

Shared Owners Tenant Satisfaction Measures 2025-2026

What you 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.

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 with repairs and snagging issues. 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 four themes, which are:



**Maintaining
building safety**



**Respectful
and helpful
engagement**



**Effective
handling of
complaints**



**Responsible
neighbourhood
management**

"Any problems I
have had have been
rectified quickly
and professionally.
Excellent service."

Livv Customer

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.



How we measure our performance

There are 17 different Tenant Satisfaction Measures – some are based on information we hold about how we manage our homes and the services we provide (management information measures) and some 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
Maintaining building safety	
- Gas safety checks - Fire safety checks - Asbestos safety checks - Water safety checks - Lift safety checks	Satisfaction that the home is safe
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

What we do	What you've told us
Effective handling of complaints	
- Complaints relative to the size of the landlord - Complaints relative to the size of the landlord - Complaints responded to within Complaint Handling Code Timescales - 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) - Anti-social behaviour cases involving hate crime (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



"The house is fantastic. They moved us in very quickly. I had a problem with my heating and they sorted it very quickly. I'm very satisfied with them."

Livv Customer

"When I call, they always answer politely and respond immediately."

Livv Customer

"It's not clear
what their
responsibilities
are."

Livv Customer

"Maybe keep the
rent reasonable.
It's tripled since I
moved in."

Livv Customer

Overall satisfaction for our shared owners

37.5% overall satisfaction for our shared owners



We asked our satisfied shared owners to highlight what they think we do well, and they said:



Speed of handling repairs or other queries



Never had a problem with our services



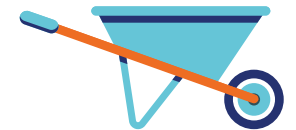
Our dissatisfied shared owners told us what we can improve on, and they highlighted the following:



Speed of completing repairs or snagging issues



Service charges, rent and value for money



Maintenance of communal areas

This clearly shows that completing repairs and addressing snagging issues quickly and efficiently is incredibly important to our shared owners, and it's clear that we're not always delivering services consistently and unfortunately falling short of our customers' expectations.

Dissatisfaction with service charges, rent and value for money has remained an issue for our shared owners for the past two years and continues to be something that our customers keep raising. This highlights that we need to continue working on different ways to demonstrate value for money and communicate the reasons for service charges and any increases in fees or rent.

Maintaining Building Safety

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

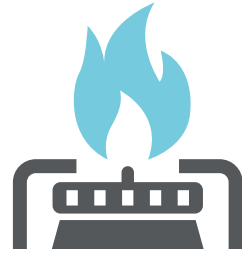


66.2%

Satisfaction that the home is safe (TP05)

Satisfaction that the home is safe has declined since last year and feedback from our dissatisfied customers show that their concerns aren't always about building safety. Instead, customers sometimes feel that Livv doesn't always take responsibility for the repairs that need to be completed.

We also record the following management information:



99.9%

Gas safety checks (BS01)



100%

Fire safety checks (BS02)



100%

Asbestos safety checks (BS03)



100%

Water safety checks (BS04)



100%

Lift safety checks (BS05)

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 now.

Improvements we've made this year

- Created a [Shared Owners Customer Handbook](#) and [Shared Owners webpage](#), which provides customers with greater clarity on roles and responsibilities relating to repairs
- Introduced new requirements to all contracts we have with third-party contractors to make sure emergency hazards and reports of damp and mould are responded to in line with our Repairs process and responsibilities under Awaab's Law, which was introduced in October 2025

Our next steps

- Introduce further requirements to all contracts for third-party contractors to make sure they meet our requirements and responsibilities under Phase 2 of Awaab's Law, which will be introduced in October 2026
- Review our approach to managing defects and snagging in new build homes and identify any opportunities for improvement
- Improve our processes to make sure we're effectively monitoring and reporting defects. We'll also work more intelligently to gain a better understanding of common issues that are reported so we can work to reduce defects at handover
- Continue to work with shared owners to make sure we're providing timely information about building safety



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:



26.5%

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



46.4%

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



55.7%

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

Improvements we've made this year

- Fully implemented a new CRM system to support with the sales process of new shared ownership homes
- Developed shared owner and leaseholder handbooks
- Improved the quality of information available on our website for shared owners and leaseholders
- Reviewed and improved how we update shared owners and leaseholders about service charges and rent changes by providing clearer, simpler information, FAQs and leaflets. We've also communicated information earlier to make sure customers were aware of any changes before they happened
- Completed a satisfaction survey with all new customers to better understand where we can improve

Our next steps

- Re-procure our buildings insurance to make sure we're getting the best value for our customers
- Work with customers to review and improve how we communicate rent and service charge changes and increases

Effective Complaints Handling

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



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 effectively
- Developed our approach to 'learning from complaints', including the production of Actionable Insight packs, which identify the root causes of customer dissatisfaction and complaints for each service. We then developed specific improvement plans to address these causes
- Used data and reporting more intelligently so we can better understand how we perform when managing complaints

Our next steps

- Improve how we track all complaints and follow the entire process through to full resolution
- Review our Knowing You, Doing Better customer data to understand if there are certain customer groups who are less satisfied with our services so we can identify even more opportunities to improve

We also record the following management information:



54.0

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



96.0%

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



12.9

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



100%

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

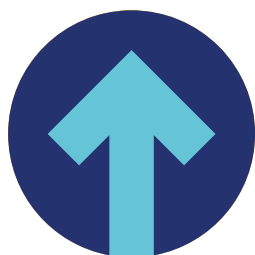
Responsible Neighbourhood Management

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:



60.0%

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



45.0%

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



31.7%

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



51.46

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



1.13

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

We're pleased that satisfaction with communal areas has improved compared to last year. This reflects the investment in our communal areas improvement programme.

However, a large number of customers, 46.3%, said they were neither satisfied nor dissatisfied, which may indicate they have not experienced ASB in their communities and may not have a view either way.

Improvements we've made this year

- Introduced a programme of Housing Advisor drop-in sessions to make it easier for customers to meet and speak to their Housing Advisor whenever they need to
- Completed our annual survey of customers who live in homes with communal spaces. We then used this information and feedback to plan and prioritise improvements to our communal areas
- Worked with customers to shape our new Community Investment Strategy
- Reviewed and updated our anti-social behaviour (ASB) communications, such as customer letters, to make sure they're all easy to read and simple to understand
- Implemented a new quality assurance framework to review all ASB cases to make sure how we deal with these situations are consistent

Our next steps

- Roll out our Housing Advisor drop-in sessions to all of our communities so we're even more visible and accessible in our neighbourhoods
- Repeat our annual survey of customers living in homes with communal spaces to identify areas with the lowest satisfaction levels so we can prioritise our communal areas improvement programme
- Make customers more aware of the support available to them and the contribution we make to our local communities through improving how we share information around initiatives, funding and support
- Introduce ASB Specialism Champions to provide specific, specialist and improved support to customers experiencing ASB



Appendices



“They could keep the **gardens in better shape** around here and get us our window cleaner back.”

Livv Customer

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, 81 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.

81 shared owners took part by phone or web. The sample was selected at random, and no customer households were excluded due to exceptional circumstances. These interviews included:



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

“I moved into this place in October and the wait for my snag list was 3 months. They absolutely pushed through. There’s still a couple of jobs to do for the guys but I can’t complain whatsoever, I’m more than happy.”

Livv Customer



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	37.5%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	66.2%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	26.5%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	46.4%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	55.7%
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	29.2%
TP010	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	60.0%
TP011	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	45.0%
TP012	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	31.7%

Summary of Tenant Satisfaction Measures

TSMs generated from management information

Code	Issue	2025/26 score
Complaints (LCHO)		
CH01	Number of Stage 1 Complaints made by tenants per 1,000 homes	54.0
	Number of Stage 2 Complaints made by tenants per 1,000 homes	12.9
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	96.0%
	Proportion of Stage two complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	100%
Anti-social behaviour (Combined)		
NM01	Number of anti-social behaviour cases opened per 1,000 homes	51.5%
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.1%

Code	Issue	2025/26 score
Compliance (Combined)		
RP01	Proportion of homes which failed the Decent Homes Standard at year end	99.9%
BS01	Proportion of homes for which all required gas safety checks have been carried out	100%
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)	81
b. Timing of survey	Collection start date: Thursday 15 May 2025 Collection end date: Thursday 26 February 2026
c. Collection method(s) used	Telephone: 51 Internet (email invited to an online survey): 30
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
f. Any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)	Unweighted – weighting was not 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
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**