

Tenant Satisfaction Measures 2025-2026

What our
customers told
us in our annual
TSM satisfaction
survey, and
what we're
doing about it.



Introduction from our Executive Director

Welcome to our third Tenant Satisfaction Measures (TSM) report, showing how we performed in 2025/26.

TSMs are a key way for us and our customers to understand how we're performing. They show where we're meeting our customers expectations, where we need to do better and how their feedback is helping us to improve.

At Livv, our customers experiences and feedback play a key role in shaping how we deliver and improve our services. By combining what they tell us with our performance data, TSMs give a clear and honest picture of how we're doing and help us to focus our efforts on the areas that matter most to our customers.

Since the TSM's were first introduced three years ago, many of our customers have shared their views. We've listened carefully and made changes based on what we've been told. This year, it's encouraging to see that because of the insight customers have shared with us and the action we've taken, 11 out of 12 customer perception measures have improved. This demonstrates the difference we can make when we work together.

We know that behind our TSM scores are real customer experiences, and that we don't always get

this right. While we've made progress, we know there are still areas where we need to be more consistent – particularly in repairs. This report sets out some of the improvements we've made and where further progress is needed.

Responding to our TSM survey is an important way customers can have their say and hold us to account, but it's not the only one. Feedback through surveys, complaints, or day-to-day conversations with our colleagues helps us to better understand their needs, experiences and priorities.

Thank you to everyone who has taken the time to give us feedback. We want to keep the conversation going and hear from as many customers as possible, so we can continue to work together to shape the services our customers receive and our homes and communities.

For us, success isn't about numbers. It's about being a landlord that our customers can trust – providing homes that are safe and well-maintained, delivering consistent services, and supporting our customers and communities thrive.

Lisa Olsen
Executive Director
– Customer Insight

What are Tenant Satisfaction Measures?

In April 2024, the Regulator of Social Housing introduced new measures that social housing providers, such as Livv, must report against. These are Tenant Satisfaction Measures (TSMs), and are used to help us, our Board, our customers and the Regulator understand how we're performing.

As well as overall satisfaction, the TSMs are grouped into five themes, which are:



**Keeping
properties in
good repair**



**Maintaining
building safety**



**Respectful
and helpful
engagement**



**Effective
handling of
complaints**



**Responsible
neighbourhood
management**

This report will delve deeper into how we're performing against each TSM theme and show how we're continually working to improve the services and support our customers receive.

"Always great
service."

Livv Customer



How we measure our performance

There are 22 different Tenant Satisfaction Measures. 10 are based on information we hold about how we manage our homes and the services we provide (management information measures) and 12 are based on our customers views (perception measures).

What we do	What you've told us
Data and information we have about how we managed our homes and services between 1 April 2025 – 31 March 2026	Percentage of our customers who've said they were satisfied with their experiences of Livv
Overall satisfaction	
	Overall satisfaction
Keeping properties in good repair	
- Homes that do not meet the Decent Homes Standard - Repairs completed within the target timescale	- Satisfaction with repairs - Satisfaction with the time taken to complete the most recent repair - Satisfaction that the home is well maintained
Maintaining building safety	
- Gas safety checks - Fire safety checks - Asbestos safety checks - Water safety checks - Lift safety checks	Satisfaction that the home is safe

What we do	What you've told us
Respectful and helpful engagement	
	• Satisfaction that the landlord listens to tenant views and acts upon them • Satisfaction that the landlord keeps tenants informed about things that matter to them • Agreement that the landlord treats tenants fairly and with respect
Effective handling of complaints	
• Complaints relative to the size of the landlord • Complaints responded to within Complaint Handling Code timescales	• Satisfaction with the landlord's approach to handling complaints
Responsible neighbourhood management	
• Anti-social behaviour cases (relative to the size of the landlord)	• Satisfaction that the landlord keeps communal areas clean and well maintained • Satisfaction that the landlord makes a positive contribution to neighbourhoods • Satisfaction with the landlord's approach to handling anti-social behaviour

"When I report repairs, the team are friendly and have a good attitude on the phone – they don't get enough praise."

Livv Customer

"Every time I ring up to ask a question, they always answer perfectly."

Livv Customer

A photograph of a family in a garden. A young girl with blonde hair is sitting on a large pink ball with a cartoon face. A man in a dark sweater is crouching behind her, smiling. A woman in a pink sweater is leaning forward, also smiling. In the background, there is a green and blue plastic playhouse and a wooden fence.

"If I have a repair, I ring up and they're there within a week at most. When my boiler went, they put a brand new one in. When my shower stopped working, they were here and had it all fixed within the hour."

Livv Customer

"The girls on the phone are polite and helpful."

Livv Customer

Overall satisfaction

70.3%

We're pleased to see overall satisfaction rise 1% since last year – the second year in a row we've seen this measure improve. This reflects an increase in 11 out of 12 customer perception measures.



We asked our satisfied customers what they think we do well and they said:



Speed of handling queries and repairs



Our colleagues and customer service



Getting the job done

We also asked our dissatisfied customers what they think we can improve on and they said:



Length of time to complete repairs



Maintenance of communal areas



Quality of repairs and contractors

These themes remain consistent with last year reinforcing that they are the areas that matter most. We've already made a number of improvements over the past year and will continue to focus on these areas so our customers receive quality, reliable services that meet their needs.

The two things that have the biggest impact on overall satisfaction are:



That we listen and act



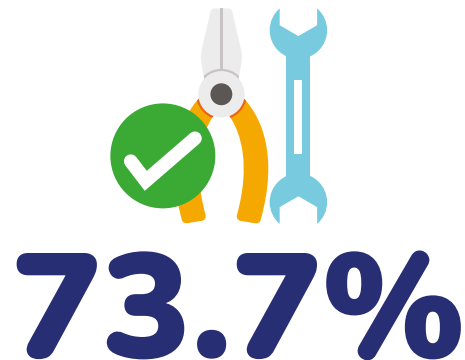
Well maintained homes

Keeping Properties in Good Repair

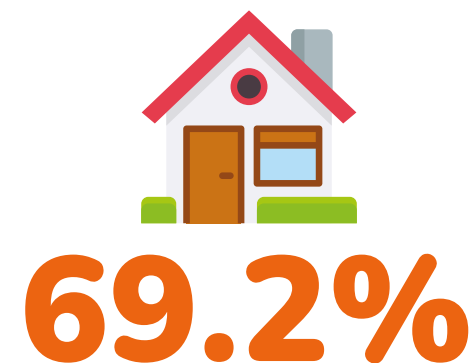
To understand how we're keeping our homes well maintained and in good repair, we asked customers how satisfied they were with our repairs and maintenance services, which showed:



Satisfaction with our Repairs Service (TP02)



Satisfaction with time taken to complete most recent repair (TP03)

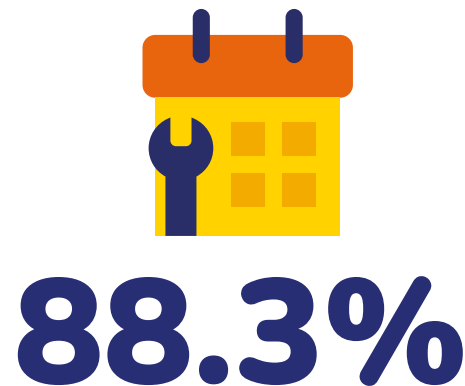


Satisfaction that the home is well maintained (TP04)

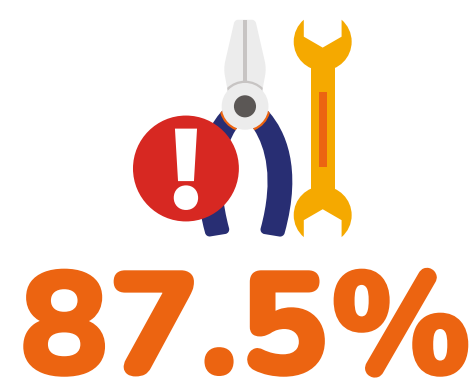
We also record the following management information:



Homes that do not meet the Decent Homes Standard (RP01)



Non-emergency repairs completed within target timescales of 28 or 56 calendar days (RP02.1)



Emergency repairs completed within target timescale of 24 hours (RP02.2)

Improvements we've made this year

- Reduced the number of repairs we have outstanding and increased the numbers of repairs completed within our target timescales
- Strengthened how we manage subcontracted repairs by using customer satisfaction scores and complaints information to address any service failures and agree service improvements
- Worked with our customer scrutiny panel – the QuIP – to review customers' experiences of our repairs service, from when a repair is reported right through to when it's completed, to identify areas for improvement

Our next steps

- We recently carried out a review of our customers' experience of our repairs service, which looked at the process from start to finish. We're currently working on implementing a number of improvements and will:
 - improve how we identify and record repair issues when reported, so more can be fixed on our first visit
 - improve how we book repairs, making sure appointments are convenient for customers and agreed with you in advance
 - improve communication at all stages of a repair so you always know what's happening and when

"Livv doesn't come and carry out the repair I've asked them to do. I never hear back from them when they do visit."

Livv Customer

"I'm satisfied with what they do and when they come out they are nice people."

Livv Customer

"They come out so quickly when there's a problem!"

Livv Customer

Our Quality and Improvement Panel – or QuIP for short – is a group of Livv customers who scrutinise our services and help us prioritise improvements. They conduct two in-depth reviews of our services each year and choose the focus of each based on what's important to our customers. They then report their findings and recommendations directly to our Board.

Maintaining Building Safety

To make sure our homes are safe and exceed all current health and safety standards, we monitor:



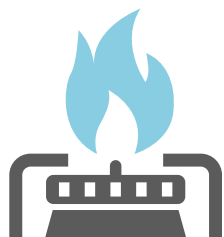
76.3%

Satisfaction that the home is safe (TP05)

Customer feedback shows that the main reasons for dissatisfaction with home safety are:

- Length of time to complete repairs
- Issues with damp, mould and/or condensation
- Anti-social behaviour

We also record the following management information:



99.8%

Gas safety checks (BS01)



100%

Fire safety checks (BS02)



100%

Asbestos safety checks (BS03)



100%

Water safety checks (BS04)



100%

Lift safety checks (BS05)

"I've never had any problems, and they always come regularly for the gas safety checks and the fire doors"

Livv Customer

Awaab's Law introduced strict timeframes for social landlords like Livv to investigate and fix emergency issues and hazards in customer homes. Our repairs timescales and processes were updated to reflect this new legislation, and you [can find out more on our website](#).

Improvements we've made this year

- Completed over 4,150 property condition surveys to make sure that our homes are safe and that we're identifying and addressing any issues as early as possible
- Strengthened our approach to identifying and responding to emergency hazards and issues related to damp and mould following the introduction of Awaab's Law in October 2025
- Started our communal doors replacement programme and installed 128 new doors to help enhance building security and safety
- Completed our annual communal areas survey to help us understand customer feedback on issues relating to maintenance, property condition, security, anti-social behaviour and neighbourhood issues
- Hosted a number of building safety drop-in events to give customers more opportunities to speak to our team about any concerns they have

Our next steps

- Complete a further 3,000 property condition surveys
- Continue to review and improve our approach to responding to emergency hazards and issues to prepare for the introduction of Phase 2 of Awaab's Law in October 2026
- Complete our communal doors replacement programme and install a further 66 new doors
- Set up bi-annual Building Safety Forums and give customers who live in our high-rise homes the chance to actively get involved in fire and building safety discussions and decision making



Respectful and Helpful Engagement

To understand how we're engaging with our customers and to make sure they're happy that we're listening to and acting on feedback, we review the data below:



62.1%

Satisfaction that the landlord listens to tenant views and acts upon them (TP06)



67.6%

Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)



78.1%

Agreement that the landlord treats tenants fairly and with respect (TP08)

"They do listen and they will always do what needs to be done."

Livv Customer

Improvements we've made this year

- Produced and published service standards which set out what services we provide, how customers can access them and what to expect whenever we deliver a service
- Completed our **Knowing You, Doing Better** survey to update our understanding of our customers needs and circumstances, so we can improve the services we deliver and make sure they have all the support they need
- Developed our new Customer Engagement & Insight Strategy with customers to make sure their ideas and feedback help shape how we listen to and engage with customers over the next three years

How we've worked with our customers this year

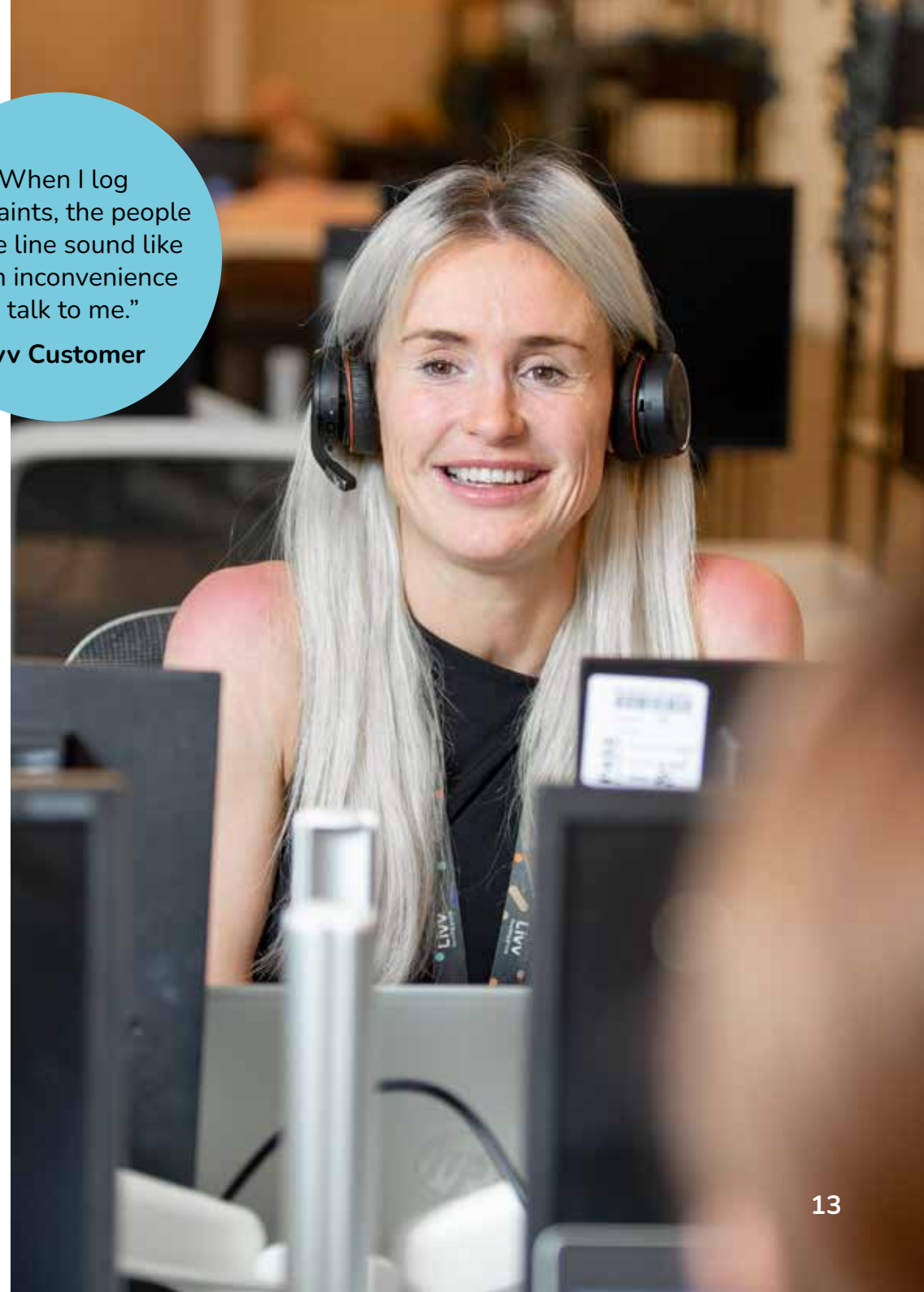
- Worked with customers to review and improve our website, making it easier to find the information they need
- Worked with Inspired Living customers to understand how we can improve our communication with them. As a result, we launched an Inspired Living Forum so customers can help shape the services and support they receive

Our next steps

- Continue to work with our Inspired Living customers through their Forum to implement their recommendations for improvements
- Improving the information available on our website further so important information is always easy to find and to make sure we're ready for the launch of the new [Social Tenant Access to Information Requirements scheme \(STAIRs\)](#) in October 2026
- Review how we communicate rent and service charge changes to customers
- Review our customer information to make sure that our services are fair, accessible and meet all of our customers' needs
- Roll out customer services excellence training to every Livv colleague so the service you receive is consistent and professional, every time

"When I log complaints, the people on the line sound like it's an inconvenience to talk to me."

Livv Customer



Case study: QulP Wins

To make sure we're making meaningful improvements to the areas that matter most to our customers, the QulP completed an in-depth review of repairs carried out by contractors – an area that customers consistently tell us has a big impact on their experience of our services.

So, after being presented with a range of performance information including feedback from customer surveys, Tenant Satisfaction Measures and key information about repairs performance, the QulP decided to investigate how we work with contractors further.

Feedback highlighted repairs as an area that has a significant impact on customers' experience of our services. It also showed that customers' experiences could vary depending on who carried out the repair. So, the QulP chose to take a closer look at how we work with contractors.

To look into this further, the QulP:

- Heard from senior leaders responsible for repairs services and contractor management
- Reviewed when and why contractors are used and the types of repairs they carry out
- Examined how contractors are selected, managed and monitored
- Commissioned a review of the repairs experience from reporting a repair through to completion
- Reviewed feedback from complaints and looked at root causes for customer dissatisfaction
- Looked at the process contractors follow when carrying out repairs



The QulP's findings and recommendations were presented to our Customer Service Committee in May 2025, along with 26 actions they felt would improve how we worked with contractors. Since the QulP's review, we've:

- Improved how we use customer satisfaction and complaint data to monitor and manage contractors' performance
- Worked with customers to shape the process for selecting new contractors
- Reviewed the repairs process, from beginning to end, to improve customer experience
- Provided additional guidance to contractors about customer service, sharing information and raising customer complaints
- Added all contractors to our Repairs system, making it easier to track repairs and keep customers informed

We're continuing to work with the QulP, contractors and customers to improve our repairs service. It's encouraging to see customer satisfaction increase, particularly with contractor repairs. This shows us that we're on the right track and the changes we've made are making a real difference to our customers experience of our services.

Effective Complaints Handling

We want to understand our customers experience of our complaints handling service so monitor:



35.3%

Satisfaction with the landlord's approach to handling complaints (TP09)

Improvements we've made this year

- Rolled out training to our teams so that complaints can be resolved as quickly and efficiently as possible
- Strengthened how we learn from customer complaints by identifying the root cause of dissatisfaction for each service and developing targeted improvement plans to address them
- Strengthened our use of data and reporting to better understand how we handle complaints, identify any issues and improve our complaint handling service

Our next steps

- Improve how we track actions and remedies through to resolution, making sure commitments are delivered and customers kept informed
- Review customer data to make sure our complaints service is fair, accessible and meets the needs of all customers

We also record the following management information:



40.6

Number of Stage 1 Complaints made by tenants per 1,000 homes (CH01.1)



12.5

Number of Stage 2 Complaints made by tenants per 1,000 homes (CH01.2)



98.5%

Stage 1 complaints responded to within Complaint Handling Code Timescales (CH02.1)

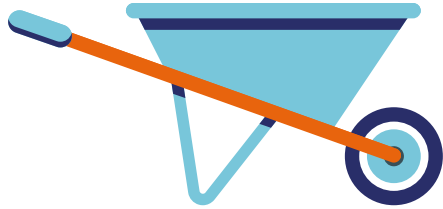


98.1%

Stage 2 complaints responded to within Complaint Handling Code Timescales (CH02.2)

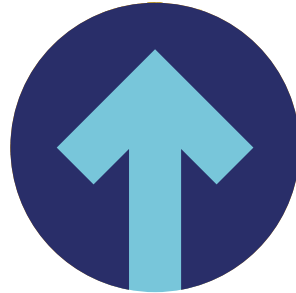
Responsible Neighbourhood Management

We want to understand how our customers feel about the neighbourhood they live in, so have tracked and reviewed the data below to see how happy they are in their community:



69.0%

Satisfaction that the landlord keeps communal areas clean and well maintained (TP10)



60.4%

Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP11)



58.3%

Satisfaction with the landlord's approach to handling anti-social behaviour (TP12)



36.6

Anti-social behaviour cases opened per 1,000 homes (NM01.1)



1.1

Anti-social behaviour cases that involve hate incidents opened per 1,000 homes (NM01.2)

Improvements we've made this year

- Introduced annual Livving Well visits so we can meet with customers in their homes, understand any challenges they may be facing and make sure they receive any support that they need
- Introduced Housing Advisor drop-in sessions, making it easier for customers to speak to their Housing Advisor, ask questions and get support when they need it
- Asked customers living in homes with communal areas for their feedback and used what they told us to help plan and prioritise improvements
- Worked with customers to shape our new Community Investment Strategy
- Reviewed and updated our anti-social behaviour (ASB) communications to make sure customers receive information that is clear and easy to understand
- Introduced regular quality checks on all ASB cases to make sure customers receive consistent service and support

Our next steps

- Expand our Housing Advisor drop-in sessions to more communities, making it easier for customers to access support closer to home
- Repeat our survey of customers living in homes with communal areas to understand where we can make the biggest difference and focus improvements where they're needed most
- Raise awareness of the support, funding and opportunities available to customers and in our local communities, making information on initiatives easy to find and understand



"I live in a block of flats. We pay service charges to have the garden and windows cleaned but it's never done."

Livv Customer

"I've never had any complaints after any of the jobs they've done and have never had to complain."

Livv Customer

Appendices



Appendices

How the survey works

Every customer is invited to take part in our TSM survey over the course of the year.

We invite 25% of our customers to complete the survey every three months, so that we can get an understanding of how satisfaction with our services changes over the course of the year.

This year, **1,866** customers took part, with representation from all customer groups, ages, geographies and tenancy types, meaning that the results give us a fair overview of what all customers think.

How we do it, and why

The survey was a mixture of telephone and online. This is so all customers have the opportunity to take part, in whatever way works best for them.

How the results are used

We use the results to work out where we need to improve, based on what our customers tell us.

We also have to register our results with the Regulator of Social Housing so that they can compare how we perform with other housing associations.

How the analysis works

Most of the questions on the survey ask customers to score us on a 5-point scale, like this:



We then add up the percentage of people who score 'fairly satisfied' or 'very satisfied' to see how many customers think we're doing a good job in each area.

Appendices

Sample and methodology

The survey was conducted on our behalf by TLF Research and was open from Thursday 15 May 2025 to Thursday 26 February 2026.

1,866 Livv customers were interviewed by phone and web: meeting and exceeding the required sample size of 1,000 participants. Customers were selected at random to take part, and no households were excluded due to exceptional circumstances. These interviews included:

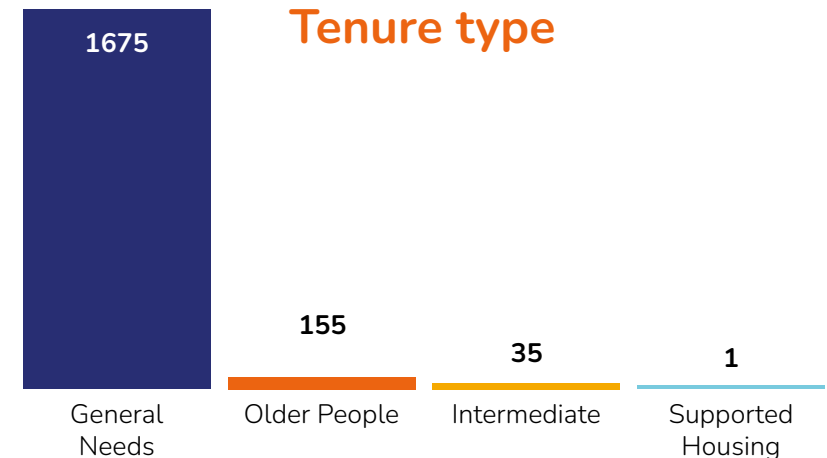


The data collected is representative of our total customer population by age group, tenure type and township. Weighting wasn't necessary because the sample is representative.

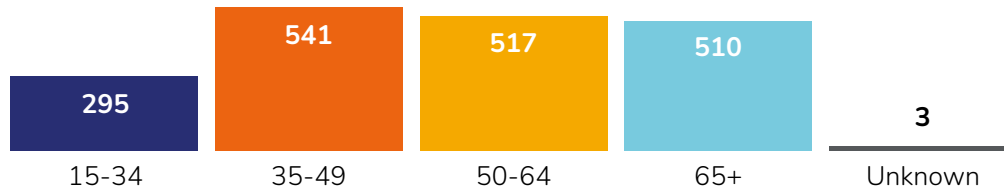
Property type



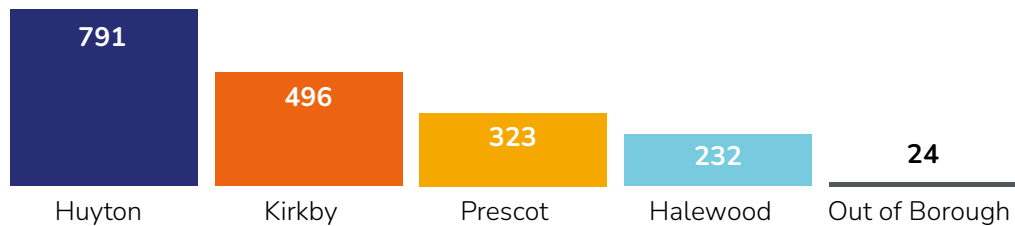
Tenure type



Age group



Township



No incentives were used in the data collection for this survey, and no known methodological issues are likely to impact the scores reported.



Summary of Tenant Satisfaction Measures

TSMs generated from tenant perception survey results		
Code	Issue	2025/26 score
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	70.3%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	74.9%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent report	73.7%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	69.2%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	76.3%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	62.1%

TSMs generated from tenant perception survey results

Code	Issue	2025/26 score
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	67.6%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	78.1%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	35.3%
TP010	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	69.0%
TP011	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	60.4%
TP012	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	58.3%

TSMs generated from management information

Measures		
Code	Issue	2025/26 score
Complaints (LCRA)		
CH01	Number of Stage 1 Complaints made by tenants per 1,000 homes	40.6
	Number of Stage 2 Complaints made by tenants per 1,000 homes	12.5
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	98.5%
	Proportion of stage two complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	98.1%
Repairs (LCRA)		
RP01	Proportion of homes which failed the Decent Homes Standard at year end	0.2%
RP02	Proportion of non-emergency repairs completed within target timescales of 28 or 56 calendar days	88.3%
	Proportion of emergency responsive repairs completed within the provider's target timescale (24 hours)	87.5%
Anti-social behaviour (Combined)		
NM01	Number of anti-social behaviour cases opened per 1,000 homes	36.6
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.1
Compliance (Combined)		
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.8%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%

Summary of approach

a. Summary of achieved sample size (number of responses)	1,866
b. Timing of survey	Collection start date: Thursday 15 May 2025 Collection end date: Thursday 26 February 2026
c. Collection method(s) used	Telephone: 964 Internet (email invited to an online survey): 902
d. Sample method	Census
e. Summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)	Age, Region, Property Type, Tenure type
f. Any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)	Unweighted – weighting wasn't required
g. The role of any named external contractor(s) in collecting, generating or validating the reported perception measures	External contractor – TLF Research was used to collect and generate the reported perception measures
h. The number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances described in paragraph 63 with a broad rationale for their removal	0 – No tenant households were excluded
i. Reasons for any failure to meet the required sample size requirements summarised in Table 5	N/A – the required sample size has been achieved
j. Type and amount of any incentives offered to tenants to encourage survey completion	No incentives were offered
k. Any other methodological issues likely to have a material impact on the tenant perception measures reported.	No known methodological issues

Let's talk We're listening

Did you know TSM Surveys are just one of many ways our customers can have their say?

From completing surveys and sharing feedback on repairs, to joining our customer scrutiny panel or even speaking to one of our colleagues, there's a lot of ways customers can share their thoughts.

Find out more by visiting livvhousinggroup.com/get-involved now and discover more...



Join our
customer
scrutiny panel –
QuIP



Join
Customer
Voice



Share a
compliment or
complaint



Complete a
survey when
you receive a
repair

