

Tenant Satisfaction Measures

2025-26 Results



The Regulator of Social Housing introduced Tenant Satisfaction Measures (TSMs) for all social housing landlords in England. Housing associations must publish their TSM results, giving you the opportunity to see how Community Gateway is performing and compare our results with those of other social landlords.

This year, the satisfaction survey results were collated by postal and telephone surveys. For more details of our approach, please click [here](#).

community
gateway

Overall Satisfaction



**Overall satisfaction with
CGA services**

2025-26

88.4%

2024-25

86.2%

Respectful and helpful engagement



**Satisfaction that CGA listens
to tenant views and acts upon
them**

2025-26

78.9%

2024-25

76.3%



**Satisfaction that CGA keeps
tenants informed about things
that matter to them**

2025-26

87.4%

2024-25

86.7%



**Satisfaction that CGA treats
tenants fairly and with
respect**

2025-26

91.8%

2024-25

87.6%



Keeping properties in good repair



Satisfaction with repairs service (if had repair in last 12 months)

2025-26

87.3%

2024-25

84.3%



Satisfaction with time taken to complete the most recent repair

2025-26

85.2%

2024-25

79.0%



Satisfaction that home is well maintained

2025-26

87.3%

2024-25

84.3%



Homes that do not meet the Decent Homes Standard

2025-26

0.0%

2024-25

0.0%



Emergency repairs completed within target timescale

2025-26

99.1%

2024-25

98.9%



Non-emergency repairs completed within target timescale

2025-26

85.0%

2024-25

79.5%



Maintaining building safety

Satisfaction that home is safe 2025-26 89.9% 2024-25 88.5%	Gas safety checks completed 2025-26 100% 2024-25 100%	Fire safety checks completed 2025-26 100% 2024-25 100%
Asbestos safety checks completed 2025-26 100% 2024-25 100%	Water safety checks completed 2025-26 100% 2024-25 100%	Lift safety checks completed 2025-26 100% 2024-25 100%



Effective handling of complaints



Satisfaction with approach to handling complaints

2025-26

46.6%

2024-25

50.0%



Stage 1 Complaints per 1,000 homes

2025-26

24.9

2024-25

24.0



Stage 1 Complaints responded to within Housing Ombudsman timescales

2025-26

99.4%

2024-25

98.2%



Stage 2 Complaints per 1,000 homes

2025-26

6.4

2024-25

4.5



Stage 2 Complaints responded to within Housing Ombudsman timescales

2025-26

100%

2024-25

100%



Responsible neighbourhood management



Satisfaction that communal areas are kept clean and well maintained

2025-26

85.9%

2024-25

84.2%



Satisfaction that CGA makes a positive contribution to neighbourhoods

2025-26

81.6%

2024-25

80.1%



Satisfaction with approach to handling anti-social behaviour

2025-26

64.1%

2024-25

62.3%



Anti-social behaviour cases opened per 1,000 homes

2025-26

21.6

2024-25

32.4



Anti-social behaviour cases (involving hate incidents) per 1,000 homes

2025-26

0.6

2024-25

1.4

Looking Ahead

Performance improved across the majority of areas in 2025/26. To build on this progress, we have identified the following priorities:

Customer Experience: We are introducing a new Customer Experience Strategy which has been shaped by tenant feedback to support the delivery of inclusive and responsive customer service. The strategy will support us to deliver consistent services, ensuring tenants remain at the heart of everything we do.

Complaints: We have introduced a new complaints management system to help us better track the tenant journey, identify trends and use learning from complaints to drive service improvements. We have also introduced a new question in the 2026/27 satisfaction survey to further understand tenant experiences when reporting feedback.

Anti-social behaviour: We have introduced a communications plan to help tenants understand the support available, the services we provide and how we respond to reports of anti-social behaviour. We have also added a new question to the 2026/27 satisfaction survey to further understand tenant experiences when reporting anti-social behaviour.

We will continue to monitor performance information and use feedback from the Tenant Satisfaction Measures, complaints and engagement activities to improve services and deliver better outcomes for our tenants.

How we are performing

For more information on our performance, visit our website at
www.communitygateway.co.uk/how-we-are-performing

