

Bury Housing Service Methodology Statement

Tenant Satisfaction Measures and Annual Report 2025–26

Introduction

Tenant Satisfaction Measures (TSMs) are a regulatory requirement introduced in April 2023. Bury Housing Services have been collecting TSM surveys since their introduction.

TSMs provide transparency to tenants on how we are performing as a landlord and allow us to be held to account. Our TSM results, alongside other key management and regulatory performance indicators, are published on our website: [Our Performance - Bury Council](#)

The requirements for collecting tenant perception data are set out in the Regulator of Social Housing's TSM guidance (2026). This includes clear expectations on data collection methods, achieving an appropriate sample size, and ensuring the survey results are representative of our tenant population.

Tenants are at the heart of everything we do, and we are committed to understanding their experiences and responding to their needs. Through the Tenant Satisfaction Measures (TSMs), we gather feedback to ensure our services reflect the priorities and expectations of those who live in our homes

Summary of Sample Size

Bury Housing Services manage a total of 7,324 properties across Bury, providing a range of homes. Our housing stock includes a mix of property types, sizes and tenures, supporting individuals, families and older residents. See property demographic tables below.

Tenure	Count	%
Social Rent (SR)	7,236	98.80%
Affordable Rent (AR)	83	1.13%
Market Rent	5	0.07%

Property Type	0	1	2	3	4	5	Total
Bedsit Ground Floor	3	93					96
Bedsit Upper Floor		59					59
Detached Bungalow		2	1				3
End Terraced Bungalow		66	14				80
End Terraced House			281	350	8		639
Ground Floor Flat		1,184	242	4			1,430
Inner Terraced Bungalow		99	9				108
Inner Terraced House		1	510	421	31		963
Semi Detached Bungalow		574	31				605
Semi Detached House		49	789	1,016	62	2	1,918
Upper Floor Flat		971	401	3			1,375
Upper Maisonette			34	14			48

Total	3	3,098	2,312	1,808	101	2	7,324
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Our approach to collecting TSM's

Sample Size:- Based on the official guidance, our target TSM collection size was 560 responses. (Guidance on collection methods, sample size.) Our approach was to invite all primary tenants across our housing stock to complete the survey on or around their tenancy anniversary date. Invitations were issued via the tenant's preferred communication channel (email or SMS), enabling responses to be collected throughout the year on a rolling basis. This allowed us to:

- Monitor emerging themes in real time
- Identify dissatisfaction earlier
- Take corrective action during the reporting year

Response Rate for the reporting period 2025-2026.

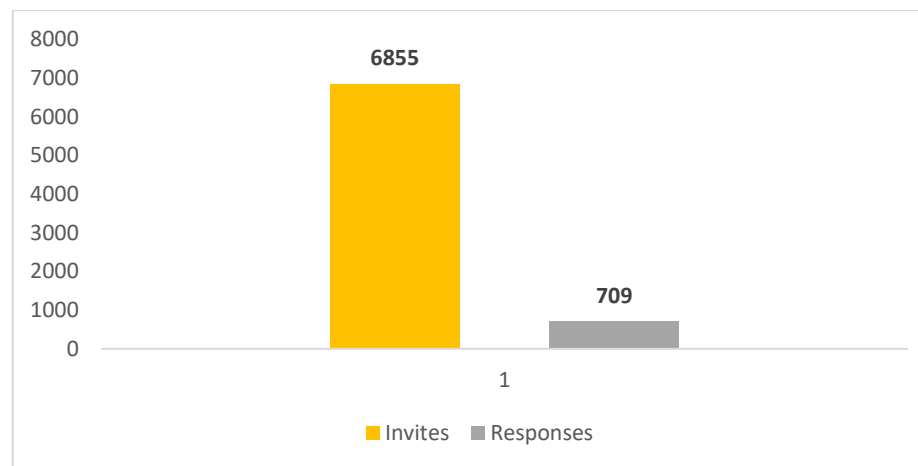
- Total surveys sent: 6,855 (tenants can self-exclude from receiving survey invites)
- Of these, 300 were issued as postal surveys.
- Total responses received: 709
- Response rate: 10%

This exceeds the minimum regulatory requirement of 560 responses for our landlord size.

Responses were collected steadily throughout the year, with 50–60 responses per month, with higher volumes aligned to targeted engagement activity.

All responses to TSM surveys are acknowledged and triaged to the appropriate department. Complaints about dissatisfaction are logged.

A copy of our survey can be found here: [Bury Housing Services Satisfaction Survey 2026-27](#)



Timing of the Survey

TSM Invites are sent daily on the first-year anniversary of the tenancy via the CX platform.

Surveys are sent between 9am – 9pm and no reminders are sent but supplemented with targeted engagement for digitally excluded groups.

This approach provided:

- A continuous data flow rather than a single collection period
- Enhanced ability to track performance trends
- Opportunities to implement service improvements during the year

For example, satisfaction with complaints handling (**TP09**) improved across the year, reflecting interventions introduced during the reporting period.

Survey Provider- via CX our third-party contractor.

CX is a digital platform that automatically triggers the survey to be sent to tenants reaching their first-year anniversary. The responses are collected within the platform and survey reports are downloaded for performance tracking purposes, Bespoke dashboards have been created to help us to review the data.

Approach to ensuring fairness (e.g. no exclusions unless tenant opted out)

At the start of the year, we recognised that approximately 300 households did not have digital access, we implemented additional engagement methods, including:

- Coffee mornings
- Drop-in sessions at sheltered housing schemes

- Attendance at advice and community events
- Face-to-face and telephone survey completion support
- Use of QR codes during home visits (this anonymises returned data)
- A data cleansing survey sent to all tenants with 11% return rate improving tenant contact data.

We have reduced the number of tenants without digital contact to fewer than 200. These tenants will be engaged through annual tenancy visits, as there is a recognised link to vulnerability.

Use of Weighting

No weighting has been applied to the TSM scores. All tenants had the opportunity to respond to the survey unless they had opted out, with invitations issued on the anniversary of their tenancy start date.

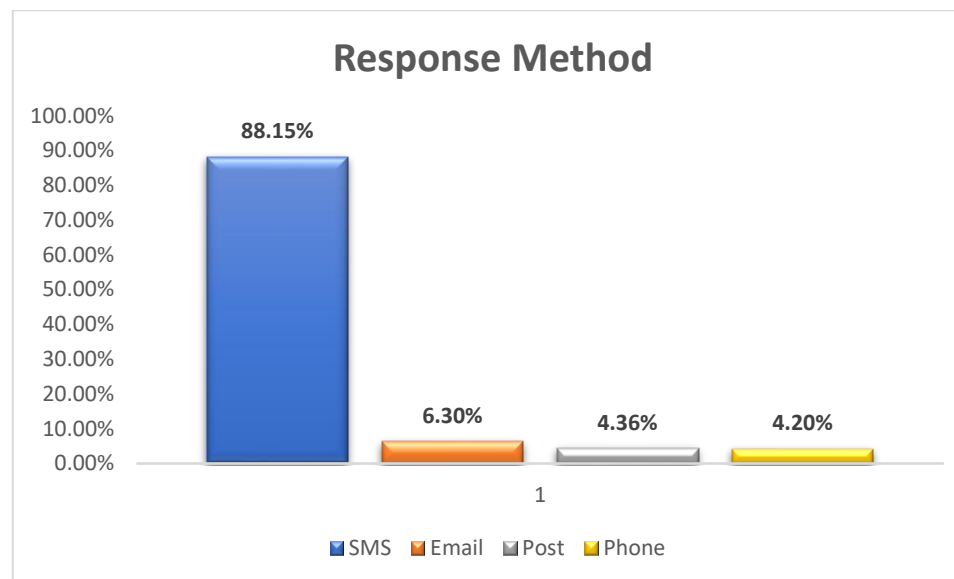
Response methods

Most responses were received via SMS (88.15%), with smaller proportions collected through email (6.30%), post (4.36%), and telephone (4.20%).

A mixed-method approach was used to ensure tenants could respond in a way that suited their preferences and accessibility needs. While SMS proved the most effective channel for engagement, alternative methods remained available to support those less likely to engage digitally. All tenants had the opportunity to take part unless they had opted out, and this approach supports a broad and representative sample of tenant views in line with TSM requirements.

The graph below illustrates the percentage of respondents by contact method

- SMS
- Email
- Phone
- Postal



Accessibility and Barriers to Responding

The primary method of collection was digital (SMS or email), helping to improve efficiency and provide timely feedback.

To reduce potential barriers and increase inclusivity we:

- Targeted engagement to digitally excluded tenants
- Face-to-face and telephone completion options were offered
- Community-based events increased awareness and accessibility
- Assisted completion ensured inclusivity for vulnerable tenants
- Posted surveys to non-digital tenants

Based on response levels and representation across key demographics, further survey activity was not required to achieve a compliant dataset.

Summary of representativeness

The survey sample is representative of the tenant population

We assessed whether survey respondents were representative of our tenant population across the following characteristics:

- Age
- Gender

- Ethnicity
- Disability
- Property type (general needs, sheltered, supported housing, and temporary accommodation)

Overall Assessment

- The profile of respondents closely aligns with the tenant population
- No group was under- or over-represented by more than 10%, in line with TSM guidance
- Response patterns were consistent with the invited population

Demographic tables

Age Profile

While survey invitations are representative of the tenant age profile, responses fall outside the $\pm 10\%$ tolerance in key groups, indicating older tenants (65+) are over-represented, while working-age tenants, particularly those aged 25–44, are under-represented. This does not undermine the validity of the survey but does limit the extent to which findings fully reflect the experience of all tenants and should be considered when interpreting results.

Satisfaction varies significantly by age, with younger tenants reporting considerably lower satisfaction than older tenants. As older tenants are over-represented in responses and younger tenants under-represented. The introduction of QR codes has been a targeted approach to improve engagement with younger tenants with the aim of increasing representation from these groups in future results.

Tenant Demographic Age	Demographic %	% invited to survey 2025-26 (6555)	% responded to survey 2025-26 (709)	Satisfaction %
Between 16 and 24	2.44%	2%	2%	20%
Between 25 and 34	9.17is%	9%	7%	47%
Between 35 and 44	19.85%	19%	12%	55%
Between 45 and 54	18.63%	18%	16%	52%

Between 55 and 64	21%	21%	24%	66%
Between 65 and 74	16.21%	16%	22%	71%
Between 75 and 84	8.83%	10%	12%	80%
85 or over	3.21%	3%	3%	100%

Ethnicity

Ethnicity responses are representative across known groups, but the high level of unknown or undisclosed data limits the overall strength of the analysis.

Satisfaction by ethnicity shows some variation, with most groups reporting broadly positive levels of satisfaction, although responses from some groups are based on small sample sizes and should be treated with caution. The high proportion of unknown or undisclosed data limits the strength of the overall analysis. To address this, we have introduced an annual data cleanse survey and are using tenancy visits to improve the completeness of tenant data. This will support more accurate insight and help ensure future results better reflect the experience of all tenants.

Ethnicity Group	Tenant Base %	% Invited to Survey	% Responded	Notes	Satisfaction %
White (British, Irish, Other)	67.69%	71%	73%	Main comparator group	74%
Asian / Asian British	2.8%	2%	3%	Includes Indian, Pakistani, Bangladeshi, Mixed White Asian	80%
Black / Black British	4.9%	4%	5%	Includes African, Caribbean, Mixed White Black	80%
Other Ethnic Groups	3.95%	4%	3–4%	Includes Asian Other, Other, Chinese*	65%
Gypsy, Roma, Traveller (GRT)	0.15%	Too small	Too small	Small but important protected group	100%

Ethnicity Group	Tenant Base %	% Invited to Survey	% Responded	Notes	Satisfaction %
Mixed / Multiple Ethnicity	1.1%	1%	1%	Remaining mixed categories not grouped above	73%
Unknown / Not Stated	19.7%	5%	5%	Potentially underrepresented	78%

Gender

Gender representation is broadly aligned with the tenant population, with a slightly higher proportion of responses from female tenants, consistent with invitation trends. Satisfaction levels are comparable across genders, with male tenants reporting slightly higher satisfaction than female tenants. The level of unknown or unspecified gender data is higher within responses and limits the strength of the analysis. Overall, the results provide a fair and proportionate reflection of tenant views by gender and do not indicate significant bias in the findings.

Tenant Demographic Gender	Demographic %	% invited to survey 2025-26 (6555)	% responded to survey 2025-26 (709)	Satisfaction %
Female	58.95%	61%	63%	72%
Gender Neutral	0.01%	0% return	0%	N/A
Male	40.89%	39%	37%	77%
Not Known/specified	0.05%	11%	16%	N/A
Transgender	0.10%	0% return	0%	N/A

Disability

Responses are broadly representative by disability, with minimal unknown data. Satisfaction is higher among tenants with disabilities than those without, suggesting services may be meeting their needs more effectively, while highlighting an opportunity to improve satisfaction for the wider tenant group.

Disability	Demographic %	Satisfaction %
Yes	29.2%	73.9%
No	64.7%	58.5%
Unknown	6.1%	N/A

Tenancy Type

Satisfaction varies by tenancy type, with higher levels reported in adapted (83%) and sheltered/independent living housing (74%), and lower levels in general needs (62%) and furnished properties (63%), which make up the majority of the stock. This suggests that satisfaction is strongest where services are more tailored or support is more readily available. As general needs properties represent over three-quarters of the housing stock, improving performance and tenant experience in this area remains a key priority to drive overall satisfaction.

Tenancy type	Demographic %	Satisfaction %
Access	13.8%	67%
Adapted	1.3%	83%
Furnished	2.09%	63%
General	75.73%	62%
Sheltered /Independent living	6.03%	74%

Overall Performance Summary and Improvements (2025–26)

The table below shows how satisfied tenants are across the 12 TSM survey questions.

Overall satisfaction has improved and is now above the sector average, which is an encouraging sign that changes to services are starting to make a difference. However, many other areas are still below average compared to similar landlords, particularly repairs, communication and the condition of homes. Repairs and antisocial behaviour (ASB) remain the main causes of dissatisfaction, especially in relation to quality, timeliness and how cases are managed.

Code	Measure	2024/25 Value	2025/26 Value	2025/26 Target	Annual Variance	HouseMark Benchmark	GMHP Benchmark
TP01	Overall satisfaction with landlord service	70.59%	73.91%	74%	+3.32%	Q2	Q3
TP02	Satisfaction with repairs	74.55%	77.0%	80%	-1.68%	Q4	Q4
TP03	Satisfaction with time taken to complete most recent repair	72.76%	74.5%	75.5%	-1.57%	Q3	Q4
TP04	Satisfaction that the home is well maintained	66.78%	71.19%	69.4%	+4.41%	Q4	Q4
TP05	Satisfaction that the home is safe	69.94%	75.03%	76%	+5.09%	Q4	Q4
TP06	Satisfaction that landlord listens and acts on views	58.08%	58.43%	58.9%	+0.35%	Q3	Q4
TP07	Satisfaction with keeping tenants informed	64.98%	68.12%	76%	+3.14%	Q3	Q4
TP08	Landlord treats tenants fairly and with respect	74.94%	75.95%	76.3%	+1.01%	Q2	Q4
TP09	Satisfaction with complaints handling	37.6%	37.6%	50%	+10.18%	Q1	Q1
TP10	Satisfaction with communal areas clean and maintained	55.16%	68.9%	65.5%	-5.86%	Q4	Q4
TP11	Landlord contributes positively to neighbourhoods	56.06%	58.12%	62.5%	+2.06%	Q4	Q4
TP12	Satisfaction with handling anti-social behaviour	50.8%	52.59%	60.4%	+1.79%	Q3	Q4

What we have done to improve

Complaints handling has improved significantly and is now one of our strongest performing areas compared to other landlords. Satisfaction with safety and the condition of homes is also improving, although there is more work to do.

We have made several important changes during the year, including restructuring the repairs service, creating a dedicated compliance team and recruiting additional staff to strengthen our services. Independent reviews of ASB and Complaints have also helped us identify what needs to improve, alongside work to strengthen communication and customer service, which is at an early stage of implementation.

We have worked closely with tenants to understand their experiences and shape improvements. Tenant review groups focusing on complaints, ASB, repairs and communication have helped us better understand what matters most and how services can improve, including influencing the updated repairs policy. We have also made it easier for more people to get involved, using QR codes and working directly with tenants in independent living and sheltered schemes. Tenants have helped set the targets for the coming year, with most measures aiming higher to drive improvement.

We are also working with external specialists to improve key areas such as ASB, complaints and tenant engagement. We expect this to lead to better services and improved satisfaction over time.

We recognise that satisfaction has fallen in some areas. We are listening carefully to tenant feedback to understand why and are taking action to improve. We also know that during periods of change, satisfaction can take time to improve, and this can sometimes be reflected in short-term dips in feedback.

We use a range of information, including survey results, complaints and other feedback, to build a clear picture of performance and make sure we are focusing on the right priorities.

Conclusion

We continue to deliver a robust, year-round survey methodology aligned with regulatory expectations.

Key strengths of the approach include:

- Rolling invitations across the tenant population on tenant anniversary
- Continuous data collection enabling real-time insight
- Targeted engagement with digitally excluded tenants
- Achievement of a representative and compliant sample size

We will continue to refine our approach, with a particular focus on:

- Increasing engagement from any identified underrepresented groups
- Improving performance in lower-scoring service areas
- Strengthening the use of tenant insight to drive service improvement

Management Derived Performance Indicators

The table below shows management derived PI's Performance

Building Safety

Code	Building Safety	2024/25 YTD	2025/26 YTD
BS01	Gas Safety Checks	99.98%	99.77%
BS02	Fire Safety Checks	100%	100%
BS03	Asbestos safety checks	100%	100%
BS04	Water safety checks - Legionella	95.89%	72.22%
BS05	Lift safety checks	100%	100%

Gas safety performance remains high, with only a small number of short-dated certificates outstanding which are progressing and supported by The Compliance Workbook software and strengthened access processes.

Water safety remains below target due to a small number of outstanding assessments and access issues, all of which are short-term and under active management.

Code	Complaints and Anti-social behaviour	2024/25 YTD	2025/26 YTD
CH01a	Complaints relative to the size of the landlord - Stage 1	8.09	25.9

CH01b	Complaints relative to the size of the landlord Stage 2	0.37	0.58
CH02a	Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	100%
CH02b	Complaints responded to within Complaint Handling Code timescales - Stage2	100%	100%
NM01a	Anti-social behaviour cases relative to the size of the landlord	17.57	15.85
NM01b	Anti-social behaviour cases relative to the size of the landlord that involve hate incidents	3	1

Complaints

The 2025/26 year-end complaints position shows strong compliance and improving performance and TSM satisfaction levels, supported by HouseMark accreditation and a Housing Ombudsman review, both of which have informed a clear programme of improvement. Transactional Tenant satisfaction with complaint handling is also improving year on year.

During the year, two Complaints Investigation Officers were recruited to strengthen capacity and resilience. Seven Housing Ombudsman cases were received year to date, including two historical cases, with five maladministration findings and two severe maladministration findings linked to a damp and mould case. This has led to the introduction of a lettable standard damp inspection to embed learning.

The focus now is to refresh and relaunch complaints processes, embed learning, strengthen ownership, and drive cultural change across services.

ASB

Anti-social behaviour (ASB) reporting has reduced slightly year on year. There has been a focus on early intervention, with more issues being addressed through tenancy support before escalating into formal ASB cases. As a result, tenancy support activity has significantly increased since Q3, driven by improved recording, review, and performance management rather than increased demand.

Lower-level nuisance issues, such as noise and neighbour disputes, are now more appropriately managed as tenancy support rather than ASB. Enhanced partnership working with police, social care, and health services has also supported this approach, with some cases managed outside of housing systems. Overall demand has therefore not reduced but has been redistributed across services.

Reporting of crime-related incidents has improved, particularly in Q4, following targeted efforts to encourage accurate reporting.

We recognise that ASB remains an area requiring improvement. Insights from complaints and TSM data have informed a full-service review and improvement plan, supported by an external Housemark review. This is driving targeted training, strengthened partnership working and improvements to processes and ways of working.

Code	Repairs and Decency	2024/25 YTD	2025/26 YTD
RP01	Homes that do not meet the Decent Homes Standard	0.16%	0.8%
RP02A	Percentage of non-emergency repairs completed within the landlord's target timescale	78.73%	68.98%
RP02B	Percentage of emergency repairs completed within the landlord's target timescale	98.37%	97.18%

Decent Homes- At year end, 58 properties did not meet the Decent Homes Standard. Plans are in place for all these properties, with works prioritised to ensure they are brought up to standard as quickly as practicable.

Repairs
Repairs Transactional Survey – At year end repairs transactional satisfaction was 80% this shows an improved position demonstrating when we attend tenants’ homes overall tenants are satisfied with the standard of work and the professionalism of our staff.

Emergency repairs have maintained high performance, but not all emergency repairs were completed in 24 hours.

Non-emergency repairs closed at 68.98%, with March performance particularly low due to a legacy backlog of routine repairs, capacity constraints, and delays linked to parts availability and follow-on works.

The review of the repairs service has included improved ways of working and strengthened operational performance management to support consistent achievement of this target.

Conclusion

Overall performance shows a mixed but improving position. Strong building safety compliance and significant improvements in complaints handling are positive, alongside early signs of improving tenant satisfaction and strong transactional feedback on repairs.

However, key challenges remain in repairs, and aspects of ASB and neighbourhood management, and these continue to impact satisfaction.

This year has involved significant service change and restructuring. While improvements are underway, there is a recognised lag between operational changes and improvements in tenant perception.

The focus now is on embedding these changes, continuing to learn from feedback and ensuring that ongoing improvements lead to better outcomes for tenants and increased tenant satisfaction.