



NORTHERN HOUSING FESTIVAL



Reflections on Practice Since the Introduction of Awaab's Law

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Reflections on Practice Following the Introduction of Awaab's Law



Louise Murphy

Partner and Head of Social Housing and
Regeneration

18th March 2026

10.15 – 11.05

What is Awaab's Law?

- Introduced after the tragic death of Awaab Ishak- Section 42, Social Housing (Regulation) Act 2023, inserting s.10A into the Landlord and Tenant Act 1985.
- Brought into force by the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 on 27 Oct 25. Three phase implementation.
- Implies a mandatory term into all social housing tenancy agreements requiring landlords to investigate and fix hazards within fixed statutory timescales.
- Initially applies to emergency hazards and significant damp & mould hazards, expanding in phases (2026–2027) to wider HHSRS hazards.

Awaab's Law means Landlords **MUST**:

- Investigate any potential emergency hazards and, if confirmed, carry out all required safety work within **24 hours** of becoming aware of the hazard.
- Investigate any potential significant hazards (only DMC at the minute) within **10 working days** of becoming aware of them.
- Provide a written summary of the investigation findings to the tenant within **3 working days** of the investigation concluding.
- If a significant hazard is identified, undertake required safety work within **5 working days** of the investigation concluding.
- Begin, or take steps to begin, supplementary preventative work within 5 working days of the investigation concluding where a significant or emergency hazard is identified.

Awaab's Law means Landlords **MUST**:

- If work cannot begin within 5 working days, it must begin as soon as possible, and must physically start within **12 weeks**.
- Complete supplementary preventative works within a **reasonable** time period.
- Secure suitable alternative accommodation for the household, at the landlord's expense, if required safety work cannot be completed within the specified timeframes.
- Keep the tenant updated throughout and provide information on how to stay safe.

- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 - Meaning of “significant hazard” and “emergency hazard”

3.—(1) In these Regulations—

(a) “significant hazard” means, in relation to a social home, a relevant hazard that poses a significant risk of harm to the health or safety of an occupier of the social home;

(b) “significant risk of harm” means a risk of harm to the occupier’s health or safety that a reasonable lessor with the relevant knowledge would take steps to make safe as a matter of urgency (but not within 24 hours);

Section 2(1) of the Housing Act 2004

Meaning of hazard

(1) In this Act—.....

“hazard” means any risk of harm to the health or safety of an actual or potential occupier of a dwelling or HMO which arises from a deficiency in the dwelling or HMO or in any building or land in the vicinity (whether the deficiency arises as a result of the construction of any building, an absence of maintenance or repair, or otherwise).

- Examples of emergency hazards: gas leaks, dangerous electrics, serious structural issues, unsecure external doors/windows, major leaks.
- Examples of significant hazards: damp and mould posing a serious health risk to vulnerable occupier in bedroom and living room

Housing Condition Claims & Awaab's Law



- Awaab's Law creates statutory deadlines that operate alongside the PAP.
- The existence of a housing condition claim does not pause or override Awaab's timescales.

When receiving a letter of claim mentioning damp/mould:

- Treat date of receipt as **“Day 0”** for Awaab's timescales.
- Triage immediately to identify emergency or significant hazards.
- Investigate hazards within the required **10 working days / 24 hours**.
- Provide written summary & evidence within **3 working days** of investigation.
- Landlords must still access properties promptly – evidence preservation cannot delay emergency works.
- Emergency/safety works should be carried out even where:
 - Pre-action protocol letters are served
 - Expert inspections are planned

Thank You

msb

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Reflections on Practice Since Awaab's Law

Alexander Allen
Senior Operations Manager,
Wythenshawe Community Housing Group



“Oh-waab Ish-aak”

Awaab: Pronounced "Oh-waab" — with the "Oh" like in "Oh my goodness", and "waab" rhyming with "job" but with a longer "a" sound.

Ishak: Pronounced "Ish-ak" — "Ish" as in "fish", and "ak" as in “back”

Pronouncing Awaab’s name correctly ensures dignity, respect and retains the human impact of housing safety.

28,000 Surveyors (Sort Of)



We receive reports of DMC from stock condition surveys, our field workforce - *landlord-led repairs*, and tenant reports and complaints.

With the use of AI; tenants reports of DMC now include legal definitions like those in Louise's slides.

So much so that our 28000 tenants act as ***“surveyors”***, ***“housing professionals”*** and even ***“legal professionals”***.

Being reactive is harder than ever and the whole organisation must be our eyes and ears.



Complaints and customer insights help us spot early warning signs.



Sensors then strengthen this by providing real-time behavioural data on properties.



Together they form a complete picture: lived experience + environmental evidence.



This helps ensure issues are addressed before they become hazards.



CIH Northern Housing Festival

Aico



Portfolio One View



HomeLINK

🏠 Search by property, case or user

+ Create Case
🔍 Need Help?
MC
[→]

Connected Properties

281 of 500 (56.2%)

Monitored Rooms

572

Total Connected Devices

686

Total Active Alerts

152

Active Alerts

152

Alarms

0

▲ 12 (+1200%)

since last month

Priority Maintenance

34

▶ 0 (0%)

since last month

Maintenance

113

▼ 30 (-40%)

since last month

Active Alert Types

152

	#	🏠	📱
Priority Maintenance			
🔧 Head Removed	34	23	0
Maintenance			
🔌 Gateway Powered Down	46	46	0
🔋 Gateway Battery Low	23	23	0
🔌 Gateway Mains Absent	18	18	0
📶 Gateway Signal Lost	17	17	0
🔌 Gateway Battery Disconnected	5	5	0

Connected Devices Installed

686

- [Environment & Carbon Dioxide Sensor](#) 228
- [Fire Alarm](#) 114
- [Gateway](#) 114
- [Environment Sensor](#) 109
- [Carbon Monoxide & Fire Alarm](#) 29
- [EI Accessory](#) 27
- [Carbon Monoxide Alarm](#) 24

Insights

High Risks

30

▶ 0 (0%)

since last month

Medium Risks

79

▲ 3 (+4.17%)

since last month

Low Risks

Insight Types

Cold home risk	<div style="width: 100%; height: 10px; background: linear-gradient(to right, green, yellow, orange, red);"></div>
Damp and mould risk	<div style="width: 100%; height: 10px; background: linear-gradient(to right, green, yellow, orange, red);"></div>
Draught risk	<div style="width: 100%; height: 10px; background: linear-gradient(to right, green, yellow, orange, red);"></div>
Dust mite allergens risk	<div style="width: 100%; height: 10px; background: linear-gradient(to right, green, yellow, orange, red);"></div>
Excess heat risk	<div style="width: 100%; height: 10px; background: linear-gradient(to right, green, yellow, orange, red);"></div>
Heat loss risk	<div style="width: 100%; height: 10px; background: linear-gradient(to right, green, yellow, orange, red);"></div>
Indoor air quality risk	<div style="width: 100%; height: 10px; background: linear-gradient(to right, green, yellow, orange, red);"></div>
Void risk	<div style="width: 100%; height: 10px; background: linear-gradient(to right, green, yellow, orange, red);"></div>

Property One View



HomeLINK

Search by property, case or user

+ Create Case | Need Help? | MC | [→]

Monitored Rooms 9 | Total Active Alerts 1 | Fire & CO Status Unknown Status | Gateway Status Good | Highest D&M Risk Score Bathroom - 69

Portfolio

Property

- One View
- Fire & CO
- Environment
- Energy
- Well-Being
- Devices

Admin

Help

Case

Property Details

Profile **83% Complete**

Reference: McKardners

Dwelling Type: Mid Terrace

Building Type: Unknown

Floor: Whole Building

Year Built: 1940 (Jan)

Construction Type: Traditional

Heating Type: Gas

Risks

- High: Damp and Mould Risk
- Medium: Dust Mite Allergens Risk
- Medium: Draught Risk
- Medium: Heat Loss Risk
- Low: Excess heat risk

Timeline

Group | Detail | Table | Note | Filter

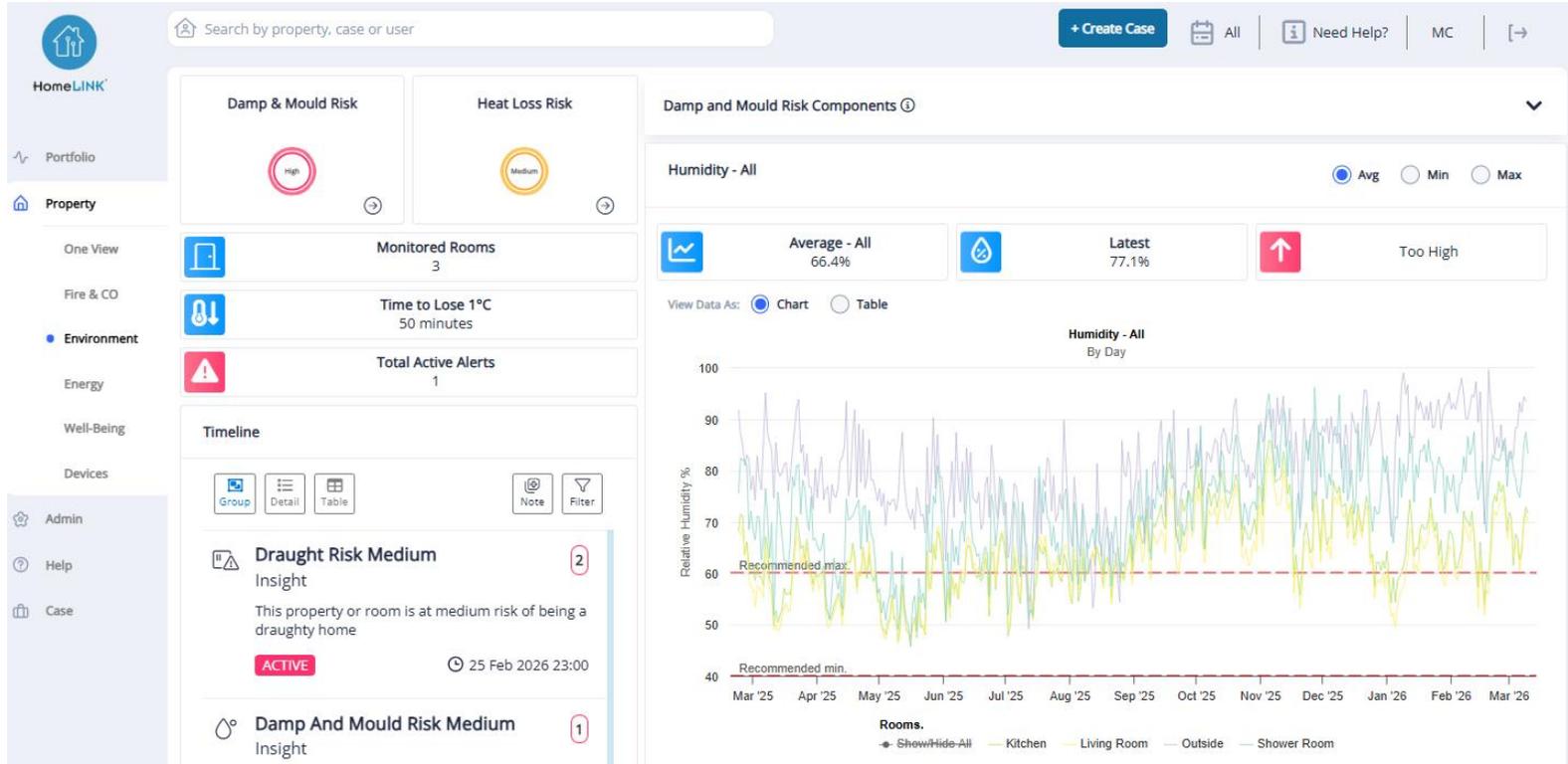
- Draught Risk Medium** Insight (2)
This property or room is at medium risk of being a draughty home
ACTIVE 25 Feb 2026 23:00
- Damp And Mould Risk Medium** Insight (1)
This property or room is at medium risk of having damp and mould
ACTIVE 24 Feb 2026 23:00
- Cold Homes Medium Risk** Insight (1)
This property is at medium risk of being excessively cold
ACTIVE 22 Feb 2026 23:00
- Damp And Mould Risk High** Insight (2)
This property or room is at high risk of having damp and mould
ACTIVE 08 Nov 2025 23:00
- Heat Loss Risk Medium** Insight (2)

Location

Map showing location on Old Fort Rd, Caser Rd, and Llyn.

14 Caser Rd, Oswestry, England
[View on Google Maps](#)

The Data



Case Management



HomeLINK

+ Create Case
All
Need Help?
MC
[→]

- Portfolio
- Property
- Admin
- Help
- Case
 - Overview

Task List
Case List
Expand

Tasks Due: 14/01/2026	Case Priority Score	Address	Assigned
Delivery resident education	7/10 medium	15 Mercia Way Leeds LS158UA	NO
Tasks Due: 17/02/2026			
check in on resident	7/10 medium	89 Whiting Way Wrington BRISTOL BS405AS	NS
Tasks Due: 18/02/2026			
Surveyor visit	6/10 medium	59a Pendock Road Bristol BS162PW	NO
Tasks Due: Tomorrow			
Surveyor to visit property	3/10 low	4 Anchor Fields Eccleston, CHORLEY PR75UW	TA
Tasks Due: 19/03/2026			
Visit property	6/10 medium	4 Anchor Fields Eccleston, CHORLEY PR75UW	TA
surveyor to visit property	6/10 medium	2 Heron Road Oldbury B688AQ	TA
Tasks Due: 24/03/2026			

1 2 Next →

Average damp & mould score across all properties

Your Portfolio Average D&M Risk
UK Average D&M Risk

Top 5 Damp & Mould Risk Properties

Last refreshed yesterday at 23:00 Hide properties with open cases

Rank	Property	Score
5	2 Linden Grange, Claremont Avenue BRISTOL BS...	(88.3) ↓ -1.7
7	30 Milars Field Merrid Oswestry SY100PH	(69.4) ↑ +6.8



NORTHERN HOUSING FESTIVAL

The New R&R: Embedding Reflective and Relational Practice in Housing Services



Professor Vikki McCall

Professor of social policy
University of Stirling

Helen Sammut-Smith

Assistant director of housing services
Newcastle City Council

Karen Barke

Director
Inner Circle Consulting

Christopher Conroy

Housing options officer
North Yorkshire Council

Reflection: From Empathy to Action

Professor Vikki McCall

Routes to Reflection around you...

- Trauma-Informed Practice
- Personal Development Planning (PDP)
- Continuing Professional Development (CPD)
- Person-Centred Practice
- Reflexivity
- Professionalism
- Qualifications & Training (formal routes to embedding reflection)
- Ethics / Codes of Conduct (CIH, social work, health, education standards)
- Supervision & Mentoring (spaces where reflection already happens)
- Critical Incidents / Lessons Learned reviews (familiar in gov/engineering contexts)

“The capacity to reflect on action so as to engage in a process of continuous learning.”

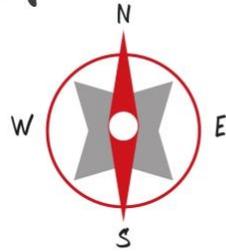
Donald Schön, 1983



Ways of helping reflect

Socialudo's serious game methodology was independently evaluation by the Social Care Institute for Excellence (SCIE), funded by the Dunhill Medical Trust (now of course Vivensa).

HopeTown



Public Approval Track



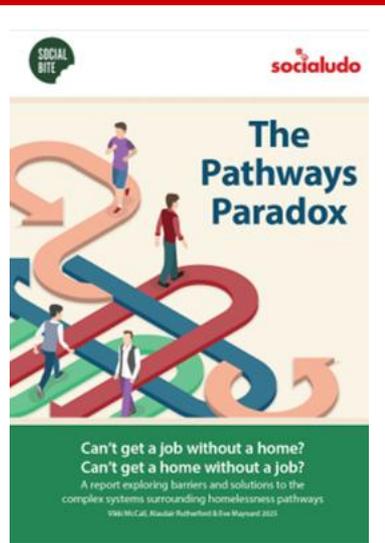
HopeTown



Our flagship game 'Hopetown' has:

- **Generated the development of a network delivering a new strategy for older people's housing in Southwark.**
- **Supported the Ageing Well strategy in South Ayrshire.**
- **Been cited as an effective methodology by the Creating a Britain that's works and cares report by the Centre for Social Justice**
- **Reached the top 25% of worldwide research outputs and is cited in the UK Parliament Briefing notes on an Ageing Population.**





The 'Pathways Paradox,' is a serious game designed to simulate the real-world challenges faced by individuals experiencing homelessness.

Developed in partnership with Social Bite, it creates an interactive, thought-provoking environment for participants to step into the shoes of those navigating the complex systems related to housing and employment.

Ending Homelessness with Serious Games

Intersectional Stigma of Place-Based Ageing (ISPA) Project

The ISPA project is an ambitious five-year participatory mixed method study that will explore and understand how the stigma attached to where people live can intersect with experiences of disability and ageing. This will provide nuanced insights into the structures and systems that drive exclusion and allow us to tackle the inequalities experienced by older disabled adults.

Do visit [youtube.com/@ispaproject](https://www.youtube.com/@ispaproject) for an audio and visual overview

We aim to develop interventions related to home and environmental modifications that encourage interventions for inclusive approaches within housing, health and social care delivery. This in turn supports people to age well within homes and communities across England, Scotland, and Wales. The project is funded by the Economic and Social Research Council (Ref: ES/W012677/1) and runs from September 2022 to September 2027.

The ISPA Project is a collaboration between the University of Stirling and the University of St Andrews, Newcastle University and University of Bristol. We are also partnered with the Housing Learning and Improvement Network (Housing LIN) and Scottish Federation of Housing Associations (SFHA).



Contact Details

Professor Vikki McCall

Faculty of Social Sciences, University of Stirling and Principal Investigator on the Intersectional Stigma of Place-based Ageing (ISPA) project

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The support of the Inclusive Ageing call grant number: ES/W012677/1 from the Economic and Social Research Council (ESRC) is gratefully acknowledged.



To see more on Socialudo visit: www.socialudo.org **socialudo**



NORTHERN HOUSING FESTIVAL



The Roundtable: Supported Housing (Regulatory Oversight) Act

Melanie Smith

National housing manager
SJOG

Lee Buss-Blair

Director of operations - care
& support
Riverside Care & Support

Shadia Hernandez

National strategic supported
manager
Home Group



SUPPORTED HOUSING
(REGULATORY
OVERSIGHT) ACT 2023
AND ITS IMPACT ON
SUPPORTED HOUSING

PURPOSE AND CONTEXT OF THE ACT

Act's Regulatory Objectives

The Act improves oversight and standardizes supported housing to protect vulnerable residents and ensure quality.

Addressing System Gaps

It targets gaps especially in exempt accommodation, increasing scrutiny on previously minimally regulated providers.

Resident Safety and Support

The Act ensures safe, well-regulated environments for vulnerable groups including homeless and disabled individuals.

Consultative Development

Government consultations involved sector feedback to balance improved standards and reasonable provider regulations.



CORE FUNCTIONS AND REGULATORY POWERS INTRODUCED

National Supported Housing Standards

Sets minimum quality expectations for accommodation, care, staffing, safeguarding, and person-centred practice across all supported housing.

Supported Housing Licensing

Mandates local authorities to license providers ensuring quality, local needs alignment, and governance for financial viability.

Strategic Planning Duty

Requires councils to analyze supply, forecast demand, and develop collaborative Local Supported Housing Strategies by 2027.

National Expert Advisory Panel

Establishes a panel to monitor sector developments and advise the Secretary of State ensuring consistent and evidence-based regulation.



LICENSING REQUIREMENTS AND COMPLIANCE EXPECTATIONS

Structured Licensing Mechanism

Licensing enables local authorities to scrutinize supported housing providers ensuring adherence to national standards and safety.

Compliance and Operational Necessity

Providers must meet staffing, safeguarding, governance, and local need criteria to maintain licenses and access funding.

Challenges and Market Stability

Licensing protects residents and market stability but presents challenges like administrative burden and cost, especially for smaller providers.



NATIONAL SUPPORTED HOUSING STANDARDS AND SECTOR OBLIGATIONS

Unified Quality Standards

The standards establish consistent benchmarks for housing quality, safety, and resident empowerment across the supported housing sector.

Verification and Alignment

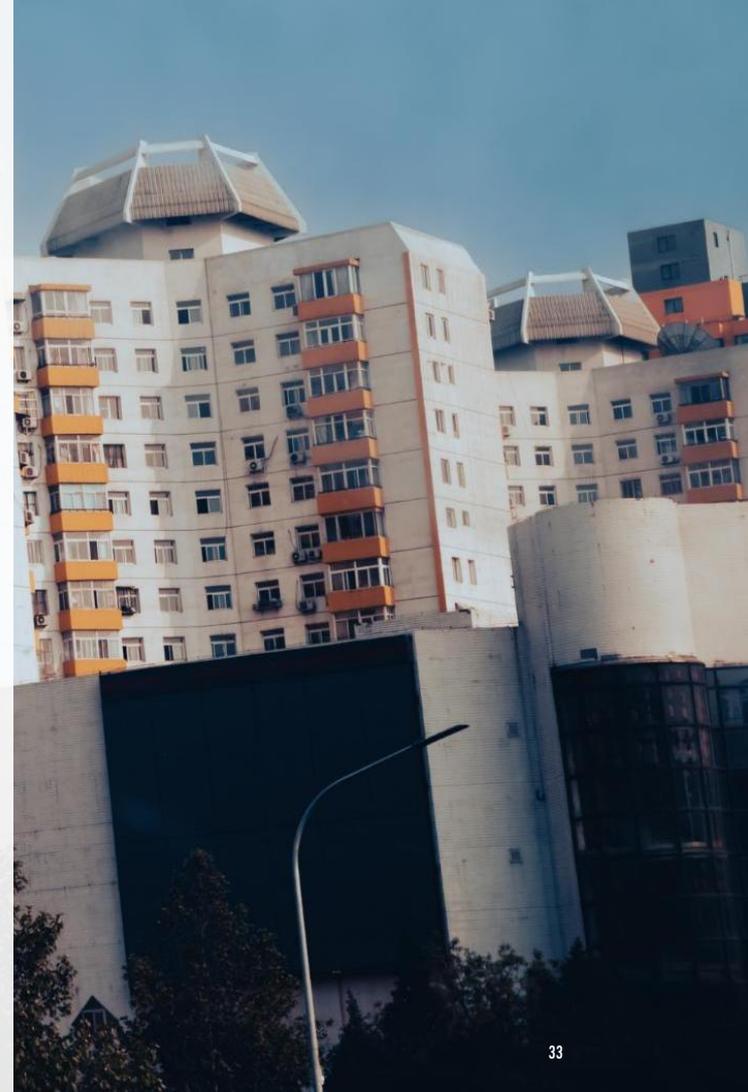
Landlords must verify support service quality and ensure alignment between property management and support providers.

Service Model Review

Providers need to review or redefine service models, update documentation, and develop new monitoring systems to comply with standards.

Administrative Challenges and Support

While standards improve quality, providers face increased administrative workload but largely support the goal of better resident experiences.



LOCAL SUPPORTED HOUSING STRATEGIES AND CROSS-SECTOR COLLABORATION

Statutory Duty and Strategy Deadlines

Local authorities must develop Local Supported Housing Strategies by March 2027, assessing supply and unmet needs.

Cross-Sector Engagement

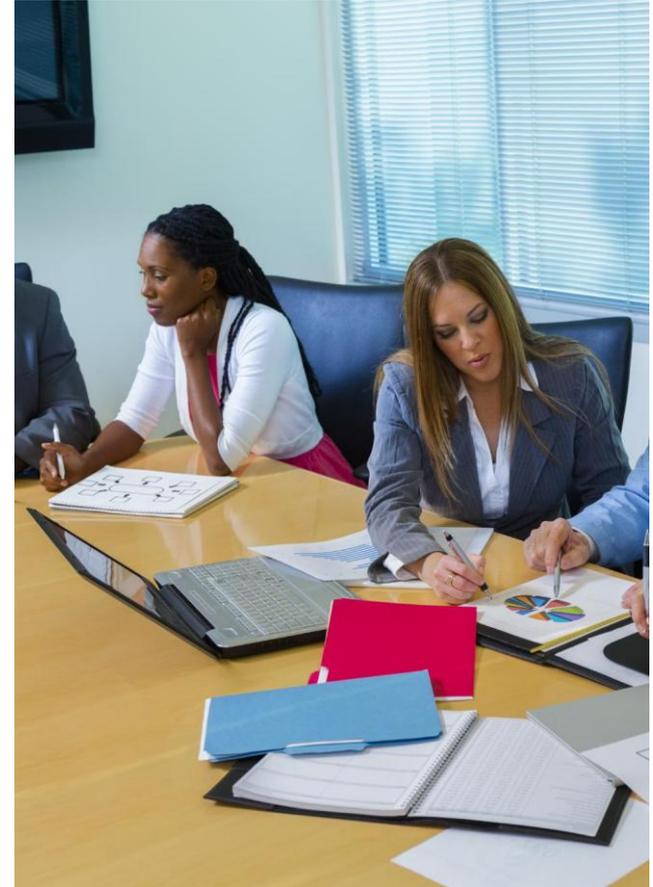
Strategies require meaningful collaboration between housing, health, social care, local services, and residents for success.

Role of Supported Housing

Supported housing prevents homelessness, reduces social care pressure, and facilitates timely hospital discharge.

Integrated Planning and Funding

New Burdens funding supports strategy creation and review, promoting system-wide coordination and aligned care priorities.



IMPLEMENTATION TIMELINE AND TRANSITIONAL ARRANGEMENTS

Phased Implementation Timeline

The Act's enforcement is phased over several years with full implementation expected by 2027.

Consultation and Feedback

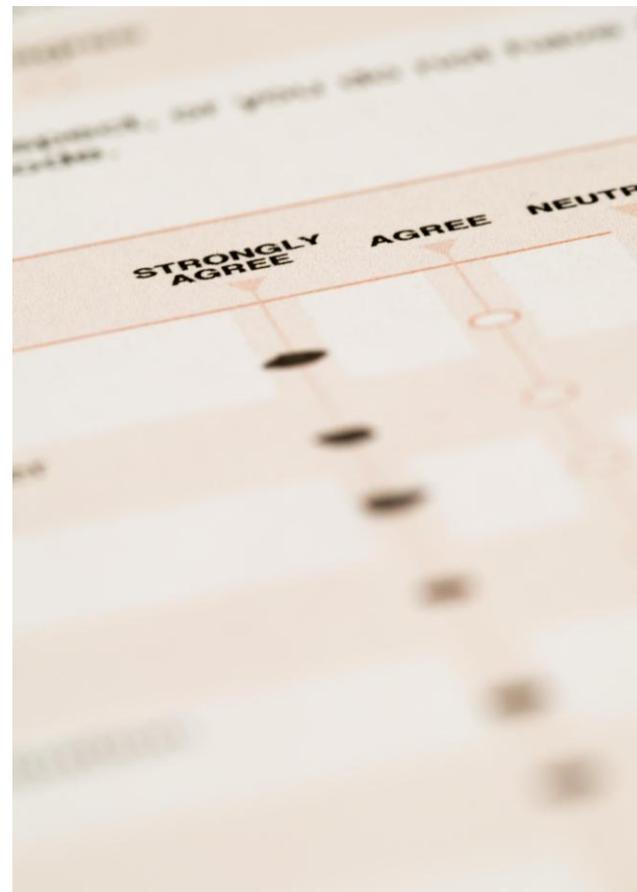
Strong sector engagement with nearly 600 submissions during early 2025 consultation on licensing and standards.

Regulatory Refinement

Government refines licensing framework before enacting regulations, with further consultations planned in 2026.

Transitional Period Guidance

Providers must monitor evolving guidance and adapt operational plans during the transitional phase.



Who is Home Group?



Home Group is a housing association with a difference.

We're on a mission to **build homes, independence and aspirations.**

We believe that everyone has the right to a home and each year, we help thousands of people to find the home that's right for them.

We're proud of our roots, but what keeps us going is what we're doing right now - making a difference to people and their communities and shaping the future of housing. We're helping people live happily in our homes and creating a new generation of home owners who thought getting on the property ladder was an impossible dream.

We're also working with NHS partners to provide integrated health, housing and social care that makes a real difference. We love helping people realise their aspirations, whether they want to increase their independence, own their own home or work for a friendly and ambitious business. It's something we've been doing for more than 80 years now in the North East and across the UK and we're still proud to be a social enterprise and a charity that is commercial at heart.

IMPACTS ON PROVIDERS: BENEFITS AND CHALLENGES

Opportunities from Regulation

Higher standards and clearer regulations promote trustworthy, person-centred services and stronger partnerships for coordinated care.

Administrative Challenges

Providers face increased administrative burden from licensing evidence, compliance, and ongoing monitoring requirements.

Support Needs for Smaller Providers

Smaller organizations may struggle to meet new standards without additional support and resources.

Funding and Licensing Complexity

Licensing requirements create complexities and funding uncertainties during the transition period for providers and landlords.



RESIDENT EXPERIENCE AND SYSTEM-WIDE OUTCOMES

Improved Resident Safety

Clear standards and oversight ensure residents live in safer homes with better-quality support and enhanced safeguarding.

Prevention and System Support

Supported housing helps prevent homelessness, reduces social care pressure, and facilitates quicker hospital discharge.

Capacity Expansion Needs

A 33% increase in supported housing units by 2040 demands significant capital investment and sector growth.

Collaborative Success

Effective collaboration among providers, commissioners, and government is key to delivering quality, person-centered services.



THE RIVERSIDE GROUP



Riverside is one of the UK's largest Registered Providers of Social Housing, managing over 75,000 homes, operating in England and Scotland and offering a wide range of services for people who need more than just a home.

We are the largest provider of supported housing nationally which covers a broad range of accommodation, non-accommodation and street-based services, including services for veterans, homelessness services, Ofsted registered young people services, Mental Health and learning disability services, older people's services, CQC registered care and extra care, and managed agents, across 136 LA areas.

This covers circa 15,000 customers, 12,500 units of accommodation, 1,700 colleagues, and an annual turnover of £191m.





1. WHAT HAS CHANGED ALREADY?

**2. WHAT ARE YOU DOING TO
PREPARE?**

3. WHAT CONCERNS DO YOU HAVE?



**NORTHERN
HOUSING
FESTIVAL**



Learning From the Latest Tenant Satisfaction Measures (TSMs)

Dr Eve Blezard

Policy & practice officer Chartered
Institute of Housing

Richard Walker

Home services director
Pickering and Ferens Homes

Breakout One: THE ROUNDTABLE



Chartered
Institute of
Housing

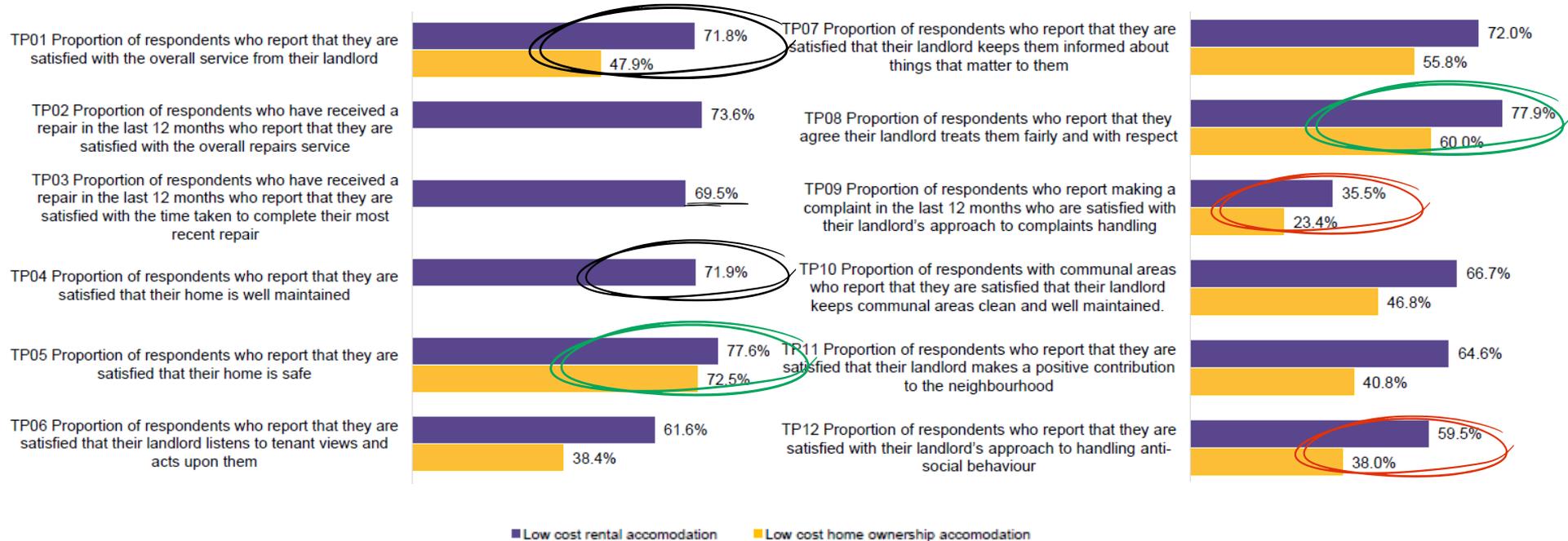
A magnifying glass is positioned over a window of a multi-story apartment building. The window is brightly lit from within, showing a furnished interior with a table, chairs, and plants. The magnifying glass's handle is visible on the right side, and its lens is centered on the window. The background shows the facade of the building with other windows, some of which are also lit.

Learning from the TSMs
Turning satisfaction data into
actionable insight

YEAR TWO: HEADLINE RESULTS



Figure 1: Average (median landlord) perception Tenant Satisfaction Measure results



LCHO shared owners are not asked TP02, TP03 and TP04 due to differing responsibilities for repairs and maintenance.

Why interpretation matters



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Institute of
Housing

- Perception data reflects experience, not just outcomes
- Context, method and place shape responses
- Numbers without explanation can mislead



Data VS INSIGHT

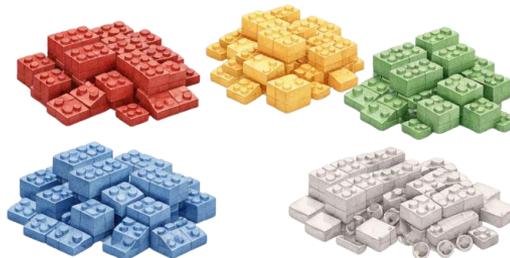


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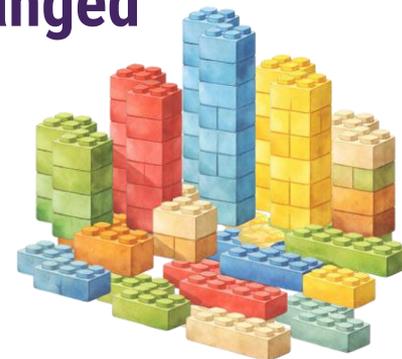
data



sorted



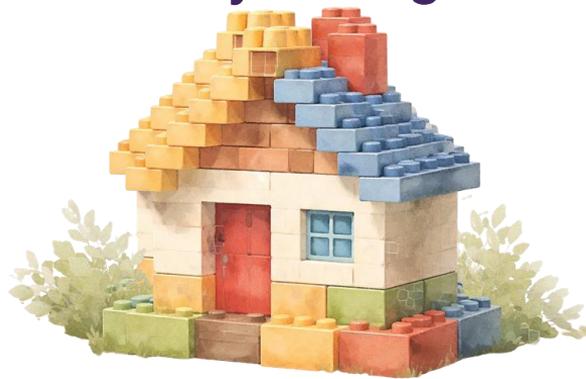
arranged



presented



story telling



actionable



But....DATA IS NOT LEGO



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From PERFORMANCE TO IMPACT



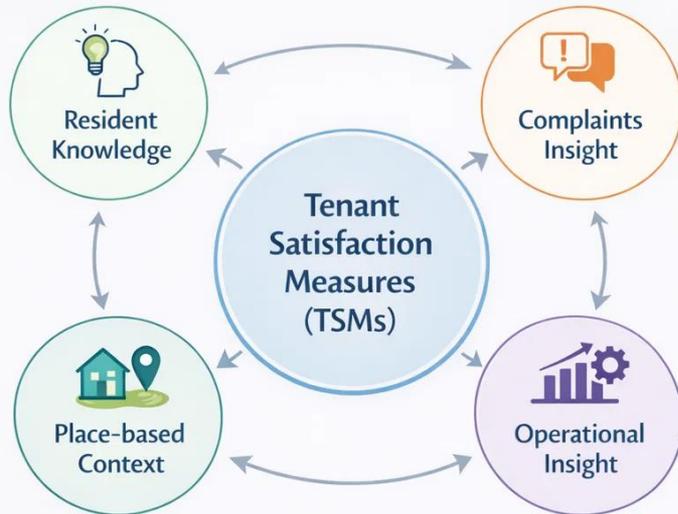
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Housing

- *Some things that matter most to residents aren't routinely measured*
- *Culture shapes decisions, behaviour and outcomes*
- *Without better measures, the same patterns repeat*



Organisational Learning

– A Learning System in Social Housing –



MEASURING
WHAT MATTERS
From data to understanding



1. What have you learned from your TSM results so far?
2. Which measure has prompted the most discussion internally?
3. How are organisations combining TSMs with other insight (complaints, engagement, operational data)?
4. What would help organisations use TSMs more effectively?
5. What should CIH do next in this space?

THANK YOU



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Institute of
Housing



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<https://www.cih.org/policy/our-policy-team/>



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Housing

The Roundtable

Learning From The Latest
Tenant satisfaction
Measures (TSMs)

Our Story



About Us

Key Numbers & Info



1,45
3



39.22
FTE



1,79
7



49



60+



20 - 35



EROSH



G1-V1-C1



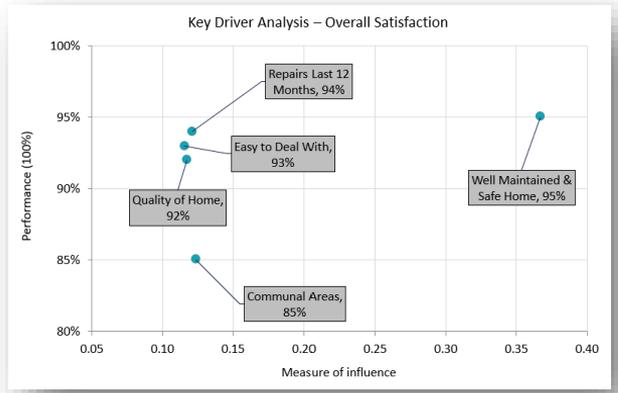
IIP Gold



CSE

Our Results

Satisfaction



2022	TSMs	2023/4	2024/5	Current	Trend	2025
95%	Overall Satisfaction	90%	93%	95%	↑ ↑	93%

2022	TSMs	2023/4	2024/5	Current	Trend	2025
93%	Repairs	96%	90%	96%	↓ ↑	94%
92%	Time Taken	92%	92%	97%	↔ ↑	95%
95%	Well Maintained	96%	94%	97%	↓ ↑	95%
95%	Safe	94%	94%	98%	↔ ↑	95%

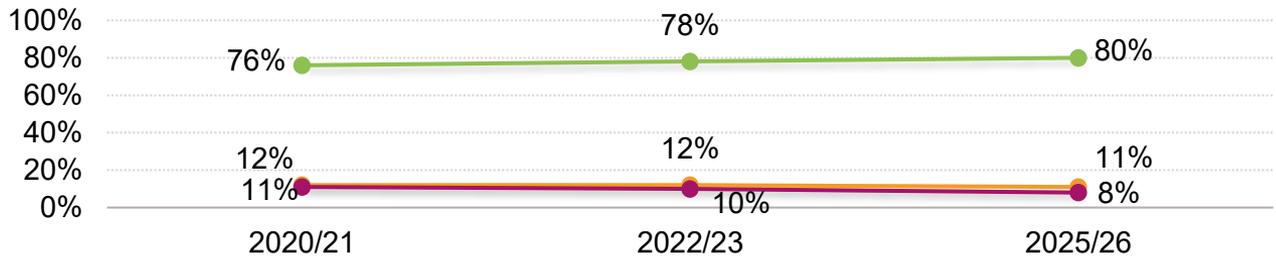
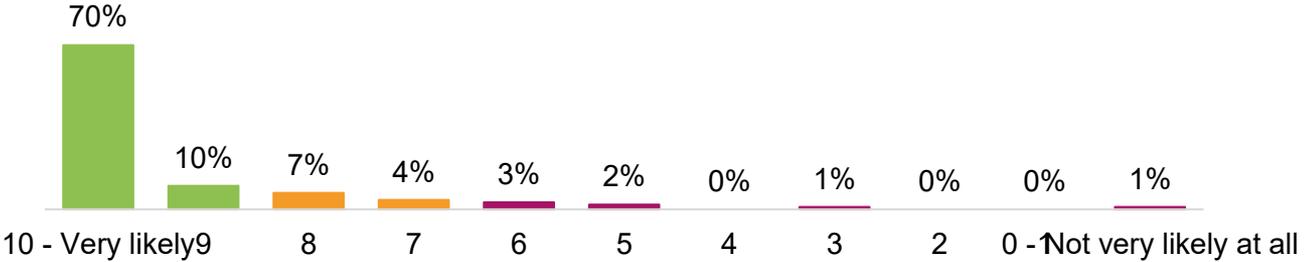
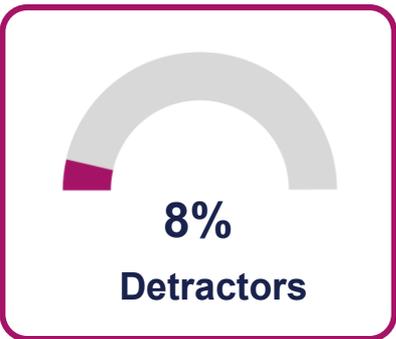
2022	TSMs	2023/4	2024/5	Current	Trend	2025
79%	Listens & Acts	88%	92%	92%	↑ ↔	83%
85%	Keeps Informed	91%	90%	96%	↓ ↑	88%
93%	Treats Fairly & Respect	93%	95%	96%	↑ ↑	91%
66%	Complaints	48%	55%	57%	↑ ↑	68%

2022	TSMs	2023/4	2024/5	Current	Trend	2025
90%	Communal Areas	76%	87%	85%	↑ ↓	85%
84%	Neighbourhood	84%	88%	91%	↑ ↑	81%
81%	ASB	90%	90%	89%	↔ ↓	76%

Our Results

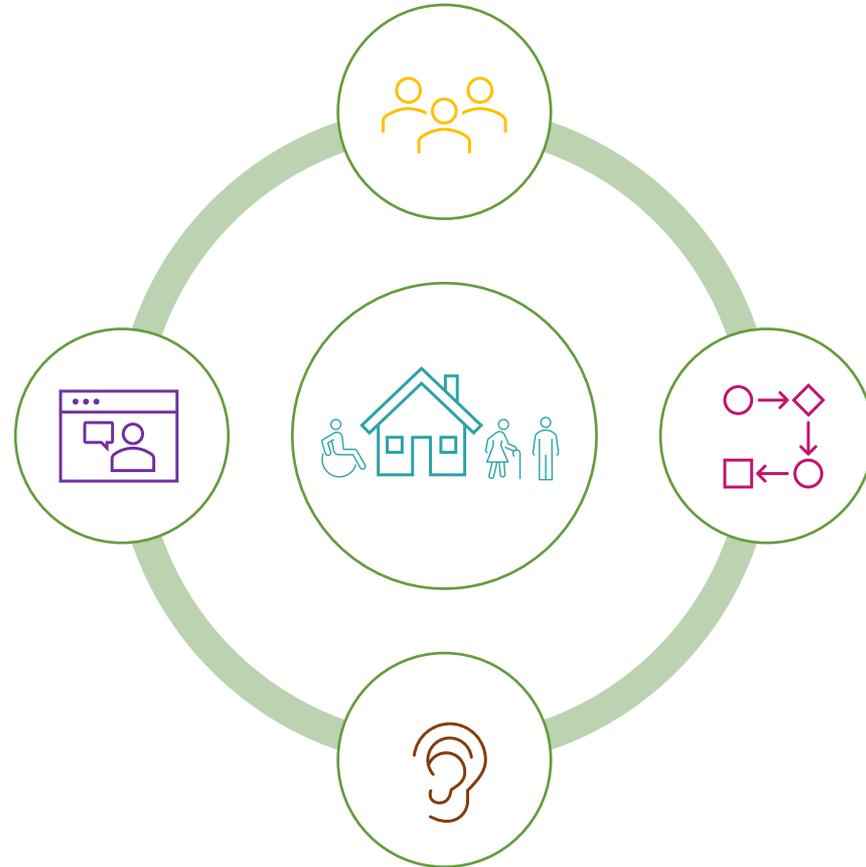
Net Promoter Score

+72
NPS ↑ 4



A System

Calibration



Our Results

A Deeper Dive



2022	TSMs	2023/4	2024/5	Current	Trend	2025
95%	Overall Satisfaction	90%	93%	95%	↑ ↑	93%

2022	TSMs	2023/4	2024/5	Current	Trend	2025
93%	Repairs	96%	90%	96%	↓ ↑	94%
92%	Time Taken	92%	92%	97%	↔ ↑	95%
95%	Well Maintained	96%	94%	97%	↓ ↑	95%
95%	Safe	94%	94%	98%	↔ ↑	95%

2022	TSMs	2023/4	2024/5	Current	Trend	2025
79%	Listens & Acts	88%	92%	92%	↑ ↔	83%
85%	Keeps Informed	91%	90%	96%	↓ ↑	88%
93%	Treats Fairly & Respect	93%	95%	96%	↑ ↑	91%
66%	Complaints	48%	55%	57%	↑ ↑	68%

2022	TSMs	2023/4	2024/5	Current	Trend	2025
90%	Communal Areas	76%	87%	85%	↑ ↓	85%
84%	Neighbourhood	84%	88%	91%	↑ ↑	81%
81%	ASB	90%	90%	89%	↔ ↓	76%

Our Results

A Deeper Dive



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2022	TSMs	2023/4	2024/5	Current	Trend	2025
93%	Repairs	96%	90%	96%	↓ ↑	94%
92%	Time Taken	92%	92%	97%	↔ ↑	95%
95%	Well Maintained	96%	94%	97%	↓ ↑	95%
95%	Safe	94%	94%	98%	↔ ↑	95%

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Our Results

A Deeper Dive



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81%	ASB	90%	90%	89%	↔ ↓	76%

Summary

Closing Thoughts



Complaints



System



Trust



Outcomes



Learning



Tracking

Thank You



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