



TENANT SATISFACTION MEASURES SURVEY RESULTS

2025/26

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INTRODUCTION

During November 2025 to January 2026, Pine Court Housing Association (PCHA) carried out a Tenant Satisfaction Measures Survey, to assess progress from the previous survey carried out in 2023/24. The results from this survey will ensure that customers priorities and feedback are used in the 2026/27 Strategic Planning and budget setting process. When the survey closed, 103 responses had been received via various channels, including e-mail, SMS, and face to face with customers.

The survey was designed to follow the template developed by the Regulator of Social Housing, to measure satisfaction against the Tenant Satisfaction Measures (TSM), to assess how well social housing landlords are doing at providing good quality homes and services.

The measures are aimed at helping improve standards for people living in social housing, by:

- Providing visibility, letting tenants see how well their landlord is doing. And enabling tenants to hold their landlords to account.
- Giving the Regulator insight into which landlords might need to improve things for their tenants.

There are twenty-two TSMs in total, which Pine Court Housing Association collect, twelve of which are sourced directly from this survey. They are designed to see how well landlords are doing at keeping properties in good repair, maintaining building safety, being respectful and helpful, handling complaints effectively, and responsible neighbourhood management.

The results will also be benchmarked against our peers, using HouseMark. The latest Benchmarking top quartile data, collected at mid-year 2025/26, is provided for the results of this survey, so you can see how Pine Court is comparing against the top performing organisations.

It is important to note that the TSM is a perception-based survey. Customers can respond to any question and provide their views on the full range of services delivered by PCHA. For some areas - such as complaint handling - customers may comment on their perception of the service even if they have not personally gone through the formal complaints process. The survey is designed to gather opinions and feelings about the landlord, in addition to their direct experiences.

Please keep reading to see the results from the 2025/26 survey, including any key themes from the customer feedback.

SUMMARY OF RESULTS

Tenant Satisfaction Measures (TSM's)

The table below shows the 2025/26 satisfaction for the Tenant Satisfaction Measures, set by the Regulator of Social Housing, and monitored to ensure that the services provided by PCHA is valued by customers. The previous year's satisfaction is included, along with the target set for each question.

The total responses for each question are shown in the table for context. Some questions include a 'Not applicable/Don't know' option, or exclude customers who haven't registered a complaint or live in a building with communal areas. As a result, some questions have fewer responses than the 103 survey respondents.

Benchmarking data is also included, to show how PCHA compares against the top performing organisations. If the Top Quartile is exceeded, the benchmarking figure will be in **green**. Median Quartile will be in **orange**, and Lower Quartile will be **red**. Please see the commentary below the table for further information.

Question	23/24	25/26	Target	Trend	Top Quartile	Total
How satisfied or dissatisfied are you with the service provided by Pine Court?	90.1%	94.2%	90%	↑	82.3%	97 / 103
Satisfaction with the overall repairs service from Pine Court over the last 12 months?	91.5%	93.8%	90%	↑	83.3%	76 / 81
Satisfaction with the time taken to complete your most recent repair after you reported it?	93.3%	91.4%	90%	↓	79.7%	74 / 81
Satisfaction that Pine Court provides a home that is well maintained?	92.4%	92.2%	90%	↓	82.8%	95 / 103
How satisfied or dissatisfied are you that Pine Court provides a home that is safe?	91.6%	94.2%	90%	↑	85.6%	97 / 103
Satisfaction that Pine Court listens to your views and acts upon them?	81.9%	81.3%	80%	↓	73.0%	78 / 96
Satisfaction that Pine Court keeps you informed about things that matter to you?	87.6%	83.9%	85%	↓	82.2%	78 / 93
To what extent do you agree or disagree with the following Pine Court treats me fairly and with respect?	91.6%	85.4%	90%	↓	86.5%	76 / 89
How satisfied are you with Pine Court's approach to complaints handling?	62.5%	33.3%	62%	↓	47.0%	5 / 15
Satisfaction that PCHA keeps communal areas clean and well maintained?	86.5%	86.2%	85%	↓	77.1%	50 / 58
How satisfied are you that Pine Court makes a positive contribution to your neighbourhood?	87.8%	78.8%	85%	↓	77.5%	78 / 99
Satisfaction with Pine Court's approach to handling anti-social behaviour?	82.0%	71.0%	80%	↓	67.7%	49 / 69

Please note, the Top Quartile figures in the table above are taken from the HouseMark mid-year 2025/26 benchmarking exercise.

As you can see from the table, all but two of the TSM's have exceeded the top quartile benchmarking results. These are satisfaction that Pine Court treats customers fairly and with respect, which is above the median of 82.4%. Also, Pine Court's approach to complaints handling, which was above the lower quartile of 32.1%.

Additional Questions

The results below are from additional questions which provide PCHA with customer satisfaction for areas which are not covered by the TSM's, such as value for money for rent and service charges.

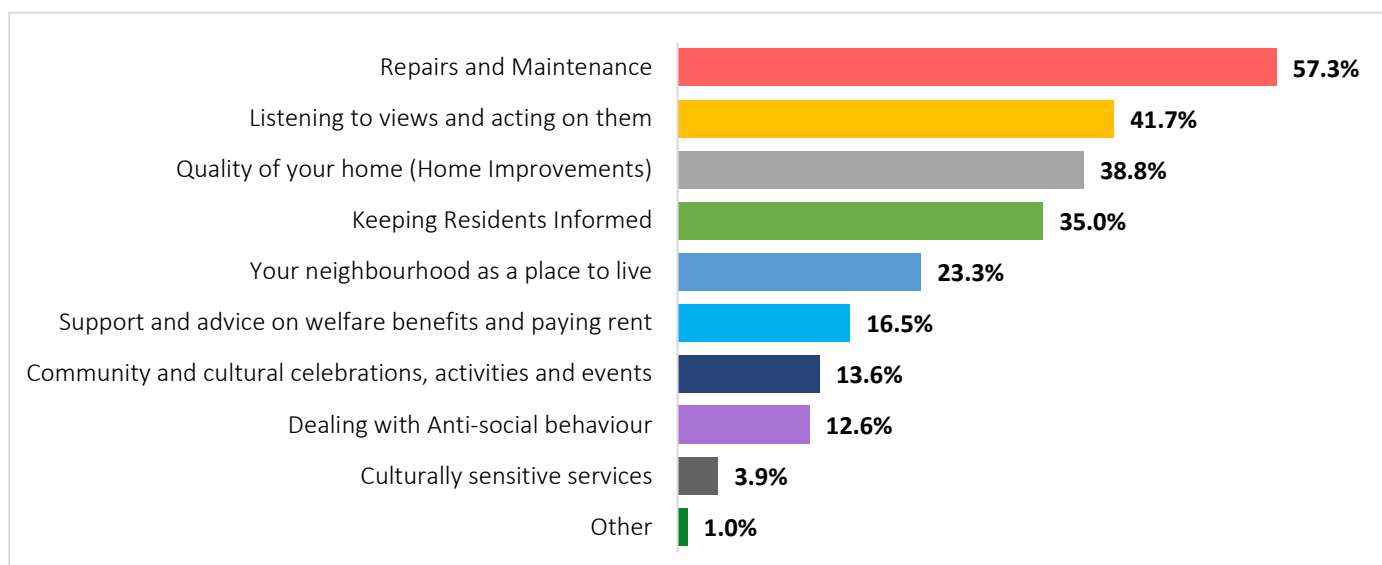
Question	23/24	25/26	Trend
How satisfied or dissatisfied are you that your rent and service charges provide value for money?	90.8%	94.1%	↑
To what extent do you agree or disagree with the following? "PCHA are fully committed to Equality, Diversity and Inclusion"	95.8%	88.9%	↓

Customer Priorities

The graph below shows the customer priorities for 2025/26, which were selected by the customers who participated in this survey. They were asked to pick their top two, so these represent the parts of the service which matters them most.

The top three themes chosen by PCHA customer were:

- Repairs and Maintenance
- Listening to views and acting on them
- Quality of your home (Home Improvements).



SATISFACTION THEMES

As part of the survey, customers were given the opportunity to provide additional comments through free-text boxes included after each question. These open responses were reviewed and analysed to identify common themes. The findings highlight key areas where customers feel improvements could be made to strengthen service delivery.

The analysis also captures themes from customers who expressed positive feedback about the quality of services, and comments which commended the support provided by PCHA staff.

The themes are presented for each of the twelve Tenant Satisfaction Measure questions, reflecting the full range of services delivered by PCHA, offering a comprehensive view of customer experience across the organisation.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pine Court Housing Association?

Themes from the customers who were 'Neither satisfied or dissatisfied' or dissatisfied are listed below:

- Customers who were not fully satisfied suggested that communication could be improved. Some described difficulties in getting hold of staff, missed messages, and repeated calls.
- Some unresolved issues were mentioned, such as problems with overheating in a building, and an outstanding repair to a garden wall.
- Problems with garden maintenance were mentioned, and the upkeep of communal areas.

Themes from customers who were very or fairly satisfied can be found below:

- Repairs are completed promptly and to a good standard. Customers mentioned efficient appointment handling and excellent communication, too.
- There were compliments about how friendly, polite, and caring staff are.
- Regular safety checks were described as a positive, along with good general upkeep of properties.
- Staff demonstrate an understanding of accessibility needs (e.g., support for a deaf tenant).

How satisfied or dissatisfied are you with the overall repairs service from PCHA over the last 12 months?

Themes from the customers who were 'Neither satisfied or dissatisfied', or dissatisfied are below:

- Suggestion for better communication between Sovini, Pine Court, and tenants.
- Repair time slots were described as too broad (e.g., 9am - 12pm). More precise timing would be appreciated.
- Reports of operatives leaving cards without knocking properly.
- Administration issues were mentioned, including incorrect dates given for works, and no redress after complaints.

Themes from customers who were very or satisfied can be found below:

- Customers appreciated fast and efficient repairs, such as a same-day boiler fix.
- Speedy upgrades were mentioned (e.g., bathroom elements).

- The ease of booking a repair appointment was appreciated.
- There was praise due to the high standard of completed repair work.
- Positive comments included the following: “efficient service,” “very pleased,” “no improvements needed.”

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Themes from the customers who were ‘Neither satisfied or dissatisfied’, or dissatisfied are below:

- There were concerns about unclear or inaccurate appointment information.
- Some quality issues with completed repairs, such as a toilet installed off-centre, loose shower rail, loose tap, and water not hot enough).
- Some concerns about the quality of materials being used for repairs.

Satisfaction themes are listed below:

- Customers who were satisfied said that their repair was completed in a timely manner.
- Generally, an excellent service was received from operatives, who were described as professional, helpful, and going above and beyond to complete the repair.

How satisfied or dissatisfied are you that PCHA provides a home that is well-maintained?

Themes from customers who were not satisfied are below:

- Kitchen, bathroom, window, and door upgrades were mentioned. Some were described as being overdue.
- Customer perception of communal areas looking worn, with some cleaning and repainting required.
- There was a perceived lack of planned / regular maintenance (including fences, gates, railings).
- Some difficulty was described with reporting repairs by phone.

Satisfaction themes are detailed below:

- Satisfied customers described their home as well-maintained, and in good condition overall.
- The overall repairs service was complimented, as jobs had been completed to a high standard by knowledgeable staff.
- Interiors of properties was described as good and planned, external improvements were appreciated.
- Positive experiences were described by customers who felt supported by PCHA staff.

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that PCHA provides a home that is safe?

Themes from customers who were not satisfied are below:

- There were concerns about building access and security. Issues included doors not closing properly, and the possibility of an unauthorised entry.
- Customer perception of inadequate CCTV and lighting, particularly in parking areas.
- Maintenance issues were described, including external works, such as gutter cleaning and cellar insulation. The need to maintain safety equipment was also mentioned (such as emergency cords).

Satisfaction themes are detailed below:

- Many of the customers described feeling safe and secure in their homes.
- There was appreciation for the safety measures in place, such as gas safety checks and secure fob access.
- Several customers simply reported no issues or concerns about safety.
- Some expressed high satisfaction, describing the building as well-maintained and secure.

How satisfied or dissatisfied are you that PCHA listens to your views and acts upon them?

Themes from customers who were not satisfied are detailed below:

- Unresolved issues were mentioned, and that it can take some time for feedback to be acted on.
- Some concerns about the lack of communication received, particularly on the actions which will be taken after reporting a problem.
- One customer was concerned about the security gates, which they feel can be easily opened.

Satisfaction themes are below:

- Customers describe positive interactions with staff, including being kept updated during works.
- General satisfaction with PCHA, with several reporting “no problems” and commenting on the good service.
- There was a perception that PCHA cares and acts in residents’ interests, even when challenges exist.

How satisfied or dissatisfied are you that PCHA keeps you informed about things that matter to you?

Themes from the customers who were not fully satisfied are below:

- Communications can sometimes feel negative or focused on problems, so more positive updates would be appreciated.
- There was a desire for better appointment communication, such as operatives calling a half hour prior to attending.
- Individual issues were mentioned, such as neighbour noise, and difficulty with accessing information online.

Satisfaction themes are included below:

- PCHA provides clear updates when something is happening (letters, notifications).
- Many residents report being satisfied, with no additional comments or concerns
- Issues are often attributed to contractors rather than PCHA itself.

To what extent do you agree or disagree with the following 'PCHA treats me fairly and with respect'?

Themes from the customers who were not fully satisfied are below:

- Only a couple of customers described any problems, with one feeling that they haven't been taken seriously, and another who felt that staff had been abrupt with them.

Satisfaction themes are included below:

- Staff were described as friendly, caring, and approachable. Tenants describe interactions with PCHA staff, particularly over the phone, as pleasant and supportive.
- Residents feel well-treated and fairly dealt with, praising Pine Court for being easy to work with and consistently providing good service.
- General satisfaction was expressed, with several comments indicating everything is okay and no issues or improvements needed.

How satisfied or dissatisfied are you with PCHA's approach to complaints handling?

Themes from the customers who were not satisfied are below:

- Some communication gaps in complaints handling, including requests for feedback / acknowledgement after logging a complaint. One customer reported that they received no response to an email.
- Some unresolved problems, including an ASB issue which was raised, but the noise hasn't stopped.
- One customer feels that the complaints policy isn't transparent or consistently followed.

A satisfied comment is summarised below:

- A customer felt that their complaint had been dealt with effectively.

Do you live in a building with communal areas, either inside or outside, that PCHA is responsible for maintaining?

The themes from customers who were not fully satisfied are included below:

- The standard of cleaning was described as inconsistent from week to week. Sometimes it is excellent, while other times it can look untouched.
- Some residents felt there was little grounds maintenance work undertaken, despite paying a service charge. The timing of outside work was also seen as irregular by some.
- Requests were made for more regular cyclical maintenance, including more frequent painting inside and out.
- Cleaning methods were questioned, with a preference for hot soapy water over spray-and-wipe.
- A communal notice board was suggested to improve resident information in shared areas.

The satisfaction themes are detailed below:

- Some residents expressed overall satisfaction with the current standard of work.
- The introduction of recycling facilities was appreciated.
- Cleaners were seen as making improvements, and generally contributing to a more effective service.

How satisfied or dissatisfied are you that PCHA makes a positive contribution to your neighbourhood?'

The themes from the customers who were not fully satisfied are below:

- Anti-social behaviour and neighbourhood safety concerns, including drugs activity and neighbour harassment / noise, with requests for stronger action or enforcement.
- Lack of visible community support or engagement, with some residents unaware of any neighbourhood-focused activity by PCHA.
- Some feel that tenants' views are not respected, contributing to lower confidence in PCHA's neighbourhood role.
- Concerns about fairness and resource prioritisation, including perceptions of being "forgotten" compared to investment in new properties.

Satisfaction themes are included below:

- Grounds maintenance improvements were noticed - grass areas are cut and bushes trimmed, improving the look of the neighbourhood.
- There was a general, positive sentiment from some residents (e.g., "very good").
- Constructive, future-looking suggestions were provided, such as solar power for common areas and a community notice board.

How satisfied or dissatisfied are you with PCHA's approach to handling anti-social behaviour?

Themes from the customers who were not fully satisfied are below:

- Ongoing ASB and environmental issues, including public nuisance at entrances, noise/harassment, and overgrown areas contributing to vermin.
- Desire for stronger action or enforcement, with some feeling not enough is being done to deter or manage persistent ASB.
- Concerns about tenancy and waste management, such as fly-tipping, bin misuse, and requests for better tenant vetting or clearer onboarding guidance.

Satisfaction themes are below:

- PCHA is seen as responsive and effective in many ASB cases, particularly where issues are complex or longstanding.
- There was acknowledgement that minor issues are resolved quickly, and contribute to a positive experience.
- Some residents report there are no ASB problems, so are satisfied overall.

NEXT STEPS

The full dataset—incorporating both customer satisfaction results and performance insights drawn from management information—will be submitted to the Regulator of Social Housing during the first quarter of 2026/27. Findings from this survey will be considered by PCHA’s management team to inform the development of targeted improvement actions.

These outcomes, along with planned next steps, will be communicated to customers through a range of channels, including:

- The Pine Court Housing Association website, including our dedicated TSM page, and ‘You Said, We Did!’ reports.
- Pine Court Board and Customer Empowerment Panel.
- Our Annual Report.

APPENDIX - SATISFACTION TABLES

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pine Court Housing Association?

Overall: 94.2% 90.1%

	Total	2025/26	2023/24
Very satisfied	73	70.9%	70.2%
Fairly satisfied	24	23.3%	19.8%
Neither	1	1.0%	3.8%
Fairly dissatisfied	4	3.9%	2.3%
Very dissatisfied	1	1.0%	3.8%

How satisfied or dissatisfied are you that your rent and service charges provides value for money?

Overall: 94.1% 90.8%

	Total	2025/26	2023/24
Very satisfied	57	56.4%	65.4%
Fairly satisfied	38	37.6%	25.4%
Neither	1	1.0%	3.1%
Fairly dissatisfied	3	3.0%	2.3%
Very dissatisfied	2	2.0%	3.8%

Has PCHA carried out a repair to your home in the last 12 months?

	Total	2025/26	2023/24
Yes	81	78.6%	81.5%
No	22	21.4%	18.5%

If yes, 'How satisfied or dissatisfied are you with the overall repairs service from PCHA over the last 12 months?'

93.8% 91.5%

	Total	2025/26	2023/24
Very satisfied	54	66.7%	76.4%
Fairly satisfied	22	27.2%	15.1%
Neither	3	3.7%	2.8%
Fairly dissatisfied	2	2.5%	1.9%
Very dissatisfied	0	0.0%	3.8%

If yes, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'

91.4% 93.3%

	Total	2025/26	2023/24
Very satisfied	49	60.5%	75.2%
Fairly satisfied	25	30.9%	18.1%
Neither	1	1.2%	2.9%
Fairly dissatisfied	6	7.4%	0.0%
Very dissatisfied	0	0.0%	3.8%

How satisfied or dissatisfied are you that PCHA provides a home that is well-maintained?

92.2% 92.4%

	Total	2025/26	2023/24
Very satisfied	62	60.2%	67.9%
Fairly satisfied	33	32.0%	24.4%
Neither	4	3.9%	1.5%
Fairly dissatisfied	3	2.9%	2.3%
Very dissatisfied	1	1.0%	3.8%

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that PCHA provides a home that is safe?

94.2% 91.6%

	Total	2025/26	2023/24
Very satisfied	72	69.9%	72.5%
Fairly satisfied	25	24.3%	19.1%
Neither	3	2.9%	2.3%
Fairly dissatisfied	2	1.9%	3.8%
Very dissatisfied	1	1.0%	2.3%

How satisfied or dissatisfied are you that PCHA listens to your views and acts upon them?

81.3% 81.9%

	Total	2025/26	2023/24
Very satisfied	50	52.1%	67.7%
Fairly satisfied	28	29.2%	14.2%
Neither	13	13.5%	8.7%
Fairly dissatisfied	2	2.1%	4.7%
Very dissatisfied	3	3.1%	4.7%

How satisfied or dissatisfied are you that PCHA keeps you informed about things that matter to you?

83.9% 87.6%

	Total	2025/26	2023/24
Very satisfied	66	71.0%	71.3%
Fairly satisfied	12	12.9%	16.3%
Neither	11	11.8%	7.8%
Fairly dissatisfied	2	2.2%	1.6%
Very dissatisfied	2	2.2%	3.1%

To what extent do you agree or disagree with the following 'PCHA treats me fairly and with respect'?

85.4% 91.6%

	Total	2025/26	2023/24
Strongly agree	54	60.7%	67.2%
Agree	22	24.7%	24.4%
Neither	6	6.7%	3.1%
Disagree	7	7.9%	1.5%
Strongly disagree	0	0.0%	3.8%

Have you made a complaint to PCHA in the last 12 months?

	Total	2025/26	2023/24
Yes	15	14.6%	18.5%
No	88	85.4%	81.5%

How satisfied or dissatisfied are you with PCHA's approach to complaints handling?

33.3% 62.5%

	Total	2025/26	2023/24
Fairly dissatisfied	3	20.0%	33.3%
Fairly satisfied	2	13.3%	29.2%
Neither	3	20.0%	12.5%
Very satisfied	4	26.7%	4.2%
Very dissatisfied	3	20.0%	20.8%

Do you live in a building with communal areas, either inside or outside, that PCHA is responsible for maintaining?

	Total	2025/26	2023/24
No	38	36.9%	68.5%
Yes	58	56.3%	27.7%
Don't know	7	6.8%	3.8%

If yes, 'How satisfied or dissatisfied are you that PCHA keeps these communal areas clean and well maintained?'

86.2% 86.5%

	Total	2025/26	2023/24
Very satisfied	32	55.2%	64.0%
Fairly satisfied	18	31.0%	22.5%
Neither	5	8.6%	2.2%
Fairly dissatisfied	2	3.4%	5.6%
Very dissatisfied	1	1.7%	5.6%

How satisfied or dissatisfied are you that PCHA makes a positive contribution to your neighbourhood?'

78.8% 87.8%

	Total	2025/26	2023/24
Very satisfied	55	55.6%	62.6%
Fairly satisfied	23	23.2%	25.2%
Neither	15	15.2%	7.3%
Fairly dissatisfied	3	3.0%	0.8%
Very dissatisfied	3	3.0%	4.1%

How satisfied or dissatisfied are you with PCHA's approach to handling anti-social behaviour?'

71.0% 82.0%

	Total	2025/26	2023/24
Very satisfied	31	44.9%	58.6%
Fairly satisfied	18	26.1%	23.4%
Neither	14	20.3%	12.6%
Fairly dissatisfied	2	2.9%	2.7%
Very dissatisfied	4	5.8%	2.7%

To what extent do you agree or disagree with the following? "PCHA are fully committed to Equality, Diversity and Inclusion"

88.9% 95.8%

	Total	2025/26	2023/24
Strongly agree	33	40.7%	76.3%
Agree	39	48.1%	19.5%
Neither	8	9.9%	2.5%
Disagree	1	1.2%	0.0%
Strongly disagree	0	0.0%	1.7%