the findings are accurate to within $\pm 3.9\%$ for the quarter and $\pm 2.0\%$ annually, within the required margin of error.

Throughout the report, most figures are presented as percentages. Due to rounding 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



Around seven in ten tenants (72%) are satisfied with the overall service provided by Torus in Q2 2026/27, although this is down a little, by 2 percentage points (p.p), from the previous survey, part of a general decrease this quarter.

The highest satisfaction is for the provision of a safe home (80%), tenants feeling that they are treated fairly and with respect (79%), and tenants feeling that Torus are easy to deal with (77%).

In contrast, just 58% are satisfied with the maintenance of the communal areas, 54% with the handling of anti-social behaviour, and only 35% with the handling of complaints.

The report focuses on the headline figures during the quarter, shows how satisfaction has changed over time, and includes an analysis of the comments made by tenants about the service they receive.

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

74%



Safe Home

80%



Repairs Last 12 Months

76%



Time Taken Repairs

75%

Respectful & Helpful Engagement



Listens & Acts

64%



Kept Informed

72%



Fairly & with Respect

79%



Complaints Handling

35%

Responsible Neighbourhood Management



Communal Areas

58%



Neighbourhood Contribution

62%



Approach to ASB

54%



Overall Satisfaction



Overall Satisfaction

Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Torus?” This is seen as the headline figure in this tenant perception survey.

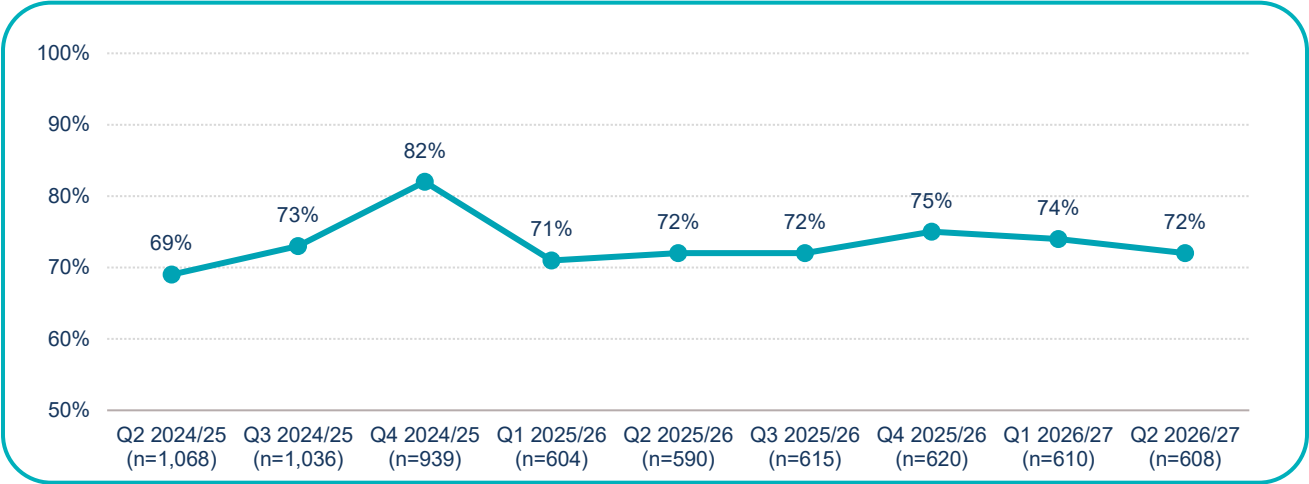
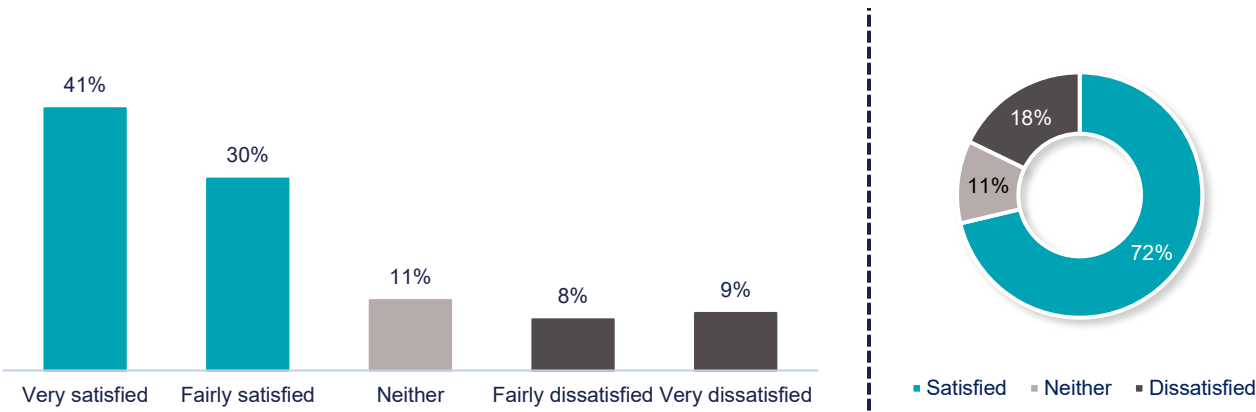
Just fewer than three-quarters of tenants are satisfied with the service provided (72%), although more are very satisfied (41%) than fairly satisfied (30%).

However, there are 18% of tenants who are dissatisfied, and a further 11% are neither satisfied nor dissatisfied.

Satisfaction has been fairly consistent over time, apart from a peak in Q4 2024/25 when satisfaction reached 82%. Although satisfaction has fallen by 2p.p this quarter, this is a return to its score of a year ago.

According to Acuity’s most recent client data, median overall satisfaction has increased by 2p.p since Q4 25/26, with a median score of 75% of residents satisfied with the overall service provided by their landlord.

As shown below, several measures have reduced satisfaction this quarter, and the small decrease in the overall service, perhaps, reflects this.





Well Maintained, Safety & Communal Areas



Three-quarters of tenants (74%) are satisfied that their home is well maintained, remaining stable from the last quarter with just a 1p.p decrease. A fifth (19%) are dissatisfied with their homes' maintenance. This is generally shown to be the key driver for overall satisfaction across the sector.

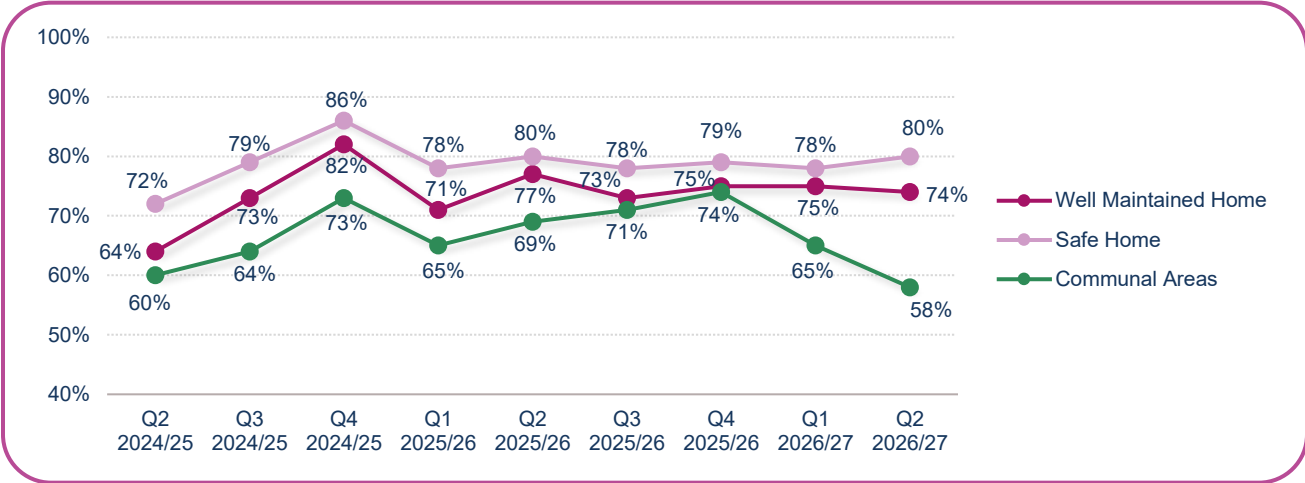
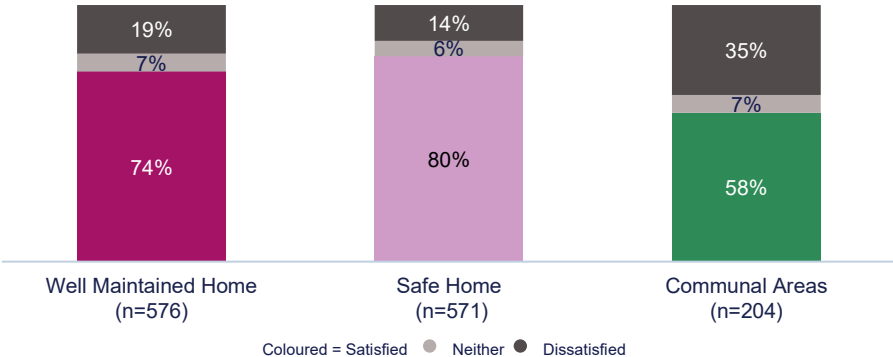
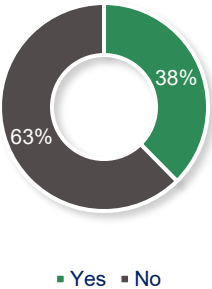
Commonly, more are satisfied with the safety of their home, and this is true here at 80%, up 2p.p since Q1. Despite this small increase, this is the biggest increase in the survey. A further 14% are dissatisfied, with just 6% who are neutral.

There are 38% of tenants who say they live in a building with communal areas, which Torus is responsible for maintaining, and 58% of tenants are satisfied with their maintenance and general upkeep, although 35% are dissatisfied. Satisfaction rose steadily throughout the previous year, peaking at 74% in Q4 2025/26, although this has since fallen in the two following quarters. The score now stands at its lowest point in the trend period, although it remains to be seen how this continues in Q3 and Q4.

In Acuity's Q1 2026/27 client data, median satisfaction with the maintenance of the home has increased by 1p.p to 75%. Levels of confidence in the safety of homes have also improved slightly, with the median score up to 82%. Satisfaction with the maintenance of communal areas has decreased by 2p.p to 68%, exceeding Torus's score.

Well Maintained, Safety & Communal Areas

Communal Areas?





Keeping Properties in Good Repair



Keeping Properties in Good Repair

Almost three-quarters of tenants (73%) said they had a repair completed in their home by Torus in the last 12 months.

Of these, 76% are satisfied with the service during this period, with 16% who are dissatisfied, and 8% who do not feel strongly either way.

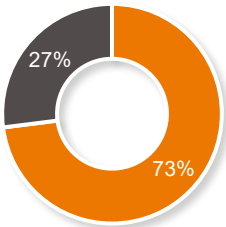
Almost the same proportion are satisfied with the time taken to complete the last repair (75%), while a fifth are dissatisfied (20%), and just 5% feel neutral.

Satisfaction with both measures has been consistent over the past year, always around the late 70% range, and often matching one another exactly.

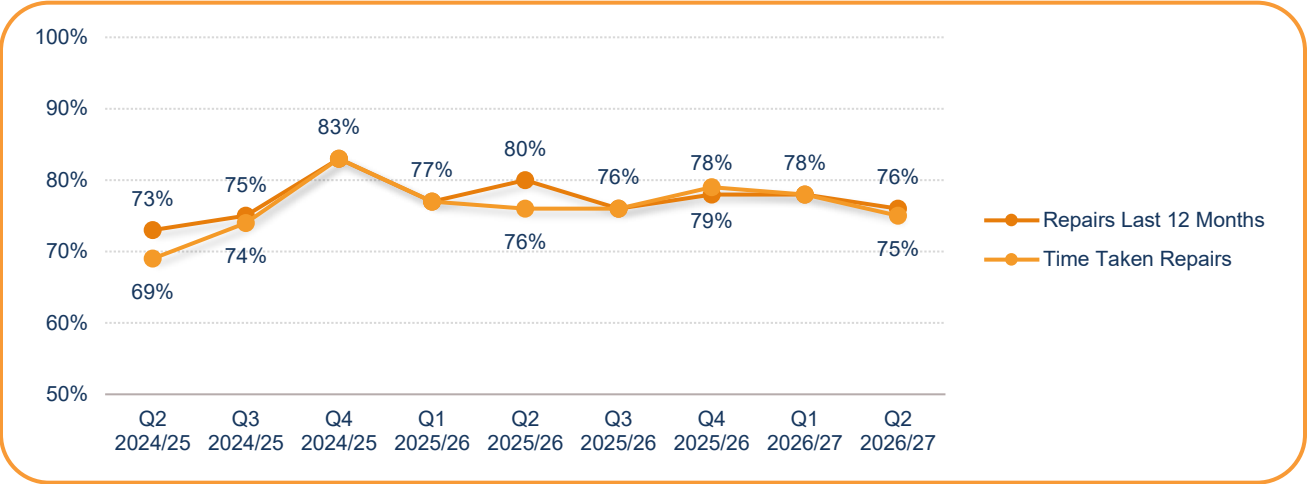
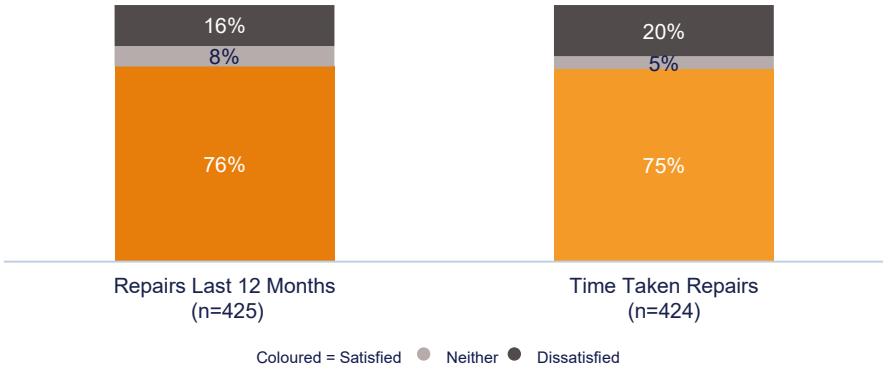
This suggests that tenants are generally satisfied with the repairs service and the time taken to complete them, which is a positive indicator of Torus's consistency of service.

The Acuity client median satisfaction for the repairs service is 78%, and 75% for the time taken to complete repairs, both fairly closely aligned with Torus's scores.

Repairs in Last 12 Months?



■ Yes ■ No





Contribution to the Neighbourhood



Contribution to the Neighbourhood

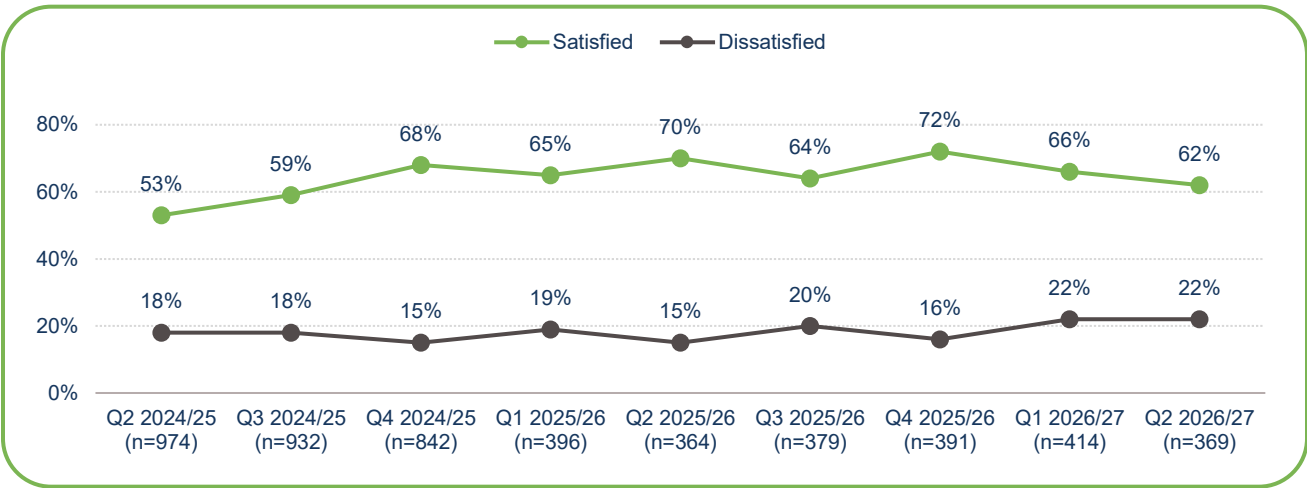
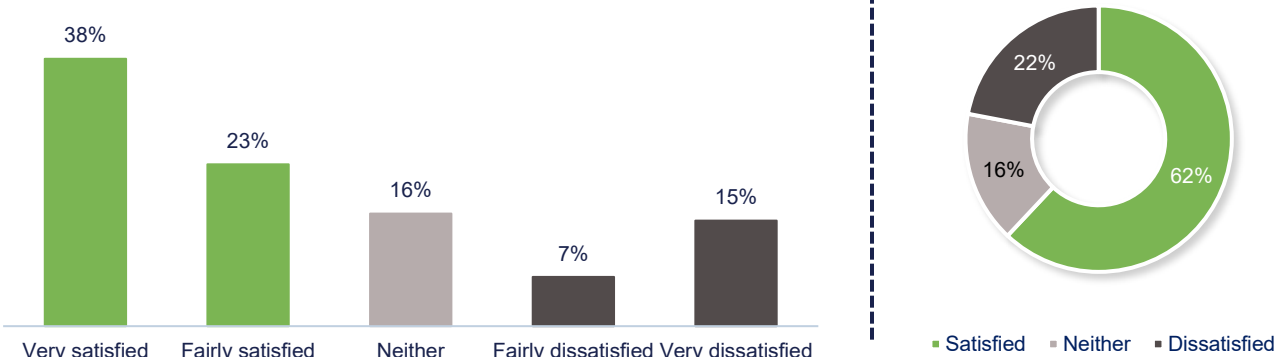
Over three-fifths of tenants (62%) are satisfied with the positive contribution Torus makes to their neighbourhood, with more very satisfied than fairly satisfied, 38% and 23% respectively.

However, over a fifth are dissatisfied (22%), and 16% are neither satisfied nor dissatisfied.

Again, satisfaction has been fairly consistent over time, although this has fallen by 4p.p since last quarter. Dissatisfaction has remained the same since last quarter, showing an increase in neutral responses.

Many of the local services may be outside the control of Torus, but tenants could benefit from increased communication about the impact Torus has locally and from involving tenants more in the management of these areas.

Median satisfaction has remained stable at 67%, with the 25th percentile also remaining stable at 63%. The minimum score is 45% while the maximum is 89%, highlighting the variation in neighbourhood contribution across landlords.





Approach to ASB



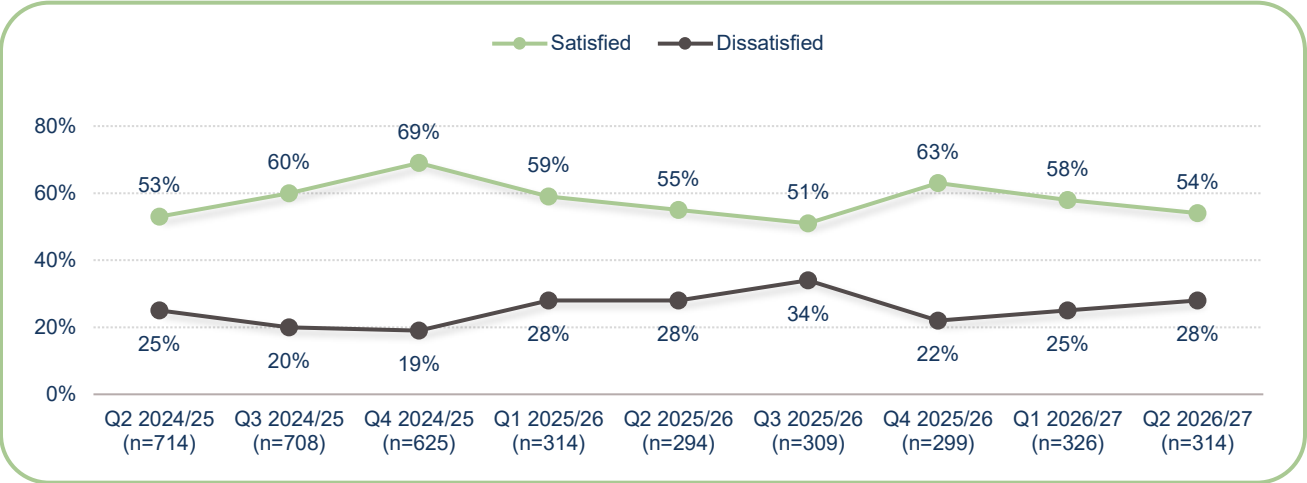
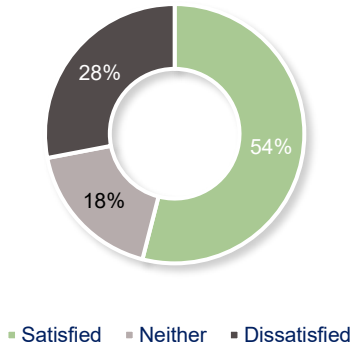
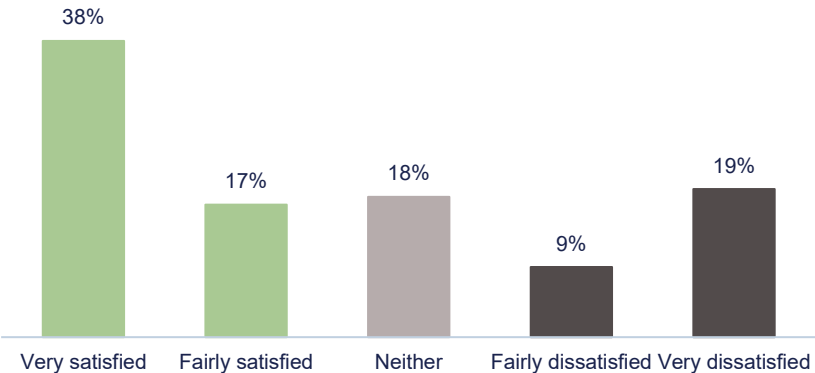
Approach to ASB

The handling of anti-social behaviour is the second-lowest-scoring measure in this quarter's survey at 54%, down 3p.p from the previous survey. In addition, almost three in ten tenants (28%) are dissatisfied.

The previous two years have shown a pattern of satisfaction peaking in Q4, before gradually decreasing in the subsequent quarters of the new year. This was the case in Q4 2025/26, with satisfaction rising to 63%, and so it remains to be seen if this pattern will continue. It is possible that there is a seasonal dimension to the perception of ASB, due to more people spending time outside in common spaces in the summer months, which may result in more noise.

The comments made by tenants about the process may help identify areas which could be improved, and following up on those affected could also help gain a better understanding of the process from the tenants' point of view.

It should also be noted that 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



Satisfaction with these engagement measures is generally good, although all have fallen a little in Q2.

Eight out of ten tenants agree they are treated fairly and with respect by Torus (79%), with 11% being dissatisfied, and 9% being neutral. This has remained stable, seeing only a marginal decrease of 1p.p since last quarter.

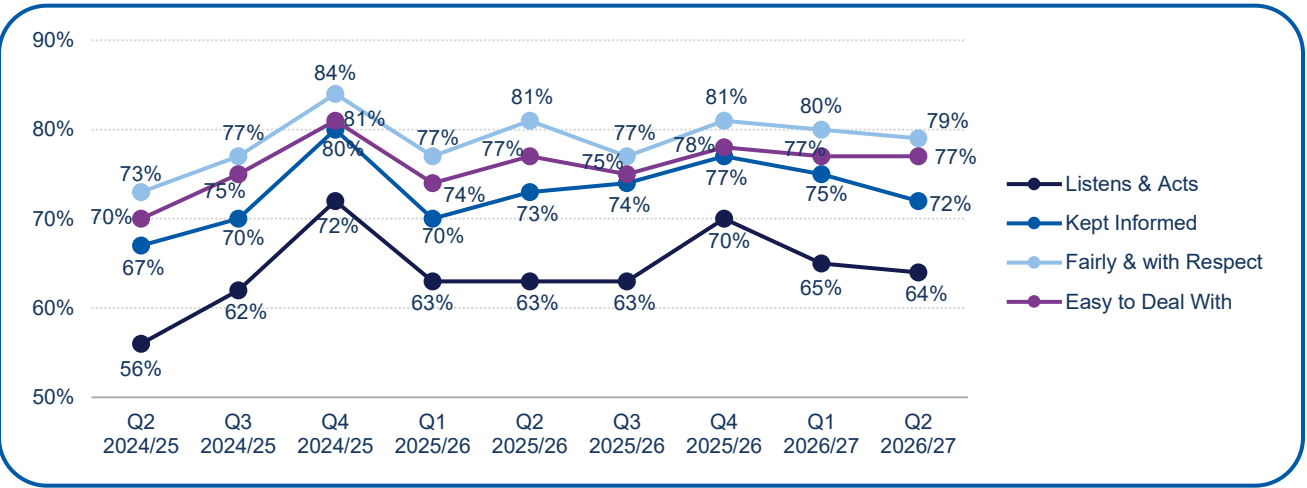
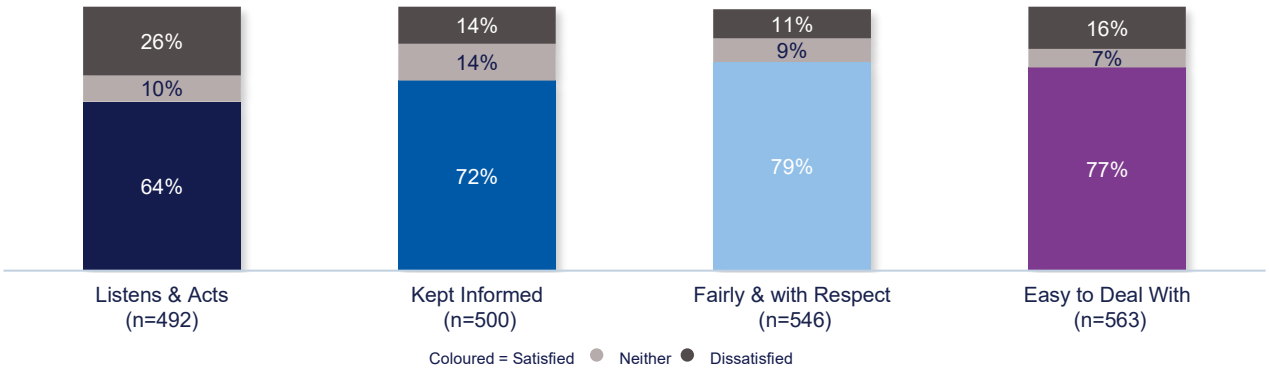
More than three-quarters (77%) find Torus easy to deal with, while 16% do not, and 7% are neutral. This is the only measure in the survey which has remained the same and has been generally consistent since 2025/26.

A smaller proportion (72%) is satisfied that they are kept informed about things that matter to them, down 4p.p, whilst 14% each are dissatisfied and neutral.

The lowest-scoring measure of this set is for the way Torus listens to tenants' views and acts upon them, at 64% with 26% dissatisfied. Satisfaction with this measure fell by 1p.p in Q2, remaining stable after its most recent peak in Q4, as was also the case in 2024/25.

Despite some relatively small decreases this quarter, these measures are generally aligned with one another, suggesting a comprehensive delivery of customer service and communication to tenants.

Respectful & Helpful Engagement





Respectful & Helpful Engagement

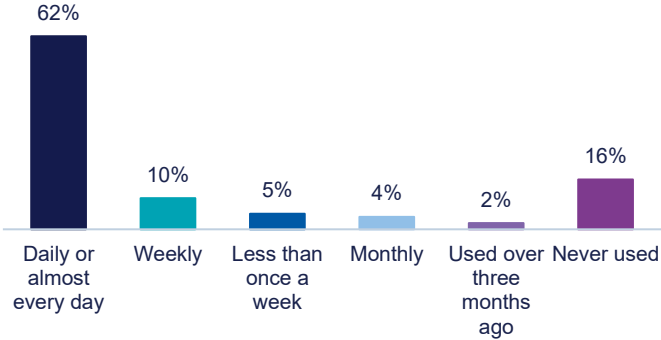
Tenants were asked about their use of online services, and 62% said they use these daily, with a further 10% using them weekly. There are 5% of tenants who use online services less frequently than once a week, 4% who use them monthly, and 16% who have never used them.

Of these, 38% said they do use the 'My Torus' option on the website, whilst the remaining 62% do not.

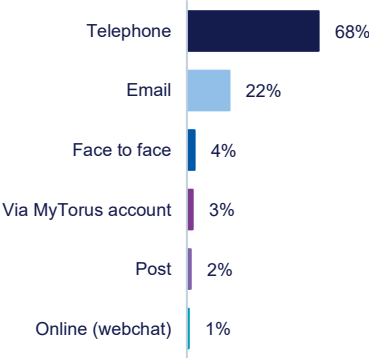
When asked why they do not use these services, example comments (displayed on the right) highlight common reasons such as tenants being unaware of the platform, which may suggest why tenants also prefer direct telephone contact with Torus. Several factors may contribute to this preference, though a recurring theme is that tenants experience difficulties logging into the platform.

When asked about their preferred method of contact, 68% said by telephone, and 22% prefer the use of email. Just 4% want face-to-face contact, whilst 3% would like contact via the 'My Torus' account. There are 2% who would like to receive contact via post, and 1% would like contact via online webchat.

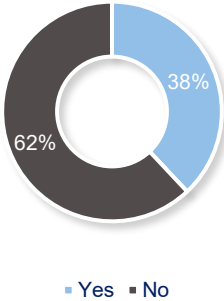
Online Services Frequency



Preferred Contact Method



Use 'MyTorus'?



My Torus Prevention Comments

I never have been instructed on it or told about it. I know it is there, but I don't know how to use it.

I cannot use it, I am dyslexic.

I don't know my tenancy number.

I'm not very apt with online things.

I just haven't used it. I tend to ring them up and speak to repairs if there is anything that needs doing, which is not a lot.

I have stopped using the app because nobody was getting back to me.

I try to get into it, but it says my emails are not recognised. I have rung Torus and they have tried to do it over the phone with me and that didn't work. I have given up and so just ring them.

I am frightened of using the internet.

There is nothing preventing me from using My Torus.

They deleted my account. The portal is glitchy and a pain. It was always difficult to pay my rent.

If you want to report a specific thing, often the thing you want to report is not on the pull down menu and so you cannot report it, and I end up just phoning.

I am profound deaf and cannot use a phone; I would be happy if there was a live chat on Torus's website



Effective Handling of Complaints



Effective Handling of Complaints

There are a quarter of tenants (25%) who 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 complaints following a failure of service or service requests which are yet to be fully actioned.

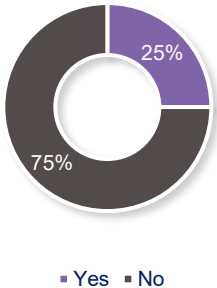
Nevertheless, only 35% of tenants are satisfied with the handling of these complaints, with more than half the tenants (56%) dissatisfied. Significantly more tenants are very dissatisfied (43%) than fairly dissatisfied (13%), and a further 9% gave a neutral response.

Only once in the last two years has satisfaction exceeded dissatisfaction, this being in Q4 2024/25. Since then, satisfaction has trended downwards, then begun to increase as of Q4 2025/26.

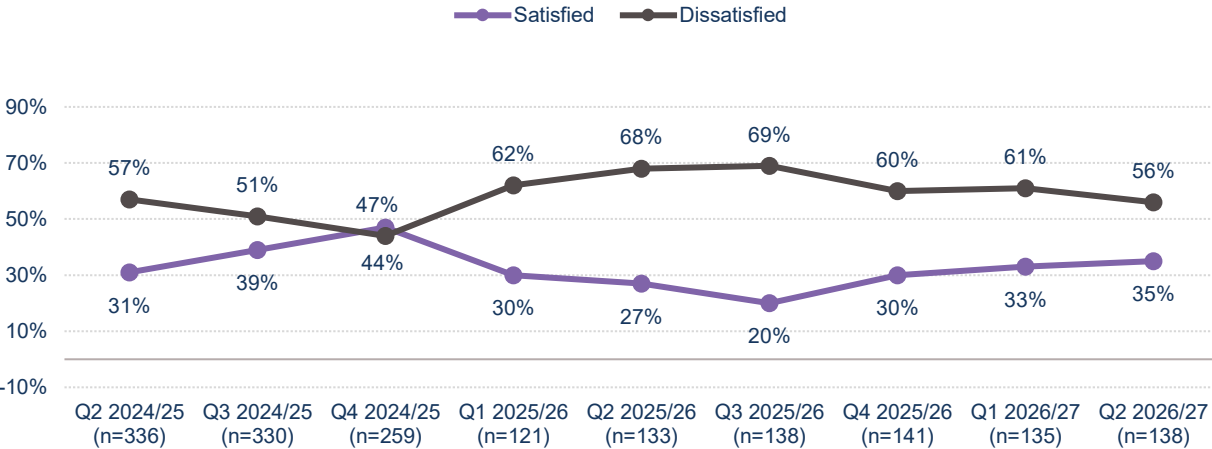
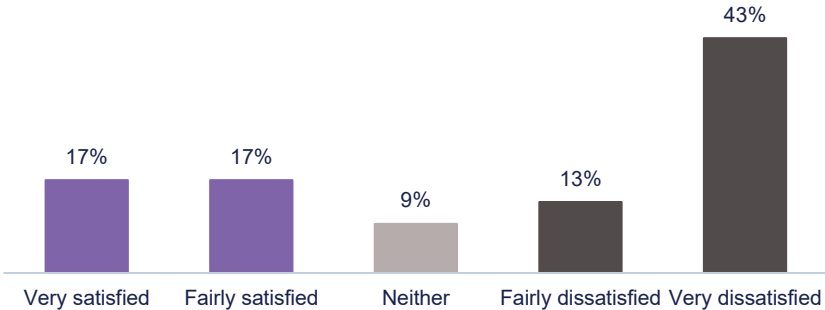
It is notoriously difficult to achieve high satisfaction with complaint handling, as firstly, only those complaining give a rating, but also since satisfaction is often affected by the outcome as well as the way it was dealt with.

When landlords do well on complaints, it is often linked to good quality and timely communication, making sure tenants are kept in the loop as complaints progress.

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?”

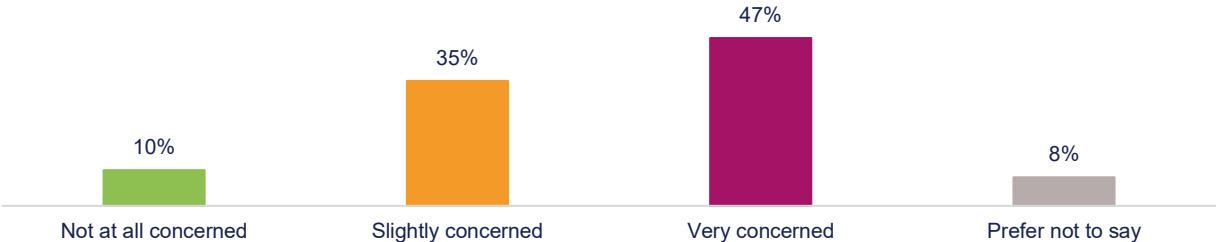
Some 47% of tenants are very concerned, with a further 35% slightly concerned. Just 10% of tenants are not at all concerned, while 8% preferred not to say.

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

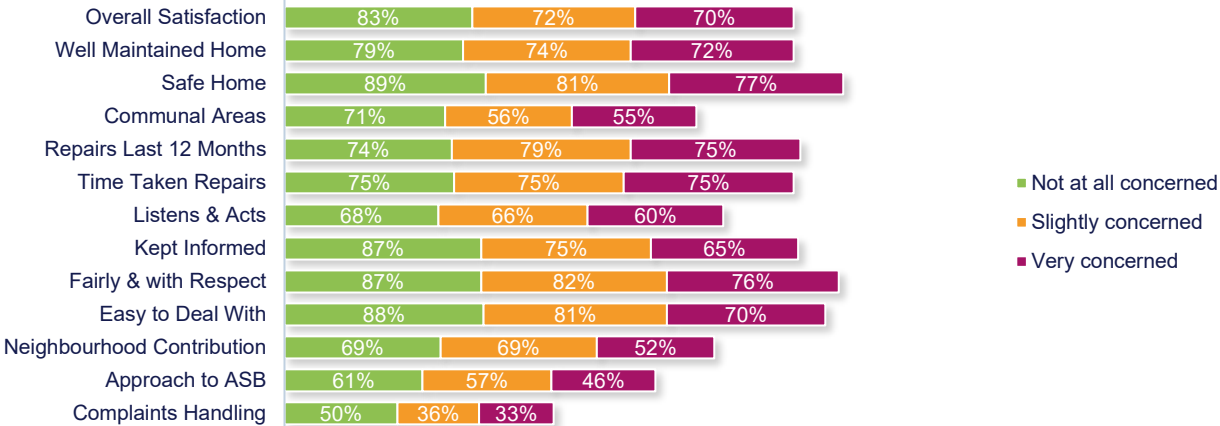
Those not concerned are consistently more satisfied than those very concerned, although on some measures the differences are small.

As such, anything that Torus can do to help with tenants’ finances, such as help with budgeting or benefits, could also result in slightly higher satisfaction.

Cost of Living Concern



Cost of Living Concern & Satisfaction





Trends



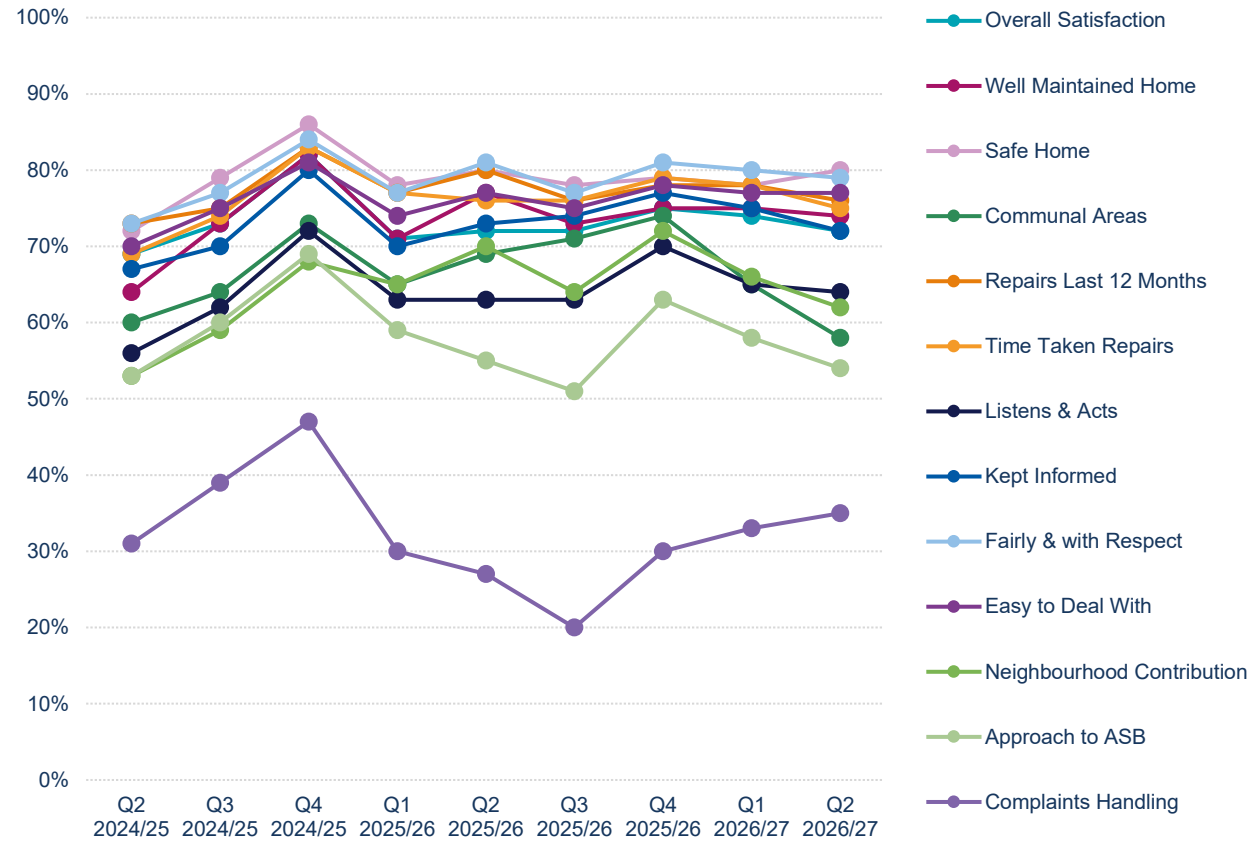
Trends Over Time - Closed Questions

Satisfaction has fluctuated from quarter to quarter over the trend period, although most measures have been on a downwards trajectory for the past two surveys.

With just two increases in Q2 2026/27, the provision of a safe home and the handling of complaints have not followed this trend, with the former continuing to be the highest-scoring measure and the latter the lowest-scoring.

Satisfaction with the overall service is down just 2p.p, otherwise remaining very consistent across the trend period.

The handling of complaints is some way adrift of the other measures on the chart, although it has been on the steepest upward trajectory out of all the measures in the last year.

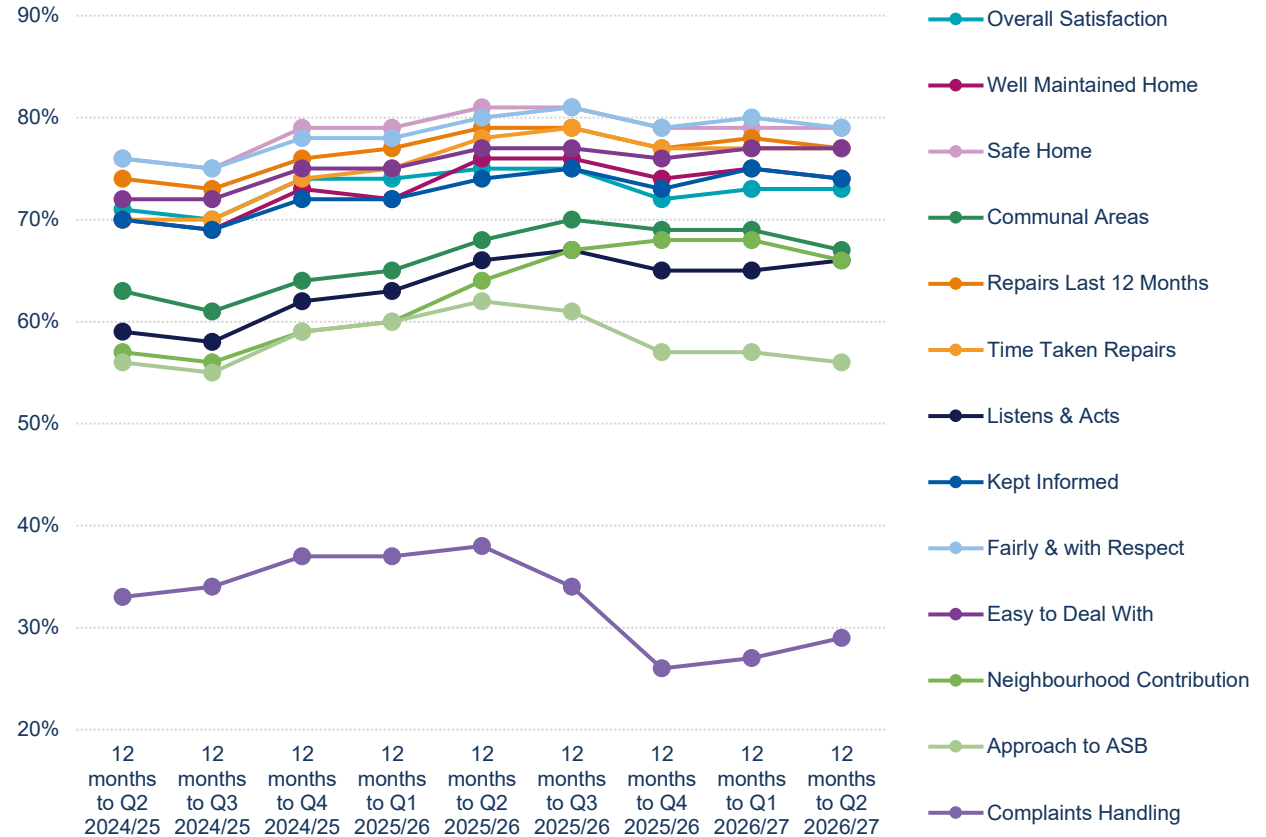




12 Month Rolling Averages

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 nature of this analysis is that changes are small and the lines on the chart are generally quite flat, indicating just small change over time.





Quarterly Change

The table shows the changes from quarter to quarter over the last four quarters.

Over the four quarters, there is little change with most measures ending the period at a similar level to the start; this emphasises the generally steady nature of satisfaction with Torus over time.

The handling of complaints has seen the most positive change, moving from 20% in Q3 of last year to 30% in Q4, followed by 33% last quarter and 35% this quarter.

The largest change in the last four quarters belongs to the approach to ASB, going up by 12p.p in Q4 2025/26.

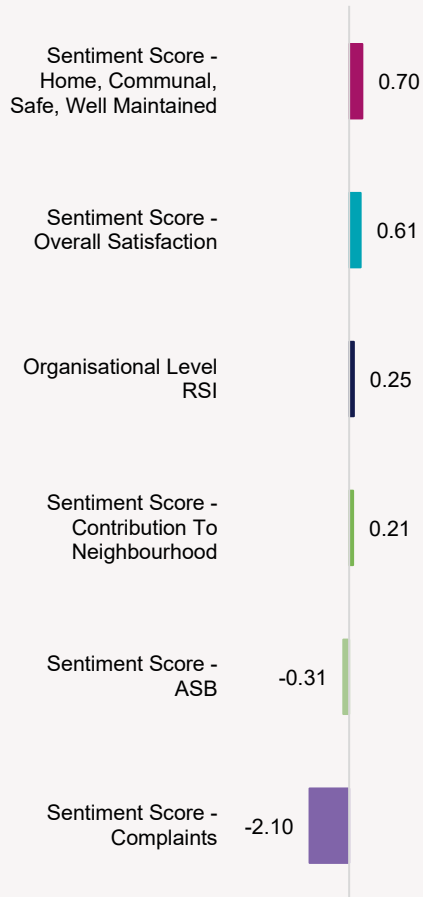
In order for a change to be considered statistically significant, it would have to exceed the combined margin of error for the last two surveys, in this case, ± 7.8 p.p. In this survey, this does not apply to any of the measures, although smaller changes can also indicate a direction of travel.

	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27
Overall Satisfaction	72%	75% (+3)	74% (-1)	72% (-2)
Well Maintained Home	73%	75% (+2)	75% (+0)	74% (-1)
Safe Home	78%	79% (+2)	78% (-1)	80% (+2)
Communal Areas	71%	74% (+3)	65% (-9)	58% (-6)
Repairs Last 12 Months	76%	78% (+2)	78% (0)	76% (-2)
Time Taken Repairs	76%	79% (+2)	78% (-1)	75% (-3)
Listens & Acts	63%	70% (+7)	65% (-6)	64% (-1)
Kept Informed	74%	77% (+3)	75% (-2)	72% (-4)
Fairly & with Respect	77%	81% (+4)	80% (-1)	79% (-1)
Easy to Deal With	75%	78% (+4)	77% (-1)	77% (0)
Neighbourhood Contribution	64%	72% (+8)	66% (-6)	62% (-4)
Approach to ASB	51%	63% (+12)	58% (-6)	54% (-3)
Complaints Handling	20%	30% (+10)	33% (+4)	35% (+1)



Summary

Sentiment Scores



Sentiment Summary



Overall Satisfaction

Many praise prompt, polite repairs and helpful staff, while some describe slow responses, incomplete or poor-quality fixes, recurrent damp/mould, unresolved heating and window issues, and poor contractor management. Communication failures, long waits, and inconsistent handling of anti-social behaviour and estates maintenance are recurring concerns. Vulnerable tenants highlight access, mobility and safety shortcomings. Overall sentiment is split between appreciation for emergency responsiveness and frustration over chronic repairs, follow-up, and accountability.

The Home

Tenants generally feel homes are safe with regular gas/electrical checks, but maintenance and communal upkeep are inconsistent. Common issues include recurring damp/mould, delayed or incomplete repairs (bathrooms, roofs, windows, doors, fencing), pest infestations, overgrown or poorly kept communal grounds, broken entry systems and poor contractor quality control. Several respondents report slow communication, repeated reporting, and anti-social behaviour concerns. Some praise prompt safety checks and responsive repairs, while many report frustration, repeated follow-ups and unmet service-charge expectations.

Neighbourhood Contribution

Many praise estate upkeep (grass cutting, painting, skips, occasional events) and visible staff, while a large portion report poor neighbourhood management. Issues include persistent fly-tipping, litter, weeds, rats, broken gates/fences, slow repairs, and weak response to anti-social behaviour. Several note contractors' poor standards and uneven grounds maintenance, especially on older blocks. Communication is inconsistent: some value outreach and drop-ins, others rarely see housing officers. Overall, tenants want more proactive, consistent cleaning, ASB action and contractor oversight.

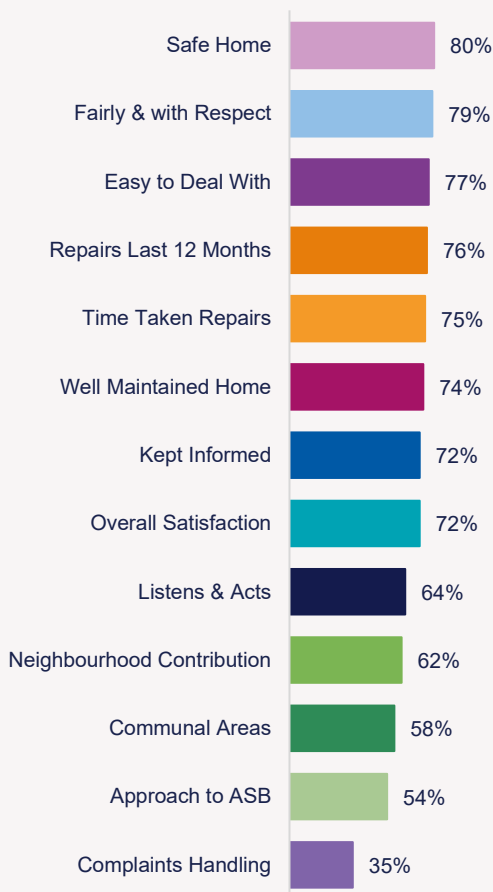
ASB

Tenant responses to Torus's handling of anti-social behaviour show praise for quick, polite, effective actions and occasional evictions, but a large proportion report slow responses, poor communication, repeated requests for evidence, letters only, and unresolved issues (drugs, noise, vandalism, dog/road bike nuisance). Several tenants feel ignored, unsafe or rehoused after long waits; others credit police or other measures. Overall sentiment is polarised: pockets of good practice exist, but widespread dissatisfaction centres on responsiveness, follow-up and case ownership.

Complaints

When asked about Torus's complaints handling, positive responses note prompt replies and effective interventions, especially for urgent repairs and anti-social behaviour. However, many describe poor communication, long delays, lost or unacknowledged complaints, repeated chasing, fragmented ownership between teams and inadequate follow-up or substandard contractor work. Several tenants feel dismissed or unfairly treated, having to provide extensive evidence themselves. Recurring themes are slow resolution of repairs (boilers, flooring), inconsistent ASB responses and dissatisfaction with service-charge and communal maintenance. Overall sentiment leans negative.

Satisfaction with Measures



Summary & Recommendations



This report is based on the results from the second TSM-based survey for 2026/27, undertaken by Acuity, and covers the LCRA tenants only, with a separate report for the LCHO residents. A total of 567 complete and 44 incomplete surveys were received in this quarter using both online and telephone responses.

Satisfaction has generally fallen since the previous survey, with overall satisfaction down by 2p.p to 72%. The highest satisfaction is Torus providing a safe home (80%), this being only one of two measures to increase this quarter. This is followed by tenants being treated fairly and with respect (79%).

However, the biggest change is for the upkeep of communal areas (58%), with satisfaction dropping 7p.p, and dissatisfaction rising 7p.p to 35%. This means that communal areas place third from the bottom for satisfaction, only finishing above approach to ASB (54%), and the handling of complaints (35%).

Sentiment analysis has been used against five 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 +0.25 in Q2 2026/27, and, individually, there are three positive scores whilst two are negative. The highest sentiment score is for the home, at +0.70, followed by overall satisfaction at +0.61, while the lowest is for complaints, at -2.10. 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 – Although satisfaction with the handling of complaints has remained stable this quarter (up 1p.p), a quarter of tenants have made a complaint in the last 12 months. Since it is not clear how many of these are genuine complaints or service requests, yet to be fully actioned, Torus should consider asking an additional question to ascertain which stage these complaints have reached. Making sure that tenants are aware how to lodge an official complaint, what the timescales for resolving it are, and taking these issues as a learning opportunity are actions seen by landlords with high Regulatory Judgement scores.

Neighbourhood Management – The maintenance of communal areas has the second-highest level of dissatisfaction in the survey (35%). Tenants mention issues around grounds maintenance, such as overgrown gardens and grass, as well as the communal areas cleaning service. A review of these services is recommended, as well as keeping tenants informed about when to expect cleaning and maintenance, which can help manage their expectations. The results also suggest some tenants are unsure about the contribution Torus makes to the local area as their landlord and more could be done to promote and publicise this. One possible avenue is setting up regular community meetings with tenants to discuss any neighbourhood concerns they have, such as ASB, as well as keeping tenants informed about what is happening in the neighbourhood and collaborating with other organisations to help resolve issues.



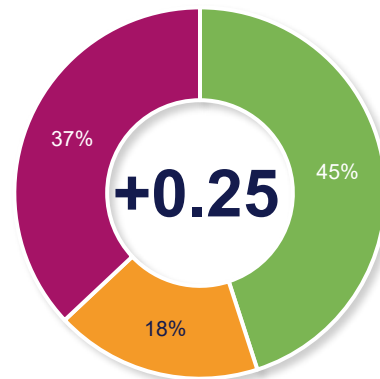
Sentiment

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 five 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 sevencore 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.



■ Positive ■ Neutral ■ Negative

Overall Satisfaction

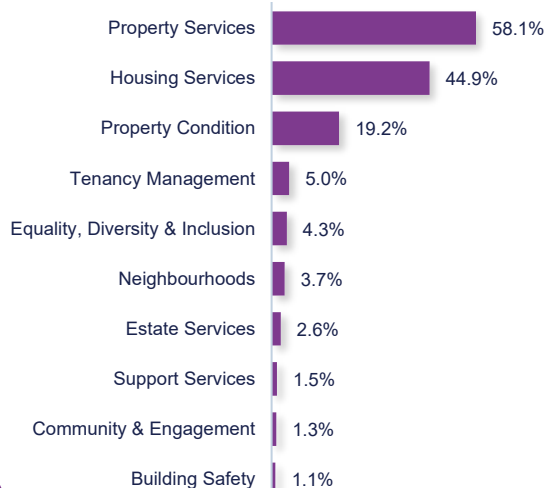
For further information about Acuity's Resident Sentiment Index, please see Appendix 1.



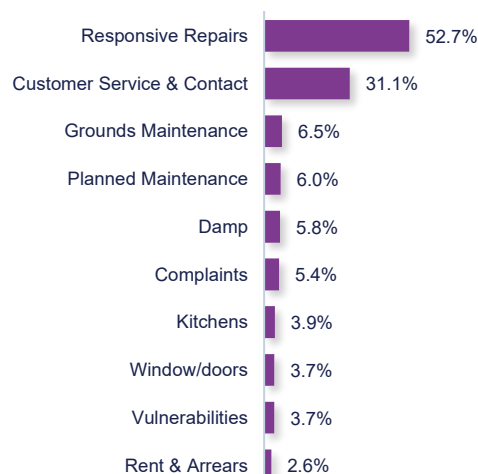
Please describe your specific experiences that have shaped your view of Torus' service.

Base Size: 463

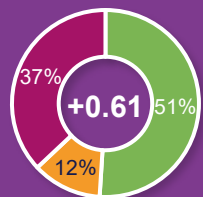
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	217	48.9%	+0.31
Resolution	85	19.1%	-1.33
Subcategory, no attribute (yet)	77	17.3%	+0.84
Quality of Work / Service	74	16.7%	+0.55
Communication / Transparency	44	9.9%	-1.25
Satisfaction	40	9.0%	+3.60
Staff Conduct	36	8.1%	+3.61
Effort	25	5.6%	-1.60
Listening / Acting	22	5.0%	-2.91
Appointments / Convenience	15	3.4%	-2.00
Worker Conduct	14	3.2%	+2.86
Consistency	13	2.9%	-1.54
Empathy	12	2.7%	+0.67
No Comments	9	2.0%	-2.22
Trust	5	1.1%	-2.00
Accountability	4	0.9%	-5.00
Accessibility	3	0.7%	+1.67
Safety	3	0.7%	-5.00
Fairness	1	0.2%	+5.00



Tenants were asked to describe the specific experiences that have shaped their view of Torus's service. Many tenants praise prompt, polite repairs and helpful staff, while a substantial minority report slow response times, incomplete or poor-quality repairs, repeated follow-ups, and poor contractor management. Common positive notes include emergency repairs being handled quickly, courteous tradespeople, effective gas/safety checks, and supportive individual officers. However, negative themes include persistent damp, mould and unresolved bathroom/heating issues; long delays for kitchens, windows, doors or structural jobs; recurring leaks and inadequate fixes; poor communication and missed appointments; inconsistent complaint and ASB handling; and neglected communal/grounds maintenance.

Several tenants describe housing disrepair, prolonged scaffolding, infestations, and safety concerns, and report having escalated cases to the Ombudsmen. Service-charge and communal cleaning complaints recur. Some tenants report excellent, fast service; others face years-long unresolved issues. Overall sentiment is fragmented: operational delivery (repairs/engineers) is often rated well at the task level, while planning, follow-through, communication, quality control and ASB resolution are the primary areas of concern.

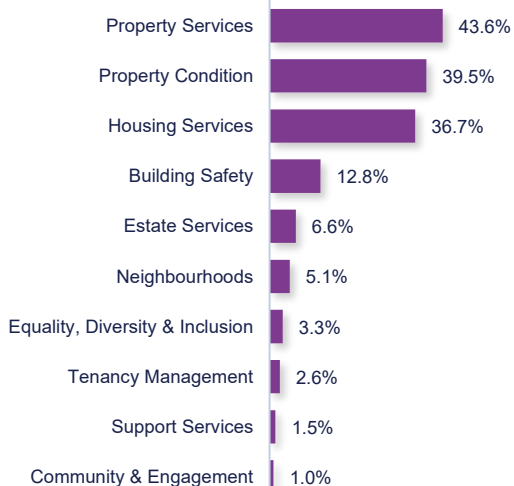
The Home

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

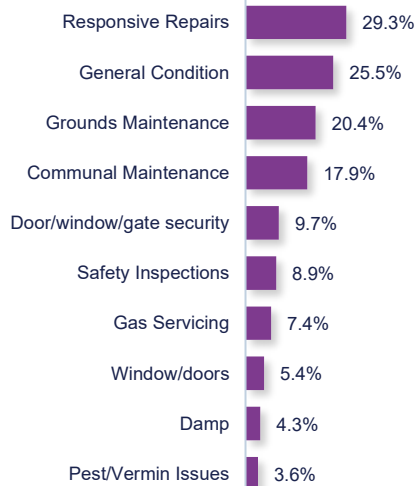
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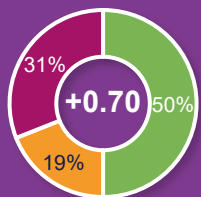
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	101	34.4%	+0.20
Timeliness & Responsiveness	83	28.2%	+0.16
Subcategory, no attribute (yet)	81	27.6%	+0.36
Safety	50	17.0%	+0.52
Resolution	34	11.6%	-1.18
Communication / Transparency	10	3.4%	-2.20
Listening / Acting	9	3.1%	-3.89
Satisfaction	9	3.1%	+2.11
Effort	7	2.4%	+0.14
Worker Conduct	7	2.4%	-2.86
Appointments / Convenience	4	1.4%	+4.00
No Comments	4	1.4%	-1.25
Accountability	3	1.0%	-5.00
Consistency	3	1.0%	-3.33
Trust	3	1.0%	-5.00
Empathy	2	0.7%	-5.00
Staff Conduct	1	0.3%	+3.00
Accessibility			-
Fairness			-



Most respondents feel their homes are generally safe and appreciate regular statutory checks (annual gas, smoke, and electrical inspections) and prompt emergency repairs. Positive comments cite clean communal areas, timely boiler/lock responses, and attentive staff for vulnerable tenants.

However, concerns include damp, mould, and long-running leaks taking a long time to resolve; pest infestations (rats, mice, roaches) and fly-tipping are frequent and linked to poorly maintained external communal areas; broken entry doors, intercoms, gates and fencing leave blocks insecure; exterior landscaping and bin areas are inconsistently maintained; and some contractors' workmanship and follow-through are variable, with jobs closed prematurely. Several tenants report accessibility and safety issues (broken pathways, uneven floors, loose bricks, tree roots) and delayed planned upgrades. Anti-social behaviour, drug use, and unauthorised access heighten residents' insecurity in some estates.

Overall, there is satisfaction with safety checks and some responsive repairs, but strong negative experiences around damp, pests, external communal upkeep, security failures and slow or incomplete remedial work.

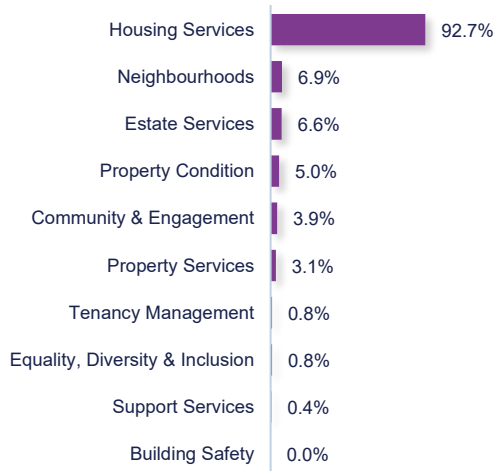
Neighbourhood Contribution

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

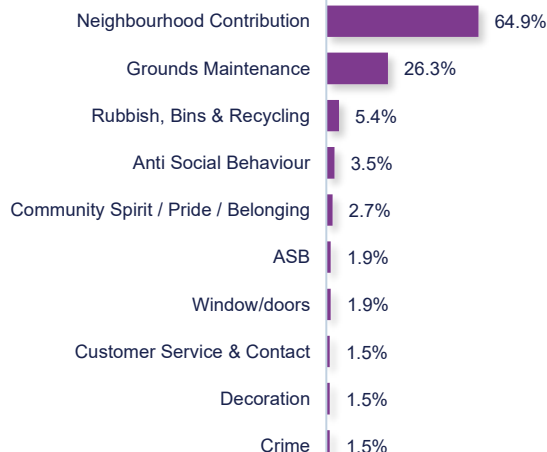
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Categories

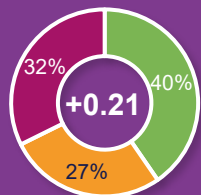


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Quality of Work / Service	79	32.2%	+1.72
Subcategory, no attribute (yet)	71	29.0%	-0.87
No Comments	44	18.0%	-0.80
Timeliness & Responsiveness	18	7.3%	+0.33
Satisfaction	17	6.9%	+3.59
Listening / Acting	14	5.7%	-2.86
Resolution	9	3.7%	-2.44
Staff Conduct	8	3.3%	+3.75
Communication / Transparency	7	2.9%	-1.43
Safety	7	2.9%	+0.57
Worker Conduct	4	1.6%	-0.50
Accountability	3	1.2%	-5.00
Consistency	3	1.2%	+1.00
Effort	1	0.4%	+5.00
Empathy	1	0.4%	-5.00
Accessibility			-
Appointments / Convenience			-
Fairness			-
Trust			-



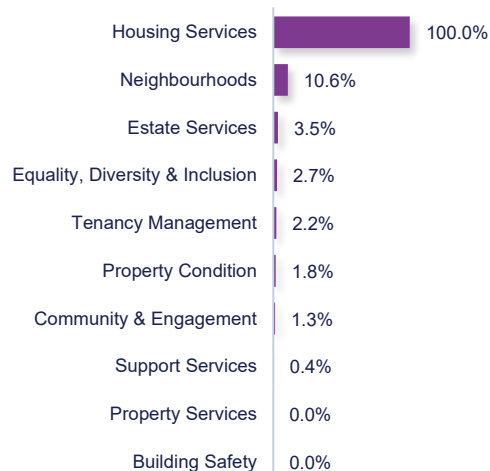
Tenants were asked for their thoughts on Torus's neighbourhood contribution. Many appreciate basic estate maintenance, like regular grass cutting, cleaning, painting, skips, window cleaning, and visible vans or staff, saying communal areas generally look tidy and some recent regeneration and repairs are positive. Several mention helpful individual housing officers and useful drop-in sessions, events and support for families.

However, dissatisfaction centres on slow or inconsistent response to fly-tipping, litter, weeds, abandoned items, and contractor mess; inadequate grounds maintenance in some streets; poor or absent communal bin/recycling collection; rats and pest problems; damaged fences/gates; empty properties left unaddressed. Anti-social behaviour, drug use, vandalism, and perceived safety concerns are repeatedly reported, with many tenants saying Torus fails to act or takes sides. Several note little visibility or engagement with tenants, neglected older blocks compared with new builds, and inconsistent quality of contractors.

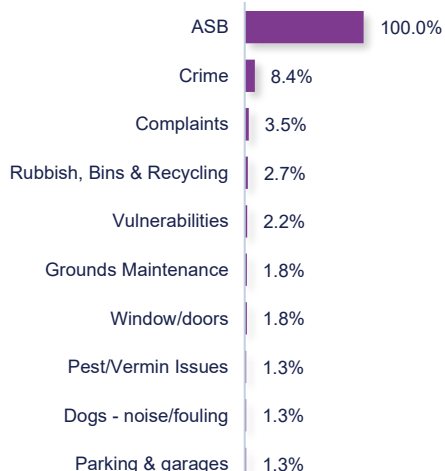
Overall, there are pockets of satisfaction over routine upkeep and community events, but widespread frustration over environmental neglect, ASB, and slow or uneven service delivery.



Categories

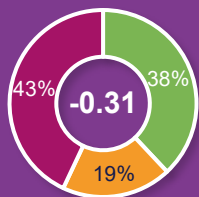


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Listening / Acting	53	23.5%	-1.79
Subcategory, no attribute (yet)	47	20.8%	-0.53
Quality of Work / Service	34	15.0%	+1.24
No Comments	33	14.6%	-0.97
Timeliness & Responsiveness	28	12.4%	+1.18
Satisfaction	25	11.1%	+2.20
Resolution	23	10.2%	-1.43
Communication / Transparency	19	8.4%	-1.37
Safety	9	4.0%	-2.56
Fairness	5	2.2%	-4.00
Accountability	4	1.8%	-5.00
Effort	3	1.3%	-4.33
Staff Conduct	2	0.9%	0.00
Empathy	1	0.4%	-5.00
Trust	1	0.4%	-5.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Worker Conduct			-



Tenants were asked to give their thoughts on Torus's handling of anti-social behaviour (ASB). Many tenants report timely, effective action via letters, visits, evictions, and good communication from specific officers, especially where police involvement or proactive managers/concierge are present. However, a proportion describes poor responses: slow or minimal action, advice to gather evidence without follow-up, closed cases before diaries completed, inconsistent case ownership, and perceived bias toward offenders. Common issues cited include drug use and dealing, loud parties, vandalism, dumping/rubbish, roaming dogs, motorbikes/e-bikes, repeated police call-outs, and safety concerns (threats, trespass, intimidation).

Frequent frustrations include lack of updates, reliance on victims to provide risky evidence, one-size-fits-all letters, and difficulty contacting officers. Several respondents report long-term unresolved cases that harmed wellbeing, and a few allege evidence mishandling or victim-blaming. Overall sentiment shows some tenants expressing high satisfaction where Torus acts decisively, but a substantial portion lack confidence in consistent, timely, and victim-focused ASB management.

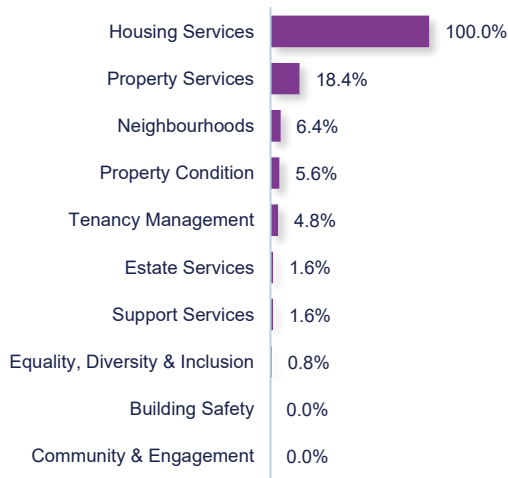
Complaints Handling

Please describe your experience of how complaints are handled.

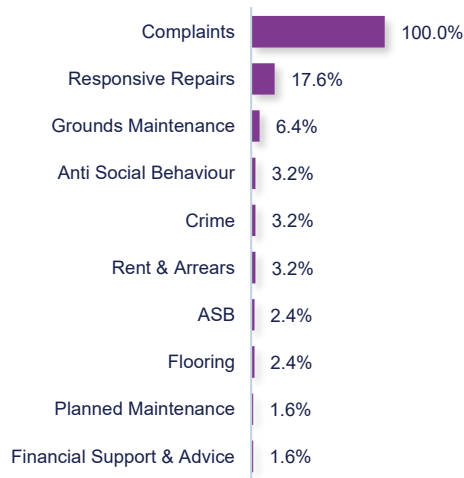
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Categories

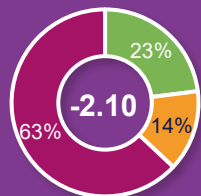


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	39	31.2%	-1.44
Communication / Transparency	36	28.8%	-3.44
Resolution	27	21.6%	-2.74
Subcategory, no attribute (yet)	27	21.6%	-1.74
Listening / Acting	24	19.2%	-2.67
Quality of Work / Service	20	16.0%	-1.10
Appointments / Convenience	4	3.2%	-2.50
Effort	4	3.2%	+1.25
Accountability	2	1.6%	-5.00
Consistency	2	1.6%	-5.00
Satisfaction	2	1.6%	-5.00
No Comments	2	1.6%	0.00
Empathy	1	0.8%	0.00
Fairness	1	0.8%	-5.00
Trust	1	0.8%	-5.00
Worker Conduct	1	0.8%	-5.00
Accessibility			-
Safety			-
Staff Conduct			-



Tenants were asked to describe their experience of how complaints are handled by Torus. Positive experiences highlight quick contact, courteous staff, prompt site visits, and effective resolution for some repairs, ASB incidents, and damp issues. However, key themes are poor communication, long delays, lack of follow-up, and repeated chasing. Many respondents report complaints lost or not logged, transfers between departments, inconsistent case ownership, and multiple escalations before action. Several describe contractors doing inadequate work or leaving a mess, and difficulty getting repairs completed despite promises and surveyor visits. Anti-social behaviour complaints frequently require escalation with slow or unclear outcomes.

Vulnerable tenants report extra burden collecting evidence and distress when issues remain unresolved. A minority note satisfactory manager involvement or eventual compensation, but often without apology. A few responses are highly critical, reporting rude staff or discriminatory language. Overall sentiment trends negative, with responsiveness, accountability, and contractor quality being key pain points, while staff courtesy and occasional fast repairs are the main positives.

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 seven 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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