

# Tenant Satisfaction Measures (TSMs)

Reporting Period 1st January 2025 to 31st December 2025

This report sets out Flint Housing’s Tenant Satisfaction Measures (TSMs) results for the period 1 January 2025 to 31 December 2025. It explains how residents rated our services, how we performed against key management measures, and where we need to improve.

We have also compared our 2025 results with sector benchmarks for similar landlords to help residents understand where performance is strong and where further improvement is needed.

The Flint Housing Board have reviewed and approved these TSM results prior to publication.

## At a glance

What we did well	Where we need to improve
<ul style="list-style-type: none"> <li>• 100% gas, fire and water safety compliance</li> <li>• 100% of emergency and non-emergency repairs completed within target timescales</li> <li>• No homes failed the Decent Homes Standard</li> <li>• Combined satisfaction results above sector median in several key areas</li> </ul>	<ul style="list-style-type: none"> <li>• Satisfaction with repairs</li> <li>• Response times for complaints</li> <li>• Satisfaction that the home is safe</li> <li>• Positive contribution to neighbourhood</li> </ul>

The sections below explain our performance in more detail, what residents told us through the survey, and the actions we will take in response.

## About this report

The report includes tenant perception survey results and management information for 86 occupied homes during the reporting period, made up of 19 shared ownership homes and 67 rented homes.

As a small housing provider, we receive fewer survey responses than larger landlords, so a small number of responses can significantly affect percentage results and year-on-year comparisons. The perception survey findings should therefore be read in this context, particularly where response numbers are low.

Even so, every response provides valuable insight, and our Housing Management Provider, Pinnacle has followed up with residents who agreed to further contact to help address the issues raised.

## How we use resident feedback

Resident feedback plays an important role in shaping and improving services. Alongside the formal TSM survey, we gather insight through day-to-day contact with residents, transactional feedback, complaints, compliments, and engagement activities. Together,

these sources help us build a broader understanding of resident priorities and areas for improvement.

The perception survey findings highlight where services are performing well and where further improvement is needed. They have informed a service improvement action plan that Flint will take forward in collaboration with our housing management provider, residents, contractors, partners to improve the quality, safety, and responsiveness of our services.

### **Our 2025 performance**

Our 2025 results show several areas of strong performance. We achieved 100% compliance for gas, fire and water safety checks, completed all emergency and non-emergency repairs within target timescales, and reported all homes as meeting the Decent Homes Standard.

Resident perception results were mixed. The combined results were above the sector median for overall satisfaction, satisfaction with time taken to complete repairs, listening and acting, keeping residents informed, respectful treatment, complaints handling, communal areas and approach to anti-social behaviour.

However, combined results were below the sector median for satisfaction with repairs, satisfaction that the home is safe, and satisfaction that Flint makes a positive contribution to the neighbourhood.

Overall satisfaction, listening and acting, keeping residents informed, respectful treatment, complaints handling, communal areas and approach to anti-social behaviour were above the median but remained below the top quartile benchmark, and some shared owner results were based on a small number of responses.

There were also some areas where results were lower than we want them to be. One Stage 1 complaint was not responded to within target timescales, and lift safety checks were recorded at 0% for the year as Flint took practical completion of the development part way through the year; however, the first routine LOLER inspection was completed shortly after the year-end on 10 January 2026.

### **Detailed TSM results and management information**

The tables below set out Flint Housing's 2025 TSM results, compares them with 2024 results and, where available, sector median and top quartile benchmarks.

Perception survey response rates were 30% for rented residents and 21% for shared owners. As a small housing provider, we receive fewer survey responses than larger landlords, , notwithstanding that, all feedback no matter the number is important to us.

No responses were received from shared owners in relation to communal areas, and some shared owner measures are based on a small number of responses.

RAG rating key:

green = Top Quartile (TQ) or better

amber = above Median (Med) but below Top Quartile

red = below median.

Measures shown as N/A have not been colour rated.

Benchmark Source= RSH 2024 TSM 2024/25 benchmark

↑= trend arrow on previous year

### Tenant perception measures

Measure	2024 Rented (LCRA)	2024 Shared Owner (LCHO)	2025 Rented (LCRA)	↑ ↓	2025 Shared Owner (LCHO)	↑ ↓	Rented (LCRA) Med	Rented (LCRA) TQ	Shared Owner (LCHO) Med	Shared Owner (LCHO) TQ
TP01 Overall satisfaction	76%	55%	81%	▲	25%	▼	71%	78%	50%	58%
TP02 Satisfaction with repairs	82%	100%	70%	▼	N/A		72%	79%		
TP03 Time taken to complete repairs	64%	67%	70%	▲	N/A		67%	75%		
TP04 Home is well maintained	81%	64%	71%	▼	N/A		71%	78%		
TP05 Home is safe	95%	90%	76%	▼	75%	▼	77%	83%	71%	77%
TP06 Listens and acts	71%	67%	71%	▲	25%	▼	60%	68%	37%	44%
TP07 Kept informed	62%	55%	78%	▲	25%	▼	70%	76%	53%	61%
TP08 Fair and respectful	80%	73%	79%	▼	25%	▼	77%	83%	59%	67%
TP09 Complaints handling	60%	50%	57%	▼	0%	▼	35%	41%	19%	25%
TP10 Communal areas	N/A	N/A	75%	▼	N/A		65%	72%	46%	51%
TP11 Positive contribution to neighbourhood	70%	70%	61%	▼	50%	▼	63%	70%	39%	46%
TP12 Approach to ASB	80%	N/A	69%	▼	33%		58%	65%	37%	43%

Management information measures				
Measure	2024	2025	Median	Top quartile
RP01 Homes that do not meet the Decent Homes Standard	0%	0%	0.5%	0%
RP02 Non-emergency repairs completed within target timescale	N/A	100%	81%	89%
RP02 Emergency repairs completed within target timescale	N/A	100%	95%	99%
BS01 Gas safety checks	100%	100%	99.9%	100%
BS02 Fire safety checks	N/A	100%	100%	100%
BS03 Asbestos safety checks	N/A	N/A	100%	100%
BS04 Water safety checks	N/A	100%	100%	100%
BS05 Lift safety checks	N/A	0%	100%	100%
CH01 Stage 1 complaints relative to landlord size (per 1000 units)	0	Rented:0 shared owner:105	42.5	24.4
CH01 Stage 2 complaints relative to landlord size (per 1000 units)	0	0	5.7	3.2
CH02 Stage 1 complaints responded to within timescale	N/A	50%	82%	93%
CH02 Stage 2 complaints responded to within timescale	N/A	N/A	84%	98%
NM01 Anti-social behaviour cases relative to landlord size	22.7	23.2 (combined)	35.5	20.7
NM01 Anti-social behaviour cases involving hate incidents relative to landlord size	0	0	0.6	0.2

#### Explanatory notes:

- Measures shown as N/A relate to areas where the measure is not applicable to the relevant tenure or where there were no applicable cases during the reporting period.
- Asbestos safety checks are not applicable because the homes are newly built and contain no asbestos.
- The lift safety result was recorded as 0% for the reporting year because Flint took practical completion of North Kensington Gate on 11 August 2025 and the first routine LOLER inspection under the appointed block managing agent was completed on 10 January 2026, shortly after the year end.
- One Stage 1 complaint was not responded to within target timescale; appropriate redress was offered and lessons learned were implemented by the housing management provider.

#### What residents told us

Residents told us that safety, respectful treatment, repairs and communication matter most. Feedback shows that many residents feel positive about overall service, communication, being listened to and treated with respect.

Some residents also expressed that they want clearer communication and more confidence that concerns will be handled promptly.

### Our improvement plan

The table below summarises the five key areas we will focus on to improve services in response to our 2025 TSM results and wider resident feedback.

Area for improvement	TSM measure	Action	Team	Target date
Improve complaints handling and response times	TP09 / CH02	Strengthen complaint monitoring, improve oversight of response deadlines, and ensure learning from complaints is tracked and embedded in service delivery.	Flint and housing management provider	2026/27
Improve customer response to repairs and defects	TP02/ TP03	Provide clear repairs and defects pathways to residents from first report to resolution.	Flint, Developer and Employee's Agent Partners, and housing management provider	2026/27
Increase confidence that resident feedback leads to action	TP06	Provide clearer feedback to residents on what we have heard, what actions we are taking, and what improvements have been made as a result of resident insight.	Flint and housing management provider	2026/27
Improve resident communications	TP07	Review how and when we communicate with residents so information is timely, clear and relevant, including updates on repairs, complaints and service changes.	Flint and housing management provider	2026/27
Maintain strong building safety compliance	BS01-BS05	Sustain 100% compliance across all applicable safety checks and ensure the full lift inspection cycle is completed and reported within the next reporting year.	Flint, managing agent and specialist contractors	Ongoing

We will continue to use TSM results, resident feedback, and management performance data to drive ongoing service improvement, ensuring that the voices and experiences of those living in our homes directly inform decision-making and service delivery.

### Survey questions for rental residents

TSM	Question
TP01	1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pinnacle on behalf of Flint Housing?
Sentiment	2. Please describe your specific experiences that have shaped your view of your landlord's service.
TP02	3. The next set of questions are about repairs, which could be repairs carried out by a Pinnacle operative or completed by a contractor on Flint Housing's behalf. Has your landlord carried out a repair to your home in the last 12 months?
TP02	4. How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?
TP03	5. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
Sentiment	6. Tell us more about your experience with the repairs service over the last 12 months.
TP04	7. How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?
TP05	8. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?
TP06	9. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?
TP07	10. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?
TP08	11. To what extent do you agree or disagree with the statement: "My landlord treats me fairly and with respect"?
Sentiment	12. Describe your experience with the customer service and communications you receive.
TP09	13. Have you made a complaint to your landlord in the last 12 months?
TP09	14. How satisfied or dissatisfied are you with your landlord's approach to complaints handling?
TP10	15. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?
TP10	16. How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?
Sentiment	17. Share your views on your landlord's contribution to your home and the cleanliness and maintenance of communal areas.
TP11	18. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?
TP12	19. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

### Survey questions for shared owners

TSM	Question
TP01	1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pinnacle on behalf of Flint Housing?
Sentiment	2. Please describe your specific experiences that have shaped your view of your landlord's service.

TSM	Question
TP05	3. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?
TP06	4. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?
TP07	5. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?
TP08	6. To what extent do you agree or disagree with the statement: "My landlord treats me fairly and with respect"?
Sentiment	7. Describe your experience with the customer service and communications you receive.
TP09	8. Have you made a complaint to your landlord in the last 12 months?
TP09	9. How satisfied or dissatisfied are you with your landlord's approach to complaints handling?
TP10	10. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?
TP10	11. How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?
Sentiment	12. Share your views on your landlord's contribution to your home and the cleanliness and maintenance of communal areas.
TP11	13. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?
TP12	14. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?
TP02	15. The next set of questions are about defects completed by a contractor on Flint Housing's behalf. Have you reported a defect in the last 12 months?
TP02	16. How satisfied or dissatisfied are you with the overall service provided in relation to defects in the last 12 months?
TP03	17. How satisfied or dissatisfied are you with the time taken to complete your most recent defect after you reported it?
Sentiment	18. Tell us more about your experience with the defects service over the last 12 months.

### Management information notes

Our management information TSMs have been compiled and validated using internal and external housing management records.

Measures shown as N/A relate to areas where the measure is not applicable to the relevant tenure or where there were no applicable cases during the reporting period.