EASTLIGHT COMMUNITY HOMES

TENANT SATISFACTION SURVEY 2025/26



TENANT SATISFACTION MEASURES

The Tenant Satisfaction Measures (TSMs) are a set of metrics that were introduced by the Regulator for Social Housing in April 2023 to evaluate landlord services. They are designed to assess how well landlords are performing across 4 key areas: keeping properties in good repair and safe, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management.

Overview of Tenant Perception Measures (TPMs):

TP01 – Overall satisfaction

Keeping properties in good repair and safe

TP02 – satisfaction with repairs *(LCRA only)*
TP03 – satisfaction with time taken to complete most recent repair *(LCRA only)*
TP04 – satisfaction that the home is well maintained *(LCRA only)*
TP05 – satisfaction that the home is safe

Respectful and helpful engagement

TP06 – satisfaction that landlord listen & acts
TP07 – satisfaction that landlord keeps tenants informed
TP08 – agreement that landlord treats tenants with fairness and respect

Effective handling of complaints

TP09 – satisfaction with complaints handling

Responsible neighbourhood management

TP10 – satisfaction with communal areas kept clean and well maintained
TP11 – satisfaction that landlord makes a positive contribution to neighbourhoods
TP12 – satisfaction with ASB handling

Sampling requirements from April 2025

Regulatory requirements are based on assumptions from Eastlight Community Home's stock data:

Tenure type	Population	Confidence interval required	Number of interviews required for submission	Actual number of interviews completed
LCRA	12,423	±3%	983	1017

The TSM survey was conducted on a monthly basis with around 75% of surveys carried out via telephone and 25% online via email each month.

Representative quotas were set by the age group of customers to be surveyed that reflect the tenure, gender, ethnicity, region, property type, tenancy length, neighbourhood, managed property, and disability.

© TLF RESEARCH

BACKGROUND AND METHODOLOGY

BACKGROUND

TLF Research were supplied a database of residents from Eastlight Community Homes before each quarter which contained all eligible contacts. All contacts supplied in the database had chance of being selected to take part in the TSM survey.

SAMPLING AND QUOTAS

Each month TLF aimed to survey around 81 tenants with a 25/75 split between web and phone. Using the database information provided by Eastlight Community Homes quotas were set by age group, as this is the category which has the biggest influence on satisfaction scores, as identified by RSH and Eastlight Community Homes had good coverage of this information across their entire database. Sampling was also monitored by tenure, gender, ethnicity, region, property type, tenancy length, neighbourhood, managed property, and disability to ensure the sample is representative of the overall tenant population. Stratified random sampling was used. Any tenants who completed the survey were removed from the sample going forward as TSM guidelines state that only one person per household can be interviewed per year, and those who refused the survey were removed from the sample for 6 months, to meet MRS guidelines.

METHODOLOGY

Based on the information that was made available, it was agreed with Eastlight Community Homes that an online and telephone-based approach would be a good methodology combination as this would allow us to; reach out to a wide homeowner base and correct any imbalance in response by setting quotas for the telephone interviews. As the telephone sample is being proactively worked by trained telephone interviewers, the stats are monitored to track the number of; incorrect numbers, refusals and barriers to completing e.g. disability, language etc. Using both web and phone surveys also allowed us to contact as many tenants as possible and not exclude any tenants due to them not having a phone number or email address.

Tenants with no contact details were not able to be contacted.

BREAKDOWN OF SAMPLE BY METHOD:

Method	% of total sample	No. completes	No. partial completes	Total sample
Phone	74.5%	739	19	758
Email	25.5%	196	63	259
Total	100%	935	82	1017

© TLF RESEARCH

KEY SURVEY INFORMATION

SAMPLING

- Total tenant population supplied to TLF: 12,423
- Tenants who did not have an email address or phone number were not able to be contacted. (38 tenants in Q1 database April 25)
- A stratified random sampling was used
- Total sample size achieved: 1017
- 758 by telephone, 259 by web

QUESTIONNAIRE

- Respondents were fully informed
- TSM questions and routing correct
- TSM scales used correctly
- Followed MRS guidelines

DATA COLLECTION

- Data collected monthly
- Data collected between 16th April 2025 and 19th March 2026
- TLF Research used as the external contractor
- Incentives were not used

WEIGHTING

- Weighting was not necessary, the sample is representative of the total population

RELIABILITY

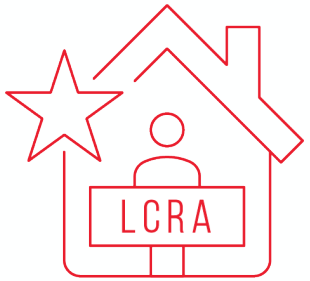
- With a total population of 12,423 the confidence level achieved must be within at least +/-3%
- Reliability was achieved. Using the average satisfaction score and sample size, we are 95% confident that the overall % satisfied is within +/-2.6%

ANALYSIS

- All partial completes that have answered overall satisfaction have been included.
- % satisfied has been calculated excluding Don't know and Not answered.
- All bases have been reported throughout

© TLF RESEARCH

LCRA KEY METRICS SUMMARY



OVERALL SATISFACTION 75.5%

All requirements have increased in satisfaction this year compared to last year.

Overall Satisfaction has increased by 2.8 percentage points.

Approach To Complaints Handling has had the largest increase of 8.9 percentage points.

Provides A Homes That Is Safe is the highest scoring requirement at 81.2%.

PROPERTIES IN GOOD REPAIR AND SAFE

- Overall repairs service **80.0%**
- Time taken for repairs **77.3%**
- Well maintained home **76.8%**
- A home that is safe **81.2%**

RESPECTFUL & HELPFUL ENGAGEMENT

- Listens and acts **69.2%**
- Keeps me informed **70.4%**
- Treats me fairly **80.1%**

EFFECTIVE HANDLING OF COMPLAINTS

- Complaint handling **41.9%**

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

- Communal areas **66.6%**
- Neighbourhood contribution **67.3%**
- ASB **61.1%**

- Personal Circumstances **75.3%**
- Trust **64.9%**

© TLF RESEARCH

WHO WE INTERVIEWED VS. POPULATION

1017 Tenants were interviewed overall

758 by telephone

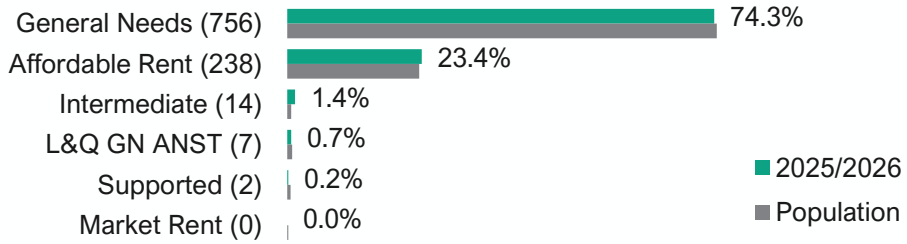
259 via web

935 surveys were completed in full

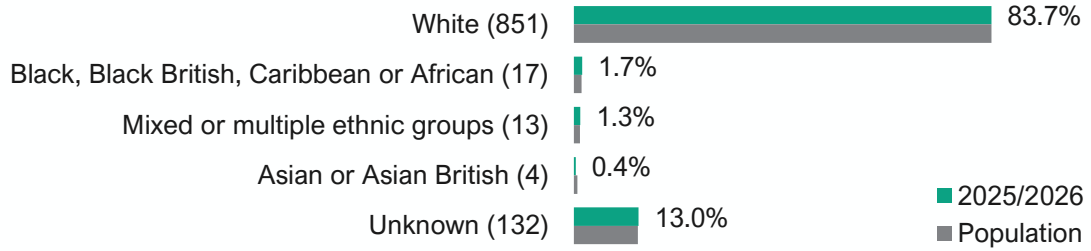
82 were partial completes

Sample is representative of tenant population across all key demographics so no weightings are needed

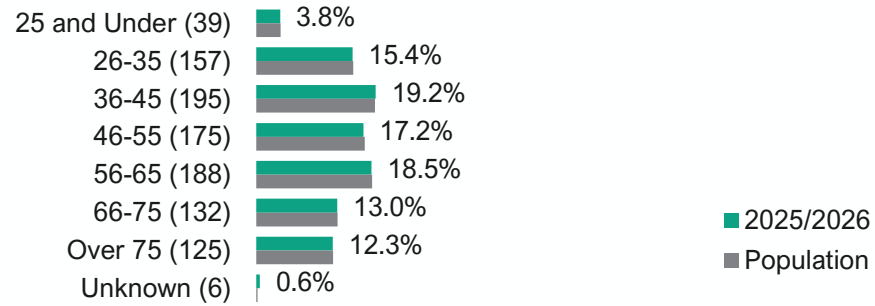
TENURE TYPE



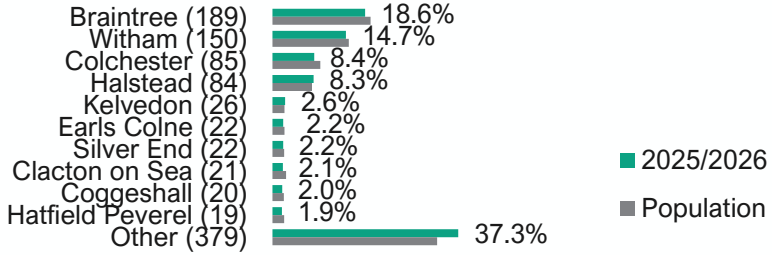
ETHNICITY



AGE GROUP



REGION



Sample size shown in (). Population data is based on information provided on the database.

WHO WE INTERVIEWED VS. POPULATION

1017 Tenants were interviewed overall

758 by telephone

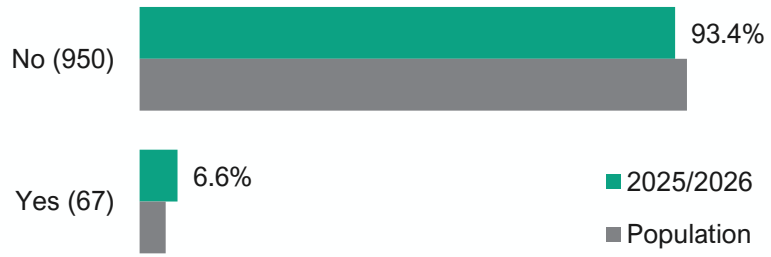
259 via web

935 surveys were completed in full

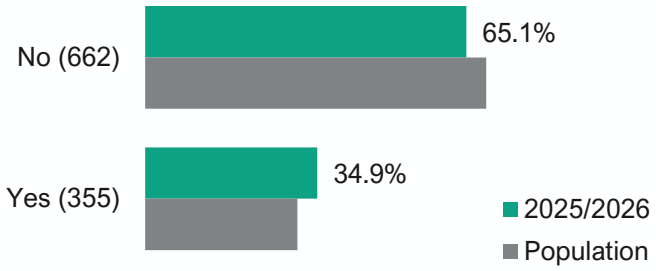
82 were partial completes

Sample is representative of tenant population across all key demographics so no weightings are needed

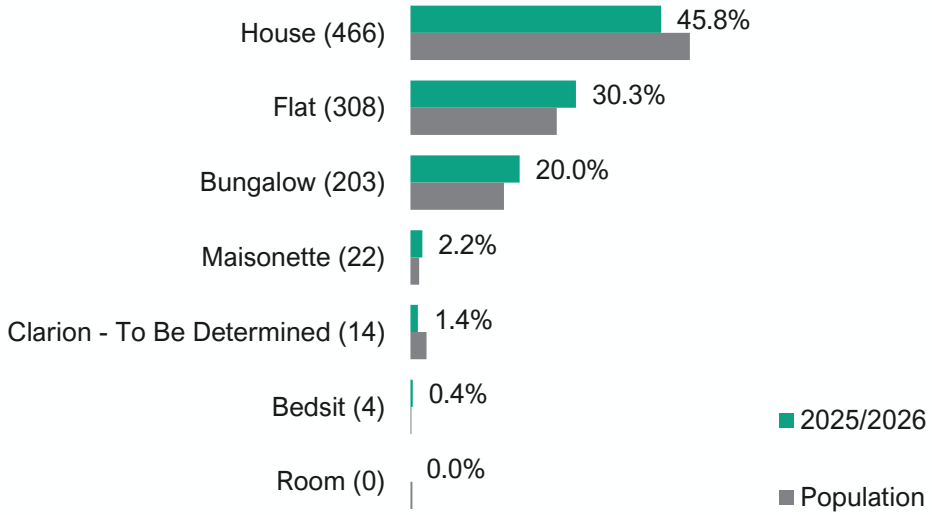
MANAGED PROPERTY



DISABILITY



PROPERTY TYPE



Sample size shown in (). Population data is based on information provided on the database.

EASTLIGHT COMMUNITY HOMES

LCHO SATISFACTION SURVEY 2025/26

Claire Ruck & Lucy Rayner



TENANT SATISFACTION MEASURES

The Tenant Satisfaction Measures (TSMs) are a set of metrics that were introduced by the Regulator for Social Housing in April 2023 to evaluate landlord services. They are designed to assess how well landlords are performing across 4 key areas: keeping properties in good repair and safe, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management.

Overview of Tenant Perception Measures (TPMs):

TP01 – Overall satisfaction

Keeping properties in good repair and safe

TP02 – satisfaction with repairs *(LCRA only)*
TP03 – satisfaction with time taken to complete most recent repair *(LCRA only)*
TP04 – satisfaction that the home is well maintained *(LCRA only)*
TP05 – satisfaction that the home is safe

Respectful and helpful engagement

TP06 – satisfaction that landlord listen & acts
TP07 – satisfaction that landlord keeps tenants informed
TP08 – agreement that landlord treats tenants with fairness and respect

Effective handling of complaints

TP09 – satisfaction with complaints handling

Responsible neighbourhood management

TP10 – satisfaction with communal areas kept clean and well maintained
TP11 – satisfaction that landlord makes a positive contribution to neighbourhoods
TP12 – satisfaction with ASB handling

Sampling requirements from April 2025

Regulatory requirements are based on assumptions from Eastlight Community Home's stock data:

Tenure type	Population	Confidence interval required	Number of interviews required for submission	Actual number of interviews completed
LCHO	1,113	±5%	286	299

The TSM survey was conducted on a monthly basis with 54.2% of surveys carried out via telephone and 45.8% online via email.

A census approach was used so no quotas were set, in order to get as many responses as possible, but the natural fallout of responses is representative of the total population by age, tenure, gender, ethnicity, region, property type, tenancy length, neighbourhood, managed property, and disability.

BACKGROUND AND METHODOLOGY

BACKGROUND

TLF Research were supplied a database of residents from Eastlight Community Homes before each wave of research which contained all eligible contacts. All contacts supplied in the database had chance of being selected to take part in the TSM survey.

SAMPLING AND QUOTAS

Each month TLF sent 1/12 of the LCHO sample a web survey and then transferred any remaining sample onto telephone interviewing.
Email surveys were sent first every month for around a week, any remaining sample was then transferred over to phone surveying for three weeks and sample added from customers without an email address. The sample was monitored for representativeness; however, a full census was conducted to ensure we conducted the most interviews as possible to meet the reliability criteria.
Shared owners were removed from the sample when they had completed the survey, in line with TSM guidelines and shared owners who had refused the survey or opted out were removed from the sample for 6 months in line with MRS guidelines.

METHODOLOGY

It was agreed that an online and telephone-based approach would be a good methodology as this would allow us to reach out to a wider shared owner base. As the telephone sample is being proactively worked by trained telephone interviewers, the stats are monitored to track the number of; incorrect numbers, refusals and barriers to completing e.g. disability, language etc. Using both web and phone surveys also allowed us to contact as many shared owners as possible and not exclude any shared owners due to them not having a phone number or email address.

Keeping the same methodology as last year also means scores are comparable year on year and there is no change in methodology that will affect the score.

Shared owners with no phone number or email address were not able to be contacted.

BREAKDOWN OF SAMPLE BY METHOD:

Method	% of total sample	No. completes	No. partial completes	Total sample
Phone	54.2%	162	0	162
Email	45.8%	105	32	137
Total	100%	267	32	299

KEY SURVEY INFORMATION

SAMPLING

- Total homeowner population supplied to TLF: 1,113
- Homeowners who did not have an email address or phone number were not able to be contacted. (14 shared owners in Q1 database April 25)
- A census sampling method was used
- Total sample size achieved: 299
- 162 by telephone, 137 by web

QUESTIONNAIRE

- Respondents were fully informed
- TSM questions and routing correct
- TSM scales used correctly
- Followed MRS guidelines

DATA COLLECTION

- Data collected monthly
- Data collected between 16th April 2025 and 20th March 2026
- TLF Research used as the external contractor
- Incentives were not used

WEIGHTING

- Weighting was not necessary; the sample is representative of the total population.

RELIABILITY

- With a total population of 1,113 the confidence level achieved must be within at least +/-5%
- Reliability was achieved. Using the average satisfaction score and sample size, we are 95% confident that the overall % satisfied is within +/-4.9%

ANALYSIS

- All partial completes that have answered overall satisfaction have been included.
- % satisfied has been calculated excluding Don't know and Not answered.
- All bases have been reported throughout

© TLF RESEARCH

LCHO KEY METRICS SUMMARY

All but one requirement has increased in satisfaction this year compared to last year. Overall Satisfaction has increased by 1.9 percentage points.

Approach To Complaints Handling has had the largest increase of 11.2 percentage points.

Provides A Homes That Is Safe is the highest scoring requirement at 76.9%.

Treats Me Fairly And With Respect is the only TP requirement to have decreased in satisfaction, it has decreased by 3.1 percentage points.



OVERALL SATISFACTION 49.3%

MAINTAINING BUILDING SAFETY

A home that is safe **76.9%**

RESPECTFUL & HELPFUL ENGAGEMENT

Listens and acts **43.9%**

Keeps me informed **53.3%**

Treats me fairly **60.7%**

EFFECTIVE HANDLING OF COMPLAINTS

Complaint handling **34.2%**

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

Communal areas **46.5%**

Neighbourhood contribution **41.8%**

ASB **39.3%**

Personal Circumstances **53.2%**

Trust **38.9%**

© TLF RESEARCH

WHO WE INTERVIEWED VS. POPULATION

299 Homeowners were interviewed overall

162 by telephone

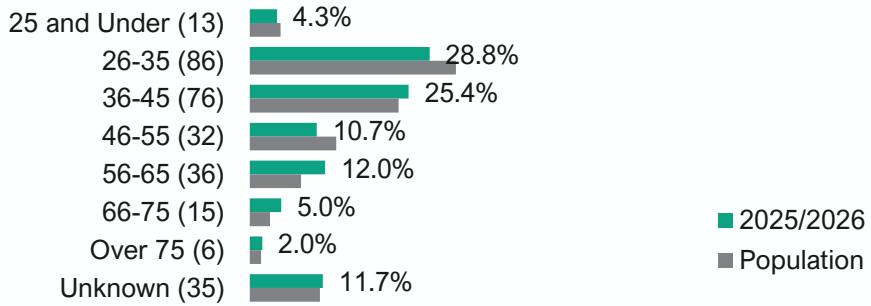
137 via web

267 surveys were completed in full

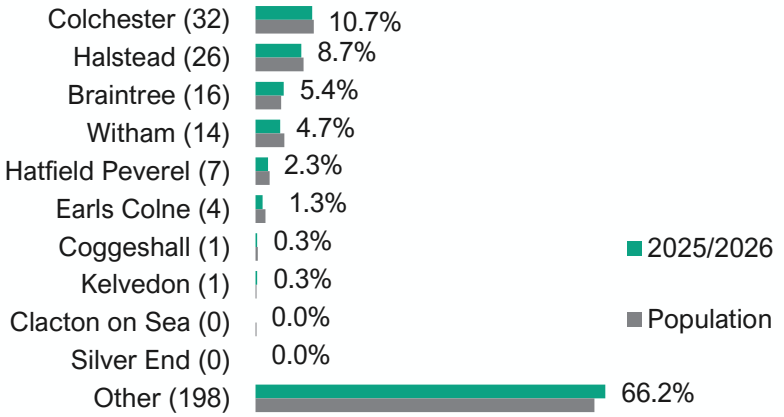
32 were partial completes

Sample is representative of shared owner population across all key demographics so no weightings are needed

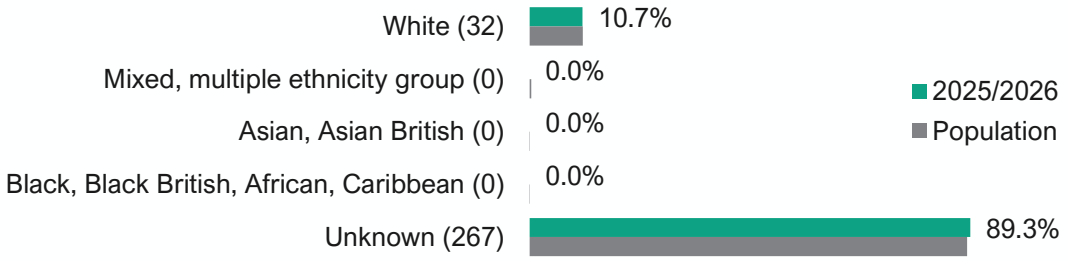
AGE GROUP



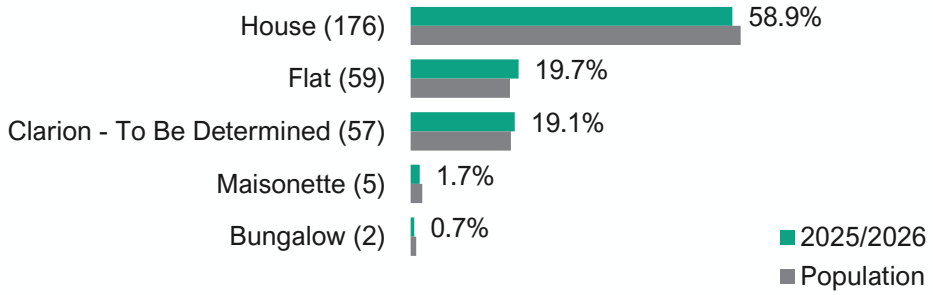
REGION



ETHNICITY



PROPERTY TYPE



Sample size shown in (). Population data is based on information provided on the database.

WHO WE INTERVIEWED VS. POPULATION

299 Homeowners were interviewed overall

162 by telephone

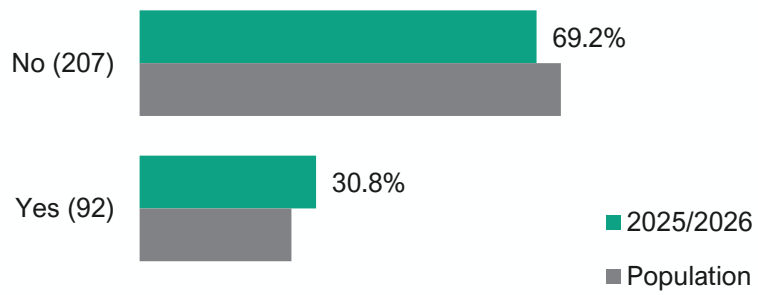
137 via web

267 surveys were completed in full

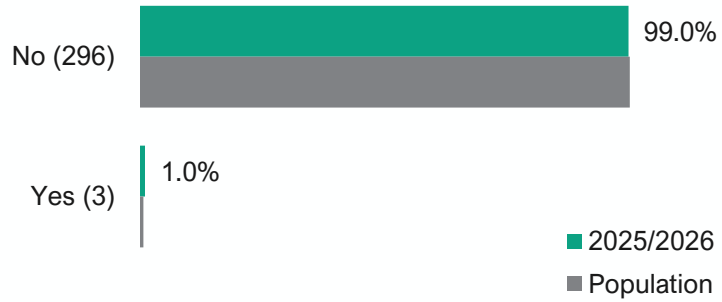
32 were partial completes

Sample is representative of shared owner population across all key demographics so no weightings are needed

MANAGED PROPERTY



DISABILITY



Sample size shown in (). Population data is based on information provided on the database.

© TLF RESEARCH