Tenant Satisfaction Measures

2025/2026

How we compare with other landlords (using Housemark data)



Introduction

This year, the Regulator has asked us to share a detailed summary of how our TSM results compare with other landlords. We do this by comparing our results to those provided by Housemark – an organisation that compares how different housing providers are performing, so residents can see how their landlord is doing.

The tables in the following pages show how we are performing compared with other housing providers, using information collected by Housemark. The comparison includes landlords across England and those based in London.

The data comes from 171 landlords across England and 26 in London, covering the period from April 2025 to March 2026.

Because we are a large and complex organisation, our results may look lower than the overall England average, which includes many smaller landlords. However, our performance is more comparable to other London landlords, who often face similar challenges.

The tables also group results into ranges.

- **Q1** shows the lower results
- **Q3** shows the higher results.

The best-performing results are highlighted in a darker shade.



TSMs collected from tenant perception surveys					All England			London		
Code	**Measure**	**Validated 2023/24**	**Validated* 2024/25**	**Validated* 2025/26**	**Q1**	**Median**	**Q3**	**Q1**	**Median**	**Q3**
TP01	Overall satisfaction	50.1%	47.0%	49.0%	62.0%	67.6%	74.5%	51.1%	57.6%	62.6%
	LCRA	53%	53.5%	57.1%	68.6%	74.0%	80.0%	57.3%	64.1%	69.8%
	LCHO	31%	28.6%	26.5%	42.3%	48.2%	58.3%	32.3%	38.0%	41.2%
TP02	Satisfaction with repairs	61%	62.7%	65.6%	70.3%	76.2%	82.4%	65.0%	68.9%	72.8%
TP03	Satisfaction with time taken to complete most recent repair	56%	57.5%	60.3%	66.9%	73.0%	80.5%	61.2%	66.4%	70.7%
TP04	Satisfaction that the home is well maintained	58%	58.8%	60.8%	69.1%	74.4%	80.8%	60.0%	65.8%	70.9%
TP05	Satisfaction that the home is safe	64.3%	62.3%		71.2%	77.1%	83.7%	62.4%	66.3%	71.3%
	LCRA	66%	65.2%	67.9%	74.9%	79.3%	85.3%	67.5%	70.8%	76.1%
	LCHO	54%	53.7%	51.5%	60.0%	70.6%	79.2%	46.9%	52.8%	57.0%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	42.6%	38.7%	41.0%	51.8%	57.2%	63.9%	43.6%	48.3%	55.1%
	LCRA	46%	46.7%	47.9%	58.5%	63.9%	70.4%	49.4%	53.8%	61.9%
	LCHO	20%	16.1%	19.9%	32.0%	37.2%	44.7%	26.0%	32.0%	34.6%

* Data validated by the regulator

TSMs collected from tenant perception surveys (continued)					All England			London		
Code	**Measure**	**Validated 2023/24**	**Validated* 2024/25**	**Validated* 2025/26**	**Q1**	**Median**	**Q3**	**Q1**	**Median**	**Q3**
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	53.3%	52.3%	52%	64.4%	71.0%	76.1%	65.0%	69.1%	71.8%
	LCRA	56%	58.6%	57.9%	69.4%	74.6%	80.0%	68.6%	71.7%	74.6%
	LCHO	38%	34.5%	35.5%	49.6%	60.4%	64.5%	54.2%	61.2%	63.3%
TP08	Agreement that the landlord treats tenants fairly and with respect	67.5%	63.9%	65%	69.5%	74.6%	81.5%	64.6%	70.0%	72.7%
	LCRA	70%	70.3%	70.9%	75.1%	79.4%	85.5%	68.4%	73.7%	77.2%
	LCHO	52%	45.6%	47.8%	53.0%	60.3%	69.6%	53.4%	56.9%	59.1%
TP09	Satisfaction with the landlord's approach to handling complaints	24.6%	22.5%	24%	27.4%	32.8%	41.2%	24.4%	27.9%	31.9%
	LCRA	27%	26.3%	27.9%	31.5%	36.9%	45.1%	27.4%	30.9%	35.7%
	LCHO	10%	12.6%	11.8%	15.4%	20.6%	29.3%	15.4%	19.0%	20.5%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	55.6%	52.2%	55%	58.4%	64.4%	69.9%	55.7%	60.1%	66.4%
	LCRA	58%	56.9%	60.3%	64.4%	70.1%	75.9%	61.6%	66.4%	73.8%
	LCHO	46%	40.5%	42.8%	40.2%	47.3%	52.0%	38.3%	41.4%	44.3%

* Data validated by the regulator

TSMs collected from tenant perception surveys (continued)

Code	Measure	Validated 2023/24	Validated* 2024/25	Validated* 2025/26	All England Q1	All England Median	All England Q3	London Q1	London Median	London Q3
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	45.7%	43.9%	45%	55.9%	61.5%	68.9%	55.0%	60.0%	64.6%
	LCRA	49%	50.8%	51.6%	62.0%	67.6%	74.8%	62.2%	66.2%	70.6%
	LCHO	28%	25.9%	25.9%	37.7%	43.0%	51.2%	33.6%	41.3%	46.7%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	47.6%	44.7%	46%	48.8%	54.0%	62.4%	50.7%	55.5%	58.9%
	LCRA	51%	51.8%	52.7%	55.7%	60.0%	68.7%	56.1%	59.6%	63.9%
	LCHO	26%	24.0%	25.4%	28.2%	36.1%	43.7%	34.4%	43.3%	43.7%

* Data validated by the regulator

TSMs Generated from management information					All England			London		
Code	**Measure**	**Validated 2023/24**	**Validated* 2024/25**	**Validated* 2025/26**	**Q1**	**Median**	**Q3**	**Q1**	**Median**	**Q3**
CH01	Complaints relative to the size of the landlord									
	Stage 1 complaints per 1,000 homes	151.3	120	122	36.8	52.1	70.9	62.0	97.5	123.1
	LCRA	160	125.5	132	40.1	54.3	72.3	73.1	114.2	131.3
	LCHO	92	66.9	71	27.0	45.5	66.8	29.0	47.5	98.5
	Stage 2 complaints per 1,000 homes	24.4	33	45	6.4	10.6	18.0	13.7	27.4	41.1
	LCRA	25	32.2	48	6.7	10.5	15.8	14.1	29.7	42.0
	LCHO	22	28.5	33	5.5	11.0	24.5	12.3	20.5	38.5
CH02	Complaints responded to within Complaint Handling Code timescales									
	% of Stage 1 complaints responded to within 10 working days	83.90%	91.1%	95.8%	81.0%	92.3%	98.2%	68.4%	83.1%	96.4%
	LCRA	84.7%	92.4%	95.9%	84.4%	94.2%	98.9%	73.0%	82.8%	96.5%
	LCHO	74.4%	88.7%	95.1%	70.8%	86.5%	96.0%	54.8%	84.0%	96.3%

* Data validated by the regulator

TSMs Generated from management information (continued)

Code	Measure	Validated 2023/24	Validated* 2024/25	Validated* 2025/26	All England Q1	All England Median	All England Q3	London Q1	London Median	London Q3
	% of Stage 2 complaints responded to within 20 working days	35.8%	75.4%	96.4%	78.7%	93.1%	98.2%	67.1%	82.3%	99.6%
	LCRA	34.9%	72.6%	96.2%	82.7%	96.0%	100.0%	67.9%	79.0%	100.0%
	LCHO	43.9%	77.5%	97.6%	66.5%	84.5%	92.8%	64.5%	92.0%	98.5%
NM01	Anti-social behaviour cases relative to the size of the landlord									
	ASB cases opened per 1,000 homes	48	37.9	39.7	26.7	37.1	54.4	18.1	33.5	43.2
	ASB cases involving hate crime opened per 1,000 homes	0.7	0.6	0.8	0.3	0.7	1.4	0.4	0.7	1.3
RP01	Homes that do not meet the Decent Homes Standard	1.88%	1.6%	1.14%	0.0%	0.6%	2.6%	0.3%	2.7%	6.8%
RP02	Repairs completed within target timescale									
RP02.1	Non-emergency repairs	70.72%	71.1%	69.5%	78.5%	85.4%	91.1%	84.6%	90.6%	92.8%
RP02.2	Emergency repairs	93.24%	93.2%	97.3%	91.9%	95.8%	98.9%	88.4%	94.0%	96.5%

* Data validated by the regulator

TSMs Generated from management information (continued)

					All England		London	
Code	Measure	Validated 2023/24	Validated* 2024/25	Validated* 2025/26	Median	% fully compliant	Median	% fully compliant
BS01	Gas safety checks	87.86%	92.6%	99.76%	99.95%	39.8%	99.62%	23.8%
	L&Q Responsible	98.90%	99.96%	99.93%				
	Managing agents responsible	87.86%	86.54%	98.11%				
BS02	Fire safety checks	85.17%	96.9%	99.66%	100%	79.4%	100%	60.0%
	L&Q Responsible	99.94%	98.65%	99.82%				
	Managing agents responsible	15.68%	89.37%	98.87%				
BS03	Asbestos safety checks	69.11%	99.1%	99.99%	100%	74.4%	100%	60.0%
	L&Q Responsible	98.59%	99.32%	100%				
	Managing agents responsible	1.74%	88.95%	99.56%				
BS04	Water safety checks	65.52%	95.2%	99.54%	100%	82.6%	100%	75.0%
	L&Q Responsible	97.74%	99.34%	99.97%				
	Managing agents responsible	11.98%	87.96%	98.73%				
BS05	Lift safety checks	69.77%	95.8%	99.43%	100%	76.9%	100%	55.0%
	L&Q Responsible	99.21%	100%	99.34%				
	Managing agents responsible	9.27%	88.89%	99.66%				

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