



Torus LCRA

TSM Tracker Q2 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 north-west with around 40,000 properties in Warrington, Liverpool, St Helens and beyond. Acuity has been commissioned to undertake quarterly independent satisfaction surveys of the customers of Torus during 2025/26 to collect data on their opinions of, and attitudes towards, their landlord and the services provided. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing and includes both the LCRA customers and LCHO shared owners. This report focuses on the LCRA customers, with a separate report for the LCHO residents.

This is the second quarterly tracker survey completed by Acuity for 2025/26, and the target is to complete a minimum of 565 surveys per quarter and 2,257 per year to achieve the required margin of error. The survey was completed on 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 28 incomplete surveys, which are also required to be included by the Regulator. Of these, 424 surveys were by telephone interview and 141 online, so achieving the desired split.

Sentiment analysis has again been used to better understand customers' comments and why they have responded to the satisfaction questions the way they have. Information about how this works is shown at the end of the report and adds an extra layer of focused insight to the results to help Torus better understand what is driving satisfaction, what customers 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 customers give their permission to be identified. 72% of customers gave permission to share their responses with their details attached, and 93% of these customers are happy for Torus to contact them to discuss any information they provided.

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

- Provide information on customers' 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, 593 responses were received this quarter in total. This response is high enough to conclude that the findings are accurate to within $\pm 4.0\%$ for the quarter and $\pm 2.0\%$ annually, within the required margin of error.

NB: 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=.

72%

Overall Satisfaction



Over seven out of ten customers (72%) are satisfied with the overall service provided by Torus, and this is up from the previous quarterly survey, part of a general rise in satisfaction this quarter.

Three measures have satisfaction levels of 80% or more. The highest of these are for being treated fairly and with respect (81%), followed by the repairs service in the last 12 months, and the safety of the home (both 80%).

Conversely, two measures have satisfaction below 60%. These are the approach taken to deal with anti-social behaviour (55%), and just 27% are satisfied with the handling of complaints, the lowest scoring measure in this report.

Overall, out of the 12 TSMs and one additional question asked, nine measures increased their scores in Q2, one measures remained at the same level, and another three decreased.

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

77%



Safe Home

80%



Repairs Last 12 Months

80%



Time Taken Repairs

76%

Respectful & Helpful Engagement



Listens & Acts

63%



Kept Informed

73%



Fairly & with Respect

81%



Complaints Handling

27%

Responsible Neighbourhood Management



Communal Areas

69%



Neighbourhood Contribution

70%



Approach to ASB

55%



Overall Satisfaction



Customers 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 customer perception survey.

Satisfaction with the overall service provided by Torus is up by 1 percentage point (p.p) in Q2, with over seven out of ten customers (72%) satisfied. Of these, more are very satisfied (42%) than fairly satisfied (30%).

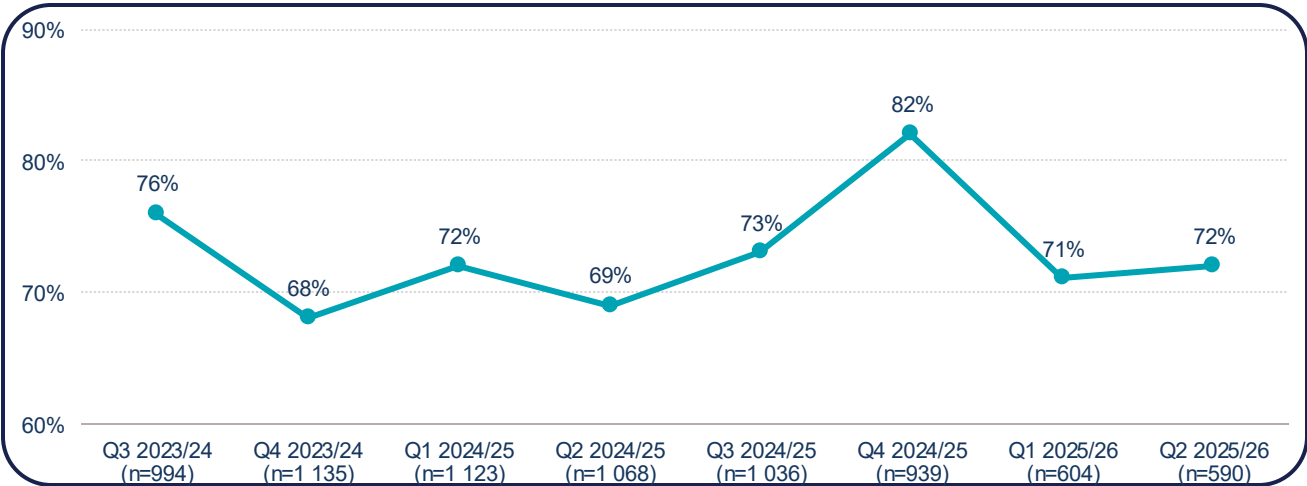
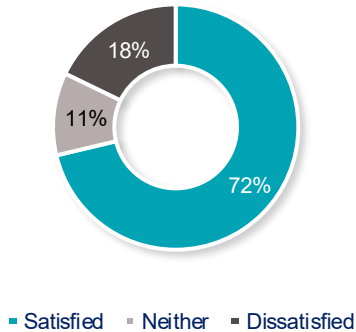
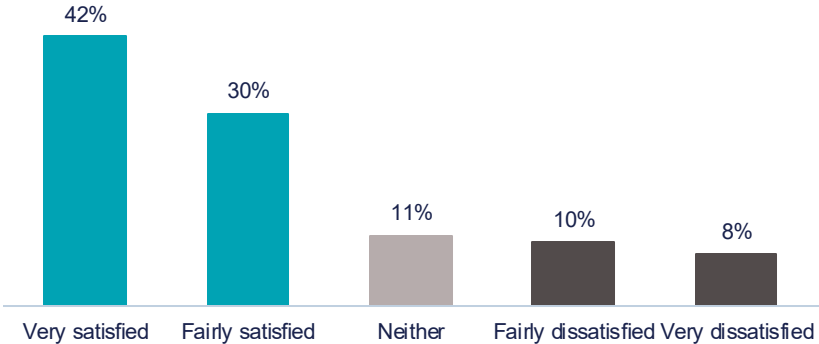
Under a fifth of customers are dissatisfied (18%), and fewer customers are very dissatisfied (8%) than fairly dissatisfied (10%). In addition, 11% are neither satisfied nor dissatisfied.

Torus has kindly supplied details of previous surveys, although not completed by Acuity, to allow trend analysis. It should be noted that these previous surveys included more customers, however, this still allows comparisons to be made.

The reduction in satisfaction seen surveys since Q1 of 2025/26 has remained unchanged this quarter. However, it remains to be seen whether the higher result in Q4 2024/25 was an outlier or if the lower scores since the change in survey provider represent the new norm.

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

Overall Satisfaction



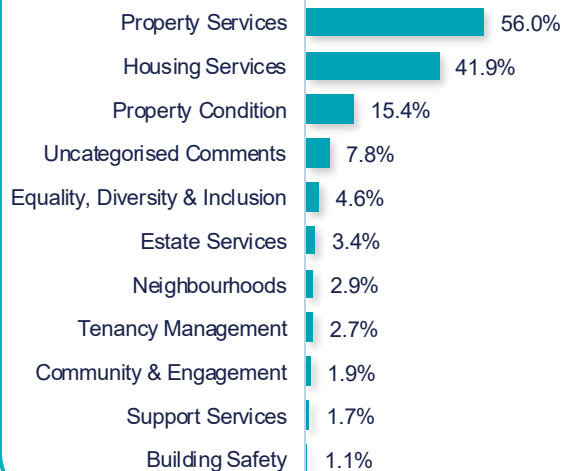
Overall Satisfaction

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

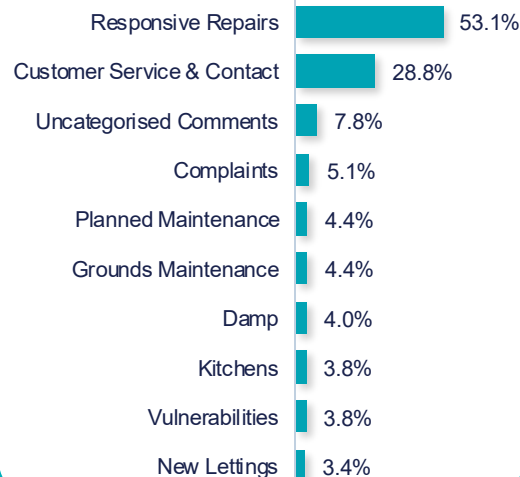
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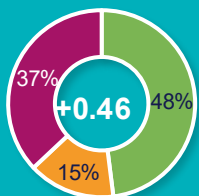
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	199	47.2%	+0.31
Subcategory, no attribute (yet)	83	19.7%	-0.65
Quality of Work / Service	71	16.8%	+0.87
Communication / Transparency	54	12.8%	-0.13
Resolution	48	11.4%	-0.77
Satisfaction	42	10.0%	+3.26
Staff Conduct	31	7.3%	+3.39
Effort	19	4.5%	-2.11
Appointments / Convenience	12	2.8%	-1.00
Listening / Acting	12	2.8%	+0.42
Empathy	11	2.6%	+0.55
Worker Conduct	9	2.1%	+2.78
No Comments	7	1.7%	+0.43
Trust	5	1.2%	-4.00
Consistency	4	0.9%	-2.50
Accountability	2	0.5%	-5.00
Fairness	2	0.5%	+2.50
Safety	1	0.2%	-3.00
Accessibility			-



When asked to share experiences that have shaped their views on the overall service provided by Torus, some customers express frustration over slow response times and incomplete repairs, with some waiting months or even years for issues to be resolved. Complaints about poor communication and lack of follow-up are prevalent, with customers feeling ignored or misinformed about the status of their requests.

While some customers appreciate the promptness of emergency repairs and the helpfulness of staff, others report dissatisfaction with the quality of work and the need for multiple visits to address the same issue. Additionally, concerns about cleanliness in communal areas and the handling of anti-social behaviour are noted. Positive feedback highlights the support provided during personal crises and the overall friendliness of staff. However, the themes of inadequate communication, delayed repairs, and inconsistent service quality suggest areas for improvement in Torus's operations and customer engagement strategies.



Well Maintained, Safety & Communal Areas



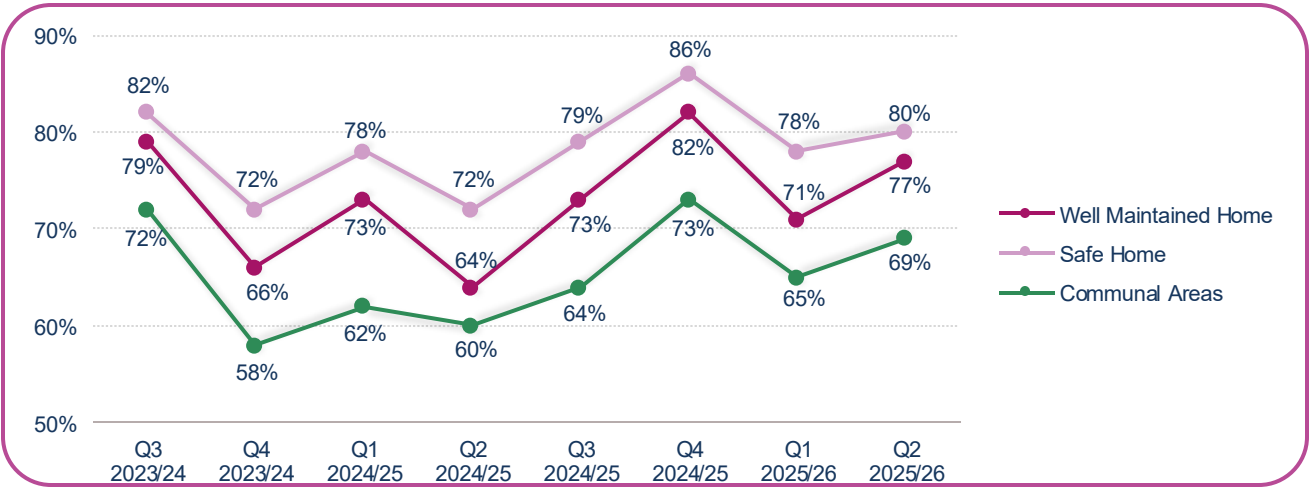
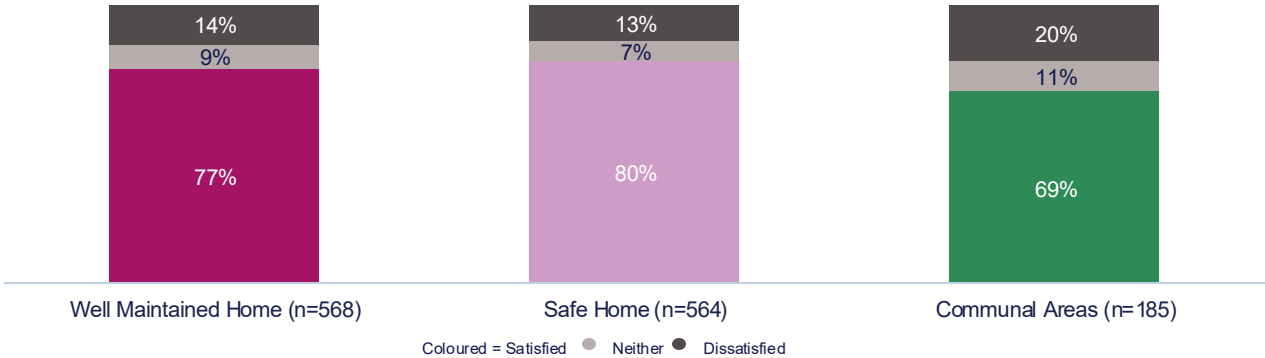
Well Maintained, Safety & Communal Areas

Over three-quarters of customers (77%) feel their home is well maintained, although over a tenth (14%) are dissatisfied. Satisfaction has seen an increase of 6p.p in Q2 2025/26.

Generally, more customers tend to feel that their homes are safer than they are well-maintained, and this is the case for Torus. Four-fifths of customers (80%) are satisfied with the safety of their home. However, over a tenth (13%) remain dissatisfied. Satisfaction with this measure has risen by 2p.p this quarter.

The safety of the home can be influenced by a range of factors, including safety checks, building security, and repair issues, as well as neighbourhood problems such as anti-social behaviour. For example, while all necessary safety checks may be carried out by Torus, how safe customers feel daily could be affected by factors such as noise from neighbours, broken locks on doors, etc.

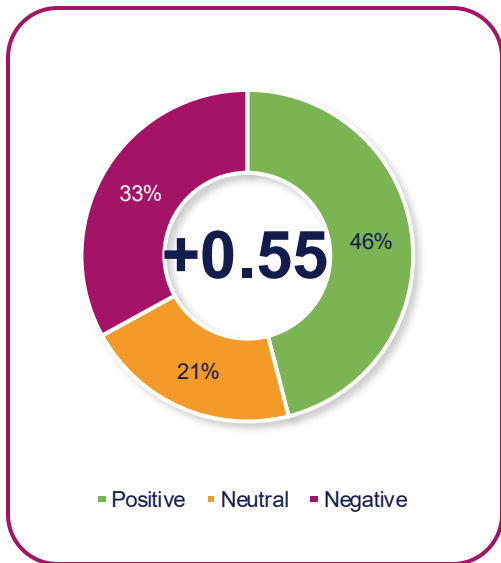
Over a third of customers (35%) surveyed live in a building with communal areas that Torus is responsible for maintaining. Of these customers, just under seven out of ten (69%) are satisfied that their communal areas are kept clean and well maintained, while a fifth (20%) are dissatisfied. Satisfaction with the upkeep of communal areas has increased by 4p.p in this survey.



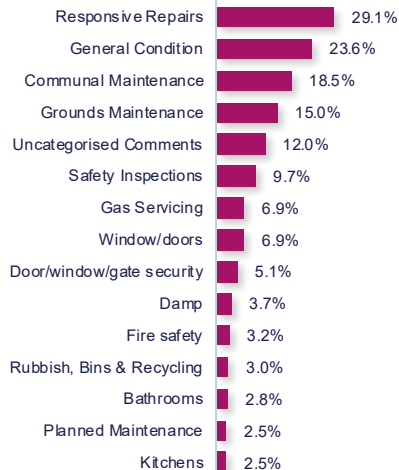
The Home

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

Base Size: 433



Top Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	95	21.9%	-0.09
Timeliness & Responsiveness	85	19.6%	-1.07
Subcategory, no attribute (yet)	80	18.5%	+0.28
Safety	43	9.9%	+0.70
Resolution	25	5.8%	-1.64
Communication / Transparency	17	3.9%	-1.12
Satisfaction	17	3.9%	+3.41
No Comments	8	1.8%	+0.38
Listening / Acting	7	1.6%	-4.29
Worker Conduct	5	1.2%	-2.60
Accountability	3	0.7%	-3.67
Consistency	3	0.7%	-3.00
Empathy	3	0.7%	-2.33
Appointments / Convenience	2	0.5%	-5.00
Effort	2	0.5%	+1.00
Accessibility	1	0.2%	-5.00
Fairness			-
Staff Conduct			-
Trust			-

Customers shared their views on the safety and maintenance of homes and communal areas managed by Torus, and some express satisfaction with safety checks, including gas and electric inspections, and appreciate the promptness of repairs when reported.

However, concerns arise around the quality of maintenance, with complaints about unfinished work, poor cleaning standards in communal areas, and issues with damp and mould in homes. Several customers reported feeling unsafe due to inadequate communal area maintenance, fly-tipping, and the presence of pests like rats. Issues with communication and responsiveness from Torus were highlighted, particularly regarding ongoing maintenance requests and the lack of follow-up on reported problems.

While some customers noted improvements in communal areas and expressed gratitude for the support from housing officers, others felt neglected, citing long wait times for repairs and a lack of proactive maintenance.

Overall, the feedback indicates a need for better communication, more thorough cleaning and maintenance of communal spaces, and timely resolution of repairs to improve customer satisfaction.



Keeping Properties in Good Repair



Keeping Properties in Good Repair

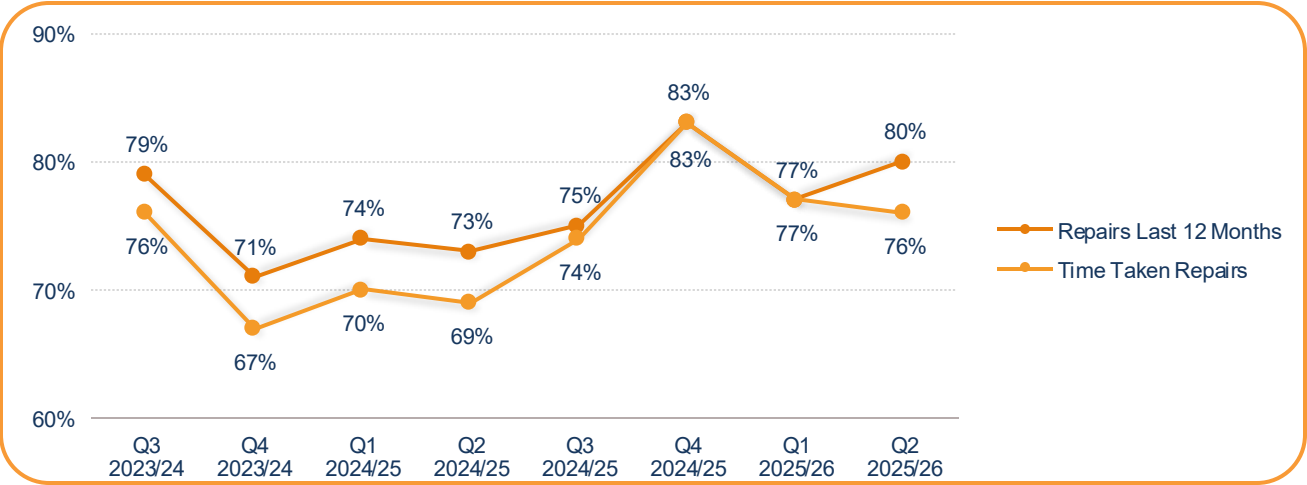
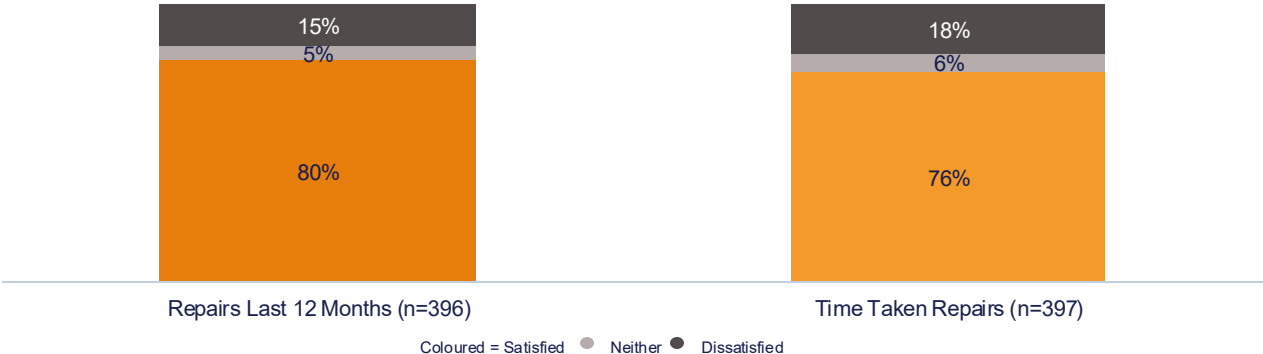
Over two-thirds of customers (69%) said they had a repair completed in the last 12 months. Of these, just eight out of ten customers (80%) are satisfied with the repairs service during this period. Some 15% remain dissatisfied, and a further 5% gave a neutral response.

Satisfaction with the overall repairs service measure has increased by 3p.p in Q2.

Commonly, in TSM surveys, the satisfaction with the time taken for repairs is lower than that of the overall service, and this is the case here too. However, just over three-quarters of customers (76%) are satisfied, whilst 18% are still dissatisfied, and a further 6% are neither satisfied nor dissatisfied.

Satisfaction with the time taken to complete repairs has dropped by 1p.p in Q2 2025/26.

Across the sector, there has been very little change in satisfaction with the time taken to complete repairs (up 1p.p to 72%). While repairs have improved, the time to complete them hasn't changed, possibly suggesting that resourcing is still an issue.





Contribution to the Neighbourhood



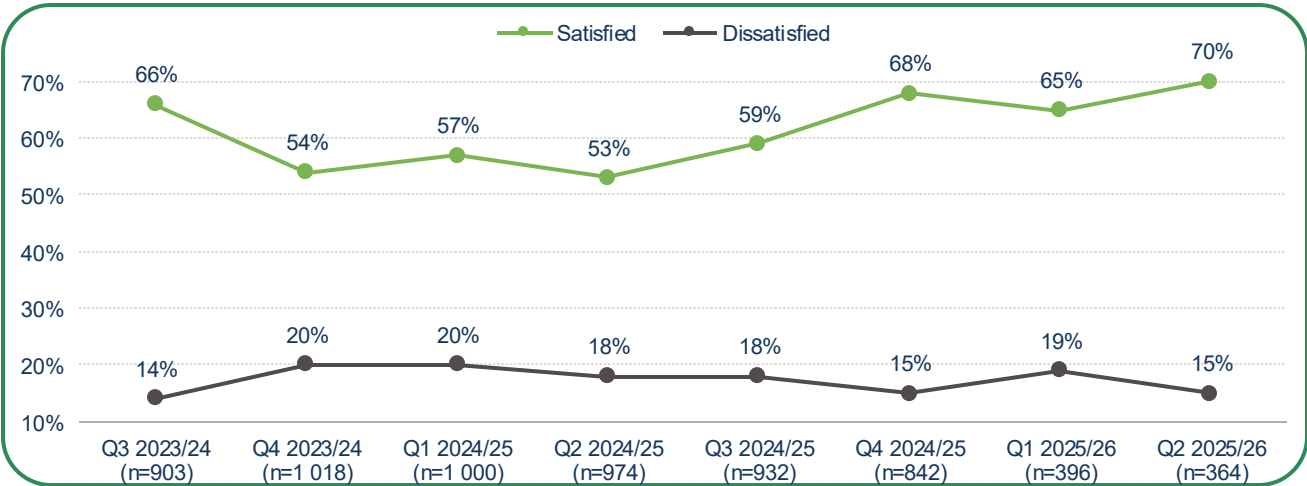
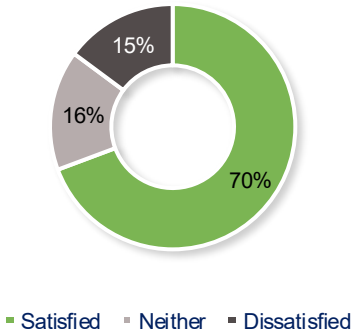
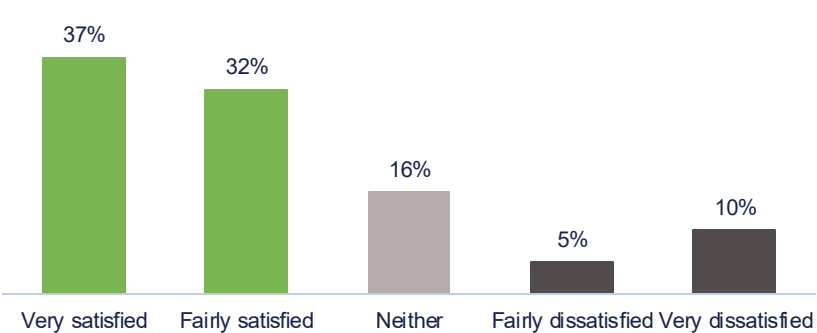
Contribution to the Neighbourhood

Seven out of ten customers (70%) are satisfied that Torus provides a positive contribution to the neighbourhood, and more customers are very satisfied (37%) than fairly satisfied (32%).

However, under a fifth (15%) are dissatisfied, while a further 16% are neither satisfied nor dissatisfied.

Satisfaction with this measure has increased by 5p.p this quarter, reaching its highest levels in the past two years. Conversely, dissatisfaction has decreased by 4p.p in Q2.

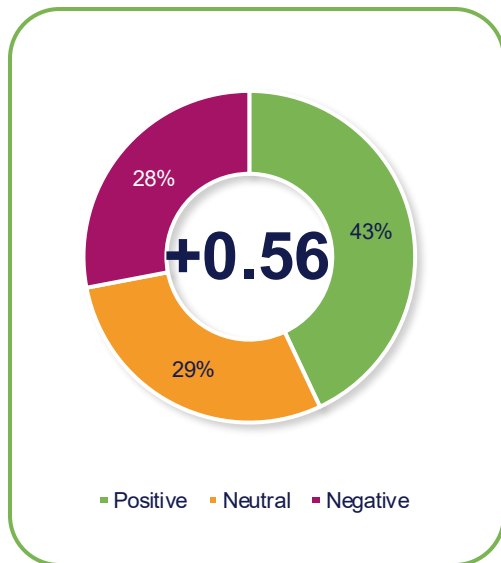
Nationally, satisfaction has reached its highest level since the beginning of TSMs, currently sat at 69% satisfied, an increase of 2 p.p. The maximum value seen is at 89% and the minimum value is at 0%, showing the contrast and demonstrating the difficulty some customers have responding to the question. This could be evidenced here, too, with 16% of customers maintaining a neutral response.



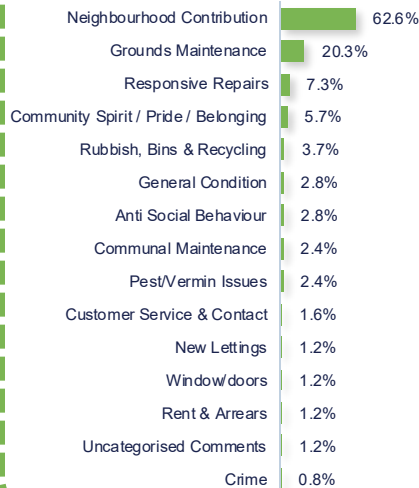
Neighbourhood Contribution

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

Base Size: 246



Top Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	62	25.2%	+1.15
Quality of Work / Service	48	19.5%	+1.02
Satisfaction	45	18.3%	+0.62
No Comments	39	15.9%	-0.38
Timeliness & Responsiveness	20	8.1%	-0.65
Communication / Transparency	9	3.7%	-1.89
Listening / Acting	9	3.7%	-2.44
Resolution	7	2.8%	-2.86
Staff Conduct	7	2.8%	+4.00
Empathy	3	1.2%	-1.67
Safety	3	1.2%	+0.33
Appointments / Convenience	1	0.4%	+5.00
Consistency	1	0.4%	-5.00
Effort	1	0.4%	-5.00
Worker Conduct	1	0.4%	+3.00
Accessibility			-
Accountability			-
Fairness			-
Trust			-

Customers were asked to, "Share your views on your landlord's contribution to your neighbourhood," and some appreciate the support provided for the elderly, community events, and maintenance of communal areas, such as regular grass cutting and litter collection. Positive comments highlight the presence of community initiatives, including charity days and food banks, which foster a sense of community.

However, concerns were raised about cleanliness, with mentions of fly-tipping, rubbish accumulation, and issues with rats. Some customers feel that Torus does not adequately address these problems or engage with the community, citing a lack of visibility and responsiveness. Complaints about anti-social behaviour from some customers were prevalent, with calls for more proactive measures and inspections.

While some customers expressed satisfaction with the maintenance of their properties and the overall environment, others noted a decline in standards since Torus took over from previous management. The need for better communication and more frequent community engagement was also highlighted, indicating a desire for Torus to be more involved and visible in addressing customers' concerns. Overall, the feedback suggests a need for improved maintenance and community relations to enhance customer satisfaction.



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

Approach to ASB



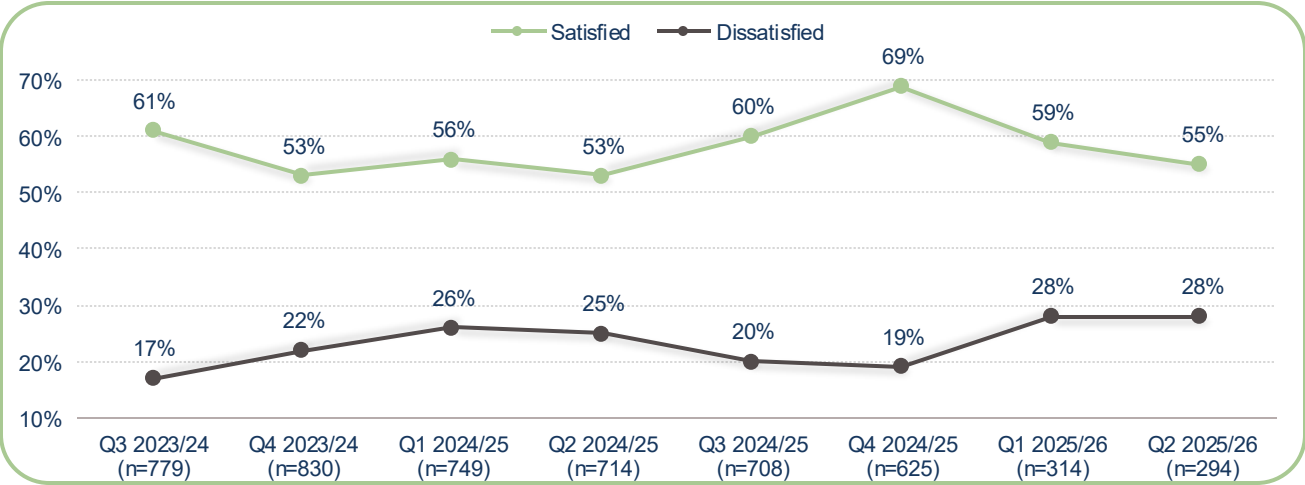
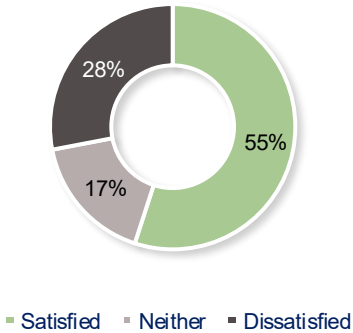
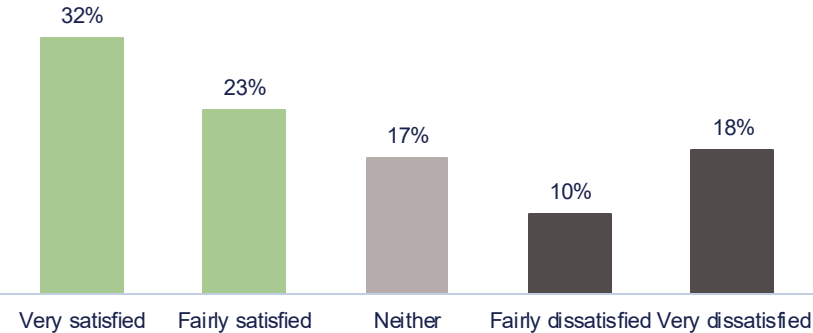
Approach to ASB

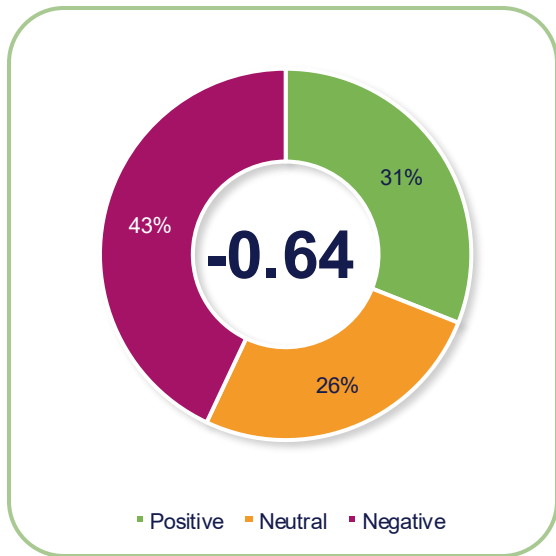
Satisfaction with the handling of anti-social behaviour (ASB) has decreased by 4p.p in Q2, with over half of customers (55%) satisfied. More customers are very satisfied than are fairly satisfied, 32% and 23% respectively.

Conversely, dissatisfaction has remained the same in Q2 at 43%, and more customers are very dissatisfied (18%) with the way ASB is dealt with than fairly dissatisfied (10%). Some 17% of customers are neither satisfied nor dissatisfied.

Satisfaction with the handling of ASB has been trending downwards for the past three surveys now. Dissatisfaction had been correspondingly rising to the highest level it has been in the past two years, before stabilising this quarter.

All customers 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 customers, not just those who have experienced ASB in the past.





Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	72	37.9%	-0.57
Timeliness & Responsiveness	31	16.3%	-0.23
No Comments	26	13.7%	-0.27
Listening / Acting	23	12.1%	-2.96
Satisfaction	23	12.1%	+1.65
Resolution	20	10.5%	-1.85
Communication / Transparency	13	6.8%	-2.08
Quality of Work / Service	9	4.7%	-2.33
Effort	3	1.6%	-1.67
Safety	3	1.6%	-1.67
Empathy	2	1.1%	-5.00
Fairness	2	1.1%	-1.00
Appointments / Convenience	1	0.5%	+3.00
Trust	1	0.5%	-5.00
Accessibility			-
Accountability			-
Consistency			-
Staff Conduct			-
Worker Conduct			-

When asked for their thoughts on anti-social behaviour (ASB) management in the community, customers expressed dissatisfaction, citing a lack of effective action against persistent issues such as drug use, noise disturbances, and harassment. Specific complaints included inadequate responses to serious incidents, with some customers feeling unsafe and unsupported. A number of customers reported that their complaints were either ignored or inadequately addressed, leading to frustration and a sense of helplessness.

Conversely, some customers praised Torus for their prompt actions in resolving ASB issues, highlighting effective communication and support from housing officers. Positive experiences included quick resolutions to noise complaints and proactive measures taken against troublesome neighbours. However, there was a call for improved communication and follow-up on reported issues, as some felt left in the dark about the outcomes of their complaints.

Overall, while there are instances of effective management, the sentiment indicates a need for Torus to enhance their responsiveness and support systems to better address the concerns of customers experiencing ASB.



Respectful & Helpful Engagement

Respectful & Helpful Engagement

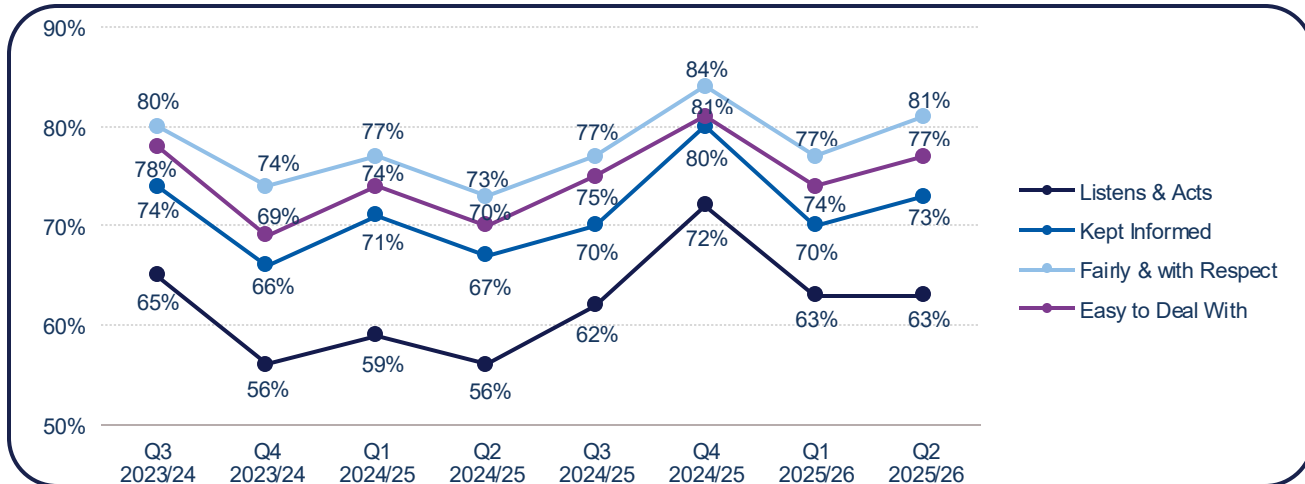
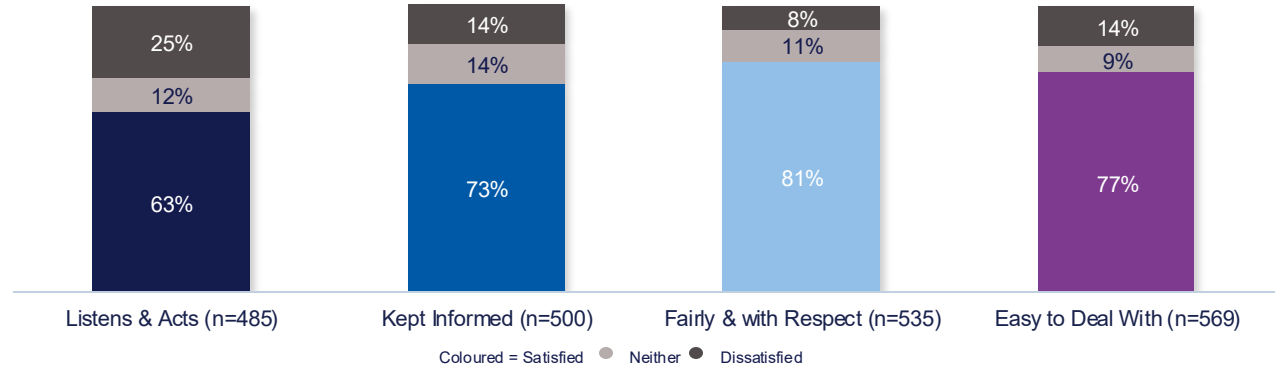


Commonly, satisfaction with the way customers' views are listened to and acted upon is the lowest of these four measures. This is true here, with under two-thirds of customers (63%) satisfied that Torus listens to their views and acts upon them, remaining at the same level in Q2 as the previous quarter. However, a quarter (25%) remain dissatisfied, and a further 12% gave a neutral response.

Under three-quarters of customers (73%) are satisfied that Torus keeps them informed about things that matter to them, an increase of 3p.p in Q2. However, some 14% of customers are dissatisfied with this aspect of service, and a further 14% are neither satisfied nor dissatisfied.

Just over four-fifths of customers (81%) agree they are treated fairly and with respect, increasing by 4p.p in Q2. Under a tenth (8%) disagree, with a further 11% who neither agree nor disagree.

Over three-quarters of customers find Torus easy to deal with (77%), and this is up 3p.p since the previous survey. However, over a fifth (14%) remain dissatisfied, and some 9% are neither satisfied nor dissatisfied.





Respectful & Helpful Engagement

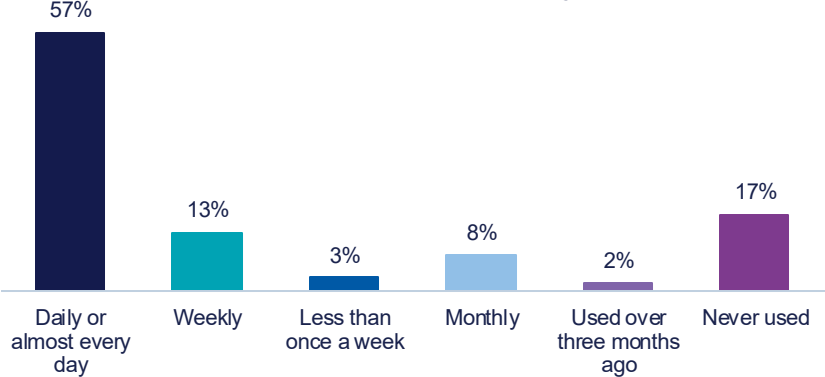
Customers were asked about their use of online services, and 57% said they use these daily, with a further 13% using them weekly. There are 13% of customers who use online services less frequently, and 17% said they've never used them.

Of these, 39% said they do use the 'My Torus' option on the website, although the remaining 61% don't.

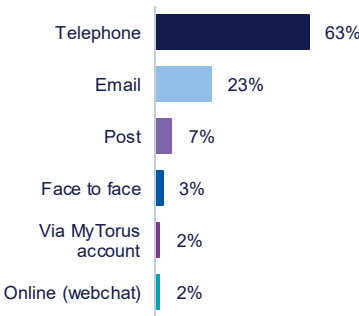
There was a mix of reasons why 'My Torus' is not used by some, and a sample of these comments is shown on the right. Problems with access to the internet are the main reasons, whilst some simply prefer not to use them or are unaware they exist. The full set of comments is available to view on the dashboard.

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

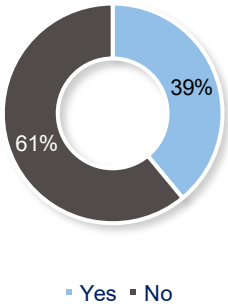
Online Services Frequency



Preferred Contact Method



Use 'MyTorus'?



My Torus Prevention Comments

- 'Because my English isn't very good.'
- 'Being elderly don't like using internet.'
- 'Didn't know it existed.'
- 'Do not use the Internet or online services.'
- 'Would rather speak on the phone.'
- 'When I report repairs & go back in, the report is not there.'
- 'Not technically minded, prefer to speak with an operative.'
- 'Not interested in anything to do with the internet.'
- 'No I'd rather phone them.'
- 'My mum is blind.'
- 'I'm not very technical, I'm 75 now, I don't want to learn now, I'm too old.'
- 'Unaware of their services.'
- 'My anxiety. I'm bad with computers and explaining myself. I'd rather speak to someone.'
- 'I very rarely use the My Torus online service because I don't need to.'
- 'I have no internet.'



Effective Handling of Complaints



Effective Handling of Complaints

Just under a quarter of customers (24%) stated they had made a complaint to Torus in the last 12 months, although it is not possible to determine how many are official stage one complaints following a failure of service or service requests yet to be fully actioned.

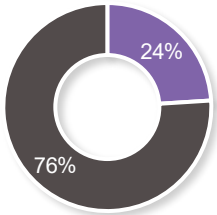
Nevertheless, only 27% of customers are satisfied with the handling of these complaints, with over two-thirds of the customers (68%) dissatisfied. Half of the customers (50%) are very dissatisfied, 17% are fairly dissatisfied, and a further 5% gave a neutral response.

This quarter has seen a 3p.p decrease in satisfaction with the handling of complaints, and, conversely, a 6p.p increase in dissatisfaction with this measure. These are now at their lowest and highest points, respectively, since these TSM-based surveys began. As this measure has a lower response rate than most TSM questions, satisfaction can fluctuate more between quarters.

This is often the lowest-scoring measure across the sector, as is the case here for Torus.

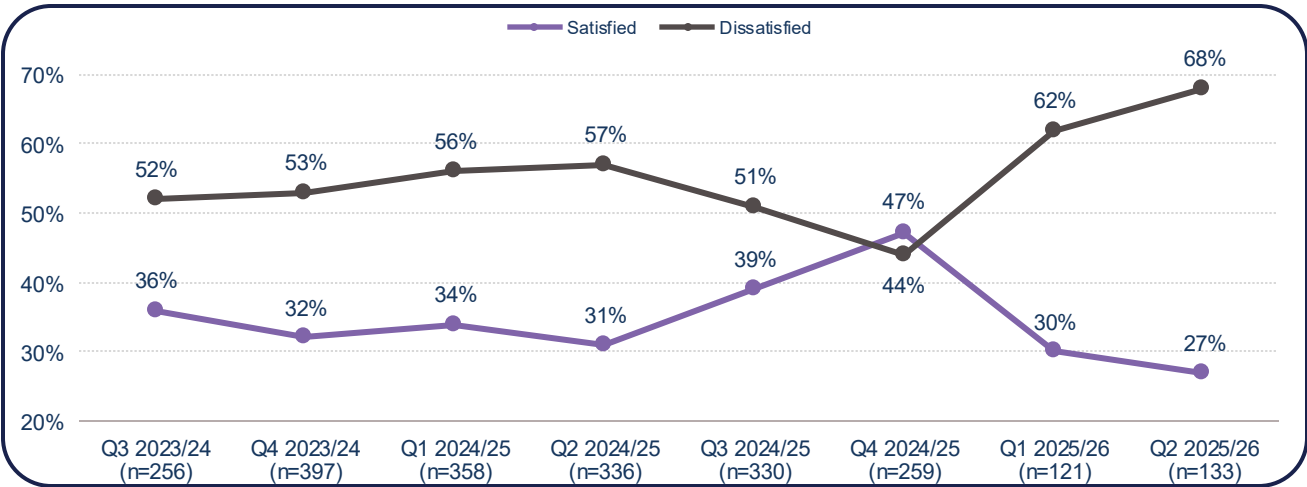
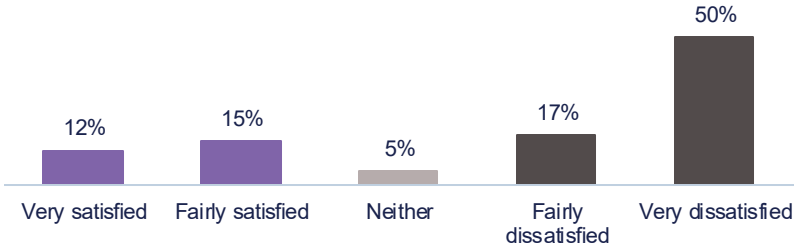
This is, perhaps, to be expected with the release of the Ombudsman complaints code. The probe on complaints, presented on the next slide, could be the best method for understanding what customers interpret as a complaint and, more importantly, what Torus could do to address these issues.

Complaint in last 12 months



■ Yes ■ No

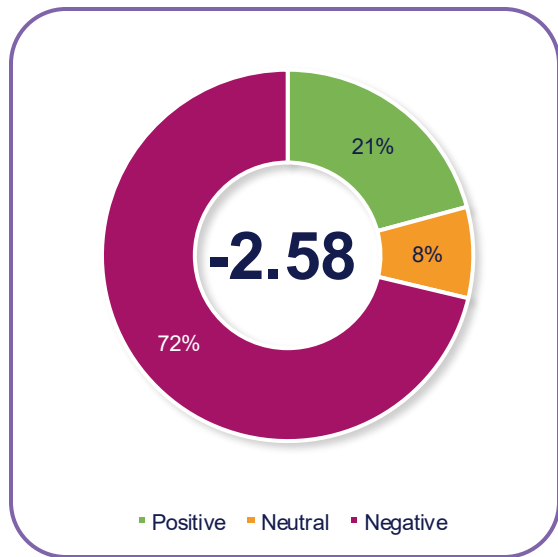
Satisfaction with Complaints Handling



Complaints

Please describe your experience of how complaints are handled.

Base Size: 116



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	35	30.2%	-3.11
Subcategory, no attribute (yet)	35	30.2%	-1.71
Communication / Transparency	28	24.1%	-3.57
Resolution	26	22.4%	-3.35
Listening / Acting	18	15.5%	-3.78
No Comments	8	6.9%	-3.75
Quality of Work / Service	7	6.0%	-3.57
Effort	4	3.4%	-3.00
Empathy	3	2.6%	-2.33
Satisfaction	3	2.6%	-1.67
Accountability	2	1.7%	-4.00
Appointments / Convenience	2	1.7%	-5.00
Consistency	2	1.7%	0.00
Accessibility	1	0.9%	+3.00
Safety	1	0.9%	-5.00
Staff Conduct	1	0.9%	-5.00
Fairness			-
Trust			-
Worker Conduct			-

Customers express dissatisfaction with Torus' complaint handling and service delivery. Customers reported unresolved complaints, with some escalating issues to the Housing Ombudsman due to a lack of action. Common themes include poor communication, delays in response times, and a lack of accountability from staff. Customers expressed frustration over ongoing issues, such as unsafe repairs, anti-social behaviour, and inadequate maintenance of communal areas, often feeling ignored or dismissed.

Some customers highlighted the inconsistency in staff handling complaints, with frequent changes in personnel leading to a lack of continuity. Complaints about the quality of repairs and the urgency of issues, particularly for vulnerable customers, were prevalent. Positive experiences were noted, but they were overshadowed by the overall sentiment of neglect and frustration. Customers felt that their concerns were not taken seriously, leading to feelings of helplessness and distress.

The need for improved communication, faster resolution times, and a more empathetic approach to customer concerns was a recurring request, indicating a clear opportunity for service enhancement.



Wellbeing



Cost of Living

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

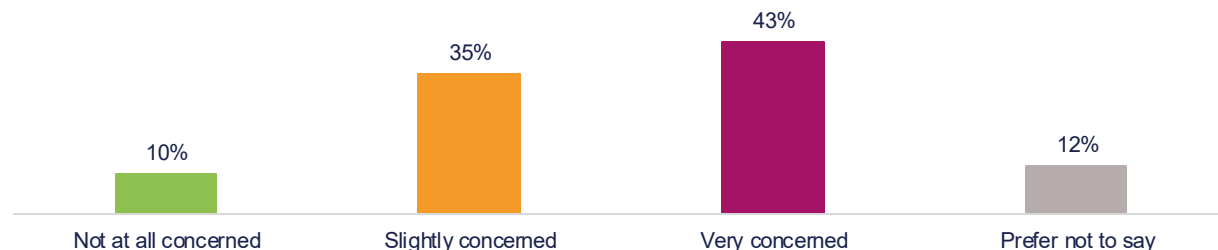
Some 43% of customers are very concerned, with a further 35% slightly concerned. Just 10% of customers are not at all concerned, while 12% preferred not to say.

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

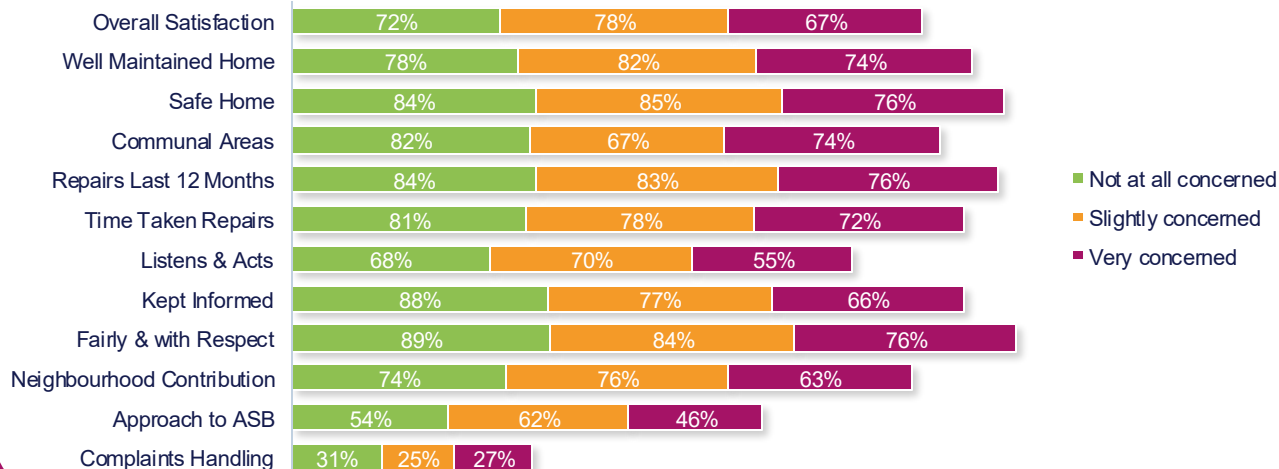
Generally, customers who are not at all concerned about the cost of living report higher satisfaction levels, particularly when compared with those who are very concerned. For example, 72% of customers who are not concerned are satisfied with the overall service, compared with 67% of those who are very concerned.

This pattern suggests that any additional support Torus can provide, such as benefits, budgeting, or financial advice, could not only help improve satisfaction levels but also positively impact the well-being of those affected.

Cost of Living Concern



Cost of Living Concern & Satisfaction





Trends



Trends Over Time - Closed Questions

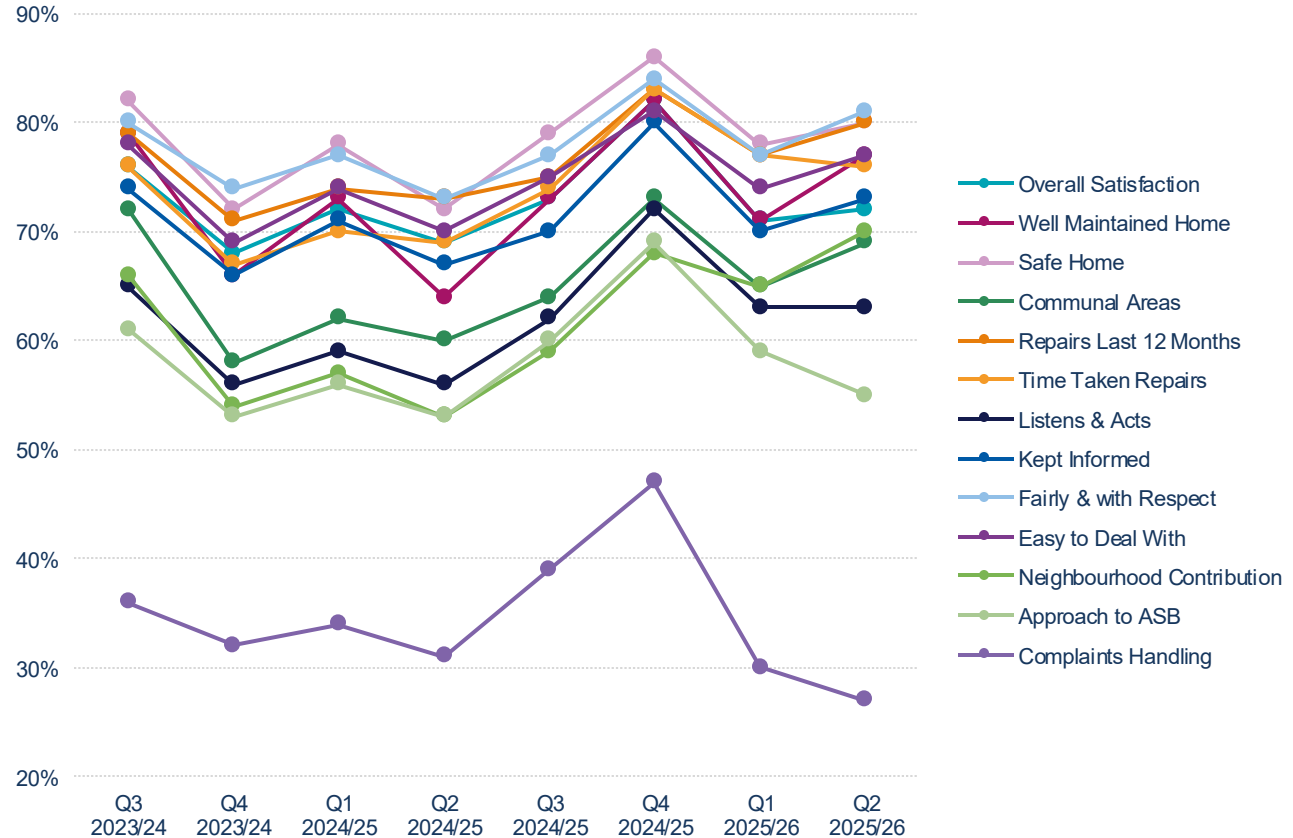
This chart shows the fluctuating nature of satisfaction for the 12 TSMs and one additional question asked from quarter to quarter.

As has been shown throughout this report, satisfaction has increased for eight TSM measures, with increases ranging between 1p.p and 6p.p in Q2 2025/26. Overall satisfaction increased by 1p.p, while customer satisfaction that Torus listens to their views and acts upon them remained the same this quarter.

However, three measures have decreased in satisfaction this quarter. These are with the time taken to complete repairs (down 1p.p), the handling of complaints (down 3p.p) and the approach to anti-social behaviour (down 4p.p).

To be classified as statistically significant, changes must exceed the combined margins of error for the last two surveys, in this case around 8p.p. None of the changes meet this threshold, although any change can indicate a direction of travel.

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



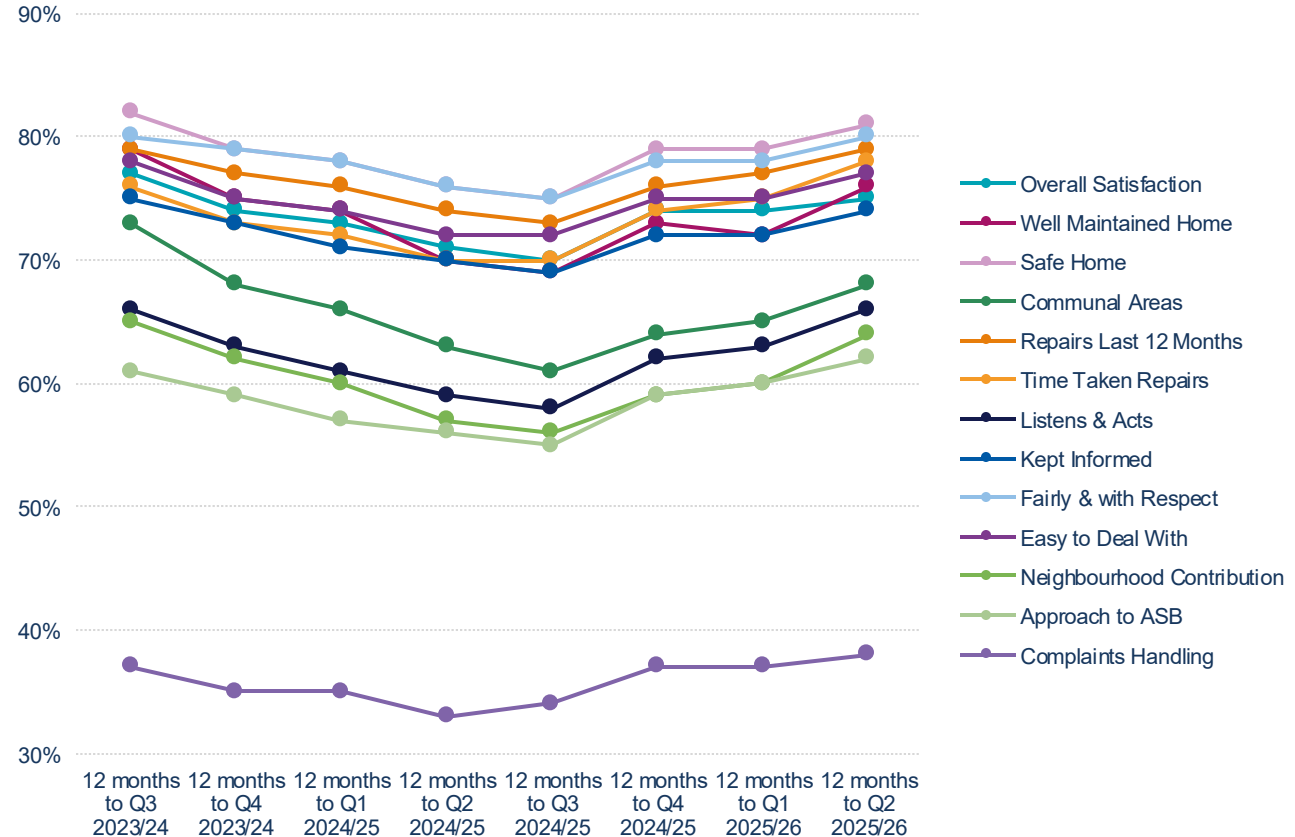


12 Month Rolling Averages

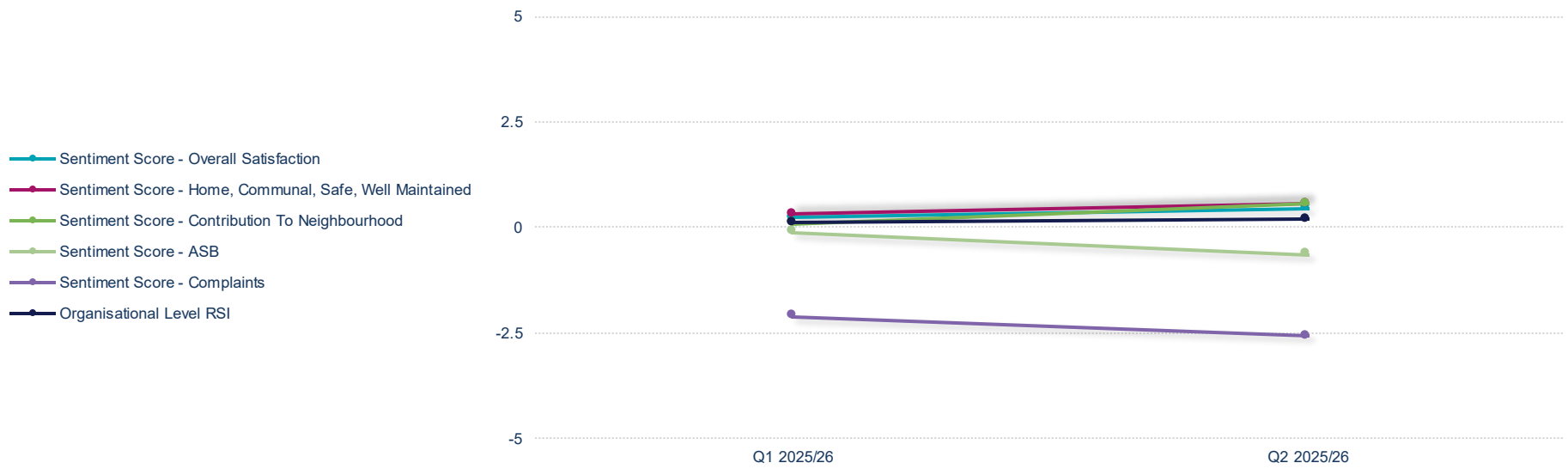
The chart opposite plots the 12-month rolling averages, and these provide a better view of the longer-term or underlying levels of satisfaction, but the averages are as much influenced by those results dropping off as by those being added on.

The trend lines shown here are flatter and are less subject to quarterly changes.

Most changes do not exceed 2p.p, apart from the maintenance of the home and contribution to the neighbourhood exceeding it positively. There are no measures that head downwards, with all heading slightly upward or remaining the same.



Trends Over Time - Sentiment Scores



Sentiment scores have again been calculated based on the responses to customers to the open questions. Contribution to neighbourhood has the highest sentiment score, improving to +0.56, followed by safe and maintained home and communal areas, also improving, at +0.55, and overall satisfaction, which has risen to +0.46. However, sentiment with anti-social behaviour has fallen to -0.64, and complaints remains the lowest score, at -2.58, also falling this quarter.

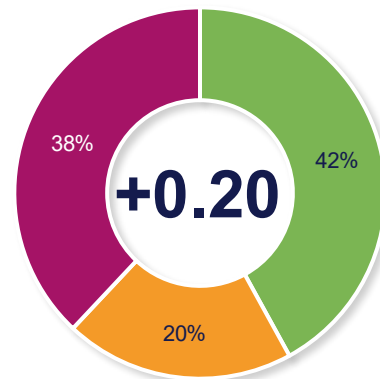
Ultimately, the three scores above zero increased in sentiment while the two scores below zero decreased in sentiment, and this is reflected in the overall RSI score at +0.20. While some directions of travel can be seen, once more data is added, trends will begin to emerge. At the end of the year, we will be able to benchmark the sentiment data against other providers who have asked the same questions. This will give Torus the chance to act on any changes, so improving the service that matters most to customers.



Summary

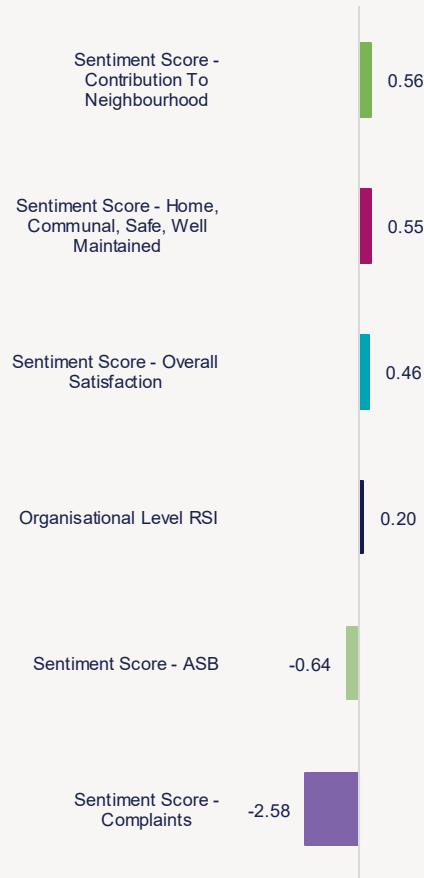
Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of customer feedback across all key service areas. It is based exclusively on responses to the 7 core RSI open-ended questions. It reflects how positively or negatively customers feel about the organisation's performance across these key areas. Please note, if your organisation does not ask all 7 core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

Sentiment Scores



Summary



Neighbourhood Contribution

While some customers appreciate the maintenance of communal areas, such as grass cutting and litter collection, and some highlight community support initiatives, concerns include inadequate responses to anti-social behaviour, fly-tipping, and neglected gardens, leading to dissatisfaction. A number of customers feel that Torus is not visible or proactive enough in addressing local issues, with calls for more regular inspections and community engagement.

The Home

Some customers express satisfaction with safety checks and prompt repairs, highlighting effective communication and responsiveness. However, concerns arise about poor maintenance, including issues with damp, mould, and inadequate cleaning of communal spaces. Complaints about fly-tipping, overgrown gardens, and delayed repairs are prevalent. Others feel unsafe due to external factors, such as nearby disturbances and inadequate security measures. Overall, while some appreciate the service, there is a call for improvements in maintenance and communication.

Overall Satisfaction

Customers appreciate the promptness of urgent repairs and the helpfulness of staff. However, complaints highlight ongoing issues with delayed repairs, poor workmanship, and inadequate communication, leading to frustration among customers. Specific concerns include unresolved maintenance issues, lack of follow-up on complaints, and dissatisfaction with the handling of anti-social behaviour. Overall, while some customers express satisfaction, others feel their needs are not being adequately addressed.

ASB

Some customers express satisfaction with prompt actions and effective communication, while others report ongoing issues, including drug use, noise disturbances, and inadequate responses to serious incidents. There are complaints about a lack of follow-up and perceived indifference from Torus, with some customers feeling unsafe. Overall, there is a call for more proactive measures and better support for customers experiencing ASB.

Complaints

Customers report unresolved issues, poor communication, and a lack of accountability, leading to feelings of frustration and neglect. Complaints about delays in repairs, inadequate responses, and unaddressed anti-social behaviour are prevalent. While some customers noted positive interactions, the overall sentiment indicates a need for improved responsiveness, empathy, and effective resolution of complaints to enhance customer satisfaction and trust in the service.

Satisfaction with Measures



Summary & Recommendations



Summary

This report is based on the results from the second TSM-based survey for 2025/26, undertaken by Acuity, and covers the LCRA customers only, with a separate report for the LCHO residents. A total of 565 complete and 28 incomplete surveys were received in this quarter using both online and telephone responses.

Overall satisfaction is at 72% and this sits in the lower half of the range of measures, as shown to the left. The highest satisfaction levels from the customers are for customers being treated fairly and with respect (81%), the safety of the home (80%), and the repairs completed in the last 12 months (80%). However, just 63% are satisfied Torus listens to their views and acts upon them, just 55% with the approach to anti-social behaviour, and only 27% are satisfied with the handling of complaints.

There have been some changes since the previous survey, but these are generally small or statistically insignificant, with nine measures improving, one remaining the same, and three decreasing. Overall satisfaction is up by 1p.p, and the largest increase in satisfaction seen is for the maintenance of the home (up 6p.p), and the largest decrease is with the approach to handling anti-social behaviour (down 4p.p).

Sentiment analysis has been used against the qualitative questions, covering the main areas of service, giving a sentiment score based on the comments made and highlighting where customers are happy with the service or where they think improvements could be made. The overall sentiment score is +0.20 in Q2, and, individually, there are three positive scores and two are negative. The highest sentiment score is for the contribution to neighbourhood, at +0.56, while the lowest is for complaints, at -2.58. The main areas of concern are around communal maintenance, repair delays, anti-social behaviour and the handling of 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 - While satisfaction with repairs is generally good and customers value efforts to maintain safety, some report long waits, incomplete work, and poor-quality repairs. Communal areas are often described as dirty and poorly maintained, with overgrown gardens and litter. Greater focus on maintenance quality and cleanliness is needed.

Complaints - Satisfaction with complaint handling has fallen again this quarter, with over twice as many customers dissatisfied as satisfied. Customers report being ignored, left without updates, or having complaints closed without resolution. Better communication, accountability, and responsiveness are required to improve customer satisfaction with the handling of complaints.

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 customers feel, but why. The framework includes 7 key open ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real customers 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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