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Analysis of the latest ESG & TSM Data as it relates to Repairs & Reporting

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Latest ESG Reporting with EPC &TSM

Housing Association	Group Stock	Green Gas Emissions				Energy Performance		Tenant Satisfaction		
		Scope 1 Emissions (tCO_2e)	Scope 2 Emissions (tCO_2e)	Scope 3 Emissions (tCO_2e)	Total Greenhouse Gas Emissions (tCO_2e)	% with EPC A-C (Current)	% with EPC D-G (Current)	Overall Service Satisfaction (%)	Repairs Satisfaction (%)	Home is Well Maintained (%)
A2Dominion Housing Group Ltd.	21,374	601.3	190.7	0.1	792	81.5%	18.5%	60.7%	63.7%	63.8%
Abri	39,795	5,775.5	1,620.4	726.1	8,122	76.6%	23.4%	74.5%	76.2%	74.6%
Accent Housing	18,108	2,370.7	965.3	37,212.0	40,548	72.3%	27.7%	64.1%	65.0%	65.4%
Acis Group Ltd.	6,107	387.0	732.0	60.0	1,179	61.9%	38.1%	80.4%	84.7%	80.5%
Adra	7,041	480.0	17,648.0	493.0	18,621	51.4%	48.6%	80.0%	78.0%	78.0%
Alliance Homes	6,740	1,371.5	408.3	12,345.9	14,126	86.4%	13.6%	73.8%	78.3%	72.0%
Amplius	32,083	4,485.0	1,300.0	178,874.6	184,660	75.3%	24.7%	61.9%	66.3%	60.7%
Anchor Hanover Group	39,014	56,161.0	15,364.0	178,665.0	250,190	81.2%	18.8%	86.0%	86.2%	87.2%
Aster Group	43,996	6,760.0	1,814.0	510.0	9,084	73.0%	27.0%	79.1%	84.8%	81.8%
Barnet Homes	13,672	12.8	30.5	239.2	283	50.6%	49.4%	59.4%	62.8%	59.9%
Berneslai Homes	18,000	2,878.0	510.0	725.0	4,113	49.7%	50.3%	75.2%	74.4%	70.7%
bpha	14,539	3,034.0	922.5	34,915.9	38,872	89.7%	10.3%	71.8%	69.5%	70.8%
Calico Group Ltd	5,391	1,100.0	355.0	97.0	1,552	65.1%	34.9%	74.0%	76.0%	72.0%
Clarion Housing Group	97,665	16,675.0	5,667.0	341,819.0	364,161	69.8%	30.2%	63.7%	63.7%	61.9%
Eastlight Community Homes	12,113	1,413.8	1,330.7	2,200,240.5	2,202,985	68.3%	31.7%	72.7%	77.0%	74.2%
ForHousing	23,175	638.0	1,826.0	45,059.0	47,523	77.6%	22.4%	73.5%	76.1%	74.6%
Futures Housing Group	9,721	794.5	378.0	30,931.5	32,104	71.8%	28.2%	75.5%	80.3%	79.4%
Great Places Housing Group	19,265	3,144.0	6.0	90,963.0	94,113	81.8%	18.2%	70.8%	73.9%	77.5%
GreenSquareAccord	23,522	2,813.0	253.0	42,503.0	45,569	68.5%	31.5%	58.2%	56.9%	56.7%
Halton Housing Trust	7,132	1,075.5	170.3	31.7	1,278	63.1%	36.9%	74.4%	75.4%	74.2%
Home Group	49,074	1,521.6	280.3	1,977.6	3,780	68.1%	31.9%	68.2%	65.6%	69.4%
Housing 21	20,373	7,566.0	6,150.0	5,429.0	19,145	96.5%	3.5%	89.8%	90.0%	90.0%
Jigsaw Homes Group Ltd.	34,367	4,905.0	106.0	145.0	5,156	76.2%	23.8%	68.9%	70.4%	66.9%
Karbon Homes	32,064	3,984.0	594.0	78,957.0	83,535	61.2%	38.8%	81.5%	84.1%	84.8%
L&Q Group	74,050	24,804.7	6,724.8	388.9	31,918	66.4%	33.6%	54.0%	63.0%	59.0%
Livewest Homes Ltd	32,534	5,011.0	1,547.0	131,024.0	137,582	73.5%	26.5%	85.9%	82.2%	83.9%
Livin Housing Ltd	8,869	35.4	90.4	383.7	510	66.0%	34.0%	91.0%	88.9%	87.5%

Latest ESG Reporting with EPC &TSM

Housing Association	Group Stock	Green Gas Emissions				Energy Performance		Tenant Satisfaction		
		Scope 1 Emissions (tCO_2e)	Scope 2 Emissions (tCO_2e)	Scope 3 Emissions (tCO_2e)	Total Greenhouse Gas Emissions (tCO_2e)	% with EPC A-C (Current)	% with EPC D-G (Current)	Overall Service Satisfaction (%)	Repairs Satisfaction (%)	Home is Well Maintained (%)
Magenta Living	12,679	440.9	525.4	21,498.2	22,464	62.4%	37.6%	81.7%	79.6%	75.6%
Metropolitan Housing Trust (T/a MTVH	37,484	9,128.6	4,321.5	262.1	13,712	82.0%	18.0%	67.7%	68.2%	68.3%
MHS Homes Group	8,062	1,134.0	447.0	18.0	1,599	76.8%	23.2%	78.0%	80.0%	79.0%
Midland Heart	28,997	4,326.0	6,362.0	192.0	10,880	80.1%	19.9%	78.7%	80.3%	77.9%
MSV Housing	8,222	1,544.0	408.0	74.0	2,026	83.1%	16.9%	72.9%	73.4%	73.9%
Notting Hill Genesis	43,522	11,902.0	6,290.0	611.0	18,803	76.9%	23.1%	53.8%	57.7%	53.5%
Paradigm Housing Group Ltd.	21,296	831.0	83.6	27,522.5	28,437	84.6%	15.4%	82.0%	81.1%	80.4%
Peabody Trust	82,533	20.1	12.0	318.2	350	72.4%	27.6%	58.7%	64.1%	62.6%
Places for People Group	78,595	43,438.0	21,131.0	1,909.0	66,478	67.4%	32.6%	58.0%	64.0%	62.0%
Platform Housing Group	40,822	3,170.3	963.0	723.0	4,856	71.4%	28.6%	64.6%	67.8%	64.8%
Plymouth Community Homes	14,254	615.6	93.2	29,106.4	29,815	72.8%	27.2%	83.2%	85.0%	80.4%
Pobl Group	23,137	5,790.0	2,027.0	66,407.0	74,224	81.6%	18.4%	85.0%	66.0%	0.0%
Sanctuary Housing Association	95,727	39,503.0	1,178.0	793.0	41,474	68.9%	31.1%	63.9%	66.5%	66.2%
Selwood Housing	6,671	557.3	166.3	13,298.3	14,022	77.1%	22.9%	87.0%	84.4%	85.3%
Southern Housing	62,673	13,173.0	5,596.0	117,764.0	136,533	72.8%	27.2%	63.0%	65.3%	71.5%
Sovereign Network Group	67,532	14,438.7	5,295.3	242,958.1	262,692	77.2%	22.8%	63.1%	67.6%	65.7%
Stonewater Ltd	32,333	2,861.0	1,823.0	55,840.0	60,524	69.8%	30.2%	61.8%	63.2%	65.5%
The Guinness Partnership	57,753	13,361.0	4,094.0	232,657.0	250,112	70.6%	29.4%	67.7%	71.3%	70.1%
Together Housing Group	36,693	3,480.0	-341.0	59,036.0	62,175	72.7%	27.3%	80.6%	85.0%	81.1%
Torus	37,864	6,998.0	1,137.7	92,566.4	100,702	71.3%	28.7%	73.8%	76.3%	72.8%
VIVID	28,154	1,581.3	111.8	159,001.4	160,694	78.9%	21.1%	73.3%	73.6%	73.8%
Walsall Housing Group (WHG) Ltd.	20,943	1,346.0	667.0	90,273.0	92,286	58.4%	41.6%	77.2%	79.6%	76.5%
Yorkshire Housing Limited	17,013	3,165.0	636.0	38,801.0	42,602	73.5%	26.5%	66.3%	69.5%	70.0%

Note: Eastlight Community Homes' 2.2 million tCO_2e figure is genuine but not directly comparable with peers. Their July 2025 audit applied a full life-cycle approach under the GHG Protocol, capturing embodied carbon from purchased goods, construction materials, and use-phase emissions, these are categories most other housing associations have not yet reported. As a result, Eastlight appears as an outlier rather than an error.

Rank	Change	Survey Company	2025					2024					Difference (2025-2024)		
			Orgs Surveyed	TSM Sample Size (2025)	% Share of All Respondents	Total Org Stock	TSM Sample to Total Org Stock Ratio (%)	Orgs Surveyed	TSM Sample Size (2024)	% Share of All Respondents	Total Org Stock	TSM Sample to Total Org Stock Ratio (%)	Orgs Surveyed	Diff in TSM Sample Size	Diff in Org Stock
1	—	Acuity Research & Practice	112	117,212	23.7%	1,166,858	10.0%	87	101,293	23.1%	819,889	12.4%	25	15,919	346,969
2	—	The Leadership Factor (TLF)	31	53,480	10.8%	594,894	9.0%	36	75,505	17.2%	773,934	9.8%	(5)	(22,025)	(179,040)
3	—	IFF Research	32	44,638	9.0%	581,921	7.7%	34	45,297	10.3%	602,805	7.5%	(2)	(659)	(20,884)
4	▲6	Service Insights	13	44,040	8.9%	193,210	22.8%	19	15,699	3.6%	157,521	10.0%	(6)	28,341	35,689
5	▼1	Kwest Research	28	41,403	8.4%	480,637	8.6%	25	35,445	8.1%	468,744	7.6%	3	5,958	11,893
6	▲2	Housemark	7	36,143	7.3%	121,482	29.8%	6	16,299	3.7%	159,400	10.2%	1	19,844	(37,918)
7	▼2	In-house Team	37	34,335	6.9%	302,702	11.3%	31	28,476	6.5%	242,685	11.7%	6	5,859	60,017
8	▼1	Target Applications	13	20,120	4.1%	133,871	15.0%	14	16,886	3.9%	131,313	12.9%	(1)	3,234	2,558
9	▼3	M.E.L Research	13	18,250	3.7%	111,349	16.4%	17	19,733	4.5%	133,188	14.8%	(4)	(1,483)	(21,839)
10	▼1	ARP Research	16	15,445	3.1%	130,991	11.8%	17	15,705	3.6%	145,099	10.8%	(1)	(260)	(14,108)
11	▲1	Viewpoint Research CIC	6	8,952	1.8%	77,057	11.6%	6	6,590	1.5%	77,057	8.6%	-	2,362	-
12	▲1	BMG Research	6	8,457	1.7%	137,573	6.1%	5	5,364	1.2%	63,523	8.4%	1	3,093	74,050
13	▲2	Pexel Research Services	8	7,928	1.6%	89,025	8.9%	3	4,095	0.9%	58,233	7.0%	5	3,833	30,792
14	▼3	Maru Group	3	4,705	1.0%	51,502	9.1%	5	8,083	1.8%	90,325	8.9%	(2)	(3,378)	(38,823)
15	▲1	GovMetric	2	3,908	0.8%	23,929	16.3%	1	4,090	0.9%	21,334	19.2%	1	(182)	2,595
16	New	PFA Research	2	3,661	0.7%	38,823	9.4%	-	-	0.0%	-		2	3,661	38,823
17	▲4	Research Resource	2	3,639	0.7%	50,419	7.2%	1	3,050	0.7%	49,074	6.2%	1	589	1,345
18	▲2	Opinion Research Services	2	3,356	0.7%	50,974	6.6%	2	3,273	0.7%	50,974	6.4%	-	83	-
19	▲10	In-House Research	2	3,044	0.6%	81,624	3.7%	1	737	0.2%	3,029	24.3%	1	2,307	78,595
20	▲3	Zebra Square	1	2,149	0.4%	11,400	18.9%	1	2,413	0.6%	11,400	21.2%	-	(264)	-
21	▲4	Marketing Means	1	2,127	0.4%	3,797	56.0%	1	1,667	0.4%	3,797	43.9%	-	460	-
22	▼4	TPTracker	3	1,927	0.4%	16,960	11.4%	5	3,777	0.9%	24,374	15.5%	(2)	(1,850)	(7,414)
23	▼6	NWA Social Market Research	2	1,802	0.4%	7,214	25.0%	3	3,883	0.9%	30,175	12.9%	(1)	(2,081)	(22,961)
24	—	Insight Team	1	1,565	0.3%	24,522	6.4%	1	1,874	0.4%	24,522	7.6%	-	(309)	-
25	▼6	Survey Monkey	2	1,520	0.3%	8,444	18.0%	5	3,733	0.9%	24,369	15.3%	(3)	(2,213)	(15,925)
26	▼12	Social Engine	1	1,415	0.3%	23,522	6.0%	1	4,567	1.0%	24,547	18.6%	-	(3,152)	(1,025)
27	▼1	Outbound Survey Assistant	1	1,200	0.2%	13,314	9.0%	1	1,169	0.3%	13,314	8.8%	-	31	-
27	▼5	Explain Market Research	1	1,200	0.2%	5,868	20.4%	2	2,762	0.6%	22,881	12.1%	(1)	(1,562)	(17,013)
29	▲1	The Learning Foundation (TLF)	1	1,191	0.2%	5,171	23.0%	1	1,041	0.2%	5,171	20.1%	-	150	-
30	▼3	Integrity Connect	1	1,100	0.2%	3,479	31.6%	1	1,140	0.3%	3,479	32.8%	-	(40)	-
31	New	Darmax Research	1	1,039	0.2%	19,180	5.4%	-	-	0.0%	-		1	1,039	19,180
31	New	QPSMR	1	1,039	0.2%	15,465	6.7%	-	-	0.0%	-		1	1,039	15,465
33	New	SMSR (Survey Market & Social Researc	1	1,004	0.2%	22,961	4.4%	-	-		-		1	1,004	22,961
34	New	Lake Market Research (Lake)	1	713	0.1%	3,391	21.0%	-	-		-		1	713	3,391
35	New	Voicescape	1	597	0.1%	3,274	18.2%	-	-		-		1	597	3,274
36	New	HWLincs	1	347	0.1%	1,787	19.4%	-	-	0.0%	-		1	347	1,787
37	▼9	Callerz	1	310	0.1%	1,351	22.9%	2	753	0.2%	2,684	28.1%	(1)	(443)	(1,333)
		Total		**494,961**		**4,609,941**			**434,399**		**4,238,840**			**60,562**	**371,101**

Statistics are based on data from 343 housing organisations that had a survey company for TSM data in both 2024 and 2025.

Survey Responses by Method	2025			2024			Change (2025-2024)		
	Housing Associations	Local Authorities	Total	Housing Associations	Local Authorities	Total	Housing Associations	Local Authorities	Difference
Telephone	194,924	100,387	295,311	186,987	91,065	278,052	7,937	9,322	▲17,259
Internet	43,233	33,409	76,642	46,687	38,624	85,311	(3,454)	(5,215)	▼8,669
Face to Face	44,154	9,110	53,264	20,059	7,446	27,505	24,095	1,664	▲25,759
Postal	19,636	20,611	40,247	18,966	30,356	49,322	670	(9,745)	▼9,075
SMS	2,669	4,617	7,286	5,593	3,680	9,273	(2,924)	937	▼1,987
Other	192	511	703	1,015	2,656	3,671	(823)	(2,145)	▼2,968
Grand Total	**304,808**	**168,645**	**473,453**	**279,307**	**173,827**	**453,134**	**25,501**	**(5,182)**	**▲20,319**

Key Insights

Overall responses increased by 20,319 in 2025, with Housing Associations (HAs) rising by **25,501**, partly offset by a **5,182 decline** among Local Authorities (LAs).

Telephone surveys remain dominant, growing by **17.3K**, and now represent the largest share of total responses (**~62%**).

Face-to-face responses more than doubled (+25.8K) — a strong rebound suggesting improved tenant engagement through direct interaction.

Online and postal methods declined significantly (−8.7K and −9.1K respectively), possibly reflecting reduced digital participation and postal response fatigue.

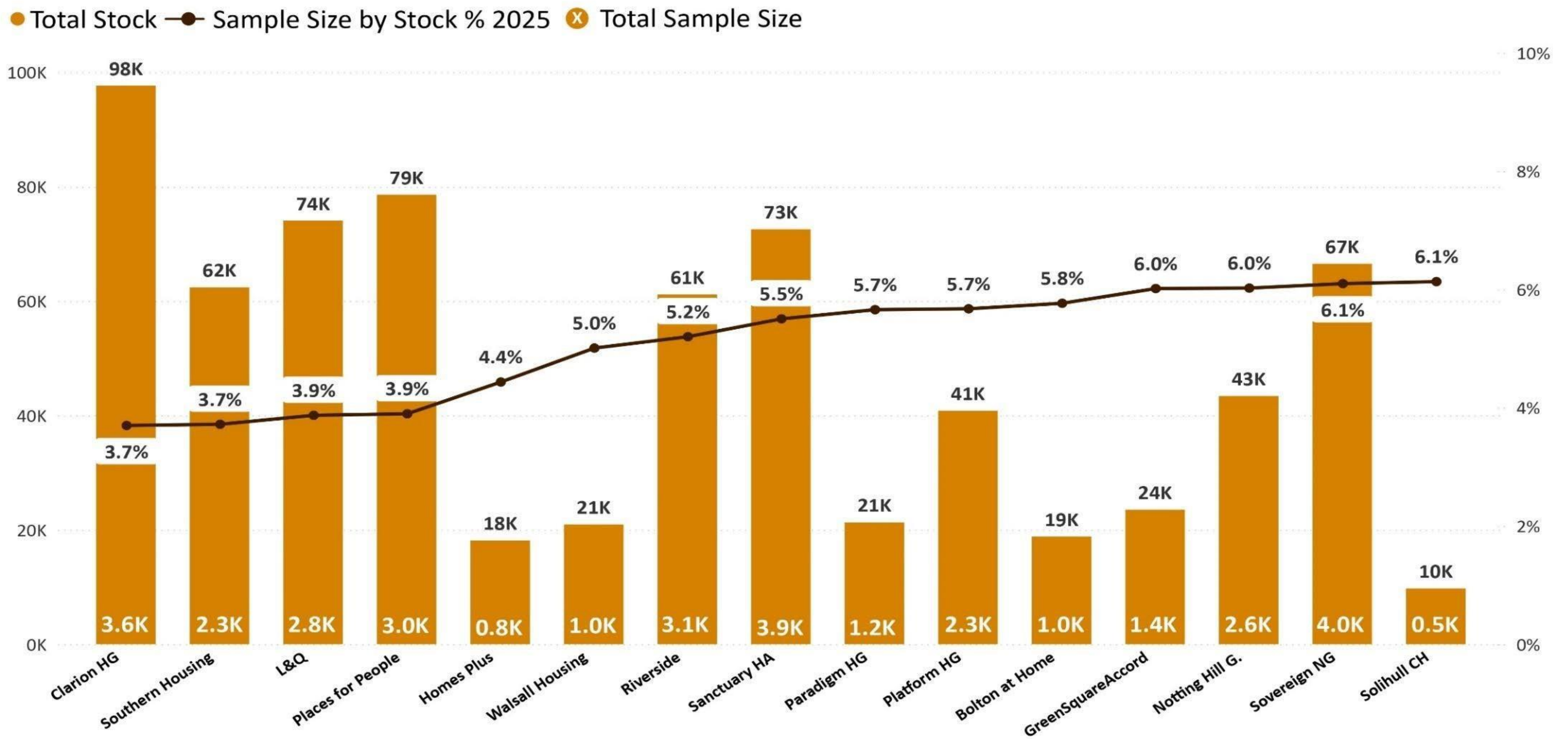
SMS and “Other” methods saw further drops (−2K to −3K), indicating marginal use in 2025.

Key Takeaway

Tenant feedback is increasingly shifting toward personal engagement methods — especially telephone and in-person surveys, aligning with the Regulator of Social Housing’s guidance on improving data quality and inclusivity in Tenant Satisfaction Measures (TSMs).
However, digital response rates fell, suggesting that landlords may need renewed focus on accessible, multichannel engagement strategies to capture a broader tenant voice.

AI generated

Housing Associations with the Lowest TSM Survey Sample Size as a % of Total Stock - 2025



Key Insights

Clarion Housing has the lowest survey coverage – only 3.7% of 98K homes.

Large landlords like Southern, L&Q, and Places for People also fall below 4%, showing weaker tenant representation.

Mid-sized HAs such as Riverside and Sanctuary improve to around 5–5.5%.

Sovereign NG and Solihull CH top this group at 6.1%, setting the upper benchmark.

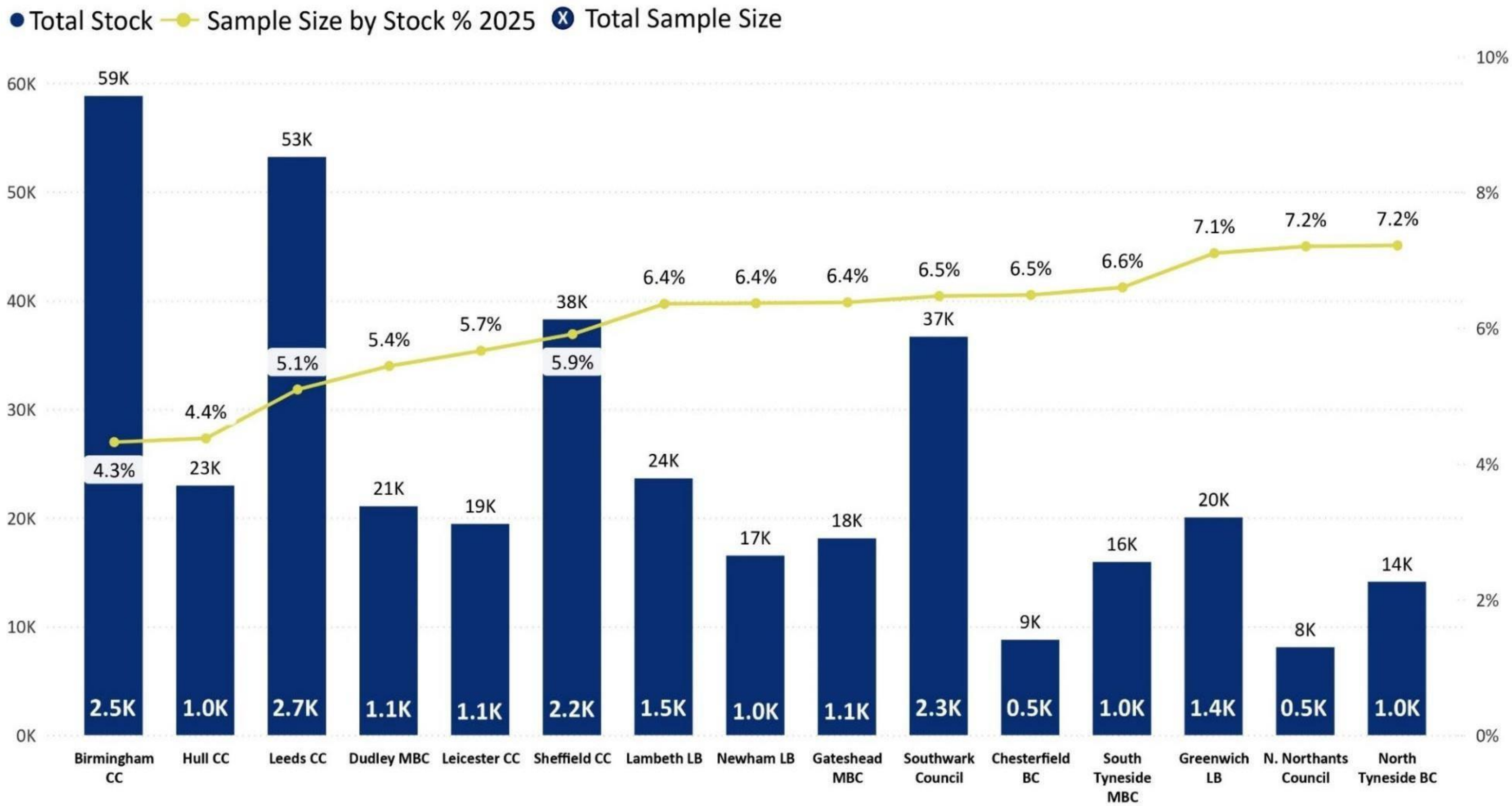
Overall, there's a 2.4× gap between the lowest and highest ratios, highlighting potential to improve survey reach across major HAs.

Key Takeaway:

Large housing associations are collecting feedback from only 3.7%–6.1% of their tenants — well below the sector's expected 8–10% survey coverage needed for robust Tenant Satisfaction

AI Generated

Local Authorities with the Lowest TSM Survey Sample Size as a % of Total Stock - 2025



Key Insights

Birmingham City Council has the largest housing stock (59k) but the lowest coverage at 4.3%, followed by Hull City Council (4.4%) and Leeds City Council (5.1%).

Mid-range authorities such as Sheffield (5.9%), Gateshead (6.4%) and, Southwark (6.5%) show a gradual improvement trend, nearing the 6% average.

The highest relative coverage is seen in Greenwich (7.1%), North Northamptonshire (7.2%), and North Tyneside (7.2%), indicating stronger survey participation despite smaller housing

Across the sample, most councils achieved between 4–7% coverage, highlighting the challenge of achieving balanced tenant feedback across large local authority portfolios.

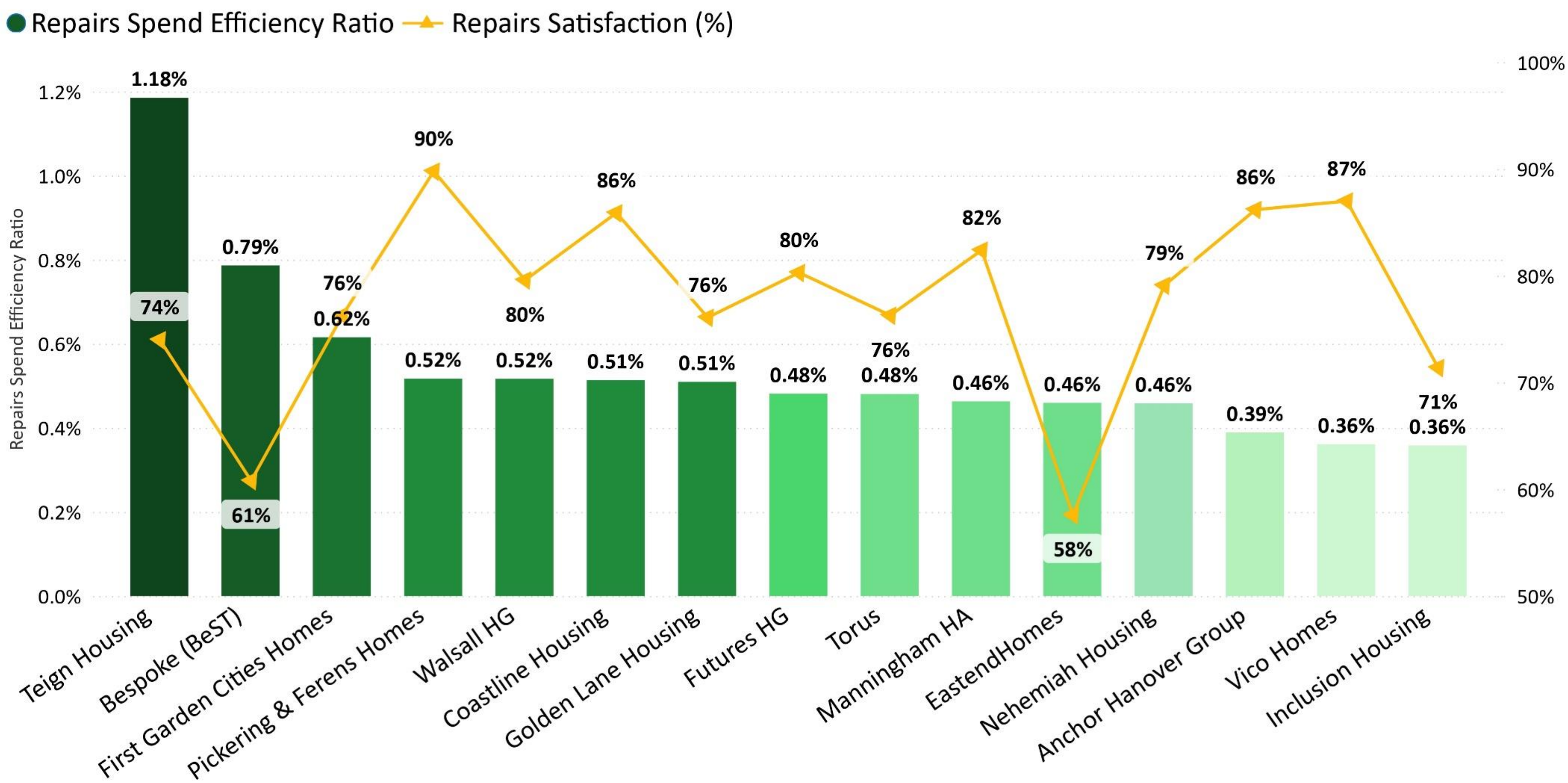
Key Takeaway:

Many large local authorities are collecting tenant feedback from less than 6% of their housing stock, below the Regulator of Social Housing's expected 8–10% response level for reliable

AI Generated

Top 15 Performing Housing Associations - Repairs Spend Efficiency vs Tenant Satisfaction

Compares how efficiently housing associations spend on repairs with tenant satisfaction — measured as (% repairs completed within target ÷ £ per repair)

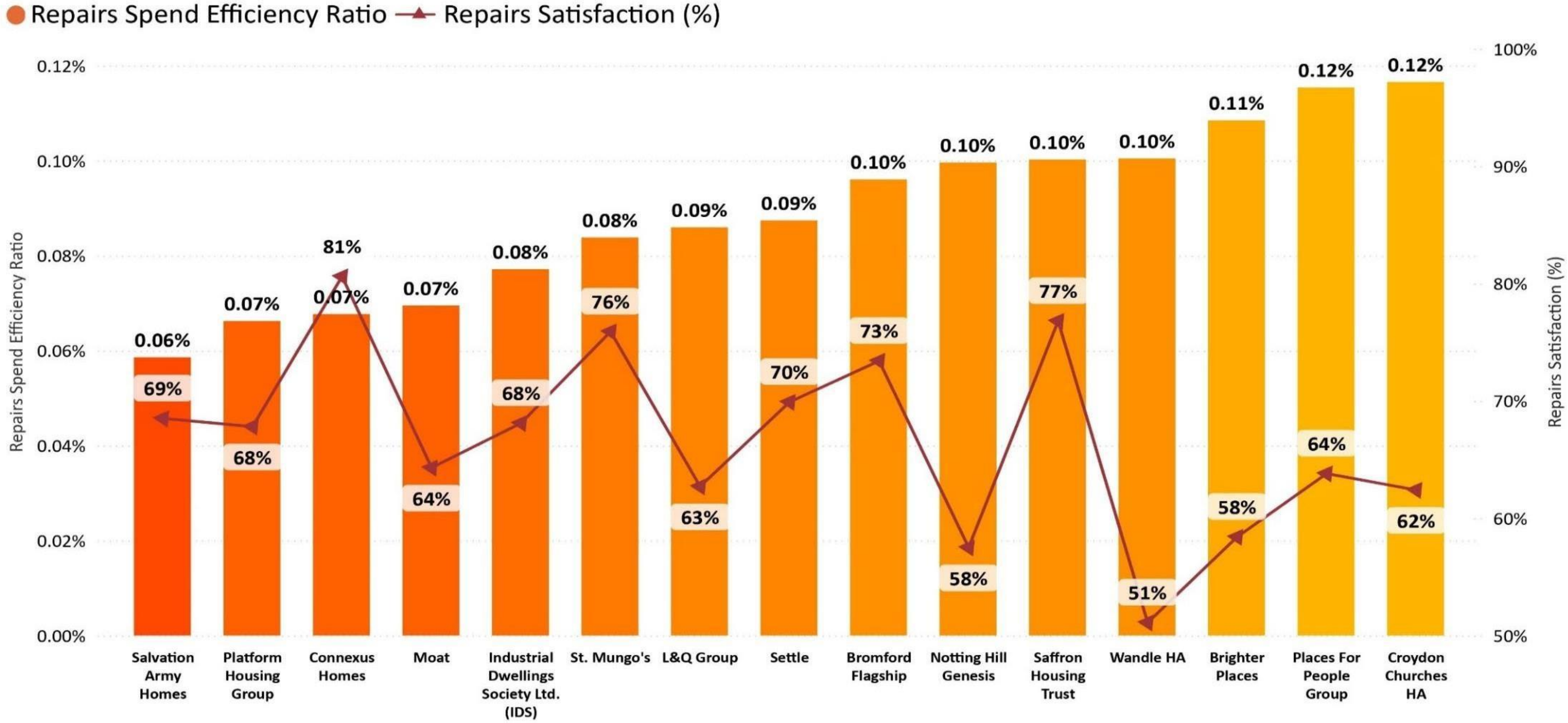


Top 15 Performing Housing Associations – Repairs Spend Efficiency vs Tenant Satisfaction

Organisation Name	Group Stock	Total Repairs Completed	Repairs Completed in Target Timescale (%)	Repairs Expenditure (£)	Cost per Repair (£)	R&M Cost per Home (£)	Repairs Model
Teign Housing	3,797	10,746	94.7%	859,000	79.9	226.2	DLO + External Contractor
Bespoke Supportive Tenancies (BeST)	2,111	12,377	84.5%	1,329,538	107.4	629.8	External Contractor Only
First Garden Cities Homes	2,135	8,749	94.3%	1,341,000	153.2	628.1	DLO Only
Pickering & Ferens Homes	1,429	6,189	99.6%	1,192,460	192.7	834.5	External Contractor Only
Walsall Housing Group (WHG) Ltd.	20,943	81,803	84.1%	13,316,000	162.8	635.8	DLO Only
Coastline Housing Ltd.	4,690	15,659	82.8%	2,523,000	161.1	538.0	DLO Only
Golden Lane Housing	2,869	13,248	95.6%	2,487,000	187.7	866.9	DLO + External Contractor
Futures Housing Group	9,721	27,199	92.1%	5,204,000	191.3	535.3	DLO + External Contractor
Torus	37,864	156,674	98.2%	32,009,000	204.3	845.4	DLO + External Contractor
Manningham Housing Association Ltd.	1,351	7,077	87.7%	1,341,000	189.5	992.6	DLO Only
EastendHomes Ltd.	2,325	13,219	85.9%	2,472,000	187.0	1,063.2	DLO Only
Nehemiah Housing	1,245	5,733	92.4%	1,155,000	201.5	927.7	External Contractor Only
Anchor Hanover Group	39,014	163,982	75.3%	31,743,000	193.6	813.6	External Contractor Only
Vico Homes (formerly WDH)	31,118	109,365	94.1%	28,532,000	260.9	916.9	DLO + External Contractor
Inclusion Housing	4,346	23,453	83.1%	5,442,000	232.0	1,252.2	DLO Only

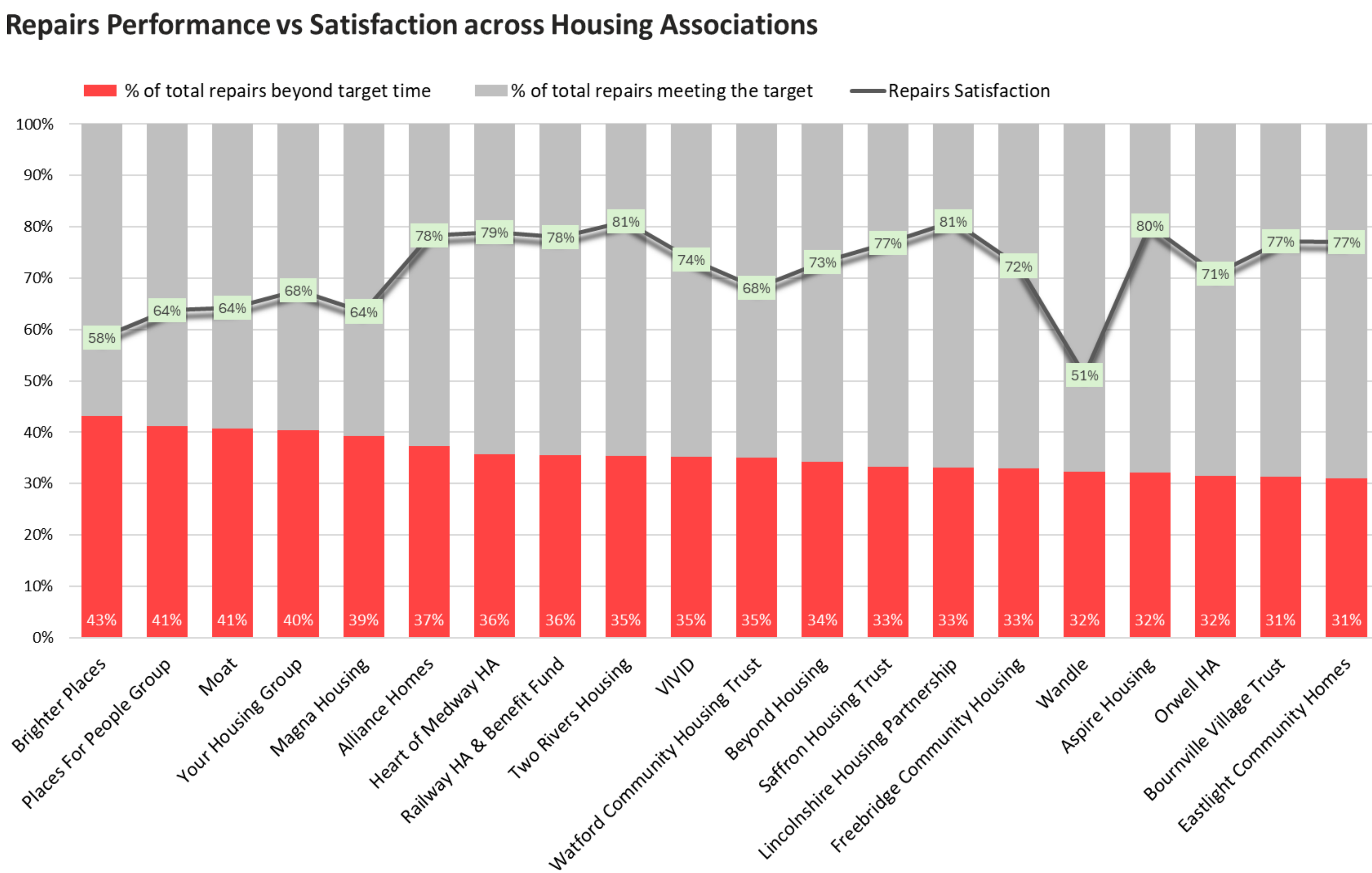
Housing Associations with the Lowest Repairs Spend Efficiency vs Repairs Satisfaction

Compares how efficiently housing associations spend on repairs with tenant satisfaction — measured as (% repairs completed within target ÷ £ per repair)



Housing Associations with the Lowest Repairs Spend Efficiency vs Repairs Satisfaction

Organisation Name	Group Stock	Total Repairs Completed	Repairs Completed in Target Timescale (%)	Repairs Expenditure (£)	Cost per Repair (£)	R&M Cost per Home (£)	Repairs Model
Salvation Army Homes	3,489	4,771	84.8%	6,904,000	1,447.1	1,978.8	External Contractor Only
Platform Housing Group	40,822	48,376	87.9%	64,229,000	1,327.7	1,573.4	DLO + External Contractor
Connexus Homes Ltd.	10,303	16,723	87.8%	21,683,000	1,296.6	2,104.5	DLO + External Contractor
Moat	13,672	34,453	59.3%	29,403,000	853.4	2,150.6	External Contractor Only
Industrial Dwellings Society Ltd. (IDS)	1,425	3,024	85.9%	3,369,000	1,114.1	2,364.2	DLO Only
St. Mungo's	2,357	3,455	84.9%	3,500,000	1,013.0	1,484.9	DLO Only
L&Q Group	74,050	190,057	76.9%	170,000,000	894.5	2,295.7	DLO + External Contractor
Settle	21,296	19,067	76.8%	16,754,000	878.7	786.7	DLO + External Contractor
Bromford Flagship Ltd	69,557	107,784	74.5%	83,600,000	775.6	1,201.9	DLO + External Contractor
Notting Hill Genesis	43,522	151,459	76.4%	116,200,000	767.2	2,669.9	External Contractor Only
Saffron Housing Trust	6,266	12,707	66.8%	8,467,000	666.3	1,351.3	DLO + External Contractor
Wandle Housing Association Ltd.	6,053	13,553	67.7%	9,135,000	674.0	1,509.2	DLO + External Contractor
Brighter Places	3,099	12,942	56.8%	6,780,000	523.9	2,187.8	External Contractor Only
Places For People Group	78,595	215,243	58.8%	109,700,000	509.7	1,395.8	DLO + External Contractor
Croydon Churches Housing Association (CCHA)	1,386	3,853	88.6%	2,929,000	760.2	2,113.3	External Contractor Only


Repairs Performance vs Satisfaction across Housing Associations
% of total repairs beyond target time
% of total repairs meeting the target
Repairs Satisfaction
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
58%
64%
64%
68%
64%
78%
79%
78%
81%
74%
68%
73%
77%
81%
72%
51%
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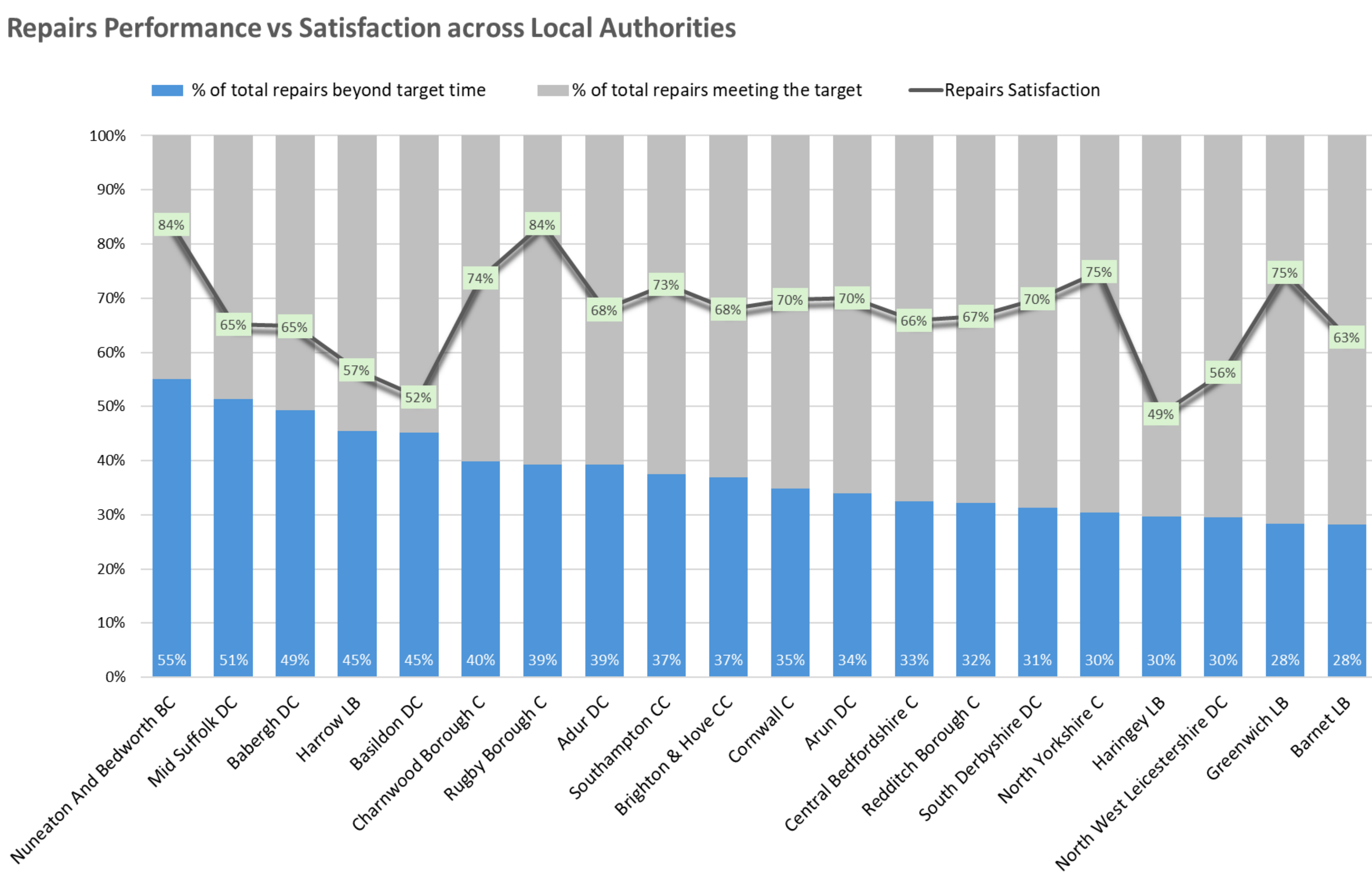
Brighter Places
Places For People Group
Moat
Your Housing Group
Magna Housing
Alliance Homes
Heart of Medway HA
Railway HA & Benefit Fund
Two Rivers Housing
VIVID
Watford Community Housing Trust
Beyond Housing
Saffron Housing Trust
Lincolnshire Housing Partnership
Freebridge Community Housing
Wandle
Aspire Housing
Orwell HA
Bournville Village Trust
Eastlight Community Homes

Repairs Performance vs Satisfaction across Housing Associations

Organisation Name	Group Stock	Repairs Satisfaction	% of Total Repairs Beyond Target Timesca	Repairs Model
Brighter Places	3,099	58%	43%	External Contractor Only
Places For People Group	78,595	64%	41%	DLO + External Contractor
Moat	13,672	64%	41%	External Contractor Only
Your Housing Group	24,522	68%	40%	DLO + External Contractor
Magna Housing	8,205	64%	39%	DLO Only
Alliance Homes	6,740	78%	37%	DLO Only
Heart of Medway HA	8,062	79%	36%	DLO Only
Railway HA & Benefit Fund	1,558	78%	36%	DLO Only
Two Rivers Housing	4,244	81%	35%	DLO Only
VIVID	28,154	74%	35%	DLO Only
Watford Community Housing Trust	5,487	68%	35%	DLO Only
Beyond Housing Ltd	15,039	73%	34%	DLO Only
Saffron Housing Trust	6,266	77%	33%	DLO + External Contractor
Lincolnshire Housing Partnership (LHP)	11,834	81%	33%	DLO Only
Freebridge Community Housing Ltd.	6,763	72%	33%	DLO + External Contractor
Wandle	6,053	51%	32%	DLO + External Contractor
Aspire Housing Limited	8,908	80%	32%	DLO Only
Orwell HA	3,809	71%	32%	DLO + External Contractor
Bournville Village Trust	4,040	77%	31%	DLO Only
Eastlight Community Homes	12,113	77%	31%	DLO + External Contractor

Note: The data for Brighter Places and Moat pre-dates their current external contractors; the figures reflect performance under the previous incumbents.



Repairs Performance vs Satisfaction across Local Authorities
% of total repairs beyond target time
% of total repairs meeting the target
Repairs Satisfaction
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
84%
65%
65%
57%
52%
74%
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30%
28%
28%
Nuneaton And Bedworth BC
Mid Suffolk DC
Babergh DC
Harrow LB
Basildon DC
Charnwood Borough C
Rugby Borough C
Adur DC
Southampton CC
Brighton & Hove CC
Cornwall C
Arun DC
Central Bedfordshire C
Redditch Borough C
South Derbyshire DC
North Yorkshire C
Haringey LB
North West Leicestershire DC
Greenwich LB
Barnet LB

Repairs Performance vs Satisfaction across Local Authorities

Organisation Name	Group Stock	Repairs Satisfaction	% of Total Repairs Beyond Target Timescale	Repairs Model
Nuneaton And Bedworth Borough Council	5,619	84%	55%	DLO + External Contractor
Mid Suffolk District Council	3,431	65%	51%	DLO + External Contractor
Babergh District Council	3,559	65%	49%	DLO + External Contractor
Harrow London Borough	4,793	57%	45%	External Contractor Only
Basildon District Council	10,894	52%	45%	External Contractor Only
Charnwood Borough Council	5,444	74%	40%	DLO Only
Rugby Borough Council	3,479	84%	39%	DLO Only
Adur District Council	2,536	68%	39%	DLO Only
Southampton City Council	16,339	73%	37%	DLO + External Contractor
Brighton & Hove City Council	11,843	68%	37%	DLO Only
Cornwall Council	10,349	70%	35%	DLO + External Contractor
Arun District Council	3,448	70%	34%	DLO Only
Central Bedfordshire Council	5,564	66%	33%	External Contractor Only
Redditch Borough Council	5,552	67%	32%	DLO + External Contractor
South Derbyshire District Council	2,947	70%	31%	DLO + External Contractor
North Yorkshire Council	8,381	75%	30%	DLO + External Contractor
Haringey London Borough	15,495	49%	30%	DLO + External Contractor
North West Leicestershire District Council	4,102	56%	30%	DLO Only
Greenwich London Borough	20,026	75%	28%	DLO + External Contractor
Barnet London Borough	9,769	63%	28%	DLO + External Contractor

Top 20 Housing Associations by Satisfaction-to-Cost Performance

Measures how efficiently each HA converts repair spending into resident satisfaction. Higher % = More efficient.

Company Name	Group Stock	Operating Surplus-to-Stock Ratio	Repairs Satisfaction (%)	Routine Repairs & Maintenance Expenditure (2025) (£)	Repairs Satisfaction-to-Cost Ratio
Teign Housing	3,797	614	74.0	859,000	32.7%
Coastline Housing Ltd.	4,690	1,911	85.9	2,523,000	16.0%
Futures Housing Group	9,721	2,195	80.3	5,204,000	15.0%
Walsall Housing Group (WHG) Ltd.	20,943	1,853	79.6	13,316,000	12.5%
First Garden Cities Homes	2,135	3,012	76.3	1,341,000	12.1%
Housing Solutions Group	5,811	4,044	87.4	4,787,000	10.6%
Anchor Hanover Group	39,014	1,222	86.2	31,743,000	10.6%
Cross Keys Homes	11,263	2,875	85.5	9,367,000	10.3%
Bespoke Supportive Tenancies (BeST)	2,111	2,697	60.8	1,329,538	9.7%
Trent & Dove Housing Ltd.	6,315	1,377	80.8	5,309,000	9.6%
Vico Homes (formerly WDH)	31,118	1,630	87.0	28,532,000	9.5%
Aster Group	43,996	1,075	84.8	39,332,000	9.5%
Housing 21	20,373	1,841	90.1	19,399,000	9.5%
Cottsway Housing Association Ltd.	5,192	3,686	86.6	4,761,000	9.4%
Ocean Housing Group Ltd.	4,241	2,928	84.4	3,832,000	9.3%
Torus	37,864	1,819	76.3	32,009,000	9.0%
Great Places Housing Group	19,265	2,604	73.9	15,843,000	9.0%
Golden Lane Housing	2,869	1,573	76.1	2,487,000	8.8%
Red Kite Community Housing Ltd.	5,697	2,129	70.0	4,713,000	8.5%
Chelmer Housing Partnership (CHP)	10,117	2,991	82.0	9,809,000	8.5%

Note: Repairs Satisfaction-to-Cost Ratio represents the **ratio of resident satisfaction achieved per £ spent on Repairs & Maintenance per home**.
A higher score indicates better value and performance efficiency.

The **Operating Surplus-to-Stock Ratio** indicates the **level of operating surplus generated per home owned or managed.**
It reflects how efficiently the organisation converts its housing operations into financial surplus – *higher values denote better financial performance and vice versa.*

Bottom 20 Housing Associations by Satisfaction-to-Cost Performance

Measures how efficiently each HA converts repair spending into resident satisfaction. Lower % = Less efficient.

Company Name	Group Stock	Operating Surplus-to-Stock Ratio	Repairs Satisfaction (%)	Routine Repairs & Maintenance Expenditure (2025) (£)	Repairs Satisfaction-to-Cost Ratio
Islington & Shoreditch Housing Association Ltd.(ISH	1,963	5,511	63.2	6,092,000	2.0%
Notting Hill Genesis	43,522	126	57.5	116,200,000	2.2%
Brighter Places	3,099	1,650	58.4	6,780,000	2.7%
PA Housing Ltd	20,462	2,145	60.2	45,394,000	2.7%
L&Q Group	74,050	5,091	62.7	170,000,000	2.7%
Christian Action Housing Association	1,526	2,585	44.9	2,427,000	2.8%
Soha Housing Ltd.	6,713	3,659	69.9	16,337,000	2.9%
Habinteg Housing Association Ltd.	3,264	745	66.8	7,578,000	2.9%
Estuary Housing Association Ltd.	3,753	3,867	65.3	8,427,000	2.9%
Rooftop Housing Group	6,515	2,004	63.8	13,926,000	3.0%
Moat	13,672	3,586	64.3	29,403,000	3.0%
Karibu Community Homes Ltd.	1,796	2,406	56.1	3,317,000	3.0%
Newlon Housing Trust	6,123	4,674	65.2	12,723,000	3.1%
Hexagon Housing Association Ltd.	3,996	182	53.2	6,315,000	3.4%
Clarion Housing Group	97,665	2,372	63.7	184,700,000	3.4%
Wandle Housing Association Ltd.	6,053	3,766	51.1	9,135,000	3.4%
A2Dominion Housing Group Ltd.	21,374	8,688	63.7	40,200,000	3.4%
Golding Homes	7,348	1,947	71.0	15,317,000	3.4%
Salvation Army Homes	3,489	795	68.5	6,904,000	3.5%
Advance Housing & Support Ltd.	1,589	1,873	81.0	3,652,000	3.5%

Note: Repairs Satisfaction-to-Cost Ratio represents the **ratio of resident satisfaction achieved per £ spent on Repairs & Maintenance per home.**
A lower score indicates poor value and performance efficiency.

The **Operating Surplus-to-Stock Ratio** indicates the **level of operating surplus generated per home owned or managed.**
It reflects how efficiently the organisation converts its housing operations into financial surplus — *higher values denote better financial performance and vice versa.*