

Tenant Satisfaction Survey 2025/2026

Results

	Peer benchmark*	2023/24 result	2024/25 result	2025/2026 result
Overall				
Satisfaction with landlord overall	69.9%	65.6%	67.3%	66.3%
Repairs and Maintenance				
Satisfaction with repairs service	73.0%	68.0%	65.7%	69.5%
Satisfaction with the time taken to carry out repair	69.8%	63.1%	62.8%	65.2%
% of emergency repairs completed in target timescale	92.1%	95.6%	95.8%	94.6%
% of non-emergency repairs in target timescales	82.5%	83.3%	87.7%	87.2%
Satisfaction that the home is maintained	69.2%	70.1%	67.9%	72.0%
% of stock that is non-decent	5.3%	3.3%	3.7%	0.8%
Safety and Compliance				
Satisfaction that the home is safe	75.1%	81.1%	80.4%	77.9%
% of homes with required gas safety checks	99.6%	99.8%	99.7%	99.9%
% of homes with required fire risk assessments	98.1%	100%	100%	100.0%
% of homes with required asbestos surveys	96.5%	99.4%	100%	100.0%
% of homes with required legionella assessments	97.6%	100%	100%	100.0%
% of homes with required lift safety checks	98.6%	100%	100%	100.0%
Engagement and Communication				
Satisfaction that we listen to tenant's views and act	58.2%	55.1%	55.3%	60.1%
Satisfaction that we keep tenants informed	67.7%	66.4%	66.9%	74.9%
Satisfaction that we treat tenants fairly & with respect	74.7%	76.1%	79.8%	81.4%
Complaints				
Satisfaction with complaint handling	33.3%	24%	29.3%	31.0%
Number of stage 1 complaints per 1,000 properties	43	31.3	28.4	37.2
Number of stage 2 complaints per 1,000 properties	8	4.6	6.1	8.7
% of stage 1 complaints responded to within target	77.9%	87.1%	88.7%	91.8%
% of stage 2 complaints responded to within target	77.2%	91.3%	85.7%	90.7%
Neighbourhood and Community				
Satisfaction communal areas are clean & maintained	63.1%	63.9%	69.2%	62.1%
Satisfaction that the landlord makes a positive contribution to the neighbourhood	60.8%	66.8%	62.6%	67.7%
Satisfaction with the approach to ASB	55.8%	65.0%	57.3%	53.5%
Number of ASB cases per 1,000 properties	49.3	56.4	48.9	39.6
Number of ASB cases involving hate incidents per 1,000 properties	0.9	1.4	0.6	0.4

Notes:

- Repairs timescales are set out in our [Repairs & Maintenance Policy](#). Our maximum target timescale for non-emergency repairs is 84 working days (long term repairs). Our maximum target timescale for emergency repairs is 24 hours.
- Stroud District Council had 4923 Low Cost Rental Accommodation properties and 48 Low Cost Home Ownership properties as at 31st March 2026
- We carry out an annual satisfaction survey with our tenants. Details of the [survey approach](#) and the [questionnaire](#) are published on our website.
- A [full report on the survey responses](#) is published on our website.
- *The 2025-26 results are compared to results from 2023/24, 2024/25 and benchmarked with peer housing providers. The peer benchmarking data used are 2024/25 TSM results published by RSH for all 130 Local Authority/ALMO housing providers, excluding London Boroughs. The average (mean) result is shown.

Data accuracy and assurance statement 2025/26 Return

TSM ref	TSM description	Result	Numerator	Denominator	Data source	Exclusions/ inclusions	Data assurance statement
All TSMs	Low-cost rental accommodation properties	4923			NEC	Excludes 11 council owned residential properties that are logged as commercial/ leasehold tenure. Includes 8 council owned residential properties with a rent type of Temporary Accommodation.	At 31/03/2026 there were 4982 residential properties. Of which the following do not meet the definition of LCRA set out in the Housing and Regeneration Act 2008 ¹ . - 48 shared ownership - 11 leased/commercial As we have >1,000 LCRA properties, we are required to submit TSM data covering the LCRA properties.
All TSMs	Low-cost home ownership properties	48			NEC		48 Shared Ownership properties meet the definition of LCHO as set out in the Housing and Regeneration Act 2008 ² . As we have <1,000 LCHO properties, we are not required to submit TSM data for the LCHO properties, except for the TSMs which cover LCRA and LCHO stock combined. Leasehold and non-social homes are not required to be included in TSMs.
TS01	Overall satisfaction	66.3%			Survey	Included tenants from LCRA properties only. Tenants selected by random sampling. No tenants were excluded from the sample. Only one survey response requested per household	The perception survey was carried out by a professional company, ARP Research, and followed the detailed tenant survey requirements and guidance published by the Regulator ³ . The volume of survey responses (540 tenants) meets the Regulatory requirement for achieved sample size with an error margin of +/- 4% which is the required minimum statistical accuracy margin. Survey responses used to calculate the TSMs were representative of the tenant population. ARP Research weighted responses to ensure that the TSMs reported were as representative as possible. Weightings were based on respondent age, property size and length of tenure. Further information about the survey approach is published on our website.
TS02	Repairs satisfaction	69.5%			Survey		
TS03	Time taken repair satisfaction	65.2%			Survey		
TS04	Home maintained satisfaction	72.0%			Survey		
TS05	Home safe satisfaction	77.9%			Survey		
TS06	Listens to tenants satisfaction	60.1%			Survey		
TS07	Informed satisfaction	74.9%			Survey		
TS08	Fair and respect satisfaction	81.4%			Survey		
TS09	Handling complaints satisfaction	31.0%			Survey		
TS10	Communal satisfaction	62.1%			Survey		
TS11	Positive contribution satisfaction	67.7%			Survey		
TS12	ASB handling satisfaction	53.5%			Survey		
CH01-1	Stage 1 complaints numbers	37.2	183	4923	Complaints Log Spreadsheet	Includes complaints made between 01/04/2025- 31/032026 related to LCRA properties only .	The complaints spreadsheet 2025-26 is used to log all formal complaints received during the year. Complaints are also logged on the corporate system – Liberty. The TSM complaints data was produced according to the technical guidance published by the Regulator, and the definitions detailed in the Housing Ombudsman Complaint Handling Code 2024. TSM complaints data relates to complaints from tenants related to LCRA properties only, and therefore volumes may differ from total complaints numbers reported elsewhere. 183 Stage 1 complaints were received. Divided by LCRA, Multiplied by 1,000. 168 of these were responded to within timescales. 15 not responded to within CHC. 43 Stage 2 complaints were received. Divided by LCRA. Multiplied by 1,000. 39 of these were responded to within CHC, 4 not responded to within CHC
CH01-2	Stage 2 complaints numbers	8.7	43	4923	Complaints Log Spreadsheet		
CH02-1	Stage 1 complaint response times	91.8%	168	183	Complaints Log Spreadsheet		
CH02-2	Stage 2 complaint response times	90.7%	39	43	Complaints Log Spreadsheet		
Optional	Stage 1 complaints with extension	29			Complaints Log Spreadsheet		
Optional	Stage 1 complaints no extension	139			Complaints Log Spreadsheet		
Optional	Stage 2 complaints with extension	6			Complaints Log Spreadsheet		
Optional	Stage 2 complaints no extension	33			Complaints Log Spreadsheet		
RP01	Decent Homes Standard	0.8%	41	4923	Various – keystone, damp and mould spreadsheet		KH responsible for maintaining records of non-decent properties. The record is comprised of data from the damp and mould spreadsheet, keystone and structural issues spreadsheet. This has been used as the basis for the 25/26 TSM figures.

¹ <https://www.legislation.gov.uk/ukpga/2008/17/section/69>

² <https://www.legislation.gov.uk/ukpga/2008/17/section/70>

³ https://assets.publishing.service.gov.uk/media/632af26de90e07371e5e585c/20220913_Annex5_TSM_Tenant-Survey-Requirements.pdf

RP02-1	Non-emergency repairs timescales	87.2%	14,387	16,508	Clik, NEC, damp and mould spreadsheet	Repairs TSM results were calculated from reports generated from NEC, Clik and the Damp and Mould spreadsheet. The report listed all repairs completed during 2025-2026 split into emergency and non-emergency (urgent, routine and long term) jobs. A formula was applied to the emergency job to calculate the number of hours between the job being raised and the job being completed. This was then used to determine the number of jobs that were completed within 24 hours. A formula was applied to the non-emergency jobs to determine whether each job was completed within each SLA – urgent, routine and long-term. This was then used to determine the number of jobs that were completed within each target. An assurance project has been carried out to provide confidence on out-of-hours response times. 94 tenants were contacted by telephone to ask whether their OOH repair was completed within 24 hours. Of these 91 confirmed that their repair was completed within 24 hours – 96.8%. A significant data-cleansing project was undertaken to address some concerns around inaccurate logging of date completed within the system.
RP02-2	Emergency repairs timescales	94.6%	1439	1521	Clik, NEC, damp and mould spreadsheet	
Q6a	Number of outstanding responsive repairs that had not been completed ('work-in-progress') at year end as reported in your last TSM return.	– in the last TSM we reported 1041 repairs were outstanding as at 31 st March 2025. I can't replicate in a report the 1041 repairs that were reported as outstanding in the 2024/25 TSM return.			Clik, NEC, damp and mould spreadsheet	
Q6b	Number of responsive repairs raised during the reporting year.	20025				
Q6c	Number of responsive repairs closed during the reporting year for any reason apart from completion. This includes all responsive repairs that have been cancelled (whether by the landlord or at tenant request) and any responsive repairs that have been reclassified as planned or cyclical works.	1933				
Q6f	Actual number of outstanding responsive repairs that had not been completed ('work-in-progress') at year end.	1290				
BS01	Gas Safety	99.9%	3754 (2 properties non compliant at 31 st March)	3756 3688 domestic +34 (grange view communal only) +1 (grove park communal only) + 32 (hazelwood) +1 (malvern)	Keystone Includes communal and domestic	Includes all properties that require a LGSR including those where gas is capped. Includes communal and domestic A report is produced from Keystone detailing all council-owned residential properties that require an annual gas service. The report includes the due date for the next service and this is used to calculate the properties that are overdue their next service/ check. This is reconciled with an 'overdue gas service' report from Property Care. 3695 LGSRs are required as at 31 st March. - 3688 are domestic properties - 7 are for communal spaces. Of these 1. Ashcroft House – 17 properties require domestic and communal LGSR 2. Chapel Lane – 17 properties require domestic and communal LGSR 3. Concord – 32 properties require domestic and communal LGSR 4. Grange view – 34 flats communal LGSR only 5. Grove park – 30 properties require domestic and communal. 1 property requires communal only. 6. Hazelwood – 32 properties require communal only 7. Malvern gardens. 17 properties have domestic and communal. 1 is communal only. 2 properties were overdue their gas safety check at 31/03/26, both were no access and were in the legal process
BS02	Fire Safety	100%	1308	1308	FRA Spreadsheet	Includes all properties in a block which contains an internal communal area. - Littlecombe excluded as this is non-domestic

							- Nouncells Cross community space not included as this is public/commercial space not domestic communal
BS03	Asbestos	100%	1291	1291	Asbestos Spreadsheet	Includes all Council-owned residential properties in a block which contains a communal area, excluding new builds.	Asbestos management surveys/ re-inspections are required for blocks with communal areas. For the purposes of the TSM survey, there are 163 blocks with communal areas for 1291 Council-owned residential properties. All blocks have had an asbestos management survey reinspection within 2025/26.
BS04	Water safety	100%	673	673	Opuz system	Includes all schemes/blocks with communal water systems. Does not include all stock <u>Specific decisions have been taken as follows:</u> - Dryleaze Court has been included (communal laundry facility) - Littlecombe has been excluded (non domestic) - Nouncells Cross community room has been excluded (public space, not communal facility).	25 Schemes/blocks have been considered to have communal Water systems. For 2024/2025 SDC has adjusted the way it calculates this TSM. In previous TSM returns we have returned the entire stock based on a combination of LRA on communal water systems and desk based assessments of the entire stock. Based on advice and analysis of the rest of the sector, we have adjusted this TSM to only include responsibility related to communal water systems.
BS05	Lift safety	100%	247	247	Keystone	Excludes commercial lifts at Littlecombe	SDC operate 8 passenger lifts serving 243 council-owned residential properties. LOLAR certificates are uploaded to Keystone every 6 months following servicing.
NM01	ASB cases opened	39.7	197	4,971	NEC	Includes ASB cases opened during 01/04/2025 - 31/03/2026 Relates to LCRA and LCHO properties.	NEC is used to log all incidents of ASB that are reported to the service. Categories are used to flag where the ASB involves a hate incident. The Regulators TSM Technical guidance was followed, including the definition of ASB as detailed in the 'Antisocial behaviour, crime and policing act of 2014'. 197 ASB cases/complaints were opened during 2025/26. 2 of these were hate incidents. Divided by 4963 LCRA+LCHO. Multiplied by 1,000.