

TSM 2026: From Repairs Performance to Resident Experience

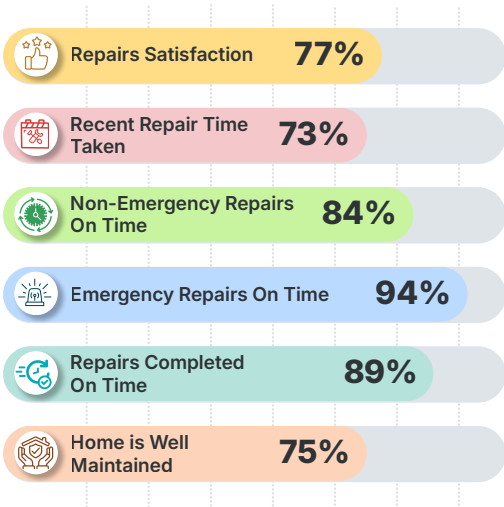
Sector-wide analysis based on 328 TSM reports and 299,672 tenant responses across England.



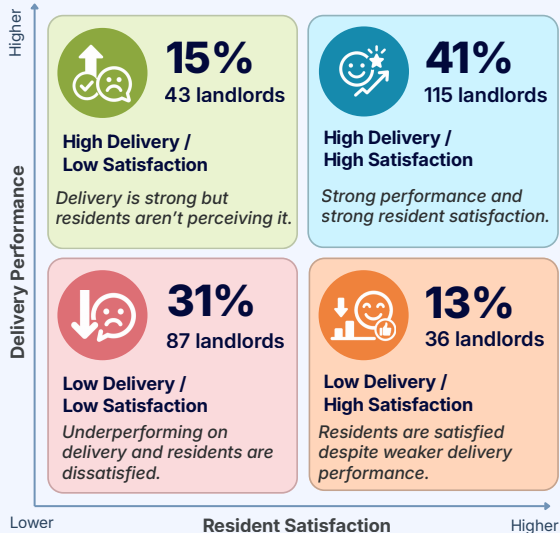
KPI Cards are based on 271 organisations with complete 2025 and 2026 records; Metrics marked with an asterisk (*) represent sector averages.

Repairs Performance Scorecard

Sector Averages (%)



Delivery vs Perception Gap



Repairs satisfaction is still under pressure:
Down 9 pp since 2020 - from 86% to 77%.



Non-emergency repairs trail emergency repairs by 10pp: routine repair speed remains a key service pressure.

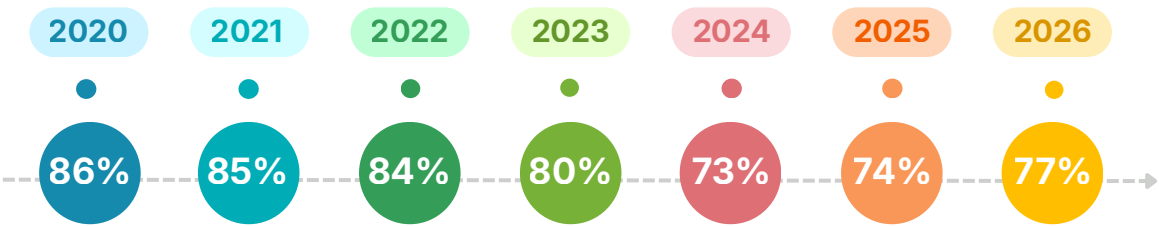


Completion outpaces satisfaction: 89% of repairs are completed on time, but satisfaction is 77% - 12pp gap.



Low satisfaction is now widespread: 46% of landlords sit in low-satisfaction quadrants.

Repairs Satisfaction Trend 2020–2026



Sharpest annual fall

Repairs satisfaction **dropped from 80% to 73% in 2024** - the steepest fall in the seven-year trend.



Reporting base widened

Organisations nearly **doubled from 2023 to 2024**, making the benchmark broader and more comparable.



Top 3 Consistent Improvers in Repairs Satisfaction

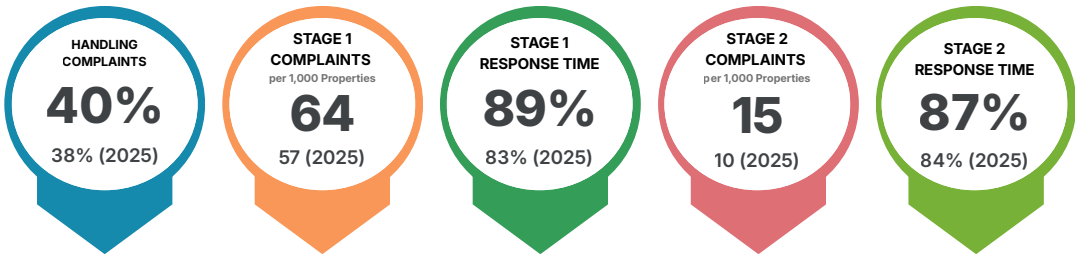
Joseph Rowntree Housing, Redditch Council and Walsall Housing ranked highest for repairs satisfaction growth between 2024 and 2026, while improving satisfaction year-on-year.



Mandatory reporting reveals a sharper reality

Repairs satisfaction dropped sharply after **TSM reporting became mandatory**, suggesting greater transparency exposed previously underreported dissatisfaction.

Complaints Pressure Map



Top 10 Organisations - Highest Repairs Satisfaction

Organisation	Stock	Satisfaction (%)	DLO	External Contractor(s)
Durham Aged Mineworkers' HA	1,819	95.0 %		Local Contractors
Housing 21	21,966	91.8 %		DMA Maintenance, Dynamic FM
Housing Solutions Group	5,842	91.4 %	Housing Solutions Maintenance Team	
Cottsway Housing Association Ltd.	5,260	91.0 %	Cottsway Repairs	A1 Maintenance
Bolsover District Council	4,922	90.1%	Dragonfly Management	
Livin Housing Ltd	8,928	89.1 %		Mears
Joseph Rowntree Housing Trust	1,760	89.0 %	JRHT Repair Team	
Fairhive Homes Ltd	8,516	88.8 %	Fairhive Homes Repairs Team	
North East Derbyshire DC	7,500	88.6 %	Rykneld homes Direct Labour Organisation	
Vico Homes (formerly WDH)	31,184	88.4 %	Vico Homes (WDH) Repairs Team	LD Environmental, Providence Maintenance & Electrical Services

Strong Contractor Partnerships Matter

Three of the Top 5 organisations rely on external repairs contractors, demonstrating that well-managed partnerships can deliver excellent repairs satisfaction.

Smaller landlords lead the rankings

Eight of the Top 10 organisations manage fewer than **10,000 homes**, suggesting lower operational complexity may support higher satisfaction.