

Tenant Satisfaction Measures 2025/26

Our Results and Summary of Approach



Introduction

The Tenant Satisfaction Measures have been introduced by the Regulator of Social Housing to assess how social landlords are at providing quality homes and services for residents. Each social housing organisation has to ask the same questions so that performance can be benchmarked and measured equally. There are 22 measures in total, 10 measures are collected through information that we already collect on our performance and 12 satisfaction measures, which are taken directly from resident feedback.

The satisfaction measures are a set of questions and for Railway Housing Association we asked a representative sample of our residents to complete this. To do this, we worked with an organisation called Acuity Research and Practice Limited, who contacted residents by telephone in September 2025. The sample of residents was random however Acuity made sure it was representative of residents living in different tenures, property types, by different ages and by how long they had been a Railway resident.

Our Satisfaction Results

Our satisfaction survey was carried out in September 2025.

TP01 - Overall Satisfaction 84.2%	TP02 - Satisfaction with repairs 84.7%	TP03 - Satisfaction with the time taken to complete the most recent repair 82.7%
TP04 - Satisfaction that the home is well maintained 86.6%	TP05 - Satisfaction that the home is safe 90.4%	TP06 - Satisfaction that the landlord listens to tenants views and acts upon them 73.2%
TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them 83.2%	TP08 - Agreement that the landlord treats tenants fairly and with respect 89.2%	TP09 - Satisfaction with the landlord's approach to complaint handling 62.0%
TP10 - Satisfaction that the landlord keeps communal areas clean and well maintained 85.1%	TP11 - Satisfaction that the landlord makes a positive contribution to neighbourhood 76.1%	TP12 - Satisfaction with the landlord's approach to handling anti-social behaviour 70.0%

Our Performance Measures

RP01 - Homes that do not meet the Decent Homes Standard 0.5%	RP02 (1) - Proportion of non-emergency repairs completed within the landlord's target timescale 79.8%	RP02 (2) - Proportion of emergency repairs completed within the landlord's target timescale 86.8%
BS01 - Proportion of homes for which all required gas safety checks have been carried out 96.5%	BS02 - Proportion of homes for which all required fire risk assessments have been carried out 100%	BS03 - Proportion of homes for which all required asbestos management surveys have been carried out 100%
BS04 - Proportion of homes for which all required legionella risk assessments have been carried out 100%	BS05 - Proportion of homes for which all required communal passenger lift safety checks have been carried out 100%	CH01 (1) - Number of stage one complaints received per 1,000 homes 48.1
CH01 (2) - Number of stage two complaints received per 1,000 homes 1.9	CH02 (1) - Stage one complaints responded to within Complaints Handling Code timescales 100%	CH02 (2) - Stage two complaints responded to within Complaints Handling Code timescales 100%
NM01 (1) - Anti-social behaviour cases per 1,000 homes 18.4	NM01 (2) - Anti-social behaviour cases involving hate crime per 1,000 homes 0.6	



Railway Housing Association

Tenant Satisfaction Measures – Summary of Approach 2025/26



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Introduction



The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers develop and report TSMs in accordance with the guidelines set by the regulator. As part of this requirement, it is necessary for Railway Housing Association (Railway HA) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details Railway HA methodology and outlines the criteria specified in the Regulator of Social Housing's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys and report performance annually as specified by the RSH. TSMs are intended to make landlords' performance more visible to tenants so that tenants can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

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

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

Summary of Achieved Sample & Sample Method



Railway HA works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2025/26, Railway HA completed TSM surveys with a sample of residents. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. Railway HA must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

During 2025/26, Railway HA completed 324 TSM surveys. Railway HA have 1533 properties which means that a statistical accuracy level of +/- $\pm 4.7\%$ was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

There were no incentives used for this survey.



Timing of Survey

Railway HA carried out a total of 324 surveys between 04 September 2025 and 10 September 2025.

Collection Method(s)



The TSM Surveys were completed via telephone-only methodology. The rationale for using this approach is:

- **Accessibility and Inclusivity:** Ensuring accessibility for all tenants, which aligns with our goal of reaching a broad and representative sample
- **Engagement and Data Quality:** Direct interaction over the phone tends to enhance engagement, allowing participants to ask clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- **Response Rates:** Historically, telephone surveys have yielded higher response rates than other methods within this tenant demographic, maximising the robustness of our data and ensuring the results truly reflect the tenant base. Using a telephone interaction allows Railway HA to be reactive to flags and alerts, which improves customer recovery.
- **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered.
- **Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

Sample Method



A sample approach was used for Railway HA's fieldwork. Acuity contacted a random selection of current tenants in a telephone survey based on quotas. All respondents had the opportunity complete the survey online by requesting to do so when speaking to an interviewer. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with Railway HA, who then manage a follow up and review process which includes both responding to feedback as necessary, and analysing the feedback, to understand how we can improve.

Representativeness



Representative checks were carried out to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Tenure	Population	Sample
General needs	36%	34%
Older persons non sheltered	32%	32%
Older persons sheltered	32%	34%

Management Area	Population	Sample
1	12%	14%
2	34%	34%
3	14%	15%
4	12%	9%
5	8%	9%
6	6%	6%
7	10%	11%
8	3%	3%

Respondent Gender	Population	Sample
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Female	42%	34%
Male	28%	32%
Unknown	30%	34%

Age Group	Population	Sample
0 - 24	0.39%	0%
25 - 34	4%	3%
35 - 44	5%	3%
45 - 54	8%	6%
55 - 59	6%	6%
60 - 64	8%	7%
65 - 74	29%	31%
75 - 84	27%	29%
85 +	12%	12%
none listed	0.26%	0%
Unknown	0%	4%

Respondent Ethnicity	Population	Sample
Asian/Asian British Indian	0.13%	0%
Asian/Asian British: Chinese	0.07%	0%
Asian/Asian British: Other	0.20%	0.31%

Asian/Asian British: Pakistani	0.20%	0%
Black/African, Caribbean or Black British:	0.33%	0.93%
Black/African, Caribbean or Black British: African	0.13%	0%
Black/African, Caribbean or Black British: Other	0.07%	0%
Mixed: White & Asian	0.13%	0%
Mixed: White & Black African	0.13%	0.31%
Mixed: White & Black Caribbean	0.07%	0%
Not Known	17%	18%
Other Ethnic Group: Arab	0.20%	0%
Other Ethnic Group: Other	0.46%	0.93%
Refused	0.39%	0.31%
White: British	79%	74%
White: Irish	0.46%	0.31%
White: Other	1%	0.31%
Unknown	0%	4%

Respondent Religion	Population	Sample
Atheist	0.26%	0.31%
Buddhist	0.26%	0.31%
Christian	54%	55%
Hindu	0.20%	0.31%

Islam	0.13%	0%
Jewish	0.07%	0.31%
Muslim	0.46%	0.62%
No Religion	18%	12%
Prefer not to say	13%	13%
Other	4%	4%
Unknown	10%	15%

Length of Tenancy	Population	Sample
A. < 1 year	5%	4%
B. 1 - 3 years	20%	21%
C. 4 - 5 years	12%	10%
D. 6 - 10 years	26%	25%
E. 11 - 20 years	25%	25%
F. Over 20 years	11%	14%

Number Of Bedrooms	Population	Sample
1	47%	44%
2	38%	43%
3	14%	12%
4	0.98%	0.31%

Questionnaire & Introductory Text



Hello is that [Respondent Name],

My name is [Interviewer Name] and I'm calling on behalf of [Organisation Name] from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now?

IF NO ASK: can I call back at another time?

No appointments after [Project End Date]

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by [Organisation Name] and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

NB: Data sharing if challenged –

“Your landlord will, from time to time, share your personal data with third parties for *legitimate interests*. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord’s website.

You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather we did not contact you again, we can remove your details from our system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties.”

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that [Organisation Name] provides. We will report findings to [Organisation Name] without identifying you, unless you give us permission to do so. Are you happy to continue?

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- Yes
- No

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Railway?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Comments	Please describe your specific experiences that have shaped your view of Railway's service.	Open Ended
Well Maintained Home	How satisfied or dissatisfied are you that Railway provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Railway provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Railway is responsible for maintaining?	Yes, No, Don't know
Communal Area Satisfaction	How satisfied or dissatisfied are you that Railway keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Home or Communal Safe Well Maintained Comments	Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.	Open ended
Contribution To Neighbourhood	How satisfied or dissatisfied are you that Railway makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know

Satisfaction with Housing Coordinator Communication	How satisfied or dissatisfied are you with the support and communication you receive from your Community Housing Coordinator?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
Approach to ASB	How satisfied or dissatisfied are you with Railway's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
Repairs in Last 12 Months?	Has Railway carried out a repair to your home in the last 12 months?	Yes, No
Repairs Last 12 Months Satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Railway over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Time Taken Repairs	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Repairs Comments	Tell us more about your experience with the repairs service over the last 12 months.	Open Ended
Listens and Acts	How satisfied or dissatisfied are you that Railway listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
Keeps you Informed	How satisfied or dissatisfied are you that Railway keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don` t know
Fairly and with Respect	To what extent do you agree or disagree with the following	Strongly agree, Agree, Neither agree nor disagree, Disagree,

	'Railway treats me fairly and with respect'?	Strongly disagree, Not applicable / Don't know
Easy To Deal With	How satisfied or dissatisfied are you that Railway is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Customer Service and Communication Comments	If you are not satisfied with customer service and communications please provide more information, and what could Railway improve?	Open Ended
Complaints in Last 12 Months?	Have you made a complaint to Railway in the last 12 months?	Yes, No
Complaints Handling	How satisfied or dissatisfied are you with Railway's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Complaint Type	What was your complaint related to?	Repairs service, Property condition, ASB, Cleaning, Gardening, Damp and mould, Staff or contractor attitude, Communication, Tenancy matters, Rent or service charge matters, Other (please specify)
Complaint Route	How did you make your complaint? If you have gone through more than one route, please tick all that apply	Telephone call, Email to general email, To a member of staff, Via the website, In writing, Through a legal representative, To a regulatory body e.g. Housing Ombudsman, Other (please specify)
Complaint Resolution	Has your complaint now been resolved?	Yes - I am happy with the resolution, Yes - I am not happy with the resolution, No - complaint is still ongoing, No - my landlord has not acknowledged my complaint

Complaint Stage Resolution	What stage in the complaints process did your complaint reach?	Informal complaint (Service failure), Formal Stage 1, Formal Stage 2, Not sure / don't know
Complaint Contact	If complaint is outstanding or not acknowledged can Railway contact you?	Yes / No
Ease of making Complaint	How easy or difficult was it to make your complaint?	Very easy, Fairly Easy, Neither, Fairly difficult, Very difficult
Improve Complaint Handling	How could your landlord improve the way it handles complaints? Tick all that apply	improve communication / keep me updated, improve internal communication, listen more, better attitude of staff to complaints, be more proactive in resolving my complaint, make it clearer how to make a complaint, make it easier to make a complaint, acknowledge complaints, not applicable, other (please specify)
NPS	How likely would you be to recommend Railway to other people on a scale of 0 - 10, where 0 is not at all likely and 10 is extremely likely?	10 - Extremely likely, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0 - Not at all likely
Permission 1 - Happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to Railway with your name attached so that they have better information to help them improve services?	Yes / No
Permission 2 - Follow up	Would you be happy for Railway to contact you to follow up any of the comments or issues you have raised?	Yes / No



If you are dissatisfied with the service provided by Railway HA they do have a complaints process you can access by calling 0800 0287428, emailing info@railwayha.co.uk or by completing a form on their website where you will find more information <https://www.railwayha.co.uk/you-and-your-home/complaints/>

We have now come to the end of the survey. Just to confirm my name is ^GetCatInterviewerName()^ and I've been calling from Acuity on behalf of Railway HA, thank you very much for your time in completing the survey.

Report by Acuity Research & Practice



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