Six Month TSM Results - 2026

Rented Customers Key Metrics Summary



OVERALL SATISFACTION
71.4%
⬆ +1.9%

Overall satisfaction with Platform Housing has increased slightly by +1.9% since last year.

'Handling of complaints is the only TP to decrease since last year. All other TPs have increased year on year, with 'time taken to complete repairs', 'a well-maintained home', 'listens and acts' and 'handling of ASB' increasing significantly.

PROPERTIES IN GOOD REPAIR AND SAFE

- Overall repairs service: **75.5%** ⬆ +3.0%
- Time taken for repairs: **72.1%** ⬆ +4.3%
- Well maintained home: **73.8%** ⬆ +3.1%
- A home that is safe: **82.1%** ⬆ +2.1%

RESPECTFUL & HELPFUL ENGAGEMENT

- Listens and acts: **63.0%** ⬆ +3.6%
- Keeps me informed: **71.3%** ⬆ +2.7%
- Treats me fairly: **76.6%** ⬆ +0.8%

EFFECTIVE HANDLING OF COMPLAINTS

- Complaint handling: **35.8%** ⬇ -4.4%

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

- Communal areas: **65.5%** ⬆ +1.5%
- Neighbourhood contribution: **65.4%** ⬆ +3.4%
- ASB: **63.1%** ⬆ +5.1%

Statistically significant changes are highlighted

Home Owners Key Metrics Summary

Overall satisfaction with Platform Housing has increased by 6.1% since last year.

6 out of the 8 other TPs have also seen an increase year on year; 'home that is safe', 'listens and acts', 'keeps me informed' (this is a significant increase), 'treats me fairly and with respect', 'complaints handling' and 'handling of ASB'. 2 TPs have decreased since last year; 'complaints handling' and 'communal areas'.



OVERALL SATISFACTION
50.3%
⬆ +6.1%

MAINTAINING BUILDING SAFETY

- A home that is safe: **75.9%** ⬆ +2.3%

RESPECTFUL & HELPFUL ENGAGEMENT

- Listens and acts: **43.6%** ⬆ +7.1%
- Keeps me informed: **66.4%** ⬆ +14.0%
- Treats me fairly: **62.6%** ⬆ +5.1%

EFFECTIVE HANDLING OF COMPLAINTS

- Complaint handling: **26.7%** ⬆ +1.9%

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

- Communal areas: **49.2%** ⬇ -1.6%
- Neighbourhood contribution: **42.1%** ⬇ -0.4%
- ASB: **42.5%** ⬆ +8.4%

Statistically significant changes are highlighted