ForHousing

TENANT SATISFACTION MEASURES (**TSM**) **PERCEPTION SURVEY REPORT** 2026

Tenant Satisfaction Measures (TSM) **PERCEPTION SURVEY REPORT**

This report summarises our approach to TSM Perception Survey requirements of the Regulator of Social Housing (RSH) for April 2025 - March 2026 inclusive.

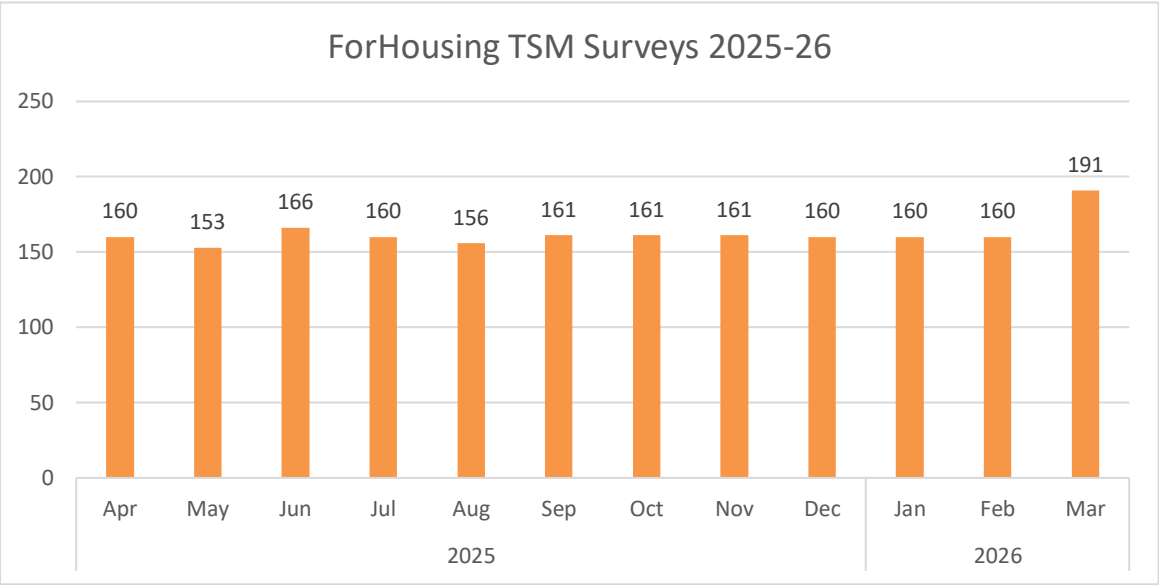
About our approach

In total we conducted 1,949 surveys, not every person surveyed answered every question – our breakdown of responses is as follows:

Question:	Responses:
Taking everything into account, how satisfied or dissatisfied are you with the service provided by ForHousing?	1,925
In your own words, can you tell me why you gave this response?	1,047
Has ForHousing carried out a repair to your home in the last 12months? (1,220 answered yes and were asked the next two questions)	
How satisfied or dissatisfied are you with the overall repairs service from ForHousing over the last 12 months?	1,192
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	1,157
How satisfied or dissatisfied are you that ForHousing provides a home that is well maintained?	1,793
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that ForHousing provides a home that is safe? (anyone not satisfied is asked the following question)	1,772
Is there anything about your home or the building that you think is unsafe, or anything ForHousing could do to improve the safety of your home?	193
How satisfied or dissatisfied are you that ForHousing listens to your views and acts upon them?	1,625
How satisfied or dissatisfied are you that ForHousing keeps you informed about things that matter to you?	1,651
To what extent do you agree or disagree with the following, “ForHousing treats me fairly and with respect?”	1,699
Have you made a complaint to ForHousing in the last 12 months?	1,742
How satisfied or dissatisfied are you with ForHousing’s approach to complaints handling?	459
Do you live in a building with communal areas, either inside or outside, that ForHousing is responsible for maintaining?	1,735
How satisfied or dissatisfied are you that ForHousing keeps these communal areas clean and well maintained?	645
How satisfied or dissatisfied are you that ForHousing makes a positive contribution to your neighbourhood?	1,235
In your own words, what could ForHousing do to improve your satisfaction with your neighbourhood?	133
How satisfied or dissatisfied are you with ForHousing’s approach to handling anti-social behaviour?	916
Finally, is there any other feedback you would like to provide to ForHousing that would help them improve their services?	423

Timing of our surveys

We conducted our surveys between April 2025 and March 2026, the following chart shows how these were distributed:



How we surveyed our tenants

We conducted our surveys in conjunction with an external partner, Kwest Research. They conducted 1,917 telephone interviews on our behalf. We also undertook 32 surveys face to face when members of our Extra Care and Supported Housing Team visited three of our ‘Extra Care’ schemes and conducted interviews with tenants who would have been unable to participate in our telephone surveys. Tenants were not pre-selected and anyone who was willing to share their opinions was welcome to do so during the drop-in visits and their responses are captured in our data.

Our sampling method

We shared the profile of our tenant data and worked with Kwest Research to select a suitable sample method. In order to achieve a highly representative response, a stratified sampling method was used, taking into account factors listed below.

Ensuring our sample was representative

We asked Kwest Research to baseline our data to ensure our sample was representative of ForHousing tenants along the following measures:

Tenant

- Age group
- Gender
- Sexual orientation
- Religion
- Tenancy type
- Economic status
- Ethnic origin

Property

- Location (area)
- Property type
- Number of bedrooms

This is who our surveys were conducted with against a baseline of our data (percentages below may not add up to 100% due to rounding):

Age Group	Baseline	Responses
16-44	42%	42%
45-64	37%	37%
65+	21%	22%
Other values	0%	0%

Gender	Baseline	Responses
Female	63%	63%
Male	37%	36%
Other Values	0%	0%

Sexual orientation	Baseline	Responses
Heterosexual	90%	92%
Not known / Prefer not to say	5%	4%
Other values	5%	4%

Religion	Baseline	Responses
Christian (All denominations)	47%	50%
No religion	42%	39%
Other values	11%	11%

Tenancy Type	Baseline	Responses
Assured	78%	78%
Assured by mutual exchange	5%	5%
Other values	12%	12%
Starter tenancy	5%	5%

Economic status	Baseline	Responses

Act seeking work/may recv JSA	10%	9%
Long-term Sick or Disability	18%	19%
Not seeking work	12%	11%
Other Values	10%	10%
Retired not seeing work other	17%	19%
Working Full Time (Over 35 hr)	20%	19%
Working Part Time (less 35 hr)	13%	13%

Ethnic origin	Baseline	Responses
Other Values	18%	19%
White (British)	82%	81%

Area	Baseline	Responses
Eccles	29%	28%
Irlam & Cadishead	9%	10%
Little Hulton & Worsley	29%	28%
Oldham South	5%	5%
Other Values	3%	3%
Stockbridge Village	10%	10%
Swinton	15%	15%

Property type	Baseline	Responses
Cottage Flat	13%	12%
End Terraced House	11%	10%
Low Rise Flat	7%	7%
Medium Rise Flat	10%	10%
Mid Terraced House	17%	16%
Multi-Storey Flat	7%	8%
Other Values	5%	5%
Semi Detached Bungalow	6%	5%
Semi-Detached House	24%	26%

No. of bedrooms	Baseline	Responses
1	26%	25%
2	39%	40%
3	32%	32%
Other Values	3%	3%

Sample weighting

Kwest Research ensured that we did not need to apply any weighting to our survey sample. Ongoing monitoring of the responses as the data was collected and the Representation Assessment gave us assurance that our sample was representative of our tenant population. This is demonstrated in the previous tables.

The role of our survey partner

Kwest Research were responsible for all elements of the survey after we supplied our tenant data to them. They also recorded the data from 32 face-to-face surveys after we had completed them to ensure all our data was centralised and could be used to generate this report.

Exclusions

No tenancies have been excluded from the survey population owing to protected characteristics covered by Paragraph 63 of the TSM guidance.

Our sample size

We conducted 1,949 surveys out of our potential tenant population of 17,794 homes. This gives us +/- 2.1% margin of error @ 95% confidence level which is below the upper limit set by RSH of +/- 3% @ 95% confidence level for a registered provider of our size.

Incentives

Neither ForHousing nor Kwest Research offered any incentives for tenants who took part in our surveys.

Any other methodological issues

There do not appear to be any other methodological issues that have a material impact on the tenant perception measures reported.

Tenant Satisfaction with ForHousing April 2025-March 2026

Measure:	Overall Result	Salford	Stockbridge	Oldham
TP01 – Proportion of respondents who report that they are satisfied with the overall service from ForHousing.	71.7 %	72.0%	69.3%	69.1%
TP02 – Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	72.2 %	72.5%	70.8%	75.4%
TP03 – 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.	70.4 %	70.9%	66.1%	71.4%
TP04 – Proportion of respondents who report that they are satisfied that their home is well maintained.	73.3 %	73.1%	72.2%	75.9%
TP05 – Proportion of respondents who report that they are satisfied that their home is safe.	78.8 %	78.4%	78.3%	79.1%
TP06 – Proportion of respondents who report that they are satisfied that ForHousing listens to tenant views and acts upon them.	70.3 %	70.4%	67.4%	68.0%
TP07 – Proportion of respondents who report that they are satisfied that ForHousing keeps them informed about things that matter to them.	77.7 %	77.9%	77.0%	75.7%
TP08 – Proportion of respondents who report that they agree ForHousing treats them fairly and with respect.	84.5 %	84.3%	85.2%	85.9%
TP09 – Proportion of respondents who report making a complaint in the last 12 months who are satisfied with ForHousing's approach to complaints handling.	42.3 %	42.8%	32.7%	50.0%
TP10 – Proportion of respondents with communal areas who report that they are satisfied that ForHousing keeps communal areas clean and well maintained.	70.4 %	70.6%	68.5%	64.3%
TP11 – Proportion of respondents who report that they are satisfied that ForHousing makes a positive contribution to the neighbourhood.	77.4 %	77.7%	77.0%	75.8%
TP12 – Proportion of respondents who report that they are satisfied with ForHousing's approach to handling anti-social behaviour.	72.8 %	73.2%	67.3%	77.1%
CH01 – Number of stage one complaints received per 1,000 homes.	135.4			
CH01 – Number of stage two complaints received per 1,000 homes.	30.5			
CH02 – Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	97.6%			
CH02 – Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95.8%			
NM01 – Number of anti-social behaviour cases opened per 1,000 homes.	50.6			
NM01 – Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.3			
RP01 – Proportion of homes that do not meet the Decent Homes Standard.	2.8%			
RP02 – Proportion of non-emergency responsive repairs completed within ForHousing's target timescale.	72.3%			
RP02 – Proportion of emergency responsive repairs completed within ForHousing's target timescale.	86.3%			
BS01 – Proportion of homes for which all required gas safety checks have been carried out.	100.0%			
BS02 – Proportion of homes for which all required fire risk assessments have been carried out.	100.0%			
BS03 – Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%			
BS04 – Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%			
BS05 – Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%			

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