

Tenant Satisfaction Measures – Hexagon Results 2024/25

In 2023, the Regulator for Social Housing introduced a regulatory standard for landlords – the Transparency, Influence, and Accountability Standard. An important part of this new standard is a new series of measures designed to help residents assess how their landlord is performing. These measures are called the Tenant Satisfaction Measures (TSMs) and are made up of a combination of satisfaction surveys and other performance information.

After the end of the 2024/25 financial year, Hexagon has had our results reviewed by our Board, submitted to the Regulator, and we are now sharing them with you. In our forthcoming annual report to residents, we will provide updates on how we have improved our services, and our plans for the coming year. We know, and these results show, that we still have work to do. Our performance is improving, and we continue to focus all of our efforts on delivering the best possible service for our residents.

TSM	Hexagon score 2024/25
Proportion of respondents who report that they are satisfied with the overall service from their landlord	48.8%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	53.2%
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	48.4%
Proportion of respondents who report that they are satisfied that their home is well maintained	52.8%
Proportion of respondents who report that they are satisfied that their home is safe	62.1%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	41.8%

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	61.5%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	61.4%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	20.8%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	48.3%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	47.3%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	48.6%
Number of stage one complaints and received per 1,000 homes	104.1
Number of stage two complaints and received per 1,000 homes	35.9
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	50.5%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	25.9%
Number of anti-social behaviour cases opened per 1,000 homes	22.7
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.7
Proportion of homes that do not meet the Decent Homes Standard	0.3%

Proportion of non-emergency repairs completed within the landlord's target timescale.	88.6%
Proportion of emergency repairs completed within the landlord's target timescale.	97.3%
Proportion of homes for which all required gas safety checks have been carried out	99.7%
Proportion of homes for which all required fire risk assessments have been carried out	96.5%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
Proportion of homes for which all required legionella risk assessments have been carried out	100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out	95.6%