
Tenant Satisfaction Measures 2025 to 2026

The Regulator of Social Housing requires all registered providers to collect and publish Tenant Satisfaction Measures (TSMs). These measures help residents tell us how they feel about their homes and the services we provide.

Elmbridge Borough Council became a registered provider in June 2024 and this is our second-year reporting TSM results.

There are 22 tenant satisfaction measures in total, grouped into the following areas:

- 12 tenant perception-based measures, collected directly through resident surveys.
- 10 performance-based measures, collected through management performance information.

During 2025/26, Pinnacle, as the council's managing agent, carried out the resident surveys on our behalf.

Surveys were completed using a mix of telephone calls, emails and face-to-face engagement at resident events to make it easier for residents to take part. Around 16% of eligible households completed the survey, compared to 2.3% the previous year, giving us a broader picture of residents' experiences.

We use these survey results alongside our performance information to understand what is working well and where improvements are needed.



Elmbridge
Borough Council

Our TSM Results

Tenant Perception Measures (TSM TP01–TP12)

TSM Code	Measure	Result
TP01	Overall Satisfaction	66.67%
TP02	Satisfaction with repairs	83.33%
TP03	Satisfaction with time taken to complete most recent repair	66.67%
TP04	Satisfaction that the home is well maintained	60%
TP05	Satisfaction that the home is safe	60%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	46.67%
TP07	Satisfaction that the landlord keeps tenants informed	46.67%
TP08	Agreement that the landlord treats tenants fairly and with respect	64.29%
TP09	Satisfaction with the landlord's approach to handling complaints	N/A
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	50%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	50%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	58.33%

Repairs and Maintenance (TSM RP01-RP02)

TSM Code	Measure	Result
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02 (1)	Non-emergency repairs completed within target timescale	93.95%
RP02 (2)	Emergency repairs completed within target timescale	93.75%

Building Safety (TSM BS01–BS05)

TSM Code	Measure	Result
BS01	Gas safety checks	97.78%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	58.33%
BS05	Lift safety checks	100%

Anti-Social Behaviour (TSM NM01)

TSM Code	Measure	Result
NM01 (1)	Anti-social behaviour cases	20.83
NM01 (2)	Anti-social behaviour cases that involve hate incidents	N/A

Complaints (TSM CH01-CH02)

TSM Code	Measure	Result
CH01 (1)	Stage one complaints relative to the size of the landlord	20.83
CH01 (2)	Stage two complaints relative to the size of the landlord	10.41
CH02 (1)	Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%
CH02 (2)	Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%

Notes:

- TP09 is shown as N/A because none of the residents who completed the survey had recently experienced the complaints process and were therefore unable to answer this question.
- NM01 and CH01 measures are shown relative to landlord size and represent cases per 1,000 homes.

What we are doing to improve

Thank you to everyone who took the time to complete this year's survey. Your feedback helps us understand what matters most to residents and where we need to improve.

This year, Elmbridge Borough Council and Pinnacle made more effort to reach residents. We held two tenant events and improved how we communicate, which encouraged more people to share their views. In total, around 16% of residents took part in the survey, up from 2.3% the previous year. This gives us a clearer picture of residents' experiences and means the results reflect a wider range of views.

The survey highlighted areas where residents want us to do better, particularly around communication, communal areas and keeping homes safe. We are using this feedback to help shape our priorities for the year ahead.

Residents told us they would like clearer communication, particularly around being kept informed and feeling listened to. We are working with Pinnacle to improve communication, especially around repairs and service updates, so residents know what is happening and when.

Feedback also showed that residents want better standards in communal areas. To improve this, we are increasing inspections and working with our contractors to improve cleaning and grounds maintenance services.

Repairs remain a priority. We are continuing to work closely with Pinnacle and contractors to improve repair times, keep appointments and make sure work is completed to a good standard.

Keeping residents safe remains our top priority. Some safety checks could not be completed because we were unable to access some homes. We will continue

working with residents to arrange appointments and complete these checks as quickly as possible.

We have continued improving our water safety programme and have identified all properties requiring assessments. Performance improved from 30.30% in 2024/25 to 58.33% in 2025/26. We know more work is needed and have plans in place to complete outstanding assessments. We have also introduced an ongoing programme of inspections and assessments, which is already underway, to help improve future compliance and ensure checks continue to be completed at the required frequency.

We will continue using resident feedback, complaints and performance information to help shape and improve our services.