

Tenant Satisfaction Measures

2025/26 comparison report

Shropshire Towns and Rural Housing

About this report

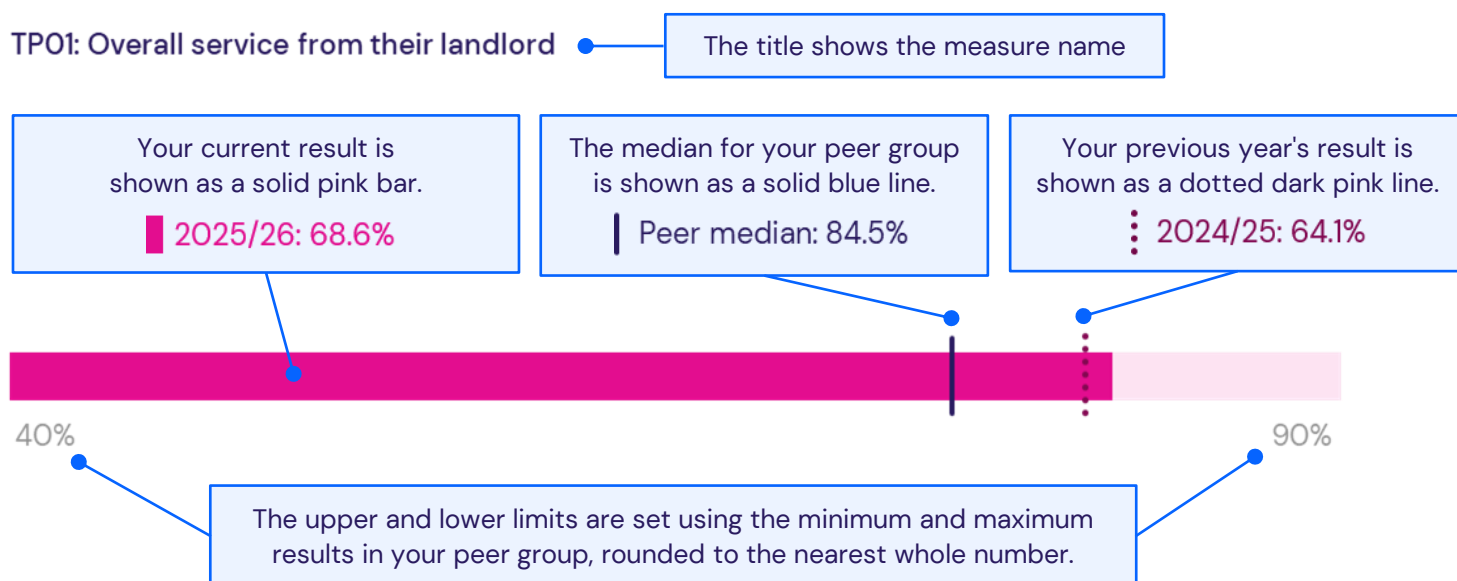
Since TSMs became part of the regulatory landscape in April 2024, the sector has been using Housemark data to understand the complex relationship between services and how they are perceived by tenants.

This report is exclusive to participating landlords and shows how your organisation compares to the rest of England and a peer group of similar organisations. We have provided results for low-cost rental accommodation in all reports, alongside low-cost home ownership figures for landlords reporting this information.

Our first-look analysis report included TSM results from 223 landlords submitting data for the period April 2025 to March 2026. The data collection was based on the Regulator of Social Housing's definitions set out in the TSM Technical Guidance document. Please note that this report includes datasets submitted after the deadline for our initial analysis report and so national medians may be slightly different than in our first-look analysis.

Interpreting your comparison charts

The charts in this report compare your performance against the previous year as well as the median results for your peer group. The example below shows how to interpret these charts. In this example, the landlord's overall perception result for 2025/26 improved compared with 2024/25, positioning them above the median for their peer group.



Quartiles

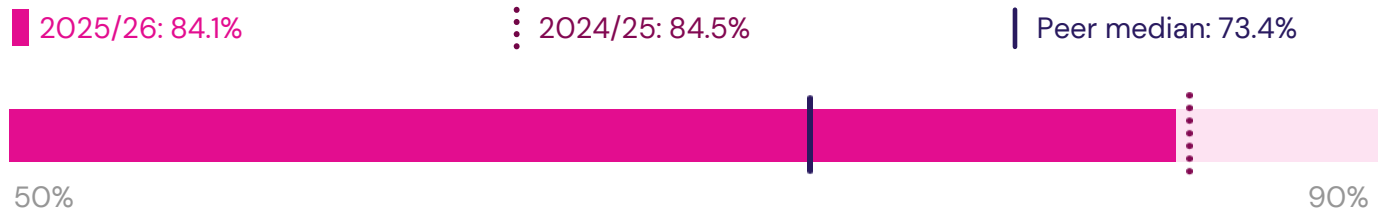
Quartile results for the sector and your peer group are presented in this report to indicate how your organisation compares to the other participants. These have been calculated using polarity with Quartile 1 representing the best performance. Results are only calculated if six or more organisations have submitted data for that particular measure.

If you have any questions about this report or other benchmarking opportunities, please get in touch at data@housemark.co.uk.

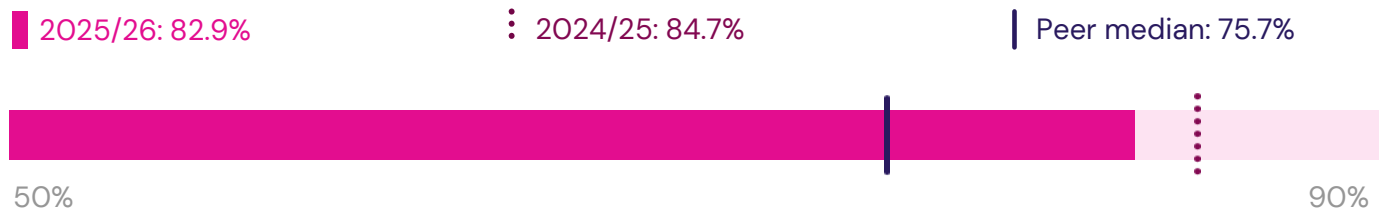
Tenant perceptions (LCRA)

Peer group: LAs & ALMOs <15k (excl London)

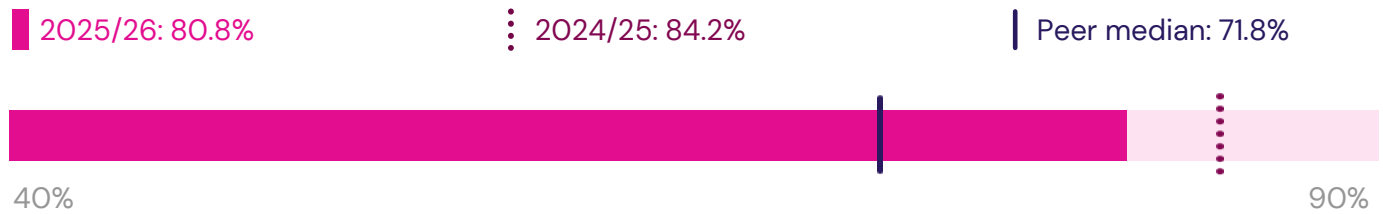
TPO1: Overall service from their landlord



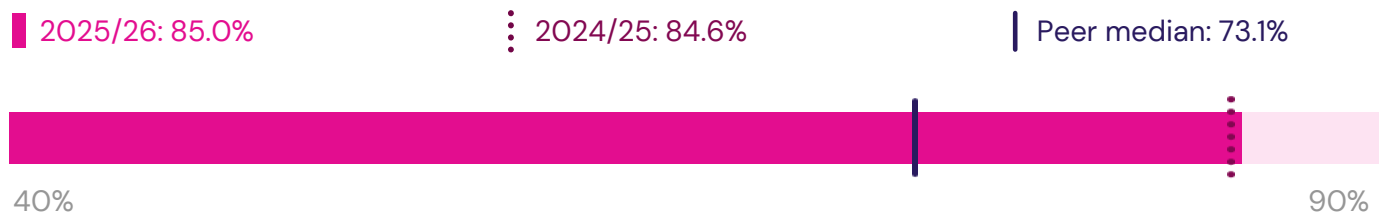
TPO2: Overall repairs service



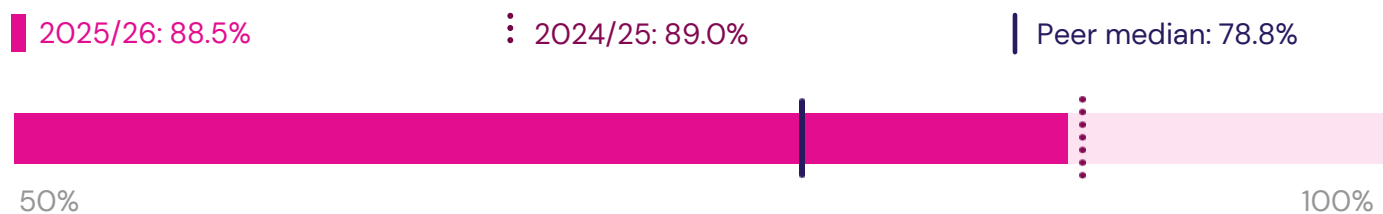
TPO3: Time taken to complete their most recent repair



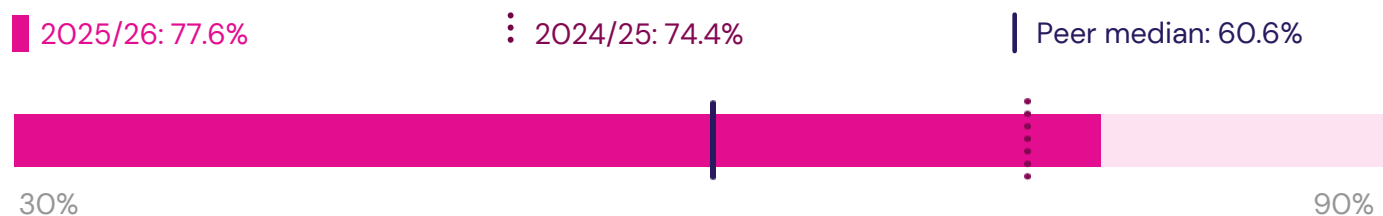
TPO4: Home is well maintained



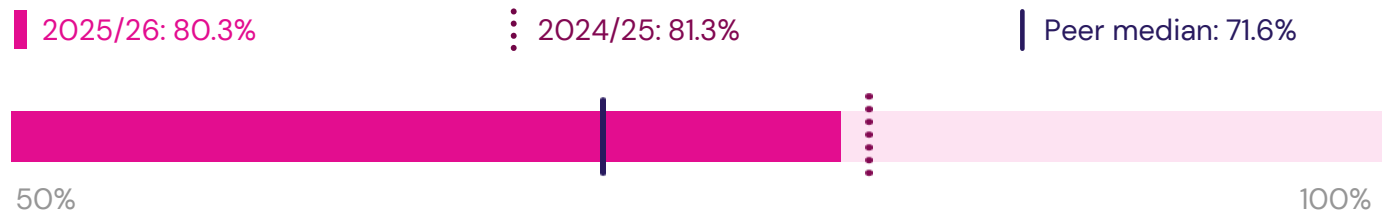
TPO5: Home is safe



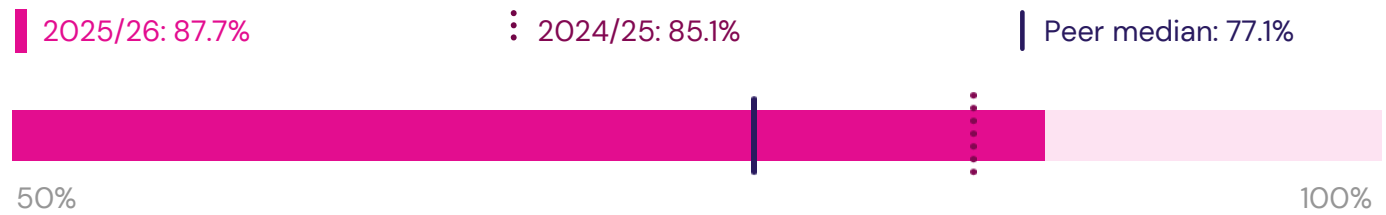
TPO6: Landlord listens to tenant views and acts upon them



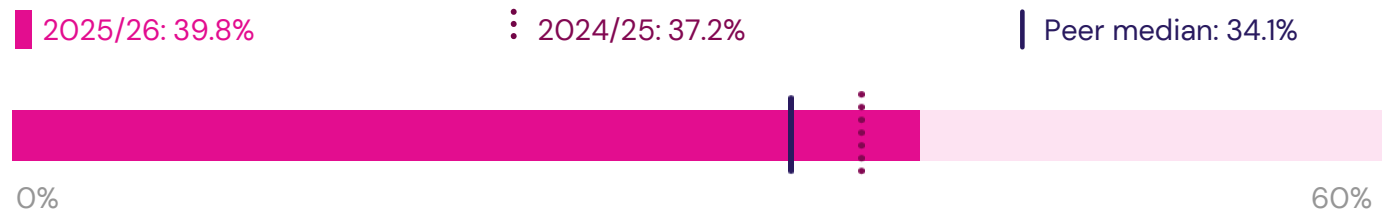
TP07: Landlord keeps them informed about things that matter to them



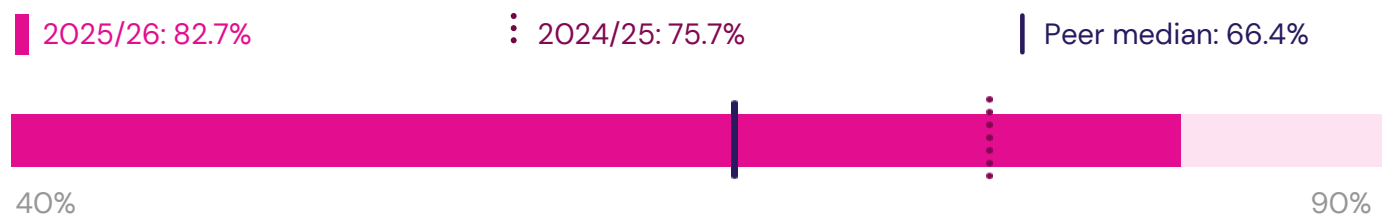
TP08: Landlord treats them fairly and with respect



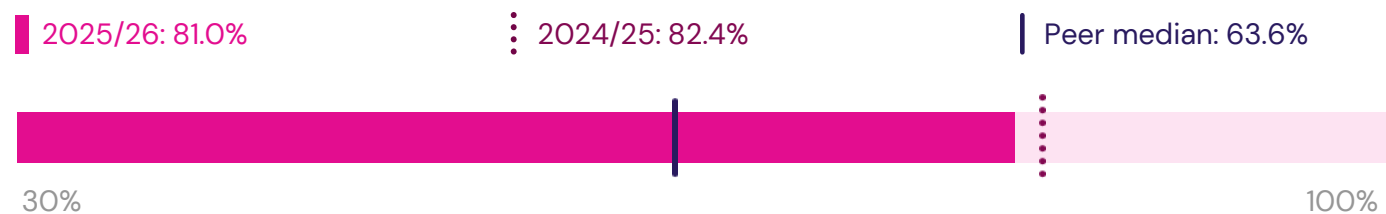
TP09: Landlord's approach to complaints handling



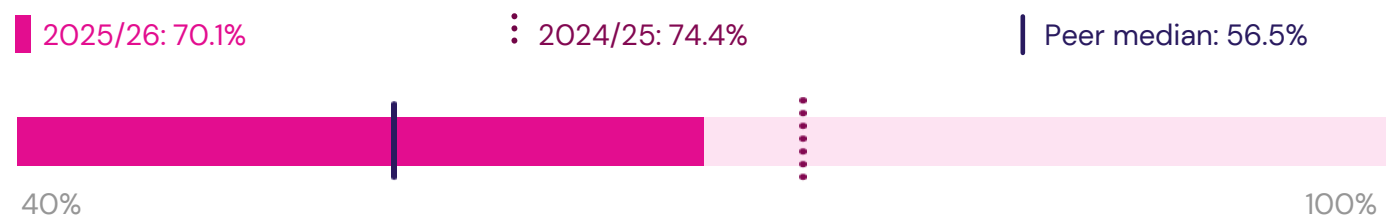
TP10: Landlord keeps communal areas clean and well maintained



TP11: Landlord makes a positive contribution to the neighbourhood

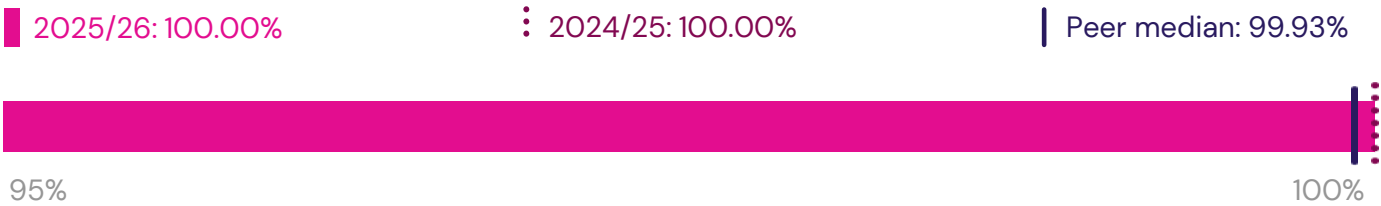


TP12: Landlord's approach to handling anti-social behaviour

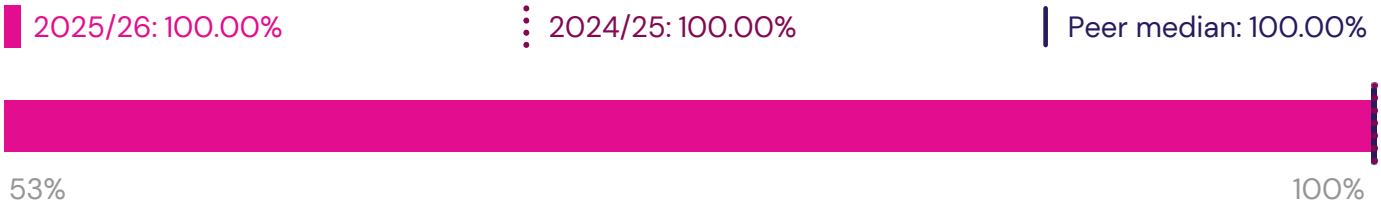


Building safety

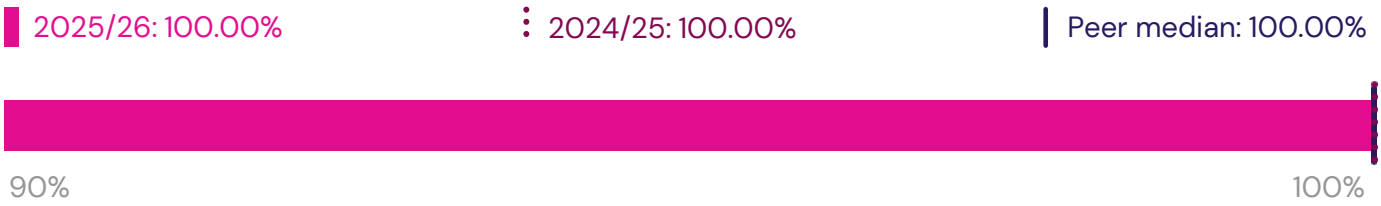
BS01: Homes for which all required gas safety checks have been carried out



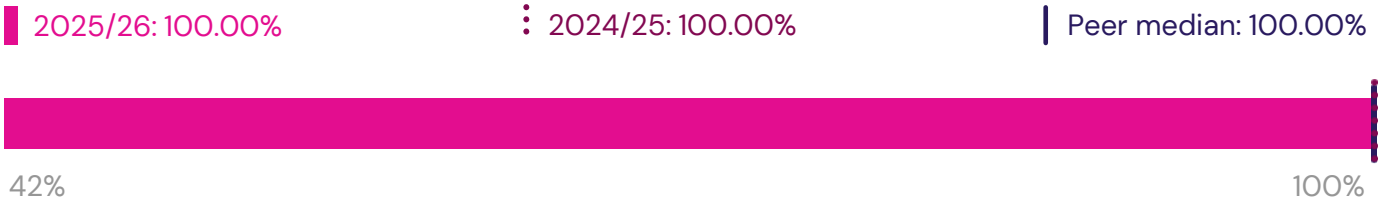
BS02: Homes for which all required fire risk assessments have been carried out



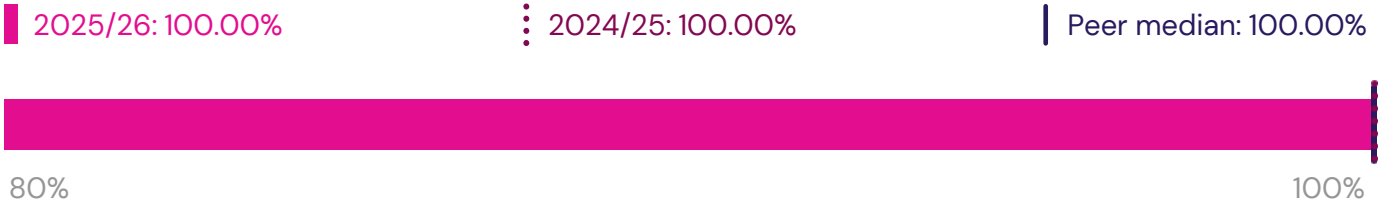
BS03: Homes for which all required asbestos management surveys or re-inspections have been carried out



BS04: Homes for which all required legionella risk assessments have been carried out

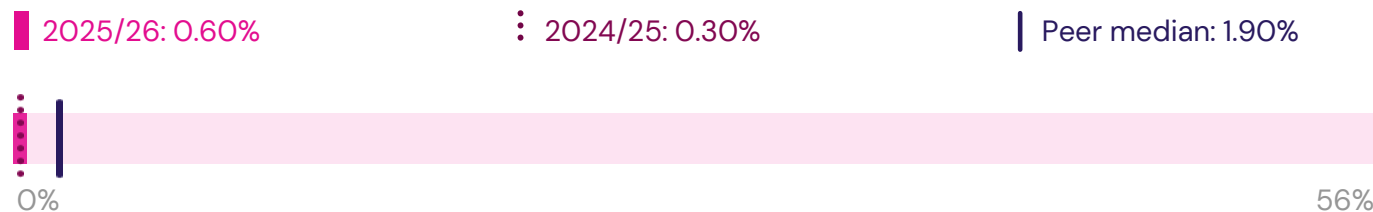


BS05: Homes for which all required communal passenger lift safety checks have been carried out

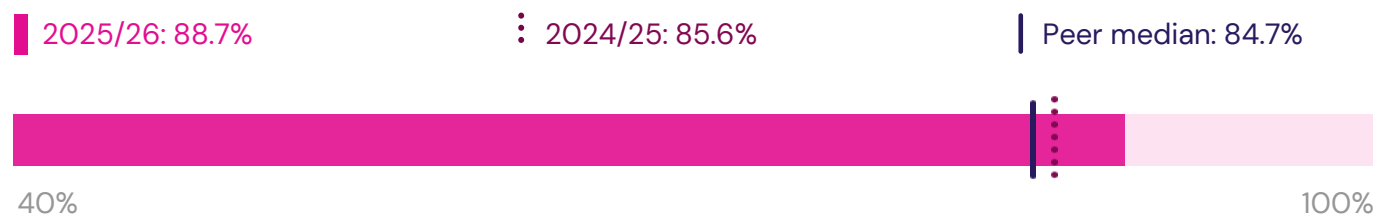


Responsive repairs

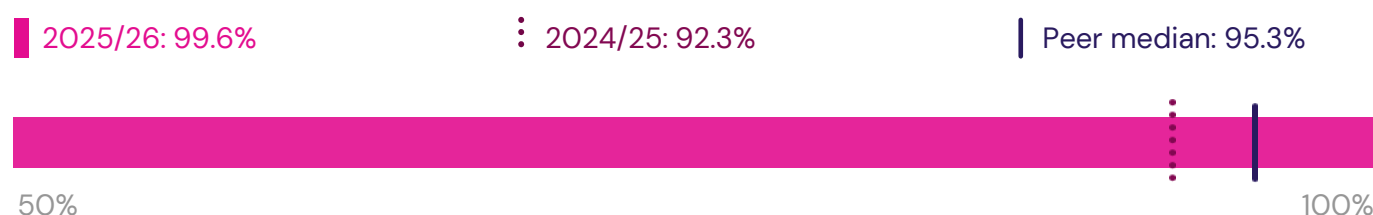
RPO1: Proportion of homes that do not meet the Decent Homes Standard



RPO2 (1): Non-emergency responsive repairs completed within target timescale

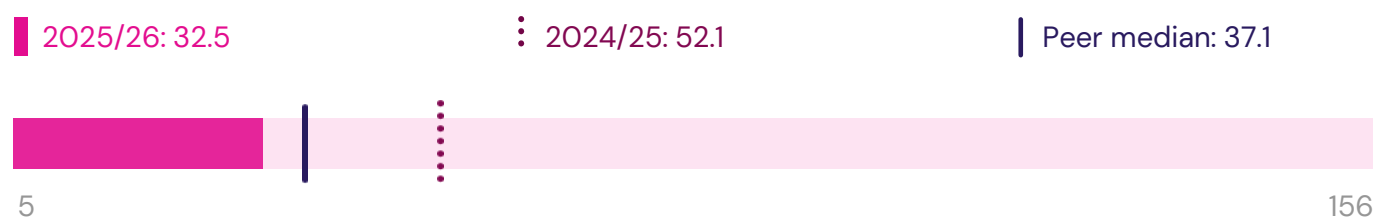


RPO2 (2): Emergency repairs completed within target timescale

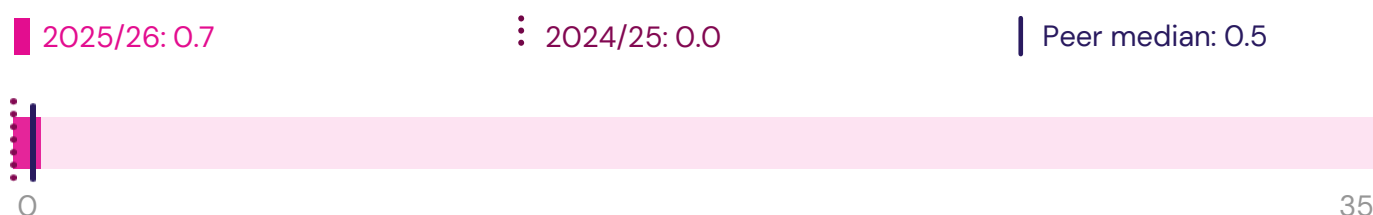


Neighbourhood management

NMO1: Number of ASB cases, opened per 1,000 homes

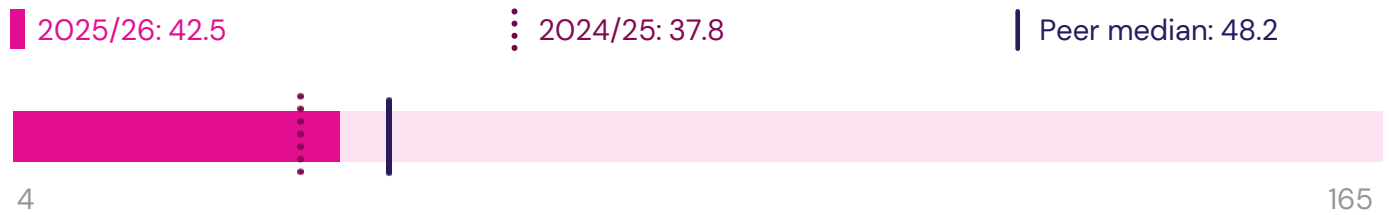


NMO2: Number of ASB cases that involve hate incidents opened per 1,000 homes

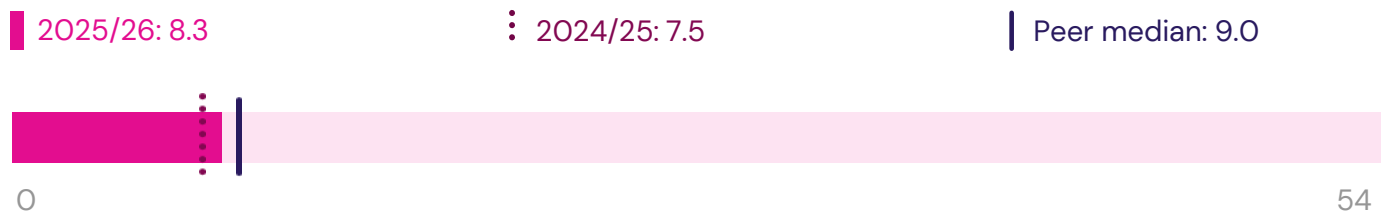


Complaints (LCRA)

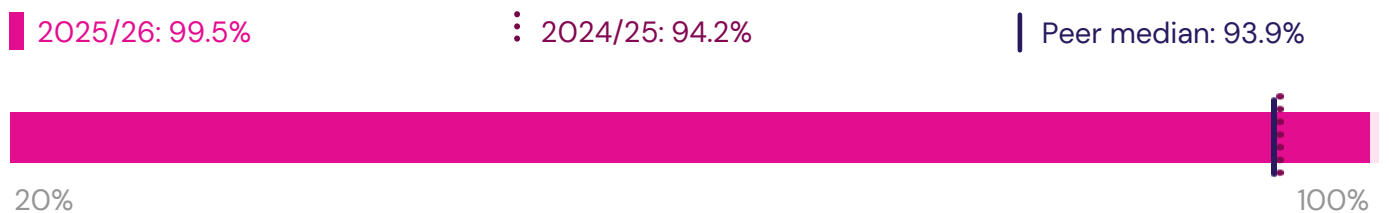
CH01 (1): Number of stage one complaints received per 1,000 homes



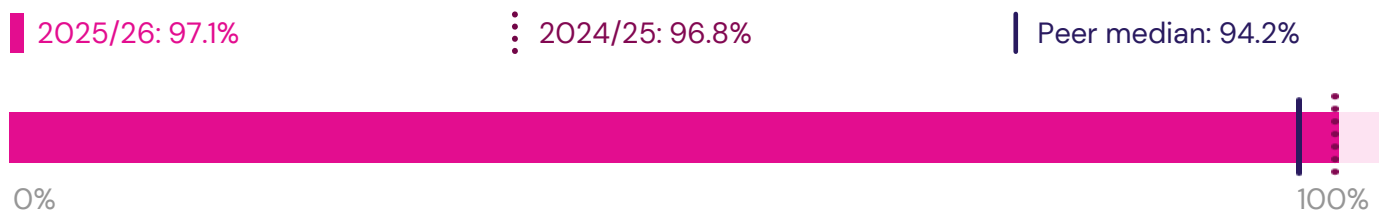
CH01 (2): Number of stage two complaints received per 1,000 homes



CH02 (1): Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales



CH02 (2): Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales



Detailed results

Perceptions (LCRA)	England			LAs & ALMOs <15k (excl London)			Your result	
	Quartile 3	Median	Quartile 1	Quartile 3	Median	Quartile 1	2025/26	2024/25
TPO1: Overall service from their landlord	68.0%	74.0%	80.0%	68.1%	73.4%	78.0%	84.1%	84.5%
TPO2: Overall repairs service	70.0%	76.0%	82.3%	70.8%	75.7%	79.8%	82.9%	84.7%
TPO3: Time taken to complete their most recent repair	66.7%	72.7%	80.0%	67.0%	71.8%	77.8%	80.8%	84.2%
TPO4: Home is well maintained	68.6%	74.0%	80.4%	68.6%	73.1%	77.0%	85.0%	84.6%
TPO5: Home is safe	74.2%	79.1%	84.9%	74.1%	78.8%	81.9%	88.5%	89.0%
TPO6: Landlord listens to tenant views and acts upon them	58.0%	63.4%	70.3%	55.8%	60.6%	66.0%	77.6%	74.4%
TPO7: Landlord keeps them informed about things that matter to them	68.9%	73.7%	80.0%	66.2%	71.6%	75.0%	80.3%	81.3%
TPO8: Landlord treats them fairly and with respect	75.0%	79.0%	85.4%	74.0%	77.1%	80.7%	87.7%	85.1%
TPO9: Landlord's approach to complaints handling	31.1%	36.5%	45.0%	30.6%	34.1%	38.7%	39.8%	37.2%
TP10: Landlord keeps communal areas clean and well maintained	64.0%	69.6%	75.7%	61.3%	66.4%	71.9%	82.7%	75.7%
TP11: Landlord makes a positive contribution to the neighbourhood	61.2%	67.1%	74.7%	58.5%	63.6%	68.2%	81.0%	82.4%
TP12: Landlord's approach to handling ASB	55.8%	60.1%	69.0%	53.0%	56.5%	60.0%	70.1%	74.4%

Percentage of landlords using each survey method	England	Peers	Your result
Telephone	91.9%	83.6%	100.0%
Internet	54.5%	71.2%	0.0%
Face to face	15.3%	5.5%	0.0%
Postal	26.0%	42.5%	0.0%
Other methods	9.4%	6.8%	0.0%

	England		LAs & ALMOs <15k (excl London)		Your result	
	Median	Fully compliant	Median	Fully compliant	2025/26	2024/25
Building safety						
BS01: Proportion of homes for which all required gas safety checks have been carried out	99.94%	41.1%	99.93%	35.5%	100.00%	100.00%
BS02: Proportion of homes for which all required fire risk assessments have been carried out	100.00%	77.6%	100.00%	91.3%	100.00%	100.00%
BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100.00%	77.3%	100.00%	82.9%	100.00%	100.00%
BS04: Proportion of homes for which all required legionella risk assessments have been carried out	100.00%	80.8%	100.00%	90.0%	100.00%	100.00%
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.00%	74.5%	100.00%	86.8%	100.00%	100.00%
Responsive repairs						
RP01: Proportion of homes that do not meet the Decent Homes Standard	0.80%	21.9%	1.90%	12.1%	0.60%	0.30%

	England			LAs & ALMOs <15k (excl London)			Your result	
Responsive repairs	Quartile 3	Median	Quartile 1	Quartile 3	Median	Quartile 1	2025/26	2024/25
RPO1: Proportion of homes that do not meet the Decent Homes Standard	3.28%	0.80%	0.02%	5.24%	1.90%	0.54%	0.60%	0.30%
RPO2 (1): Non-emergency repairs completed within target timescale	77.6%	85.2%	91.0%	76.0%	84.7%	90.3%	88.7%	85.6%
RPO2 (2): Emergency repairs completed within target timescale	91.4%	95.7%	98.9%	91.5%	95.3%	98.8%	99.6%	92.3%
Neighbourhood management								
NMO1 (1): ASB cases, opened per 1,000 homes	56.5	36.1	24.9	63.8	37.1	26.7	32.5	52.1
NMO1 (1): ASB cases that involve hate incidents opened per 1,000 homes	1.3	0.7	0.3	0.9	0.5	0.2	0.7	0.0
Complaints (LCRA)								
CH01 (1): Number of stage 1 complaints received per 1,000 homes	79.8	56.9	40.3	62.5	48.2	35.8	42.5	37.8
CH01 (2): Number of stage 2 complaints received per 1,000 homes	19.8	12.2	7.2	14.2	9.0	5.8	8.3	7.5
CH02 (1): Stage 1 complaints responded to within the Handling Code timescales	83.1%	94.0%	98.7%	84.0%	93.9%	98.3%	99.5%	94.2%
CH02 (2): Stage 2 complaints responded to within the Handling Code timescales	78.7%	93.6%	100.0%	78.2%	94.2%	99.8%	97.1%	96.8%



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