

Cheltenham Borough Council

Cabinet Housing Committee – 1st June 2026

Tenant Satisfaction Measures (TSMs) Submission 2025/26

Accountable member:

Councillor Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Claire Hughes, Director of Governance, Housing and Communities

Ward(s) affected:

N/A

Key Decision: No

Executive summary:

- This report provides the Housing Cabinet Committee with the Tenant Satisfaction Measures (TSMs) for 2025/26.

Recommendations:

The Housing Cabinet Committee note the TSMs.

1 Background

1.1 Since 1 April 2023 all providers of social housing are required by law to monitor and collect certain information relating to their properties so to keep tenants safe. We have to respond to a number of questions; some relating to landlord person and others that require us to ask our tenants questions to help monitor and understand their opinion of the services provided.

1.2 TSMs collect information on Low-Cost Rental Accommodation (LCRA) and Low-Cost Home Ownership (LCHO) properties. LCRA and LCHO are Regulator terms; here we refer to LCRA as social rent and LCHO as affordable rent.

1.3 TSMs for 2025/26 are measurements from 1 April 2025 to 31 March 2026. While data is collected through the year, figures are reported as at 31 March 2026.

2 TSMs 2025/26

2.1 In line with Regulator of Social Housing (RSH) requirements our Tenant Satisfaction Measures (TSMs) for 2025/26 have been collected, analysed and validated and are ready to be inputted into the NROSH portal prior to the submission deadline of 30 June 2026.

2.2 2025/26 results are:

PERFORMANCE MEASURES

Building safety

Building safety results include Low-Cost Rental Accommodation (LCRA) and Low-Cost Home Ownership (LCHO) properties combined.

Performance measures	Percentage of homes
Proportion of homes for which all required gas safety checks have been carried out	99.73%
Proportion of homes for which all required fire risk assessments have been carried out	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
Proportion of homes for which all required legionella risk assessments have been carried out	100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%

Anti-social behaviour

Anti-social behaviour results include Low-Cost Rental Accommodation (LCRA) and Low-Cost Home Ownership (LCHO) properties combined.

Performance measures	Number of cases
Number of anti-social behaviour cases, opened per 1,000 homes	15.5
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.2

Decent Homes Standard (DSH) and repairs

Decent Homes Standard (DHS) and repairs results include Low-Cost Rental Accommodation (LCRA) only.

Performance measures	Percentage of homes
Proportion of homes that do not meet the Decent Homes Standard	1.37%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale	94.7%
Proportion of emergency responsive repairs completed within the landlord's target timescale	95.3%

Complaints

Complaints results include Low-Cost Rental Accommodation (LCRA) only.

Performance measures	Result
Number of stage one complaints received per 1,000 homes	64
Number of stage two complaints received per 1,000 homes	6.9
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%

TENANT PERCEPTION MEASURES

Complaints results include Low-Cost Rental Accommodation (LCRA) only.

Tenant perception measures	Percentage of respondents
Proportion of respondents who report that they are satisfied with the overall service from their landlord	81.5%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	83.2%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	83.0%
Proportion of respondents who report that they are satisfied that their home is well maintained	83.4%






Tenant perception measures	Percentage of respondents
Proportion of respondents who report that they are satisfied that their home is safe	86.01%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	69.5%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	83.2%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	86.7%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord’s approach to complaints handling	46.0%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	74.8%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	74.8%
Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour	63.4%

3 Comparisons with previous years TSMs

3.1 TSMs have been a sector requirement for the last three financial years. For the first TSM submission we submitted two TSM returns; one for Cheltenham Borough Homes owned properties and one for Cheltenham Borough Council owned properties. Year two and this imminent return, are for Cheltenham Borough Council owned properties.

3.2 A summary of all historic results and a gauge on this year's results in comparison to last years as well as any necessary supporting narrative are as follows:



BUILDING SAFETY

Performance measure	2023/24		2024/25	2025/26	Variance from 2024/25 to 2025/26
	CBC	CBH			
Proportion of homes for which all required gas safety checks have been carried out	99.9%	100%	99.98%	99.73%	
Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	100%	100%	
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%	96.47%	100%	
Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%	100%	100%	
Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%	100%	100%	

While only a fractional downward trend and for the second year marginally away from 100% for gas safety our focus is on 100% for 2026/27 with the safety of our tenants at the forefront of everything that we do. A shift in process away from automatically capping gas supplies when a gas service becomes overdue may of lead to the downward trend seen this current year.


The other four 100% measures represent the constant focus on compliance.

ANTI-SOCIAL BEHAVIOUR

Performance measure	2023/24		2024/25	2025/26	Variance from 2024/25 to 2025/26
	CBC	CBH			
Number of anti-social behaviour cases, opened per 1,000 homes	14.3	0	14	15.5	
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.4	0	0.7	0.2	

While anti-social behaviour cases have risen which has a negative connotation, this has only been a marginal increase and even with the increase numbers are not at a concerning level. The ASB team have worked hard on promoting their service to all tenants, it has been made more accessible for reporting and as a result this has seen an increase, tenants are now feeling safe and empowered to contact us and report cases. The team have been able to report on positive outcomes in relation to ASB cases especially in relation to legal cases and communities are now feeling safer. There has been a positive decrease in cases involving hate incidents.

DECENT HOMES STANDARD

Performance measure	2023/24		2024/25	2025/26	Variance from 2024/25 to 2025/26
	CBC	CBH			
Proportion of homes that do not meet the Decent Homes Standard	0.2%	0%	1.19%	1.37%	

This is a slight increase on last year's reported figure of 1.19% and represents 64 individual properties. The reasons for failure are:

Criterion A - It meets the current statutory minimum standard for housing	
Dwellings that fail to meet this criterion are those containing one or more serious hazards as defined under the Housing Health and Safety Rating System (HHSRS).	Dwellings failing: 0
Criterion B - It is in a reasonable state of repair	
Dwellings that fail to meet this criterion have either; one or more key building components that are old and need replacing due to their condition; or two or more other building components that are old and need replacing.	Dwellings failing: 20
Criterion C - It has reasonably modern facilities and services	
Dwellings which fail this criterion lack three or more of the following: a modern kitchen (20 years old or less); a kitchen with adequate space and layout; a modern bathroom (30 years old or less); an appropriately located bathroom and WC.	Dwellings failing: 12
Criterion D - It provides a reasonable degree of thermal comfort	
This criterion requires dwellings to have both effective insulation and efficient heating.	Dwellings failing: 32



One property fails under two criterions hence 65 failings shown but only 64 properties reported.

The slight increase is likely linked to the additional surveying work carried out across our properties over the past 12 months. Since October 2024, almost 80% of our stock (77.54%) has been surveyed and 100% of blocks, giving us more accurate and up-to-date information on the condition of our homes. We are now prioritising access to the remaining 22.46% so we can complete the picture and further strengthen the quality of our stock data.

In the coming weeks, further checks will be made on 16 of the 63 properties as information on these properties (from surveys / photographs or other data) is unclear or contradictory. A plan will then be put in place to upgrade all properties to the Decent Homes Standard, where possible and where we are permitted by the tenant. This plan will be in place by the end of June 2026 and the ambition would be for this work to be completed by end of September 2026. The report will then be re-run giving time for any new properties flagged as non-decent to be picked up before the TSM is calculated again on 31st March 2027.

A Briefing note on this Decent Homes Standard result, which expands on some of the information outlined above, can be found in Appendix 1.

REPAIRS





Performance measure	2023/24		2024/25	2025/26	Variance from 2024/25 to 2025/26
	CBC	CBH			
Proportion of non-emergency responsive repairs completed within the landlord's target timescale	92.3%	88.5%	94.6%	94.7%	
Proportion of emergency responsive repairs completed within the landlord's target timescale	93.2%	90.3%	97.4%	95.3%	

Overall repairs performance has shown a strong and sustained improvement since 2023/24, with performance stabilising at a high level in 2025/26.

- Non-emergency responsive repairs improved significantly from 88.5% in 2023/24 to 94.6% in 2024/25, reflecting better planning, contractor performance and appointment management. Performance has been maintained in 2025/26 at 94.7%, representing a marginal +0.1 percentage point variance year on year and demonstrating our consistency.

- Emergency responsive repairs also saw a substantial uplift from 90.3% in 2023/24 to 97.4% in 2024/25, indicating a much stronger response to urgent repairs. In 2025/26, performance reduced slightly to 95.3%, a -2.1 percentage point variance compared with 2024/25. Despite this small decline, performance remains strong and well above historic levels and we aim to improve on this in the current financial year.

COMPLAINTS

Performance measure	2023/24		2024/25	2025/26	Variance from 2024/25 to 2025/26
	CBC	CBH			
Number of stage one complaints received per 1,000 homes	36.7	18.3	49.2	64	
Number of stage two complaints received per 1,000 homes	1.5	0	3.5	6.9	
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	100%	95.5%	98.3%	
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	100%	93.8%	100%	

While complaint numbers have risen which often has a negative connotation, there can also be positives associated with this in that tenants feel empowered to complain. Even with the increase numbers are not at a concerning level. The increase in numbers is indicative of positive culture within CBC, over the last three years, following the introduction of the Code in 2023. While this may have initially contributed to higher complaint volumes, as a landlord we have adapted well to this change. The increase in Stage 1 complaints reflects improved awareness of our complaints process and greater tenant confidence in raising concerns. This shows that residents feel listened to and trust CBC to respond.

We have appointed a dedicated Complaints Officer to oversee the complaints process and the implementation of the Code, alongside our complaints policy. As a landlord, we are required to complete a self-assessment each year for the Housing Ombudsman and strongly advocate for improved accessibility to the complaints process for our tenants.

This includes ensuring the complaints process is published as widely as possible and available in a variety of formats to support ease of use. We clearly publicise this on our website, ensure all staff have a basic level of understanding of the complaints process, and actively encourage its use where








appropriate. High numbers of complaints demonstrate that our process is visible, accessible, and being used by the residents it is intended to serve.






Any form of feedback is an opportunity to learn. Complaints data can be analysed for identifying recurring repair failures, mapping dissatisfaction hotspots, link complaint data with contractor performance and track repeat complainants for unresolved systemic issues.

An increase in Stage 2 complaints may reflect a shift in customer expectations. It is often the case that the outcome at Stage 1 is not the resident's preferred resolution, which can lead to escalation to Stage 2. More recently, during 2025/26, a planned programme of kitchen installations resulted in a higher number of Stage 2 complaints.

Complaint figures remain relatively low; however, complaint handling challenges are being experienced across many landlords and reflect a wider national trend. The social housing sector is currently under significant pressure, with the Housing Ombudsman reporting rising complaint volumes and widespread service failures across a number of landlords.

TENANT PERCEPTION MEASURES

Performance measure	2023/24		2024/25	2025/26	Variance from 2024/25 to 2025/26
	CBC	CBH			
Proportion of respondents who report that they are satisfied with the overall service from their landlord	80.3%	65.1%	80.2%	81.5%	
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	83.7%	73.1%	81.8%	83.2%	
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	79.9%	63%	81.9%	83.0%	
Proportion of respondents who report that they are satisfied that their home is well maintained	80.4%	65.9%	79.9%	83.4%	
Proportion of respondents who report that they are satisfied that their home is safe	82.6%	62.5%	78.8%	86.01%	
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	70.1%	40%	67.1%	69.5%	
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	81.5%	73.5%	82%	83.2%	

Performance measure	2023/24		2024/25	2025/26	Variance from 2024/25 to 2025/26
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	85.5%	74.4%	85.7%	86.7%	
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	43.4%	37.5%	43.8%	46.0%	
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	65.9%	39.1%	66.3%	74.8%	
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	77.6%	63.6%	74.5%	74.8%	
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	66.3%	40.7%	63.1%	63.4%	

We are delighted to see positive increases in all our tenant perception measures and especially as some increases are significant. This is a trajectory we are focused on increasing year on year.

For the service specific tenant perception measures the following narrative supports the upward trend in the 2025/26 results:

Repairs - Tenant satisfaction with the repairs service has improved markedly over the three-year period, with continued positive momentum into 2025/26.

- Overall satisfaction with the repairs service increased from 73.1% in 2023/24 to 81.8% in 2024/25, reflecting the impact of service improvements and better customer experience. This positive trend continued in 2025/26, rising further to 83.2%, demonstrating growing resident confidence in the repairs service.

- Satisfaction with the time taken to complete the most recent repair shows the most significant improvement over the period. Results increased sharply from 63.0% in 2023/24 to 81.9% in 2024/25, with a further increase to 83.0% in 2025/26. This indicates sustained improvements in responsiveness, scheduling and completion times.
- Satisfaction that homes are well maintained also improved consistently year on year, rising from 65.9% in 2023/24 to 79.9% in 2024/25, and reaching 83.4% in 2025/26. This suggests that the cumulative effect of repairs and maintenance activity is being positively recognised by residents.

Overall, the results for 2025/26 demonstrate strong and sustained improvements in resident satisfaction across all repairs-related measures, aligning with improved operational performance and reinforcing progress toward a more reliable, resident-focused repairs service.

Complaints - Unfortunately, the Regulator expectations on fulfilment of this measure means it is not precisely targeted at tenants who have been through our complaints process so while it is challenging to change perceptions of tenant without having been through the formal process, we have started a new tenant engagement exercise specifically targeted at those tenants who have.

We now on a by six monthly bases, provide a list of 30-40 names of those who have been through the complaints process to the Resident Engagement Officer in the Community Investment Team, and we run complaints focus groups. These focus groups allow us to tap into lived experience, and it is our view that feedback and ideas from these sessions will both lets us hone our complaints handling for optimal levels of tenant satisfaction and will increase tenant perception on how seriously we take complaints handling (and how this feeds through to a lesson learned culture).

While this represents a marginal positive increase, we would like to see this figure continue to rise. By increasing the publicity of the complaints process through tenant handbooks and online platforms, we can further improve awareness. This will help residents to understand that a service request and a complaint are two separate issues, each with its own purpose and process.

CBC Housing Services are continuously striving to ensure there is a better perception by trying to understand more about experience of the process. CBC acknowledges complaints promptly and provides regular progress updates, ensuring tenants do not have to chase for information during the process. We make sure to empathise with and listen to tenants throughout. We also ensure that after the process the loop is closed by keeping tenants informed about how we are learning from complaints. This is supported through the establishment of complaint feedback groups and most recently sharing examples of learning on our website for the past year.

Anti-Social Behaviour - This has seen a further increase this year in tenant satisfaction, the team are continuing to work hard with all our communities in relation to ASB and ensuring regular communication is given to residents who have reported ASB.

4 Publication of TSMs

4.1 It is a regulatory requirement we publish our TSMs for tenant and wider stakeholder accountability and transparency purposes. We have historically done this via our website.

4.2 This year we have placed a focus on making our TSM publication more aesthetically pleasing with the aim of making it more appealing and accessible to tenants which we believe will increase tenant involvement and engagement. Beyond publishing our TSM results in a more modern, colourful and creative format we have supported the information with feedback, statements and examples of 'you said we did'. There is no Regulator expectation to explain or justify TSM results when publishing them, but it is felt this approach 'brings alive' our results and gives examples of how we engage with our tenants and act on their feedback (positive or constructive) as well as expressions of dissatisfaction and complaints so to improve our services and improve our tenant experience. It also shows how service delivery is constantly evolving.

4.3 The TSMs will be published on our website week commencing 8 June 2026. The document which has been produced and will be uploaded to the website can be viewed in Appendix 2.

5 Consultation and feedback

5.1 Housing service managers and Director of Governance, Housing and Communities

Report author:

Claire Hughes, Director of Governance, Housing and Communities

Appendices:

- i. Risk Assessment
- ii. Briefing note on this Decent Homes Standard result
- iii. Tenant satisfaction measures for Cheltenham Borough Council owned properties 2025/26 (for publication on CBC website in June 2026)

Background information:

None

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1.	<p>If we fail to meet regulatory and legal requirements, specifically the Regulator for Social Housing consumer standards and the Housing Ombudsman Complaints</p> <p>Handling Code then this may result in intervention and reputational damage.</p>	Claire Hughes	4	3	12	Reduce the Risk	<ul style="list-style-type: none"> - Self-referral made to regulator – no regulatory judgement issued. - Effective oversight of regulatory performance by senior officers, Cabinet and Housing cabinet committee. - Delivery of Improvement Plan - External expertise in place to support compliance with the standards including mock inspection. - Annual self-assessment of compliance with the Complaints Handling Code (published to tenants and HO. - New resource added to the improvement programme team - External expertise has been engaged on policy development, compliance 	Claire Hughes	Ongoing monitoring

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
							strategy and data validation - Full review of consumer standards gap analysis is underway - Inspection readiness evidence bank is being created		
2	If there is a decline in the quality of services delivered to tenant's, then this may result in reduction in customer satisfaction (evidenced through the TSMs) affecting the quality of life experienced by residents in Cheltenham and leading to referral to the Housing Ombudsman and/or Regulator for Social Housing.	Caroline Walker	4	3	12	Reduce the Risk	- Effective oversight of service delivery performance by senior officers, Cabinet and Housing cabinet committee. - Review and monitoring of service standards. - Effective tenant voice and listening and acting on tenant feedback. - Learning from complaints. - Review of national TSM data	Caroline Walker	Ongoing monitoring