



Torus LCRA

TSM Tracker Q1 2025/26 Report

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

Wellbeing

Trends

Summary

Introduction

Torus is the largest social housing provider in the northwest with around 40,000 properties in Warrington, Liverpool, St Helens and beyond. Acuity has been commissioned to undertake quarterly independent satisfaction surveys of the residents of Torus during 2025/26 to collect data on their opinions of, and attitudes towards, their landlord and the services provided. The survey includes 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 2025/26, 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-methods approach with the aim of a 25%/75% split between online and telephone interviews. The fieldwork began on 9 June with the online survey launch, followed by the telephone surveys from 16 June, using Acuity's in-house telephone team. At the end of the fieldwork period, closing on 3 July, 565 completed surveys were received, plus a further 40 incomplete surveys, which are also required to be included. Of these, 451 surveys were by telephone interview and 154 online, so achieving the desired split.

This is the first time that the report has used sentiment analysis to better understand tenants' comments and why they responded as they did to the satisfaction questions. 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. 71% 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, 565 completed responses were received this quarter. This response is high enough to conclude that the findings are accurate to within $\pm 4.1\%$ 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 from two decimal places to the nearest whole number, totals may not always sum to 100%. Additionally, rounding can lead to discrepancies where adding two percentages may differ by 1%. The charts also indicate the base number for each question, shown as n=.

71% 

Overall Satisfaction

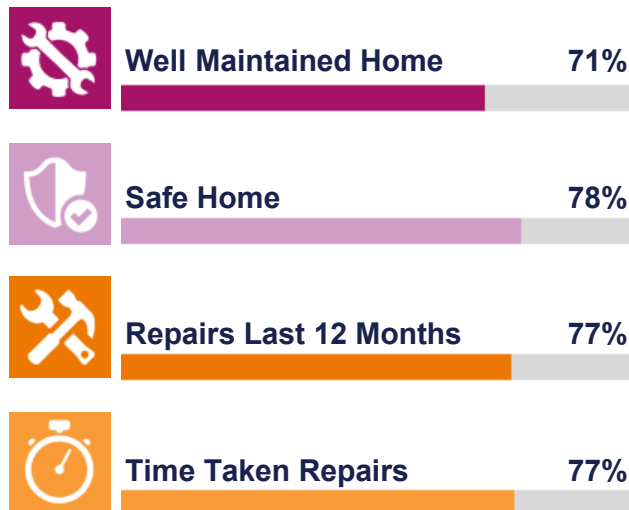
Seven out of ten tenants (71%) are satisfied with the overall service provided by Torus, although this is down from the previous quarterly survey, part of a general fall in satisfaction this quarter.

Five other measures have satisfaction levels above 70%, with the highest ratings for the repairs service in the last 12 months, the time to complete repairs, and how tenants are treated fairly and with respect (all 77%) and 78% are satisfied that their home is safe.

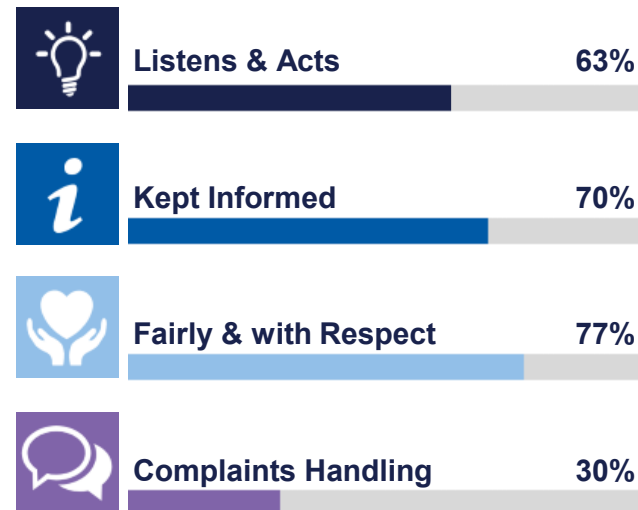
However, two measures have satisfaction below 60%, the approach taken to deal with anti-social behaviour (59%), and just 30% are satisfied with the handling of complaints.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Overall Satisfaction

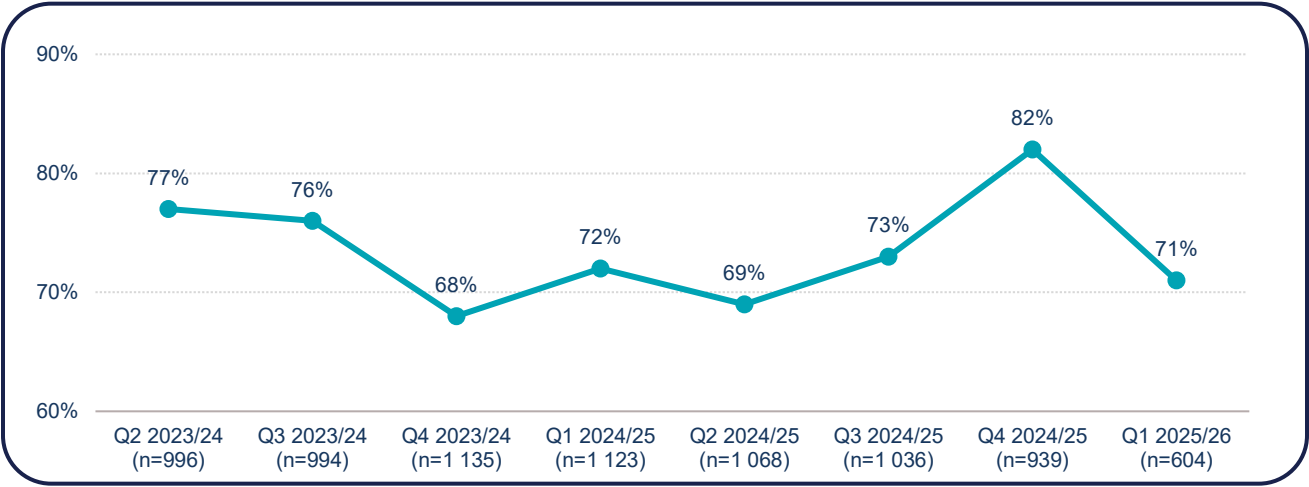
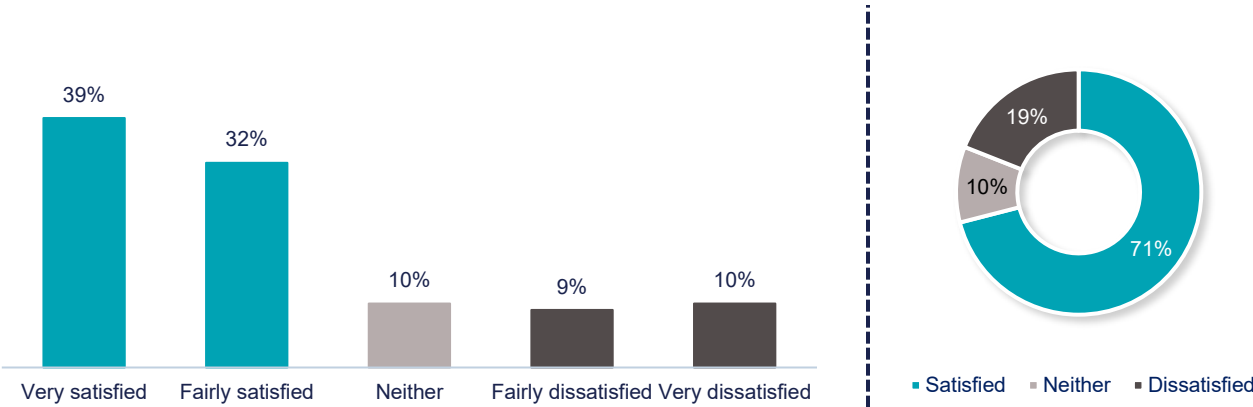
Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Torus?” This is the key metric in any tenant perception survey.

Of the 71% of tenants satisfied with the overall service, more are very satisfied than fairly satisfied, 39% compared with 32%.

A fifth of tenants (19%) are dissatisfied with the service, and a further 10% are neither satisfied nor dissatisfied.

Satisfaction data in Q1 25/26 can be compared with results from past TSM surveys carried in 2023/24 and 2025/26 by the previous supplier to look at trends over time. It is worth noting that more tenants were surveyed per quarter in previous years. However, this will not affect the validity of the overall results for 2025/26.

This shows that satisfaction rose throughout last year to a high point of 82% in Q4. This has now fallen back by 11 percentage points (p.p) to the current level of 71%. It remains to be seen if this is part of the quarterly fluctuations which are often seen or part of a more general trend.



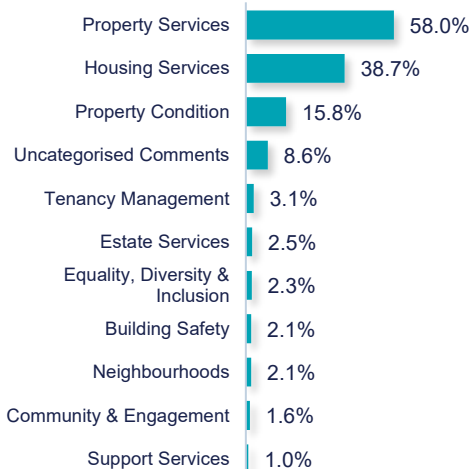
Overall Satisfaction

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

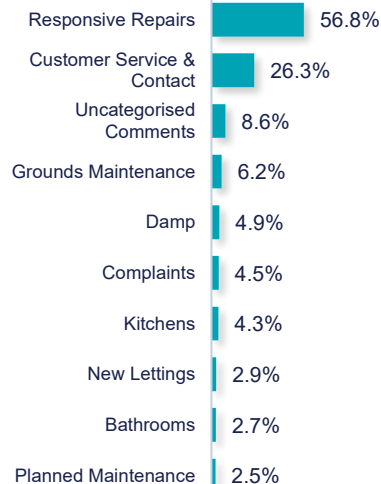
Base Size: 514



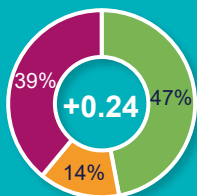
Categories



Top 10 Subcategories



| Attribute | Count | % | Sentiment Score |
|---------------------------------|-------|-------|-----------------|
| Timeliness & Responsiveness | 195 | 42.6% | -0.09 |
| Subcategory, no attribute (yet) | 96 | 21.0% | +0.34 |
| Quality of Work / Service | 77 | 16.8% | +0.10 |
| Resolution | 68 | 14.8% | -1.66 |
| Communication / Transparency | 53 | 11.6% | -0.75 |
| Satisfaction | 49 | 10.7% | +2.76 |
| Staff Conduct | 24 | 5.2% | +3.17 |
| Effort | 23 | 5.0% | -1.43 |
| No Comments | 17 | 3.7% | -0.59 |
| Listening / Acting | 14 | 3.1% | -2.14 |
| Appointments / Convenience | 11 | 2.4% | -0.64 |
| Worker Conduct | 10 | 2.2% | +1.80 |
| Empathy | 9 | 2.0% | +1.89 |
| Safety | 7 | 1.5% | -2.71 |
| Trust | 7 | 1.5% | -4.29 |
| Accountability | 6 | 1.3% | -5.00 |
| Consistency | 4 | 0.9% | 0.00 |
| Accessibility | | | - |
| Fairness | | | - |



Tenants were asked to comment about Torus' service; 514 left comments, and these reveal a mixed sentiment towards Torus, particularly regarding their repair services. Many respondents appreciate the promptness and efficiency of the repairs team, highlighting quick responses to urgent issues. However, a significant number express dissatisfaction with the quality and timeliness of repairs, citing long wait times and incomplete work. Issues such as damp, mould, and poorly executed repairs are frequently mentioned, with some tenants waiting years for necessary upgrades, like kitchens and bathrooms.

Communication is a recurring theme, with many respondents reporting difficulties in reaching housing officers and receiving timely updates on repair requests. While some tenants feel supported and satisfied with the service, others describe a lack of empathy and responsiveness, particularly for vulnerable individuals.

Overall, the feedback indicates a need for improved communication, consistency in service delivery, and a more proactive approach to addressing long-standing repair issues.

■ Positive ■ Neutral ■ Negative

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



Well Maintained, Safety & Communal Areas

Well Maintained, Safety & Communal Areas

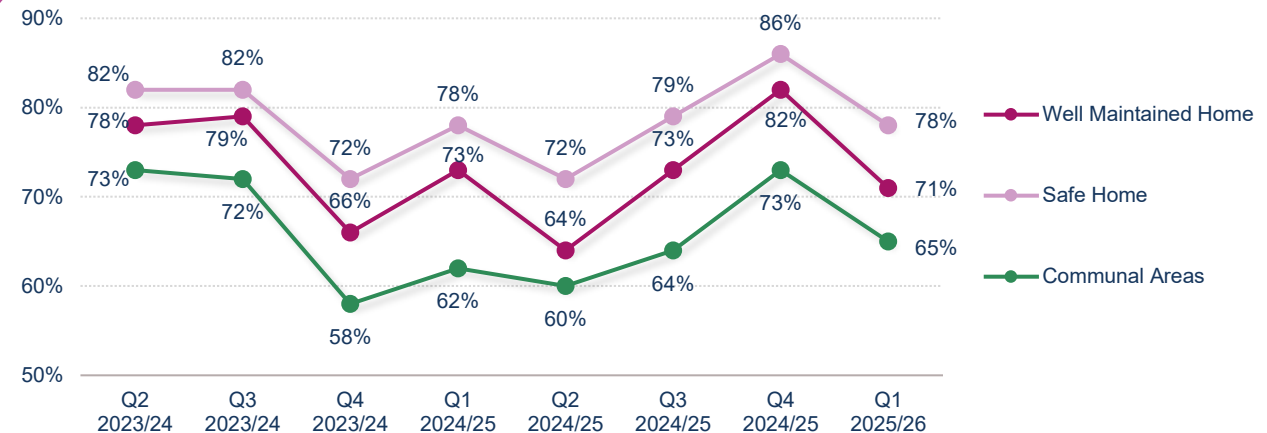
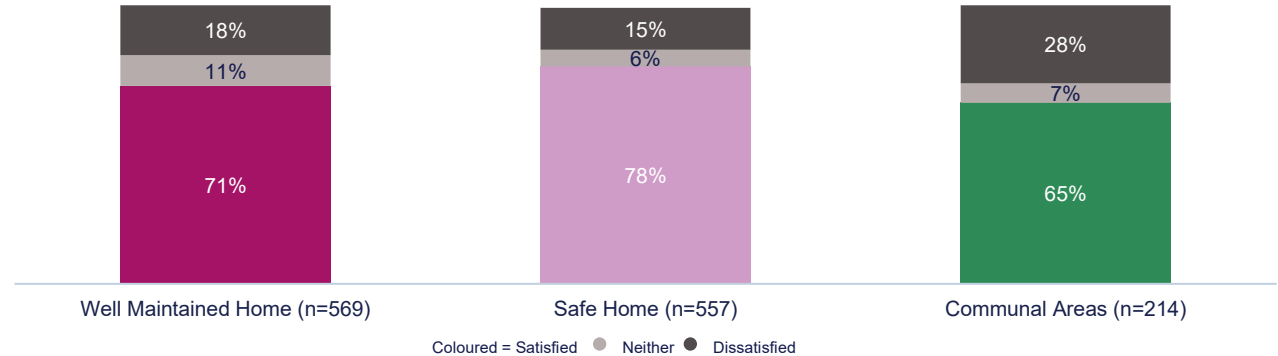


Seven out of ten tenants (71%) are also satisfied that their home is well-maintained, although 18% are dissatisfied. As with all the other measures in this quarter's survey, satisfaction is down, for this measure by 11p.p.

Commonly, satisfaction with the safety of the home is a little higher, and this is the case here, with 78% satisfied, this being the highest rating in the Q1 survey; 15% are dissatisfied. This is also down from Q4, by 8p.p, from its previous highest position at 86% satisfied.

Just over a third of tenants (37%) said they live in a building with communal areas, which Torus is responsible for maintaining. Of these, two-thirds (65%) are satisfied that Torus keeps them clean, safe and well-maintained, although 28% are dissatisfied. Satisfaction with this measure fell from 73% in Q4 to 65%.

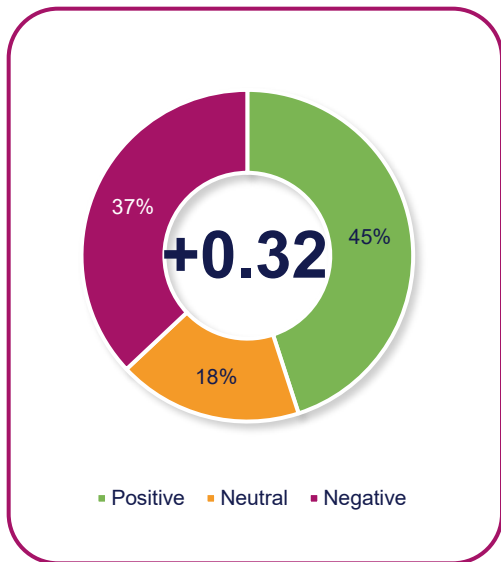
Overleaf shows an analysis of the comments made about the home and communal areas, showing where tenants are happy and where improvements could be made.



The Home

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

Base Size: 471



Top Subcategories

| | |
|---------------------------|-------|
| Responsive Repairs | 31.4% |
| General Condition | 26.1% |
| Grounds Maintenance | 18.7% |
| Communal Maintenance | 18.5% |
| Uncategorised Comments | 14.4% |
| Safety Inspections | 5.5% |
| Window/doors | 5.1% |
| Gas Servicing | 4.7% |
| Door/window/gate security | 4.2% |
| Damp | 3.8% |
| Fire safety | 3.6% |
| Pest/Vermin Issues | 2.5% |
| New Lettings | 2.3% |
| Rubbish, Bins & Recycling | 2.3% |
| Kitchens | 2.1% |

| Attribute | Count | % | Sentiment Score |
|---------------------------------|-------|-------|-----------------|
| Quality of Work / Service | 114 | 24.2% | -0.19 |
| Subcategory, no attribute (yet) | 91 | 19.3% | -0.59 |
| Timeliness & Responsiveness | 85 | 18.0% | -0.13 |
| Safety | 39 | 8.3% | -0.26 |
| Resolution | 18 | 3.8% | -2.78 |
| Satisfaction | 16 | 3.4% | +2.88 |
| Communication / Transparency | 9 | 1.9% | -2.44 |
| No Comments | 9 | 1.9% | 0.00 |
| Listening / Acting | 6 | 1.3% | -5.00 |
| Effort | 4 | 0.8% | -1.25 |
| Appointments / Convenience | 3 | 0.6% | +1.67 |
| Trust | 3 | 0.6% | -1.67 |
| Accountability | 2 | 0.4% | -5.00 |
| Worker Conduct | 2 | 0.4% | +1.00 |
| Accessibility | 1 | 0.2% | -5.00 |
| Empathy | 1 | 0.2% | -5.00 |
| Fairness | 1 | 0.2% | +5.00 |
| Staff Conduct | 1 | 0.2% | +5.00 |
| Consistency | | | - |

There is a mixed sentiment regarding the safety and maintenance of properties managed by Torus. Many tenants express satisfaction with regular gas safety checks and prompt responses to reported issues, highlighting a sense of security in their homes. However, there are concerns regarding the overall maintenance and cleanliness of communal areas. Numerous tenants report issues such as mould, damp, and inadequate repairs, with some feeling that maintenance requests are often neglected or poorly executed.

Communal areas are frequently described as dirty and poorly maintained, with complaints about overgrown gardens, litter, and insufficient cleaning staff hours. Some tenants feel unsafe due to inadequate security measures and the presence of anti-social behaviour in their neighbourhoods. While many appreciate the responsiveness of Torus staff, there are calls for improved communication and follow-up on maintenance issues. Overall, while safety checks are valued, the need for enhanced maintenance and cleanliness in communal areas is a recurring theme, indicating areas for potential improvement in service delivery.



Keeping Properties in Good Repair



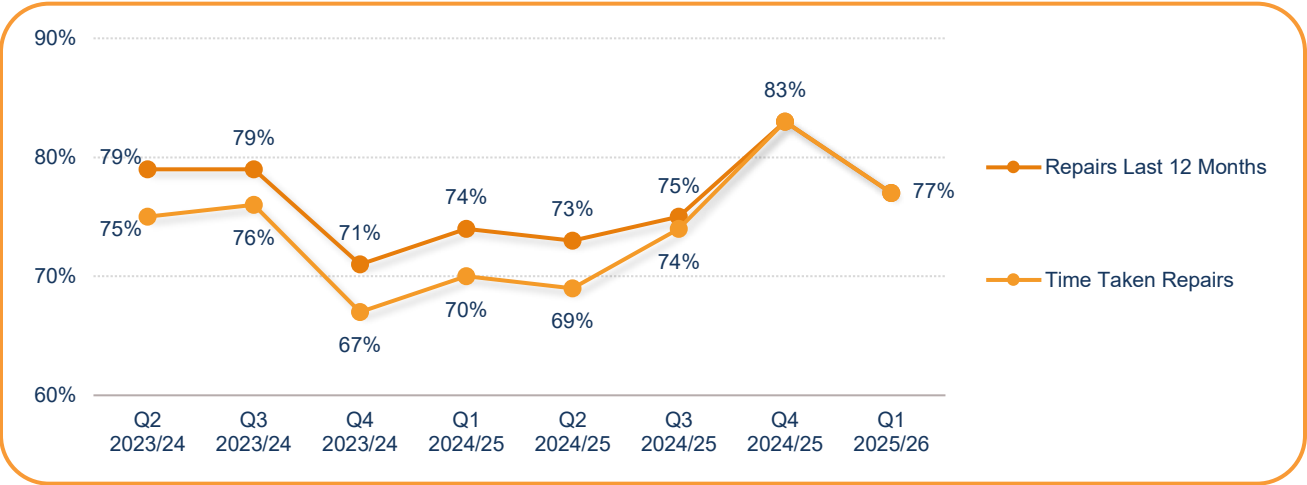
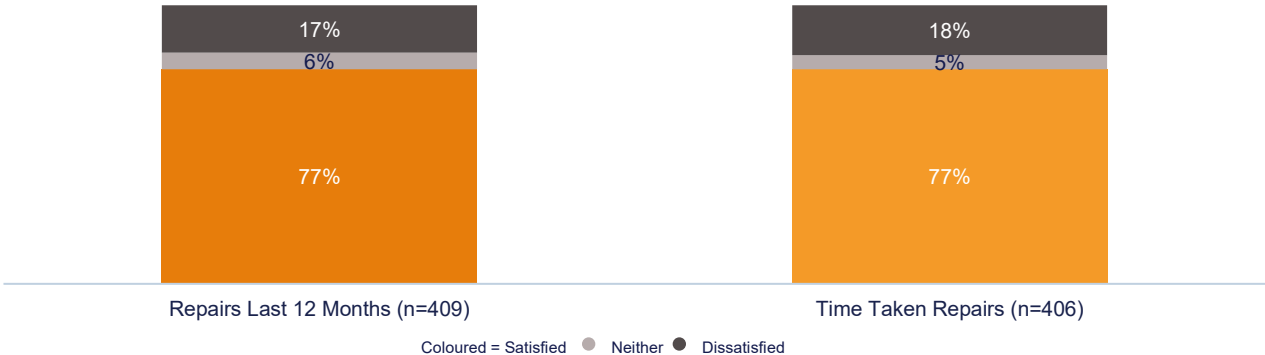
Keeping Properties in Good Repair

Seven out of ten tenants stated that they had a repair carried out to their home in the last 12 months (71%).

Of these tenants, 77% are satisfied with the repairs service during this period, although 17% are dissatisfied.

Commonly, satisfaction with the time to complete repairs is lower than with the service itself and is often the source of frustration with tenants. However, for Torus there are also 77% of tenants satisfied with the time to complete their most recent repair.

Both measures have fallen 6p.p from 83% in the previous survey to 77% currently, although this is still above the ratings throughout the earlier part of last year.





Contribution to the Neighbourhood

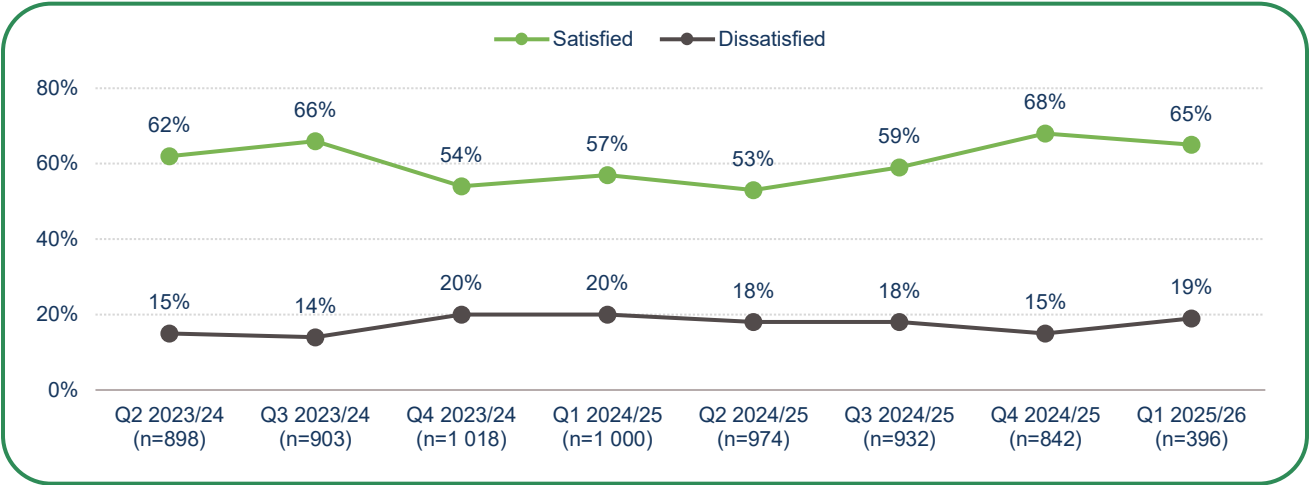
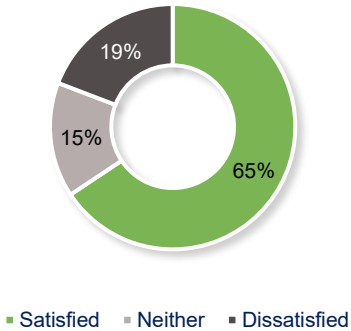
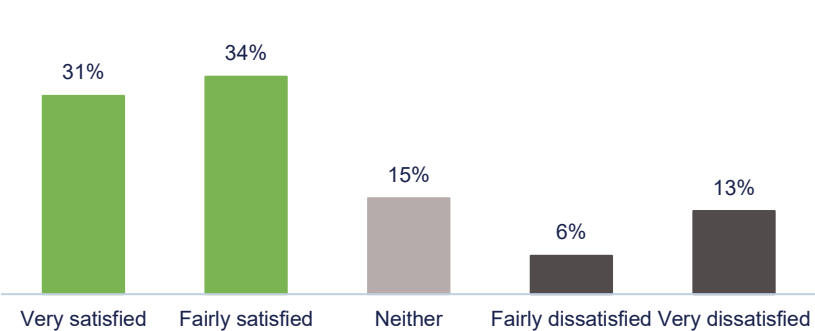


Contribution to the Neighbourhood

Two-thirds of tenants (65%) are satisfied that Torus makes a positive contribution to their neighbourhood, although fewer are very satisfied than fairly satisfied.

Satisfaction rose steadily throughout last year to a high of 68% but it has been pegged back a little in Q1, down 3p.p.

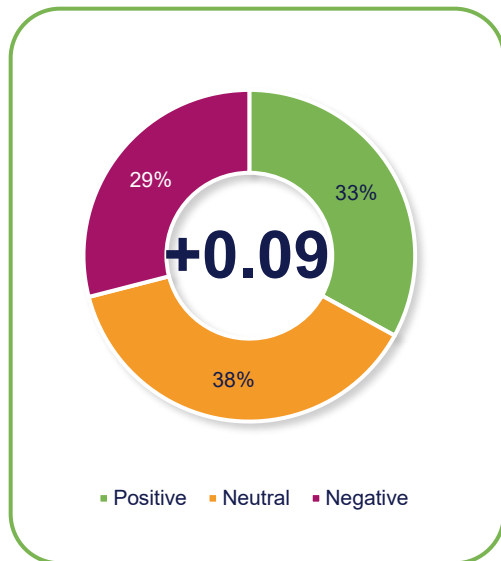
Similarly, dissatisfaction fell slowly in 2024/25, but a 4p.p rise has seen this reach 19% in Q1.



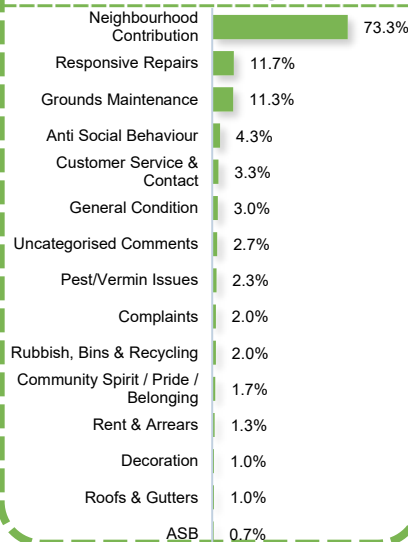
Neighbourhood Contribution

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

Base Size: 300




Top Subcategories



| Attribute | Count | % | Sentiment Score |
|---------------------------------|-------|-------|-----------------|
| Subcategory, no attribute (yet) | 94 | 31.3% | +0.10 |
| No Comments | 61 | 20.3% | -1.00 |
| Quality of Work / Service | 58 | 19.3% | +0.66 |
| Satisfaction | 50 | 16.7% | +1.12 |
| Timeliness & Responsiveness | 17 | 5.7% | -0.06 |
| Listening / Acting | 10 | 3.3% | -3.40 |
| Communication / Transparency | 8 | 2.7% | -0.88 |
| Resolution | 5 | 1.7% | -4.00 |
| Staff Conduct | 5 | 1.7% | +2.20 |
| Effort | 3 | 1.0% | -0.67 |
| Empathy | 2 | 0.7% | +1.50 |
| Safety | 2 | 0.7% | -1.00 |
| Trust | 2 | 0.7% | -5.00 |
| Worker Conduct | 1 | 0.3% | +3.00 |
| Accessibility | | | - |
| Accountability | | | - |
| Appointments / Convenience | | | - |
| Consistency | | | - |
| Fairness | | | - |

Tenants' comments reveal a mixed sentiment regarding Torus's contributions to the neighbourhood. Many tenants appreciate the maintenance of properties, with comments highlighting regular grass cutting, external repairs, and the provision of bulk waste collection and skips, which are seen as beneficial for keeping the area tidy. However, a significant number of tenants express dissatisfaction, citing issues such as fly-tipping, overgrown gardens, and a lack of visible action from Torus in addressing anti-social behaviour and general maintenance concerns.

Some tenants feel neglected, reporting that Torus does not adequately respond to complaints or maintain communal areas, leading to a perception of deterioration in the neighbourhood's overall condition. There are also concerns about the rehousing of problematic tenants, which some believe contributes to a decline in community standards. While a few tenants acknowledge positive interactions with housing officers and timely repairs, the overall impression is that Torus could enhance its engagement and responsiveness to community needs. The feedback indicates a clear desire for improved communication and more proactive measures to address ongoing issues within the neighbourhood.



**Please respect our
neighbours and
keep noise to a
minimum**

Approach to ASB



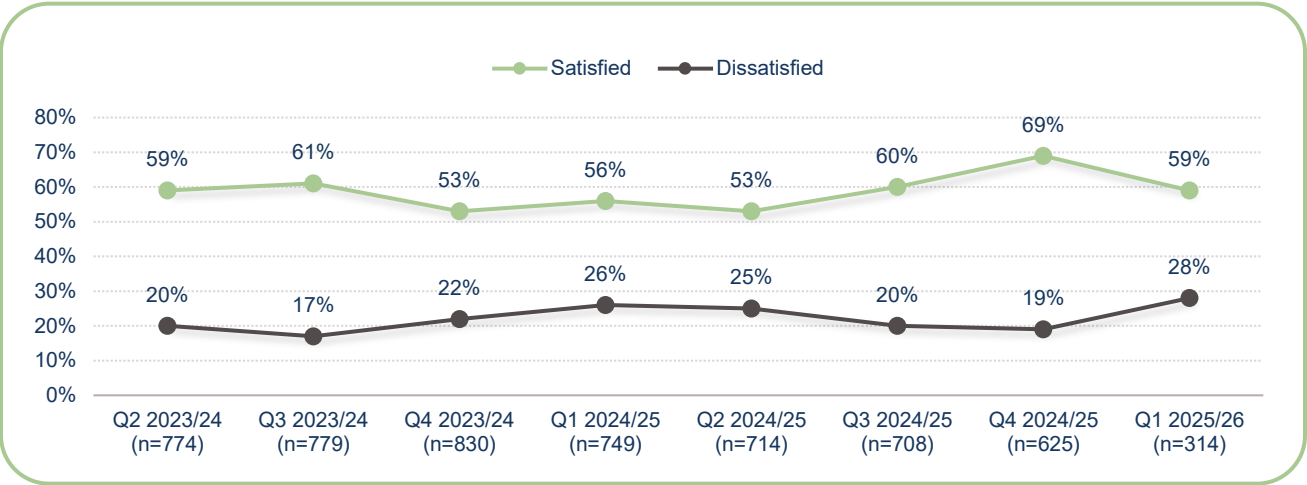
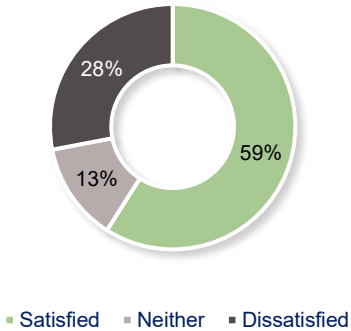
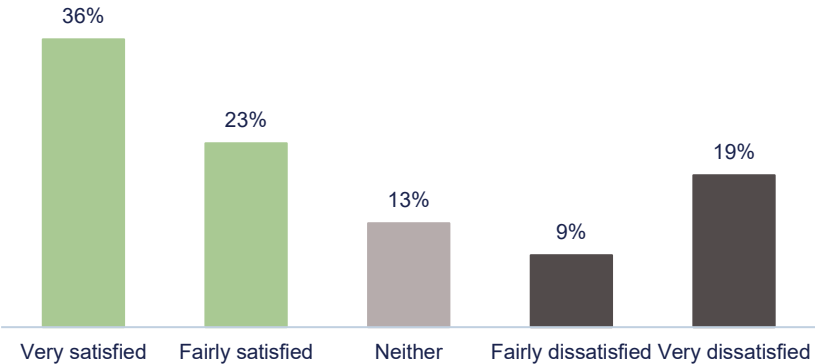
Approach to ASB

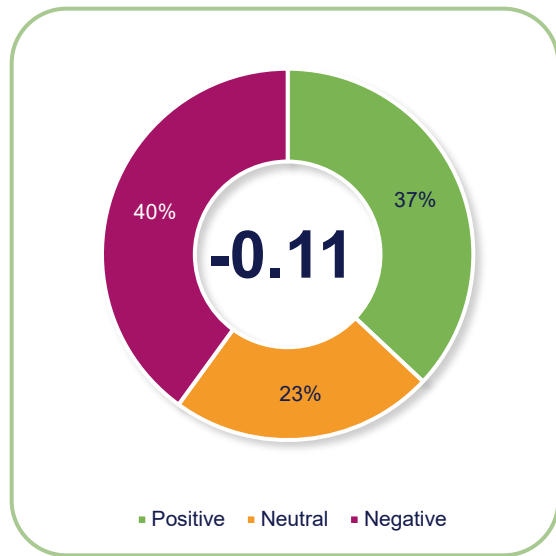
Six out of ten tenants (59%) are satisfied with the approach taken by Torus to handle cases of anti-social behaviour.

There are more very satisfied than fairly satisfied, 36% and 23% respectively.

However, 28% are dissatisfied, 19% very dissatisfied, and a further 13% are neither one nor the other.

Satisfaction has fallen by 10p.p since Q4, while dissatisfaction has increased by 9p.p. Dissatisfaction is at the highest level over the last eight surveys.





| Attribute | Count | % | Sentiment Score |
|---------------------------------|-------|-------|-----------------|
| Subcategory, no attribute (yet) | 82 | 35.3% | +0.02 |
| No Comments | 35 | 15.1% | 0.00 |
| Listening / Acting | 34 | 14.7% | -2.00 |
| Timeliness & Responsiveness | 31 | 13.4% | -1.61 |
| Resolution | 28 | 12.1% | -1.93 |
| Satisfaction | 27 | 11.6% | +3.37 |
| Quality of Work / Service | 24 | 10.3% | -0.96 |
| Communication / Transparency | 14 | 6.0% | -2.07 |
| Empathy | 6 | 2.6% | -1.67 |
| Fairness | 4 | 1.7% | -2.00 |
| Safety | 4 | 1.7% | -2.50 |
| Effort | 3 | 1.3% | -4.33 |
| Trust | 2 | 0.9% | -2.50 |
| Accountability | 1 | 0.4% | -3.00 |
| Consistency | 1 | 0.4% | +3.00 |
| Staff Conduct | 1 | 0.4% | -5.00 |
| Accessibility | | | - |
| Appointments / Convenience | | | - |
| Worker Conduct | | | - |

Many tenants report a lack of direct experience with ASB, indicating that their areas are generally quiet and safe. However, some tenants express dissatisfaction with Torus's response to reported issues, citing slow action, ineffective communication, and a perceived lack of follow-up. Some tenants feel that Torus prioritises the rights of offenders over the concerns of affected tenants, leading to frustration and a sense of neglect.

Several tenants mention specific incidents involving drug use, noise disturbances, and aggressive behaviour from neighbours, highlighting a recurring theme of inadequate action from Torus. While some tenants appreciate the communication through letters and the initial responsiveness of housing officers, many feel that these measures do not lead to meaningful resolutions. The sentiment is further compounded by reports of ongoing issues with problematic tenants, suggesting a cycle of ASB that remains unaddressed. Overall, while there are positive experiences noted, the prevailing sentiment indicates a need for improved action and communication from Torus regarding ASB management.



Respectful & Helpful Engagement

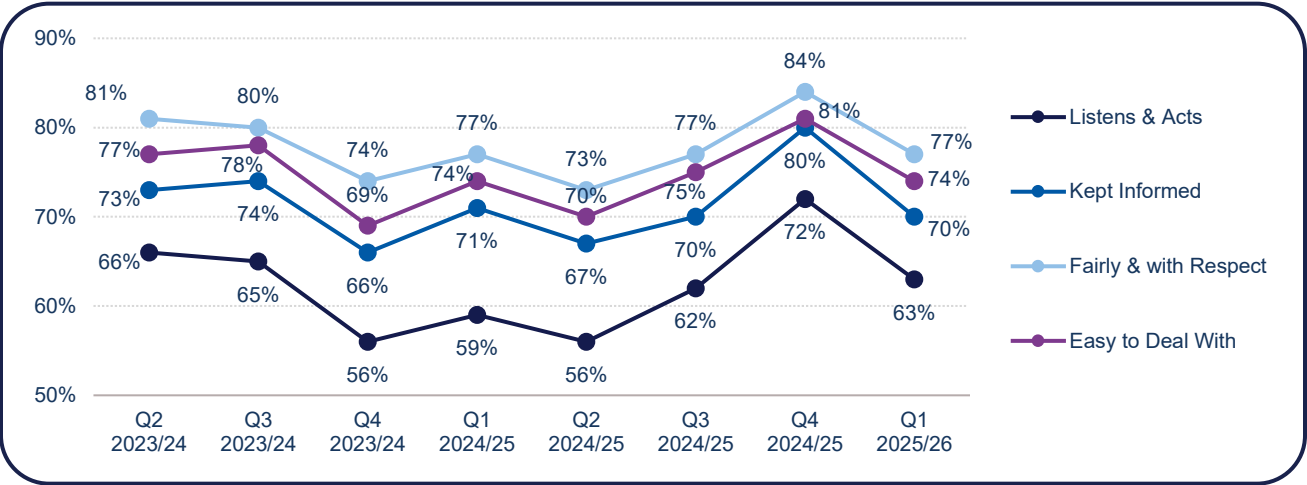
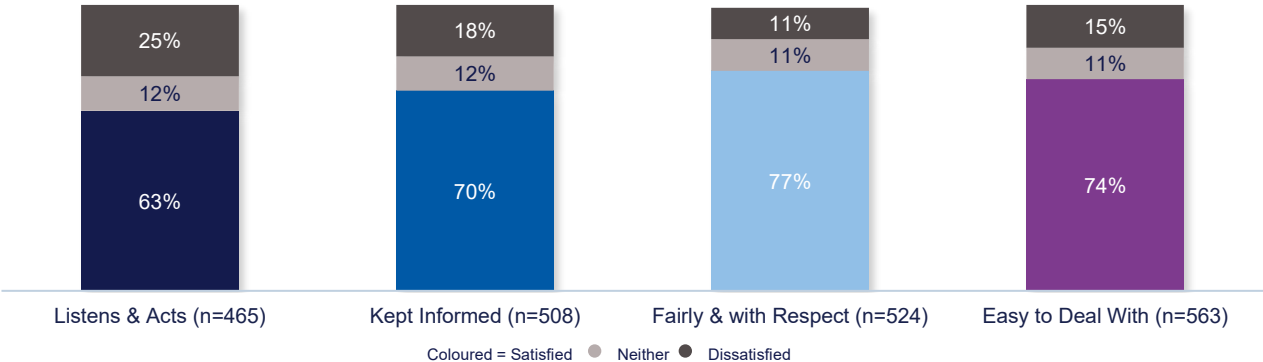


Respectful & Helpful Engagement

Three-quarters of tenants find Torus easy to deal with (74%), although this is down 7p.p since the previous survey, while 70% are satisfied with how they are kept informed about things that matter to them. However, fewer tenants are satisfied that Torus listens to their views and acts upon them (63%).

Satisfaction with being kept informed has gone down by 10p.p, while 9p.p fewer tenants are satisfied that their views are listened to. There is some concern that a quarter of tenants (25%) are dissatisfied with how their views are listened to.

A few more tenants agree that they are treated fairly and with respect by Torus (77%); however, this is also down 7p.p compared with Q4.



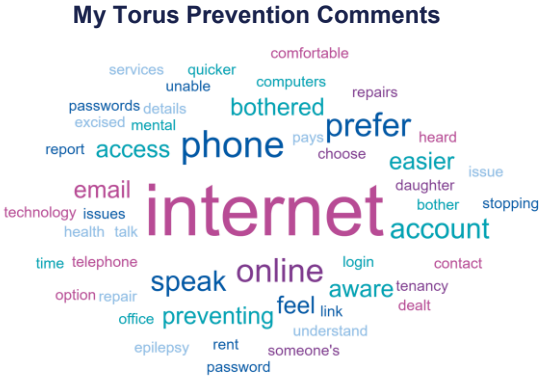
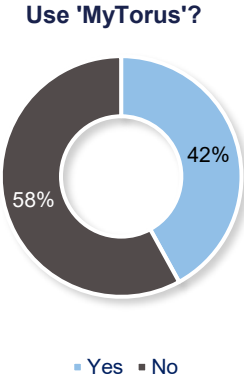
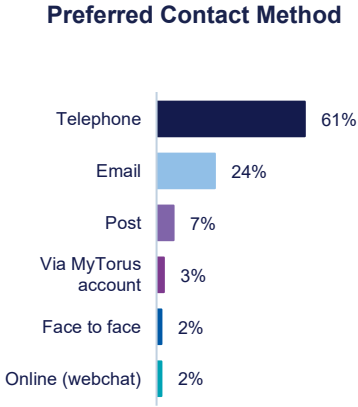
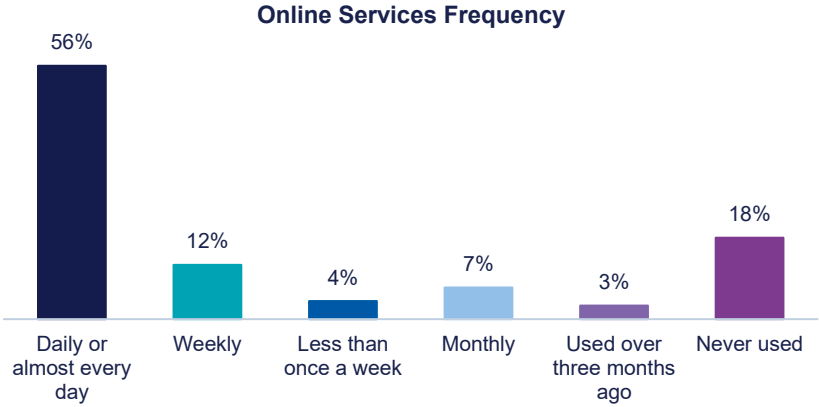
Respectful & Helpful Engagement

Tenants were asked about their use of online services, and 56% said they use these daily, with a further 12% using them weekly. There are 14% of tenants who use online services less frequently, and 18% said they never use them.

Of these, 42% said they do use the 'My Torus' option on the website, although the remaining 58% don't.

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

When asked about their preferred method of contact, 61% said by phone, although 24% prefer the use of email. Just 3% want contact via the 'My Torus' account.





Effective Handling of Complaints

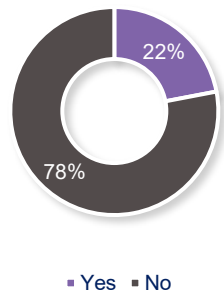


Effective Handling of Complaints

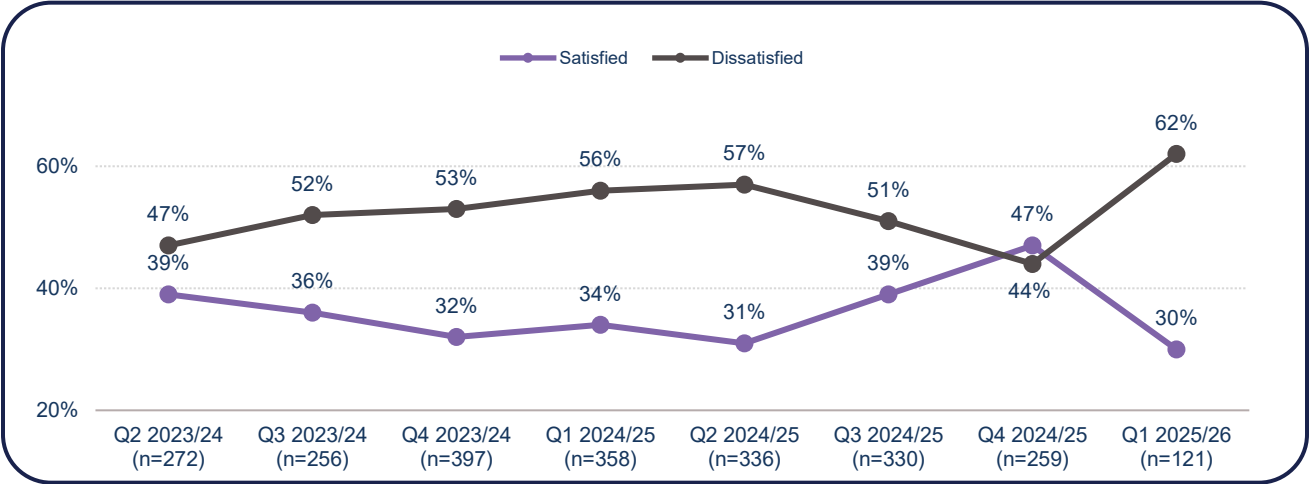
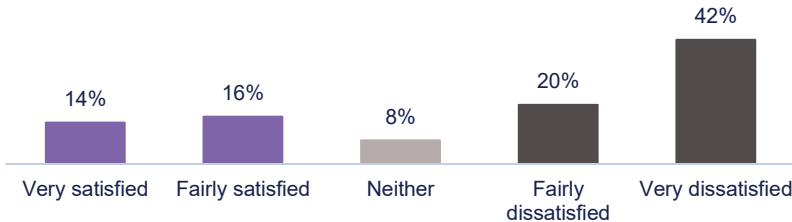
A fifth of tenants (22%) said they had made a complaint to Torus in the last 12 months, although it is unclear how many of these are genuine complaints, or service requests yet to be fully actioned; a problem faced by most housing providers since the introduction of the TSMs.

There has been a turnaround in fortunes with this measure in Q1. In the previous survey, slightly more tenants were satisfied than dissatisfied, but in Q1, satisfaction is down by 17p.p and dissatisfaction is up by 18p.p. These are now at their lowest and highest points, respectively, since these TSM-based surveys began.

Complaint in last 12 months



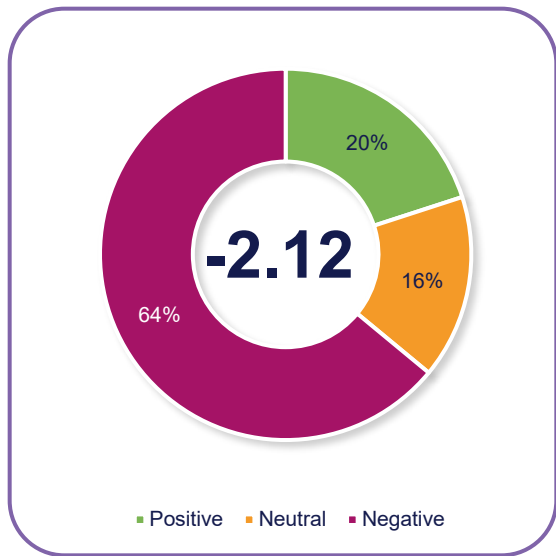
Satisfaction with Complaints Handling



Complaints

Please describe your experience of how complaints are handled.

Base Size: 108



| Attribute | Count | % | Sentiment Score |
|---------------------------------|-------|-------|-----------------|
| Subcategory, no attribute (yet) | 27 | 25.0% | -2.30 |
| Timeliness & Responsiveness | 25 | 23.1% | -2.04 |
| Communication / Transparency | 24 | 22.2% | -3.42 |
| Resolution | 22 | 20.4% | -2.09 |
| Listening / Acting | 20 | 18.5% | -3.00 |
| Quality of Work / Service | 12 | 11.1% | -2.00 |
| Effort | 6 | 5.6% | -4.67 |
| Satisfaction | 6 | 5.6% | -1.67 |
| No Comments | 5 | 4.6% | +0.60 |
| Accountability | 3 | 2.8% | -3.33 |
| Trust | 3 | 2.8% | -1.67 |
| Empathy | 2 | 1.9% | +1.00 |
| Staff Conduct | 2 | 1.9% | -5.00 |
| Accessibility | 1 | 0.9% | +5.00 |
| Appointments / Convenience | 1 | 0.9% | -5.00 |
| Safety | 1 | 0.9% | -5.00 |
| Worker Conduct | 1 | 0.9% | -5.00 |
| Consistency | - | - | - |
| Fairness | - | - | - |

Tenants' experiences of how complaints are handled reveal dissatisfaction with Torus's complaint handling processes. Many express feelings of being ignored or left in limbo, with complaints often going unresolved or requiring repeated follow-ups. A common theme is the lack of effective communication, with several individuals noting that they received no updates or responses to their issues. Some respondents report that complaints were closed without adequate resolution, while others felt that their concerns were dismissed or not taken seriously.

Positive experiences are noted, particularly when specific individuals took ownership of complaints, leading to satisfactory resolutions. However, these instances are overshadowed by numerous accounts of poor service, including unhelpful staff interactions and a perceived lack of urgency in addressing urgent issues, such as repairs and anti-social behaviour. The sentiment of frustration is prevalent, with many tenants indicating that they feel compelled to escalate their complaints to higher authorities, including the CEO or the ombudsman, due to inadequate responses from Torus. Overall, the feedback highlights a need for improved communication, accountability, and responsiveness in complaint management.



Wellbeing



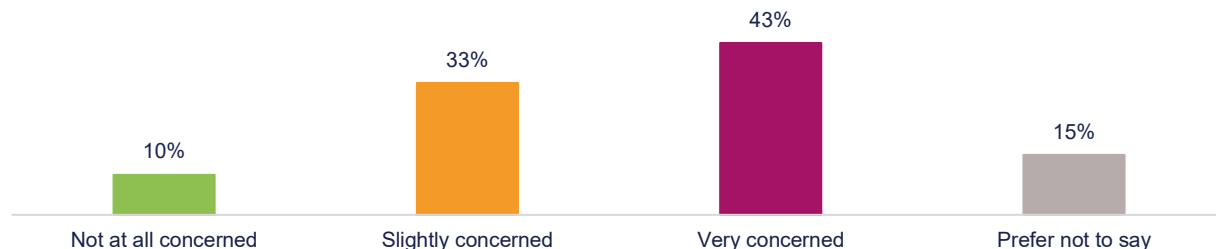
Cost of Living

Tenants were asked, “How concerned are you about the cost-of-living crisis for you personally?” 43% of tenants are very concerned, with a further 33% slightly concerned. Just 10% of customers are not at all concerned; 15% preferred not to say.

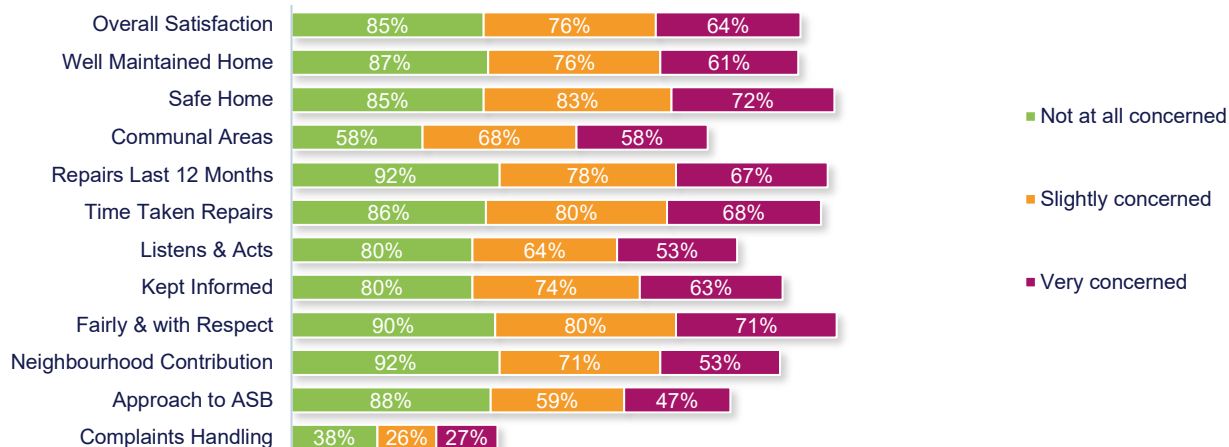
It is often shown that there is a link between concern and satisfaction, and the chart opposite shows this. In general, those not concerned are more satisfied, particularly against those very concerned. For instance, on the overall service, 85% of those not concerned are satisfied, compared with 64% of those very concerned.

This suggests that any help Torus can offer with things like benefits and budgeting could help to increase satisfaction and improve the lives of those affected.

Cost of Living Concern



Cost of Living Concern & Satisfaction





Trends



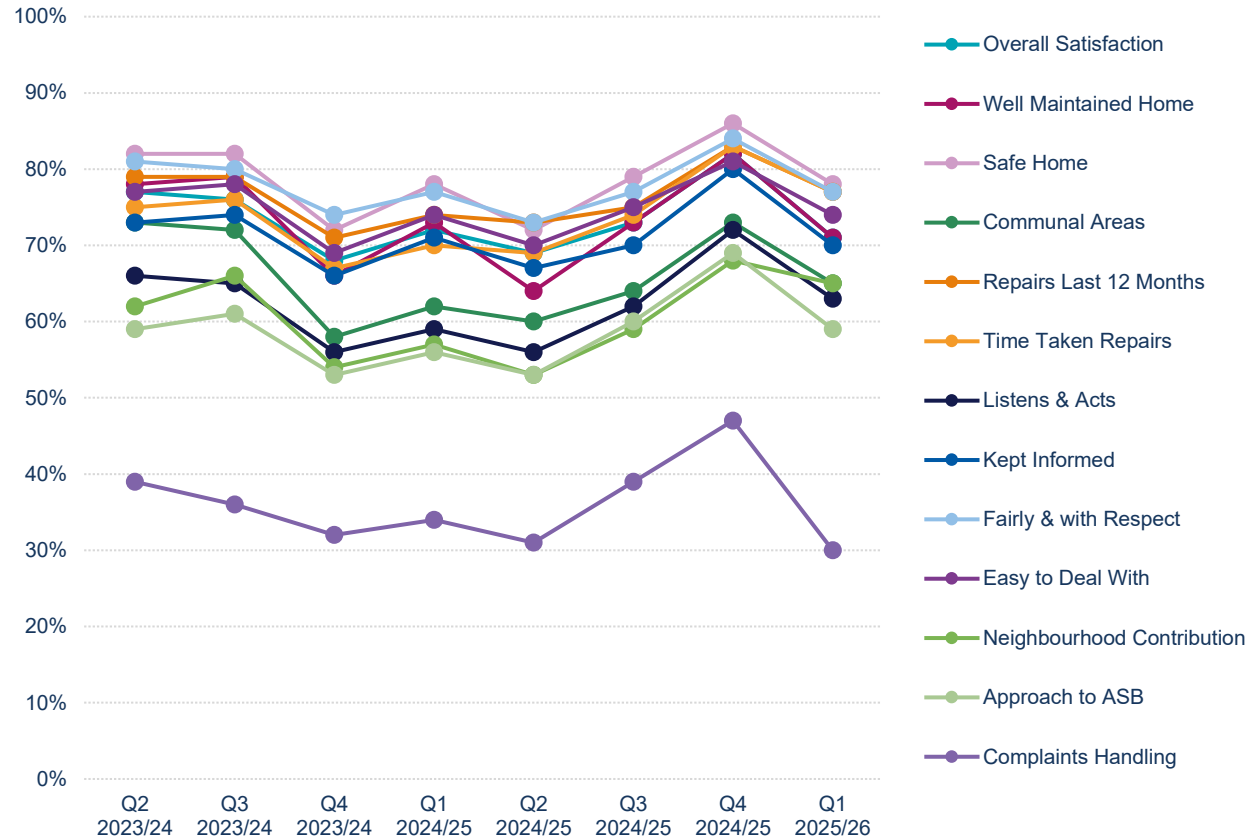
Trends Over Time - Closed Questions

Satisfaction rose across the board in Q4 of last year, but all measures have fallen back again in Q1.

The changes range from a fall of just 2p.p for the contribution Torus makes to the neighbourhood, to a 17p.p decrease for satisfaction with the handling of complaints: overall satisfaction is down by 11p.p.

To be statistically significant, changes need to exceed the combined margins of error for the last two surveys, in this case around 8p.p, so some of these changes do meet this threshold.

Note: As Acuity didn't undertake the previous surveys, it is unable to give any details about the methodology etc.

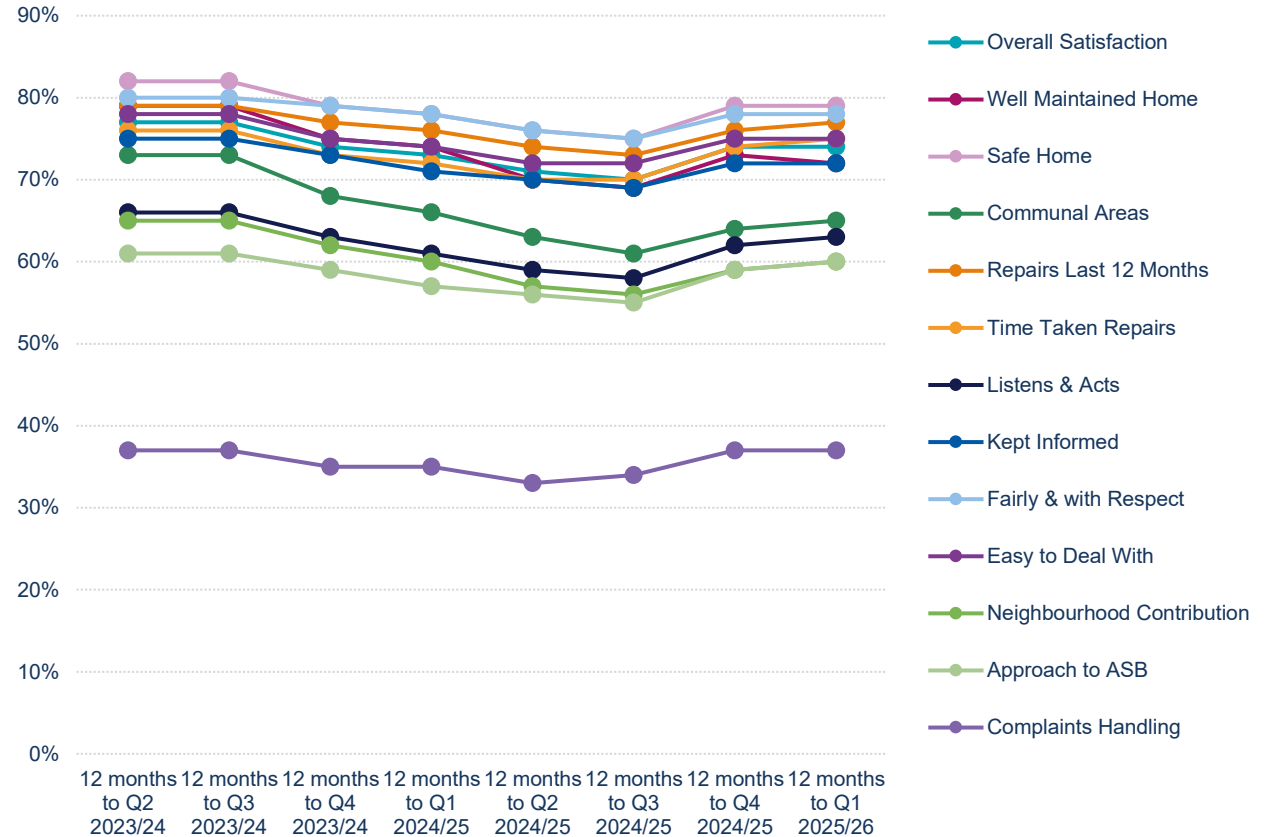




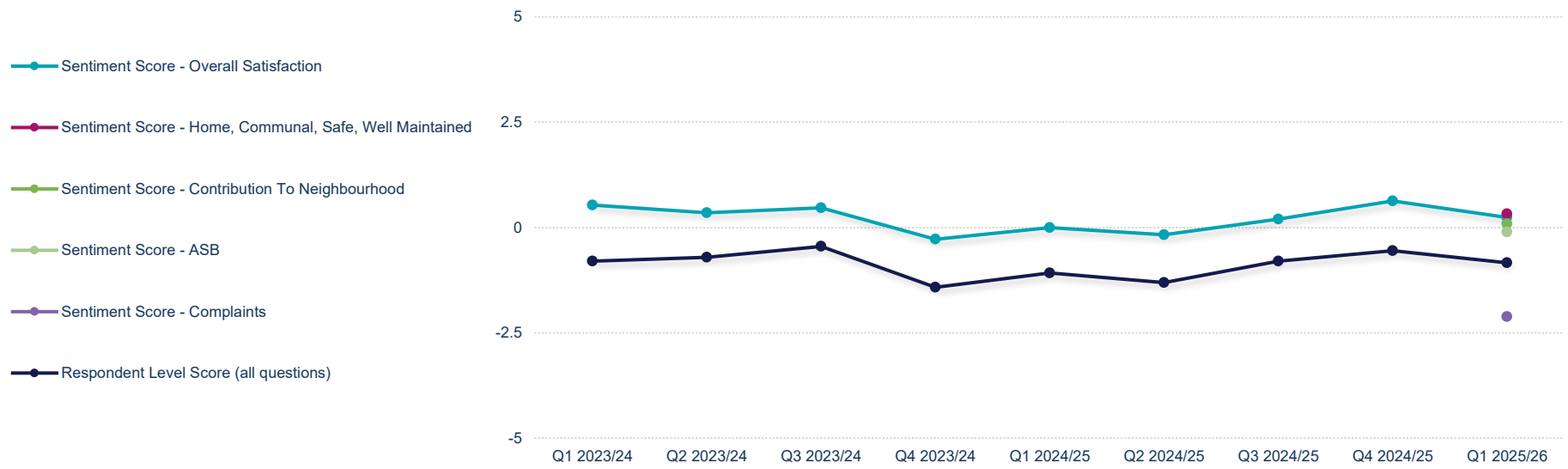
12 Month Rolling Averages

As the surveys progress throughout the year, the 12-month rolling averages will also be calculated, which give a more accurate view and are not so subject to the fluctuations between quarters, although they are affected as much by those months dropping off as by new.

Despite the changes over the last couple of surveys, the changes have all been small, no more than 2p.p.



Trends Over Time - Sentiment Scores



A sharp increase in scores and base size in April 25/26 is due to a change in the survey approach — instead of only asking follow-up questions to dissatisfied residents, we began asking all residents.

The sentiment trend over time is currently only populated by a few measures. However, as time progresses, Torus will start to see whether its tenants' opinion of the service received is improving or worsening. This will give Torus the chance to act on any changes, so improving the service that matters most to tenants.



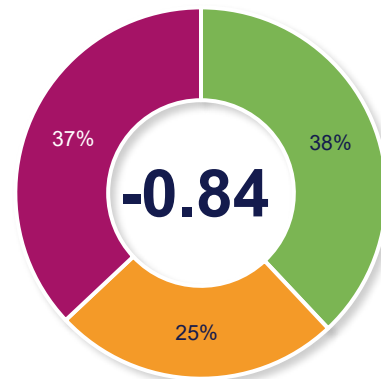
Summary

Overall RSI Score

The Organisational Level RSI offers a single, headline metric that captures the overall emotional tone of tenant feedback across all key service areas.

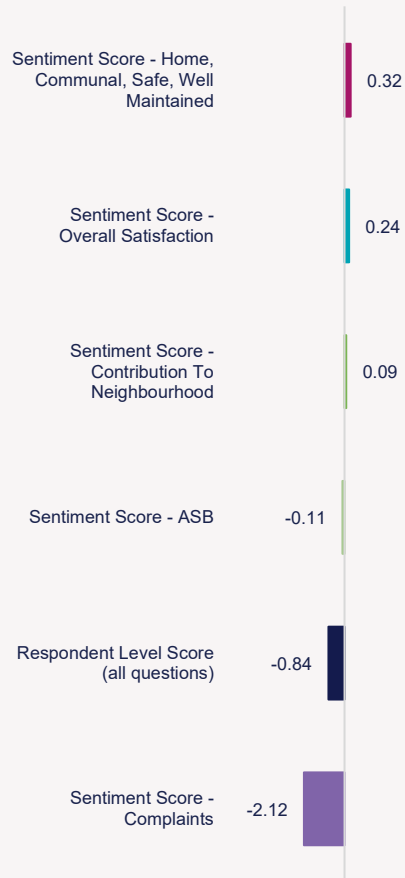
Based on all open-ended survey responses, it reflects how positively or negatively tenants feel about the organisation's performance across the key areas.

Please note, if your organisation does not ask all seven core RSI questions, you are unable to benchmark your Organisational RSI Score. Each category level RSI question will be analysed in each section throughout the report.



■ Positive ■ Neutral ■ Negative

Sentiment Scores



Summary

Overall Satisfaction

The survey responses reveal a mixed sentiment towards Torus, with many tenants appreciating prompt repair services and friendly staff. However, significant concerns arise regarding communication, delays in repairs, and inconsistent service quality. Issues such as unresolved damp problems, poor workmanship, and lack of follow-up on complaints are frequently mentioned. Some tenants express frustration over long wait times for essential repairs and inadequate responses to urgent issues, indicating a need for improved communication and efficiency in service delivery.

The Home

With regard to the home, comments show a mixed sentiment regarding the safety and maintenance of properties managed by Torus. Many tenants appreciate regular gas safety checks and prompt responses to urgent repairs. However, concerns arise around ongoing maintenance issues, such as mould, damp, and inadequate cleaning of communal areas. Several tenants express dissatisfaction with the responsiveness to repair requests and the overall upkeep of shared spaces, highlighting a need for improved communication and maintenance standards.

Neighbourhood Contribution

There are also mixed sentiments regarding Torus's contributions to neighbourhood maintenance and community support. Many tenants appreciate the regular maintenance, such as grass cutting and bulk waste collections, while others express dissatisfaction, citing issues like fly-tipping, poor communication, and inadequate responses to anti-social behaviour. Some feel neglected, highlighting a lack of visible presence and action from Torus. Overall, while some tenants are satisfied with the upkeep, there are concerns about cleanliness and community safety.

ASB

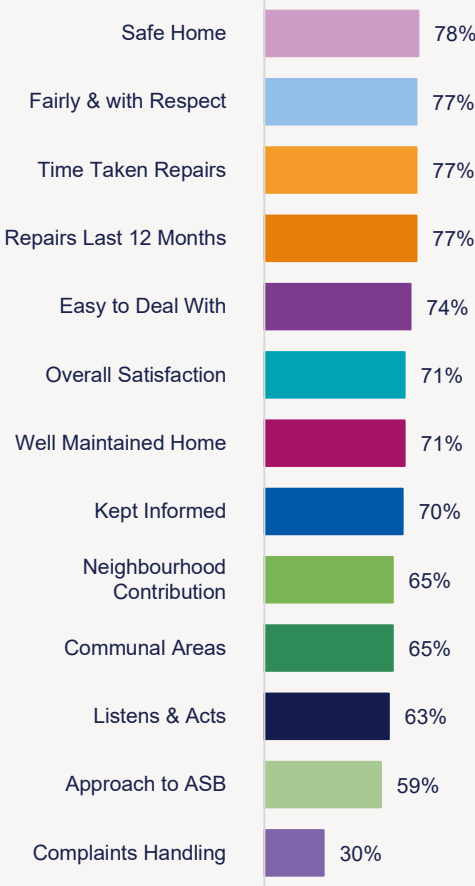
Mixed views exist on Torus's handling of anti-social behaviour. While some tenants appreciate prompt actions and communication, many express dissatisfaction, citing slow responses, lack of follow-up, and ineffective measures. Issues such as drug dealing, noise disturbances, and inadequate tenant screening are frequently mentioned. Several tenants feel that Torus prioritises offenders over affected tenants, leading to frustration and a sense of neglect. Overall, there is a call for improved responsiveness and communication in addressing ASB concerns.

Complaints

Tenants highlight dissatisfaction with Torus's complaint handling. Many report feeling ignored, with unresolved issues and poor communication being common themes. While some praise individual staff for their politeness and responsiveness, others highlight a lack of follow-up and accountability. Complaints often take too long to address, leading to frustration, especially regarding urgent matters like repairs and anti-social behaviour. Overall, there is a clear need for improved processes and better customer service to enhance tenant satisfaction.



Satisfaction with Measures



Summary & Recommendations



This report is based on the results from the first TSM-based survey for 2025/26, undertaken by Acuity, and covers the LCRA tenants only, with a separate report for the LCHO residents. A total of 565 complete and 40 incomplete surveys were received in this quarter using both online and telephone responses.

Satisfaction is generally good but has fallen compared with the previous survey in Q4 24/25. There are 71% of tenants who are satisfied with the overall service from Torus, and this sits in the middle of the range of services, with the highest satisfaction for the safety of the home, treating tenants fairly and with respect, the time to complete repairs and the repairs service over the last 12 months. However, just 59% are satisfied with the handling of ASB and only 30% with how complaints are handled.

Satisfaction has fallen across the board since the previous survey, ranging from a fall of just 2 percentage points for the contribution made by Torus to the neighbourhood to 17p.p fewer satisfied with the complaint handling: overall satisfaction is down by 11p.p.

For the first time, sentiment analysis has been used against five qualitative questions, covering the main areas of service. This gives a sentiment score based on the comments made and also highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is -0.84, and the other subject areas have mixed scores from +0.32 for the home to -2.12 for the complaint handling. The main areas of concern are repair delays, communal maintenance and complaints. Analysing the sentiment scores and reading the comments will help Torus get a better understanding of what is driving satisfaction, and what is not working quite as well.

Recommendations

Repairs & maintenance – Although satisfaction with the repairs service is generally good and tenants appreciate the efforts to maintain the safety and security of their homes, some complain about the quality and timeliness of repairs, citing long wait times and incomplete work. In addition, communal areas are frequently described as dirty and poorly maintained, with complaints about overgrown gardens, litter, and insufficient cleaning staff hours. Overall, while safety checks are valued, the need for enhanced maintenance and cleanliness in communal areas is a recurring theme, indicating areas for potential improvement in service delivery.

Complaints – There has been a significant fall in satisfaction with the way complaints are handled, and now twice as many are dissatisfied as satisfied. Many express feelings of being ignored or left in limbo, with complaints often going unresolved or requiring repeated follow-ups. A common theme is the lack of effective communication, with several individuals noting that they received no updates or responses to their issues. Some tenants report that complaints were closed without adequate resolution, while others felt that their concerns were dismissed or not taken seriously. Overall, the feedback highlights a need for improved communication, accountability, and responsiveness in complaint management.

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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