

HSH Tenant Satisfaction Measures 2026

The Regulator of Social Housing requires registered providers of social housing to conduct regular Tenant Satisfaction Measures under the Transparency, Influence and Accountability Standard. These include information from tenant surveys and those generated from management information on areas including complaints, anti-social behaviour, property management & building safety,

These measures are intended to be a tool for residents to scrutinise Hawes Street Housing's performance, give insight to where the service might improve and provide some intelligence on the extent to which HSH is compliant with the consumer standards.

HSH is committed to hearing the voice of residents in our service provision, therefore the outcome of these TSMs is taken seriously and any necessary actions are given a high priority. We will endeavour to find relevant and accessible ways to communicate these results to residents as appropriate.

Methodology

The Tenant Perception Surveys were undertaken online, and the link disseminated to tenants via email by the Housing Officer.

The calculation of results has been undertaken in line with the requirements set out in the '[Tenant Satisfaction Measures - Technical Requirements](#)' document.

Data Sample

The results reflect the responses of 15 tenants, representing 54% of tenants housed with HSH.

The management information reported is collated from 1st April 2025 – 31st March 2026.

Resident Perception Surveys

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	93%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	100%
TP03	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%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	93%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	93%

TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	87%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	80%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	100%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	100%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	75%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	100%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	85%

- Thirteen out of the fifteen respondents expressed they are 'Very satisfied' with the overall service provided by HSH. One expressed they were 'Fairly satisfied' and one expressed they were 'Neither satisfied nor dissatisfied'.
- All respondents expressed they were satisfied with the overall repairs service, although a lesser proportion were satisfied with the time taken for their most recent repair.
- The results of TP04 & TP05 represent a strong performance.
- The results of TP06 & TP07, although still strong, represent a decline on last year's performance. This suggests there is some work to do to improve our tenant communication.
- The score for TP08 is excellent and shows that the way we interact with tenants is to a high standard.
- The score for TP09 represents a tenant who was 'Very satisfied' with our complaint handling, however we have no records of a formal complaint being made during the year.
- TP10 represents a decline compared to the 2025 results, however only one resident has expressed dissatisfaction in this area.
- The score for TP11 represents a steady increase from the last two years.
- TP12 represents a small increase on the 2025 scores. Whilst we have not had to deal with any specific ASB, it does reflect the proactive nature of our approach to working with tenants and managing situations as they arise.

Complaints

CH01	Number of complaints received per 1,000 homes.	0
CH02	Proportion of complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	n/a

- No formal complaints received by HSH for the reporting period.

Anti-Social Behaviour

NM01	Number of anti-social behaviour cases opened per 1,000 homes.	0
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0

- No anti-social behaviour cases opened for the reporting period.

Property Management & Building Safety

RP01	Proportion of homes that do not meet the Decent Homes Standard	0%
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	36%
	Proportion of emergency responsive repairs completed within the landlord's target timescale	100%
BS01	Proportion of homes for which all required gas safety checks have been carried out	90%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	97%

- RP02 represents a very small increase in non-emergency repairs completed in timescale, but represents the continuation of strong performance in response to emergency repairs. The low score for non-emergency repairs is as a result of numerous jobs still being outstanding from the original Stock Condition Surveys which are non-urgent. The completion percentages for Urgent Jobs are significantly higher than those for Standard & Long-term jobs.

The timescales we report these figures to are:

- Emergency – 24 hours
- Urgent – 14 days
- Standard – 28 days
- Long-term – 91 days

More details about how we categorise these jobs are included in the HSH Repairs & Maintenance Policy.

- There were three properties that didn't received the required gas safety checks, this was due to a combination of access issues and communication errors with contractors. The outstanding properties have all now received the necessary checks.
- A fire risk assessment has taken place as part of this year's tenancy reviews. One property we were unable to access to complete the tenancy review, therefore this property's fire risk assessment remains outstanding.
- HSH was not required to undertake any asbestos surveys, legionella risk assessments or lift safety checks for the reporting period.