



Tenant Satisfaction Measures Report

Quarter 3 - 2024/25



Introduction



Throughout the year, we carry out surveys to find out how happy our customers are with the way Torus delivers key services and maintains their homes. These surveys also collect the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing (RSH).

The TSMs were introduced by the Regulator of Social Housing in April 2023. Every social housing provider must collect and publish the same information on important services like repairs, safety, and complaints. This allows tenants to understand how their landlord is performing against other housing providers.

The survey is designed to be a snapshot and customers are chosen at random to take part. Sampling is used with quotas set on tenure, age group and geographical area to make sure we meet the Regulator's requirements and gain views from a wide range of customers.

This includes those customers in general needs, supported and homes for older people (Low Cost Rental Accommodation). We also survey a sample of our Shared Ownership customers (Low Cost Home Ownership), with a version of the survey also completed each Autumn with a sample of leaseholders.

The surveys are carried out by our trusted third party called IFF Research who conduct the customer feedback survey by email and telephone. In 2023/24, 4,343 Low Cost Home Ownership and Low Cost Rental Accommodation customers took part in the survey.

This report contains results from the survey for Quarter 3 2024/2025 (September to December) for our Low Cost Rental Accommodation residents. During Quarter 3 we surveyed 1042 LCRA residents. We will publish the results for our Low Cost Home Ownership residents at the end of the year as the survey for these residents is carried out over Quarters 3 and 4.

You can find out more about TSMs at www.torus.co.uk/TSM

What are the TSMs? 12 Tenant Perception Measures



OVERALL SATISFACTION

TP01 Taking everything into account, how satisfied are you with the service provided by Torus?



COMMUNICATION

- TP06** How satisfied or dissatisfied are you that Torus listens to your views and acts upon them?
- TP07** How satisfied or dissatisfied are you that Torus keeps you informed about things that matter to you?
- TP08** To what extent do you agree or disagree with the following, Torus treats me fairly and with respect



REPAIRS SERVICE

- TP02** How satisfied or dissatisfied are you with the overall repairs service from Torus over the last 12 months?
- TP03** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



COMPLAINTS

TP09 If you have made a complaint to Torus in last 12 months) How satisfied or dissatisfied are you with Torus's approach to complaints handling?



SAFETY AND MAINTENANCE

- TP04** How satisfied or dissatisfied are you that Torus provides a home that is well maintained?
- TP05** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Torus provides a home that is safe?



AREA AROUND YOUR HOME

- TP10** How satisfied or dissatisfied are you that Torus keeps these communal areas clean and well maintained?
- TP11** How satisfied are you that Torus makes a positive contribution to your neighbourhood?
- TP12** How satisfied or dissatisfied are you with Torus's approach to handling anti-social behaviour?

Overall Satisfaction



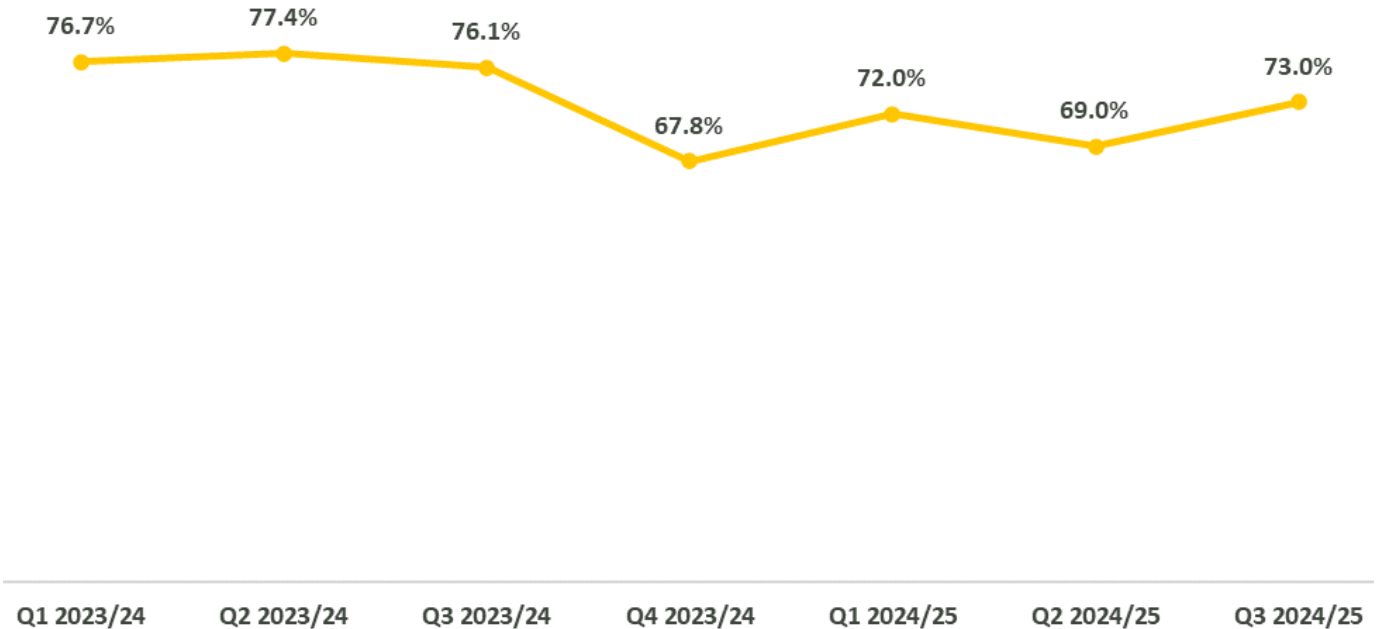
TP01

Residents 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. Around seven out of ten residents are satisfied (73%), with more HOP residents satisfied (80%) than their general needs counterparts (71%).

Overall satisfaction has fluctuated over the past two years, from a high of 77.4% in Quarter 2 of 2023/2024 to a low of 67.8% in Q4 of 2023/2024.

We have seen satisfaction rates increase in Q3 by 4 percentage points which has had a positive impact on our year to date result which is currently 71.3%.

Customer Satisfaction - Overall Satisfaction (LCRA)



Repairs Service, Safety & Maintenance



TP02 / TP03 / TP04 / TP05

75.5% of residents are satisfied with the overall repairs service, with a slightly lower percentage (73.6%) satisfied with the time take to complete the most recent repair.

There have been significant increases in both homes being well maintained and homes being safe questions by 7.3 percentage points and 9.3 percentage points respectively.

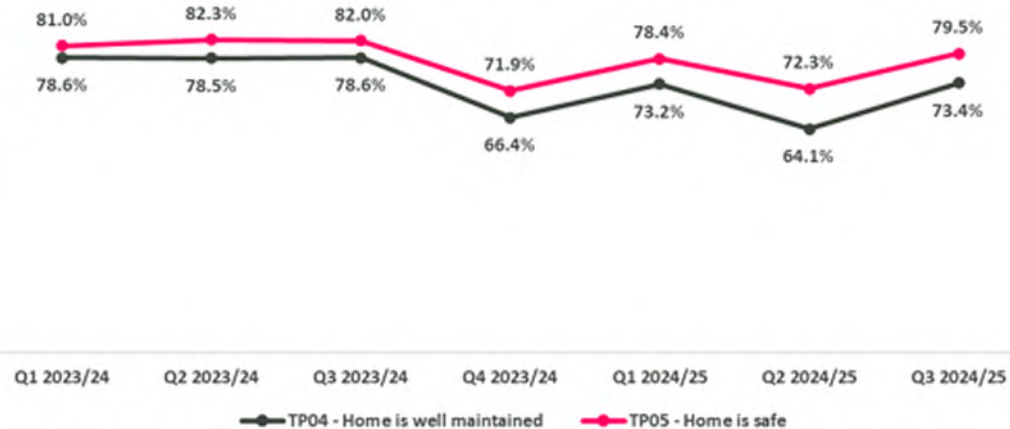
All measures in this category have increased since the last survey. However, they do remain below the results seen in Quarters 1-3 of 2023/2024.

Torus recognise that satisfaction with maintenance and repairs services are a key driver of overall customer satisfaction.

Customer Satisfaction - Repairs Service (LCRA)



Customer Satisfaction - Safety and Maintenance (LCRA)



Communication and Complaints



TP06 / TP07 / TP08 / TP09

70.5% of residents satisfied with how they are kept informed about things that matter to them, although fewer are satisfied that Torus listens to their views and acts upon them (62.3%).

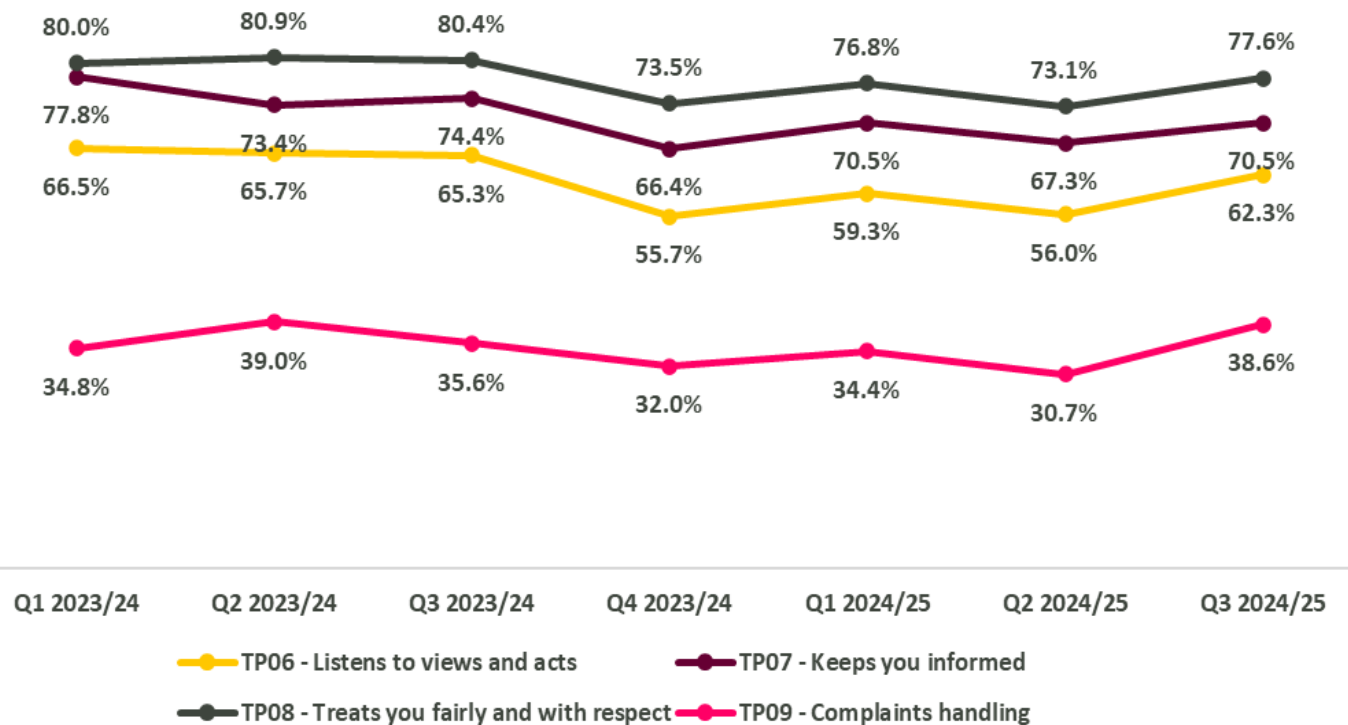
Satisfaction with being kept informed has increased by 3.2 percentage points since the last survey, and satisfaction with listening to and acting on views has increased by 6.3 percentage points.

Nearly eight out of ten residents agree that they are treated fairly and with respect (77.6%).

329 residents of the 1042 surveyed reported that they had made a complaint to Torus in the last 12 months. Of these, 38.6% are satisfied with the way complaints are handled.

This is the lowest scoring measure across the 12 questions asked, though there has been a significant increase of 7.9% since the last survey.

Customer Satisfaction - Communication and Complaints (LCRA)



Area Around Your Home

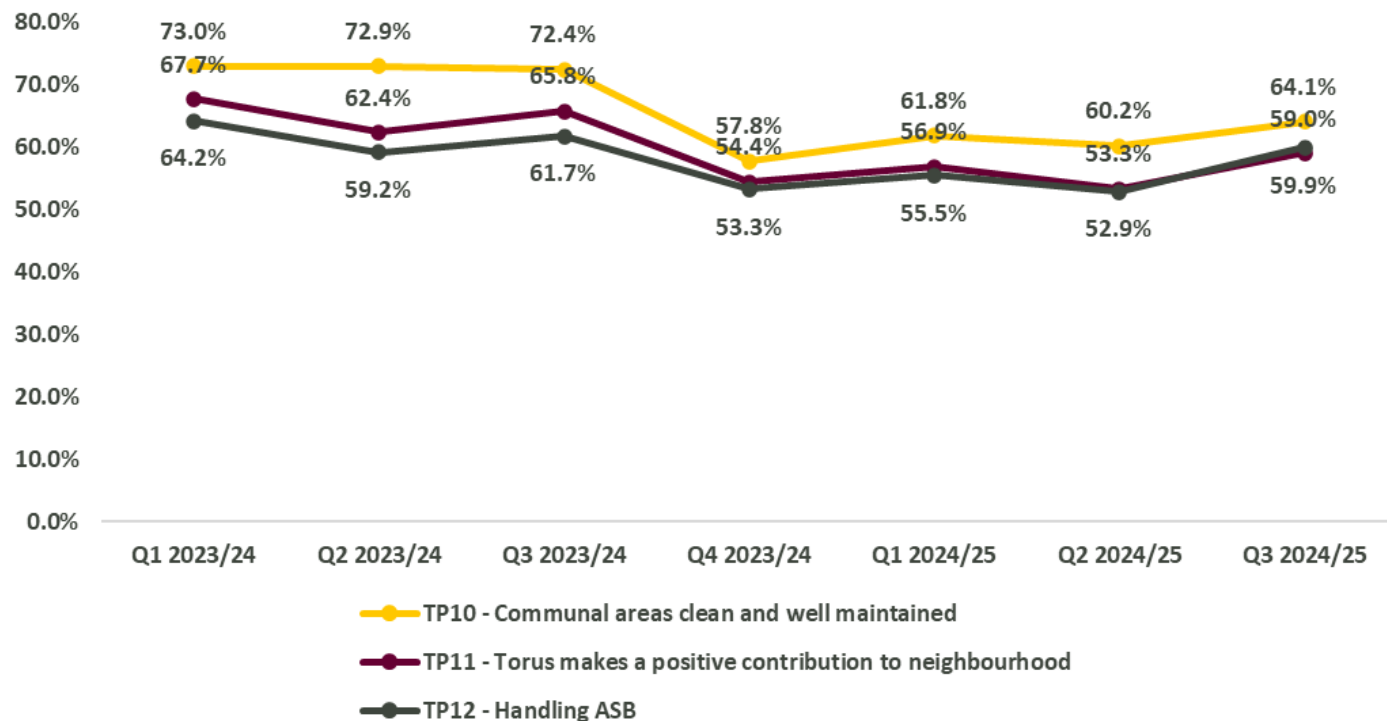


TP10 / TP11 / TP12

Over a third of residents (34.4%) surveyed live in a building with communal areas which Torus as responsible for maintaining. 64.1% of these residents were satisfied that we keep their communal areas clean and well Maintained. Though this measure has increased in Quarter 3, it is still below the result for 2023/2024.

Both satisfaction with Torus' contribution to your neighbourhood and our approach to anti-social behaviour also increased by 7.0 and 5.3 percentage points respectively.

Customer Satisfaction - Area Around Your Home (LCRA)



Comments: Overall Satisfaction



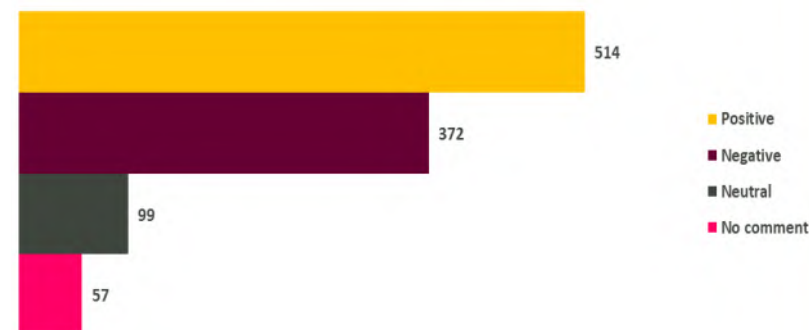
Residents were given the opportunity to explain the main reason for their answer to the question about overall satisfaction. Of the 1042 surveyed, 985 made comments. We have analysed these and assigned a sentiment – positive, neutral or negative. Over half of these (514) were positive comments about Torus, 372 were negative.

We have also looked at the themes of the comments received and the chart opposite shows the top 8 themes. Delays or wait times for repairs is the key theme of dissatisfaction for Q3. The quality or standard of repairs completed was also mentioned, with some residents commenting that though the initial repair had been satisfactory, follow on works had not been completed.

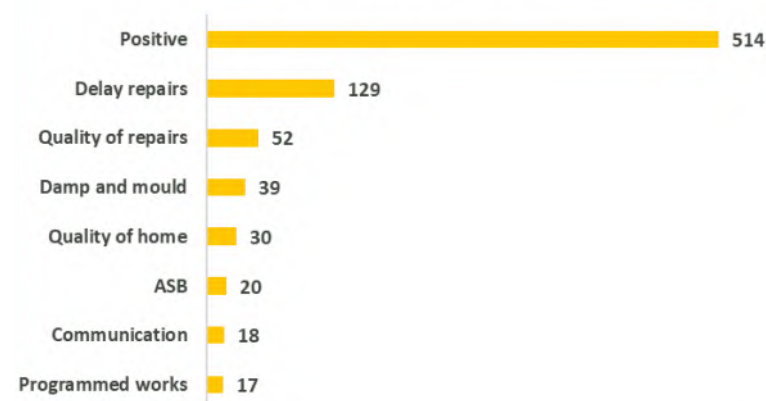
Unresolved damp and mould concerns and overall quality of the home were also mentioned by residents. Programmed works relates to comments about planned works such as kitchen and bathroom replacement. The handling of ASB is a concern for some residents, though this is a low number of comments the impact of ASB can be significant for residents. There were some comments regarding a lack of communication.

Though almost two thirds of tenants are satisfied with the service they receive from Torus, this type of analysis allows us to understand why residents are not satisfied. As expected, the experience of our repairs and maintenance service is a matter of great importance for our tenants and is the key driver for overall satisfaction results.

Comment Sentiment



Theme of Comment



Trends Over Time



Since the launch of the TSMs in April 2023, Torus has monitored each quarter's results to allow us to look for trends in the results over time.

This is the 7th data set collected, and we can see that results across all measures have fluctuated across each quarter.

Overall satisfaction with Torus dipped in Quarter 4 of 2023/2024 and this negatively impacted on our end of year result.

Results so far in 2024/2025 are an improvement on Quarter 4 2023/2024 however they have not yet fully recovered from this fall.

Our Quarter 4 results will help us to fully understand if there are any seasonal trends to satisfaction results.

	Question	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Trendline
TP01	The overall service provided	76.7%	77.4%	76.1%	67.8%	72.0%	69.0%	73.0%	
TP02	The overall repairs service over the last 12 months	79.9%	79.1%	79.3%	70.8%	74.4%	73.4%	75.5%	
TP03	The time taken to complete your most recent repair	77.4%	75.4%	75.8%	66.5%	70.3%	68.8%	73.6%	
TP04	Torus provides a home that is well maintained	78.6%	78.5%	78.6%	66.4%	73.2%	64.1%	73.4%	
TP05	Torus provides a home that is safe	81.0%	82.3%	82.0%	71.9%	78.4%	72.3%	79.5%	
TP06	Torus listens to your views and acts upon them	66.5%	65.7%	65.3%	55.7%	59.3%	56.0%	62.3%	
TP07	Torus keeps you informed about things that matter to you	77.8%	73.4%	74.4%	66.4%	70.5%	67.3%	70.5%	
TP08	Torus treats me fairly and with respect	80.0%	80.9%	80.4%	73.5%	76.8%	73.1%	77.6%	
TP09	Torus's approach to complaints handling	34.8%	39.0%	35.6%	32.0%	34.4%	30.7%	38.6%	
TP10	Communal areas are kept clean and well maintained	73.0%	72.9%	72.4%	57.8%	61.8%	60.2%	64.1%	
TP11	Torus makes a positive contribution to the neighbourhood	67.7%	62.4%	65.8%	54.4%	56.9%	53.3%	59.0%	
TP12	Torus's approach to handling ASB	64.2%	59.2%	61.7%	53.3%	55.5%	52.9%	59.9%	

Age Group and Tenure Type LCRA 2024/25 (Year to Date)



It is recognised that in surveys of this type, older age groups tend to be more satisfied than younger age groups, and this is also true for our survey results.

In all the measures now included within the survey, the 45+ age groups are more satisfied than those under 45.

Those aged 25-44 are the least satisfied overall.

In relation to tenure type, housing for older people (HFOP) and supported accommodation are the most satisfied.

Rent to buy is the least satisfied group out of our tenure types.

TSM Question	Age Group 18-24	Age Group 25-44	Age Group 45-64	Age Group 65+
The overall service provided	67.7%	65.1%	74.2%	81.8%
The overall repairs service over the last 12 months	71.1%	68.1%	76.4%	88.3%
The time taken to complete your most recent repair	62.2%	64.6%	73.7%	83.1%
Torus provides a home that is well maintained	71.3%	61.9%	73.6%	84.0%
Torus provides a home that is safe	69.2%	69.4%	80.0%	90.0%
Torus listens to your views and acts upon them	54.8%	51.9%	61.7%	73.8%
Torus keeps you informed about things that matter to you	70.3%	64.2%	70.1%	82.1%
Torus treats me fairly and with respect	78.6%	72.9%	75.5%	84.7%
Torus's approach to complaints handling	34.0%	30.1%	37.1%	41.7%
Communal areas are kept clean and well maintained	48.6%	56.3%	64.6%	73.1%
Torus makes a positive contribution to the neighbourhood	57.6%	51.7%	56.3%	70.6%
Torus's approach to handling ASB	48.3%	52.9%	56.5%	66.5%

TSM Question	GENERAL NEEDS	HFOP	RENT TO BUY	SUPPORTED
The overall service provided	70.5%	80.4%	65.2%	70.6%
The overall repairs service over the last 12 months	73.0%	87.9%	71.4%	80.0%
The time taken to complete your most recent repair	70.1%	79.8%	57.1%	77.8%
Torus provides a home that is well maintained	68.7%	84.4%	70.8%	75.0%
Torus provides a home that is safe	75.7%	87.2%	69.7%	82.4%
Torus listens to your views and acts upon them	58.2%	71.2%	43.1%	73.3%
Torus keeps you informed about things that matter to you	68.5%	79.9%	59.4%	84.6%
Torus treats me fairly and with respect	75.1%	83.3%	71.0%	87.5%
Torus's approach to complaints handling	33.0%	50.0%	36.0%	25.0%
Communal areas are kept clean and well maintained	61.0%	70.6%	44.7%	75.0%
Torus makes a positive contribution to the neighbourhood	54.9%	69.8%	54.0%	73.3%
Torus's approach to handling ASB	54.8%	70.4%	42.0%	66.7%

The tables above display each question and the satisfaction results split by age group and tenure type. Green represents the age group or tenure type which scored highest for each question and red represents the lowest.

Yearly Comparison



TSM Question	LCRA 2024/25 (Year to Date)	LCRA 2023/24	2024/25 v 2023/24
The overall service provided	71.3%	74.2%	-2.9%
The overall repairs service over the last 12 months	74.4%	76.8%	-2.4%
The time taken to complete your most recent repair	70.9%	73.2%	-2.3%
Torus provides a home that is well maintained	70.3%	75.1%	-4.8%
Torus provides a home that is safe	76.7%	79.0%	-2.3%
Torus listens to your views and acts upon them	59.2%	62.9%	-3.7%
Torus keeps you informed about things that matter to you	69.5%	72.7%	-3.2%
Torus treats me fairly and with respect	75.8%	78.5%	-2.7%
Torus's approach to complaints handling	34.5%	35.0%	-0.5%
Communal areas are kept clean and well maintained	62.0%	68.3%	-6.4%
Torus makes a positive contribution to the neighbourhood	56.4%	62.0%	-5.6%
Torus's approach to handling ASB	56.1%	59.1%	-3.1%

The table shows that satisfaction has fallen in 2024/25 compared to 2023/24. All of the measures have seen decreases and the largest decreases were relate to maintenance of homes (4.8%), the maintenance of communal areas (6.4%) and positive contribution to the neighbourhood 5.6%).

Though we have seen an increase in performance for LCRA in Q3, we are still struggling to match 2023/24's year end figures. The results in Quarter 4 will be pivotal in establishing our end of year performance.

Housemark have observed increases in overall satisfaction for some providers in the first 3 quarters of the year, however, they are still forecasting an overall reduction in satisfaction for 2024/25 (Housemark VFM Briefing, December 2024).

2023/24 Benchmarking



TSM Question	Regulator Median	Torus LCRA 2023/24	Comparison against Median
The overall service provided	71.3%	74.2%	2.9%
The overall repairs service over the last 12 months	72.3%	76.8%	4.5%
The time taken to complete your most recent repair	67.4%	73.2%	5.8%
Torus provides a home that is well maintained	70.8%	75.1%	4.3%
Torus provides a home that is safe	76.7%	79.0%	2.3%
Torus listens to your views and acts upon them	60.4%	62.9%	2.5%
Torus keeps you informed about things that matter to you	70.3%	72.7%	2.4%
Torus treats me fairly and with respect	76.8%	78.5%	1.7%
Torus's approach to complaints handling	34.5%	35.0%	0.5%
Communal areas are kept clean and well maintained	65.1%	68.3%	3.2%
Torus makes a positive contribution to the neighbourhood	63.1%	62.0%	-1.1%
Torus's approach to handling ASB	57.8%	59.1%	1.3%

The table above shows how our LCRA results for 2023/24 compare against all other LCRA results published by the Regulator. In order to allow a comparison of results from different landlords, the Regulator publishes the Median average score across registered landlords with over 1000 properties. The Regulator's Report for the 2023/2024 Tenant Satisfaction Measures can be found [here](#). The Regulator has also published findings from the National Tenant Survey which can be found [here](#).

- The Regulator report for LCRA shows that in comparison to other landlords across the country, we had 11/12 TSM results above the median average.

2023/24 Benchmarking



- Making a positive contribution to the neighbourhood did not achieve median, scoring 1.1% below. The Regulator has commented that this measure is on average somewhat lower than other tenant perception measures and the National Tenant Survey analysis suggests that this measure reflects a wide range of issues, including landlord initiatives but also those areas where many landlords may have limited influence. The Regulator adds that while there may be valuable feedback on neighbourhoods through this TSM, relative scores between landlords need to be interpreted with care and they will keep this TSM under review.
- The Regulator has also commented that satisfaction with the approach to handling ASB is also typically somewhat lower than other tenant perception measures. For some tenants, this is likely to reflect knowledge and experience of their landlord's approach to handling anti-social behaviour. However, the National Tenant Survey evidence suggests that for other tenants satisfaction may be coloured by more general neighbourhood issues. Tenant feedback through this TSM is likely to be valuable part of understanding landlord performance, relative scores between landlords need to be interpreted with care.

Satisfaction in Housing Sector



As shown in our yearly comparison, there has been a dip in satisfaction from 2023/2024 to 2024/2025. When considering these results, it is important that the national context and external factors are taken into account.

For example:

- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the Economy

Satisfaction has generally declined across the housing sector over time, as shown by the Housemark data in the chart opposite. Housemark have observed increases in overall satisfaction for some providers in the first 3 quarters of the year, however, they are forecasting an overall reduction in satisfaction for 2024/2025 (Housemark VFM Briefing, December 2024).

This can be impacted by many external factors, including the pandemic, the cost of living crisis, and other wider changes. However, Torus is performing in line with the median average nationally.

Housemark forecasts

- A growing minority of landlords are reporting increased satisfaction, though the majority are struggling
- We forecast satisfaction continuing to average below 70% in 2024-25

Tracking trends to year-end

Satisfaction with the overall service the landlord provides (median)



Conclusion



Q3 2024/25 Analysis

- Q3 TSM results for LCRA for 2024/25 have increased across all measures from Q2 and are more in line with what we saw in Q1 2024/2025.
- 4/12 results are above the year end figures for 2023/24, including complaints handling which has been one of our lowest scoring measures.
- Improvements have been seen in the repairs and maintenance questions, which we know are the key driver of overall satisfaction.
- Handling of ASB, Positive Contribution to the Neighbourhood and Listening to views and acting upon them have also seen increases.
- Satisfaction with communal areas, though we have seen improvement, still scores 4.2% lower than our end of year 2023/24 result.
- Our 2024/25 year to date results for LCRA show that the 45+ age groups are more satisfied than those under 45. Those aged 25-44 are the least satisfied overall.
- In relation to tenure type, housing for older people (HFOP) and supported accommodation are the most satisfied. Rent to buy is the least satisfied group.