



24/25

# TENANT SATISFACTION MEASURES REPORT

# AT PLACES FOR PEOPLE

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**At PfP, we believe we exist because of our Customers and we always aim to do the right thing. Therefore we take feedback and insight very seriously so we can understand where we can, and should, improve the service and support we provide.**

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The Tenant Satisfaction Measures (TSM) introduced by the Regulator of Social Housing are now a key way for us to gain the views of our Customers so that we can drive positive change.

## WHAT ARE TENANT SATISFACTION MEASURES?

The Tenant Satisfaction Measures, or TSM for short, are a comprehensive set of performance measures that all housing providers in England must report on every year. These measures are collected by a Customer survey and through management performance information.

These measures are designed to assess the quality of housing and services provided, empowering Customers with greater visibility into our performance against sector standards. Spanning a wide range of topics, from repair wait times to complaints handling and anti-social behaviour (ASB), TSM offers a complete view of our performance.

## OUR APPROACH TO THE TSM SURVEY

This year's TSM survey was completed by a sample of Customers in line with the housing regulators rules. We invited a sample of Customers across all housing types to take part, only households who have opted out of surveys were excluded. By taking this targeted, sample approach, we ensured strong results while managing the survey in a way that delivered value for our Customers.

Our survey ran from September to November 2024, with 3,063 responses collected by telephone, email and face-to-face conversations. This provided a strong, statistically valid base for understanding what matters most across our diverse Communities.

### Rachel Crownshaw

Group Managing Director of Communities

**We know our challenges and areas of improvement and I'm pleased to say that our near and long-term plans to address them, including new innovative ways of working and ensuring our People are closer to our Customers than ever before, are well underway.**

**Earlier this year, we became the first and only big housing association to achieve the top C1 Consumer rating from the Regulator for Social Housing. We're confident, that over time, this will also be reflected in our Customers' satisfaction as we deliver on our ambitions of community-based housing at scale.**

**Key to all of this is listening to our Customers so we can continue to improve. To truly measure progress we must ensure that every Customer voice is being heard equally, and we will review how we conduct this next year so we can even better reflect everyone's feedback.**



# Our TSM Results

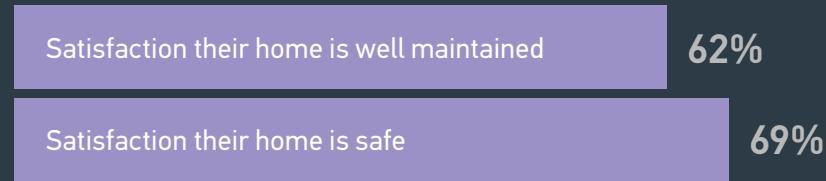
We are pleased to share with you results of our TSM survey covering the financial year of 2024 to 2025. Thank you to all our Customers who contributed to this.

The results shown are Places for People combined scores.  
For a full breakdown of our TSM results please visit:  
[www.placesforpeople.co.uk/TSM](http://www.placesforpeople.co.uk/TSM)

## Overall Satisfaction

**58%**

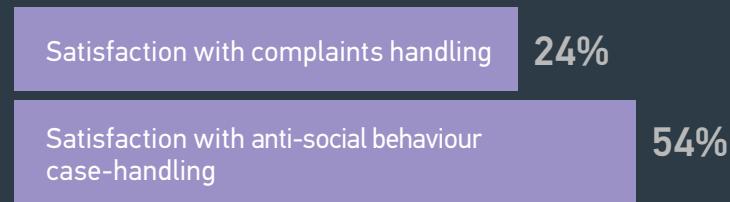
### BUILDING QUALITY & SAFETY:



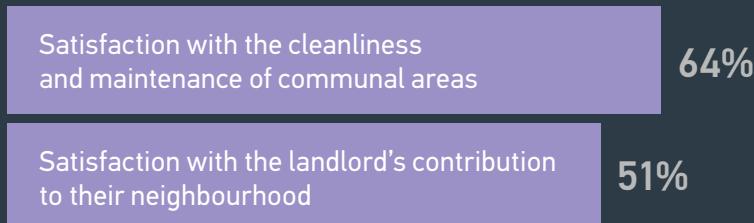
### RESPONSIVE REPAIRS:



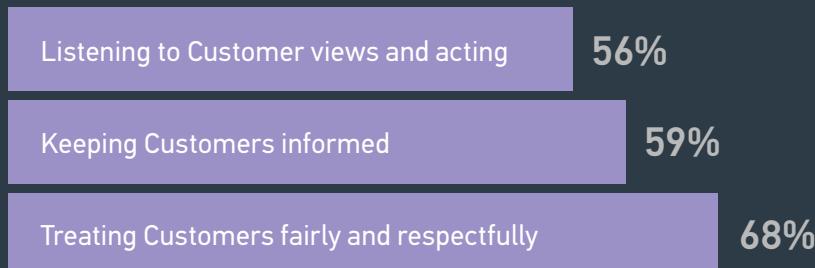
### COMPLAINTS & ANTI-SOCIAL BEHAVIOUR HANDLING:

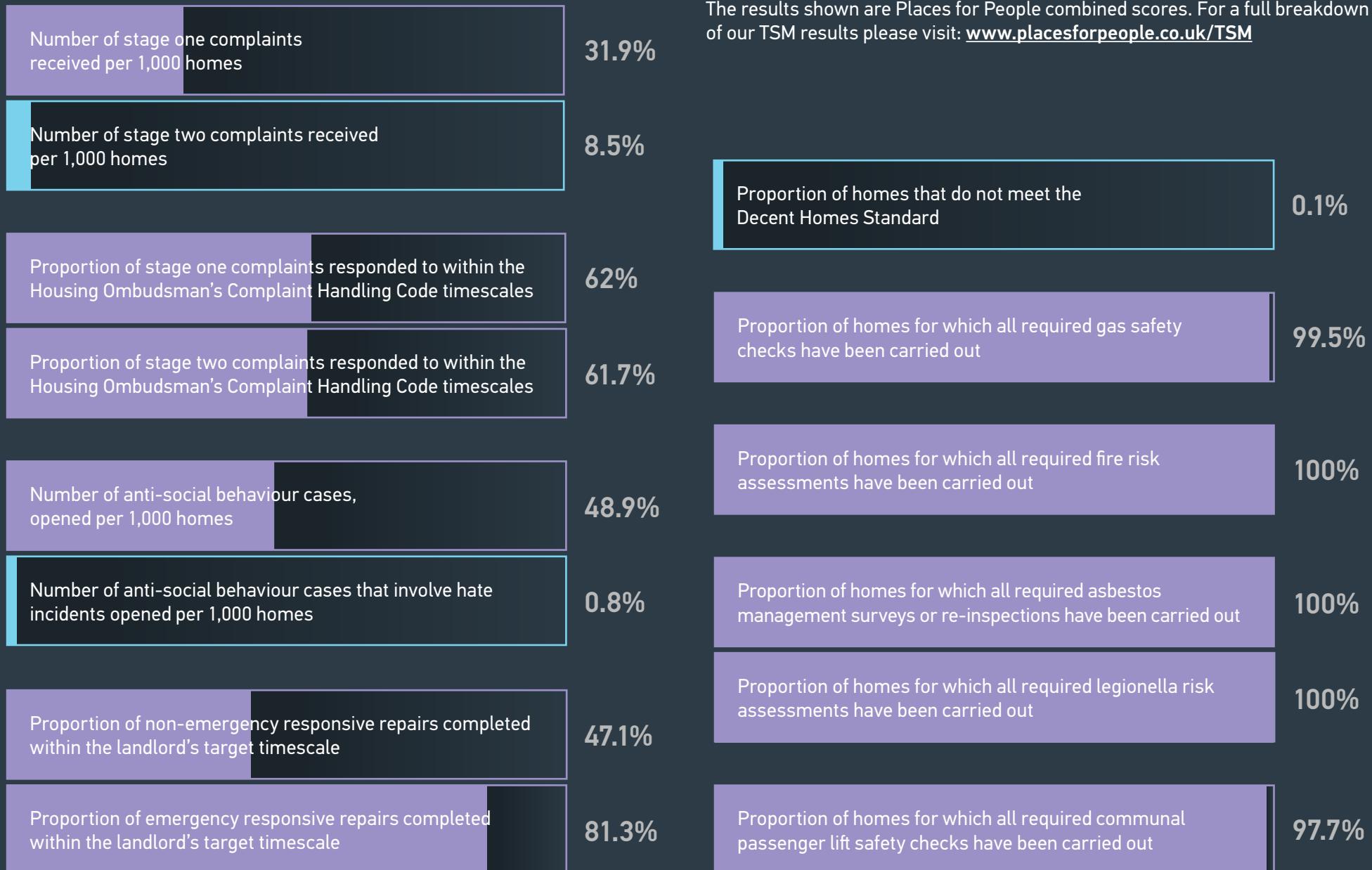


### NEIGHBOURHOODS & COMMUNAL AREAS:



### COMMUNICATION & RESPECT:





## WORK THAT IS UNDERWAY

Our TSM results identified three areas which our Customers feel present as opportunities for improvement. Here is the work that is already underway in each of those areas.

### COMPLAINTS

We've strengthened how we manage complaints, with clearer governance, better tools for our Colleagues, and a renewed focus on swift, fair resolution — so every Customer feels heard. This is part of our broader move to a more proactive, relationship-based service that puts Customers first.

### REPAIRS

We're transforming repairs through innovation and investment — from introducing kitchen and bathroom pods that help vulnerable Customers stay at home during essential works, to using services like iCAB to find the best alternative accommodation when major works require Customers to move out. Our focus is on delivering a faster, more reliable service, with 95% of urgent repairs now responded to within 24 hours.

### COMMUNITIES

We've taken a more targeted approach this year, focusing on the specific needs of our most vulnerable Customers and the key issues raised in previous surveys. Our regional approach means our Community Housing Managers support smaller patches, helping them build stronger, trusted relationships with Customers. Combined with new internal processes and local initiatives, we're creating more connected, responsive Communities where every Customer knows who to turn to.



# WHAT HAPPENS NEXT

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**Our Customer's opinion is the most important thing to us, that's why we'll continue to monitor our results and use them to drive improvements to our services.**

**Thank you for taking part in this year's survey.**

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**Your feedback. Your Community. Your voice.**

If you'd like to learn more about Tenant Satisfaction Measures, please visit the [Government's website](#).

If you need information about your home, such as how to report a repair, money advice or wellbeing support — please get in touch with us and we will help you.

Visit our website:  
[www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)