



INNISFREE HOUSING ASSOCIATION

2025-26

ANNUAL TENANT SATISFACTION MEASURES REPORT

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1. INTRODUCTION

- 1.1 At Innisfree Housing Association (Innisfree), we are committed to providing safe, well-maintained homes and delivering services that meet the needs of our residents. This report sets out our performance against the Tenant Satisfaction Measures (TSMs) for the year 2025–2026, in line with the requirements of the Regulator of Social Housing.
- 1.2 The TSMs were introduced by the Regulator of Social Housing (RSH) as part of a wider reform of social housing regulation following the publication of the Charter for Social Housing Residents white paper in 2020. These reforms were formalised through the Social Housing (Regulation) Act 2023, which came into force in April 2024.
- 1.3 The purpose of the TSMs is to ensure that social housing landlords are held to account for the quality of the services they provide and the experiences of their tenants. The Regulator's aim is to create a more proactive, transparent, and resident-focused regulatory regime that prioritises safety, respect, and responsiveness.
- 1.4 Under the consumer standards, landlords are expected to:
 - Ensure residents are safe in their homes.
 - Listen to residents' complaints and respond promptly and effectively.
 - Be accountable to residents and treat them with fairness and respect.
 - Understand the condition of every home and the needs of the people living in them.
 - Collect and use data effectively to monitor and improve services.
- 1.5 To support these standards, the Regulator introduced a set of 22 Tenant Satisfaction Measures, which are split into two categories:
 - Tenant perception measures – based on surveys of residents (TP01–TP12).
 - Operational performance measures – based on landlord data (RP, BS, CH, NM codes).

1.6 These measures cover five key themes:

- Overall satisfaction
- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management

1.7 All registered providers of social housing are required to collect and publish their TSM data annually.

1.8 This report sets out our performance against the TSMs for the year 2025–2026, based on both survey responses from our tenants and our internal service data. It reflects our strengths, identifies areas for improvement, and outlines the steps we are taking to deliver better outcomes for our residents.

2. SURVEY METHODOLOGY AND COMPLIANCE WITH TSM REQUIREMENTS

2.1 To meet the Regulator of Social Housing’s requirements for tenant perception measures, Innisfree conducts quarterly telephone surveys using the standardised question set prescribed in the Tenant Satisfaction Measures Technical Requirements.

- (a) We surveyed a total of 156 tenants during the 2025–26 reporting year, averaging 39 responses collected each quarter.
- (b) Surveys were conducted quarterly throughout the year, to ensure we receive continual feedback from residents throughout the year.
- (c) The surveys were conducted via telephone interviews, carried out by our independent contractor, Acuity Research and Practice (Acuity). This method was chosen to ensure accessibility for residents who may not engage with online or postal surveys. For residents who do not wish to participate in telephone surveys, alternative options are available.
- (d) A proportionate sampling approach was used to select participants from our tenant database, ensuring a fair and unbiased selection. The approach is sampled by housing group, local authority and age.

- (e) As a small provider with fewer than 1,000 homes, we are not required to provide detailed quantitative analysis of sample representativeness.
- (f) No weighting has been applied to the survey results. As a small provider, we report unweighted results in line with the Regulator's guidance.
- (g) All tenant perception surveys were conducted by Acuity Research and Practice (Acuity), an independent research organisation specialising in social housing. Acuity was responsible for collecting responses, ensuring data quality, and validating the results.
- (h) Three households were excluded from the sample frame as they opted out of receiving surveys, under the General Data Protection Act 2018. These exclusions were made in line with the Regulator's guidance and with tenant confidentiality protected.
- (i) We met the required sample size for small providers and have no shortfall to report. Innisfree has achieved a sufficient response rate this year, allowing the findings to be considered accurate to within $\pm 6.7\%$ for this fiscal year.
- (j) No financial or material incentives were offered to tenants to encourage survey participation.
- (k) There were no material changes to our survey methodology compared to previous years. The collection method, sample size, and contractor remained consistent throughout the reporting period.
- (l) We have not excluded any tenant perception surveys that included TSM questions from our reported results.
- (m) As the survey was conducted verbally, no visual features were used alongside the required response options.

2.2 This approach ensures that our reported tenant perception measures are valid, transparent, and compliant with the Regulator's expectations.

3. OUR 2025-26 RESULTS

3.1 The following table sets out our performance against each of the Tenant Satisfaction Measures for the year 2025–2026. These results are drawn from tenant perception surveys and operational data and reflect how well we are meeting the expectations set by the Regulator of Social Housing.

Code	Description	Result
TP01	Overall satisfaction	89%
TP02	Satisfaction with repairs	95%
TP03	Satisfaction with time taken to complete most recent repair	93%
TP04	Satisfaction that the home is well maintained	91%
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale. (28 days)	95%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale. (7 days)	95%
TP05	Satisfaction that the home is safe	91%
BS01	Gas safety checks	100%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	100%
BS05	Lift safety checks	100%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	79%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	87%
TP08	Agreement that the landlord treats tenants fairly and with respect	93%
TP09	Satisfaction with the landlord's approach to handling complaints	51%
CH01 (1)	Number of stage one complaints received per 1,000 homes. (33 complaints received)	54.4
CH01 (2)	Number of stage two complaints received per 1,000 homes. (18 complaints received)	29.7
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (10 working days).	100%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (20 working days).	100%

TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	84%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	83%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	72%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes) (16 cases received)	26.4
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes) - ASB cases that involved hate incidents	0

4. CONCLUSION

- 4.1 Our Tenant Satisfaction Measures for 2025–2026 show strong overall performance, with high satisfaction across several core services. Overall satisfaction stands at 89%, while satisfaction with repairs is 95% and satisfaction with the time taken to complete the most recent repair is 93%. Residents also reported high levels of satisfaction that their homes are well maintained and safe, both at 91%.
- 4.2 Our operational measures also demonstrate strong performance. We achieved 100% compliance across all building safety checks, no homes failed the Decent Homes Standard, and 95% of both emergency and non-emergency responsive repairs were completed within target timescales. At the same time, this year's results show that there is more to do in some areas of resident experience, particularly around complaints handling, where satisfaction was 51%, and in how residents feel heard and involved, where 79% felt we listen to tenant views and act upon them.
- 4.3 Looking ahead, we will use these findings to focus our improvement work on the areas that matter most to residents. This includes strengthening our approach to complaints, improving how we listen and respond to tenant feedback, and continuing to build confidence in our neighbourhood services, including our approach to anti-social behaviour, where satisfaction was 72%. We will also build on our stronger results in communication, fairness, and communal areas to ensure we continue delivering safe, responsive, and respectful services.
- 4.4 If you would like to discuss this report or share your views, please contact us at residentengagement@innisfree.org.uk or call 0207 625 1818 (option 4).



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