

Tenant Satisfaction Measures

Performance Report for
Residents 2024/25





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A message from our CEO

We are committed to using resident feedback to improve the services you receive from Guinness. What you tell us helps us understand what we are doing well and what we need to do better.

We are also committed to sharing your feedback with you and to letting you know what we are doing to improve.

One of the ways we hear from you is through the annual Tenant Satisfaction Measures (TSMs) survey, and this report shares the results of that survey. You can see how we performed in 2024/25 against each of the Tenant Satisfaction Measures. You can see this on a national level in the report, and you can see how we performed in your region towards the end of the report. The report also describes some of the things we have done, or are doing, to respond to your feedback and improve that performance. We have included last year's performance against the TSMs so you can see how our performance has changed year on year.

Tenants' overall satisfaction with the services we provide was 68%, compared to 67% the year before. Shared owners' overall satisfaction with the services we provide was 45%, compared to 49% the year before. Residents in some parts of the country are more satisfied with the services we provide, and residents in other parts of the country are less satisfied. The same

is true of residents across different diversity characteristics. We monitor services and service outcomes by protected characteristic to ensure that what we do is fair and free from bias, and we are assured that there is no bias in our service delivery. At a regional level we do see some variations in service quality, typically due to resourcing and contracting challenges.

We will continue to work to understand why people have different experiences of us as a landlord and, of course, to ensure that we get better at what we do and the services we provide.

You have told us those areas where you are most and least satisfied with the services we provide, and where we need to improve. Your feedback will guide our work over the year ahead.

Thank you to everyone who spent time responding to the TSM survey. Thank you to everyone who has shared their views with us in other ways throughout the year, whether that's through a focus group, membership of a Resident Panel, or responding to consultations or participating in other surveys. Thank you also to the resident members of our Customer Committee and Board who hold us to account and have helped shape this report.

Catriona Simons
Chief Executive Officer





What are the Tenant Satisfaction Measures?

In April 2024, the Regulator of Social Housing introduced the Transparency, Influence and Accountability Standard that requires housing associations to publish their performance against prescribed Tenant Satisfaction Measures (TSMs).

Landlords with over 1,000 homes, are required to submit their TSM results to the Regulator and publish them to residents. We submitted our results to the Regulator on 30 June 2025.

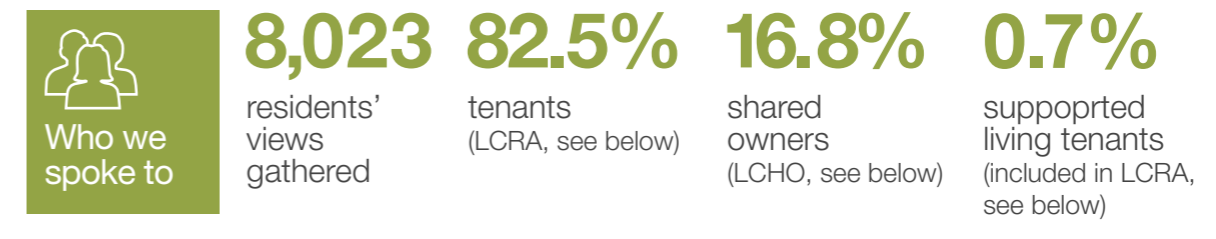
The TSMs enable residents - and others - to scrutinise our performance and compare us to other landlords. This report contains details of our performance against the TSMs and improvement actions we are taking.

TSMs are grouped into five themes. They are:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management

Collecting satisfaction information

We use an independent survey company (TLF Research) to carry out our satisfaction surveys throughout the year. Most surveys are completed over the telephone, some are carried out through postal surveys and a small proportion are completed online.



There are 22 TSMs. Twelve of these relate to resident satisfaction and are referred to as the perception measures. The questions asked by the independent survey company are on page 34 of the report. We gathered 8,023 different survey responses (6,672 from tenants, and 1,351 from shared owners), and all have been included in the results. The other ten questions relate to services and performance is generated from management information.

As required by the Regulator, where relevant, we break down our results into two groups - tenants and shared owners. Where appropriate we provide a single, combined figure.

Low Cost Rental Accommodation (LCRA) is a term used by the Regulator of Social Housing to mean homes that tenants live in.

Low Cost Home Ownership (LCHO) is a term used by the Regulator of Social Housing to mean homes lived in by shared owners.



TSMs are not the only way we engage with residents or identify how well we are doing. To find out about other opportunities to have your say and get involved in shaping the services we deliver [click here](#)

You can read the questions that residents are asked, to obtain the TSM results, at the end of this report. You can read more about our approach to sampling and eligibility on our website.

Overall satisfaction 2024/25

General satisfaction with the services we provide

67.7%

(67% in 2023/24)



Proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01)



67.7% LCRA

(67% in 2023/24)

45.2% LCHO

(49% in 2023/24)

We are committed to acting on your feedback

Overall satisfaction with our services is higher for tenants than shared owners – this is a trend across the housing sector. This can partly be explained by the different services a landlord provides, for example shared owners are responsible for their own repairs and home maintenance. We are committed to improving the satisfaction of both tenants and shared owners.

We use the data from the TSM results to help us understand the main drivers of overall

satisfaction for Guinness residents. The three things which have the greatest influence on your satisfaction are: you being treated fairly and with respect, having a well maintained home and that we listen and act on what you tell us.

We continue to invest in improving our organisation and how we do things, and we use your feedback to do this.

TSM satisfaction ratings from most satisfied to least satisfied

LCRA

- Satisfaction that the home is safe
- Agreement that the landlord treats tenants fairly and with respect
- Satisfaction with repairs
- Satisfaction that the home is well maintained
- Satisfaction that the landlord keeps tenants informed about things that matter to them
- Satisfaction with time taken to complete most recent repair
- Satisfaction with the landlord’s approach to handling anti-social behaviour
- Satisfaction that we listen to your views and act upon them
- Satisfaction with our approach to complaints handling over the last 12 months



LCHO

- Satisfaction that the home is safe
- Satisfaction that the landlord keeps tenants informed about things that matter to them
- Agreement that the landlord treats tenants fairly and with respect
- Satisfaction that the home is well maintained
- Satisfaction with the landlord’s approach to handling antisocial behaviour
- Satisfaction that the landlord makes a positive contribution to the neighbourhoods
- Satisfaction that we listen to your views and act upon them
- Satisfaction with our approach to complaints handling over the last 12 months









Keeping properties in good repair

We want you to feel your home is safe, comfortable, and warm, and a place you are proud to call home. We recognise that investment in homes and a reliable and responsive repairs service are a really important parts of this.

In 2024/25, we spent over £200 million on repairs, maintenance and investment programmes to keep homes safe and in good repair. We delivered more than 180,000 responsive repairs during the year, although we have had challenges delivering some responsive repairs as quickly in line with target timeframes and, at times, residents have had to wait longer than expected for repairs to be completed. In the last three months of 2024/25 we saw significant

improvements in performance. We are grateful to residents for their patience with our repairs service, and we apologise to anyone who had to wait longer for a repair than should have been the case.

We are investing more than ever in improving homes, including investing in the safety of homes and in measures to make homes more energy efficient – so they are more comfortable and more affordable to live in.

	2023/24	2024/25		
How we are doing	Overall			
 Proportion of homes that do not meet the Decent Homes Standard (RP01)	0.02%		0.21%	
 Proportion of non-emergency responsive repairs completed within the landlord's target timescale (RP02)	75.0%		78.3%	
 Proportion of emergency responsive repairs completed within the landlord's target timescale (RP02)	90.7%		88.4%	
What you are telling us	LCRA	LCHO	LCRA	LCHO
 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service (TP02)	69.3%	N/A	71.3%	N/A
 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair (TP03)	67.7%	N/A	68.8%	N/A
 Proportion of respondents who report that they are satisfied that their home is well maintained (TP04)	69.5%	N/A	70.1%	N/A

Satisfaction with our overall repairs service and the time taken to complete a repair has improved slightly since last year. Similarly, satisfaction that homes are well maintained has increased slightly.

We are committed to ensuring repairs are completed within target timescales, and we have a clear plan that is already addressing the challenges we experienced in meeting these targets in London and the West of England in 2024/25.

The proportion of our homes not meeting the Decent Homes Standard is very low, however it has increased a small amount since we took ownership of properties from Shepherds Bush Housing Association, when that organisation became part of Guinness just before the end of the year. Works to bring all homes up to the Decent Homes Standard are planned.

What we're doing:

- Using video diagnostics when residents report repairs by telephone, so works are correctly identified, and we can book the right trades person with the right tools to complete work at the first visit.
- Making sure our tradespeople have a wider range of parts in their vans.
- Making use of approved subcontractors to ensure we respond quickly at times when more repairs are reported than expected.
- Introducing an upgraded online portal, making it quicker and easier to report repairs and book an appointment.
- Improving 1,122 homes so that they met the Decent Homes Standard. Upgrading heating systems, including installing 1,557 new boilers.
- Continuing to carry out stock condition surveys as part of a rolling programme, so we have better insight into where and when investment in homes is needed.
- Retrofitting homes (1,500 in the next three years) to at least an EPC-C rating, improving their comfort and affordability to heat.
- Ensuring our homes are free from hazards, including damp and mould, by carrying out effective repairs and preventative work.
- Ensuring we are ready to comply with new legislation (Awaab's Law) being phased in over the next few years to improve the quality and safety of homes.
- Changing our repairs processes and increasing the focus on the number of first time fixes.
- Increasing our oversight of our third-party contractors - including quality, record keeping, and communication.
- Undertaking a review of the no access process.



Proportion of respondents who report that they are satisfied that their home is well maintained

 **70.1%**

LCRA residents*

* We are unable to provide a statistic for LCHO residents as they are responsible for home maintenance.

Keeping properties in good repair

Energy improvements to homes



We completed a major improvement project to 50 homes in Crewe, focussing on making properties warmer, more energy-efficient, and more comfortable for residents.

What was delivered

We delivered a programme of energy efficiency upgrades to bring homes up to (at least) EPC Band C, including:

- External wall insulation to all 50 homes
- 46 roof replacements
- 49 loft insulations
- Door and window replacements
- Gas and electrical upgrades

Training was also provided to our repairs team on the new external wall insulation systems, so if maintenance is needed in the future, we can respond quickly and well.

Resident engagement

Resident engagement was a key part of the programme. All residents received clear, written communications introducing the project team and explaining what to expect, including key dates and any preparation needed.

Equality impact assessments were offered to all residents, and where additional support was needed, our teams developed action plans to ensure work could go ahead smoothly and respectfully.

Throughout the works, regular check-ins helped maintain good communication and resolve any issues quickly.

Feedback and results

Inspections were carried out on the homes and residents completed a satisfaction survey so we could understand their experience. The feedback was overwhelmingly positive:



“The windows, doors, the whole process has been amazing. The team were always respectful, and we are noticeably warmer in our home.”

“Every trades person was exceptional, and communication was excellent.”

“Really pleased with the improvement in appearance and how smooth the process was.”

As well as positive comments about how the works were carried out, it was good to see that residents were already noticing a difference in how comfortable their homes are to live in. We will revisit these residents to understand the impact these works have had on reducing energy bills.

Due to the success of this programme, further works have been commissioned, and our learnings will help shape future improvement projects.

Maintaining building safety

We want every resident to be safe and feel safe at home. We carry out periodic safety inspections and comply with landlord health and safety requirements. We undertake major works where needed to ensure homes meet building requirements.

We carry out safety inspections to elements in individual homes (eg annual gas safety checks) and communal areas (eg checks to lifts and Fire Risk Assessments). These checks make sure everything works and is safe for residents to use.

We have over 4,000 homes where a third-party managing agent provides some services. We work closely with them to confirm their safety checks are undertaken to the required standard.

We are carrying out a programme of external wall assessments to blocks of flats. We prioritised

the tallest buildings (over 18 metres or seven storeys) first, and are completing assessments of medium rise (11 to 18 metre) buildings. Where remediation works are needed, we carry them as quickly as possible – although in the case of taller buildings we need approval from external parties such as the Building Safety Regulator, to do certain types of work.

Each year we write to residents with reminders of key safety matters and we have local building safety engagement plans for taller buildings.

What we're doing:

- Continuing to inspect, service and upgrade components in homes and buildings.
- Increasing our communication with you about safety inspection appointments, by sending three reminders in advance of an agreed visit.
- Giving you access to our gas contractor so you can report concerns directly and get a faster response.
- Holding stock of frequently needed lift parts, so if a lift breaks down, we can respond more quickly and get it working again sooner.
- Working with Managing Agents to improve the quality of information we receive from them on the safety checks they complete.
- Continuing to send safety information to you each year, so you are regularly reminded about how to stay safe in the home and our and your safety responsibilities.
- Surveying tall and medium rise buildings, over 11 metres
- Completing cladding replacement work and other remediation work to buildings where needed.
- Continuing to engage with residents living in taller buildings through our Building Safety Managers so residents' views inform our approach to building safety, including how we engage with residents when we undertake safety works.



We continued to demonstrate strong performance in completing all landlord safety checks during 2024/25.

	2023/24	2024/25	
How we are doing <small>(All as a % of required checks completed)</small>	Overall		
Proportion of homes for which all required gas safety checks have been carried out (BS01)	99.99%	99.985%	
Proportion of homes for which all required fire risk assessments have been carried out (BS02)	98.43%	98.90%	
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (BS03)	98.99%	95.59%	
Proportion of homes for which all required legionella risk assessments have been carried out (BS04)	95.83%	97.49%	
Proportion of homes for which all required communal passenger lift safety checks have been carried out (BS05)	97.88%	97.91%	
What you are telling us	LCRA	LCHO	LCRA LCHO
Proportion of respondents who report that they are satisfied that their home is safe (TP05)	77.4%	67.1%	76.2% 62.8%

We continued to demonstrate strong performance in completing all landlord safety checks during the year. In a small number of cases, access issues have prevented us doing checks, and we are working with residents to find out what they need from us to be able to allow us access.

Both tenants' and shared owners' perception of the safety of their home has reduced since last year. We recognise that the identification of

building safety defects can lead to periods of uncertainty and disruption for residents.

We aim to address concerns as far as possible by putting in place immediate safety measures as fast as possible (including waking watch services) and communicating promptly with residents. Our Resident Building Safety Panel should also help us to further develop our communication and engagement on building safety.

Proportion of respondents who report that they are satisfied that their home is safe

76.2%
LCRA residents

62.8%
LCHO residents

Maintaining building safety

Fire Safety Improvements: Keeping residents safe

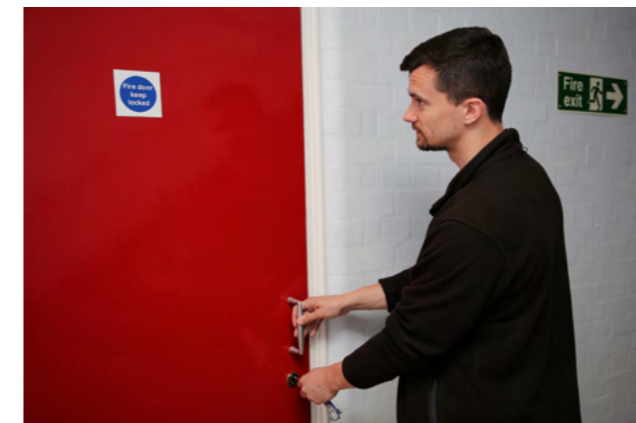


Fire doors are really important to the safety of your home. They can protect you, your family and your neighbours from the spread of smoke and fire.

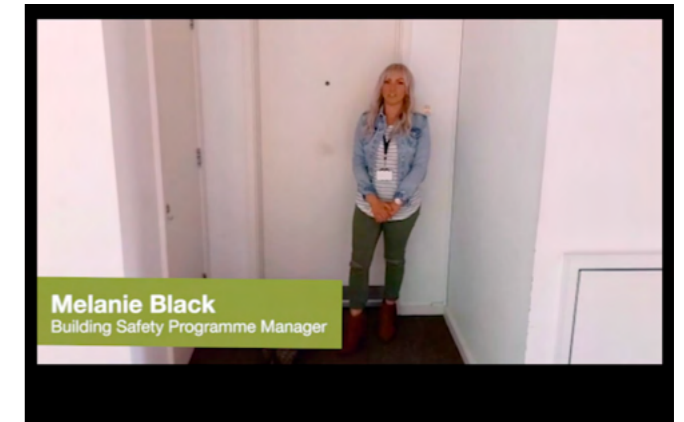
We provide fire doors to over 4,000 blocks of flats across the country. The front doors of all our flats are fire doors, and there are fire doors throughout communal areas. Fire doors are designed to provide at least 30 minutes protection in the event of a fire - allowing time for the fire service to assess and tackle a fire, and providing residents time to safely evacuate the building or stay put in their home until evacuated by the fire service. Make sure you know the policy for your building.

Regular inspections

We regularly inspect all fire doors in any building that has five storeys or is taller than 11 meters in height. Front doors to flats are inspected at least once each year and fire doors in communal areas are inspected at least every three months. These inspections make sure all fire doors are properly maintained and continue to meet fire safety standards.



We encourage every colleague who enters one of our buildings to be aware of the condition of fire doors and help us to continually check they remain in good condition. And we also encourage residents to regularly check their own doors and the doors in their building so they can tell us straightaway if something doesn't seem right.



Increased awareness

To support both residents and our staff, one of our Building Safety Managers created a simple video showing how to inspect a fire door. The video covers some of the most common issues, such as strips being painted over, damage to doors when locks or handles have been changed, and self-closure devices removed.

This video has increased awareness of the importance of fire doors, enabling people to report issues that need to be put right.

We regularly share safety information and advice with residents, and will continue to promote this video, including during Fire Door Safety Week, which takes place in September each year.

You can check all the essential elements of your fire door by watching the video [here](#).

Respectful and helpful engagement




We put residents at the heart of everything we do, treating you fairly and with respect. We make sure we listen, act on what you tell us and deliver on promises. We know these things are fundamental to being a good landlord.

We invest in our staff, so they have the skills and knowledge to deliver services to a high standard. Our core training ensures everyone who works at Guinness understands the importance of good service and treating everyone with respect. We recognise the importance of knowing more about you so we can tailor our services to meet your needs. The information provided through our Household Survey is helping us to better do this.

Over the past year, we've involved more and more residents in shaping our services and the decisions which affect you. Input, through surveys and focus groups, has helped shape important

policies and contributed to the development of our strategies and changes to the way we do things.

Our national Customer Committee works with the Guinness Board by reviewing and scrutinising resident services, ensuring residents' views are taken into account at all levels of our decision making. Last year we launched two pilot Regional Resident Panels to provide residents with a greater role in feeding back on our performance. They helped highlight areas for improvement, as well as acknowledging where we're doing well.

What you are telling us	2023/24		2024/25	
	LCRA	LCHO	LCRA	LCHO
 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them (TP06)	59.0%	39.6%	60.2%	36.6%
 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them (TP07)	68.9%	61.4%	69.8%	58.4%
 Proportion of respondents who report that they agree their landlord treats them fairly and with respect (TP08)	75.1%	58.1%	75.1%	55.9%

Both tenants and shared owners have clearly told us through these results that we need to do better.

We will keep reviewing the housing management and customer service training we provide to colleagues to ensure we are consistently delivering services in the right way. This includes tailored training to better respond to the diverse needs of residents as we understand more through our Household Survey.

We are reviewing our approach to regional scrutiny to establish the best model for all our regions. This includes reviewing the work of

our Regional Panels, and the (former SBHA) Resident Voice group. We will also be doing more to share more widely the good work of these groups and our Customer Committee – so residents have a better understanding of how residents' views are shaping services at all levels of the organisation.

We will also continue to improve our communication with shared owners to provide local information about our performance so we can be held to account and work collaboratively on things we need to improve.

What we're doing:

- Increasing engagement and consultation with residents, and the ways we capture and use resident insight.
- Using resident feedback to improve the services we provide and make sure residents have a voice in decisions about their homes and the services they receive from us.
- Reviewing our Housing for Older people service offer and raising its profile with residents who qualify.
- Reviewing our service offer for young care leavers based on feedback about their needs and experiences when first living independently. This will include more frequent face to face visits in the first 12 months of their tenancy.
- Making improvements based on your feedback, by speaking to a wide range of residents to help shape our Guinness 2030 Business Strategy.
- Continuing to work with Tenant and Resident Associations (TRAs) to focus on neighbourhood issues that matter most to residents, and supporting more residents' groups to become recognised TRAs where they want this support.
- Engaging 4,000 residents to help shape our proposal to insource cleaning services.
- Involving you in helping us make improvements to our repairs service and in the procurement of long-term contracts for major works.
- Asking what your preferred contact method is, and making sure we use it when we communicate with you.



Proportion of respondents who report that they agree their landlord treats them fairly and with respect

 **75.1%**

LCRA residents

 **55.9%**

LCHO residents

Respectful and helpful engagement Regional Resident Panels



Last year we launched a pilot of two Regional Resident Panels – one in London and the other covering Yorkshire, Nottinghamshire, and Derbyshire (YND).

Each Panel is made up of residents from the respective region, bringing a diverse range of experience and perspectives. The Panels' main role is to review performance, challenge what we are doing, and check that we are meeting our service standards.

What the Panels have helped with

The Panels have already made a difference. They have confirmed where we are doing well as well as where we need to improve.

London Panel – Concerns about an Estate contractor

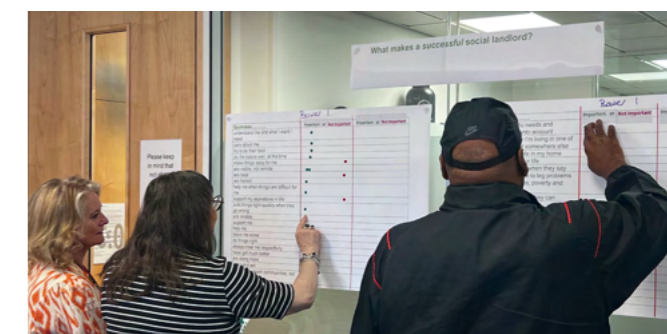
The Panel raised concerns about an estates contractor who was not meeting expectations. They wanted to know what we were doing about it. We took this to our Head of Estate Services, who explained the contractor had been struggling with recruitment. They took action and now provide photo evidence to show work done. The Panel was reassured we were taking the right steps with the contractor.

London Panel – Anti-Social Behaviour (ASB)

The Panel asked how we deal with anti-social behaviour. Our Head of Safe Neighbourhoods attended their next meeting to explain how we handle ASB cases. The Panel said they were happy with our approach.

YND Panel – Concerns about an Estate contractor

The Panel raised concerns about an under performing estates contractor. We explained that our Customer Liaison Officer (CLO) was working closely with the contractor, holding site meetings, and carrying out regular inspections that are reviewed daily by our Estates Contracts Team and discussed in monthly meetings with the contractor. The Panel was satisfied we were monitoring the situation to improve standards.



YND Panel – positive feedback on resident support

The Panel shared positive feedback about the support we provide. They said it was “really good to hear the support Guinness is offering around safeguarding and domestic abuse” and were impressed by the overall level of support available to residents.

Next steps

These Panels help us to stay focussed on what matters most to residents. We are committed to building on this progress and involving even more of you in the future.






Effective handling of complaints

We value all forms of feedback, including complaints. When we get something wrong, we will always apologise, aim to put things right as fast as possible and learn from the experience.

Our Complaints Policy and the timescales we follow are in line with the Housing Ombudsman Complaint Handling Code. We have a specialist complaints team who are responsible for investigating complaints and resolving them promptly and fairly.

We keep residents regularly updated on progress during any complaint investigation. Where we identify a failure in service we will always acknowledge this and apologise.

We have a two stage complaints process. If a resident is dissatisfied with our responses, we refer them to the Housing Ombudsman Service who will consider the complaint under their own formal process. We review all Housing Ombudsman responses and action any orders, recommendations and improvements that are required.

How we are doing	2023/24		2024/25	
	LCRA	LCHO	LCRA	LCHO
 Number of stage one complaints received per 1,000 homes (CH01-1)	49.3	38.9	56.1	45.0
 Number of stage two complaints received per 1,000 homes (CH01-2)	8.2	12.5	14.1	13.3
 Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (CH02-1)	98.7%	98.1%	74.6%	75.2%
 Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (CH02-2)	98.2%	96.5%	93.1%	89.0%
What you are telling us	LCRA	LCHO	LCRA	LCHO
 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling (TP09)	33.0%	25.3%	33.1%	23.5%

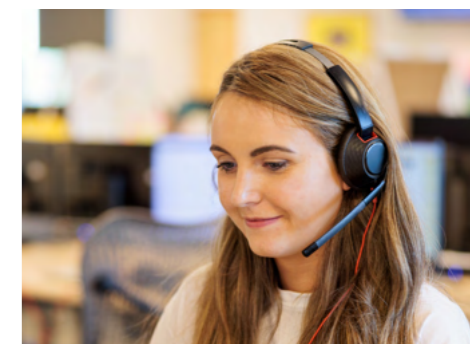
We're committed to continually improving our complaints service to ensure that you receive a consistent service every time.

We recognise that at the start of 2024/25, there were instances where our service wasn't meeting expectations. We further increased resource in our Complaints and Resolution team

during the year to reduce complaint handling times at both stages. In the last quarter of 2024/25, we saw improved performance which has been sustained. We monitor complaints and complaints outcomes to ensure our services are fair and free from bias.

What we're doing:

- Restructuring and increasing the resourcing of our complaints team.
- Embedding our Great Service programme for managers and colleagues to provide tools and techniques to ensure our complaints service is responsive, reliable and consistent and reasonable adjustments are made where needed.
- Rolling out complaints training so every colleague knows what is and isn't a complaint and properly captures complaints on our systems.
- Introducing a quality assurance function within our complaints team to ensure our responses are clear and cover the complaint in full.
- Carrying out weekly complaints case reviews within the team to ensure consistency and shared good practice.
- Carrying out full lessons learned reviews in response to all maladministration determination by the Housing Ombudsman Service.
- Holding quarterly meetings with the Board Member responsible for Complaints (as designated under the Housing Ombudsman Service's Complaint Handling Code).
- Analysing complaints trends so we understand where more focus is needed on improving underlying services.
- Applying new processes for monitoring service requests to improve accountability when things go wrong.
- Improving our systems and record keeping enabling more teams to use our Customer Relationship Management (CRM) system so we can manage communication with you better and you don't have to tell us things twice.



Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling

 **33.1%**

LCRA residents

 **23.5%**

LCHO residents

You can find out more about our approach to complaints in our Annual Complaints Performance and Service Improvement report, and see our self-assessment of compliance with the Housing Ombudsman Service's Complaint Handling Code, which is published at <https://www.guinnesspartnership.com/about-us/company-publications/housing-ombudsmans-complaint-handling-code/>

Effective handling of complaints

Development of new Pet Policy



We listened to your feedback about keeping pets and put in place clearer communication and clearer rules, including a new Pets Policy.

Resident engagement in response to complaints

We worked closely with residents to ensure their experiences, concerns, and values were reflected in our new Pets Policy. We did this by gathering feedback through surveys and focus groups, and by analysing complaints data and feedback from satisfaction surveys. This gave us a fuller picture of how pet ownership both benefits individuals and affects communities, and where more clarity is needed in our approach.



Key themes

One of the strongest areas of agreement was on the introduction of a 'Responsible Dog Ownership Agreement', with many suggesting it should apply to all pets. We listened, and our new Policy includes both a Responsible Dog Ownership Agreement and a broader Responsible Pet Ownership Agreement. These outline clear expectations around pet care, including keeping animals healthy, cleaning up after them, minimising noise, and ensuring they don't otherwise cause a nuisance to neighbours.

Most residents also agreed that two dogs or two cats – or one of each – should be the maximum per home, as per the current policy. And that pets should not be allowed in homes where they would need to use shared communal spaces,

such as internal corridors or stairwells. The exception is assistance and support animals. Our new Policy reflects these views.

Concerns were also raised about irresponsible ownership, such as breeding animals or keeping dangerous pets. Our new Policy addresses these points.

Assistance and support animals

The Policy also recognises the role of assistance and emotional support animals. Assistance animals are always permitted, and we will consider emotional support animals as a reasonable adjustment under the Equality Act 2010.

To support the Policy, we have provided detailed guidance and training for staff, so they are confident when dealing with these situations. We are also now much clearer that we can take enforcement action if the Policy conditions are not met.

All of these improvements are a direct result of listening to your complaints and feedback and acting on what matters to you.



Where someone already has permission for more than two pets in their home, we will not retrospectively ask them to remove any animal unless it is causing a nuisance (in line with the tenancy agreement).

Responsible neighbourhood management

We know that the services we provide in your neighbourhood can be as important as the services we provide in the home. This includes how well kept the area is, how visible and accessible we are locally, and how well we respond to issues such as anti-social behaviour (ASB).

We are committed to consistently delivering a good estates service, including cleaning and gardening. Feedback from residents helps shape the specification of our services – in the last year this included increasing wildflower areas and improving contractor monitoring.

Our Neighbourhood Strategy aims to strengthen our local presence and visibility, and enhance our work with local partners so we have a joined-up approach to supporting individuals and communities. We are working with our residents

and Tenants’ and Residents’ Associations to develop plans that respond to local needs.

We know anti-social behaviour can have a serious impact on communities and feelings of safety. We are continuing to improve the support we offer to prevent and address ASB.

We continue to support residents experiencing domestic abuse. We hold the Enhanced Domestic Abuse Housing Alliance accreditation for our best practice approach – the first housing association in the UK to be awarded this.

	2023/24	2024/25	
How we are doing	Overall		
Number of anti-social behaviour cases opened per 1,000 homes (NM01-1)	88.6		159.9
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes (NM01-2)	0.1		0.5
What you are telling us	LCRA	LCHO	LCRA LCHO
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained (TP10)	68.0%	45.9%	69.3% 48.1%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood (TP11)	62.8%	40.2%	64.3% 38.3%
Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour (TP12)	62.1%	40.6%	63.0% 39.8%

We have updated the definition of anti-social behaviour (ASB) cases per 1,000 homes this year, to make sure we included noise nuisance and environmental ASB – in recognition of the impact these types of case have on individuals and wider communities. This is why our results show a significant increases in the number of cases reported.

Our newly introduced Safe Neighbourhoods and Support Team is becoming more established and

having a positive impact at a neighbourhood level.

There has been a small improvement in satisfaction with how well communal areas are cleaned and maintained. In response to resident feedback and previous satisfaction levels, we brought more of our cleaning and estates services in-house this year. This also gives us more control over the level of service provided and the respond more quickly when services levels need to be flexed.

What we’re doing:

- Reviewing the number of homes each of our Customer Liaison Officers is responsible for and reducing these (where appropriate) to enable our services to be more responsive.
- Working with you to develop local Neighbourhood Plans to help us identify and focus on the things that matter most where you live.
- Piloting a new approach to helping people more quickly and easily move to a smaller home if this is what they want – and helping overcrowded families find a larger home as a result.
- Doing more to identify and tackle cases of tenancy fraud, so we can recover properties not being used as they were intended and provide homes to more people who need them.
- Encouraging more residents to routinely take part in estate walkabouts by better demonstrating what we do with your feedback.
- Involving you in the selection of more contractors, so you can make sure they understand resident priorities and their accountability to residents.
- Identifying neighbourhoods which may benefit from enhanced CCTV and improved estate lighting – so you feel safer where you live.
- Continuing to embed our new Safe Neighbourhoods service.
- Strengthening our approach to ASB and adopting a firmer zero-tolerance policy in respect of severe incidents where we have evidence to support action.
- Updating our ASB Policy to make it clearer what to expect when residents report ASB, and clarifying our powers and those of other services we work with to address ASB.
- Maintaining our Enhanced Domestic Housing Alliance Abuse accreditation and continuing to respond quickly and sensitively to all reports of domestic abuse.
- Reviewing our Community Investment Strategy which focuses on education, employment and training, alleviating hardship, and creating inclusive communities.
- Identifying and proactively supporting residents at risk of rent arrears with advice that helps them sustain their tenancies.



Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood



Responsible neighbourhood management

Our new Safe Neighbourhoods & Support Team



In 2024 we launched our new Safe Neighbourhoods and Support (SNAS) team to address ASB issues more quickly and have a more local presence to resolve problems.

The Safe Neighbourhoods and Support (SNAS) team works directly in communities and deals with all forms of ASB as well as coordinating community-based preventative activities to stop ASB occurring in the first place. In 2024/25 we dealt with 9,492 ASB incidents and supported 5,391 residents.

Neighbour disputes

Neighbour disputes can seriously affect residents' lives and damage relationships in communities. Mediation offers a quick way of settling disputes before they escalate by encouraging neighbours to work together. Our Safe Neighbourhood Officers are Accredited Mediators and have successfully helped resolve a variety of issues.



When ASB cases are first reported, early interventions – like warning letters and Acceptable Behaviour Contracts – can be successful in stopping continued issues. Sometimes awareness of the impact of their behaviour can be a sufficient incentive for an individual to change their behaviour.

Although not frequent, there can be more serious cases of ASB. We work with agencies, such as the police, local authorities and social services to tackle these issues – using a range of tools, including tenancy warnings and Anti-Social Behaviour Contracts.

In the most serious cases, and where there is evidence to support court action, we will use legal powers – like injunctions – to protect the community. Eviction is always the last resort, but we will do this where we have evidence that someone is behaving in a way that is causing serious problems for the community. Twelve residents were evicted for ASB in 2024/25.

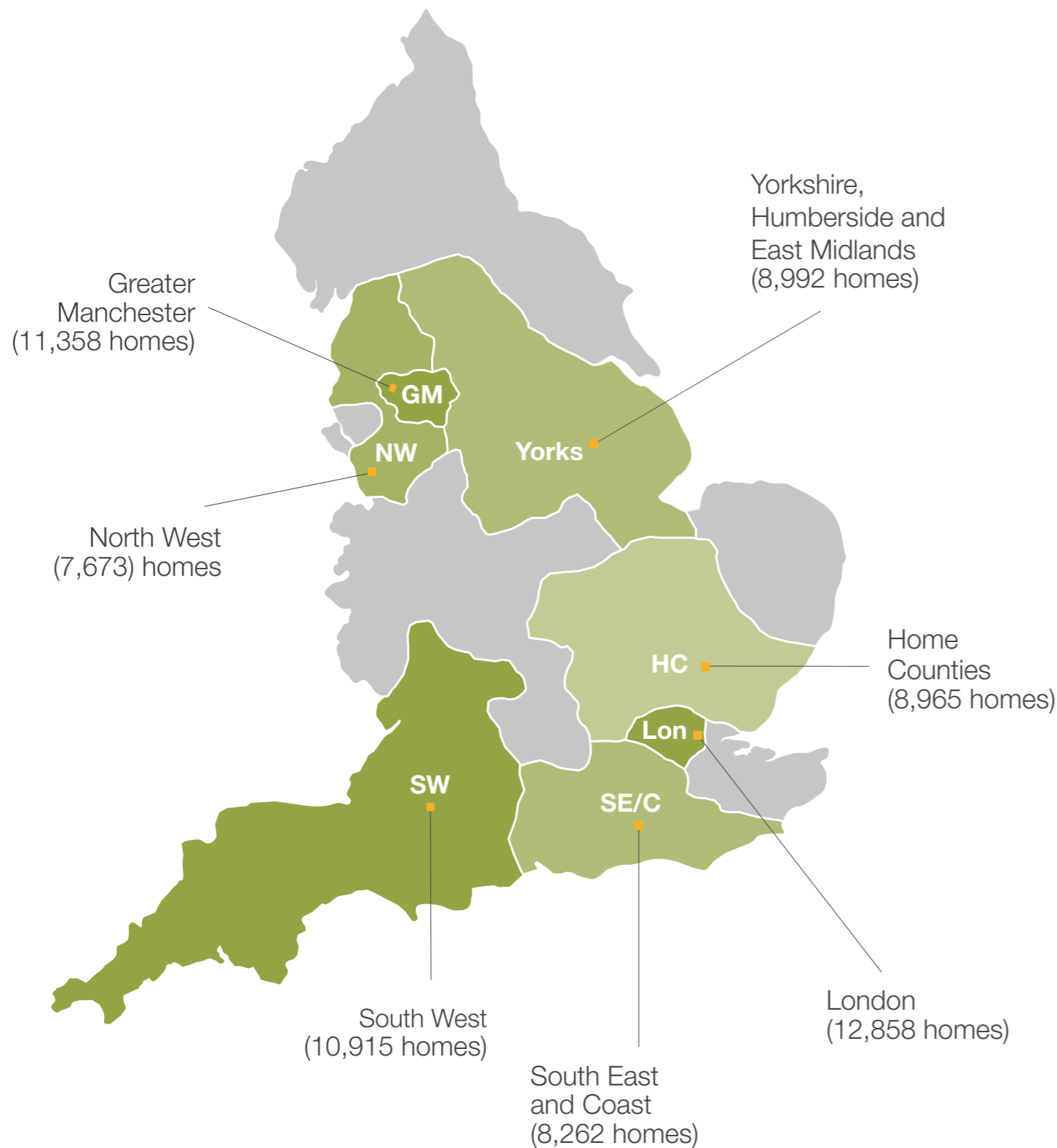
Prevention projects

As well as resolving ASB, we also focus on prevention projects to try and avoid ASB issues happening. For example, if we are receiving a high volume of reports of youth nuisance and loitering in an area, we engage with youth services, local schools and charities to see what initiatives can be delivered.

ASB problems can be some of the most complicated issues we deal with. They take time to resolve and rely on members of the community telling us what is happening and keeping records. Whilst our SNAS team has only been in place for a short time, we have had good feedback from residents about the more local presence and the support we are able to provide in communities.

Guinness works with Think Outside The Blox to provide preventative initiatives to younger people at risk of knife crime and involvement in gangs. Providing a safe and engaging space, as an alternative to being on the streets, activities include a homework club, boxing sessions and fitness classes. Think Outside The Blox was founded by Bobby Kasanga, a reformed gang member turned social philanthropist, and is just one of many projects Guinness supports to improve our communities.





Regional satisfaction 2024/25

As well as looking at the overall results for each of the TSMs, we also look at the results by different geographies (our seven regions) to identify if there are any differences in your experiences of Guinness and your views about the services we provide.

The trends we see at a regional level are the same as trends reported in the housing sector more widely – results are more positive in the north of the country, and less positive in London and the South East. There have been reasons reported across the housing sector to suggest why landlords may be seeing these differences in results, including the higher cost of living in London and the south of the country, older and denser homes in London and more tall buildings requiring remediation, and other social pressures associated with living in the south of England. We know that satisfaction in London

and the South West of the country has also been impacted by our weaker repairs performance in these areas. We are working to address this and saw some improvement in the final quarter of the year.

Although there are some common trends, we want to continue to better understand from you if there are significant differences in experiences of our services, and what we could do to improve this – in all regions.

We will be reviewing how our Regional Resident Panels could be introduced in our remaining five regions to increase regional scrutiny of our performance.

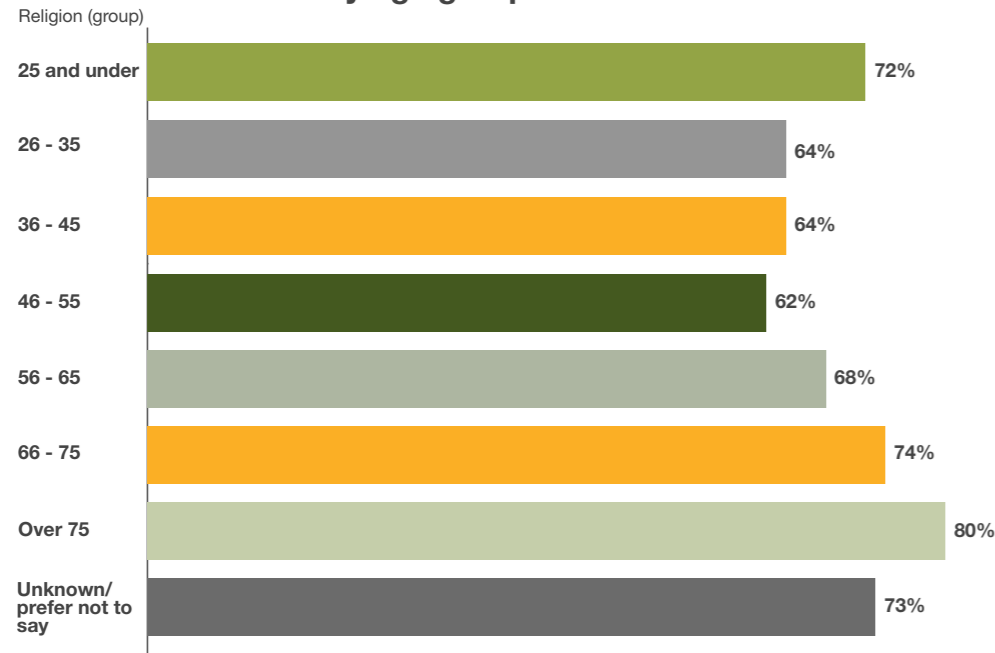
We will continue to monitor our performance and satisfaction at a regional level, and will continue to use your feedback to identify how we can do things better.

Measure	TSM ID	NW	GM	Yorks	HC	Lon	SE/C	SW	All
Proportion of respondents who report that they are satisfied with the overall service from their landlord.	TP01	74	74	76	69	57	61	63	68
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	TP02	77	79	79	72	60	66	64	72
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	TP03	74	77	80	71	58	61	59	69
Proportion of respondents who report that they are satisfied that their home is well maintained.	TP04	78	76	80	68	64	63	65	71
Proportion of respondents who report that they are satisfied that their home is safe.	TP05	81	77	85	76	69	72	75	77
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	TP06	69	66	69	59	50	53	57	61
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	TP08	81	79	82	75	68	69	73	76
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	TP07	76	76	77	71	65	60	66	70
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	TP09	38	38	42	30	28	30	27	33
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	TP10	72	75	72	67	65	69	70	70
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	TP11	69	71	71	61	62	58	60	65
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	TP12	67	65	67	61	59	57	63	63

Equality, Diversity and Inclusion

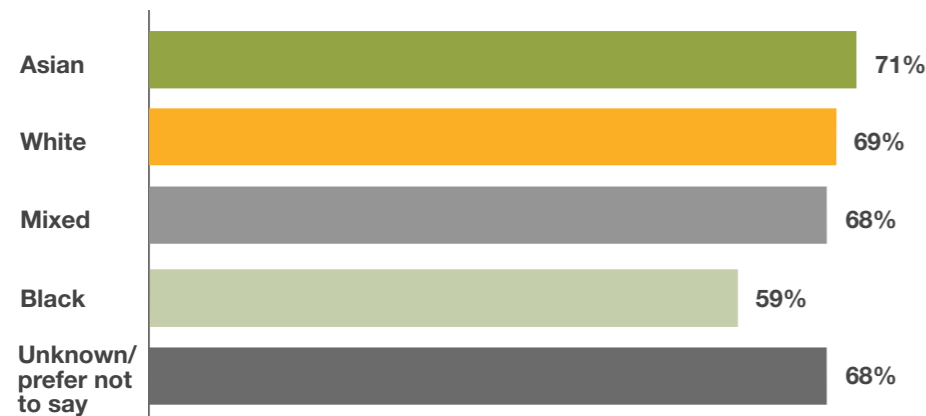
Being a good landlord means knowing our residents. We have analysed the TSM results by age, ethnicity, gender and disability. Of those who responded, 25% chose not to disclose personal information.

Overall satisfaction by age group



Overall satisfaction is highest in the over 75 age group followed by those between the ages of 66 – 75 and then those age 25 and under.

Overall satisfaction analysed by ethnicity (where known)



Overall satisfaction by ethnicity, where known, is highest amongst Asian residents and lowest amongst Black residents.



Overall satisfaction analysed by disability



Overall satisfaction is higher among residents with a disability over than without.

Overall satisfaction by gender



Overall satisfaction is higher among male residents than female residents.

We monitor our services to ensure fair access and fair outcomes for all residents. Our review of the underlying performance of core services indicates no disparity in service levels.

Our review of verbatim feedback from residents (collected by TLF Research as part of the TSM survey process) indicates consistent themes across all groups of residents (both positive and negative responses) and does not suggest that any group of residents considers themselves to have been treated more or less favourably due to any protected characteristic.

We will continue to engage with residents to understand whether there are any other factors that might influence different experiences of Guinness and different levels of satisfaction with our services.

LCRA (Low Cost Rental Accommodation) and LCHO (Low Cost Home Ownership) TSMs Survey questions – April 2024

These are the questions the independent survey company TLF, asked residents that informed our TSM results.

Hi, my name is ___ and I am calling from TLF Research on behalf of Guinness Partnership. We are conducting their tenant satisfaction research introduced by the Regulator of Social Housing which will be used to calculate the annual Tenant Satisfaction Measure and published on the Guinness website. Your feedback would be really appreciated.

Would you be able to spare 5 to 10 minutes to take part now please?

- If yes, continue. • If no, booking if willing

Thank you. We follow the Market Research Society code of conduct and Data Legislation. In addition, the call may be recorded for quality and training purposes.

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Guinness?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not answered

If very satisfied probe “Why would you say you are satisfied?”

If fairly satisfied or neither satisfied nor dissatisfied probe “What could Guinness do to make you satisfied?”

If fairly or very dissatisfied probe “Why would you say you are dissatisfied?”

2. Has Guinness carried out a repair to your home in the last 12 months? *LCRA only.*

- Yes (Go to Q3)
- No (Go to Q5)

3. How satisfied or dissatisfied are you with the overall repairs service from Guinness over the last 12 months? *LCRA only.*

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not answered

4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? *LCRA only.*

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not answered

5. How satisfied or dissatisfied are you that Guinness provides a home that is well maintained? *LCRA only.*

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not answered

6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Guinness provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know.

7. How satisfied or dissatisfied are you that Guinness listens to your views and acts upon them?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

8. How satisfied or dissatisfied are you that Guinness keeps you informed about things that matter to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

9. To what extent do you agree or disagree with the following Guinness treats me fairly and with respect”?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable/don't know

10. Have you made a complaint to Guinness in the last 12 months?

- Yes (Go to Q11)
- No (Go to Q12)

11. How satisfied or dissatisfied are you with Guinness's approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not answered

12. Do you live in a building with communal areas, either inside or outside, that Guinness is responsible for maintaining?

- Yes (Go to Q13)
- No (Go to Q15)
- Don't know (Go to Q15)

13. How satisfied or dissatisfied are you that Guinness keeps these communal areas clean, and well maintained? *HOT ALERT TRIGGER LCRA only.*

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not answered

13.1 Very dissatisfied only - Why do you say that?

*Where tenants respond that they are very dissatisfied, we follow up by contacting the tenant to understand how we can resolve the issue they have raised.

14. How satisfied are you with the grounds maintenance? *LCRA only.*

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

14.1 Very dissatisfied only - Why do you say that?

15. How satisfied or dissatisfied are you that Guinness makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

16. How satisfied or dissatisfied are you with Guinness's approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

17. How satisfied or dissatisfied are you that your service charge and rent provide value for money? *LCHO only.*

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable/don't know

18. Do you have any damp & mould that Guinness are not already dealing with?

- Yes
- No

19. Do you know who your CLO/Housing officer is?

- Yes
- No

20. Your answers are currently confidential. It may be useful for your name to be attached to your responses when the results are shared with Guinness. Would this be okay?

- Yes, I agree to my name being attached to my responses (Go to Q21)
- No, I would like to remain anonymous (Go to close)

For non anonymous residents only

21. Are you happy for Guinness to contact you in relation to the feedback that you have given during this survey, if they wish to do so?

- Yes
- No

For non anonymous residents only

22. May we pass your contact details onto Guinness so that they can contact you directly about future resident involvement activities?

- Yes
- No

We would like to make you aware that if you would like to make a complaint to Guinness, please visit www.guinnesspartnership.com/contact-us, or call **0303 123 1890** or on the website via **live chat**.

Finally, would you like our telephone number or that of the **Market Research Society** to check our credibility or make comments regarding this interview, or our website address to read more information about how we process your personal data?



We can translate this document into your preferred language. We can also provide it in large print or audio format on request.

Arabic

حن نستطيع ترجمة هذه الوثيقة الى اللغة التي تفضلها.
ويمكننا أيضا أن نقدم اليك هذه الوثيقة مطبوعة بالخط الكبير أو على هيئة

Bengali

আমরা এই কাগজটি আপনার পছন্দরে ভাষায় অনুবাদ করতে সক্ষম।
অনুরোধ করলে, আমরা এটিমতে টা হরফে অথবা অভ্যন্তরীণ আকারেও দিতে সক্ষম।

Chinese

我們可以將文件翻譯成你首選語言。
我們也可以也應要求提供大字版和語音版本。

我们可以将文件翻译成您首选的语言。

我们也可以应要求提供大字版和语音版本。

French

Nous pouvons traduire ce document dans la langue de votre choix.
Nous pouvons également l'éditer en gros caractères ou en format audio sur demande.

Portugese

Podemos traduzir este documento para o idioma da sua preferência. Também podemos fornecê-lo, a pedido, em letra de tipo grande ou em formato áudio.

Polish

Dokument ten może zostać przetłumaczony na wybrany przez Państwa język. Na Państwa prośbę możemy go również dostarczyć w formacie audio lub dużego druku.

Punjabi

ਅਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਤੁਹਾਡੀ ਤਰਜੀਹੀ ਭਾਸ਼ਾ ਵਿੱਚ ਕਰ ਸਕਦੇ ਹਾਂ।
ਅਸੀਂ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ 'ਤੇ ਇਸਨੂੰ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟ ਵਿੱਚ ਵੀ ਮੁਹੱਈਆ ਕਰ ਸਕਦੇ ਹਾਂ।

Somali

Waxaan u turjumi karnaa dukumintigan luuqadda aad doorbidayso. Waxaan sidoo kale ku bixin karnaa iyadoo ah qoraal far weyn ah, ama qaab cod ah codsi haddii la codsado.

Tamil

உங்களுக்கு விருப்பமான மொழியில் இந்த ஆவணத்தை எங்களால் மொழிப்பெயர்க்க முடியும்.
கோரிக்கையின்பேரில் பெரிய அச்ச அல்லது ஆடியோ வடிவிலும் எங்களால் வழங்கமுடியும்.

Urdu

ہم اس دستاویز کا آپ کی پسند کی زبان میں ترجمہ کروا سکتے ہیں۔
ہم درخواست پر اسے بڑے پرنٹ یا آڈیو



**great service
great homes
a great place to work
and a great business**

Our Financial Statements and Company reports can be found at:
🖱 www.guinnesspartnership.com/about-us/company-publications/

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We invest in people Gold

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