

At PCHA we are committed to providing excellent homes and services to residents and helping to build strong and sustainable communities where people can thrive. We want to be open and transparent about our performance. This annual report sets out our Tenant Satisfaction Measures for 2025–26.

Background

In 2020, the government published The Charter for Social Housing Residents white paper, which set out some significant changes to the role of the Regulator of Social Housing (RSH). The resulting Social Housing Regulation Act came into force in 2024.

This introduced a more proactive regulatory regime and, as a result, the RSH set out its new consumer standards for social housing landlords, designed to protect residents and improve the services they receive.

Under the standards landlords need to:

- ♦ ensure residents are safe in their homes
- ♦ listen to residents' complaints and respond promptly to put things right
- ♦ be accountable to residents and treat them with fairness and respect
- ♦ know more about the condition of every home and the needs of the people who live in them
- ♦ collect and use data effectively across a range of areas, including repairs.

For the Regulator to enforce these standards they introduced a set of tenant satisfaction measures (TSMs) for the RSH to assess the performance of housing associations like PCHA.

These TSMs are intended to:

- ♦ make a meaningful difference to residents
- ♦ be possible for landlords to carry out
- ♦ be something the RSH can regulate.

To achieve this, the tenant satisfaction measures are designed to be relevant, accurate, responsive and deliverable.

The TSMs came into force from April 2024, with all social landlords being required to publish their TSM data annually.

All social landlords are responsible for running tenant perception surveys to collect data for the tenant satisfaction measures TP01–TP12. Smaller landlords, with fewer than 1,000 homes, have the option of running this every year or every two years. However, we have chosen to do this annually.

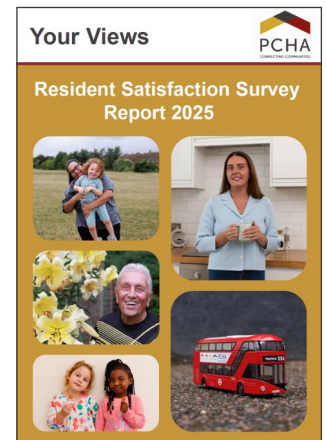
Tenant Satisfaction Measures 25/26

Code	Description	25-26 Annual TSM	Comments
Overall Satisfaction			
TP01	Overall satisfaction	87%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
Keeping properties in good repair			
TP02	Satisfaction with repairs	86%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
TP03	Satisfaction with time taken to complete most recent repair	84%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
TP04	Satisfaction that the home is well maintained	92%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
RP01	Homes that do not meet the Decent Homes Standard	0%	
RP02	Repairs completed within target timescale	94%	PCHA owned stock only
Maintaining building safety			
TP05	Satisfaction that the home is safe	88%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
BS01	Gas safety checks	99.8%	
BS02	Fire safety checks	100%	
BS03	Asbestos safety checks	100%	
BS04	Water safety checks	100%	
BS05	Lift safety checks	50%	

Respectful and helpful engagement			
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	75%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	87%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
TP08	Agreement that the landlord treats tenants fairly and with respect	83%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
Effective handling of complaints			
TP09	Satisfaction with the landlord's approach to handling complaints	43%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
CH01	Complaints relative to the size of the landlord (per 1000 homes) - Stage 1 and 2 complaints	66	
CH02	Complaints responded to within Complaint Handling Code timescales	100%	
Responsible neighbourhood management			
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	80%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	79%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	63%	Resident Satisfaction Survey 2025 (PCHA owned stock only)
NM01	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)	23	

All the perception measures here are taken from our Resident Satisfaction Survey published in November 2025. (Due to TSM reporting guidelines, we have only included the PCHA-owned properties for the perception measure TSMs, whereas the full Resident Satisfaction Survey results include both owned properties and those we manage on behalf of the London Borough of Bromley.)

In response to the Resident Satisfaction Survey feedback, here are some of the steps we are taking to improve our services:



- Training our staff on customer service, communication, and accurate repair logging
- Establishing a contractor portal to improve our repairs service
- Improving the information we request from residents when raising a repair
- Making it easier for residents to report repairs via our resident portal
- Updating information provided in communal areas to clarify cleaning and maintenance responsibilities
- Reviewing our anti-social behaviour policy
- Clarifying what anti-social behaviour is and what residents can do if they are affected
- Providing cost-of-living support information on noticeboards in communal areas
- Delivering more community drop-in events.

We are committed to tackling each theme raised and will continue to strive to make improvements in all areas. We always welcome resident feedback, so please get in touch with any ideas about how we can improve.

Further information

If you would like more information or to discuss the TSMs with us please contact one of our team by phone on **0208 659 3055** or email housing@pcha.co.uk.