

TSM Survey Results 2025/26 Action Plan

Appendix 1: Updated 11 August 2026

This report is based on a comprehensive review of the Tendring District Council's (TDC) Tenant Satisfaction Measures (TSM) survey for 2025/26.

The report, produced by ARP Research, provides detailed analysis of tenant satisfaction across various service areas, compares results to previous years and national Local Authority benchmarks, and highlights statistically significant changes.

Tenant satisfaction remains stable and strong, with Tendring continuing to perform above national local authority benchmarks in most areas. Only one TSM measure, complaints handling, shows a statistically significant decline.

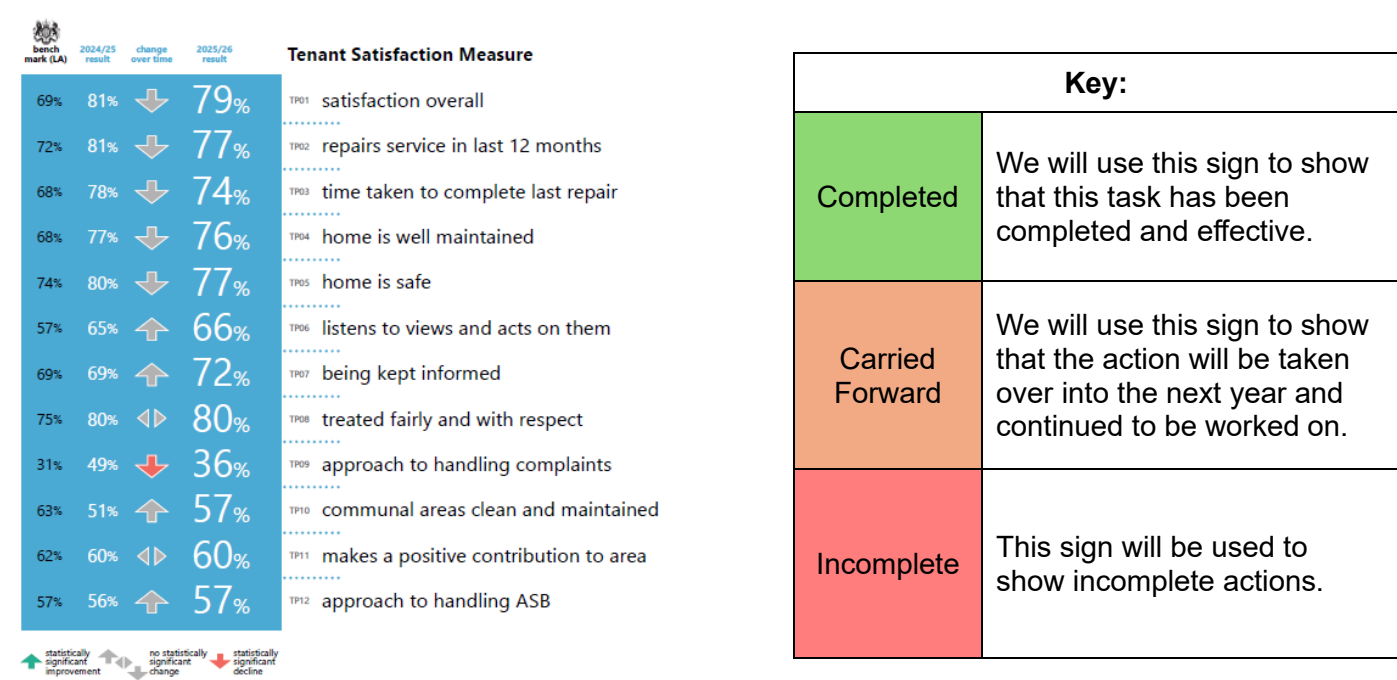
This summary highlights the most important findings, trends, and actions for council leadership, housing management, tenant representatives and other stakeholders/partners.

We will share updates on progress with these actions on our website, with our Tenant Panel, with tenants via a range of communication methods and through governance arrangements within TDC.

Survey Overview, Methodology and Data Quality – to meet regulatory requirements.

- **Survey conducted:** 28 Oct 2025 – 15 Jan 2026 by ARP Research
- **Participants:** 1,020 tenant households (35% response rate, error margin +/- 2.5%) – survey distributed to all 2,957 tenant households
- **Method:** Census paper survey, online option, reminders, prize draw incentive
- **Data weighted and rebased for accuracy:** By stock type, age group, and area.
- **Statistical significance tests used** to highlight real changes and subgroup differences.

Headline Report:



Consumer Standard action relates to: Safety and Quality Standard			
What TDC wants for tenants:			
To improve tenant satisfaction with: • The overall repairs service (TP02). • The time taken to complete their most recent repair (TP03). • Their home being well maintained (TP04). • Their home being safe (TP05).			
What the TSM Survey has highlighted:	To improve our service TDC will:	Current progress:	
Results from 2024/25 TSM Survey carried forward to 2025/26 Action Plan			
81% of our residents are happy with the repairs service (down from 2023/24).	Transactional survey of every repair completed by the main contractor (Rapid Response) and in house team (Engineering Services) to commence.	Transactional satisfaction survey to commence February 2026. Only two paper reviews received by August 2026. Online feedback form in development via a QR code.	
78% of our residents are happy with the time taken to complete their last repair (down from 2023/24).	Results from transactional survey forms to be assessed and learning outcomes implemented.	Review transactional survey results in April 2026. Only two paper reviews received by August 2026. Online feedback form in development via a QR code.	
	Weekly/ monthly contract review meetings now in place with Rapid Response and performance plan agreed.	Contract extension decision due April 2026 Contract extended to April 2028	
Only a third of respondents in CO11 area are satisfied with the cleaning and maintenance of communal areas. TSM (TP10) 12% below benchmark	Communal Cleaning Contract expires 1 st January 2027, with the option to extend for another year.	Review September 2026 if to trigger contract extension. Completed review, proposed extension until January 2028.	
	Review the frequency of block inspections at monthly case review meetings.	Monthly reviews ongoing	
	Tenant Involvement will conduct additional estate walkabouts in areas where 25/26 TSM Survey shows satisfaction to be low	TSM results for 2025-26 will be reviewed in March 2026. Review completed, 26/27 Walkabout plan is targeting the right areas.	

Results from 2025/26 TSM Survey			
For tenants under 50 there has been a significant drop in those who are happy with the repairs service in the last 12 months. Including 10 point drop in satisfaction for under 35's.	The under 50's who are working may be more satisfied with specific timed appointments or appointments offered after 5pm or at weekends. We will review the suitability of being able to accommodate this.	To be reviewed with Building Services at next Landlord Services meeting, September	
	Add a focus in the additional Tenant Newsletter going out in September 2026 asking tenants to provide further detailed feedback.	Additional newsletter in development, distributed in September 2026.	
Only 76% of tenants feel we provide a home that is well maintained.	Add a focus in the additional Tenant Newsletter going out in September 2026 asking tenants to provide further detailed feedback.	Additional newsletter in development, distributed in September 2026.	
	Drop Ins across the district allow tenants the opportunities to give us further feedback.	Drop In plan in action and dates available on our website.	
Satisfaction with communal cleaning fell by 9%; however, most respondents do not pay for this service.	Prior to contract renewal in January 2028, we will run an exercise to ask all tenants in our blocks of flats to see whether they would like to be included in the communal cleaning.	Exercise to be completed by Tenancy Management and Tenant Involvement by June 2027.	
	As part of our Block Inspection regime we can order one off cleans when the block is in need.	Ongoing review when block inspections are completed.	
Communal areas up to 57% from 51% in the previous year but still below benchmark.	Block inspection regime gives the opportunity to see areas of improvement.	Ongoing review when block inspections are completed.	
	Planned maintenance programme which is currently in draft will identify areas of improvement.	Ongoing work on a draft planned maintenance programme to identify works needed in communal areas.	
	Block Champions launch at the end of 2026 to give tenants which internal communal areas the chance to raise their own concerns and ideas around improvement.	As of August 2026, Block Champions form currently with IT to create the upload photo function so that the form can be used by tenants.	
Respondents in their first year are 4% more satisfied that their home is well maintained and 6% more satisfied that it is safe.	The introduction of Tenancy Checks undertaken by Tenant Involvement will increase communication with longstanding tenants and includes a focus point of what we can improve as a Landlord.	Ongoing Tenancy Check programme. Production of Tenants Unfiltered Voice document to help identify areas of development.	
Respondents in houses and maisonettes are	The introduction of Tenancy Checks undertaken by Tenant Involvement focuses on visiting everyone including those in	Ongoing Tenancy Check programme.	

significantly less satisfied compared to bungalows and bedsits.	houses and maisonettes to increase communication and how to improve as a landlord.	Production of Tenants Unfiltered Voice document to help identify areas of development.	
Those with the postcode beginning CO7 were less satisfied about maintenance of their homes.	Tenant Involvement target Drop Ins in Brightlingsea and Gt Bentley giving tenants the options to talk about their problems.	Drop In plan in action and dates available on our website. Ongoing	
	The introduction of Tenancy Checks undertaken by Tenant Involvement increase communication with longstanding tenants and is a focus point during of what we can improve as a Landlord.	Ongoing Tenancy Check programme. Production of Tenants Unfiltered Voice document to help identify areas of development.	

Consumer Standard action relates to: Neighbourhood and Community Standard			
What TDC wants for tenants:			
To improve tenant satisfaction: • With communal areas being clean and well maintained (TP10). • That their landlord makes a positive contribution to the neighbourhood (TP11).			
What the TSM Survey has highlighted:	To improve our service TDC will:	Current progress:	
Results from 2024/25 TSM Survey carried forward to 2025/26 Action Plan			
Respondents with a disability are significantly less satisfied than average with the council's contribution to where they live and how they handle ASB.	Future Tending Reports, (quarterly all-tenant newsletters) will focus on ASB, neighbourhood matters and encourage tenants to discuss their concerns with us.	The March 2026 edition of Tending Reports included a feature on ASB/Neighbourhood Management Ongoing, reoccurring March Newsletter Article	
	Our rolling programme of visiting all tenants as part of a Tenancy Check includes ASB and Neighbourhood matters	Tenancy Checks began in April 2024, rolling programme. As of June 2026, we have visited 1509 of our properties	
Issues with drug use and dealing seem to be far more prevalent in the CO12 and CO16 postcode areas, with the latter also significantly more likely than average to suffer from vandalism, graffiti or property damage. Satisfaction with how the council deal with ASB is lowest in CO12 (51%).	Results revealed areas were too vast to implement effective changes. The 2025-26 TSM survey results will include narrower areas to help us identify ASB and neighbourhood hotspots.	2025-26 TSM Survey results, from March 2026, were broken down by specific postcode enabling us to focus direct changes	
	2025-26 Tenancy Management will discuss results at future Problem-Solving Group, and Community Safety Team meetings and work with Essex Police to raise awareness, working on joint solutions.	For partnership working discussions at April 2026 Problem Solving Group. Ongoing	
	2026 Tenant Involvement drop ins will be in targeted areas highlighted in 2025/26 TSM results where vandalism, graffiti or property damage has been highlighted.	When 2025-26 TSM results are received, any highly populated areas that suffer from ASB we will invite partners along for a focused workshop morning. Ongoing	
Most commonly cited neighbourhood problems are rubbish/litter, car parking and dog mess (all over 50%), with the top two seen to be significantly more of a	Consider 2025-26 TSM results and if any areas highlight dog fouling as an issue, we will work in partnership with the Council's dog wardens.	We expect to receive results for the 2025-26 TSM survey in March 2026, and we will use these results to see what areas we should target.	

problem compared to a year ago.		Results from 2025-26 show a significant drop in dog fouling. Ongoing work with Tenancy Management and Dog Wardens	
	Reviewing bin collection arrangement at all blocks of flats, to ensure it is the most appropriate waste collection method.	Rolling programme, review to be completed by end of tenant led estate walkabouts which are due to end in November 2026. Ongoing work with Waste Management Team to review changes in waste collection	
	New waste contract, commencing October 2026, includes increased recycling with extra plastics, foil, trays and glass being collected and additional food waste in flats. This should help with overflowing general bins.	New contract came into action April 2026; from October 2026 residents will see changes. Ongoing	
Results from 2025/26 TSM Survey			
Those with the postcode beginning CO12 are less satisfied with neighbourhood, CO16 with drug problems and CO15 there was a big drop in satisfaction overall.	Partnership working, attendance at monthly problem-solving group and monthly operational enforcement group, and weekly meetings with area sergeant from Essex Police.	Ongoing partnership working between Tenancy Management and Essex Police.	
	Explore options of implementing CCTV in CO16 area. Budget setting in December, we will ensure this is considered during that process.	Explore the options at budget meetings in December 2026.	
Most common issue in additional comments this year is rubbish/litter and carparking.	Partnership working with Essex Police to tackle drug problems in CO16, looking at ways to move forward to hopefully improve results in the future	Ongoing partnership working between Tenancy Management and Essex Police.	
	As part of the new waste contract, we have procured our own HIT Team (waste collection) so that we can have greater control over the speed and frequency of jobs. i.e. increase litter picks.	The new waste contract enables us to use the HIT team more frequently. Working with Tenant Involvement to attend Estate Walkabouts, initial conversations started in June 2026.	
	Block inspection regime gives the opportunity to see areas of improvement.	Ongoing review when block inspections are completed.	

Consumer Standard action relates to: Transparency, Influence and Accountability Standard			
What TDC wants for tenants:			
To improve tenant satisfaction with: • How TDC listen to their views and act on them (TP06). • How TDC keep them informed about things that matter to them (TP07). • That TDC treat them fairly and with respect (TP08). • TDC’s approach to complaint handling (TP09).			
What the TSM Survey has highlighted:	To improve our service TDC will:	Current progress:	
Results from 2024/25 TSM Survey carried forward to 2025/26 Action Plan			
Contact with the sheltered housing officer is lower than average in the CO12 postcode area (58%).	Meet with other sheltered housing providers to discuss ways that they work and develop to see if we can adapt any of their ideas to improve further communications with residents	Met with Colchester Brough Homes Sheltered Housing lead to discuss best practice ideas in December 2025.	
Results from 2025/26 TSM Survey			
Approach to handling complaints is down by 13% compared to results in the previous year.	Look at tailoring the complaints question within parameters in next year’s survey to ensure that tenants understand that they are reporting on formal Stage 1 and 2 complaints, not service requests.	Working with ARP before next TSM Survey goes out in September 2026.	
	Increase communication about what is a complaint via a user-friendly video that explains the difference between complaints and service requests and how to report them.	Video in queue after Tenancy Video is completed, draft video to be available by December 2026.	
	Ask tenants for their feedback on how we are performing by sending them our ‘Self-Assessment’ against the Ombudsman Code document.	To go to August TSM Subgroup 2026	
Tenants with a disability are less satisfied and feel they are treated with less respect than those without. They also feel they are not listened to nor kept informed.	Add a focus in the additional Tenant Newsletter going out in September 2026 asking tenants to provide further detailed feedback.	Additional newsletter in development, distributed in September 2026.	
	Creation of Tenancy sign up video to be viewed once signed their tenancy agreement; this is a more inclusive way to communicate with tenants.	In draft form, going to Cllr Baker for review in August 2026 and then go live.	
Those with a disability are significantly less satisfied that their rent represents good value for money.	Diverse needs group created to get an understanding of whether we are inclusive and what we need to do to support them.	First meeting of the Diverse Needs Group completed 9 th July.	
		Meeting every four months, ongoing.	

19% of tenants would like to know more about having a say in service delivery.	Tenant Involvement has many options for tenants to get involved in their Housing Services - Participation .	Ongoing Tenant Involvement opportunities and circulation of these via social media and quarterly Tenant Newsletter.	
--	---	---	--

Overall Service			
What TDC wants for tenants:			
Proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01)			
What the TSM Survey has highlighted:	To improve our service TDC will:	Current progress:	
Results from 2024/25 TSM Survey carried forward to 2025/26 Action Plan			
Respondents with a disability are significantly less satisfied with the maintenance of their homes (74%), compared to 81% of respondents with no disability.	We are consistency getting to know our tenants better by the rolling 3-year tenancy check regime.	Tenancy Checks began in April 2024, rolling programme. As of June 2026, we have visited 1509 of our properties	
	We will encourage residents to report any maintenance issues with their home.	March 2026 edition of Tendring Reports to include a focus on encouraging residents to report maintenance within their homes. Reoccurring March article, Ongoing	
Staff being friendly and approachable. 87%.	121's, Identify training needs, CIH Self-Assessment. Staff newsletter	Completed analysis of 2025/26 results compared to 2024/25, by March 2026, see below results.	
Ability of staff to deal with query quickly and efficiently 77%.	121's, Identify training needs, CIH Self-Assessment. Staff newsletter	Completed analysis of 2025/26 results compared to 2024/25, by March 2026, see below results.	
Quality of the information/ advice staff provided 67%.	121's, Identify training needs, CIH Self-Assessment. Staff newsletter	Completed analysis of 2025/26 results compared to 2024/25, by March 2026, see below results.	
The final outcome of query 64%.	121's, Identify training needs, CIH Self-Assessment. Staff newsletter	Completed analysis of 2025/26 results compared to 2024/25, by March 2026, see below results.	
Being kept informed about the query 60%.	121's, Identify training needs, CIH Self-Assessment. Staff newsletter	Completed analysis of 2025/26 results compared to 2024/25, by March 2026, see below results.	
Results from 2025/26 TSM Survey			
Response rate only at 35% the same as the previous year.	Review and increase communication around TSM Survey next year.	Increase comms via social media, website and newsletter.	
	Speak to ARP about other Local Authority prizes and prize values to see how ours differ. This can help us make an informed	Working with ARP before next TSM	

	decision on how we can adjust our prizes this year for a better response rate.	Survey goes out in September 2026.	
	Drive up response rate by collating more emails throughout the year so that more email survey reminders can be sent out.	Ongoing Tenancy Check regime to gain more email addresses for our tenants.	
Staff being friendly and approachable. 86%.	Result has decreased by 1% from last year's results. More circulation to be included via Housing Staff newsletter and for managers to include training needs via the CIH Self-Assessment.	Complete analysis of 2026/27 results compared to 2025/26, by March 2027.	
Ability of staff to deal with query quickly and efficiently 75%.	Result has decreased by 2% from last year's results. More circulation to be included via Housing Staff newsletter and for managers to include training needs via the CIH Self-Assessment.	Complete analysis of 2026/27 results compared to 2025/26, by March 2027.	
Quality of the information/ advice staff provided 66%.	Result has decreased by 1% from last year's results. More circulation to be included via Housing Staff newsletter and for managers to include training needs via the CIH Self-Assessment.	Complete analysis of 2026/27 results compared to 2025/26, by March 2027.	
The final outcome of query 65%.	Result has increase by 1% from last year's results, which is good. To hopefully continue with small increases every year we will do more circulation via the Housing Staff newsletter and increase comms for managers to include training needs via the CIH Self-Assessment.	Complete analysis of 2026/27 results compared to 2025/26, by March 2027.	
Being kept informed about the query 61%.	Result has increase by 1% from last year's results, which is good. To hopefully continue with small increases every year we will do more circulation via the Housing Staff newsletter and increase comms for managers to include training needs via the CIH Self-Assessment.	Complete analysis of 2026/27 results compared to 2025/26, by March 2027.	