



Torus LCRA

TSM Tracker Q1 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 beyond. 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 first 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, 565 completed surveys were received, plus a further 48 incomplete surveys, which are also required to be included by the Regulator. Of these, 450 surveys were by telephone interview and 163 online, so more or less, 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. 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, 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. A total of 72% of tenants gave permission to share their responses with their details attached, and 93% of these tenants are happy for Torus to contact them to discuss any information they provided.

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

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

For the overall results, Acuity and the Regulator of Social Housing require that landlords with over 25,000 properties achieve a sampling error of at least $\pm 2\%$ at the 95% confidence level. For Torus, 610 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 $n=$.

TSM Key Metrics

74%



Overall Satisfaction

Three-quarters of tenants (74%) are satisfied with the overall service provided by Torus in Q1, although this is down a little, by one percentage point (p.p) since the previous survey, part of a general decrease this quarter.

The highest satisfaction is for the way tenants are treated fairly and with respect (80%), whilst 78% are satisfied with their home being safe, the repairs service in the last 12 months and the time taken to complete repairs.

In contrast, just 58% are satisfied with the handling of anti-social behaviour and only 33% 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.

Keeping Properties in Good Repair



Well Maintained Home

75%



Safe Home

78%



Repairs Last 12 Months

78%



Time Taken Repairs

78%

Respectful & Helpful Engagement



Listens & Acts

65%



Kept Informed

75%



Fairly & with Respect

80%



Complaints Handling

33%

Responsible Neighbourhood Management



Communal Areas

65%



Neighbourhood Contribution

66%



Approach to ASB

58%



Overall Satisfaction



Overall Satisfaction

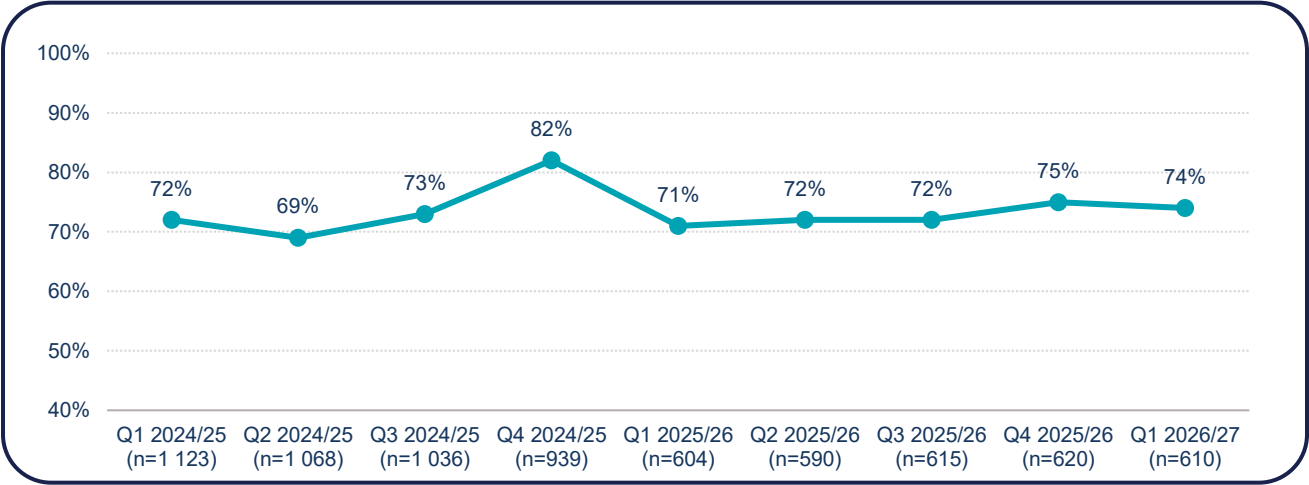
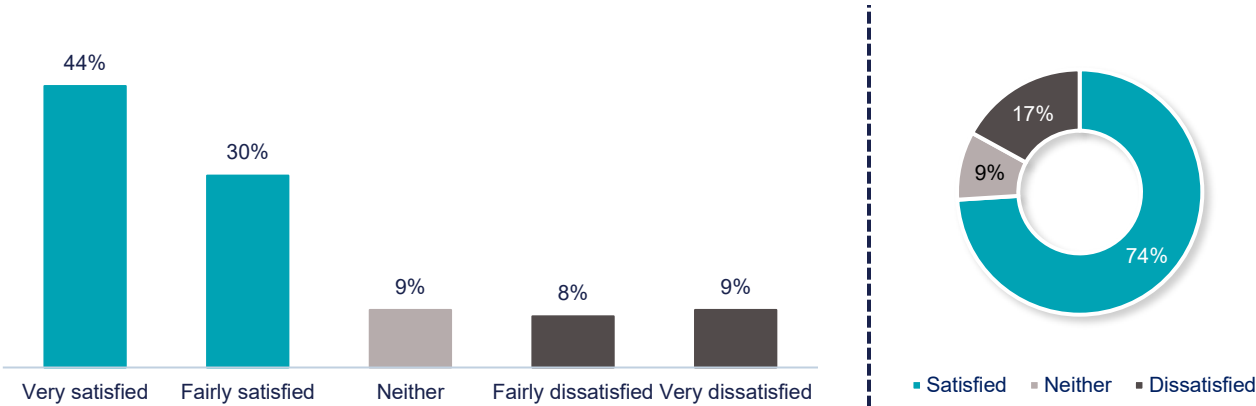
Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Torus?” This is seen as the headline figure in this tenant perception survey.

Around three-quarters of tenants are satisfied with the service provided (74%), with more very satisfied (44%) than fairly satisfied (30%).

However, there are 17% of tenants who are dissatisfied, and a further 9% are neither satisfied nor dissatisfied.

Satisfaction has been fairly consistent over time, apart from a peak at the end of 2024/25 when satisfaction reached 82%. Generally, satisfaction has been in the low 70% range, and Q1 26/27 is no exception, with a small decrease from 75% in Q4 25/26 to 74% currently.

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



Well Maintained, Safety & Communal Areas

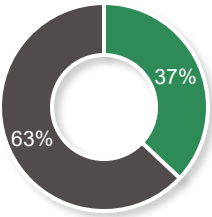
Three-quarters of tenants are satisfied that their home is well maintained, this staying at the same level as in the previous survey. Just 15% are dissatisfied with their homes' maintenance. This is generally shown to be the key driver for overall satisfaction.

Commonly, more are satisfied with the safety of their home, and this is true here at 78%, this down just 1p.p since the previous quarter.

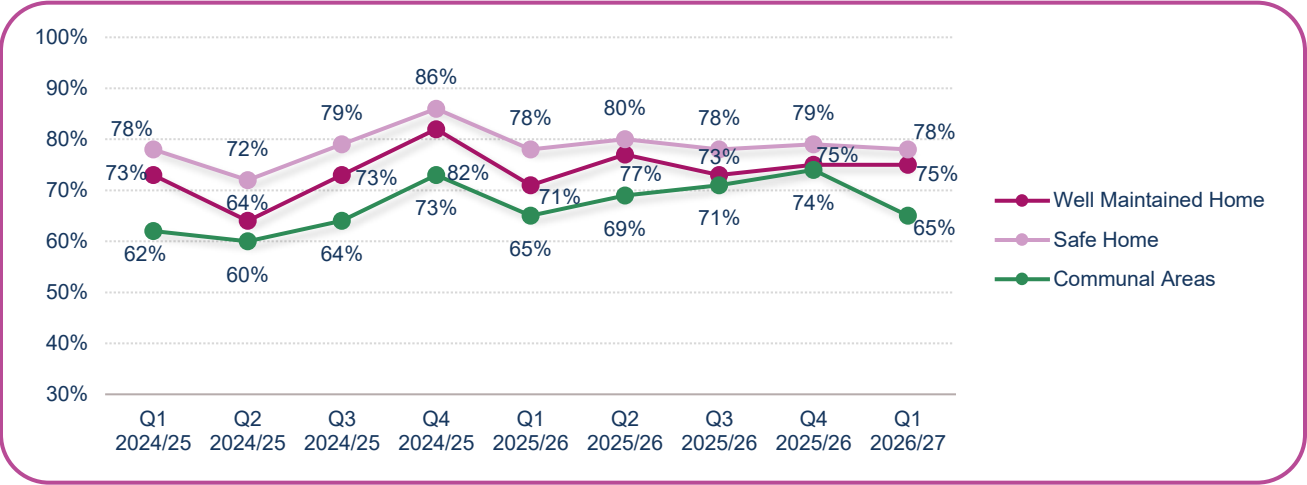
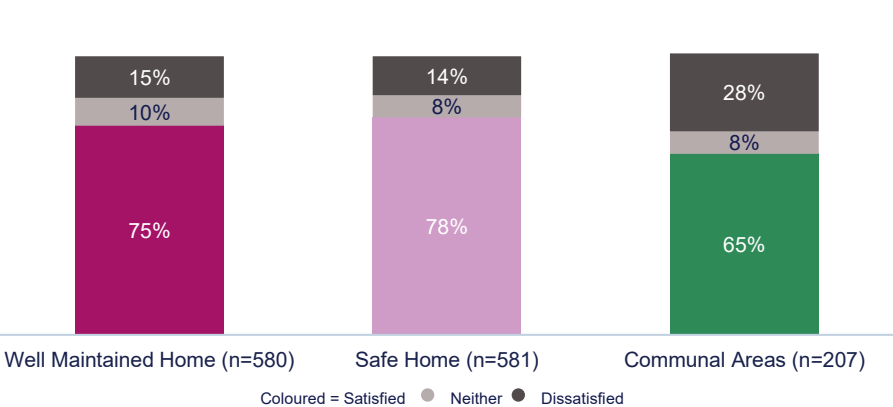
There are 37% of tenants who say they live in a building with communal areas, which Torus is responsible for maintaining, and 65% of tenants are satisfied with their maintenance and general upkeep, although 28% are dissatisfied. Satisfaction rose steadily throughout the previous year, but has seen a fall of 9p.p at the start of the new year. This is the biggest change in this quarter's survey.

Tenants are generally pleased with the maintenance and safety of their homes, but the fall in satisfaction for the communal areas is a cause for some concern and may need further investigation to seek the cause.

Communal Areas?



■ Yes ■ No





Keeping Properties in Good Repair



Keeping Properties in Good Repair

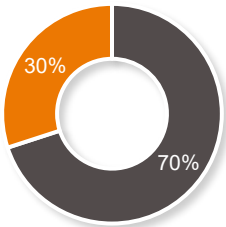
Seven out of ten tenants (70%) said they had a repair completed in their home by Torus in the last 12 months.

Of these, 78% are satisfied with both the service during this period and the time taken to complete repairs.

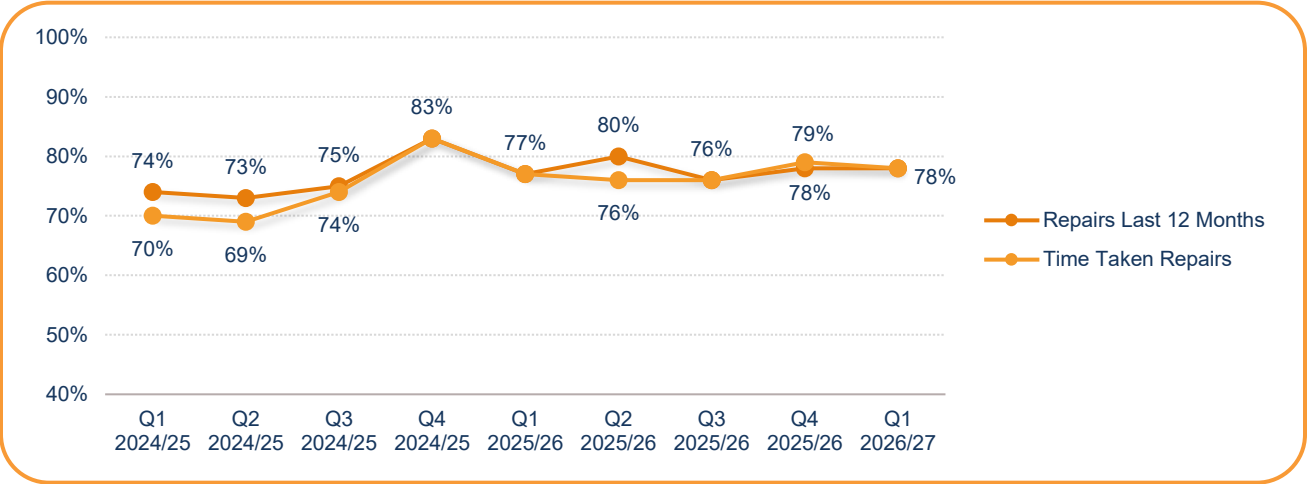
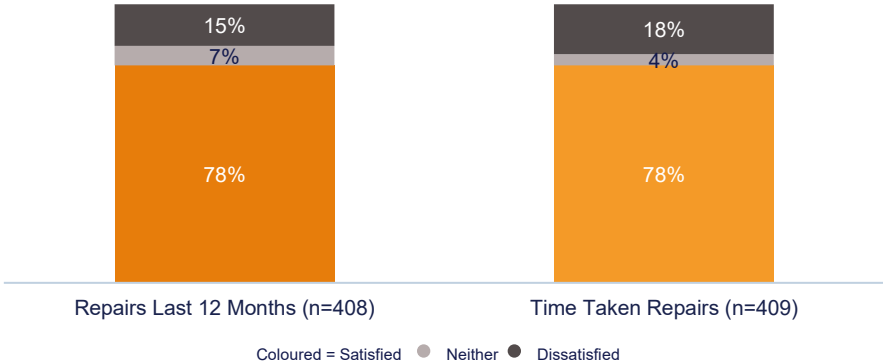
Satisfaction with both measures has been consistent over the past year, always around the late 70% range, this some way above the levels of satisfaction when these surveys began in 2024/25.

This suggests that tenants are generally satisfied with the repairs service, although 15% and 18% respectively are dissatisfied, showing that some remain unhappy and that Torus has room to improve the service further.

Repairs in Last 12 Months?



■ Yes ■ No





Contribution to the Neighbourhood



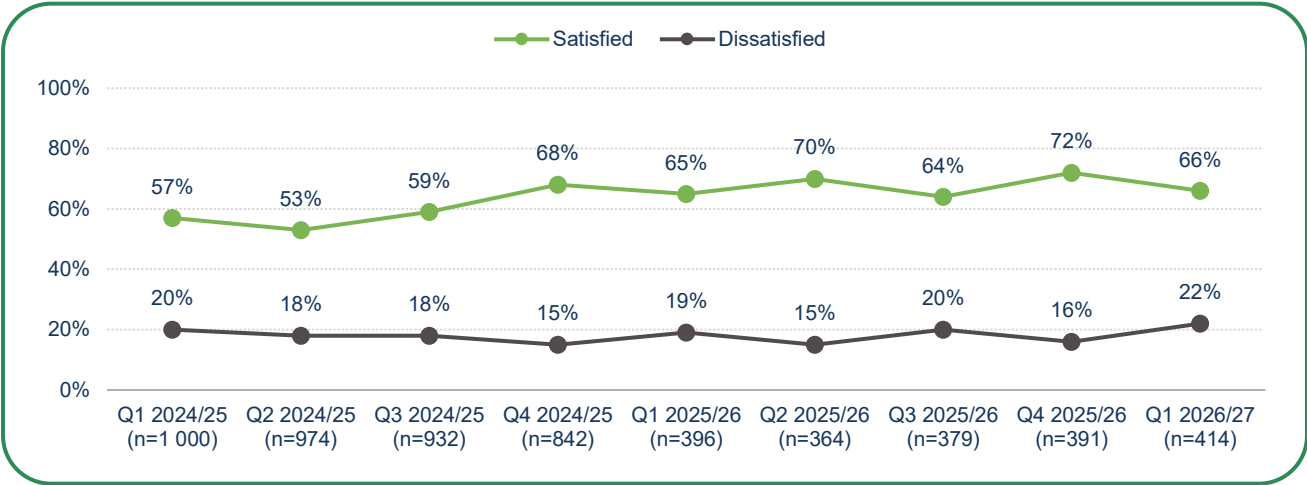
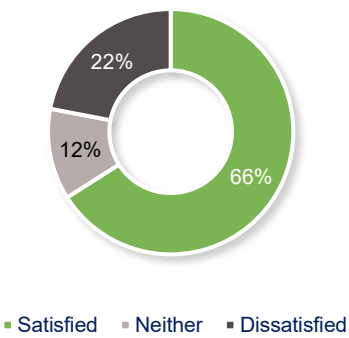
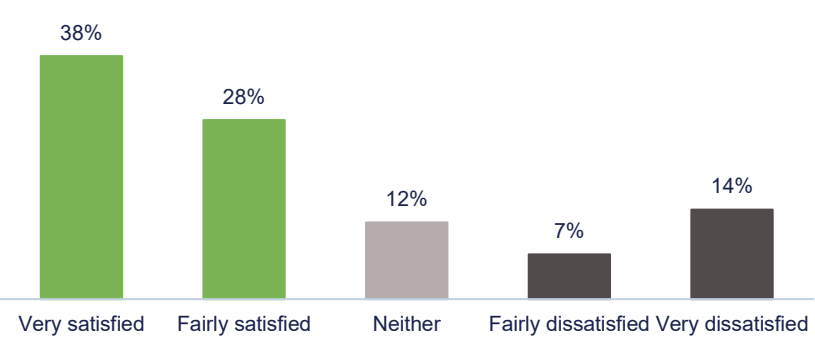
Contribution to the Neighbourhood

Two-thirds of tenants (66%) are satisfied with the positive contribution Torus makes to their neighbourhood, with more very satisfied than fairly satisfied, 38% and 28% respectively.

However, over a fifth are dissatisfied (22%), and 12% are neither satisfied nor dissatisfied.

Again, satisfaction has been fairly consistent over time, but Q1 saw a fall of 6p.p from the previous quarter, with dissatisfaction rising by a similar amount.

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 to involve tenants more in the management of these areas.





Approach to ASB



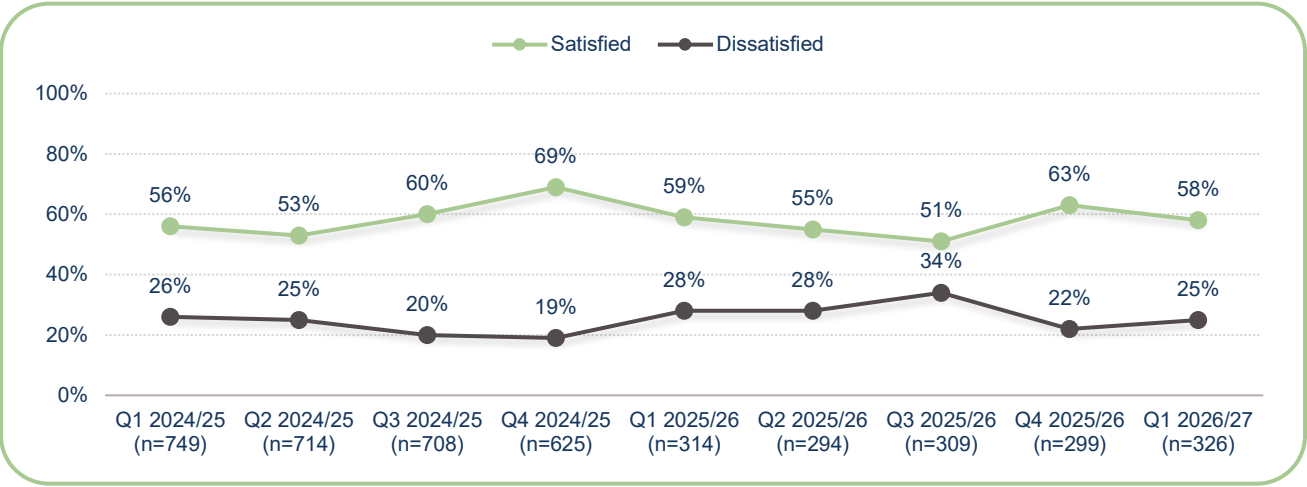
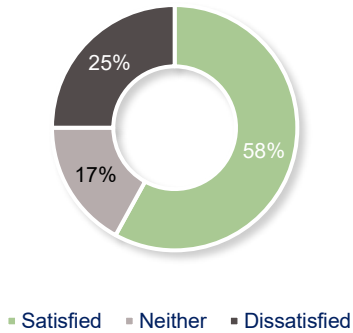
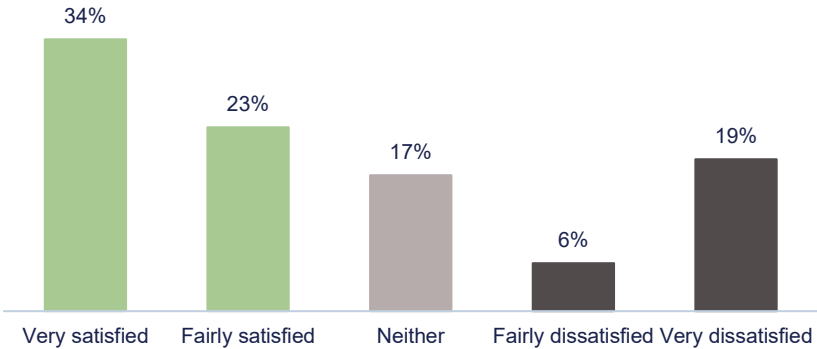
Approach to ASB

The handling of anti-social behaviour is the second-lowest-scoring measure in this quarter's survey at 58%, down 6p,p from the previous survey. In addition, a quarter of tenants are dissatisfied.

Despite these changes, satisfaction has been generally consistent over time. Achieving higher satisfaction is often difficult as it is sometimes not possible to achieve an outcome to everyone's satisfaction; however, Torus needs to show it is proactive and takes issues with ASB seriously.

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.

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



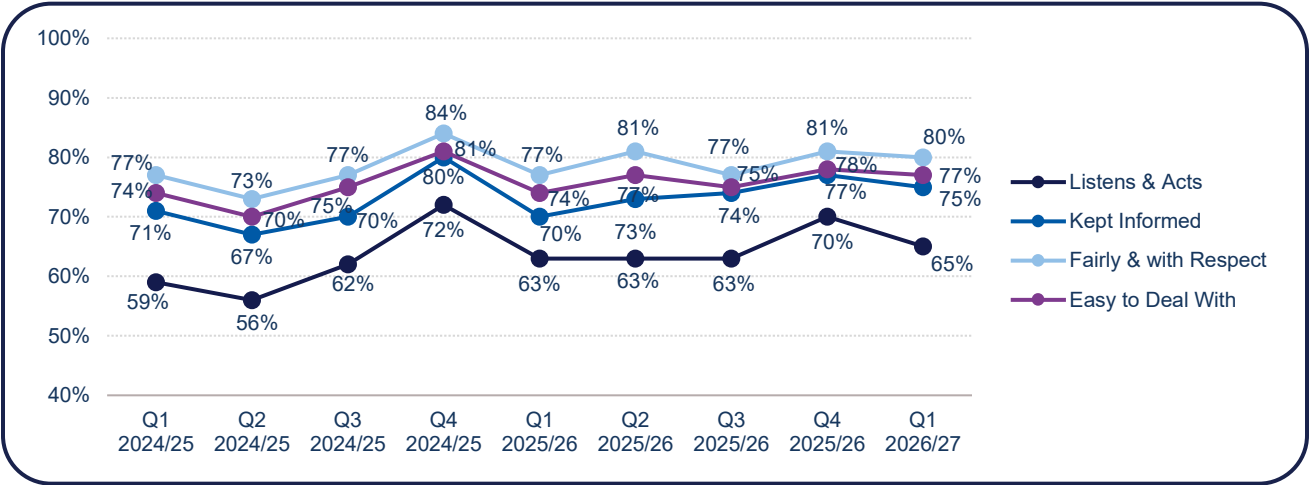
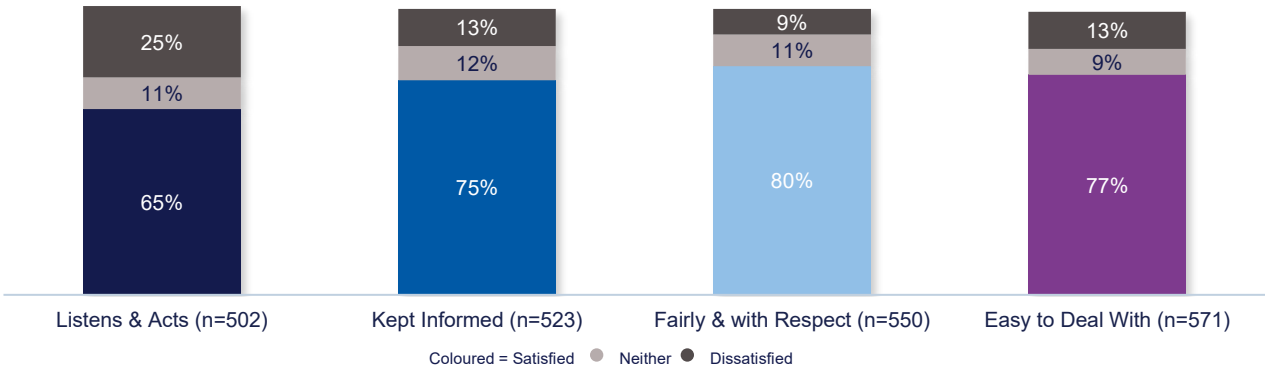
Respectful & Helpful Engagement

Satisfaction with these engagement measures is generally good, although all have fallen a little in Q1.

Eight out of ten tenants agree they are treated fairly and with respect by Torus (down 1p.p), which 77% find dealing with Torus easy, although 13% find it difficult. This measure is also down by 1p.p in Q1.

A slightly smaller proportion (75%) is satisfied that they are kept informed about things that matter to them (down 2p.p), whilst the lowest-scoring measure of this set is for the way Torus listens to tenants' views and acts upon them, 65% with 25% dissatisfied. Satisfaction with this measure fell by 6p.p in Q1 after a rise in Q4 25/26.

Torus should be generally pleased with how it engages with tenants, although this quarter has seen a small decline after generally rising satisfaction.





Respectful & Helpful Engagement

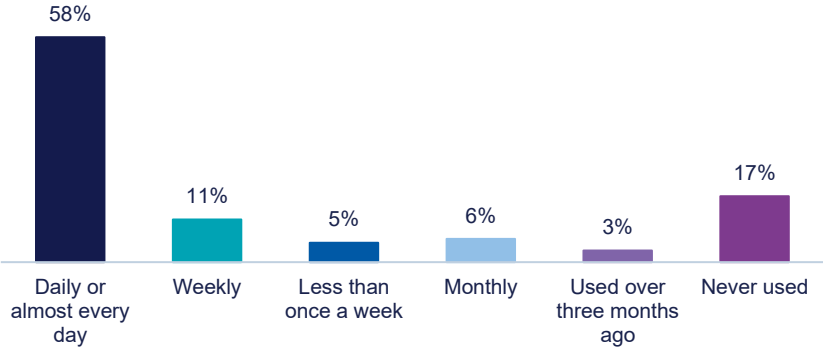
Tenants were asked about their use of online services, and 58% said they use these daily, with a further 11% using them weekly. There 5% of tenants who use online services less frequently than once a week, 6% who use them monthly, and 17% who have never used them.

Of these, 36% said they do use the 'My Torus' option on the website, whilst the remaining 64% do not.

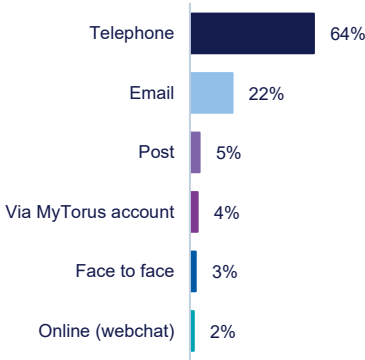
When asked why they do not use these services, example comments (displayed on the right) highlight common reasons such as tenants being unaware of the platform, which may suggest why tenants also prefer direct telephone contact with Torus. Several factors may contribute to this preference, though a recurring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

When asked about their preferred method of contact, 64% said by telephone, and 22% prefer the use of email. Just 4% want contact via the 'My Torus' account.

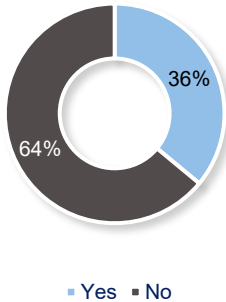
Online Services Frequency



Preferred Contact Method



Use 'MyTorus'?



My Torus Prevention Comments

- Cant login
- Cant login *
- I wasn't aware it existed until this poll asked me about it
- I can't login I don't know my number to login was supposed to be sorted years ago and it never was
- Forgot passwords
- No
- Easier and feels more responsive to phone and speak to a human
- Don't now
- Nothing will change whether you use it or not.
- Not really
- Not sure how
- No
- Forget to use it
- Cant log on
- Didn't know there was a my Torus
- Didn't know about it
- The company is useless why bother.
- Didn't realise had one
- Changes to the service required password reset, this doesn't work
- Will not let me log in
- No
- Not very good with technology
- No
- No
- No
- NO
- I contact ok each day, if I need any repairs.
- PTSD
- It doesn't work
- Haven't tried it
- Don't ever go on line it's not secure to use.



Effective Handling of Complaints



Effective Handling of Complaints

There are a quarter of tenants (24%) 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 stage 1 complaints following a failure of service or service requests which are yet to be fully actioned.

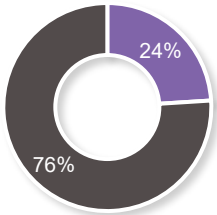
Nevertheless, only 33% of tenants are satisfied with the handling of these complaints, with three-fifths of the tenants (61%) dissatisfied. More tenants are very dissatisfied (39%) than fairly dissatisfied (22%), and a further 6% gave a neutral response.

Only once in the last two years has satisfaction exceeded dissatisfaction, but this quarter does see a slight improvement with a 4p.p rise in satisfaction. At the same time, dissatisfaction is up by a marginal 1p.p.

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.

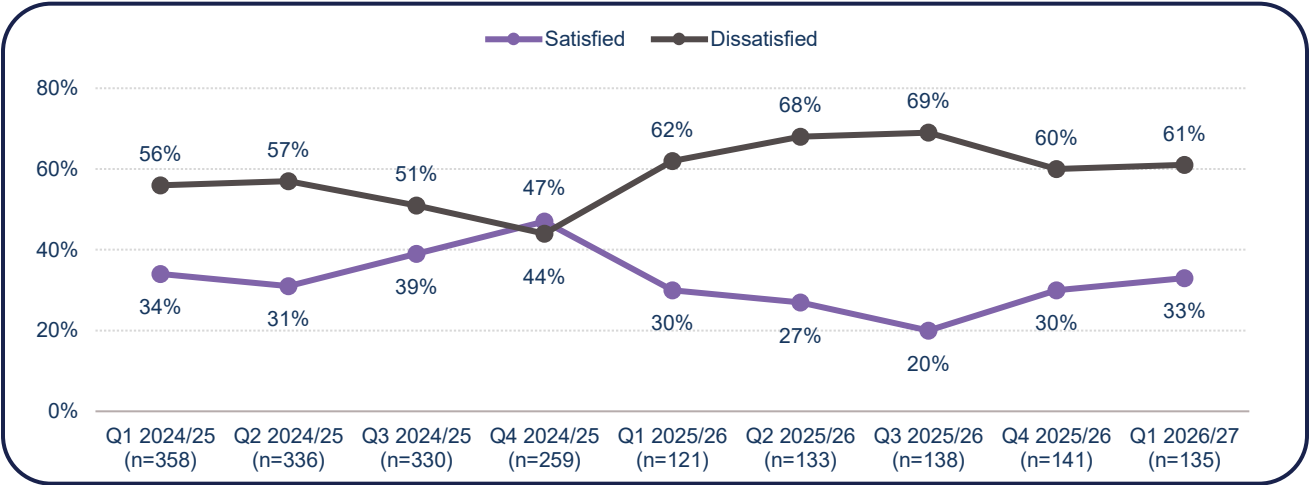
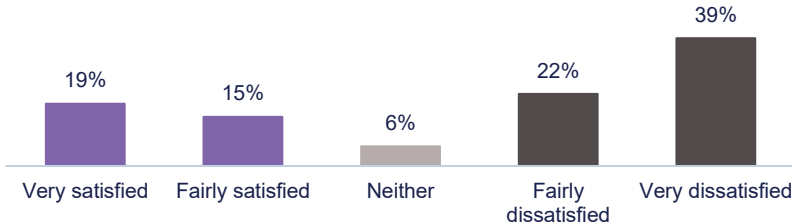
When landlords do well on complaints, it is often linked to good quality and timely communication, making sure tenants are kept in the loop as complaints progress.

Complaint in last 12 months



■ Yes ■ No

Satisfaction with Complaints Handling





Wellbeing



Cost of Living

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

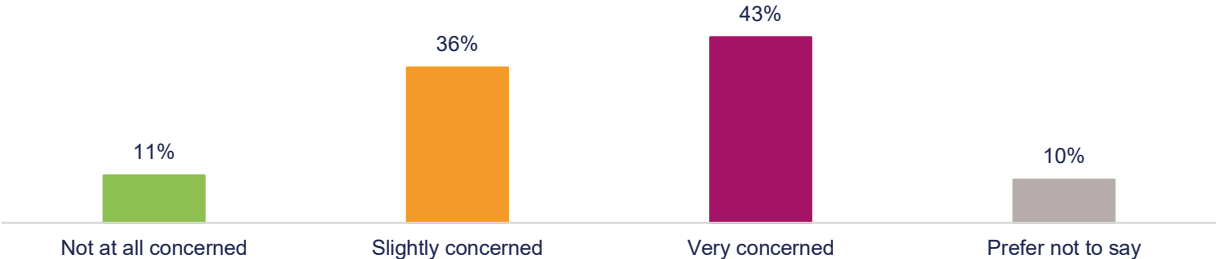
Some 43% of tenants are very concerned, with a further 36% slightly concerned. Just 11% of tenants are not at all concerned, while 10% preferred not to say.

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

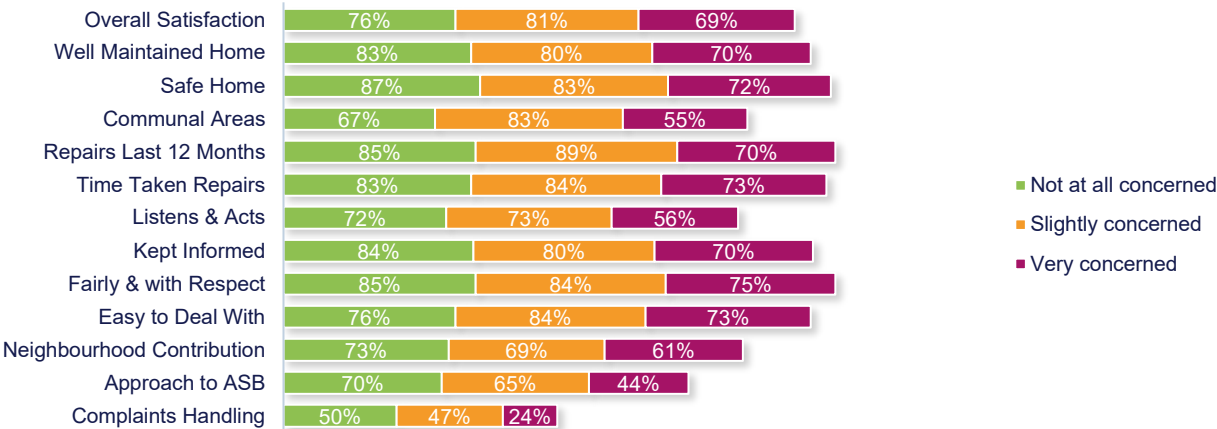
Those not concerned are consistently more satisfied than those very concerned, although on some measures the differences are small.

This suggests that 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



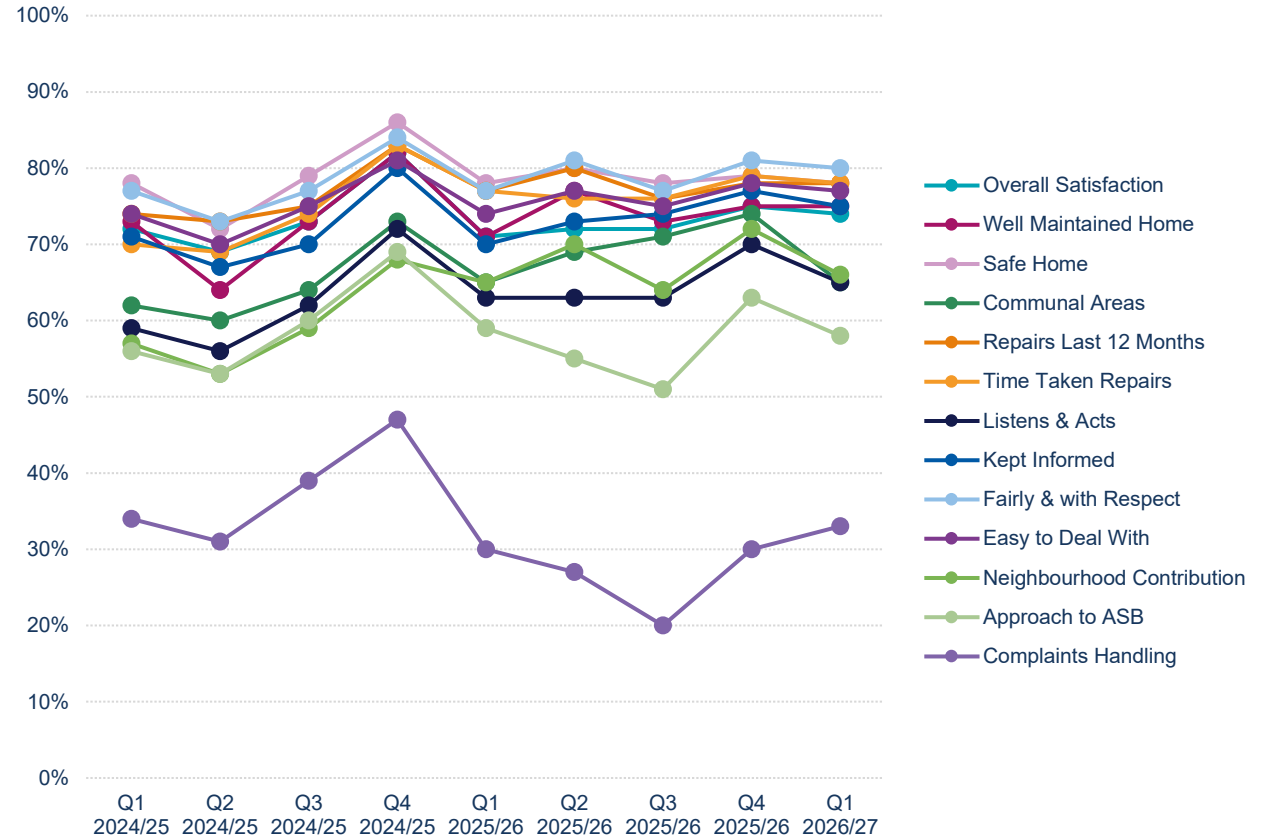
Satisfaction does fluctuate from quarter to quarter, although generally satisfaction has been quite consistent over the last year or so, with one or two exceptions.

As shown throughout the report, satisfaction is generally down a little in Q1 compared with the results from the Q4 25/26 survey.

Satisfaction with the overall service is down just 1p.p, with eight measures having little change. However, 6p.p fewer are satisfied with the way Torus listens to tenants' views, handles ASB and makes a positive contribution to the neighbourhood, whereas 9p.p fewer are satisfied with the maintenance of the communal areas.

The handling of complaints is some way adrift of the other measures on the chart, but this is the only measure in Q1 showing an increase in satisfaction.

Trends Over Time - Closed Questions

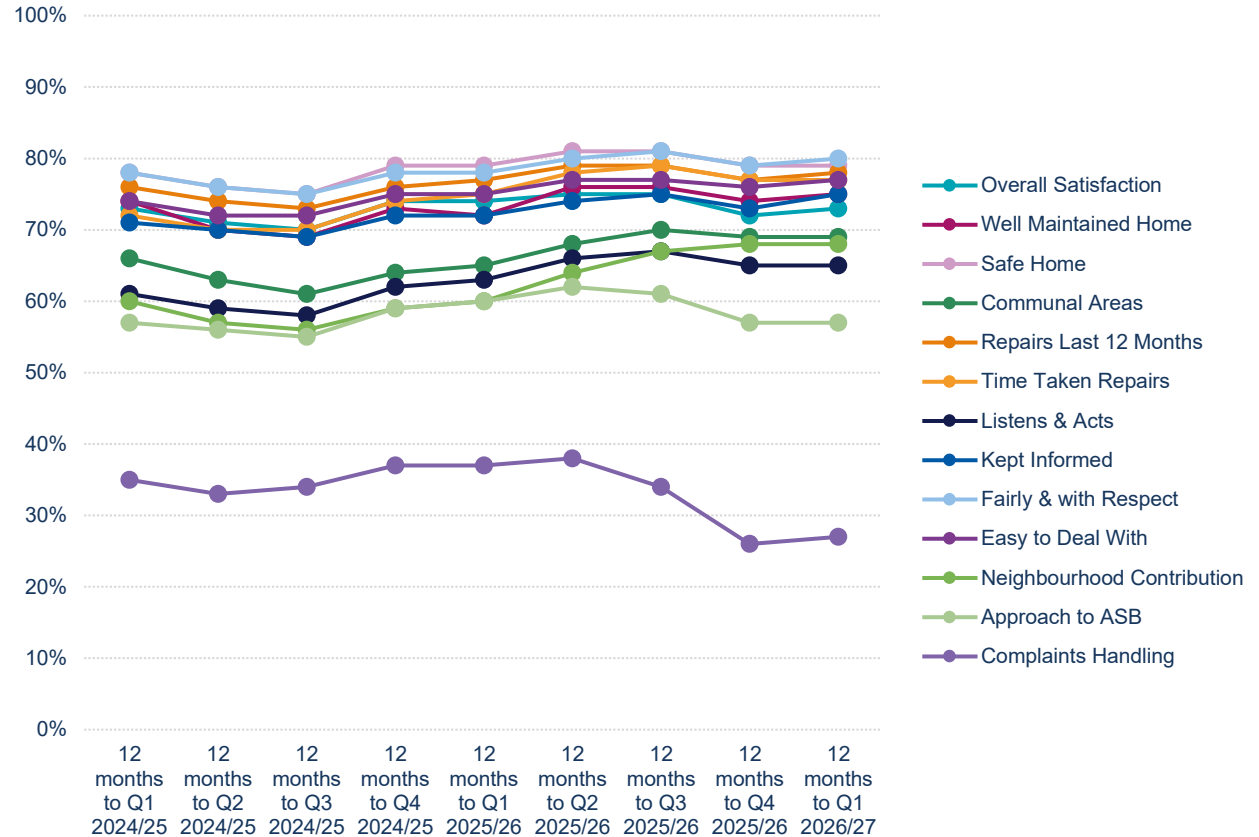




12 Month Rolling Averages

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.

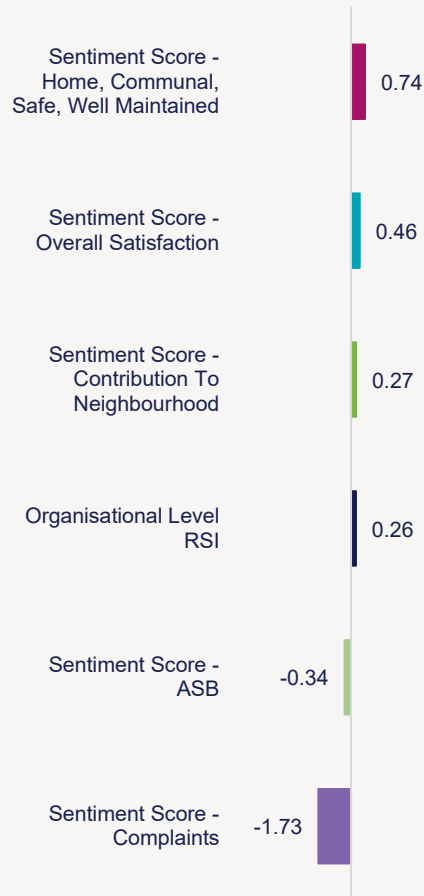
The handling of complaints has seen the most positive change, moving from 27% in Q2 of last year to 33% in Q1 of this year.

	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27
Overall Satisfaction	72%	72% (+0)	75% (+3)	74% (-1)
Well Maintained Home	77%	73% (-4)	75% (+2)	75% (+0)
Safe Home	80%	78% (-3)	79% (+2)	78% (-1)
Communal Areas	69%	71% (+2)	74% (+3)	65% (-9)
Repairs Last 12 Months	80%	76% (-4)	78% (+2)	78% (0)
Time Taken Repairs	76%	76% (+0)	79% (+2)	78% (-1)
Listens & Acts	63%	63% (0)	70% (+7)	65% (-6)
Kept Informed	73%	74% (+1)	77% (+3)	75% (-2)
Fairly & with Respect	81%	77% (-4)	81% (+4)	80% (-1)
Easy to Deal With	77%	75% (-2)	78% (+4)	77% (-1)
Neighbourhood Contribution	70%	64% (-6)	72% (+8)	66% (-6)
Approach to ASB	55%	51% (-4)	63% (+12)	58% (-6)
Complaints Handling	27%	20% (-8)	30% (+10)	33% (+4)



Summary

Sentiment Scores



Summary

Overall Satisfaction

Many tenants praise polite, prompt tradespeople and quick emergency repairs, while issues persist with long waits, repeated/unfinished jobs, poor workmanship, damp/mould, rodent infestations and broken communal doors/gates. Communication failures, missed appointments, unclear ownership of cases and inconsistent handling of ASB/housing officer support are common. Vulnerable tenants report safety, accessibility and health impacts. Overall sentiment is variable — responsive in emergencies but unreliable for non-urgent, long-running repairs and communal maintenance.

The Home

Tenants generally feel homes are safe with timely gas/electrical checks, but maintenance and communal area upkeep are inconsistent. Positive comments cite responsive repairs, security improvements and clean communal spaces; negatives highlight slow or incomplete repairs, recurring damp/mould, broken communal doors/gates, poor cleaning, overgrown grounds, vandalism, and security concerns (drug use, theft). Many report cosmetic ageing (kitchens, windows), uneven contractor quality, missed appointments and poor communication about service charges and schedules.

Neighbourhood Contribution

Many tenants praise Torus for maintenance, grass-cutting, skips, litter-picking and visible vans, reporting prompt repairs and tidy communal areas. However a large portion are unaware of Torus activity, feel engagement is minimal, and cite persistent issues: fly-tipping, overgrown weeds, rats, broken communal doors, ASB, poor communication and inconsistent grounds upkeep. Several respondents report dissatisfaction with responsiveness, safety and lack of community investment, especially in estate improvements and visible neighbourhood initiatives.

ASB

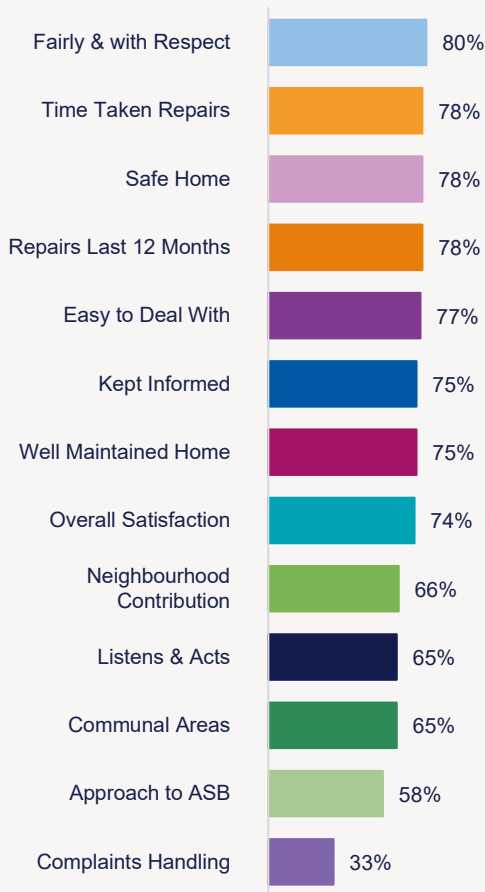
When asked how Torus handles ASB, tenants praise them for being approachable, quick in some cases, and informative, preventing or resolving ASB. However, a large minority report poor or slow action—especially around drugs, persistent neighbours, lack of enforcement, weak communication and long eviction processes. Common issues include drug use, noisy/abusive neighbours, vandalism, fly-tipping and inadequate security. Several respondents feel reports are dismissed, policing is inconsistent and vulnerable residents aren't sufficiently protected.

Complaints

Tenants report widespread dissatisfaction with complaint handling: slow responses, poor communication, repeated follow-ups and closed cases without resolution. Many cite ignored reports, inconsistent outcomes, and token compensation; a minority praise prompt, thorough staff. Recurring issues include anti-social behaviour, repairs delays, and lack of accountability or evidence management. Overall sentiment is mistrust and frustration with process reliability and case ownership, though some local officers and specific interventions received positive feedback.



Satisfaction with Measures



Summary & Recommendations



This report is based on the results from the first 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 565 complete and 48 incomplete surveys were received in this quarter using both online and telephone responses.

Satisfaction has generally fallen a little since the previous survey, with overall satisfaction down by 1p.p to 74%. The highest satisfaction is for the way Torus treats its tenants fairly and with respect (80%), this also down 1p.p since Q4. There are three measures at 78%: the repairs service in the last 12 months, the time to complete repairs, and the home being safe, these are more or less staying at the same level as previously. However, the biggest changes are for the handling of ASB (58%), the contribution to the neighbourhood (66%) and listening to views (65%), all down 6p.p whilst the maintenance of the communal areas is down 9p.p to 65%. The only measure which increased this quarter is the handling of complaints, up 4p.p to 33%.

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 +0.26 in Q1, and, individually, there are three positive scores whilst two are negative. The highest sentiment score is for the home, at +0.74, followed by overall satisfaction at +0.46, while the lowest is for complaints, at -1.73. 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 is up by 4p.p, dissatisfaction is also up this quarter (up 1p.p). There are around a quarter of tenants making a complaint, but again, it is not clear how many of these are genuine complaints or service requests, yet to be fully actioned. When asked about the process, tenants say there has been poor communication, no callbacks or follow-ups and staff are described as unhelpful and defensive. Complaints should be treated as a learning opportunity, and tenants want to be kept informed of progress. Whilst it is difficult to get high satisfaction for complaint management, Torus could look at its strategy to see where communication and case management could be improved.

Communal Areas – The biggest fall in satisfaction this quarter is for the maintenance of the communal areas, which is down by 9p.p to 65%. The general feeling is that the estate services are inconsistent, with some praise for cleaners and gardeners but reports of poor quality of cleaning, overflowing bins, fly-tipping, overgrown hedges and litter. Some also experience issues with ASB, which affect their enjoyment of these areas. Torus should look at the delivery of these services to ensure a more consistent standard, and to be more proactive in dealing with litter and fly-tipping.



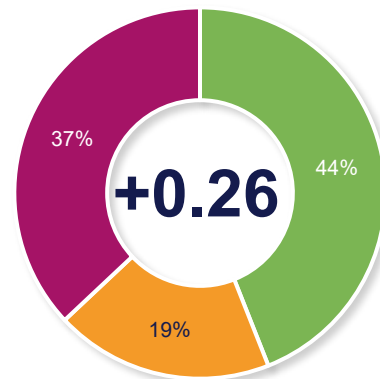
Sentiment

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 that if your organisation does not ask all seven 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.



■ Positive ■ Neutral ■ Negative

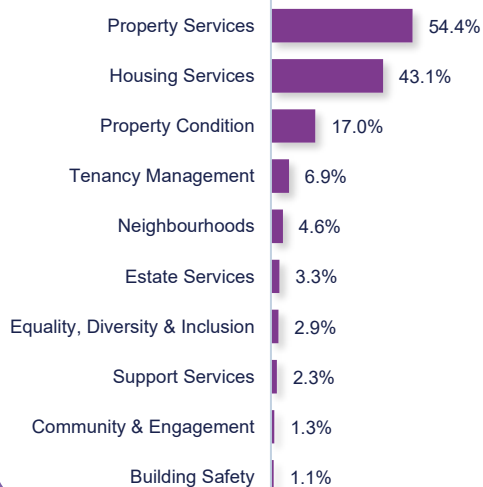
Overall Satisfaction

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

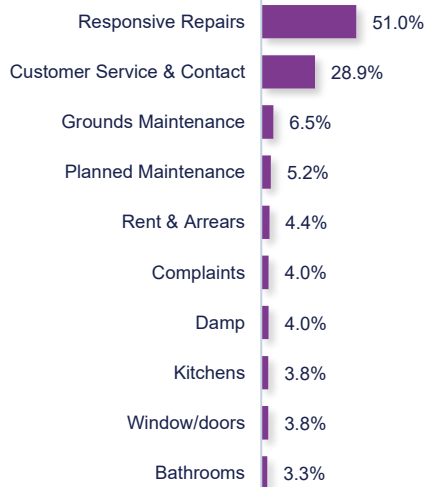
Base Size: 522



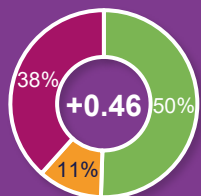
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	201	42.9%	-0.06
Subcategory, no attribute (yet)	112	23.9%	+0.62
Quality of Work / Service	78	16.7%	-0.13
Resolution	76	16.2%	-1.66
Communication / Transparency	56	12.0%	-1.32
Satisfaction	48	10.3%	+2.67
Staff Conduct	34	7.3%	+3.85
Effort	26	5.6%	-1.81
Listening / Acting	23	4.9%	-2.74
Appointments / Convenience	17	3.6%	-0.71
Worker Conduct	13	2.8%	+1.46
Safety	9	1.9%	-3.89
Empathy	8	1.7%	+0.63
No Comments	8	1.7%	0.00
Trust	6	1.3%	-0.50
Consistency	4	0.9%	-3.00
Accountability	3	0.6%	-5.00
Fairness	3	0.6%	-5.00
Accessibility	1	0.2%	-5.00



Tenants were asked to describe their specific experiences of Torus's service. Many tenants praise prompt emergency repairs, polite tradespeople, helpful customer service, and successful major works (boilers, kitchens, adaptations). However, a large proportion report slow or inconsistent repair scheduling, repeated or incomplete fixes, poor workmanship from some contractors, and long waits (months–years) for non-urgent work (doors, fences, kitchens, windows).

Persistent damp, mould, rodent infestations and unresolved structural issues appear frequently and disproportionately affect vulnerable/disabled residents. Missed appointments, late letters/texts, no follow-up, unclear ownership of cases and changing housing officers undermine trust are also raised. ASB and communal-area maintenance (bins, cleaning, gardens, communal doors/gates) are recurring concerns with slow or inadequate responses. Tenants also raise problems with service charges, transparency around costs (including Right to Acquire), and lack of evening/weekend appointment options for working residents.

Overall sentiment is split: many value the responsive emergency teams and individual staff, but systemic service-delivery, contractor quality control, proactive maintenance, and tenant communication require improvement to restore confidence.

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

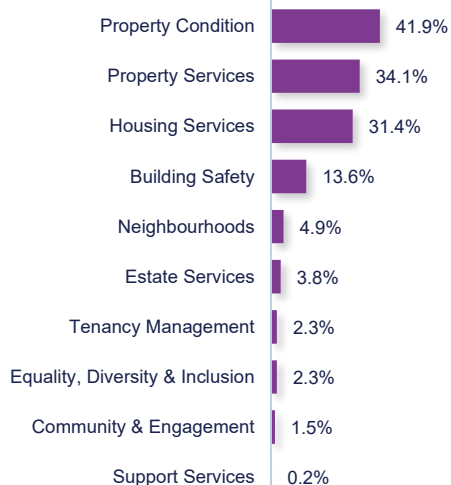
The Home

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

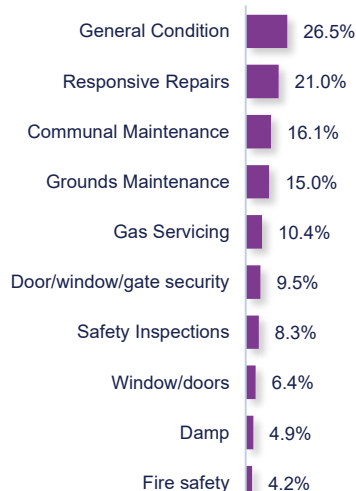
Base Size: 472



Categories

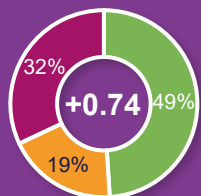


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Quality of Work / Service	106	36.6%	+0.32
Timeliness & Responsiveness	83	28.6%	-0.08
Subcategory, no attribute (yet)	79	27.2%	-0.42
Safety	43	14.8%	+1.21
Resolution	27	9.3%	-1.63
Satisfaction	19	6.6%	+3.63
Communication / Transparency	11	3.8%	-2.18
Worker Conduct	9	3.1%	+0.11
No Comments	9	3.1%	0.00
Listening / Acting	8	2.8%	-0.88
Effort	6	2.1%	-1.00
Appointments / Convenience	4	1.4%	-3.75
Staff Conduct	3	1.0%	+2.33
Accountability	2	0.7%	-5.00
Consistency	2	0.7%	-4.00
Accessibility	1	0.3%	+3.00
Empathy	1	0.3%	-3.00
Fairness	1	0.3%	-5.00
Trust	-	-	-



Tenants were asked to share their views on the safety and maintenance of their home and communal areas. Many tenants confirm timely annual gas/electrical checks, functioning alarms, boiler servicing and generally secure doors/windows, reporting they feel safe. Routine communal cleaning and grass-cutting occur, but quality and frequency vary: some praise cleaners and gardeners, others report infrequent/poor cleaning, overflowing bins, fly-tipping, overgrown hedges and litter. Negative themes include slow or incomplete repairs, inconsistent contractor quality, temporary fixes, long waits or repeated reporting, and poor follow-up.

Numerous accounts describe unresolved damp, mould, leaking roofs, broken doors/entry systems and security failures (main doors wedged open, missing gates) that reduce perceived safety. Service-charge and transparency concerns appear (charges for services not provided). Vulnerable tenants note accessibility and safety risks (faulty gates, uneven paths, ASB, drug activity, insufficient lighting/CCTV). Some tenants undertake their own maintenance or pay privately.

Overall sentiment is broadly satisfied with statutory safety checks but critical about repair speed, communal upkeep, property upgrades and estate security/cleanliness.

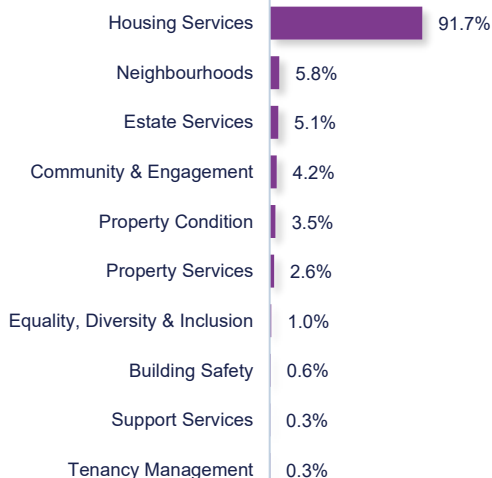
Neighbourhood Contribution

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

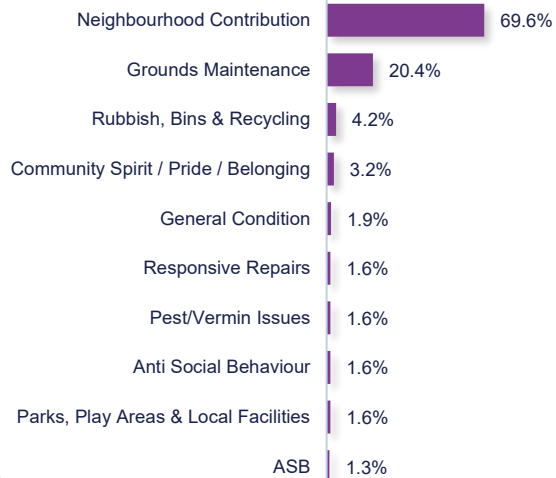
Base Size: 313



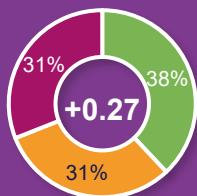
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	91	31.3%	-0.07
No Comments	62	21.3%	-1.05
Quality of Work / Service	58	19.9%	+0.67
Satisfaction	58	19.9%	+1.22
Timeliness & Responsiveness	17	5.8%	+1.24
Communication / Transparency	11	3.8%	-0.18
Listening / Acting	9	3.1%	-2.44
Safety	7	2.4%	+1.71
Staff Conduct	6	2.1%	+4.33
Resolution	5	1.7%	-1.00
Effort	4	1.4%	+0.25
Empathy	3	1.0%	0.00
Accountability	1	0.3%	0.00
Trust	1	0.3%	-5.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Fairness			-
Worker Conduct			-



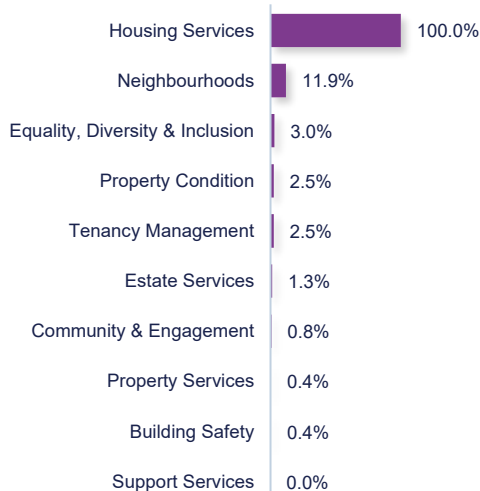
Responses show a mixed but mainly lukewarm view of Torus's neighbourhood contribution. Many tenants acknowledge basic services: grass cutting, litter picking, bin/skips provision, graffiti removal, occasional vans/visits, property repairs and maintenance, and quick responses to reported hazards (rats, dumped waste). Several note community events, charitable activities, apprenticeship/support programmes and visible housing officers. However, a large portion of respondents are unsure what Torus does, feel its presence is minimal or reactive, or report no contribution at all.

Common criticisms: insufficient alleyway/communal cleaning, inconsistent grounds maintenance, unresolved rat/fly-tipping problems, poor upkeep of communal doors/paths, slow or absent action on ASB and neighbour complaints, lack of visible or proactive engagement, and perceived inequity in investment. Some comments describe negative impacts on wellbeing from perceived poor estate management.

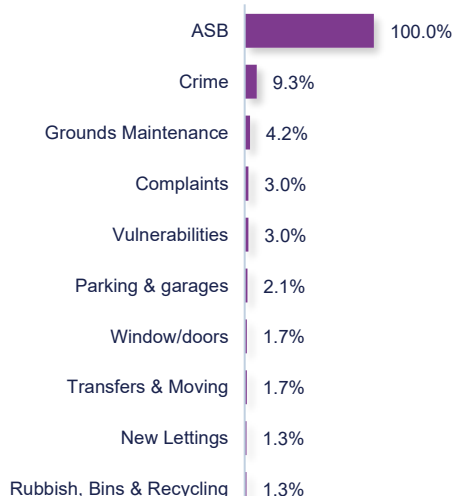
Overall sentiment ranges from "very satisfied" to "very poor," with the dominant themes being adequate basic maintenance but inadequate proactive community upkeep, inconsistent communication/visibility, and concerns about safety, cleanliness and ASB.



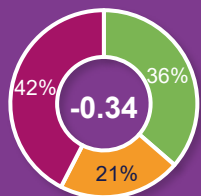
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	74	31.4%	-1.45
Listening / Acting	38	16.1%	-2.13
Satisfaction	35	14.8%	+2.40
Quality of Work / Service	29	12.3%	+2.07
No Comments	28	11.9%	0.00
Timeliness & Responsiveness	24	10.2%	-1.46
Resolution	17	7.2%	-1.65
Communication / Transparency	15	6.4%	+0.47
Safety	15	6.4%	-1.60
Effort	4	1.7%	+2.50
Trust	3	1.3%	-1.67
Empathy	2	0.8%	-5.00
Accountability	1	0.4%	-5.00
Fairness	1	0.4%	-5.00
Staff Conduct	1	0.4%	+5.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Worker Conduct			-



Responses show a broadly mixed view of Torus's handling of anti-social behaviour (ASB). Many tenants report no ASB experience or express satisfaction—praising responsiveness, approachable staff, clear communication, and specific successful interventions. However, a large portion describes shortcomings: slow or ineffective action, poor follow-up/feedback, perceived bias, and reliance on letters or police referrals rather than direct resolution. Recurring complaints include drug use and dealing, persistent noisy or aggressive neighbours, vandalism, fly-tipping, fires/burning rubbish, stolen bikes, and unsafe communal areas.

Several tenants report long unresolved cases (years), repeat offenders, threats and violence, and mental-health-related complexities where Torus is seen as limited. Recording tools and evidence have helped in some cases, but others feel ignored, discouraged from reporting, or threatened with eviction. Operational issues raised: inconsistent neighbourhood officer performance, inadequate security (doors/garage), weak enforcement (mediation over eviction), and poor communication about case progress.

Overall sentiment is polarised: many are satisfied where Torus acted decisively; many are dissatisfied where issues are chronic or poorly managed.

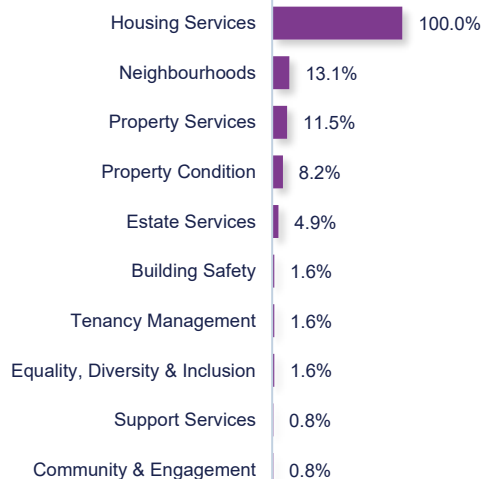
Complaints Handling

Please describe your experience of how complaints are handled.

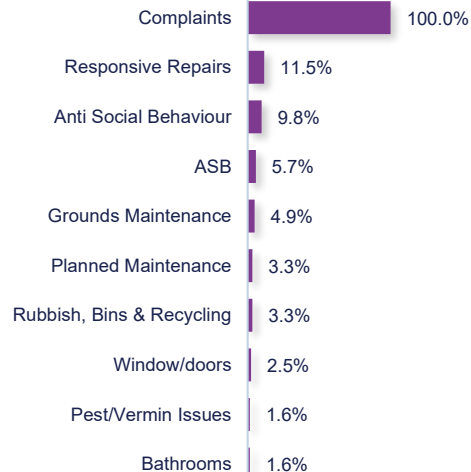
Base Size: 122



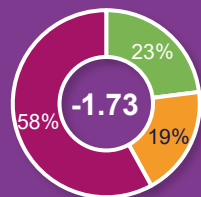
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	36	29.5%	-2.28
Communication / Transparency	31	25.4%	-2.06
Timeliness & Responsiveness	25	20.5%	-2.40
Resolution	18	14.8%	-2.50
Listening / Acting	16	13.1%	-1.94
Quality of Work / Service	16	13.1%	+0.44
Effort	6	4.9%	-2.00
Satisfaction	4	3.3%	-1.75
Accountability	3	2.5%	0.00
No Comments	3	2.5%	0.00
Empathy	2	1.6%	+4.00
Trust	2	1.6%	+2.50
Appointments / Convenience	1	0.8%	+5.00
Safety	1	0.8%	-3.00
Staff Conduct	1	0.8%	+5.00
Worker Conduct	1	0.8%	+5.00
Accessibility			-
Consistency			-
Fairness			-



Responses reveal overwhelmingly negative experiences with complaint handling, though a minority report positive, timely, and empathetic interactions. Key recurring issues: poor communication (no callbacks, reliance on templated replies, slow or absent updates), lack of follow-through (issues closed without resolution, long delays between report and action), and inconsistent case ownership (handoffs, lost evidence, staff turnover).

Many complaints concern repairs, ASB (anti-social behaviour), neighbour disputes, dogs, drains, pests, and doors/gates; several required escalation to MPs, solicitors, or police before progress. Tenants frequently feel dismissed—staff are described as unhelpful and defensive, and report having to chase repeatedly or provide their own fixes with inadequate compensation. Positive comments highlight some staff members who listened, acted quickly, arranged inspections, or secured repairs/compensation.

Overall sentiment is distrustful and frustrated: processes are seen as bureaucratic, inconsistent, and ineffective for complex or persistent problems, though routine service tasks are sometimes handled well. Communication, accountability, and timely, evidentiary case management emerge as the most critical pain points.

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.

For further information on this report please contact:
Amber Evans: amber.evans@arap.co.uk

Acuity
Tel: 01273 287114
Email: acuity@arap.co.uk
Address: PO Box 395, Umberleigh, EX32 2HL

