

During a routine validation review, we identified errors in some Tenant Satisfaction Measures (TSMs) We previously reported in our Autumn/Winter 2026 newsletter and on our website our TSM results from Q1 and Q2 2025/2026. The data has now been corrected, republished and independently validated. The issue did not affect services provided to residents, and additional steps have been introduced to prevent this from happening again. We apologise for the error and are committed to ensuring the accuracy and transparency of the information we share.

Below are the incorrect values reported within our resident newsletter.

Quarter 1

Measure	Reported	Actual
CH01. Stage one Complaints relative to the size of the landlord	9.4	12.4
CH01. Stage two Complaints relative to the size of the landlord	14.7	1.5
NM01. Anti-social behaviour cases opened per 1,000 homes	14.7	11.1

Quarter 2

Measure	Reported	Actual
TP09. Satisfaction with the landlord's approach to handling of complaints	51.3%	45.5%
TP11. Satisfaction that the landlord makes a positive contribution to neighbourhoods	62.9%	69.1%
CH01. Stage one Complaints relative to the size of the landlord per 1,000 homes	13.2	15.9
CH02.1. Stage one Complaints responded to within Complaint Handling Code timescales	90.9%	77.3%
CH02.2. Stage two Complaints responded to within Complaint Handling Code timescales	100%	85.7%
NM01. Anti-social behaviour cases opened per 1,000 homes	12	13.2

Quarter 3

Measure	Reported	Actual
TP11. Satisfaction that the landlord makes a positive contribution to neighbourhoods	77.9%	84.3%
CH01. Stage one Complaints relative to the size of the landlord	11.3	18.8
CH02.2. Stage two Complaints responded to within Complaint Handling Code timescales	50%	80%
NM01. Anti-social behaviour cases opened per 1,000 homes	6	6.9