Tenant Satisfaction Measures Survey

What is the TSM survey?

The Tenant Satisfaction Measure (TSM) survey is an annual questionnaire that gives our residents a chance to let us know how we're performing on 12 key areas. These can be grouped into:

- Overall satisfaction
- Repairs
- Home Quality
- Safety
- Communication & Engagement
- Complaints
- Neighbourhood Management

It is your chance to let us know what you think we're doing well and where we can improve. The results of this survey also form part of our reporting requirement to the Regulator of Social Housing.

Methodology

In order to a provide a sample that best respresents the view of all residents, our Housing Coaches distribute a paper copy of the TSM survey to you and ask you to respond.

This year, we also sent out an e-survey to our Housing West residents, as these properties are more dispersed and do not have staff in regular attendance.

Staff encourage you to respond to help us understand what we do well and what we can improve on.

The form can be completed anonymously or with your name added to be included in a draw for a high street voucher.

Response Rate

Out of 303 residents we had responses from...

70% Overall

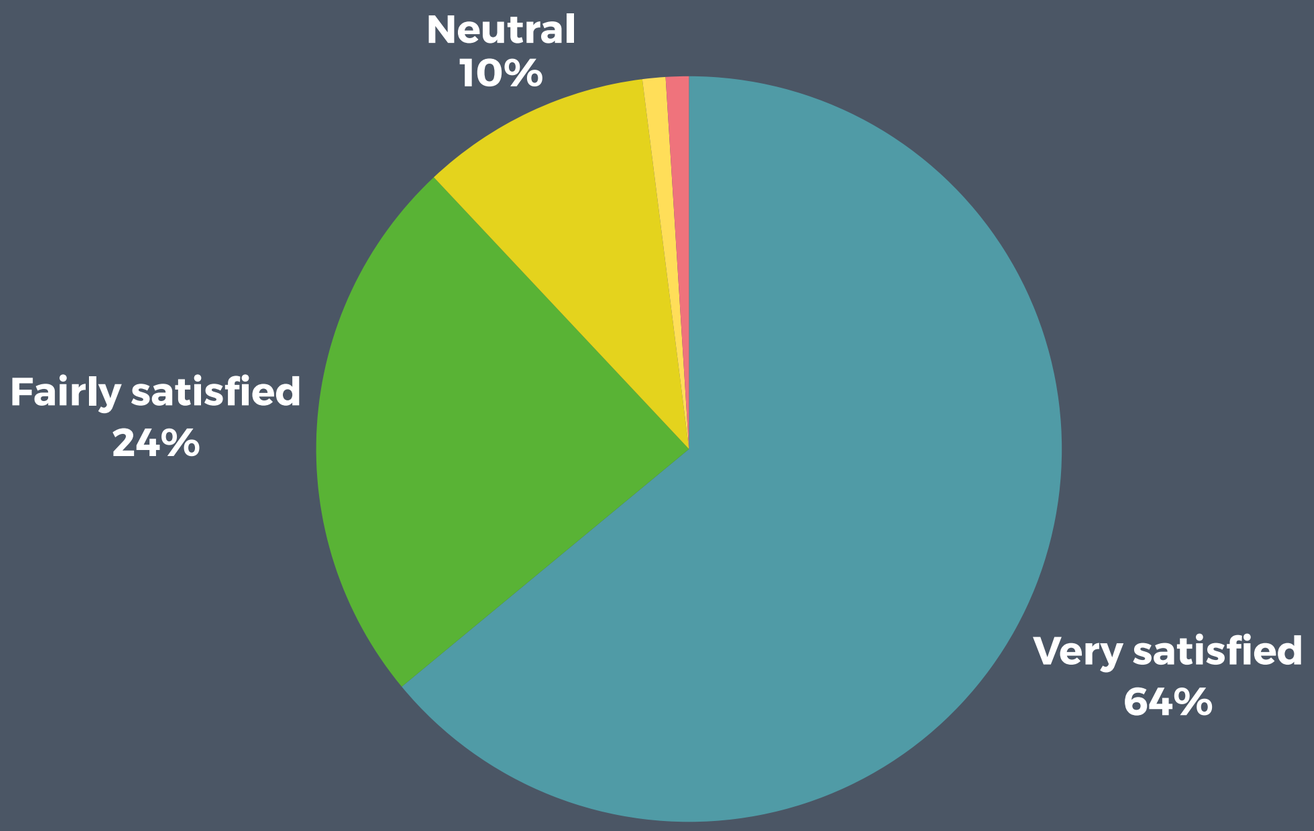
96% Housing North

80% Housing South

32% Housing West

Thank you for being so engaged!

Overall Satisfaction

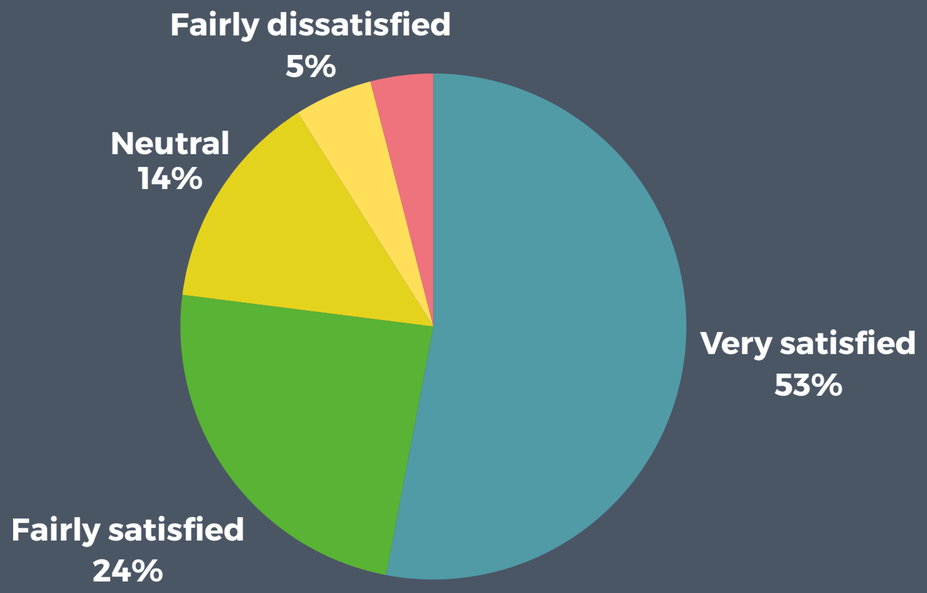


88% of residents are very or fairly satisfied with the overall service at IMPAKT

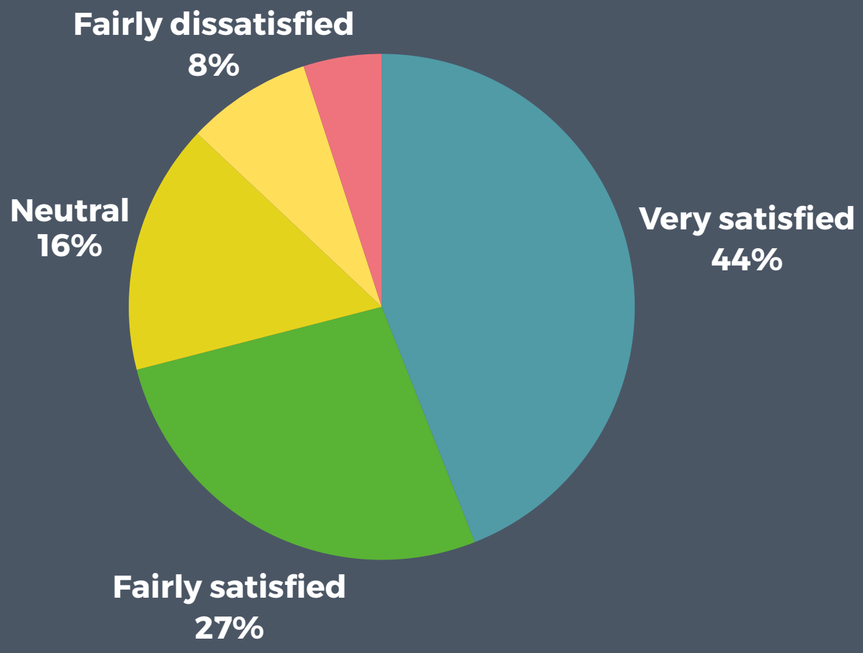
Repairs

130 residents reported a repair job in the last 12 months

Overall service - 77%



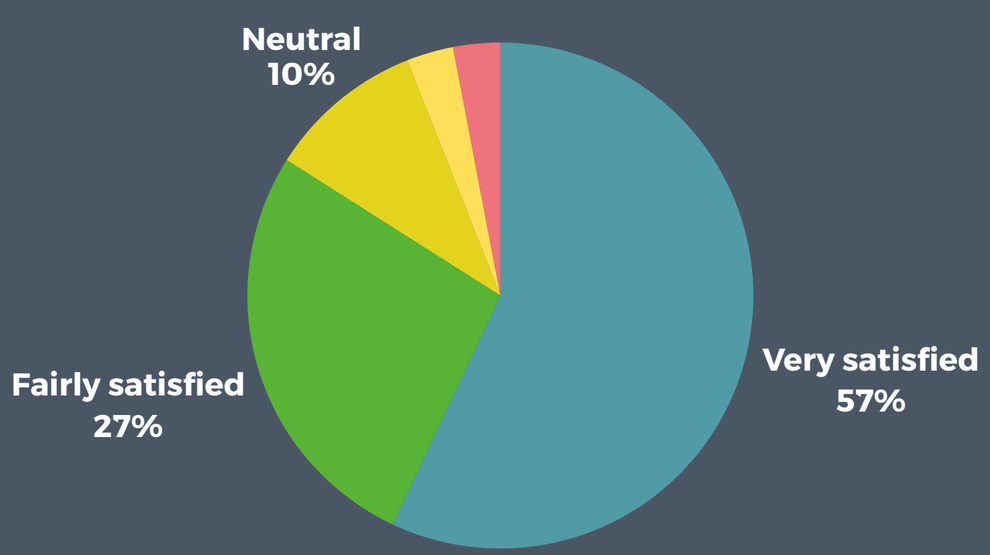
Time taken - 71%



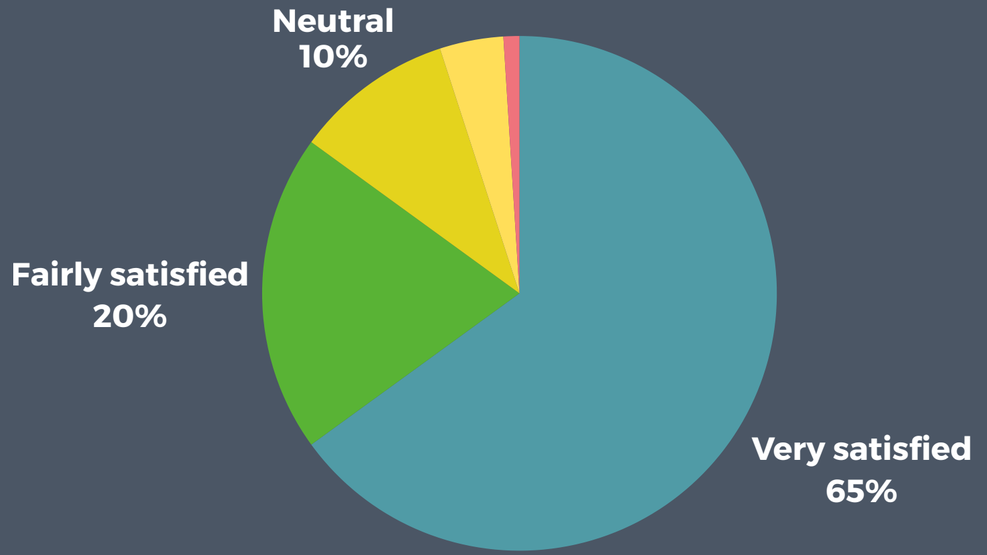
Home Quality & Safety

IMPAKT Housing

My home is well maintained - 84%

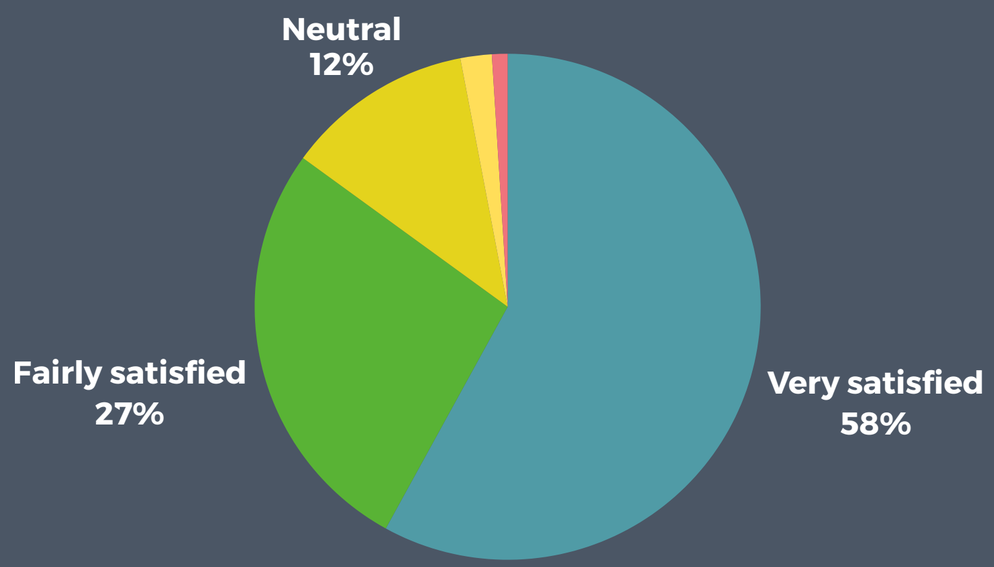


My home feels safe - 85%

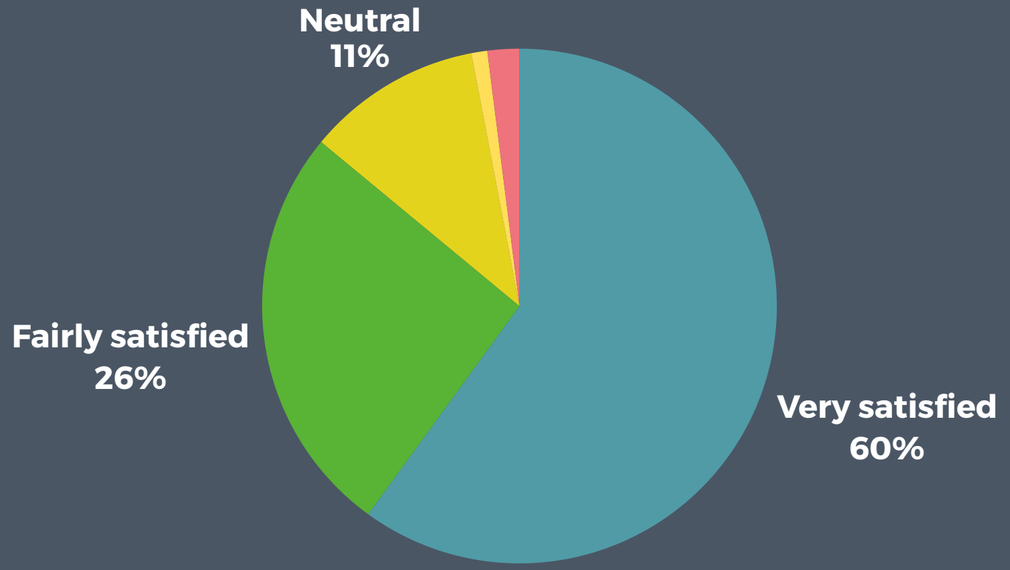


Communication & Engagement

My views are listened to and acted upon - 85%

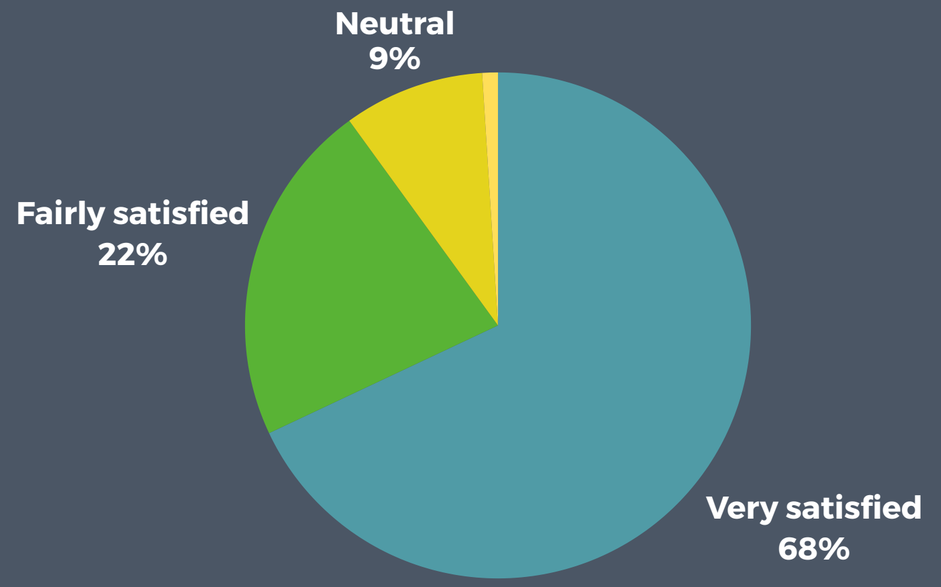


I am kept informed about things that matter to me - 86%



Communication & Engagement

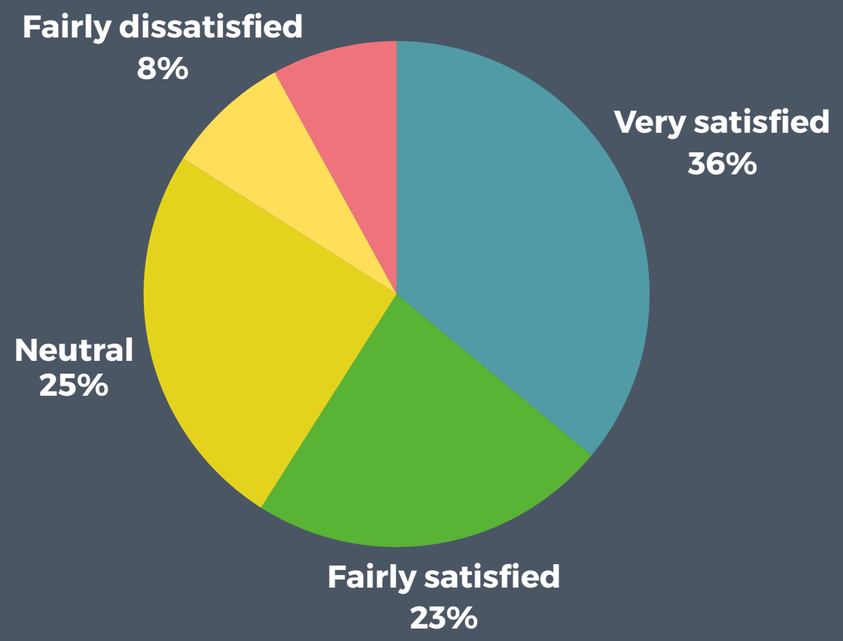
I am treated fairly and with respect - 90%



Complaints

IMPAKT Housing

IMPAKT's approach to complaint handling - 59%

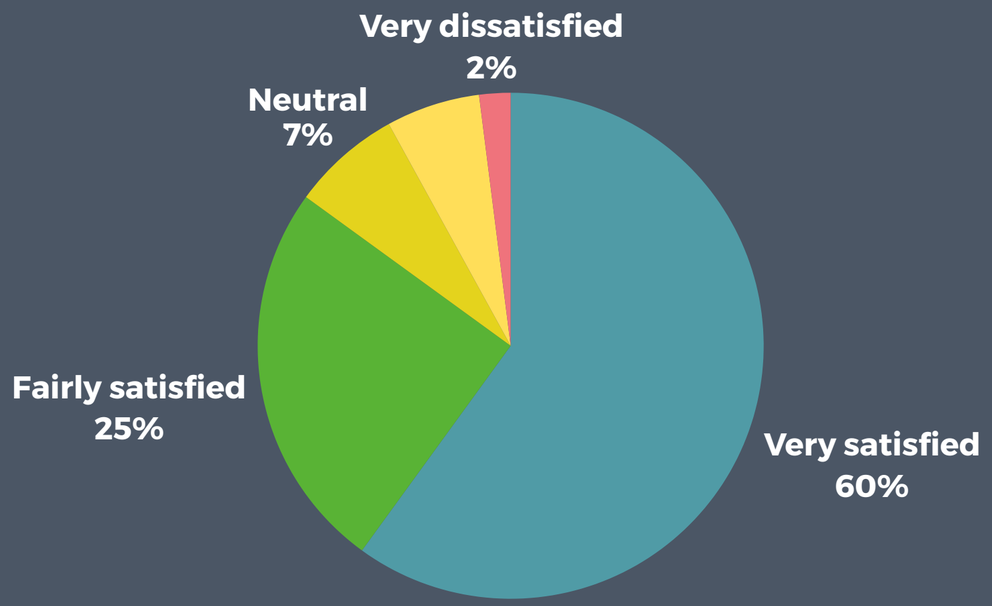


25% of residents completing the survey said they made a complaint last year.

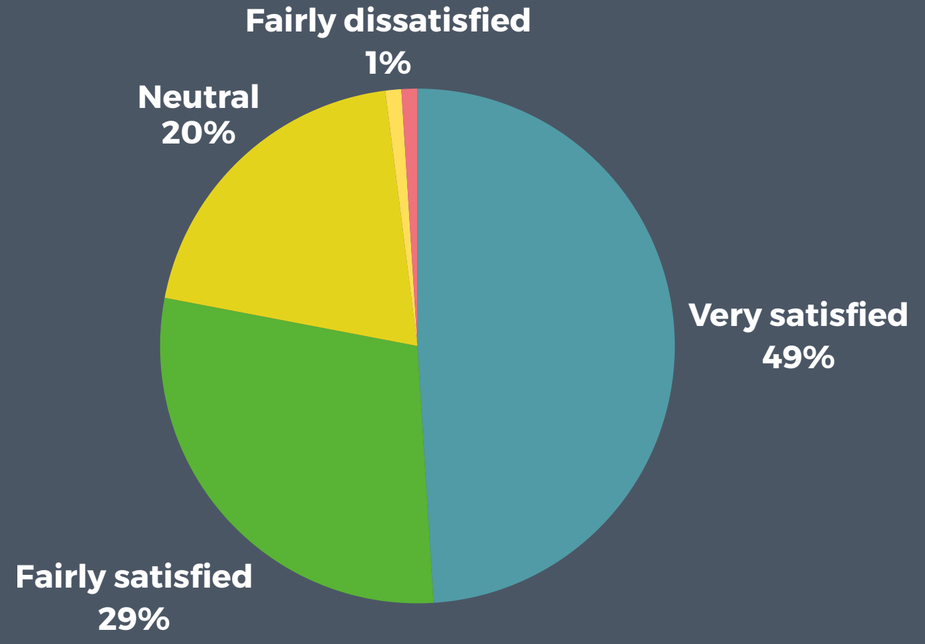
These were a mixture of formal and informal complaints, as we only received formal complaints from 3% of our total residents.

Neighbourhood Management

Communal areas are well maintained - 85%



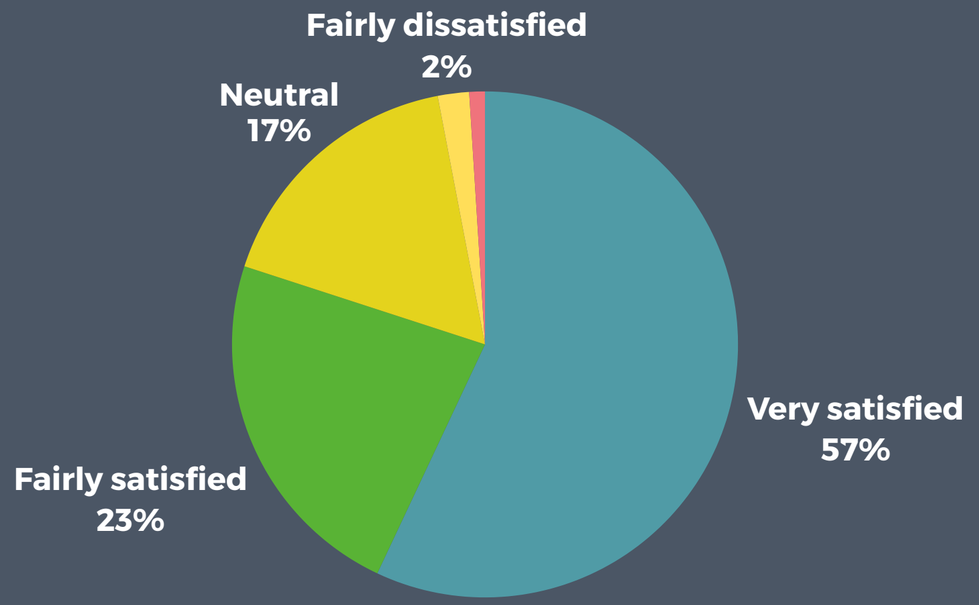
IMPAKT makes a positive contribution to the neighbourhood - 78%



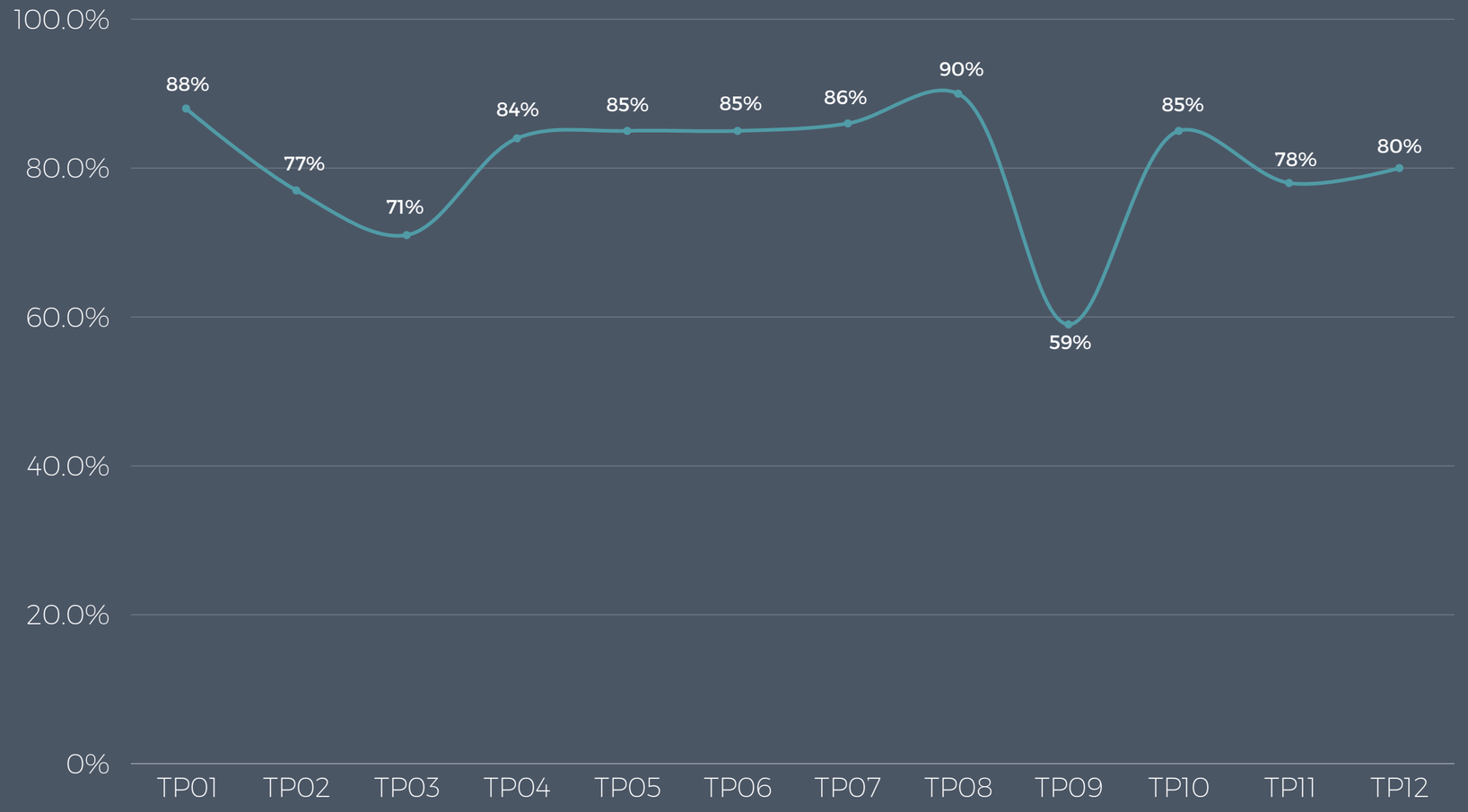
Neighbourhood Management

IMPAKT Housing

IMPAKT's approach to handing anti-social behaviour - 80%

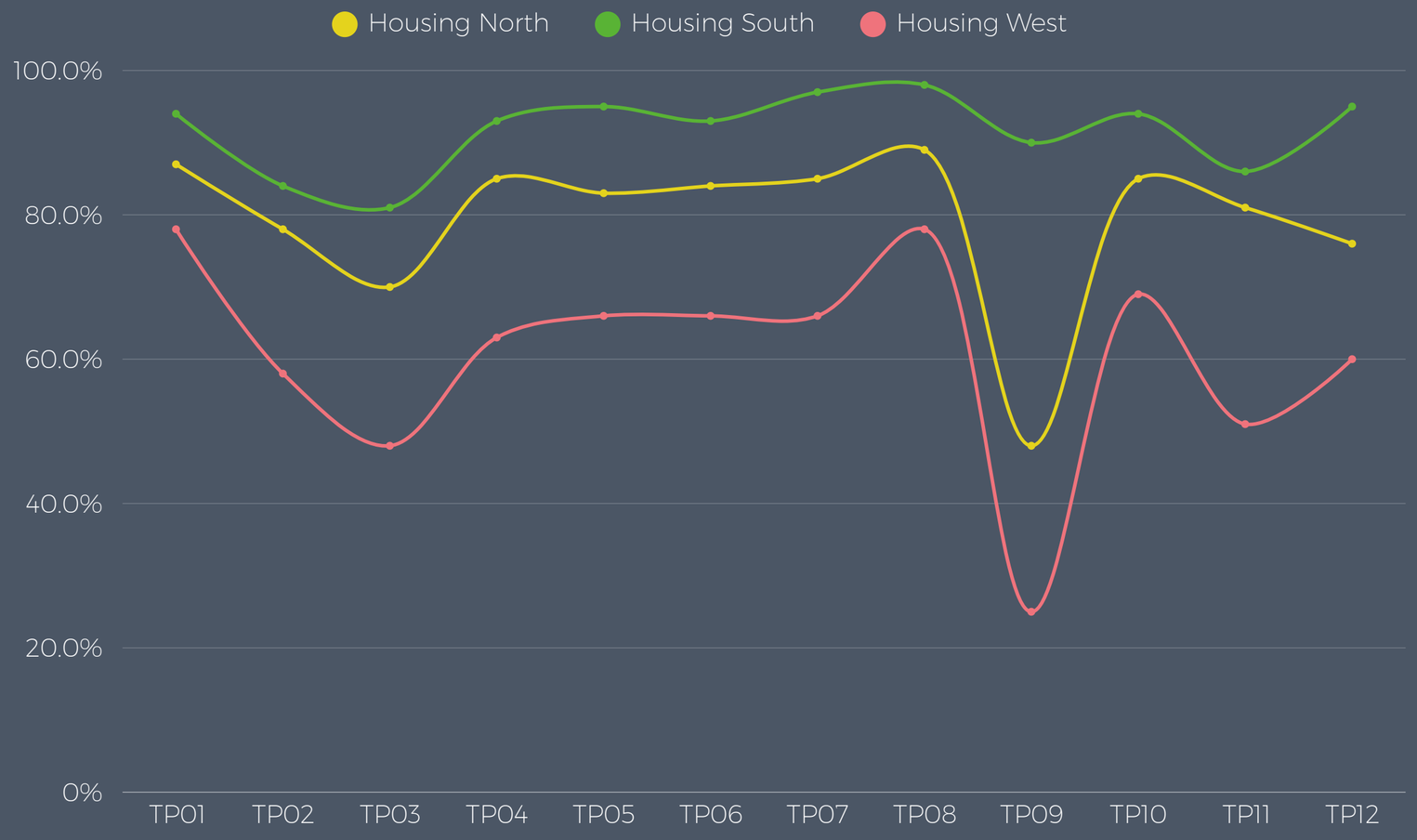


Overall Performance



Overall Satisfaction	TP01
Repairs	TP02-03
Home Quality	TP04
Safety	TP05
Communication & Engagement	TP06-08
Complaints	TP09
Neighbourhood Management	TP10-12

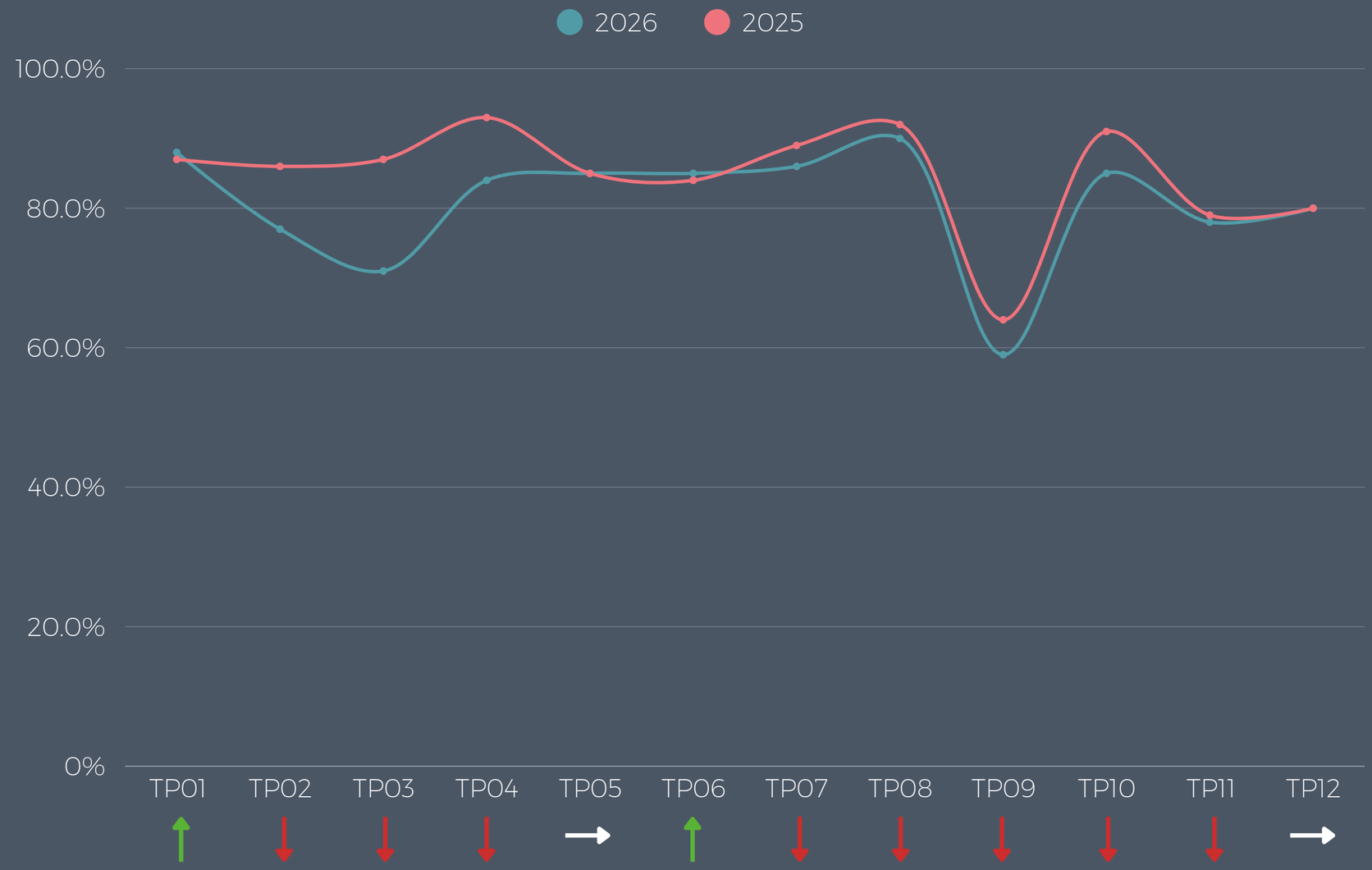
Overall Performance



We welcomed residents in Housing West in September 2025 from another housing provider.

There has been a transition period while we align the properties to our standards, but we are confident that we will see an increase in satisfaction in our next TSM survey results.

Comparison to Last Year



What are we doing well?

"Skills activities and trips to the seaside"

"Security 24/7"

"Having opportunities for gaining skills"

"Outlets for stress like the Music Room"

"The community makes me feel safe and at home"

"I feel the community and support from staff is helping me towards a better future"

"Rooms are fresh and new when moving in"

"I get a high level of comfort and safety; the current staff are also very helpful"

How can we improve?

"Faster response to anti-social behaviour"

"There is often a lack of communication about changes"

"Lift needs to be fixed"

"Air con / fans or something to help the airflow, as it can get really hot"

"Faster WiFi"

"Room maintenance"

"Individual post boxes"

"More housing options when moving on"

"More in the community projects"

"Cleaner laundry room and machines"

"Cleaner communal areas"

What have we already done?

IMPAKT Housing

Based off the feedback received from the TSM survey we have...

- Implemented a deep cleaning schedule of washing machines
- Replaced the lift in one of our projects
- Begun to install window film to reduce heat in south and west facing rooms
- Deep cleaned communal areas
- Liaised with council ASB team to combat anti-social behaviour around our projects

We are working on...

- Reviewing an expansion of move-on options
- Installing post boxes
- Accessing funds for furniture when moving on
- Strategy to mitigate extreme temperatures in larger properties in heatwave conditions
- Reviewing our complaint handling process
- Ways to increase engagement with the survey in Housing West

Management Information

CH01	Stage-1 complaints received per resident Stage-2 complaints received per resident	3% <1%
CH02	Stage-1 & 2 complaints responded to within Housing Ombudsman timescales	100%
NM01	ASB cases	0
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02	Non-emergency repairs completed within target time Emergency repairs completed within target time	81% 99%

Management Information

IMPAKT Housing

BS01	Gas safety checks completed	100%
BS02	Fire safety checks completed	100%
BS03	Asbestos management surveys completed	100%
BS04	Legionella risk assessments completed	100%
BS05	Lift safety checks completed	100%
BS06	Electrical safety checks completed	100%

- data shown as of September 2026

What’s next?

Our next TSM survey will be in 2027.

Until then, we will continue to gather feedback from you and work hard on improvements to our service.

Thank you to everyone who participated in our survey and for all the kind and encouraging words you shared.