



Willow Tree Housing Partnership TSM Tracker Q1 2025/26 Report

Prepared by: Acuity Research & Practice



Introduction

Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

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Trends

Summary

Acuity has been commissioned to carry out a series of satisfaction surveys for Willow Tree Housing Partnership, following the merger of South Western Housing Society and Tamar Housing in 2023. This report presents the findings of the LCRA survey for Q1 of 2025/2026, built using the Tenant Satisfaction Measures (TSMs) from the Regulator of Social Housing.

For 2024/2025, the data of those that responded to the survey was checked against the profile (age, tenure and local authority) of the whole tenant population, and as there were some variations between the two, the results were weighted on age of respondent to ensure representativeness, and this report uses those weighted results as a comparison for the scores achieved this quarter. For 2025/2026, the surveys are completed quarterly, by telephone interview, sampled using quotas based on age, tenure and local authority to ensure representativeness, with the intention of completing 100 surveys per quarter. For Q1, 100 surveys were completed, with a further five partially complete and included in the results as required by the Regulator.

The survey is confidential, and the results are anonymised unless tenants give their permission to be identified – 73% of tenants did give permission to share their responses with their details attached and 96% are happy for Willow Tree Housing Partnership to contact them to discuss any information they provided in the survey.

The aim of this survey is to provide tenants' satisfaction data in order to:

- Provide information on tenants' perceptions of current services
- Compare the results with the previous surveys, bearing in mind results in 2024 were weighted
- Compare the results with other landlords
- Report to the Regulator, annually
- Provide insights for strategic and operational planning and to inform continuous improvement

For landlords with less than 2,500 properties, the Regulator requires a sampling error of $\pm 5\%$ at the 95% confidence interval. As Willow Tree Housing Partnership has 1,400 LCRA properties, and based on 100 completed responses for Q1 gives a sampling error of $\pm 9.4\%$ for the quarter and to within $\pm 4.1\%$ annually, which is within the required guidance and gives the results a good level of accuracy.

Note: The majority of figures throughout the report show the results as percentages. As percentages are rounded up or down from two decimal places in the results file to the nearest whole number, they may not always total 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The charts also show the base for each question shown as n=.

56% 

Overall Satisfaction

As stated above, comparisons are made within this report with the results for 2024/2025, which were weighted.

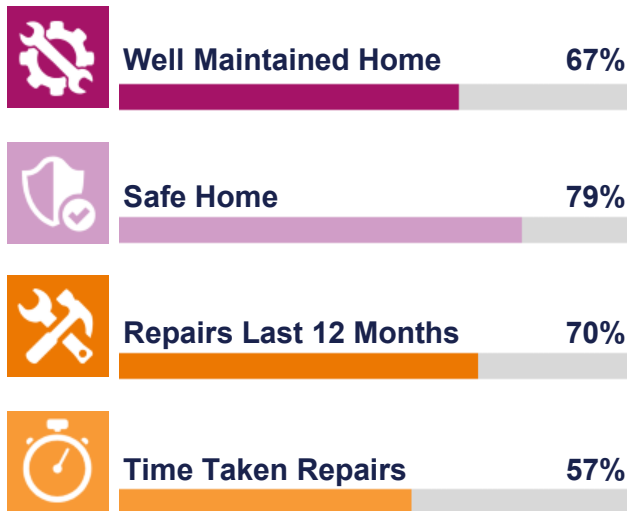
Satisfaction with the overall service provided by Willow Tree Housing Partnership is down by 8 percentage points (p.p) to 56% in Q1.

The highest levels of satisfaction are for the provision of a safe home (79%) and treating tenants fairly and with respect (78%), both increased by 5p.p against last year. The lowest scores in Q1 are for complaints handling (28%, up 2p.p), Willow Tree Housing Partnership's contribution to the neighbourhood (down 5p.p, to 51%) and listens and acts (down 2p.p to 52%)

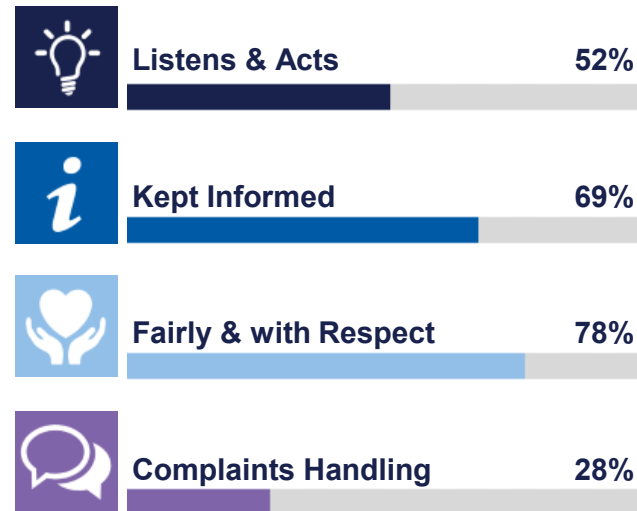
Aside from overall satisfaction, complaints handling and contribution to the neighbourhood, one other measure falls below 60% in Q1; satisfaction with the time taken for repairs at 57%.

TSM Key Metrics LCRA

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



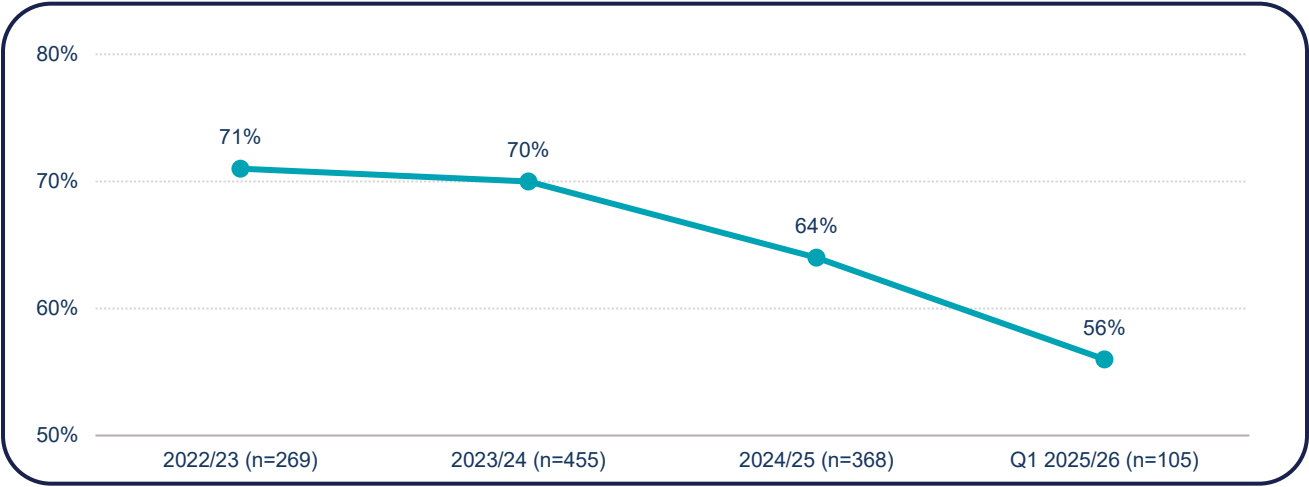
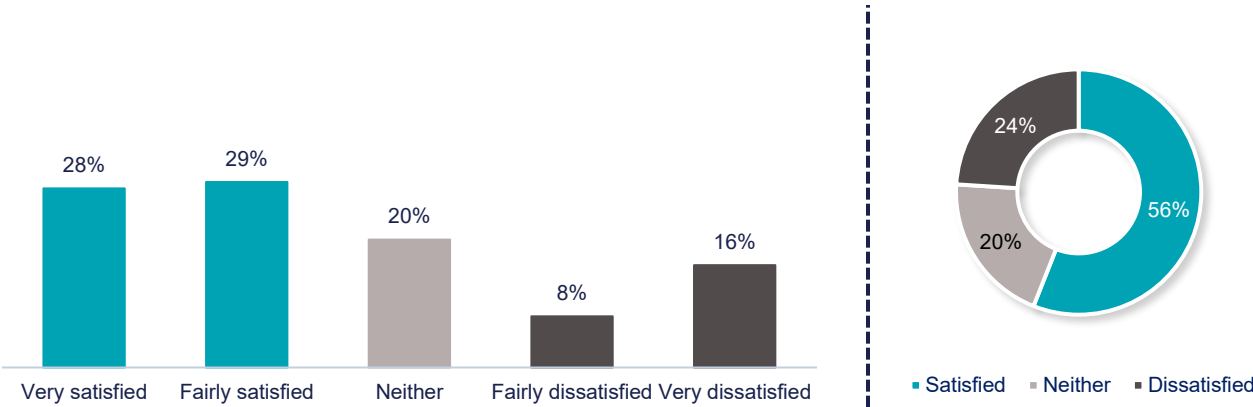
Overall Satisfaction - LCRA

Almost three-fifths of tenants (56%) are satisfied with the overall services provided by Willow Tree Housing Partnership, with very satisfied and fairly satisfied almost equal at 28% and 29% respectively.

However, a quarter of tenants (24%) are dissatisfied with the services provided, up 1p.p on last year, and a further 20% (up 7p.p) give a neutral response.

Satisfaction has fallen by 8p.p since the previous survey from 64% to 56%, after being more or less the same between 22/23 and 23/24.

This report explores what is driving satisfaction at Willow Tree Housing Partnership, via analysis of the comments provided by tenants.





Comments - Overall Satisfaction



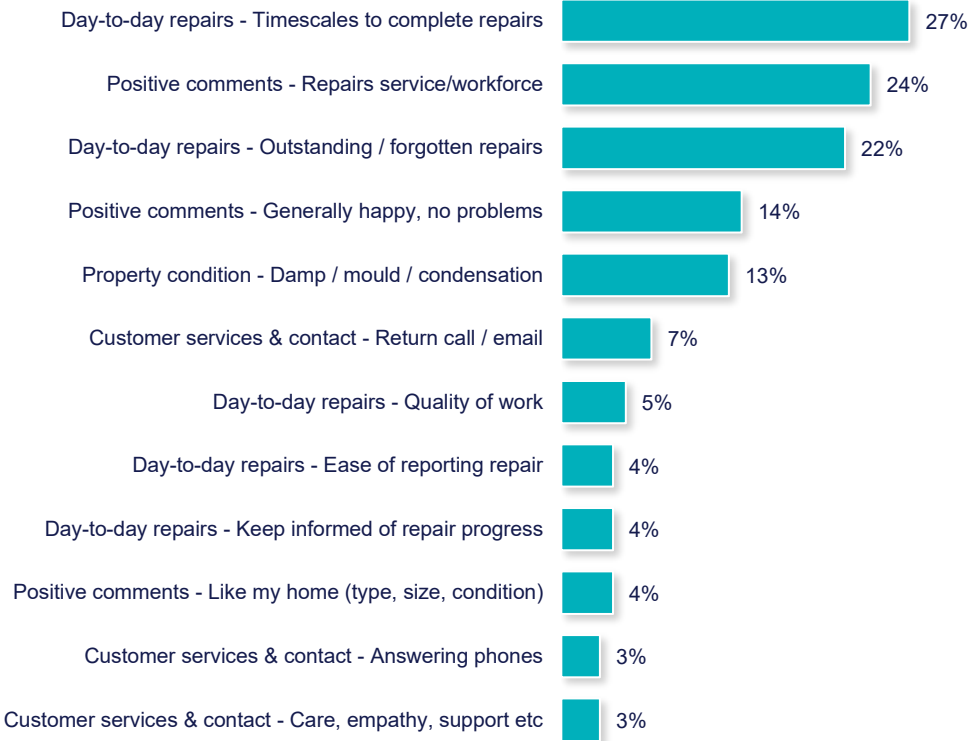
Tenants are asked to describe the experiences that have shaped their views of Willow Tree Housing Partnership, and 104 comments were received.

The most common area mentioned was the repairs service, with comments highlighting both positive and negative sentiments. Many tenants express frustration over slow repair times, with some waiting years for essential maintenance, such as, *"I have been waiting for repairs and maintenance for around 7-10 years the contractors are not fit for purpose. There is a huge lack of communication as well as dismissive behaviours from staff. I had a kitchen fitted last year also and there is still outstanding work to be done"*. Some repairs seem to have been overlooked, leaving tenants feeling forgotten.

Conversely, a quarter of the comments are positive about the repairs service and it's staff, and a further 14% of comments are positive about services more generally, such as, *"Because anytime I have reported any kind of problem, they solved it, and they are polite and helpful"*.

Some mention issues with damp and mould, and with the ease of reporting repairs, especially by phone.

■ (n=104)





Keeping Properties in Good Repair



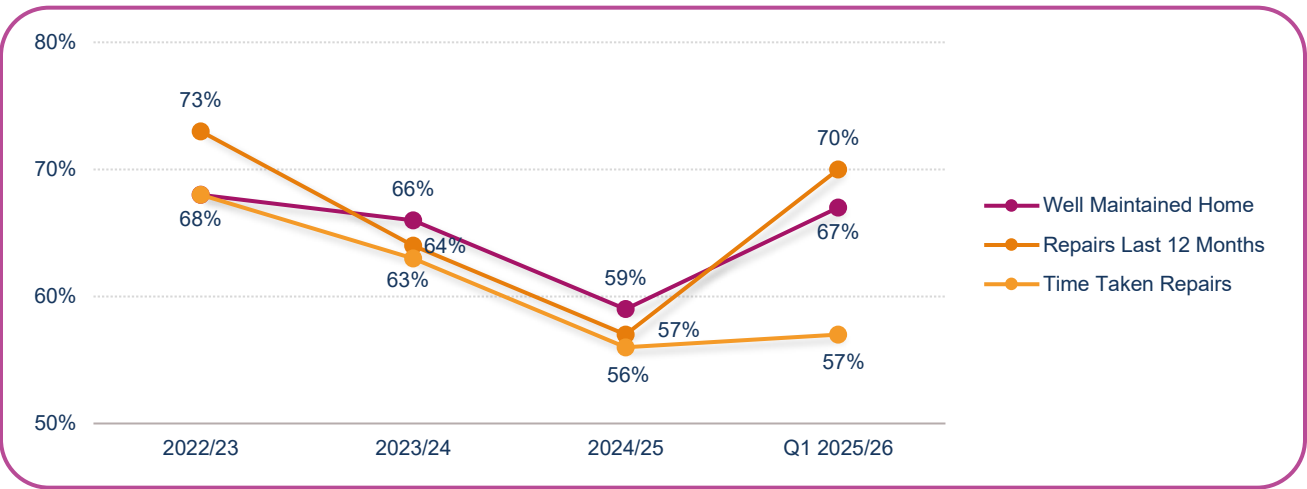
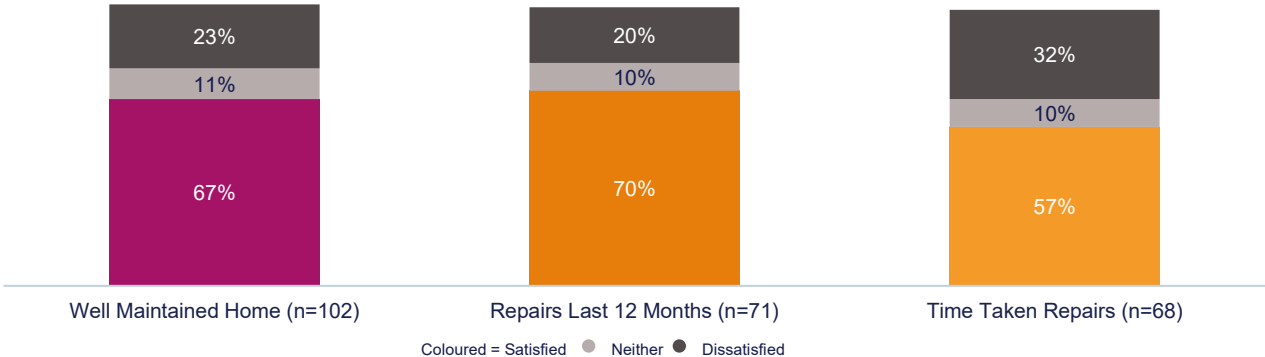
Keeping Properties in Good Repair

Satisfaction with the repairs service and for well maintained home has increased since last year.

For Q1, 67% of tenants are satisfied that their home is well-maintained, up by 7p.p from 59% in 2024/2025. A quarter of tenants are dissatisfied (23%) and 11% neither satisfied nor dissatisfied.

Seven out of ten tenants (70%) say they had a repair completed in the last 12 months and of these 70% are satisfied, which is an increase of 13p.p since last year. For the time taken to complete repairs, 57% are satisfied, an increase of 1p.p, with a third (32%) dissatisfied.

It is common that fewer are satisfied with the time taken to complete the most recent repairs, than the repair itself, and this is the case for Willow Tree Housing Partnership, with 57% satisfied, 13p.p below the rating for the repairs service.





When asked to say more about their experience with the repairs service in the last 12 months, 71 comments were logged.

Positive feedback about the repairs service and staff accounts for over half of the comments (41 in total) such as *“Anytime we rang for repairs, they usually got out within the week and sorted it out.”*.

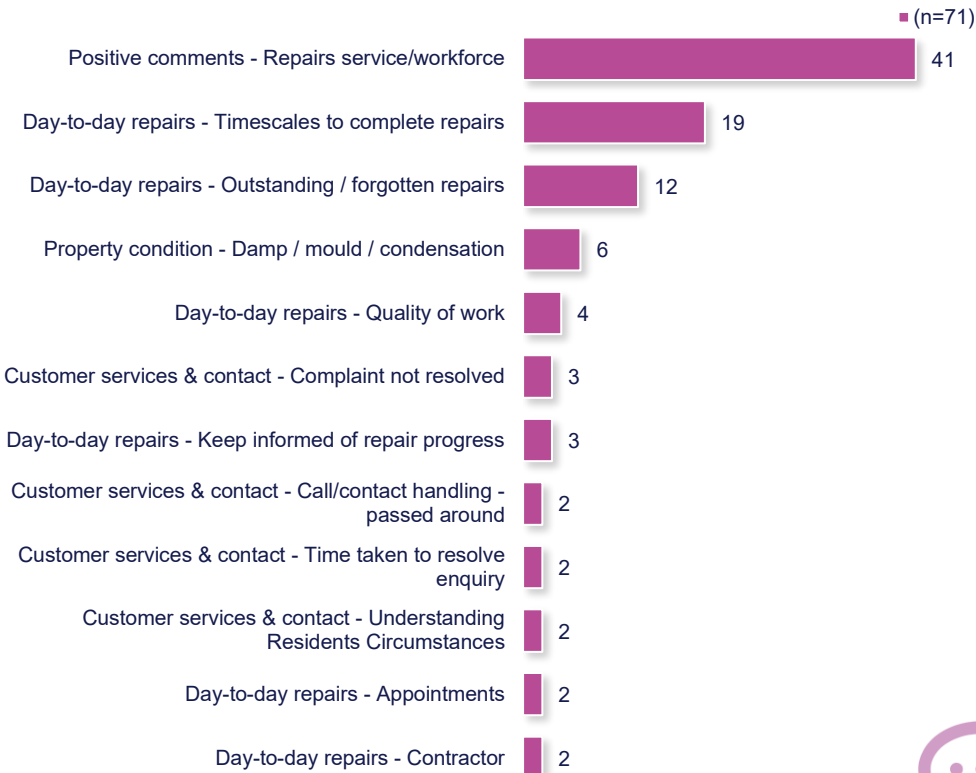
The second most common theme for comments is around the time taken for repairs, with some tenants waiting a long time for repairs to progress, and some (12) who suggest their repairs have been forgotten.

Issues with damp and mould in homes was mentioned six times, and these tenants should be contacted as soon as possible to ensure these issues are addressed urgently.

Some mention that, when they call Willow Tree Housing Partnership, they are passed around between teams and others feel enquiries take too long to be resolved. While some praised the friendliness and professionalism of staff, others reported frustrations with unresponsive service and the need for better coordination and communication.

Overall, the feedback indicates a need for increased consistency in service quality, and a more efficient approach to handling urgent repairs to enhance customer satisfaction and trust in the repair process.

Comments - Repairs





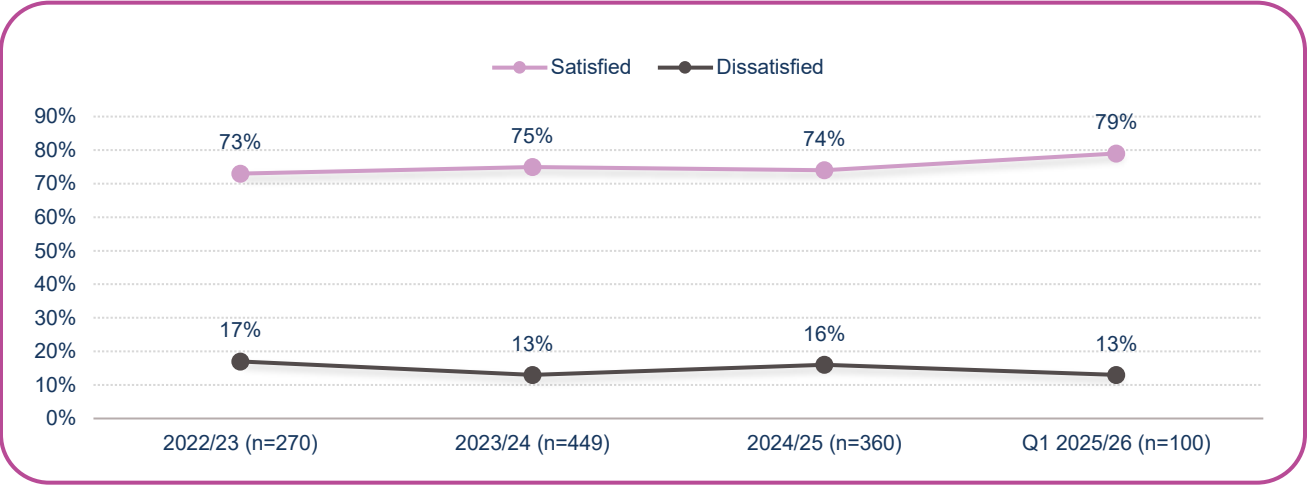
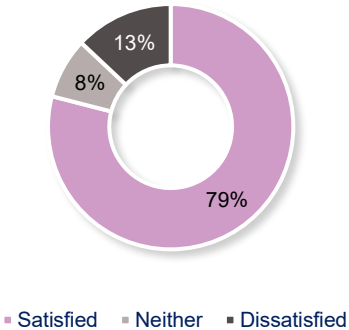
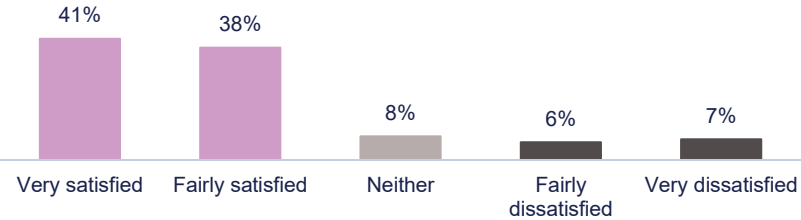
Maintaining Building Safety



Maintaining Building Safety

Satisfaction with the safety of the home has increased by 5p.p since last year, moving from 74% to 79%.

There are slightly more very satisfied (41%) with the safety of their home than fairly satisfied (38%), whilst 13% are dissatisfied, split almost equally between very dissatisfied (7%) and dissatisfied (6%). The remaining 8% are neither satisfied nor dissatisfied.





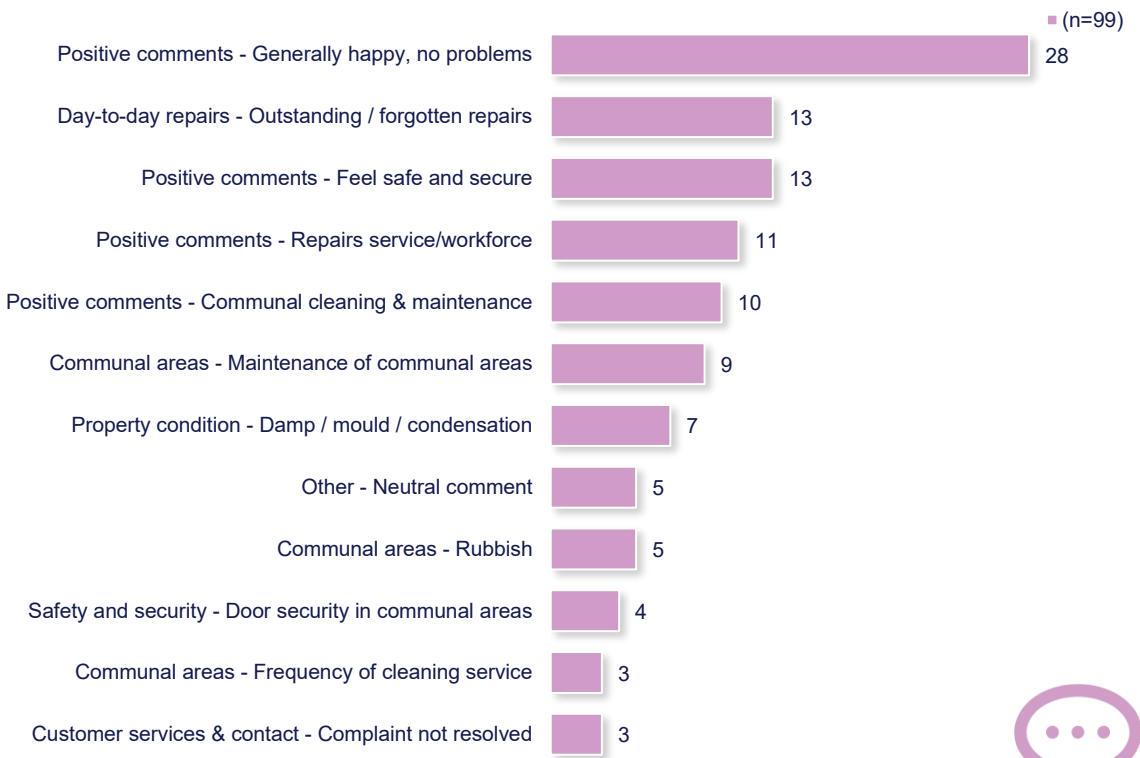
Tenants are asked to share their views about the upkeep and safety of their home and/or communal areas, and 99 comments were provided.

The survey responses reveal a mixed sentiment regarding property maintenance and cleanliness. Many express satisfaction with the cleanliness of communal areas, noting regular cleaning and upkeep. However, some concerns arise regarding maintenance issues, with multiple tenants reporting unresolved repairs, for example, *"I took this home as an exchange and i did a lot of the work on this home to make it safe and the maintenance of the home, an element that makes me unsafe is the garage door is broken that they have not fixed so i have all my stuff on show"*.

Safety is generally perceived positively, although issues like damp and security concerns with doors and windows were highlighted. Tenants also mentioned dissatisfaction with the management of communal spaces, including litter and overgrown gardens. While some appreciate the promptness of emergency repairs, others mention the slow response to ongoing maintenance requests.

Overall, the feedback suggests a need for improved repairs service and better communication to enhance tenant satisfaction and safety.

Comments - Home or Communal Areas Well Maintained or Safe





Responsible Neighbourhood Management

Responsible Neighbourhood Management

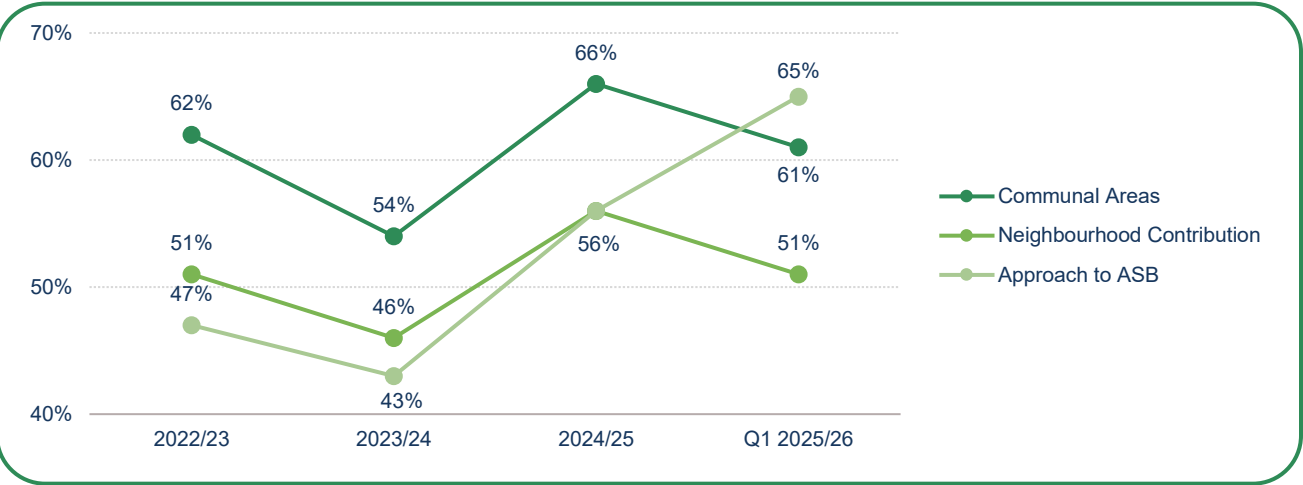
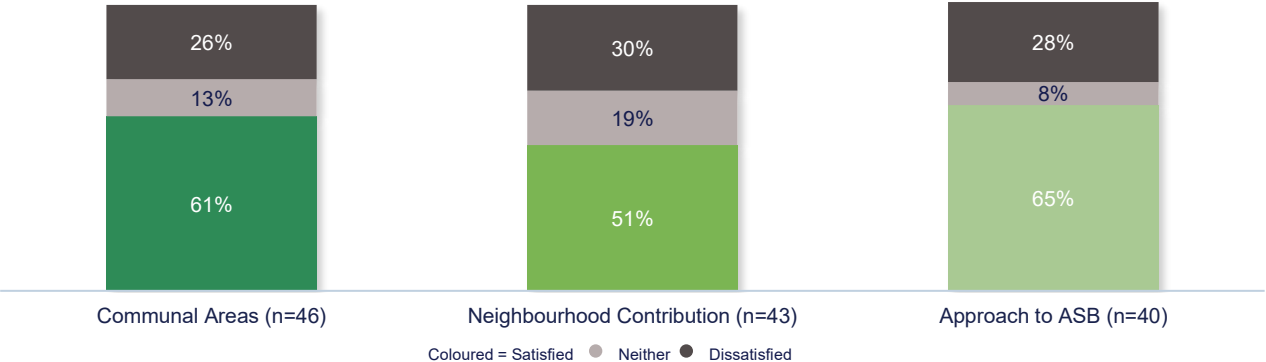


Satisfaction with one of the three neighbourhood management measures has increased in Q1, and two have decreased.

Just under half the tenants (45%) say they live in a building with communal areas which Willow Tree Housing Partnership is responsible for maintaining, and 61% of these are satisfied with their upkeep, down by 5p.p on last year. There are now 26% of tenants dissatisfied, which is also an increase of 3p.p.

Fewer are satisfied with the positive contribution Willow Tree Housing Partnership makes to the neighbourhood, 51%, down by 5p.p, with dissatisfaction increasing by 10p.p to 30% in Q1, with a further 19% giving a neutral response. Higher levels of those who are undecided or who give a dissatisfied response for this measure could mean some are unsure what this question means for them, or could be because they have perhaps not seen evidence of local contributions recently.

For the approach to ASB, 65% are satisfied, and this is an increase of 9p.p against 24/25, however those dissatisfied remain the same at 28%.





Comments - ASB



Tenants are asked to share their thoughts about Willow Tree Housing Partnership's approach to handling ASB, and 39 comments were recorded.

Positive feedback accounts for 17 of the 39 comments, all from tenants who are generally happy with the ASB service.

A small number mention their issue was not resolved, and some feel the ASB service could be more proactive, caring and empathetic, or that ASB actions fall short, for example, *"I don't think they like to get involved & the Tenants are left to fight your own battles. I don't feel they have enough input or want to have any input"*.

Concerns about ongoing issues, such as drug dealing and harassment, were raised, with some tenants feeling unsafe and unsupported. A few noted that while there have been improvements in certain cases, the overall approach appears inconsistent.

Overall, while some tenants appreciate the efforts made, there is a call for more targeted and effective interventions in ASB cases.





Comments - Neighbourhood



Tenants are asked to share their views on the contribution of Willow Tree Housing Partnership in their neighbourhood – 43 comments were logged.

A quarter of the comments link to a lack of contribution, such as, “*I dont think anything is contributed to the neighbourhood.*”.

There are nine comments relating to the cleaning and maintenance of communal areas, demonstrating the link tenants make between this and a positive contribution to the neighbourhood.

Overall, around a third of the comments share positive thoughts about the neighbourhood, for example, “*The area around me is very lovely. They are coming to do a walkaround and the surrounding areas, they are more conscious and sent people to have a look at the property’s state. They took pictures of the doors and the property state*”. Others mention newsletter content which shares the work Willow Tree Housing Partnership have done in local areas.

Some mention infrequent interactions and a lack of visible presence in the neighbourhood, whilst others commend the efforts in communities.





Respectful & Helpful Engagement

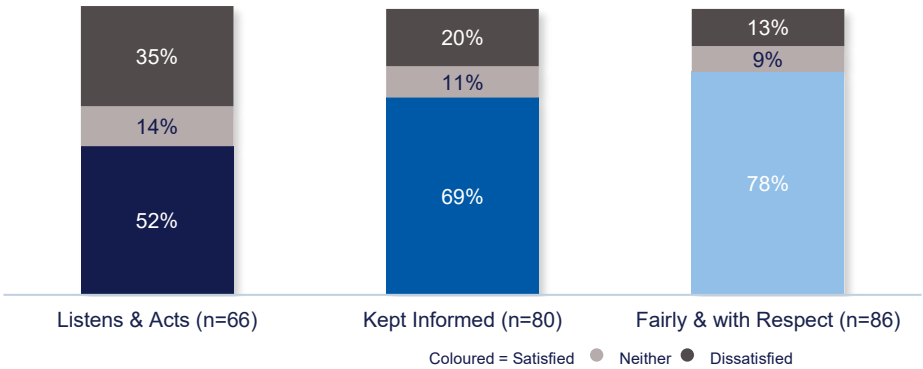


Respectful & Helpful Engagement

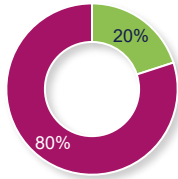
Two-thirds of tenants (69%) are satisfied that Willow Tree Housing Partnership keeps them informed about things that matter to them, an increase of 1p.p.

More (78%) agree that they are treated fairly and with respect (up 4p.p) but fewer are satisfied that Willow Tree Housing Partnership listens to their views and acts upon them (52%), which is a reduction of 2p.p on last year, and over a third (35%) are dissatisfied with this measure which indicates there is more to do to move these, and those who gave a neutral response (14%) as in total almost half of those who responded were unable to say they are satisfied.

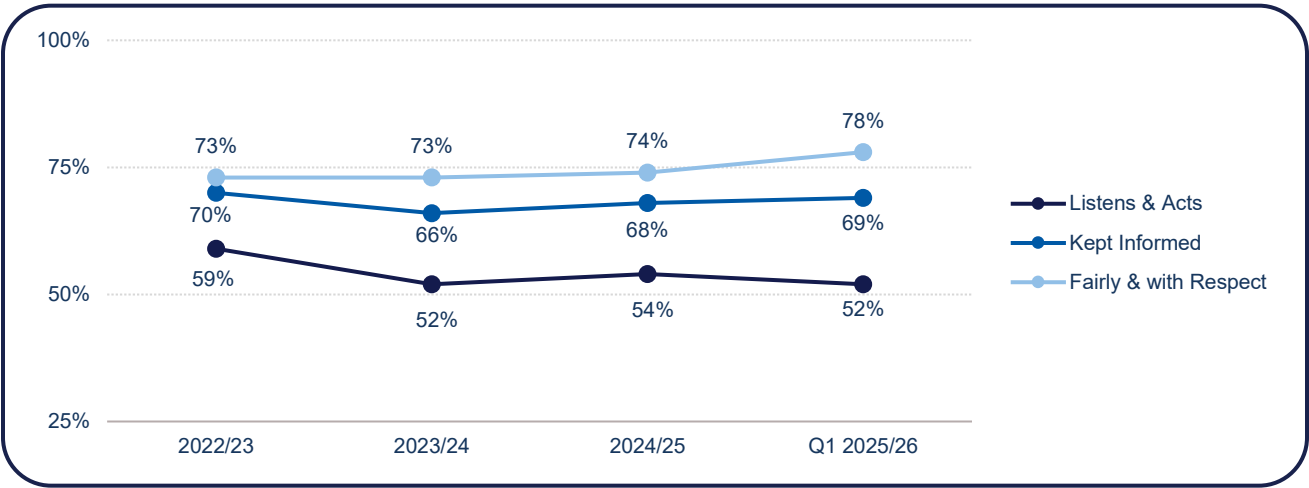
A more positive result is that 20% of those surveyed in Q1 would like to be more involved. This gives Willow Tree Housing Partnership a great opportunity to make contact and, hopefully, add to those wishing to influence the future direction of the organisation and how its services are delivered to tenants.



Getting Involved?



■ Yes ■ No





Comments - Customer Service

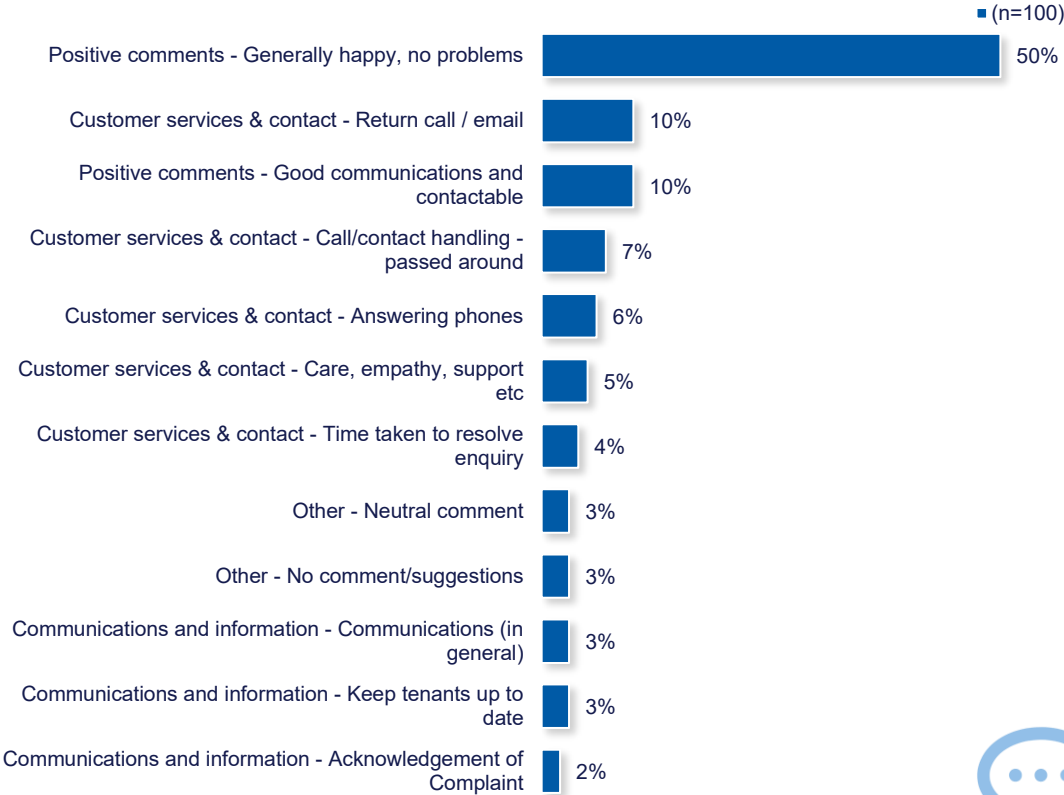


Comments received about customer service are largely positive, with 60% of the 100 comments giving compliments such as, “*They direct me to the right person when I call. They are always pleasant.*” and “*They have just been awesome, I have learning disabilities and they are very good when I phone them up, they get me things done immediately.*”.

Conversely, some tenants feel they are passed around various departments when they call, sometimes it’s difficult to get through by phone, enquiries take a long time to be resolved and some say there could be more care and empathy from Willow Tree Housing Partnership at times.

Some tenants feel there is more Willow Tree Housing Partnership could do in terms of keeping tenants up to date, and others say complaints are not always acknowledged.

Overall, while there are commendable aspects of the service, greater consistency in customer service and communication should limit the reasons for dissatisfaction.





Effective Handling of Complaints



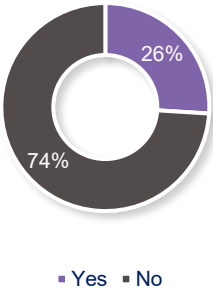
Effective Handling of Complaints

Just over a quarter of tenants (26%) stated that they made a complaint to Willow Tree Housing Partnership in the last 12 months; however, it is not possible to say how many of these are genuine complaints following a failure of service, or service requests yet to be fully actioned.

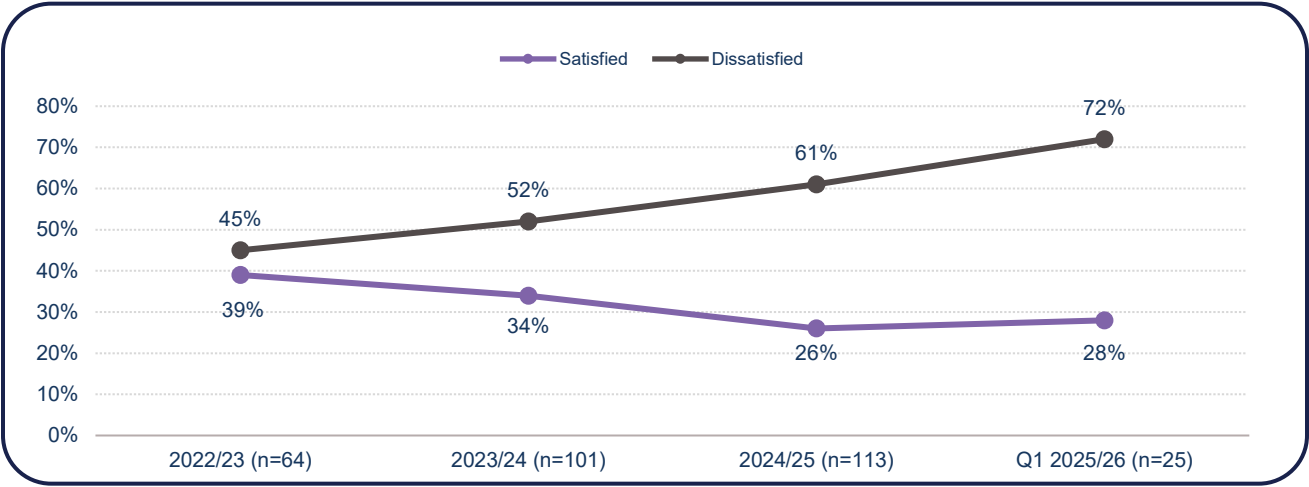
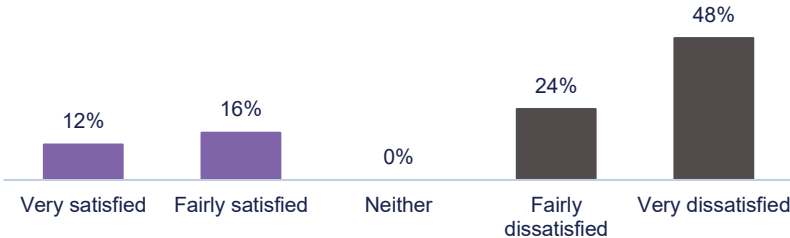
Nevertheless, just 28% of tenants are satisfied with Willow Tree Housing Partnership's approach to handling these complaints, with 48% very dissatisfied and 24% fairly dissatisfied. Satisfaction with complaints handling has previously been trending downwards; however, this quarter is up slightly, by 2p.p.

It is not clear from the results alone whether this level of dissatisfaction is driven by the outcome of the complaint, its handling, or a combination of the two; however, it remains a clear area of focus, and the comments provided by tenants may help understand more about what is driving these scores.

Complaint in last 12 months



Satisfaction with Complaints Handling





Comments - Complaints

Tenants are asked to describe their experience of how complaints are handled, and just 26 comments were logged.

Many of these share feelings which suggest complaints are not always handled effectively, *“It’s not dealt with properly, because when you make a complaint, the right people never get back to you and you keep chasing them. It is not properly managed.”* and some are unsure of the complaints process *“They sweep it under the carpet. No point in ringing them. Half the time, they are not open. They don’t act upon anything.”*

As mentioned previously, it’s not possible to know whether comments here relate to formal expressions of dissatisfaction or to service requests yet to be fulfilled. Any actions Willow Tree Housing Partnership can take to help tenants with the difference between expressions of dissatisfaction and service requests, ensuring correct expectations are set at the outset, could remove some of this uncertainty for tenants.

Overall, the feedback indicates a need for improved communication, accountability, and efficiency in handling complaints to lift satisfaction in this key area.





Trends

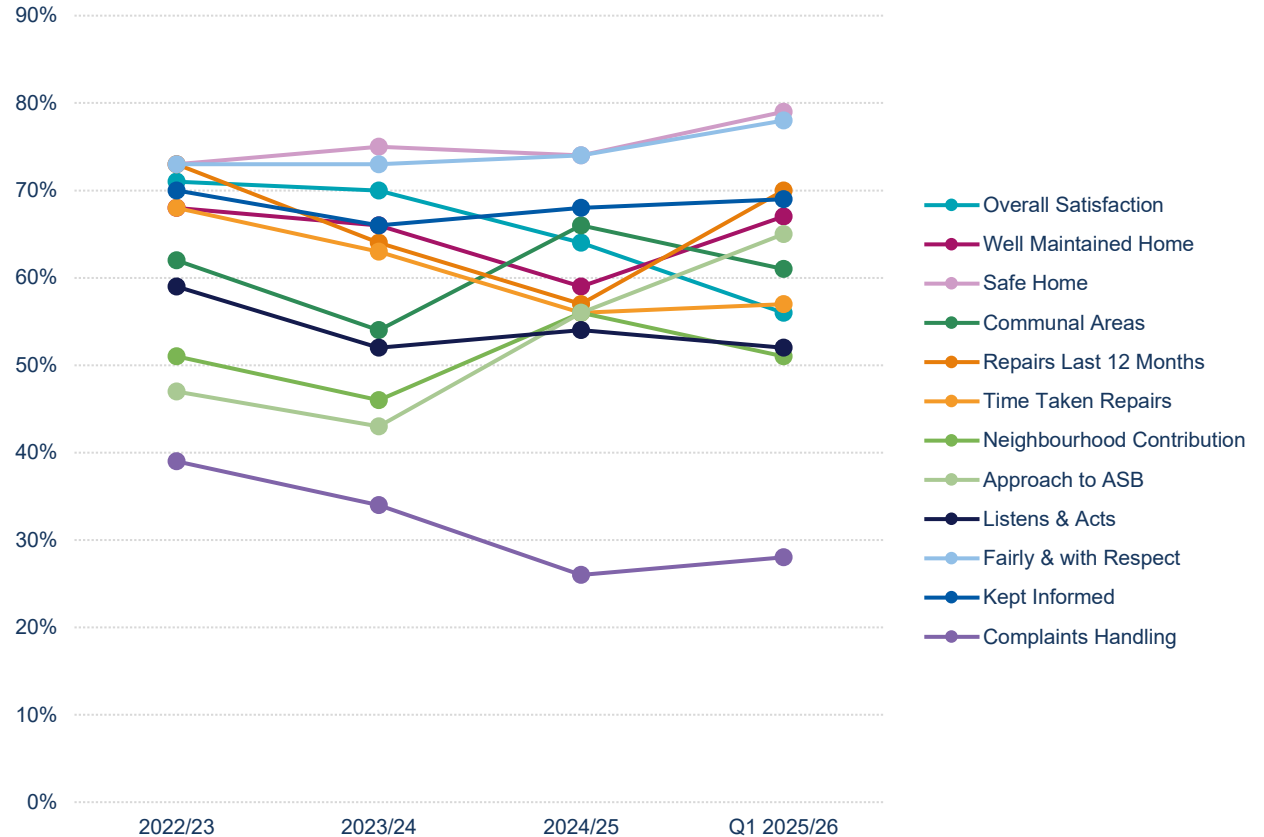


LCRA Trends Over Time

The chart opposite shows the results over time. For Q1, eight measures have increased in satisfaction and four have decreased.

To be statistically significant, changes need to exceed the combined margins of error for the last two surveys, in this case around 19p.p, and for Q1 none of the changes exceed this level.

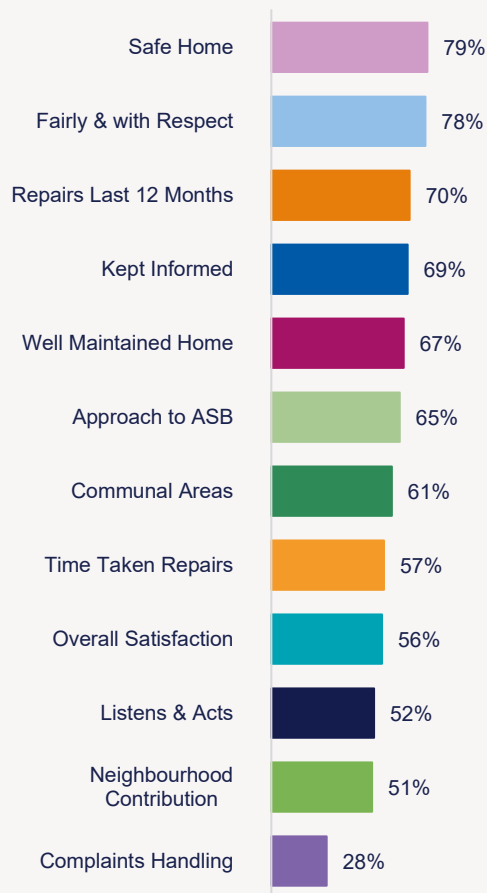
As mentioned, the results for 24/25 were weighted, as were the results in 23/24, whereas Q1, and also 22/23 are unweighted.





Summary

Satisfaction with Measures



Summary & Recommendations



Acuity has been commissioned to carry out a series of satisfaction surveys for Willow Tree Housing Partnership, and this report presents the findings of the LCRA survey for Q1 of 2025/2026, built using the Tenant Satisfaction Measures (TSMs) from the Regulator of Social Housing plus some additional questions to delve deeper into the drivers of satisfaction.

For 2024/2025, the results were weighted to ensure representativeness, and these results are used for comparisons with the scores for Q1. For 2025/2026, surveys are completed by quarterly telephone interviews, sampled using quotas based on age and tenure to ensure representativeness, with the intention of completing 100 surveys per quarter. For Q1, 100 surveys were completed, with a further five partially complete and included in the results as required by the Regulator.

In relation to the overall service provided by Willow Tree Housing Partnership, satisfaction is at 56%, which is a reduction of 8 percentage points (p.p) since last year. Overall satisfaction sits towards the lower end of the range of survey measures when ranked (left). The highest satisfaction is for being provided with a safe home (79%) and for the way tenants are treated fairly and with respect (78%). For Q1, satisfaction is increased with eight measures overall, and for four measures, satisfaction is lower than in 2024/2025. The biggest increase is 13p.p for satisfaction with the repairs service in the last 12 months.

When asked to share their experience of the service provided by Willow Tree Housing Partnership, feedback around repairs accounts for the majority of comments, and whilst many are complimentary about the repairs service and those who deliver it, a number of tenants feel repairs take too long to complete, and some are overlooked, leaving these tenants feeling forgotten. There are calls for a more consistent repairs service with fewer delays.

Complaint handling is the lowest-scoring measure, as is often the case with surveys of this type. Willow Tree Housing Partnership may wish to consider a series of tenant communications around complaints, to help with understanding of expressions of dissatisfaction versus service requests, and to set the correct expectations from the outset in terms of timescales to acknowledge and resolve complaints at each stage. This could be via social media posts, or a leaflet-style communication on the website, but should also include other communication methods (such as in-scheme posters, or inclusion in newsletters) to ensure messages reach all tenants.

Listening to views and acting on them is also an area for focus, and sharing more about improvements to services as a result of tenant feedback will help limit the reasons for dissatisfaction in this area. This could be achieved by sharing regular "You said ..., We did...." updates with tenants. Including neighbourhood activities in these updates would also help influence satisfaction with contribution to the neighbourhood, as this was also an area some tenants feel is lacking.



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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