

A photograph of a young man with dark hair, wearing a pink t-shirt and a black apron, sitting in a wheelchair in a kitchen. He is smiling broadly and looking towards the camera. He is holding a black tray with several small, round, yellow-topped pastries. In the background, there is a kitchen counter with various items, including a white jug, a bowl, and a microwave.

TENANT SATISFACTION MEASURES ANNUAL STATEMENT 2025

INTRODUCTION

Encircle Housing is a Registered Provider with fewer than 1,000 homes. We have chosen to collect Tenant Satisfaction Measures (TSM) data every two years.

During summer 2025, we carried out our latest Tenant Satisfaction Survey to understand tenants' experiences of our services and identify areas for improvement. The survey consisted of 20 questions, including the 12 tenant perception measures required under the Government's Tenant Satisfaction Measures framework. We also included questions about our organisational values and tenants' preferred methods of communication.

To encourage participation, we provided both online and postal easy read versions of the survey and offered an incentive with a free prize draw. In total, 220 tenants across England took part in the survey. We distributed 543 surveys and worked closely with care providers to support tenants in completing them.

Between May and September 2025, tenants were able to submit their responses online, by post, or through discussions during home visits, where staff collected feedback directly.

In 2023, we participated in the Regulator of Social Housing's Small Landlord's Pilot Scheme. We shared the results with the Government, our tenants and partners along with publishing them on our website. This is our first Tenant Satisfaction Measures Annual Statement and, in line with current requirements, it covers our tenants in England. The statement presents the results of both the 12 tenant perception measures and the 10 management information measures. It also highlights key findings, areas for improvement, and the actions we are taking in response to tenant feedback to help improve services and outcomes for our tenants.

TENANT SATISFACTION PERCEPTION MEASURES

Out of 220 completed Tenant Satisfaction Survey 2025:

OVERALL SERVICES (TP01)

100%

of tenants answered this question



88% of those tenants are very satisfied or fairly satisfied with **the overall service they receive from us. This has increased from 84% in 2023.**

Comment: This is the overall satisfaction of our services. You will see more results under each section and areas for improvements.

REPAIRS SERVICES (TP02)

70%

of tenants answered this question



86% of those tenants are very satisfied or fairly satisfied with **our repairs service. This has increased from 80% in 2023.**

Improvement: We are improving this by gathering tenant feedback in our improved survey and using WhatsApp, so tenants can send videos to help us assess issues more effectively.

TIME TO COMPLETE A REPAIR (TP03)

66%

of tenants answered this question



84% of those tenants are very satisfied or fairly satisfied with **the time it takes to complete a repair. This has increased from 81% in 2023.**

Improvement: We are continuing to improve this by working with our contractors to fix more repairs during the first visit and follow up calls.

HOME WELL MAINTAINED (TP04)

98%

of tenants answered this question



89% of those tenants are very satisfied or fairly satisfied that we provide **a home that is well maintained. This has increased from 81% in 2023.**

Improvement: We are improving this with by continuing with our planned painting programme and stock condition survey.

SAFETY AND SECURITY (TP05)

97%

of tenants answered this question



92% of those tenants are very satisfied or fairly satisfied with **the safety and security of their home. This has increased from 91% in 2023.**

Improvement: We are improving security by fitting high-quality locks to all external doors and checking their condition every year. We also now include window lock checks as part of our regular Health and Safety inspections.

LISTENING AND TAKING ACTION (TP06)

95%

of tenants answered this question



89% of those tenants are very satisfied or fairly satisfied that **we listen to tenants' views and act on them. This has increased from 74% in 2023.**

Improvement: We have set up 3 focus groups so far and will be inviting more tenants to get involved and sharing their views.

TENANT SATISFACTION PERCEPTION MEASURES

Out of 220 completed Tenant Satisfaction Survey 2025:

BEING KEPT INFORMED (TP07)

93%

of tenants answered this question



82% of those tenants are very satisfied or fairly satisfied that **we keep tenants informed about things that matter to them. This has increased from 75% in 2023.**

Improvement: We are improving this by finding out how our tenants would like us to communicate with them and what information they would like us to provide.

RESPECT (TP08)

97%

of tenants answered this question



91% of those tenants are very satisfied or fairly satisfied that **we treat tenants with respect. This has increased from 88% in 2023.**

Improvement: We are continuing to improve this through in-person visits to gather their views.

COMPLAINTS (TP09)

10%

of tenants answered this question



83% of those tenants are very satisfied or fairly satisfied with **our approach to handling a complaint. This has increased from 67% in 2023.**

Improvement: We are improving this by continuing to gather feedback in-person and ensure our tenants can easily access our complaints booklet and form on our website.

COMMUNAL AREAS (TP10)

77%

of tenants answered this question



85% of those tenants are very satisfied or fairly satisfied that **the communal areas are kept clean and well maintained. This has increased from 72% in 2023.**

Improvement: We agree how often the work is carried out through the year, such as window cleaning.

NEIGHBOURHOOD (TP11)

68%

of tenants answered this question



75% of those tenants are very satisfied or fairly satisfied that **we are making a positive contribution to your neighbourhood. This has increased from 65% in 2023.**

This question was confusing to tenants as we provide one off supported housing in the community not large housing estates.

ANTI-SOCIAL BEHAVIOUR (TP12)

72%

of tenants answered this question



73% of those tenants are very satisfied or fairly satisfied with **our approach to handling anti-social behaviour. This has decreased slightly from 74% in 2023.**

Improvement: We are continuing to improve this by listening and acting upon your feedback and agreeing an action plan with you to address your anti-social behaviour complaint.

MANAGEMENT INFORMATION MEASURES

As at the 31 March 2025, we provided 700 bed spaces across England. We have used this figure to calculate our performance.

RSH Code	Description	Performance
BS01	Gas safety checks	100%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	100%
BS05	Lift safety checks	100%
RP01	Homes that do not meet the Decent Homes Standard	0
RP02	Repairs completed within target timescale: 1. Non-Emergency 2. Emergency	93.1% 98.2%
NM01	Anti-social behaviour cases relative to the size of the landlord	81.4
	Hate Crime related anti-social behaviour cases	Nil
CH01	Complaints per 1,000 homes 1. Stage 1 2. Stage 2	18.6 Nil
	Complaints responded to within Complaint Handling Code timescales 1. Stage 1 2. Stage 2	92.3% N/A

OUR IMPROVEMENTS

Throughout this Statement we have shown the improvements we are making.

We are going to continue working alongside our tenants to ensure we continue doing what works well, and make the right changes.

We are keeping everyone updated through our tenant newsletter, Our Voice, our website, Annual Report and across our socials.

We look forward to sharing more with you soon.



Encircle
HOUSING

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Financial Conduct Authority Number 8071. Encircle
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