City of London Corporation Committee Report

Committee(s): Housing Management and Almshouses Sub-Committee – For information and discussion	**Dated:** 01/07/2026
Subject: Tenant Satisfaction Measures 2025-26	For Information and discussion
This proposal: • **provides statutory duties**	Compliance with requirements of Regulator for Social Housing
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	No
Report of: Judith Finlay, Executive Director of Community and Children's Services	
Report author: Liane Coopey Business Support Manager (Housing)	

Summary

As part of the revised regulatory regime for social housing which came into effect 1 April 2023, social landlords that own or manage over 1,000 homes are required to submit annual returns against a set of Tenant Satisfaction Measures (TSMs). This includes an obligation to survey tenants on:

- a set of twelve satisfaction measures,
- ten measures being reported from landlord data (on areas such as compliance, complaints and antisocial behaviour)

The tenant perception survey for 2025/26 was completed in late 2025, and this report outlines the results of that exercise

A further report, including the full suite of 22 Tenant Satisfaction Measures (both tenant perception and landlord data) and the TSM Improvement Plan 2026-27, will be brought to this Committee in September 2026, once final data on the landlord measures has been verified.

Recommendation

Members are asked to:

- Note the content of the report.

Main Report

Background

1. With effect from 1 April 2023, social landlords in England which own or manage over 1,000 homes must complete an annual return to the Regulator of Social Housing ("the RSH)") against a set of Tenant Satisfaction Measures. These are broken down into two parts; a tenant perception survey and a prescribed set of data measured directly by landlords.

2. The City Corporation completed its first return to the RSH in June 2024, having carried out a tenant perception survey in late 2023 through an independent market research organisation, Acuity Research and Practice Ltd.

3. The tenant perception survey for 2025/26 was completed between 29 September 2025 and 12 December 2025, again by Acuity, with surveys conducted by telephone and online, as previously.

4. The return rate was just under 21%, which meets the technical requirements for statistical significance required by the RSH based on the City Corporation's stock size. In accordance with Members' wishes, officers agreed that Acuity would attempt to survey obtain a minimum of 25% of responses from relevant tenants, however this was unsuccessful despite Acuity's best efforts.

5. Officers welcome the Tenant Satisfaction Measures (TSM) survey as a valuable and independent assessment of the services we provide to residents. The survey offers an important evidence base, enabling us to better understand tenants' experiences and perceptions, and to identify areas where improvements are required. The findings will be used alongside complaints data, performance information, and other resident feedback to inform a structured review of our services and drive continuous improvement.

6. A key priority in developing the 2026/27 TSM Improvement Plan will be meaningful tenant involvement. We will seek to convene a Task and Finish Group to work collaboratively with officers to review the survey findings in detail, help shape priorities, and contribute to the development of the improvement plan ahead of its presentation to Members in September 2026.

7. Tenant involvement will be embedded throughout the next phase of this work. Residents will play an active role not only in shaping the improvement plan but also in reviewing progress against agreed actions. This approach supports the Transparency, Influence and Accountability Standard and reinforces our commitment to ensuring that tenants have a clear and influential voice in how services are designed, delivered, and improved.

Current Year Position (2025/26)

8. Overall satisfaction has decreased (-2.7%) to 65.0%. While individual changes are modest, the direction of travel across several perception measures indicates a softening in tenant confidence, particularly in areas relating to responsiveness, and fairness. This is an early indicator of declining tenant perception rather than a single isolated issue and requires a robust targeted service response.

9. The results of the first three-year surveys and direction of travel are found in Appendix 1.

10. The Acuity City of London Corporation TSM Report 2025/26 LCRA is attached in Appendix 2.

11. For ease of reference, some key results are shown below:

    - TP01 – Overall Satisfaction 65.0%.
    - TP02 – Satisfaction with Repairs 70.6%
    - TP04 – Satisfaction that the home is well maintained 68.1%
    - TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them 73.2%
    - TP08 Agreement that the landlord treats tenants fairly and with respect 68.0%

12. Members will note from Appendix 1 that satisfaction levels have increased in the key areas of repairs and complaint handling this year.

13. Seven areas show modest reductions (under 3%) in satisfaction

14. Two measures decreased noticeably, listens and acts (-3.8%), and landlord treats tenants fairly and with respect (-7.8%)).

Notable Results

15. There were some encouraging results in the 2025/6 survey.
    - TP02 Satisfaction with repairs (+3.2%) has increased for the third consecutive year. This may be driven by the progress made by the Head of Repairs & Maintenance in driving improvements
    - TP03 Satisfaction with time taken to complete the most recent repair (+2.4%) again reflects improvements made in the delivery of the Repairs & Maintenance Service.
    - Whilst only 37.4% residents reported being satisfied with the landlords handling of complaints – this was the single most significant increase of all results (+7.4%). Our performance in handling complaints in accordance with service standards improved significantly in 2024/5 – and this has been reflected in the increase in the 2025/26 response.

16. Some results decreased, with the following measures being of note:
    - Members should note that overall tenant satisfaction has decreased by 2.7 percentage points compared to the previous year. While relatively modest, this represents a reversal in the positive trend seen in previous reporting and will continue to be monitored closely
    - Satisfaction that the landlord listens to tenants' views and acts on them (-3.8%) has remained our second lowest scoring area of satisfaction over the last three years. These results indicate persistent dissatisfaction in key service areas.
    - Whilst there was a decrease in satisfaction (-1.2%) although a notable proportion of residents are satisfied that we keep them informed about things that matter to them (73.1%). This has been the highest scoring metric over the past 3 years

    While performance against service standards has improved (as evidenced by satisfaction with communication, repairs and improvements in complaint handling) this has not yet translated into improved tenant perception - highlighting the gap between service delivery and customer experience

    Although the change in overall satisfaction is relatively small and within expected statistical variation, however, the continued downward movement across a number of measures is marked. Tenant Satisfaction Measures are used by the Regulator of Social Housing to assess compliance with the Transparency, Influence and Accountability Standard. A steady decline in satisfaction may indicate emerging risks in service quality, tenant trust, and regulatory assurance if not addressed.

    Officers have commenced detailed analysis of the results, triangulating survey findings with complaints data, service performance metrics, and resident feedback.

17. Priority areas for improvement emerging from the data include:
    - Improving ways in which we listen and act
    - Perceived responsiveness and ease of contact
    - Perceptions of fairness and respect

    These will be incorporated into the 2026/27 TSM Improvement Plan, which will be reported to Members at the September HMASC.

18. Methodology and response - As in the previous two years, we used a blend of online and telephone surveys to conduct our Tenant Perception Survey. The use of telephone surveys achieves a higher response than online or paper surveys alone.

19. To achieve the required statistical significance, a minimum of 321 surveys were required, however we successfully completed 379 this year. This compares favourably to 357 in 2024/25. This represents 20.88% of tenants and meets the requirements of the Regulator. It also provides results which are within the required margin of error of +/- 5%.

20. A further 24 surveys were partially completed, and these are also included in our return to the Regulator.

21. In line with Members' wishes, we had aimed to reach a greater proportion of tenants and aimed for a completion rate of 25%. However, despite offering incentives (5 x £50 gift cards) extending the survey period and making further attempts with telephone surveys, we were unable to achieve a higher completion rate, and the decision was taken to conclude the survey period. Officers will continue work with Acuity to consider ways to increase engagement and increase our return rate for the 2026/27 survey.

Corporate & Strategic Implications

Strategic implications – The Tenant Perception Survey is a requirement of the Regulator of Social Housing, and our regulatory obligation will be fulfilled once the return is made to the RSH in June 2026

Financial implications: None

Resource implications: None

Legal implications: None

Risk implications: None

Equalities implications – None

Climate implications: None

Security implications: None

Conclusion

22. From 1 April 2023, the Regulator for Social Housing has required landlords to collect annual tenant satisfaction data against a new set of specified measures, with the results for 2025/26 due to be returned to the RSH by 30 June 2026.

23. Housing completed its third TSM survey in late 2025 and the overall satisfaction rate with services was 65%.

24. Officers have completed further analysis of the results and identified ways in which they can be used to inform service improvement initiatives.

25. A further report will be brought to this Sub-Committee in September 2025, containing the full set of TSM data, benchmarking data and more detail about the steps to be taken to support improvements to the results and the services to which they relate.

Appendices

- Appendix 1 – City of London TSM scores 3 year
- Appendix 2 – Acuity TSM report

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Appendix 1

City of London Housing : Tenant Satisfaction Measures – 3 Years

Tenant Perception Measures:

TSM	Measure	2023/24 Percent	2024/25 Percent	25/26 Percent	%
TP01	Overall Satisfaction	66.7%	67.7%	65.0%	↓ -2.7
TP02	Satisfaction with Repairs	67.0%	67.4%	70.6%	↑ +3.2
TP03	Satisfaction with Time Taken to Complete Most Recent Repair	66.2%	64.7%	67.1%	↑ +2.4
TP04	Satisfaction that the home is well maintained	64.3%	70.8%	68.1%	↓ -2.7
TP05	Satisfaction that the home is safe	71.7%	71.6%	69.2%	↓ -2.4
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	53.2%	55.4%	51.6%	↓ -3.8
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	74.0%	74.3%	73.1%	↓ -1.2
TP08	Agreement that the landlord treats tenants fairly and with respect	71.6%	74.8%	68.0%	↓ -6.8
TP09	Satisfaction with the landlord's approach to handling complaints	38.3%	30.0%	37.4%	↑ +7.4
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	73.5%	66.6%	64.2%	↓ -2.4
TP11	Satisfaction that the landlord makes a	69.6%	67.8%	66.4%	↓ -1.4

	positive contribution to neighbourhoods				
TP12	Satisfaction with the landlord's approach to handling ASB	66.8%	63.9%	61.5%	↓ -2.4

Appendix 2 – Acuity TSM Report

Acuity
intelligence. insight. improvement.



City of London Corporation

TSM Report 2025/26 LCRA

Prepared by: Acuity Research & Practice

Key TSM Metrics
Overall Satisfaction
The Home
Repairs
Neighbourhood
ASB
Engagement
Complaints
Wellbeing
Further Insight
Summary
Demographics

Introduction

The City of London Corporation owns and manages around 1,930 tenanted properties and 900 leasehold properties in the centre of London. Following successful surveys in 2023/24 and 2024/25, the Corporation has recommissioned Acuity, an independent market research company, to help them run their TSM surveys in 2025/26. This report provides the survey results for the LCRA tenants only. The survey is designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and are now required annually.

The survey was conducted by telephone and online to achieve a minimum of 321 completed surveys to reach the desired margin of error of ±5%. The online links were sent on 29 September, telephone interviews began on 13 October, and the survey remained open until 12 December to achieve the desired response rate. By the close of the survey, 403 responses had been received, 379 complete plus a further 24 incomplete, which must also be included. This is split between 108 responses made online (27%) and 295 completed by telephone (73%).

This is the first time the report has used sentiment analysis to better understand tenants' comments and why they responded to the satisfaction questions the way they did. Information about how this works is shown at the end of the report. It adds an extra layer of focused insight to the results to help the City of London better understand what is driving satisfaction, what tenants are most concerned about, and what, as a consequence, could be improved.

The survey is confidential, and the results are sent back to the City of London anonymised unless tenants give their permission to be identified. 61% of tenants gave permission to share their responses with their details attached, and 90% of these are happy for the Corporation to contact them to discuss any information they provided.

This survey aims to provide data on tenants' satisfaction, which will allow the City of London to:

- Understand the tenants' perceptions of current service provision
- Compare the results with the previous surveys
- Compare the results with other landlords (where appropriate)
- Report to the Regulator of Social Housing (RSH) annually, as required.

For overall results, Acuity and the Regulator of Social Housing require that landlords with fewer than 2,500 properties achieve a sampling error of at least ±5% at the 95% confidence level. For the City of London, 397 responses were received for the overall service question, which is sufficient to conclude that the findings are accurate to within ±4.38%, meeting the required error margin.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The base numbers are included on the charts and shown as n=...

LCRA TSM Key Metrics

65%
Overall Satisfaction

Around two-thirds of tenants are satisfied with the overall service provided by the City of London Corporation (65%); this is down 3 percentage points (p.p) since last year, part of a general fall in satisfaction this year.

Just two measures exceed 70%: the repairs service in the last 12 months (71%) and how tenants are kept informed about things that matter to them (73%), the highest rating in this year's survey.

In contrast, just 52% are satisfied with how their views are listened to and acted upon, and only 37% are satisfied with the handling of complaints.

The report focuses on the headline figures, but also shows how satisfaction has changed over time, how the results compare to others, includes a breakdown of results to see what is driving satisfaction, and includes an analysis of the open comments made by tenants.

Keeping Properties in Good Repair

- Well Maintained Home 68%
- Safe Home 69%
- Repairs Last 12 Months 71%
- Time Taken Repairs 67%

Respectful & Helpful Engagement

- Listens & Acts 52%
- Kept Informed 73%
- Fairly & with Respect 68%
- Complaints Handling 37%

Responsible Neighbourhood Management

- Communal Areas 64%
- Neighbourhood Contribution 66%
- Approach to ASB 62%



Overall Satisfaction

Overall Satisfaction

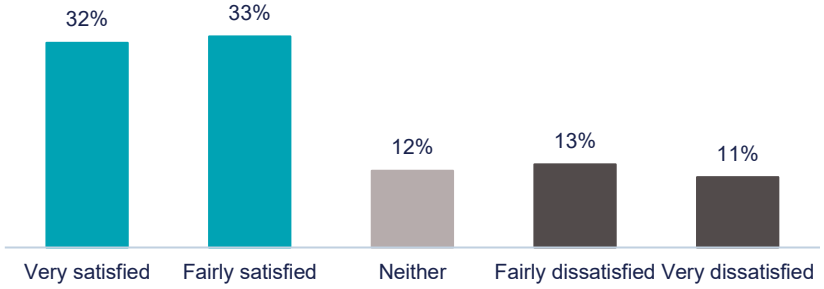
Tenants were asked, *"Taking everything into account, how satisfied or dissatisfied are you with the service provided by The City of London Corporation?"* This is the key metric in any tenant perception survey.

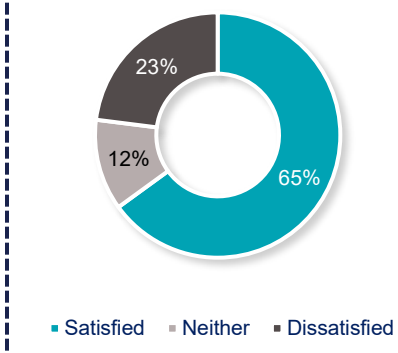
Of the 65% who are satisfied with the overall service provided by the Corporation, similar numbers are very and fairly satisfied. However, 23% are dissatisfied, and a further 12% are neither satisfied nor dissatisfied.

Satisfaction rose slightly between 23/24 and 24/25, but is down by 3p.p in 25/26.

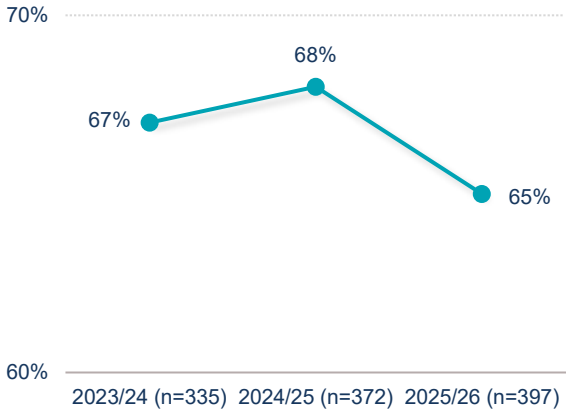
The vast majority of respondents are in general needs accommodation, but these are the least satisfied, with the few in Almshouses all satisfied with the service. Those responding by telephone interview are more satisfied than those using the online option.

Acuity has been monitoring the results from its clients to give a sector-wide perspective, and this suggests that, after a period of decline, overall satisfaction is finally starting to improve, up 2p.p to a median of 73% satisfied, the highest point in a year. Survey methodology, timing, and service level improvements could all contribute to this.

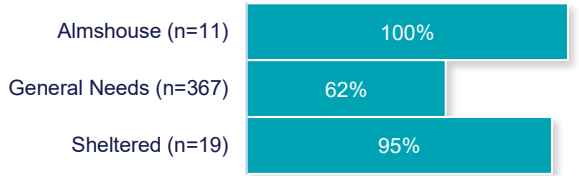




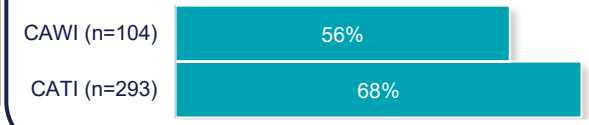
Over time



Satisfaction by Tenure



Satisfaction by Response Method

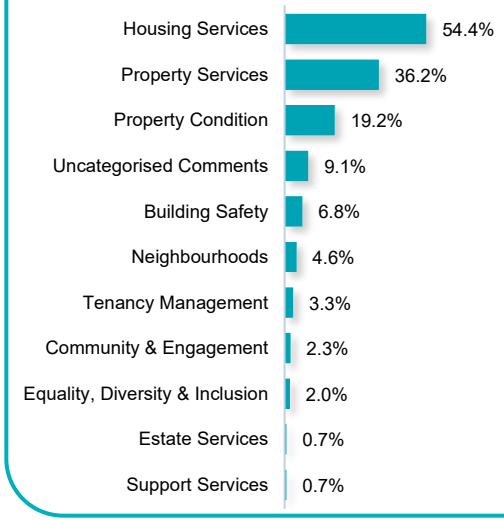


Overall Satisfaction

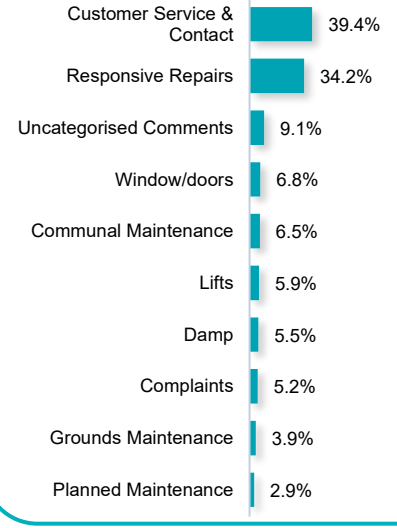
Please describe your specific experiences that have shaped your view of the City of London's service.

Base Size: 307

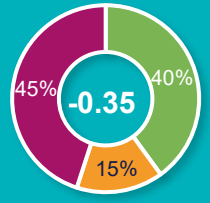
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness & Responsiveness	98	37.4%	-1.83
Satisfaction	53	20.2%	+3.19
Quality of Work / Service	44	16.8%	-1.66
Subcategory, no attribute (yet)	41	15.6%	-1.32
Communication / Transparency	36	13.7%	-1.72
Resolution	33	12.6%	-2.70
Effort	21	8.0%	-3.10
Staff Conduct	16	6.1%	+1.44
No Comments	14	5.3%	-0.36
Listening / Acting	9	3.4%	-2.56
Appointments / Convenience	8	3.1%	-4.00
Empathy	8	3.1%	+1.50
Trust	7	2.7%	-4.14
Safety	4	1.5%	-3.00
Accountability	2	0.8%	-5.00
Consistency	2	0.8%	-1.00
Worker Conduct	2	0.8%	-5.00
Accessibility	1	0.4%	-5.00
Fairness	1	0.4%	-5.00



Positive Neutral Negative

Tenants were asked to, *"Please describe your specific experiences that have shaped your view of the City of London's service,"* and 307 left comments. These responses reveal mixed sentiments regarding overall satisfaction with housing services. Many tenants express appreciation for timely repairs and supportive staff, indicating positive interactions when issues arise. However, a number of tenants report dissatisfaction due to slow response times, unresolved repairs, and persistent issues such as damp and mould. Critical comments highlight poor communication, unfulfilled promises regarding maintenance, and a declining standard in communal areas and overall upkeep.

Some respondents feel neglected, especially in older residential blocks, as resources seem focused on new developments. Specific concerns include malfunctioning lifts, ongoing leaks, and inadequate cleaning services, leaving tenants frustrated and feeling unheard. A recurring theme is the challenge of obtaining timely maintenance, exacerbating feelings of discontent. Overall, while some tenants appreciate the management, a considerable proportion seek improvements in responsiveness and quality of service to enhance their living conditions.

For further information about Acuity's Resident Sentiment Index, please see Appendix 1.

Overall Satisfaction - Example Comments

Positive comments

"They are one of the best landlords. I have been satisfied for the last 50 years. You can't beat it."

"Whenever I have had an issue, they always dealt with it, and I find them supportive."

"We have been living here for 30 years, and they care for the building, cleaning, and any repairs. You phone them, they do it. I haven't had any issues."

"They are good in everything you tell them, they take good care of us and make us comfortable."

"The service is very good."

"The services are good, I'm very happy, and they look after me."

"Very happy with them, last week an inspector came to check my windows, and he was very lovely, I was very happy with the service."

Repairs & maintenance

"When I need something to repair, they come straight away. The windows, I have the water coming inside. That's the only problem. And the flat is very cold."

"They don't always turn up to repair appointments."

"It takes so long to get repairs, and the office doesn't feel like it's regularly open."

"At the moment, you know our windows are really bad; we have gaps in the windows. They know all about it. I lived here for over fifteen years, so they also know about it. I don't remember when I reported it. when we went for a meeting, they said that they would come around to assess."

"The repairs services are not good, and the jobs have to be done more than once. There is never a good job done once; the contractors always do a poor job, and I had a tap repair, and they had to come do it 4 times."

Communal areas

"I would say the cleaning standards on the estate are not as good as before, and people take stuff into the communal areas. Dogs are walked in areas that they are not supposed to walk in. There is anti-social behaviour."

"The only issue I have is the lifts break down quite regularly, but apart from that, everything else is fine."

"The gardens are looked after lovely, the buildings are fine, the only thing is some of the exterior woodwork could be upgraded, but that's about it."

"In terms of repairs, they are carried out in a timely manner; the only thing I am dissatisfied with is the management of the cleaning service."

"The condition of the estate has fallen over the years, cracked pavements, not fixing it, a lot of anti-social behaviour, you report it, but nothing is done about it."

Other matters

"They are putting up four new blocks on this estate, but the ones we live in are constantly neglected, the lifts are constantly broken, the blocks are not being cleaned properly, it is a nightmare here at the moment."

"Management staff are very available and very communicative, and in my experience, they are supportive."

"There is a reasonably heavy staff turnover. They get defensive and then say call us again. If it's straightforward, they are alright; if it isn't straightforward, they are alright."

"They don't answer emails, and if you call, they promise someone will get back to you, and no one gets back to you."

"The customer service and repairs I'm not happy about, it takes too long to reach someone to resolve the issue."

"Communication is good. I'm happy."

Number of respondents: 307



Well Maintained, Safety & Communal Areas

Well Maintained, Safety & Communal Areas

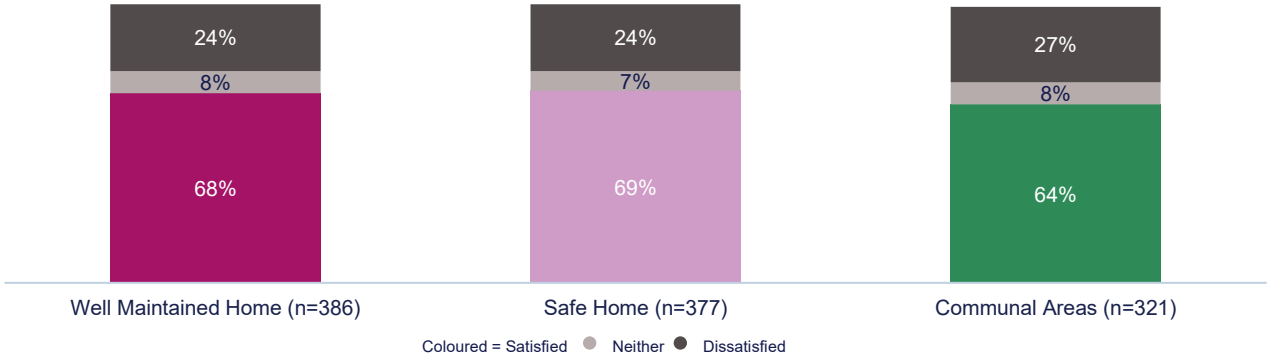
Just over two-thirds of tenants feel their homes are well maintained (68%), with slightly more feeling their homes are safe (69%). However, both of these measures have decreased slightly since the previous survey; down 3p.p for the home being well maintained and the same decrease for its safety.

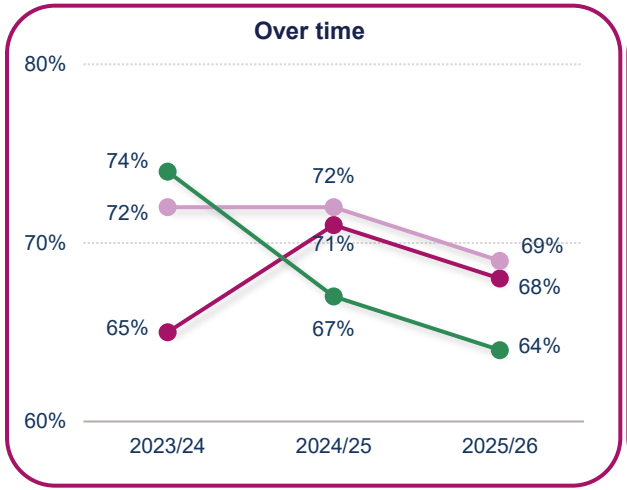
Satisfaction with both measures has increased across the sector, reaching 74% and 80%, respectively.

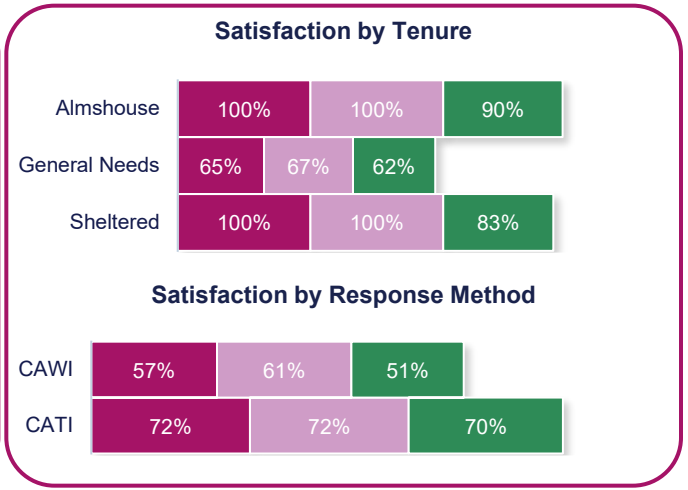
Nine out of ten tenants stated that they live in a building with communal areas that the Corporation is responsible for maintaining (91%), and 64% of these tenants are satisfied that their communal areas are clean and well maintained, although 27% are dissatisfied. Satisfaction has decreased marginally since the previous survey (down by 2p.p), while dissatisfaction has increased by 5p.p (fewer tenants gave a neither response).

The sector median satisfaction has risen by 4p.p. to 71%, which, despite the increase, remains notably lower than individual home maintenance and safety metrics.

Again, those in the Almshouses are the most satisfied, as are those completing the survey by telephone interview.



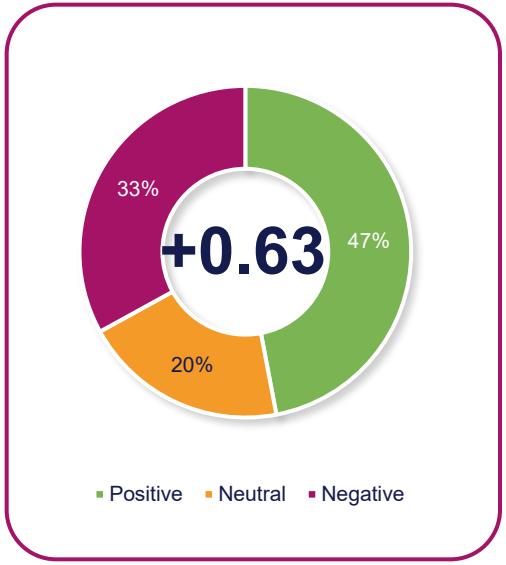




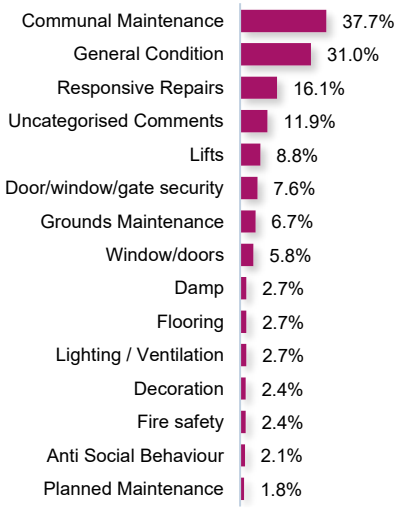
The Home

Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.

Base Size: 329



Top Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	90	27.4%	+0.58
Timeliness & Responsiveness	50	15.2%	-2.26
Subcategory, no attribute (yet)	43	13.1%	-0.35
Safety	22	6.7%	+0.14
Resolution	9	2.7%	-1.56
Effort	6	1.8%	-4.67
Listening / Acting	6	1.8%	-5.00
Worker Conduct	5	1.5%	+2.20
No Comments	5	1.5%	0.00
Communication / Transparency	4	1.2%	-3.25
Trust	3	0.9%	-5.00
Empathy	2	0.6%	-5.00
Satisfaction	2	0.6%	+5.00
Accessibility	1	0.3%	-5.00
Accountability	1	0.3%	-3.00
Appointments / Convenience			-
Consistency			-
Fairness			-
Staff Conduct			-

The 329 responses to this question reveal a mixed sentiment regarding the safety and maintenance of home and communal areas within the estate. Many residents express satisfaction with their homes, citing good security and responsive maintenance for internal repairs. However, some concerns are raised regarding the state of communal areas. Common issues include unclean stairwells, malfunctioning lifts, and delays in maintenance, such as unresolved leaks and the condition of the gardens. Comments highlight that cleanliness varies; while some areas are well cared for, others suffer from litter, stains, and broken lights, leading to dissatisfaction among tenants.

Some safety concerns are also noted, with reports of drug-related activities and inadequate security measures, such as broken main entrance doors and insufficient lighting. Some tenants feel that the overall cleanliness has deteriorated, attributing this to both inadequate cleaning services and tenant behaviour. Some respondents mention the need for frequent repairs and consistent attention to maintenance issues, particularly in communal spaces, which they feel are neglected. Ultimately, while there are positive experiences, the collective feedback indicates a need for improved cleaning, maintenance, and safety measures throughout the estate.

The Home - Example Comments

Positive comments

"My home is well kept. I have never had any problems; the security is great. The caretakers are brilliant, and the staff are good. The place is kept clean."

"It's safe to live here. We are very happy here. If we need repairs, they come straight away. Communal - sometimes they take a long time to clean the garden, but it's okay, it's alright."

"Satisfied, I mean, I live on the ground floor, the cleaner is very good and keeps the area and sweeps around the front door, I'm very happy."

"The building is well-maintained and kept clean, and I'm happy with its overall condition. We have a good cleaner here who does a great job."

"Very satisfied, their porters are visible so you know that things are being cleaned and looked after."

"Well looked after."

Maintenance issues

"The safety of the estate is of great concern, and the slow reaction of the housing department with regard to any repairs. And the low standard of repairs when they are carried out."

"Very dissatisfied. The lift is in a constant state of disrepair. The ceilings haven't been replaced, and there is water dripping in the lift."

"Again, the building is falling apart. There is paint coming off the ceilings. More work needs to be done on the building to maintain it. When it rains, there are leaks that come from the top to every single floor down the stairwell."

"The staff who clean the communal areas are very good, but the maintenance team is very difficult to deal with, and it takes ages for them to complete tasks. There is a huge lack of respect from them, and outstanding issues."

Communal areas

"Walkways are filthy; maintenance of property I sort myself."

"Communal areas could be cleaned a lot better than they are; the home has no issues at all."

"It's not always kept to the proper standard. Cleanliness as well. The lift, cleaners don't clean it. It should be cleaned after 24 hours."

"No, the lift broke down for ages, and we had to use the stairs, which is now fixed. Nothing else to add on that."

"Because there is a lot of rubbish where the bins are outside. Before it was clean, now it's dirty."

"There is a cleaner that keeps everything clean, but in terms of repairs, like if the lift breaks, then they take days for the repair to be done."

"There are not enough cleaners to maintain the whole estate."

Other matters

"I need a new kitchen - I don't get any light in there. Apart from the building work that's going on, that's making me ill."

"They have put in sprinkler systems and smoke alarms, which is a big help."

"The building itself, the only thing that needs to be upgraded is the windows. They're not great for keeping in heat. I understand or heard that a surveyor has been here."

"We pay for a porter service in our rent, and I feel the porters are fairly good at cleaning the lift and communal areas. We have gardening services as we have a big green area. The gardening team provide a good service, the greenery is kept nice and tidy, and they do grass cutting."

"The property isn't safe because its on the second floor, there's no fire extinguishers. There is only one fire escape."

Number of respondents: 329



Keeping Properties in Good Repair

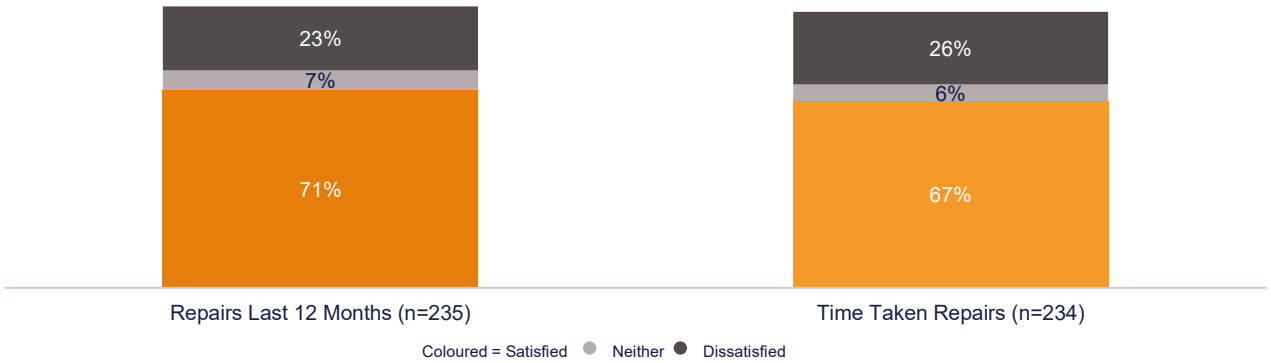
Keeping Properties in Good Repair

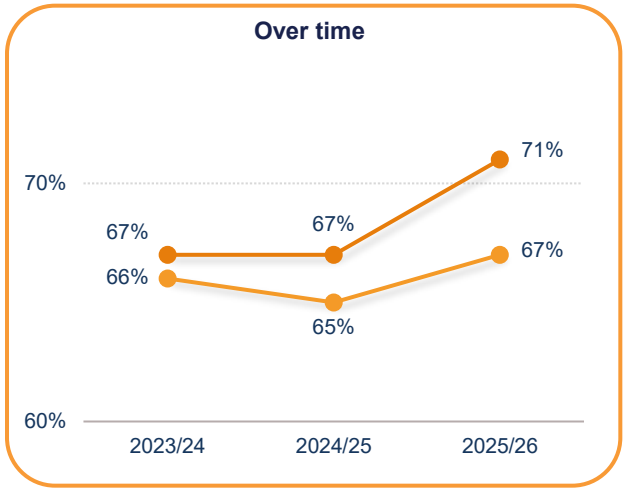
Three-fifths of tenants (61%) stated that they had a repair carried out to their home in the last 12 months. Of these tenants, 71% are satisfied with the repairs service during this period, with marginally fewer satisfied with the time taken to complete their last repair (67%).

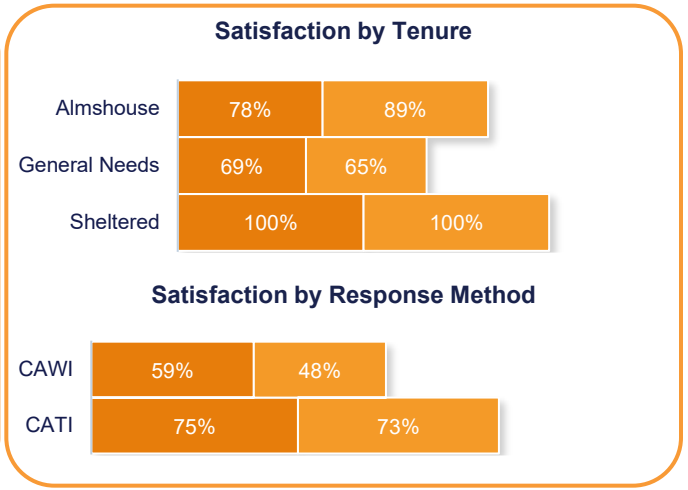
Satisfaction has increased for the repairs service in the last 12 months (up 4p.p) and the time taken (up 2p.p).

The sector median satisfaction is up 3p.p in 25/26, the highest score since the end of 23/24, potentially driven by increases in resourcing as HAs try to tackle backlogs and improve service as the Regulator publicises more downgrades. There has been very little change in satisfaction with the time taken to complete repairs (up 1p.p to 72%). While repairs have improved, the time required to complete them hasn't changed, possibly suggesting that resourcing remains an issue.

Regarding the repairs measures, those in sheltered properties are the most satisfied, but a familiar pattern emerges with the response method.









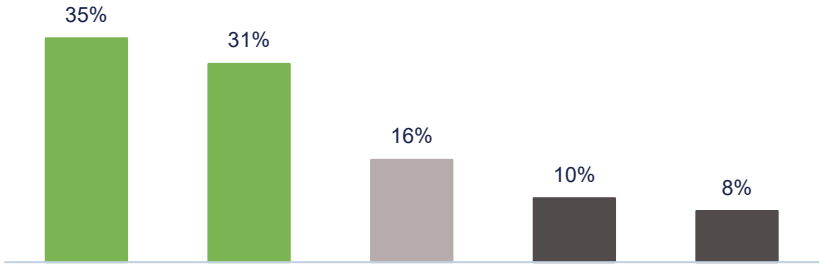
Contribution to the Neighbourhood

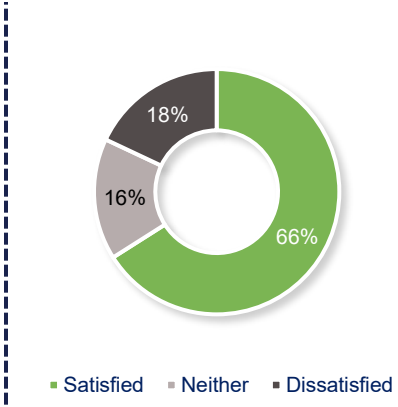
Contribution to the Neighbourhood

Two-thirds of tenants are satisfied that the Corporation makes a positive contribution to their neighbourhood (66%), although 18% are dissatisfied. Satisfaction has decreased by 2p.p since 24/25. 16% of tenants also gave a neutral response, perhaps unsure of the contribution the Corporation makes.

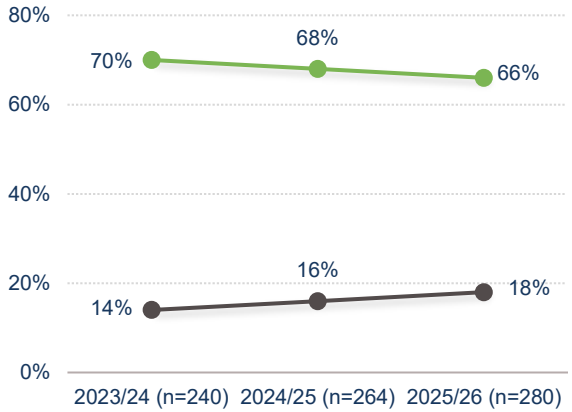
Again, there is some difference by tenure, with the general needs tenants the least satisfied, and just 42% of those responding online are satisfied.

Sector satisfaction is at its highest level since the beginning of the TSM, currently sat at 69% satisfied, an increase of 2 p.p. The range of satisfaction is large, from 89% to 0%, showing the contrast and demonstrating the difficulty some respondents have in answering the question.

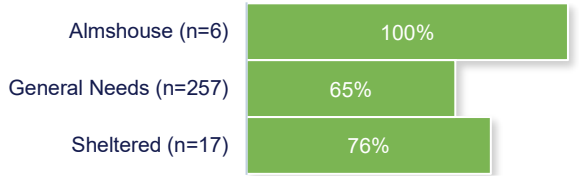




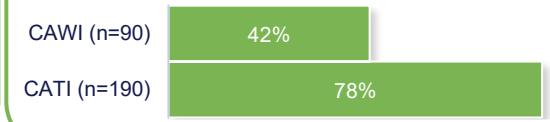
Over time



Satisfaction by Tenure



Satisfaction by Response Method





Approach to ASB

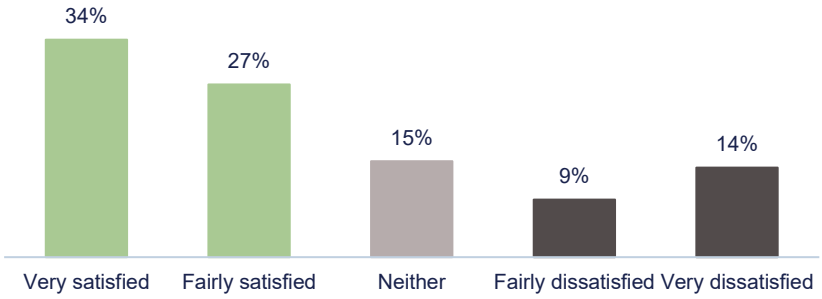
Approach to ASB

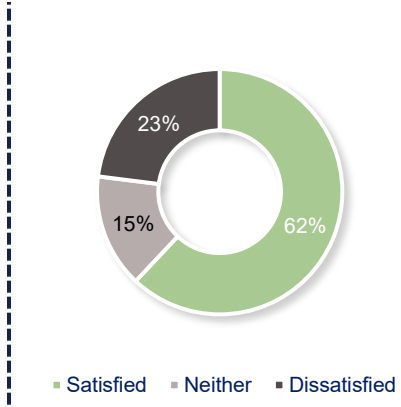
Satisfaction with the way the Corporation approaches the issue of anti-social behaviour is down a little in 25/26, from 64% to 62%, although more are very satisfied than fairly satisfied. However, 23% of tenants are dissatisfied with the approach taken.

Sector median satisfaction has dropped slightly to 60% satisfied (down 2 p.p). However, the score has not changed much in the past years, hovering around the 60% mark.

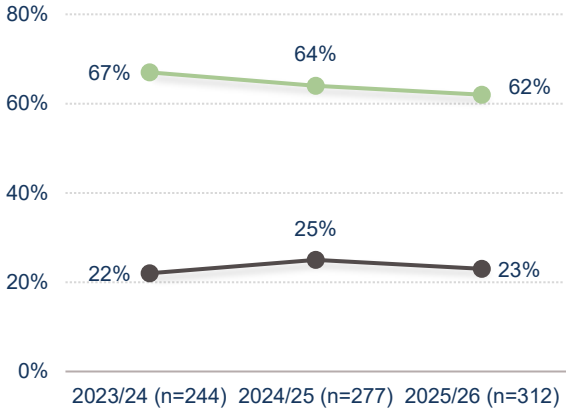
Sheltered tenants or more satisfied than general needs, but again, those responding online are somewhat less satisfied than those responding to a telephone interview.

Note: all tenants were asked about their perception of how the Corporation handles cases of ASB, not just those who have reported a case within the previous twelve months. This can lead to some unexpected results and relies heavily on how effective communication is with all tenants, not just those who have experienced ASB in the past.

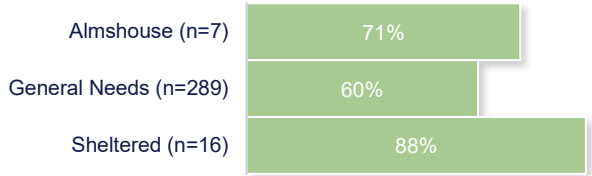




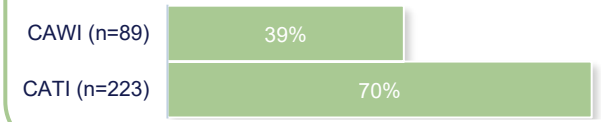
Over time



Satisfaction by Tenure



Satisfaction by Response Method





Respectful & Helpful Engagement

Respectful & Helpful Engagement

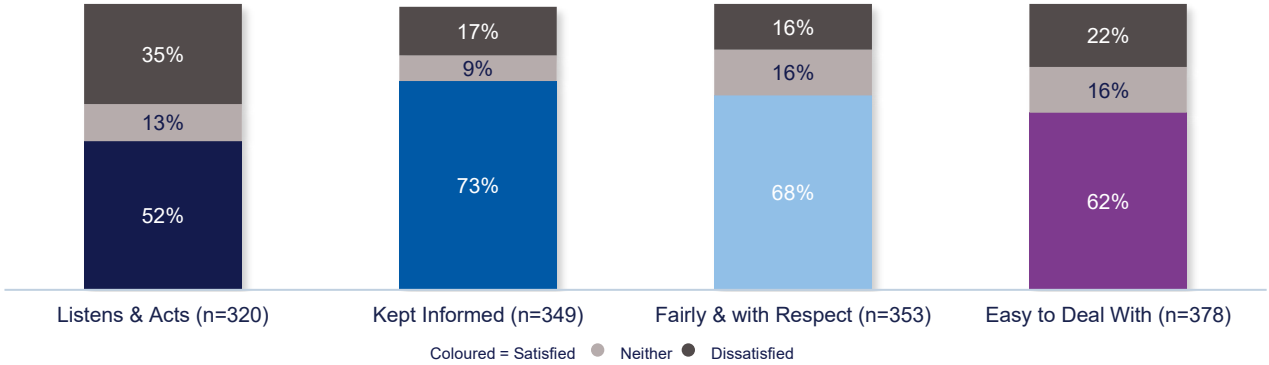
Six out of ten tenants find the Corporation easy to deal with (62%), down 5p.p from the previous survey, while 73% are satisfied with how they are kept informed about things that matter to them. However, fewer tenants are satisfied that the Corporation listens to their views and acts upon them (52%); 35% are dissatisfied.

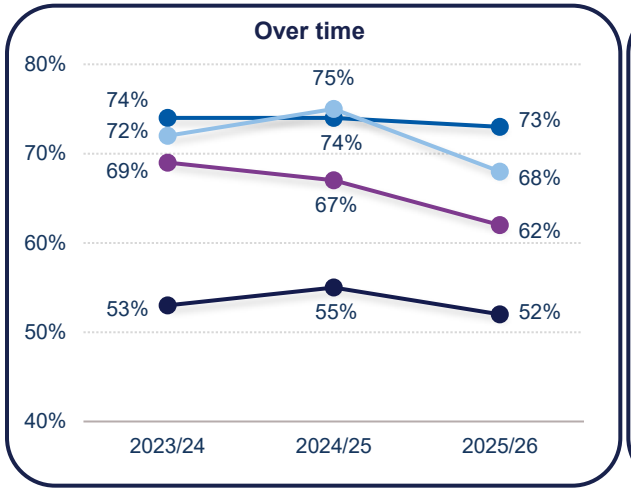
Satisfaction with being kept informed has decreased by 1p.p, while 3p.p fewer tenants are satisfied that their views are listened to. There are 68% of tenants who agree that they are treated fairly and with respect by the Corporation; however, this is down 7p.p compared with last year.

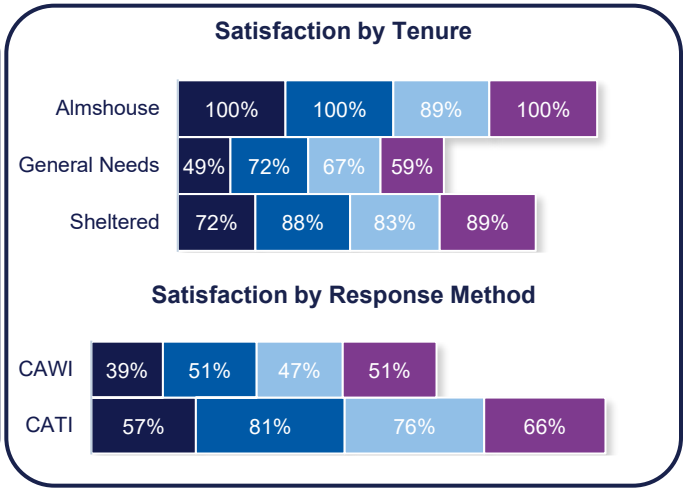
Sector scores remain consistent with no change in satisfaction, listens and acts continues to be the lowest scoring metric at 59% suggesting that landlords are still not advertising what they are doing.

Anecdotally, we have started to notice that although they are promoting the TSMs, most won't make it obvious where the results are, so still not enough awareness of TSMs in the sector, both in terms of what they are and what landlords are doing with the results.

Almshouse tenants feel the most engaged, as do those responding by telephone interview.



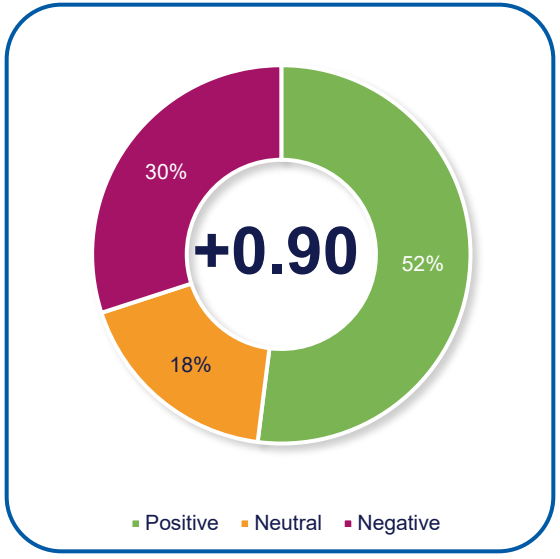




Customer Service & Communication

Describe your experience with the customer service and communications you receive.

Base Size: 312



Attribute	Count	%	Sentiment Score
Satisfaction	88	28.9%	+2.52
Communication / Transparency	69	22.6%	-0.42
Staff Conduct	50	16.4%	+1.58
Subcategory, no attribute (yet)	50	16.4%	+0.06
Timeliness & Responsiveness	39	12.8%	-0.23
Quality of Work / Service	28	9.2%	+0.11
Effort	18	5.9%	+0.06
Resolution	16	5.2%	-1.00
No Comments	14	4.6%	0.00
Listening / Acting	10	3.3%	-2.00
Empathy	6	2.0%	-0.83
Trust	3	1.0%	-1.67
Appointments / Convenience	2	0.7%	-1.00
Consistency	2	0.7%	-1.50
Worker Conduct	2	0.7%	+1.00
Accessibility	1	0.3%	-3.00
Accountability	1	0.3%	-5.00
Fairness	1	0.3%	-5.00
Safety			-

Tenants were asked to, *"Describe your experience with the customer service and communications you receive,"* and 312 left comments. These responses reflect a varied perception of customer service and communication within the City of London estate offices. A portion of respondents express satisfaction with polite and professional interactions, timely responses, and effective communication regarding specific queries or repairs. Positive experiences are noted regarding staff helpfulness and timely responses, particularly when issues are escalated. However, some respondents cite ongoing challenges, including poor communication, lack of follow-up on reported issues, and a perception of indifference from staff, especially during face-to-face interactions.

Common themes emerge around frustrations with the responsiveness of the repairs team and communication, with multiple individuals mentioning delays in addressing maintenance issues and inadequate feedback on reported concerns. Additionally, some customers feel that certain staff members exhibit unhelpful attitudes, resulting in a mixed overall experience. Many highlight issues with the estate office's accessibility, including frequent closures and difficulty reaching it by phone. There is a call for improved management and clearer communication to enhance service effectiveness and tenant satisfaction. Overall, while some tenants are satisfied, the sentiments indicate a need for some improvement in consistency and follow-up.

Customer Service - Example Comments

Positive comments

"I am very satisfied. Any complaints, which I have had none, I can go to the estate office, and they will see to them straight away."

"Anytime I phone them, they are always polite and provide good customer service."

"Everything is fine, I haven't had any real problems. Everything's worked very well."

"Yes, they are very polite, I have good communications, they are very nice."

"Very professional."

"Since last year, they have better communication and answer very quickly and are very good."

"I just think that anything you raise or have concerns, they act on it straight away. I'm happy with that. Compared to other social housing, they seem to be pretty good. I think because it's such a small borough."

"I'm very satisfied."

Staff contact

"Staff changed often in the office, so not good."

"When you get to the estate office, when you contact them, they don't seem too bothered when you tell them the problems. They weren't really interested."

"To speak to the rent team and they don't have a direct line, we have to sometimes wait for days."

"Poor! They should listen to their tenants, pay more attention to their tenants and pay attention to their tenants' complaints. They don't listen, they are just doing a job."

"When we've had problems, we've been told to send an email, but when we do, nothing gets done."

"Certain people are more helpful than others."

Communication

"There are a few things, just a lack of communication with the home ownership team, just also with the homes and repairs team, they sometimes forget that you've made a phone call about a repair and when you're chasing it up."

"Overall, it's been quite poor. It's more centred around ongoing repairs. I have informed them numerous times, and the communication is nonexistent. Residents always have to chase them up if there are any issues."

"The communication is very difficult; they don't provide an email address, so we cannot provide anything. They prefer the telephone, and this leads to miscommunication and misinterpretation."

"I'm not satisfied when I communicate; they take ages to give feedback."

"Communications are mostly flyers through the door, and a website with everything going on in the area. They'd tell you everything going on."

Other matters

"The office is shut most of the time. I do not phone them."

"The office always seems to be closed when I need their help, they close too early and are always on break, that's how it feels, not often available, and they often refer me to emails, as opposed to people."

"It could be better. I have raised different repairs, and they have still not fixed what needs to be fixed. They say they're coming, and then nobody comes. Constant emails, constant phone calls, but nothing ever gets properly fixed."

"They don't have a manager anymore. Many older people don't have email or a phone, so it's very difficult for them. They have an administrator and don't have experience or know much."

"Noise has become a big issue overnight; it is definitely having an impact on my quality of life."

Number of respondents: 312



Effective Handling of Complaints

Effective Handling of Complaints

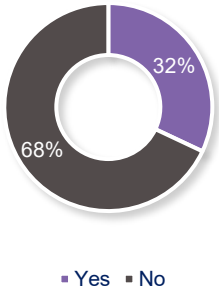
Around a third of tenants (32%) say they made a complaint to the Corporation in the last 12 months, although it is not clear whether these were formal expressions of dissatisfaction managed under the complaint process, or perhaps service requests not yet completed.

Of these tenants, just 37% are satisfied with the way their complaint was handled, an increase of 7p.p since last year. Dissatisfaction fell by 16p.p over the same period.

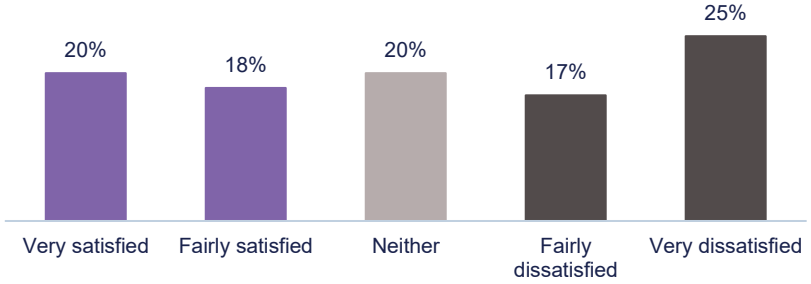
The proportion of respondents reporting a complaint across the sector is at its highest level at 37% while satisfaction with how landlords handle complaints is at its lowest at just 23% satisfied; a contrast to the satisfaction seen at the City of London.

This low level of satisfaction is, perhaps, to be expected with the release of the Ombudsman's complaints code. The following page may offer clues as to why so many remain dissatisfied and, perhaps, why things have improved this year.

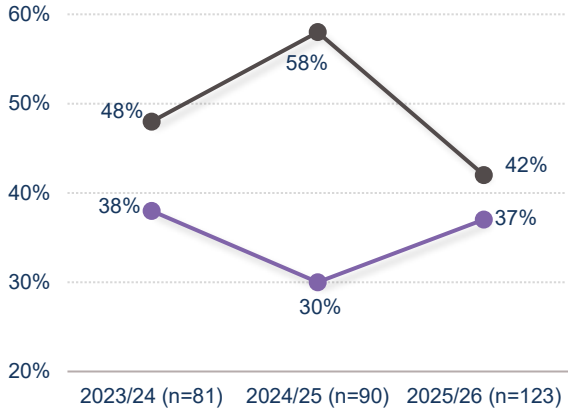
Complaint in last 12 months



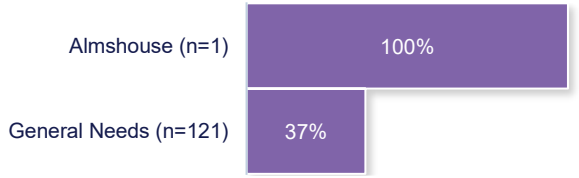
Satisfaction with Complaints Handling



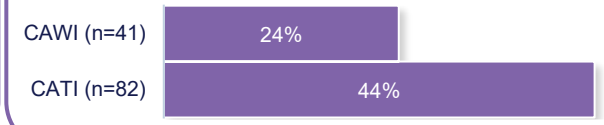
Over time



Satisfaction by Tenure



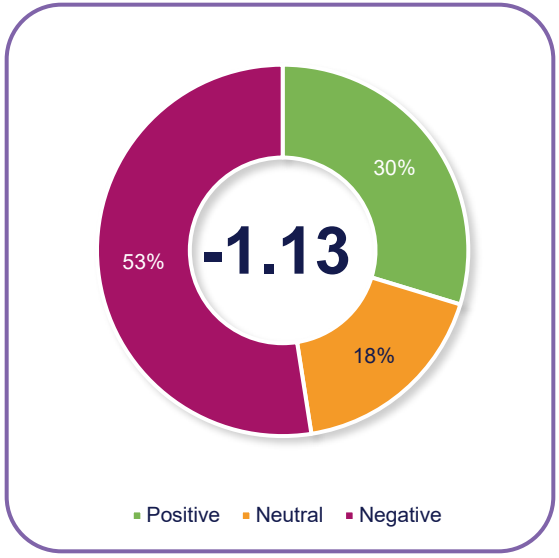
Satisfaction by Response Method



Complaints

Please describe your experience of how complaints are handled.

Base Size: 91



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	29	31.9%	-0.62
Communication / Transparency	25	27.5%	-2.72
Timeliness & Responsiveness	19	20.9%	-1.42
Resolution	12	13.2%	-2.50
Listening / Acting	10	11.0%	-3.00
Satisfaction	9	9.9%	+0.89
Quality of Work / Service	5	5.5%	+0.40
Effort	4	4.4%	-3.00
No Comments	4	4.4%	0.00
Appointments / Convenience	2	2.2%	-5.00
Safety	1	1.1%	-5.00
Trust	1	1.1%	-5.00
Accessibility			-
Accountability			-
Consistency			-
Empathy			-
Fairness			-
Staff Conduct			-
Worker Conduct			-

When asked to, *"Please describe your experience of how complaints are handled,"* 91 tenants left comments. These comments reveal a mixed sentiment regarding complaint handling and service effectiveness. Many respondents appreciate prompt communication, particularly from managers within the housing team, acknowledging satisfactory responses to some complaints. However, a number express frustration with unresolved issues, particularly around pest control, maintenance delays, and anti-social behaviour (ASB). Complaints about lifts and mould in properties are recurrent, with some tenants feeling their concerns are ignored or inadequately addressed.

While a few individuals report positive experiences with diligent staff and effective follow-ups, some highlight poor communication and a lack of action from higher management. Instances of wasted time due to missed appointments and ineffective complaint handling are noted, leading to dissatisfaction. Tenants also mention issues with being referred to various contacts and receiving generic responses, which contributed to a sense of being overlooked.

Overall, while some interactions are deemed effective and satisfactory, a proportion of respondents feel their complaints are either dismissed or poorly managed, indicating a need for improved responsiveness and follow-up processes.

Complaints - Example Comments

Positive comments

"They were prompt with reply and worked within the timeframe."

"They were very diligent, they advised me the first time that they couldn't do anything until they tend to my situation. So yeah, they came to have a talk with the neighbours, and now I'm being less harassed. They kept in communication with me as it was a very serious case."

"They are very good. Always been in person in the office - people in the office are quite nice and like handling the problem - if we are having an issue with 1 person (ASB), they do send letters - feel like they are listening to what you are saying."

"They do their best to deal with it."

"They sorted out the issue immediately."

Contact & communication

"When you make a complaint, the first thing you want to know is a good answer. Imagine if you call the council and tell them you have a problem, and they ask, can you not fix it yourself?"

"My experience is they do not see the underlying issues of the complaint, they don't address it, you find yourself going around in circles, they avoid the issues. Especially I am a disabled tenant, and I'm being treated poorly."

"I don't have a clue. If you go to the office I believe its a waste of time. They always say call this or that."

"The communication is not very good. They often tell you to contact someone else, which means you end up calling about the same issue repeatedly."

"Going to the estate office when its open, you make a complaint and nothing is done. They just send generic letters."

Maintenance

"The complaint about the lift and my house being mouldy is always the same; nothing is being done about it."

"They just fob you off; in regards to when I wrote about the lifts and repairs, keep making promises that they don't keep."

"The recent complaint we made was about the lift, and it took them a long time to resolve it."

"I've been made to wait at home twice. The engineers never arrived. The third time, they arrived but left the job incomplete. I have a new appointment, which means losing another day of work, and the rent price is going up. You can't lose workdays. Thank you."

"It was about the pest control of mice coming into my building. They sent someone, but the problem is not solved. I reported this last year, the mice are inside, not always only in summer."

Other matters

"I complained we have a barrier system and it's constantly broken, I don't know who breaks them."

"As soon as you call them up, they link you to the authority that has to deal with it. If you don't get what you wanted, you call back, and they follow up with the issue. i.e. when the engineer delayed to coming to the property, they dealt with British Gas to escalate the issue. Very satisfied. They did well."

"Well, I have complained about the café bar downstairs, and they are so noisy, and I complained and it's still going on."

"The estate office staff are very good and do their best. However, when it comes to higher management, there's a lack of communication. No one from the top ever calls to provide updates or offer any apologies, which leaves residents feeling ignored."

Number of respondents: 91



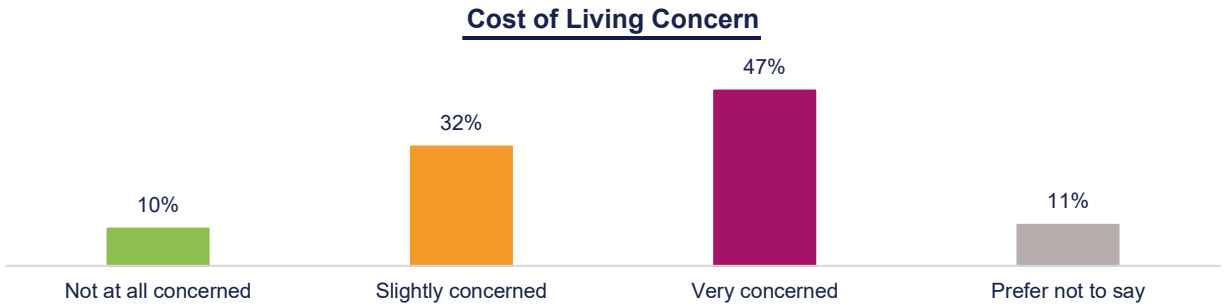
Wellbeing

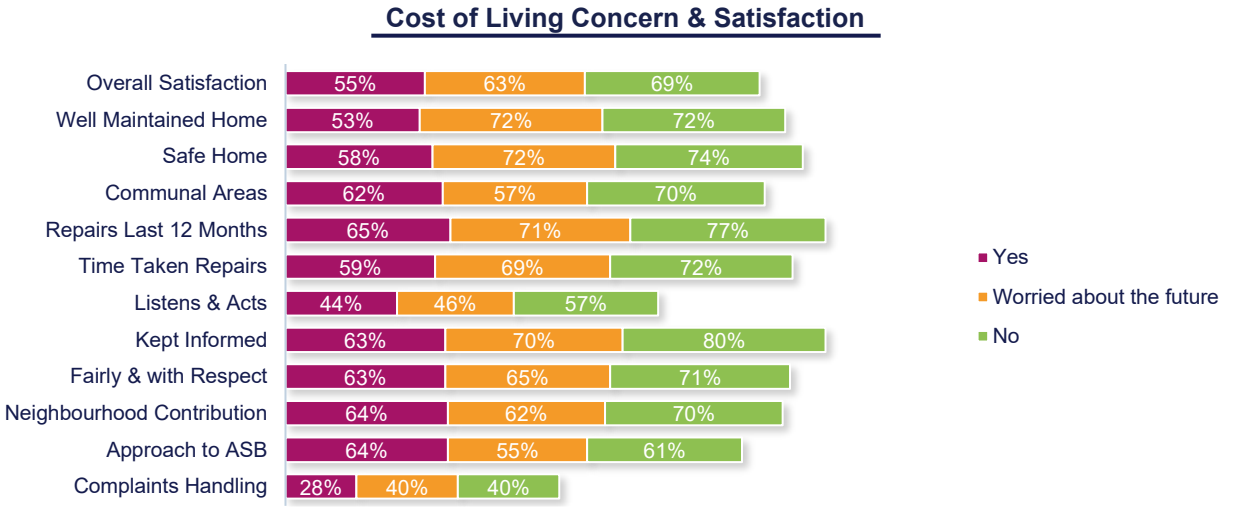
Cost of Living

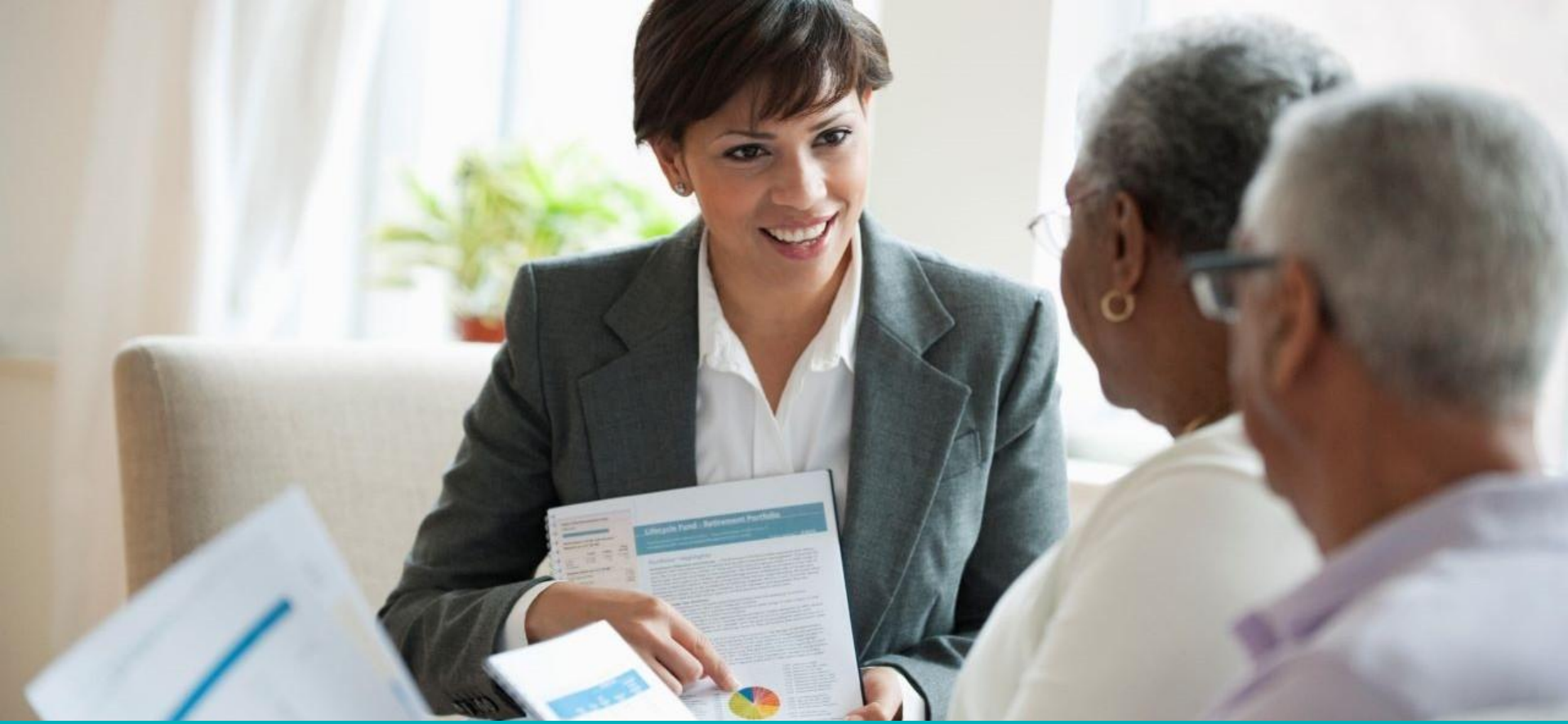
Tenants were asked, *"How concerned are you about the cost-of-living crisis for you personally?"* 47% of tenants are very concerned, with a further 32% slightly concerned. Just 10% of customers are not at all concerned.

Given these high numbers, anything that the Corporation could do to help alleviate these worries would be beneficial.

As the cost of living continues to put pressure on household incomes, concern will continue to remain high. Those most concerned tend to be the least satisfied with the range of housing services they receive. This does appear to be true here: across the overall service, just 55% of those very concerned are satisfied, compared with 69% of those not concerned at all.







Further Insight

Satisfaction & Dissatisfaction

The charts summarise the key results from 2025/6 and show the range of both satisfaction and dissatisfaction.

Sometimes, when satisfaction is low, the remaining tenants can be split between those in the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

For the City of London Corporation it generally follows that measures with high satisfaction also have low dissatisfaction, and vice versa.

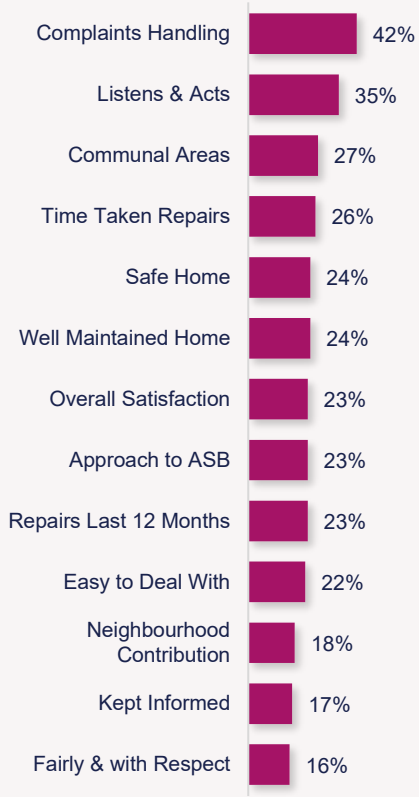
The highest satisfaction is for the way tenants are kept informed (73%), but this falls to 37% for the handling of complaints; however, this is the only measure where more are dissatisfied than satisfied.

Around a quarter of tenants are dissatisfied, suggesting that more could be done to improve service delivery.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26



Year-on-Year Change

The table shows the annual results for 2025/26 against those for 2024/25. Increases are shown in green and decreases in purple.

For changes to be statistically significant, they need to exceed the combined margins of error for the last two surveys, around 9p.p, so none of the changes this year exceed this, but the general direction of travel does appear to be downward.

Satisfaction with the overall service is down by 3p.p, with the biggest falls for being easy to deal with (down 5p.p) and how tenants are treated fairly and with respect (down 7p.p).

However, satisfaction with the repairs service has improved, and 7p.p more are satisfied with the handling of complaints, although this remains the lowest scoring measure.

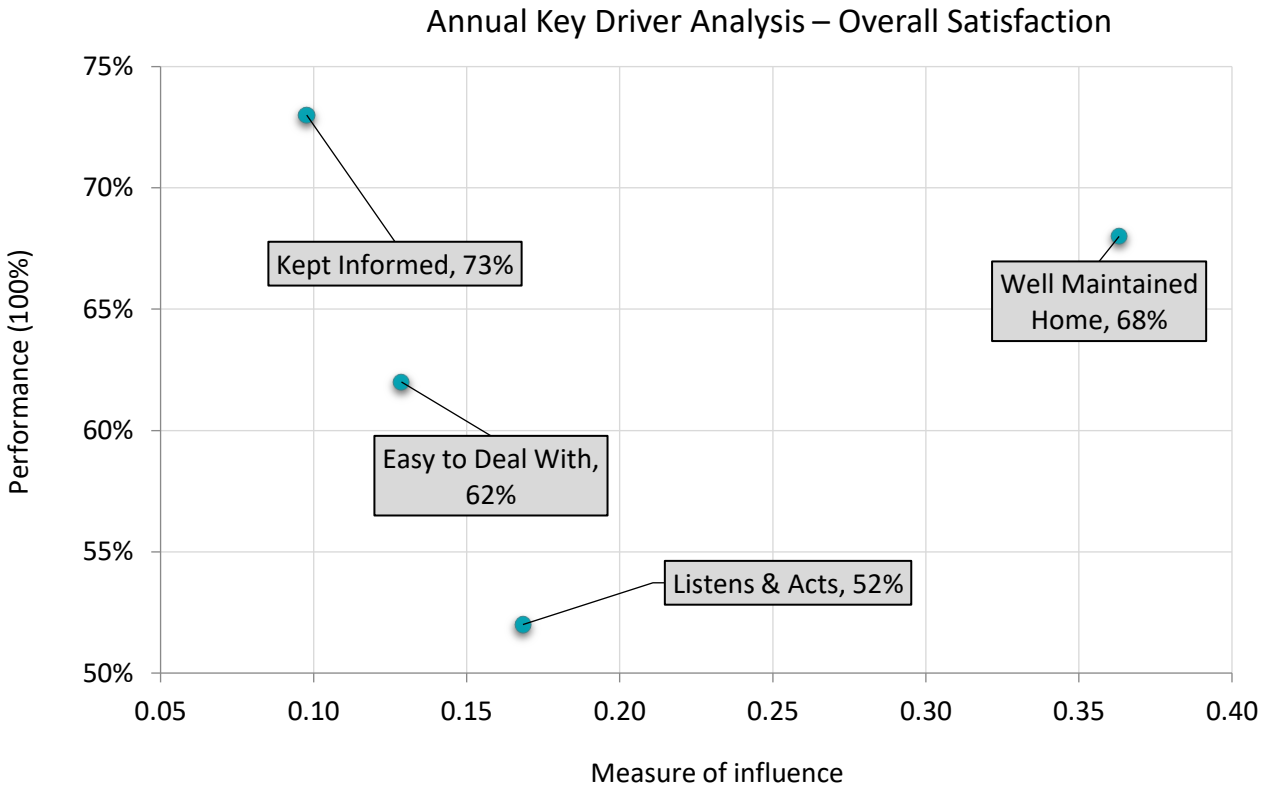
	2024/25	2025/26
Overall Satisfaction	68%	65% (-3)
Well Maintained Home	71%	68% (-3)
Safe Home	72%	69% (-2)
Communal Areas	67%	64% (-2)
Repairs Last 12 Months	67%	71% (+3)
Time Taken Repairs	65%	67% (+2)
Listens & Acts	55%	52% (-4)
Kept Informed	74%	73% (-1)
Fairly & with Respect	75%	68% (-7)
Easy to Deal With	67%	62% (-5)
Neighbourhood Contribution	68%	66% (-1)
Approach to ASB	64%	62% (-2)
Complaints Handling	30%	37% (+7)

Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord has its own unique pattern of influence, and when considering the results for 2025/26, the most important driver for tenants' satisfaction with the overall services is that the Corporation provides a home that is well maintained. How tenants' views are listened to and acted upon, how easy the Corporation is to deal with and how tenants are kept informed are also important, but not as influential.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.



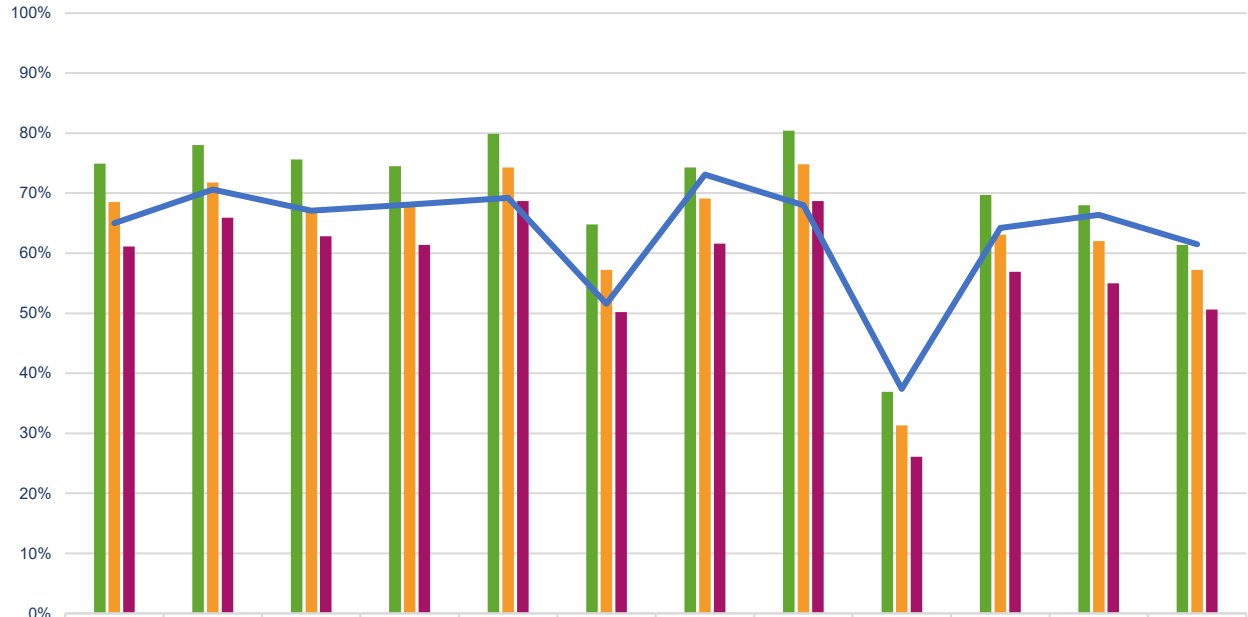
Benchmarking – RSH 2024/25 Data (LCRA - Councils)

The Regulator of Social Housing has now issued the TSM results for the completed year of 2024/25, so it is possible to compare the results from the City of London survey against these. The chart shown here includes the results from all councils submitting data to the RSH.

This shows that the City of London Corporation compares quite favourably, particularly on some measures. It is in the top quartile for the handling of complaints and ASB, and above the group medians on four other measures, including the maintenance of the home, which is the key driver for satisfaction.

The remaining five measures fall into the third quartile, including for the overall service.

However, overall, given the location and type of housing provided, this is a good set of results.



	TP01 - Overall Sat	TP02 - Repairs Sat	TP03 - Time Taken	TP04 - Well Maintained	TP05 - Safe	TP06 - Listens	TP07 - Informed	TP08 - Fairly	TP09 - Complaints Sat	TP10 - Communal Sat	TP11 - Neighbour hood	TP12 - ASB
Upper Quartile	74.9%	78.0%	75.6%	74.5%	79.9%	64.8%	74.3%	80.4%	36.9%	69.7%	68.0%	61.4%
Acuity Median	68.5%	71.8%	67.5%	68.1%	74.3%	57.2%	69.1%	74.8%	31.3%	63.1%	62.0%	57.2%
Lower Quartile	61.1%	65.9%	62.8%	61.4%	68.7%	50.2%	61.6%	68.7%	26.1%	56.9%	55.0%	50.6%
Quartile position	3	3	3	2	3	3	2	4	1	2	2	1
City of London	65.0%	70.6%	67.1%	68.1%	69.2%	51.6%	73.1%	68.0%	37.4%	64.2%	66.4%	61.5%

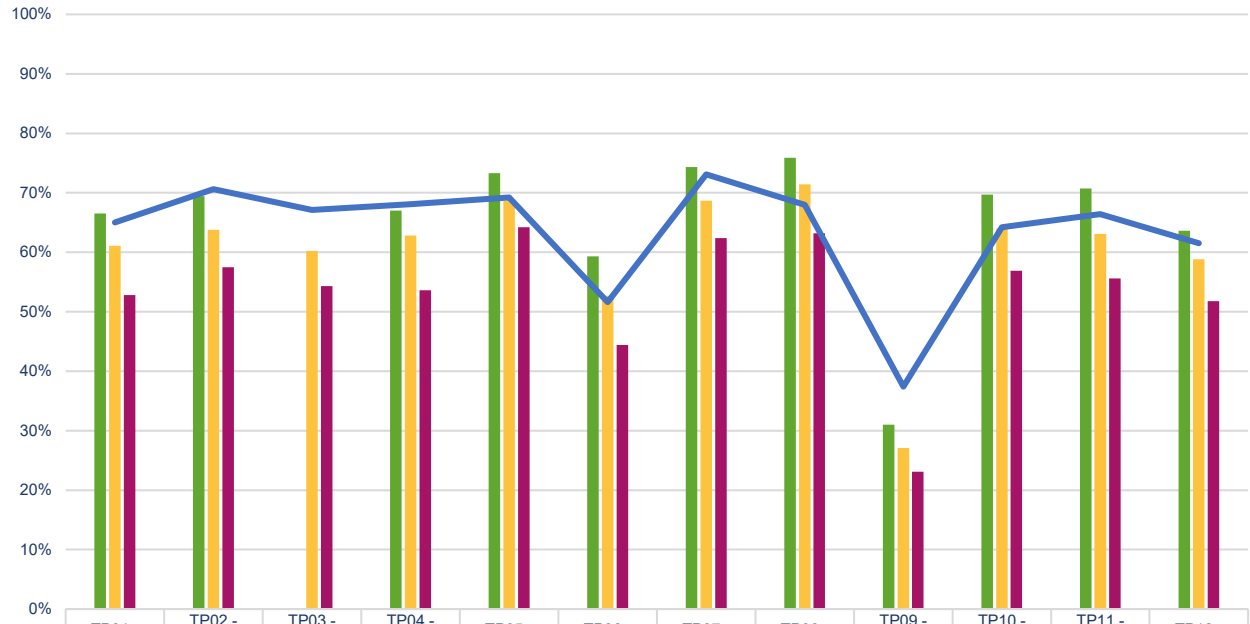
Benchmarking – RSH 2024/25 Data (LCRA - London)

When compared against landlords operating in London only (HAs and councils), the City of London Corporation performs even better, with all but two measures above the group medians.

Satisfaction with the overall service falls into the second quartile, together with six other measures, but the repairs in the last 12 months, having a well-maintained home, and the handling of complaints are all in the top quartile.

Just how the Corporation listens to tenants' views and acts upon them, and treats tenants fairly, are below the medians, in the third quartile.

This is, again, very encouraging and suggests that the Corporation gets many things right, although there is always some room for improvement, particularly on the engagement measures.



	TP01 - Overall Sat	TP02 - Repairs Sat	TP03 - Time Taken	TP04 - Well Maintained	TP05 - Safe	TP06 - Listens	TP07 - Informed	TP08 - Fairly	TP09 - Complaints Sat	TP10 - Communal Sat	TP11 - Neighbour hood	TP12 - ASB
Upper Quartile	66.5%	69.4%	0.0%	67.0%	73.3%	59.3%	74.3%	75.9%	31.0%	69.7%	70.7%	63.6%
Acuity Median	61.1%	63.8%	60.2%	62.8%	68.6%	52.7%	68.7%	71.4%	27.1%	64.0%	63.1%	58.8%
Lower Quartile	52.8%	57.5%	54.3%	53.6%	64.2%	44.4%	62.4%	63.2%	23.1%	56.9%	55.6%	51.8%
Quartile position	2	1	2	1	2	3	2	3	1	2	2	2
City of London	65.0%	70.6%	67.1%	68.1%	69.2%	51.6%	73.1%	68.0%	37.4%	64.2%	66.4%	61.5%

Top 30 Comments

Although the results compare well with other landlords, particularly those operating in London, there are still a number of tenants dissatisfied with the service provided, and this is reflected in the open comments made.

On a positive note, comments about the staff and customer service are largely good, as are some aspects of the repairs service.

However, some tenants want to see improvements to certain aspects of their properties, particularly the windows, and the cleaning and maintenance of the communal areas.

These comments help to provide insight to the satisfaction questions and will help the Corporation target the areas most in need of improvement. The full text of the comments made can be found on the Acuity dashboard.

	%	Count	Score
Housing Services - Customer Service & Contact - Satisfaction	32.17%	111	2.82
Property Condition - General Condition	30.43%	105	2.62
Property Services - Responsive Repairs - Timeliness / Responsiveness	25.51%	88	-2.54
Housing Services - Communal Maintenance - Quality of Work / Service	25.51%	88	0.16
Uncategorized Comments	20.58%	71	0.63
Housing Services - Customer Service & Contact - Staff Conduct	17.68%	61	2.05
Housing Services - Customer Service & Contact - Communication / Transparency	17.39%	60	0.54
Housing Services - Customer Service & Contact - Other	15.07%	52	0.35
Building Safety - Lifts	13.04%	45	-3.97
Property Services - Responsive Repairs - Quality of Work / Service	12.17%	42	-2.30
Property Condition - Window/doors	11.59%	40	-3.40
Property Services - Responsive Repairs - Other	11.59%	40	-1.62
Housing Services - Communal Maintenance - Timeliness / Responsiveness	11.01%	38	-2.60
Property Services - Responsive Repairs - Communication / Transparency	10.72%	37	-2.64
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	10.43%	36	1.48
Housing Services - Complaints - Timeliness / Responsiveness	8.99%	31	-2.24
Housing Services - Complaints - Other	8.99%	31	-0.97
Housing Services - Complaints - Communication / Transparency	8.70%	30	-2.32
Housing Services - Customer Service & Contact - Quality of Work / Service	8.70%	30	1.58
Property Services - Responsive Repairs - Resolution	8.41%	29	-2.71
Property Condition - Damp	7.54%	26	-3.40
Building Safety - Door/window/gate security	7.54%	26	-1.23
Housing Services - Customer Service & Contact - No Comments	7.25%	25	-1.79
Housing Services - Communal Maintenance - Other	7.25%	25	0.44
Property Services - Responsive Repairs - Effort	6.09%	21	-2.48
Housing Services - Complaints - Resolution	4.93%	17	-3.00
Housing Services - Complaints - Listening / Acting	4.64%	16	-4.38
Housing Services - Customer Service & Contact - Effort	4.64%	16	0.38
Neighbourhoods - Anti Social Behaviour	4.64%	16	-4.00
Property Services - Responsive Repairs - Safety	4.35%	15	-0.60

National Context

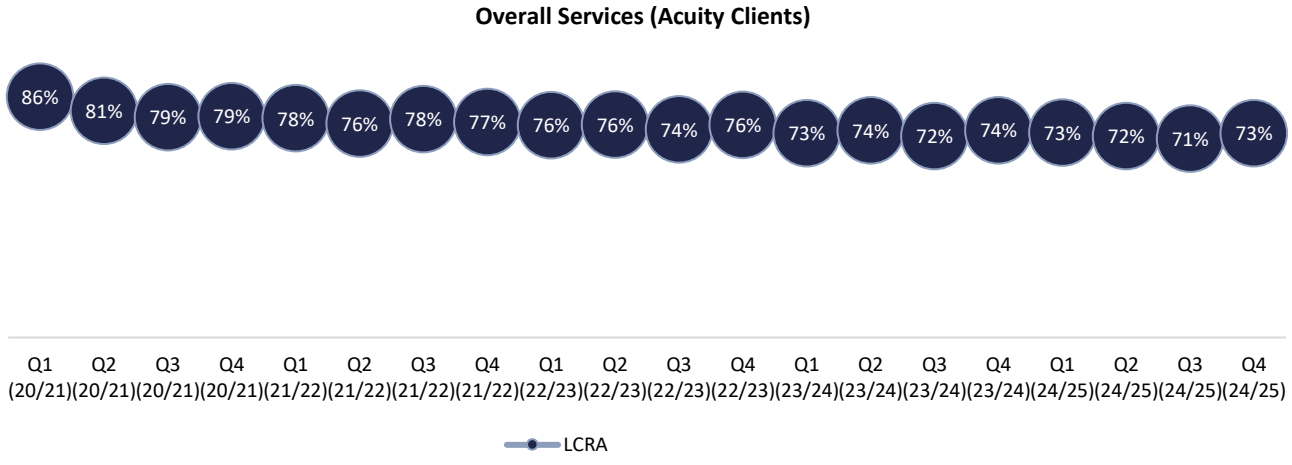
When considering the results, the national context and external factors must also be taken into account.

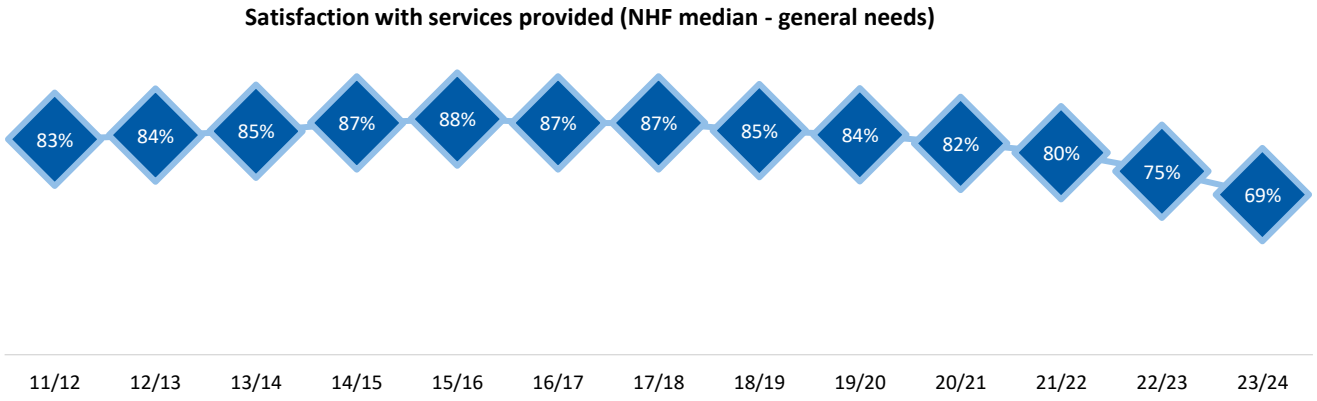
Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

Residents have had to face considerable challenges in recent years, particularly the recent cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but there are signs that it is starting to increase again as we move into 2025/26.

The lower chart shows the results from NHF members with a peak in 2015/16 and a slow decline since, but again, results are also starting to see some revival in satisfaction in 2025/26.







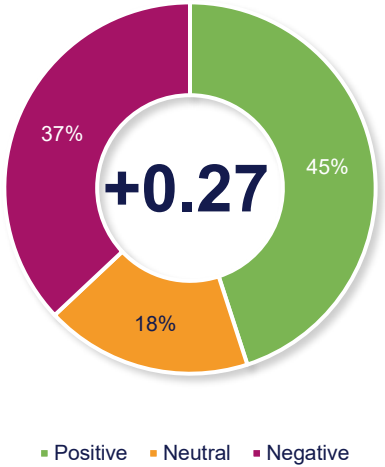
Summary

Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of tenant feedback across all key service areas.

It is based exclusively on responses to the four RSI open-ended questions. It reflects how positively or negatively tenants feel about the organisation's performance across these key areas.

Please note, if your organisation does not ask all seven core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



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Sentiment Scores



Summary

Overall Satisfaction

The tenants' responses reveal a mix of satisfaction and dissatisfaction regarding maintenance and repairs. While some appreciate quick responses and good communication from staff, some express frustration over delays in repairs, particularly for issues such as leaks, damp, and a lack of maintenance in communal areas. Concerns about the reliability of lifts, cleaning standards, and the overall management of estates indicate a decline in service quality. Some tenants feel neglected, citing unresolved, longstanding issues and poor communication from the estate office.

The Home

Some concerns exist regarding communal area maintenance and overall safety in residential properties. While many tenants appreciate the cleanliness and prompt repair services inside their homes, issues with dirty stairwells, broken lifts, poor lighting, and unsightly rubbish persist. Safety concerns are raised about external areas, particularly regarding drug-related activities and inadequate security measures. Additionally, some tenants express dissatisfaction with delayed repairs and a lack of attention to communal space upkeep, indicating a need for improved management and responsiveness.

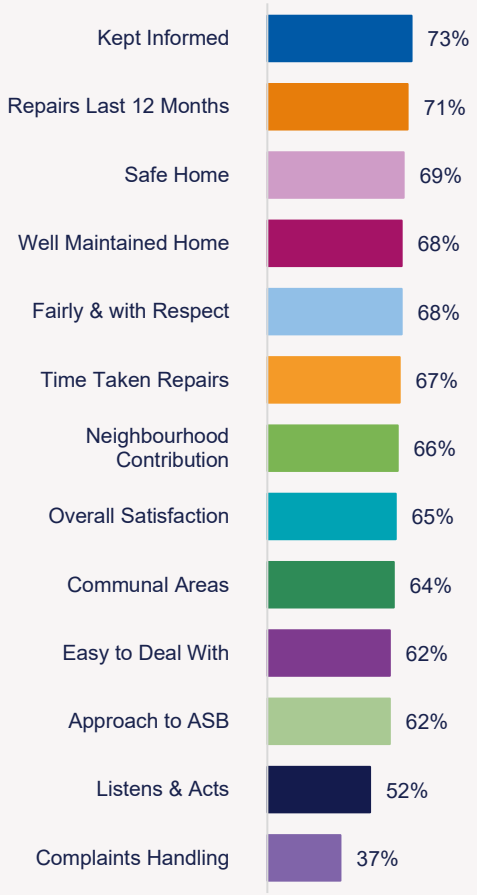
Customer Service & Communication

There is also a mixed sentiment regarding customer service and communication within the City of London. While some respondents express satisfaction, highlighting polite and prompt assistance, others report issues, including poor communication, delays in repairs, and inconsistent service quality. Some tenants are frustrated by the lack of responsiveness from the office and the difficulty in contacting relevant departments. Concerns about ongoing maintenance and follow-through on complaints are common, indicating a need for improved communication and service delivery.

Complaints

Finally, comments indicate dissatisfaction with complaint handling and service responsiveness. Many tenants report ongoing issues such as pest control, maintenance delays, and inadequate follow-up, often feeling ignored or receiving generic responses. Some praise prompt communication, particularly for serious cases, but a recurring sentiment is frustration over unaddressed problems and lack of action from higher management. Positive interactions exist, yet overall, there are numerous calls for better accountability, communication, and support for vulnerable tenants.

Satisfaction with Measures



Summary

Acuity was commissioned by the City of London to undertake independent satisfaction surveys of its tenants, based on the Tenant Satisfaction Measures from the Regulator of Social Housing, using its in-house telephone team and online surveys. At the close of the survey on 12 December, 403 surveys were received, meeting the required margin of error for the survey.

The range of satisfaction is generally good, particularly for a local authority working in central London. Satisfaction with the overall service stands at 65%, down slightly from last year. Most measures fall in the 60% range, but two exceed this: the repairs service in the last 12 months (71%) and how tenants are kept informed about things that matter to them (73%). However, two fall below 60% satisfaction; the way views are listened to and acted upon (52%), whilst just 37% are satisfied with the handling of complaints; this is the only measure where dissatisfaction is greater than satisfaction.

There have been small changes since last year, mostly downward, although none of the changes are statistically significant. Overall satisfaction is down by 3p.p, with slightly bigger falls for listening to views (down 4p.p), the ease of dealing with the Corporation (down 5p.p) and treating tenants with respect (down 7p.p). However, the time to complete repairs is up 2p.p, the repairs service in the last 12 months is up 3p.p and 7p.p more are satisfied with the handling of complaints.

The key driver for overall satisfaction is the provision of a well-maintained home; however, listening to views, being easy to deal with and keeping tenants informed are all important but not quite as influential. The results from the City of London also compare very well with other council landlords and those based in London. Compared with this group, all but two measures are above the group medians, with three in the top quartile.

There are also many tenants concerned with the cost of living, with 47% very concerned, with a further 32% slightly concerned.

For the first time, sentiment analysis has been used against four qualitative questions, covering the main areas of service. This gives a sentiment score based on the comments made and highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is positive at +0.27, and two other subject areas have positive scores, while overall satisfaction and handling of complaints are negative. Analysing the sentiment scores and reading the comments will help the Corporation get a better understanding of what is driving satisfaction, and what is not working quite as well.

When breaking down the results into different subgroups, age appears to be the major factor, with this likely to affect the tenure, property type and size. The method of response also makes a difference, and male tenants are a little more satisfied than their female counterparts.

Recommendations

The City of London is the governing body of the Square Mile dedicated to a vibrant and thriving City, supporting a diverse and sustainable London within a globally successful UK. This mission is supported by a number of priorities, including:

- To contribute to a flourishing community
- To support a thriving economy.
- To shape outstanding environments.

The survey reveals many areas of good performance, but it has also highlighted some areas where improvements may be needed.

The comments made by tenants give insight into what they are most concerned about and will help the City of London target services that may need some improvement.

Shown opposite are some recommendations that the City of London may wish to follow up on to help improve satisfaction in the future.

Maintenance of communal areas and damp issues

In many ways, the same issues exist in this year's survey as in the last. Given that over 90% of tenants live in a building with communal areas, it is important that these areas are kept clean, safe and well-maintained. Over a quarter of tenants are dissatisfied with the upkeep of these areas, with satisfaction falling slightly since the previous survey. When asked about the maintenance of the areas, tenants cite problems with cleanliness, the operation of the lifts and the general condition of the gardens and open areas. Some are also concerned about safety, with issues such as broken locks on communal doors and lighting problems; ASB is also seen as a problem in some areas. This is an ongoing area of concern for some, and there is evidence that the Corporation does its best to maintain the areas to a good standard, but this needs to be given high priority, as it has a direct effect on the quality of life for tenants.

Customer Services & Communication

Again, the way tenants' views are listened to and acted upon scores poorly: 52% are satisfied, but 35% are dissatisfied. This was also highlighted in the previous survey, but satisfaction has fallen slightly since then, suggesting that some problems persist. Although some cite positive experiences and good interactions with staff, others have difficulty making contact with the office, saying it is often closed or that they have difficulty reaching the office by phone, and often receive poor communication and some indifference, particularly regarding repair issues. Tenants want to be heard, have clearer communication and follow-up on issues, and not feel neglected or ignored. Whilst this is a challenge for the Corporation, given the volume of contact and issues in the area, such as new building, communication must remain consistent and relevant to ensure all tenants feel listened to.

Handling of complaints

Around a third of tenants say they have made a complaint to the Corporation in the last 12 months, although it is still not clear how many of these are genuine complaints. Whilst the situation has improved, with satisfaction up 7p.p and dissatisfaction down by 16p.p, there are still more dissatisfied than satisfied, suggesting more needs to be done to address tenants' concerns. There are persistent issues, such as the operation of the lifts, ASB and problems with damp and mould, all of which cause complaints and need to be dealt with, but tenants want complaints to be handled better, not dismissed or poorly managed, so they feel the Corporation is responsive and will follow through on the process.

Resident Sentiment Index (RSI)

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Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes seven key open-ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

Some feedback will remain "Uncategorised" – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.



Demographics

Tenure

The tenants responding fall into three main categories, general needs, sheltered and those in Almshouses. However, only 11 responded from the Almshouses and 20 from sheltered accommodation. Despite this, the satisfaction levels from the tenants in these properties is shown here.

This demonstrates that general needs tenants are consistently less satisfied with those in the other properties. This is common and can often be linked to age as the Almshouses and sheltered accommodation are most likely to be occupied by older tenants, who, as shown below, tend to be more satisfied.

	All Tenants	Almshouse	General Needs	Sheltered
Overall Satisfaction	65%	100%	62%	95%
Well Maintained Home	68%	100%	65%	100%
Safe Home	69%	100% *	67%	100%
Communal Areas	64%	90%	62%	83%
Repairs Last 12 Months	71%	78% *	69%	100%
Time Taken Repairs	67%	89% *	65%	100%
Listens & Acts	52%	100% *	49%	72%
Kept Informed	73%	100% *	72%	88%
Fairly & with Respect	68%	89% *	67%	83%
Easy to Deal With	62%	100%	59%	89%
Neighbourhood Contribution	66%	100% *	65%	76%
Approach to ASB	62%	71% *	60%	88%
Complaints Handling	37%	100% *	37%	0% *

*Base below 10

Response Method

The table here shows the differences in satisfaction based on the response method used to the survey. Just over a quarter responded online, with the remainder responding to a telephone interview, using Acuity's in-house telephone team.

It is common that online responses are less than other methods, and this is the case here. This is often put down to the age of those responding, younger tenants often choosing the online approach. However, for the Corporation, the difference in the number over 65 is not significant between the methods, suggesting other factors could be at play here.

Perhaps, it is easier to be more critical online rather than talking to someone. Whatever the reason, it is important to be aware of the differences and keep the level of responses consistent over time.

	All Tenants	CAWI	CATI
Overall Satisfaction	65%	56%	68%
Well Maintained Home	68%	57%	72%
Safe Home	69%	61%	72%
Communal Areas	64%	51%	70%
Repairs Last 12 Months	71%	59%	75%
Time Taken Repairs	67%	48%	73%
Listens & Acts	52%	39%	57%
Kept Informed	73%	51%	81%
Fairly & with Respect	68%	47%	76%
Easy to Deal With	62%	51%	66%
Neighbourhood Contribution	66%	42%	78%
Approach to ASB	62%	39%	70%
Complaints Handling	37%	24%	44%

Age Group

It is often found in surveys of this kind that satisfaction generally increases with age.

For the Corporation this tends to be the case, with tenants aged 75 to 84 the most satisfied overall, and those aged 54 and under generally the least satisfied. Although those aged 25 to 34 are also very satisfied, particularly on aspects of engagement.

Regarding overall satisfaction with the services provided, 78% of tenants aged 75 to 84 are satisfied, compared with 53% of those aged 35 to 44.

The general trend is consistent with many other surveys and means that the age profile of different landlords will be a major factor in determining satisfaction levels.

It is not entirely clear why this is, but it could be that older people are generally less likely to complain and, perhaps, put up with lower standards of service. In contrast, younger tenants can have higher expectations of what they feel services should look like.

	All Tenants	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	65%	68%	73%	53%	61%	64%	63%	70%	78%	50% *
Well Maintained Home	68%	71%	71%	61%	63%	63%	64%	78%	81%	50% *
Safe Home	69%	65%	76%	60%	58%	69%	68%	78%	86%	80% *
Communal Areas	64%	60%	67%	63%	53%	68%	65%	71%	64%	100% *
Repairs Last 12 Months	71%	76%	70%	70%	64%	72%	61%	80%	75%	100% *
Time Taken Repairs	67%	76%	60%	63%	52%	71%	58%	73%	90%	100% *
Listens & Acts	52%	53%	71%	46%	33%	55%	51%	63%	59%	50% *
Kept Informed	73%	68%	85%	74%	68%	75%	70%	72%	76%	100% *
Fairly & with Respect	68%	59%	80%	74%	53%	72%	64%	71%	74%	100% *
Easy to Deal With	62%	55%	81%	61%	55%	70%	53%	66%	64%	75% *
Neighbourhood Contribution	66%	73%	84%	75%	63%	66%	55%	61%	70%	100% *
Approach to ASB	62%	67%	79%	51%	57%	49%	65%	70%	60%	100% *
Complaints Handling	37%	57% *	50% *	47%	29%	36%	35%	24%	50% *	100% *

*Base below 10

Length of Tenancy

As those with the longest tenancies are often among the oldest tenants, satisfaction tends to be high in these groups, although this does not appear to be the case with the Corporation.

Satisfaction also tends to be high for newer tenants, as seen here where the less than 1-year group is the most satisfied with eight of the measures and the 1 to 3-year group, with three, including the overall service.

One theory for this pattern is that tenants are often happy to finally receive an offer of a home, after perhaps waiting for some time or coming from poor accommodation. Still, as they experience more issues over the years, they become more critical, and then as they age, satisfaction tends to increase again. This is shown here, with, for example, tenants of 11 to 20 years being the least satisfied overall and with eight other measures.

	All Tenants	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	65%	75%	**79%**	71%	61%	**56%**	64%
Well Maintained Home	68%	**85%**	83%	67%	65%	**58%**	67%
Safe Home	69%	**85%**	80%	**58%**	68%	59%	72%
Communal Areas	64%	79%	**81%**	67%	**51%**	59%	65%
Repairs Last 12 Months	71%	78%	**79%**	**79%**	78%	**54%**	71%
Time Taken Repairs	67%	72%	74%	63%	**78%**	**54%**	68%
Listens & Acts	52%	**76%**	67%	56%	50%	**37%**	49%
Kept Informed	73%	**87%**	85%	77%	75%	**66%**	**66%**
Fairly & with Respect	68%	**91%**	77%	74%	69%	**57%**	64%
Easy to Deal With	62%	**85%**	75%	61%	60%	**54%**	57%
Neighbourhood Contribution	66%	**90%**	82%	73%	64%	64%	**53%**
Approach to ASB	62%	**74%**	73%	60%	**56%**	58%	60%
Complaints Handling	37%	43% *	44%	43% *	**45%**	**28%**	35%

*Base below 10

Property Type

Just a handful of tenants live in either a bungalow or a house, with most in flats. There are also a number of studio flats and some maisonettes, emphasising the central London position.

In terms of satisfaction, it is those in the studio flats who tend to be the most satisfied; this could again be linked to age, as older people are more likely to occupy this type of accommodation.

In fact, those in the studios are the most satisfied on all but two of the measures, including the overall service. The least satisfied are split between those in flats and those occupying maisonettes.

	All Tenants	Bungalow	House	Flat	Maisonette	Studio
Overall Satisfaction	65%	100% *	100% *	62%	57%	73%
Well Maintained Home	68%	100% *	100% *	68%	59%	70%
Safe Home	69%	100% *	100% *	67%	68%	73%
Communal Areas	64%	67% *	50% *	62%	61%	73%
Repairs Last 12 Months	71%	67% *	50% *	69%	78%	71%
Time Taken Repairs	67%	100% *	50% *	66%	65%	70%
Listens & Acts	52%	40% *	100% *	48%	45%	63%
Kept Informed	73%	80% *	100% *	70%	66%	82%
Fairly & with Respect	68%	50% *	100% *	63%	72%	78%
Easy to Deal With	62%	83% *	100% *	61%	51%	68%
Neighbourhood Contribution	66%	25% *	100% *	61%	69%	79%
Approach to ASB	62%	25% *	100% *	58%	62%	70%
Complaints Handling	37%	100% *	- *	34%	55%	41%

*Base below 10

Number of Bedrooms

Whilst there are a few in three-bedroomed homes, most have smaller properties.

Of these, those in the smallest properties tend to be the most satisfied, but as shown above, this is likely to be linked to the age factor.

	All Tenants	0	1	2	3	4
Overall Satisfaction	65%	74%	66%	61%	58%	40% *
Well Maintained Home	68%	71%	75%	63%	61%	40% *
Safe Home	69%	74%	73%	64%	66%	40% *
Communal Areas	64%	71%	67%	58%	61%	40% *
Repairs Last 12 Months	71%	72%	75%	70%	65%	50% *
Time Taken Repairs	67%	70%	76%	62%	58%	50% *
Listens & Acts	52%	61%	58%	39%	43%	60% *
Kept Informed	73%	81%	73%	64%	77%	40% *
Fairly & with Respect	68%	76%	71%	57%	69%	60% *
Easy to Deal With	62%	68%	65%	54%	60%	60% *
Neighbourhood Contribution	66%	76%	60%	63%	69%	25% *
Approach to ASB	62%	69%	59%	55%	65%	40% *
Complaints Handling	37%	41%	37%	33%	45%	0% *

*Base below 10

Gender

Similar numbers of male and female tenants responded to the survey, but the female tenants are generally a little less satisfied with the majority of measures.

In fact, male tenants are more satisfied with all but one of the satisfaction measures, the approach to handling ASB. Although the differences between these two groups are relatively small.

This is consistent with many other similar surveys, although the reason for differences is not clear and may be linked to differing expectations.

	All Tenants	Woman	Man
Overall Satisfaction	65%	61%	66%
Well Maintained Home	68%	62%	71%
Safe Home	69%	66%	71%
Communal Areas	64%	58%	68%
Repairs Last 12 Months	71%	67%	73%
Time Taken Repairs	67%	62%	70%
Listens & Acts	52%	48%	52%
Kept Informed	73%	69%	76%
Fairly & with Respect	68%	66%	69%
Easy to Deal With	62%	60%	61%
Neighbourhood Contribution	66%	63%	67%
Approach to ASB	62%	61%	61%
Complaints Handling	37%	35%	39%

*Base below 10

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This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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