
S4B Tenant Satisfaction Survey

Survey 2025

Report

Tenant Satisfaction Measure



Executive Summary of S4B Tenants Satisfaction Measures Survey 2025

The Tenants Satisfaction Survey became a legal requirement from the Regulator of Social Housing, on 1st April 2023. For all Registered Providers in England to collect and maintain information known as the Tenant Satisfaction Measures (TSMs) in connection with their tenants.

This new style version replaces the previous survey that was issued in January each year. The results from this survey will be used to calculate the annual TSM and the overall outcome will be published by S4B, and the data collected will be sent to the Regulator who will publish the results on their website.

The 2025 TSM contract performance was measured on two key questions which are set out in the contract change notice agreed in 2025.

S4B will use the information to drive improvements in service delivery by all S4B partners where applicable and further enhance the customer experience. The data is shared with Manchester City Council for inclusion the TSM 2025 submission as the Landlord.

Response

The total number of respondents was 111 out of the 750 tenants who received the questionnaire. This is a response rate of 14.8% and increase from 10.4% in 2024. It is important to note that not every respondent answered all questions.

Results summary – Contract Questions

Satisfaction targets were agreed for 2025 for revised contractual questions to align with the Tenant Satisfaction Measures standard questions. Measuring contract performance on Overall Satisfaction (TP01) and Satisfaction that S4B listens to tenants views (TP 06). This differs from previous years for contract measurement but can however be compared to 2024 as both are TSM measures

- **Overall Satisfaction for ‘Services provided by S4B’ was 90.09%**
Up from 89.29% in 2024
(KPI target of 82%*)
- **Satisfaction that ‘S4B listens and acts on tenants’ views’ was 81.99%**
Up from 80.99% in 2024
(KPI target of 69.5*%)

The 2025 survey presents small increase in overall satisfaction rate for *Services provided by S4B* achieved for the Brunswick PFI. Whilst the satisfaction that S4B listens to residents view also increased by 1% although this was not a contract question in 2024.

Background & Context

The annual Brunswick satisfaction survey on Neighbourhood and Housing Management services historically went out to all tenants, leaseholders and new build owners on the anniversary of Service Commencement from 2014 to 2022.

The last full survey of all residents was in 2022, with no survey completed in 2021 due to the pandemic in line with a request from Manchester City Council.

A full report was historically provided to the Local Authority by the end of March annually as stipulated in the PFI contract, under Clause 45.2 of the Project Agreement. The survey was undertaken by Onward Homes' with technical support being provided by Onward Homes Analytics and Insight Team.

With the change brought in by the Regulator of Social Housing in April 2023, this survey has gone to only social housing tenants and follows a set format provided by the regulator and Manchester City Council.

It is important to note that this new survey takes a much broader view of all services and includes repairs as well as review of customer opinion of the neighbourhood services provided by S4B in Brunswick.

Comparison with previous years will not be possible on many areas due to the changed format and audience.

This format of survey and performance contract questions have been agreed with Manchester City Council by change notice.

TSM Methodology.

The 2025 Tenant Satisfaction Measures were delivered through the door of all tenants using the paper survey, promoted electronically by text and email and placed on the S4B website and promoted on social media. Whilst also available in the office. Some were also completed by phone where residents expressed the desire to do this.

S4B colleagues also completed the survey face to face at events and in the S4B during the collection period.

The methodology for agreeing satisfaction KPI targets was not agreed with Manchester City Council as part of change notice for 2025. But this comparison has been shared with Manchester City Council for final agreement.

S4B undertook the 2025 survey using a Census approach as recommended for those with less than 1000 households as tenants.

In line with the TSM approach those replying with 'neither' to questions were not included as positives on any questions.

Survey

In 2025, Tenants were the only group asked to complete the S4B Tenants Satisfaction Measures Survey. Surveys were available to 750 tenanted home and 111 (14.8%) responded in 2025, compared 84 (10.77%) in 2024.

Setting the Questions

The questions included in the survey have been decided upon by the Regulator of social housing and provided by Manchester City Council to be comparable across the City and with all other English registered providers. The regulator also set the order of the questions. These can be grouped into three themes:

1) **Contract Questions.** Two questions were required to fulfil the requirements of the PFI contract and come with key performance measures to meet, these are:

- Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by S4B (TP01)?
- How satisfied or dissatisfied are you that S4B listens to your views and acts upon them (TP06)?

2) Questions

All registered providers are now required to carry out an annual survey with a sample of their low-cost rental and low-cost home ownership customers (S4B does not have any of these), asking for their views against the following TSMs:

- **TP01: Overall satisfaction**
- **TP02: Satisfaction with repairs**
- **TP03: Satisfaction with time taken to complete most recent repair**
- **TP04: Satisfaction that the home is well-maintained**
- **TP05: Satisfaction that the home is safe**
- **TP06: Satisfaction that the landlord listens to tenant views and acts upon them**
- **TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them**
- **TP08: Agreement that the landlord treats tenants fairly and with respect**
- **TP09: Satisfaction with the landlord's approach to handling complaints**
- **TP10: Satisfaction that the landlord keeps communal areas clean and well-maintained**
- **TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods**
- **TP12: Satisfaction with the landlord's approach to handling anti-social behaviour**

3) Access to the survey

In order to reach as many tenants as possible, the survey information and guidance notes were translated into 7 languages, which are the most used in Brunswick.

The survey was also made available to be completed online and was added for direct access via smartphone and tablet. Links were text out to all tenants mobile phone on six occasions, as well as being promoted in the newsletter and by staff.

The survey was promoted via specific E-bulletin email allow people to complete the survey online via the link.

A paper survey was created and made available to all tenants delivered by hand to all residents home, as well as being available in the S4B office

Surveys were completed face to face with residents at S4B and community events where possible

Access to the survey was made available on the S4B website. A phone number for the office was also provided on the survey for any tenants who wanted to complete the survey over the phone, or if they required a telephone translation service.

Residents were asked to not try and avoid “neither” and summarise if they were overall more or less happy.

Incentives

To encourage the completion of the survey, a prize draw was advertised for which all respondents (one per household) were given the opportunity to win one of 3 shopping vouchers to the value of £50.

All residents who returned a paper survey also got a free S4B mug!

Results

The results are outlined in the order provided to tenants and as specified by the Regulator of Social Housing. This would not be S4B preferred order as Overall satisfaction is the first question rather than the final one as previously.

The results and all data is shared with Manchester City Council as Landlord for the Brunswick PFI for inclusion in their TSM data return.

S4B results will be published on the S4B website

Overall Satisfaction

Overall Satisfaction is a key measure for Brunswick PFI showing the summary of tenant’s opinions on services but also providing 1 of the 2 contractual questions. It is the first question asked in the survey

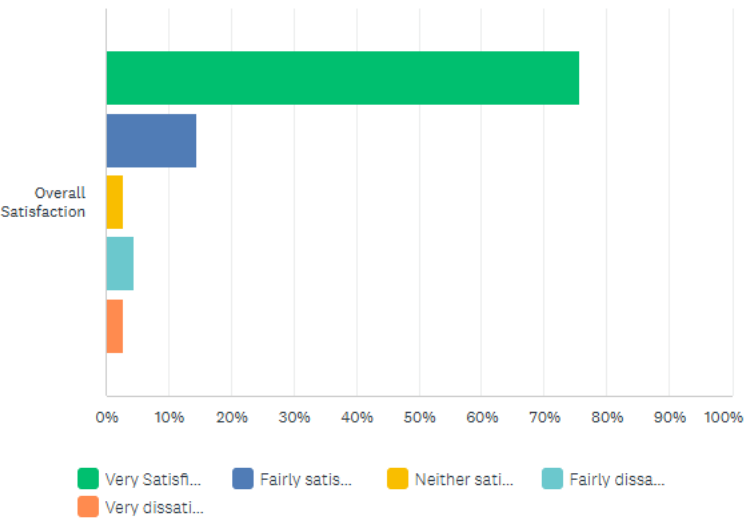
TP01 Overall Satisfaction for ‘*Services provided by S4B*’ was 90.09%

This is an increase from 89.29% in 2024. 7.2% of respondents were fairly or very dissatisfied and these are a focus for service improvement.

(KPI target of 78.35%)

Taking everything into account, how satisfied or dissatisfied are you with the service provided by S4B?

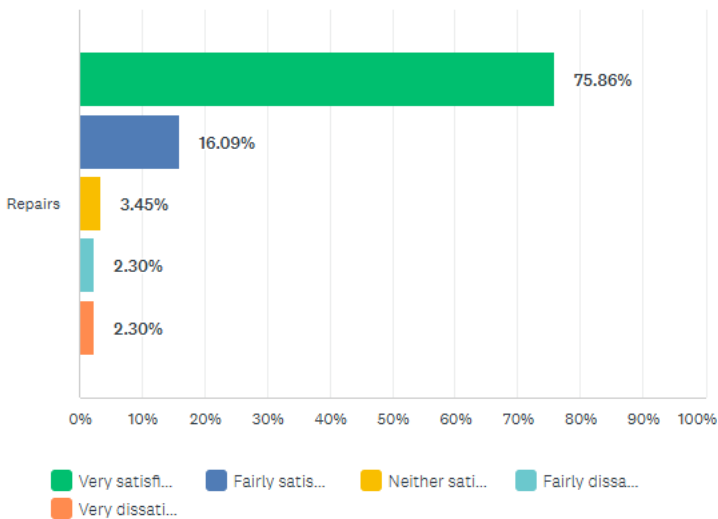
Answered: 111 Skipped: 0



Satisfaction with repairs

Almost 75% of tenants advised they had received a repairs in the last 12 months the same as last year.

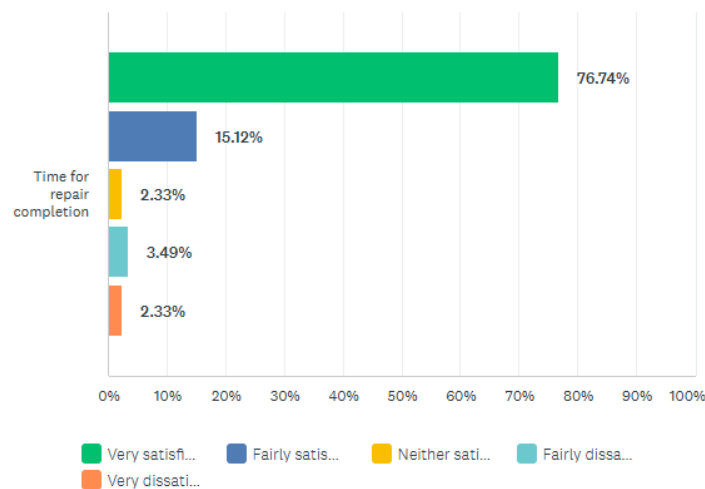
TP02 Overall repairs satisfaction with those who received repairs in the last 12 months showed that 91.95% are very or fairly satisfied with the repairs service received an increase from 84.06% in 2024. With just 2.3% very dissatisfied down from 8.70% in 2024.



TP03 The satisfaction with the time taken to complete the most recent repairs was 91.86% up from 77.94% in 2024, including those very and fairly satisfied with the repair time frame.

But just over 2.33% were very dissatisfied with the time taken down from 5.88%. Details on comments will explore the issues of these repairs and these have been logged as jobs for action by the repairs team. This will also be included within the action plan for 2025.

Answered: 86 Skipped: 25

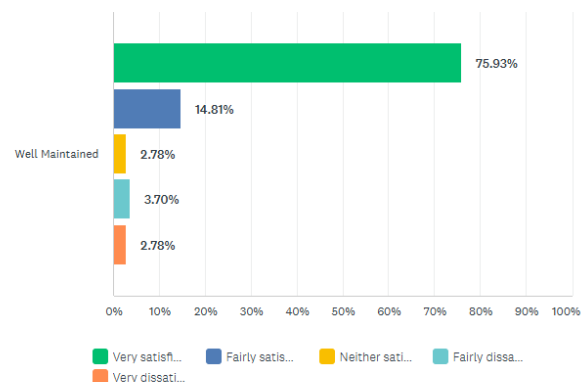


TP04 The satisfaction that S4B provides a home that is well maintained was up to 90.74 from 79.27% in 2024 including those fairly and very satisfied.

The level of satisfaction of the homes of tenants in Brunswick is high as you would expect following on going investment, refurbishment, and following regeneration of the Brunswick PFI. Those most dissatisfied will be a focus of the action plan to resolve outstanding concerns which have led to this, checking on specific issue and mindful of the focus on damp, mould and condensation legislation.

How satisfied or dissatisfied are you that S4B provides a home that is well-maintained?

Answered: 108 Skipped: 3



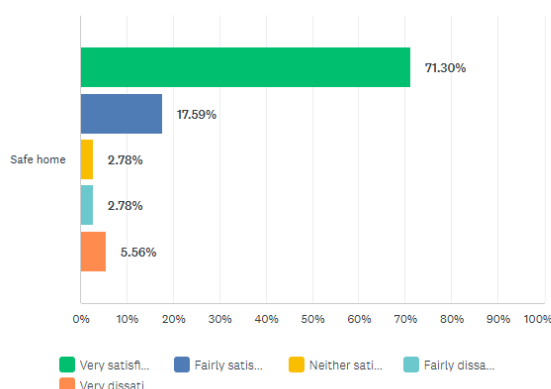
TP05 Satisfaction that S4B provides a home which is safe.

Tenants views of the safety of their home shows a high level of satisfaction up to 88.89% from 79.27% last year including those very and fairly satisfied.

However, of concern and for investigation under the action plan is the increase to 5.66% from 3.66% who are very dissatisfied and 2.78% fairly dissatisfied, that their property condition or building is safe. This will be included in the 2025 action plan to explore the data to extract which buildings are noted as concern and inspect, with follow up action.

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that S4B provides a home that is safe?

Answered: 108 Skipped: 3



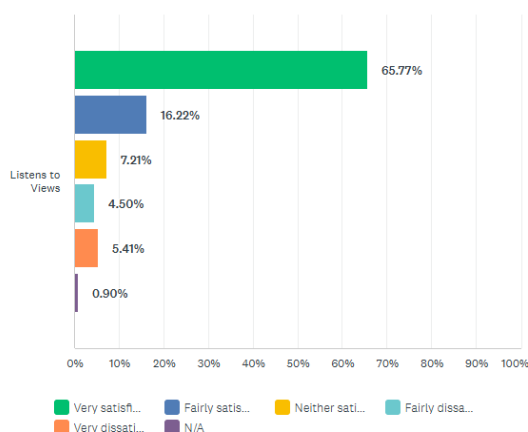
Communication

TP06 Satisfaction that S4B listens to Tenants.

The survey showed that 81.99% were very or fairly satisfied with S4B listening and acting upon the views of tenants up from 80.39%, but 5.41% were very dissatisfied (down from 7.32%). This will form a focus of the action plan for S4B to give feedback from residents exploring new ways and routes to do this.

How satisfied or dissatisfied are you that S4B listens to your views and acts upon them?

Answered: 111 Skipped: 0



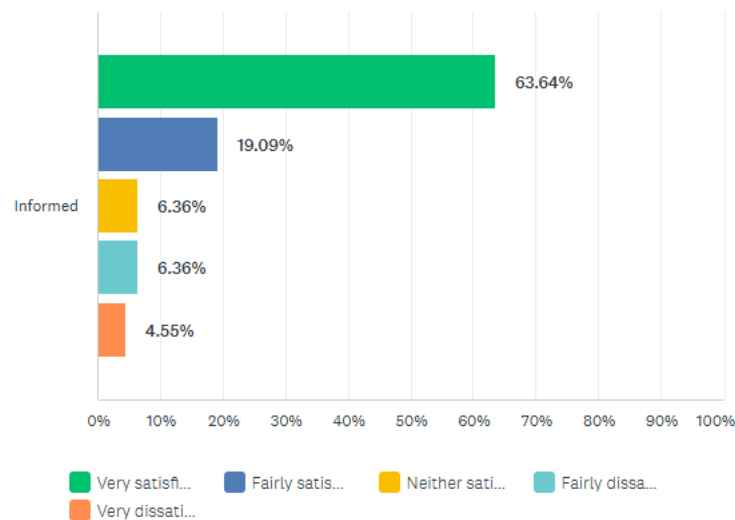
TP07. Satisfaction with information.

Satisfaction with information was 82.73 up from 79.27%. Showing very high proportion of tenants were very or fairly satisfied with the information provided by S4B. Reflecting the new communications developed this year via a new newsletter format and wider work.

Tenant feedback in 2025 showed that S4B tenants feel well informed about things most important to them, with 4.55% very dissatisfied compared to 7.32%.

How satisfied or dissatisfied are you that S4B keeps you informed about things that matter to you?

Answered: 110 Skipped: 1

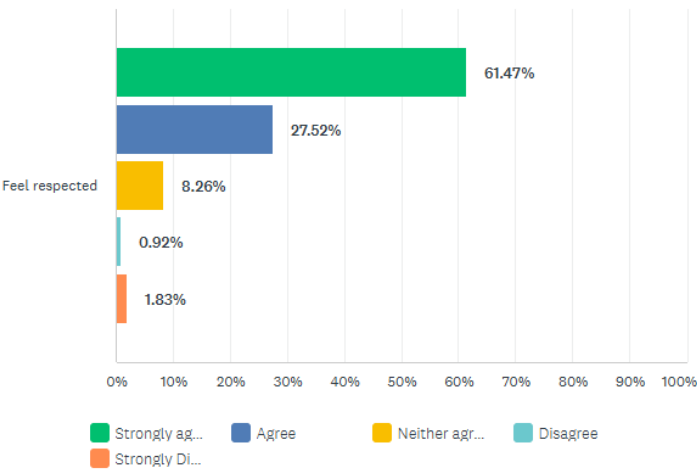


Respect

TP08 Satisfaction that S4B treated tenants fairly and with respect increased a lot to 88.99% in 2025 from 82.50% last year. Tenants provided very positive feedback that they felt treated fairly and with respect. Many surveys named specific staff members with praise of help they had provided.

To what extent do you agree or disagree with the following? “S4B treats me fairly and with respect.”

Answered: 109 Skipped: 2



Complaints

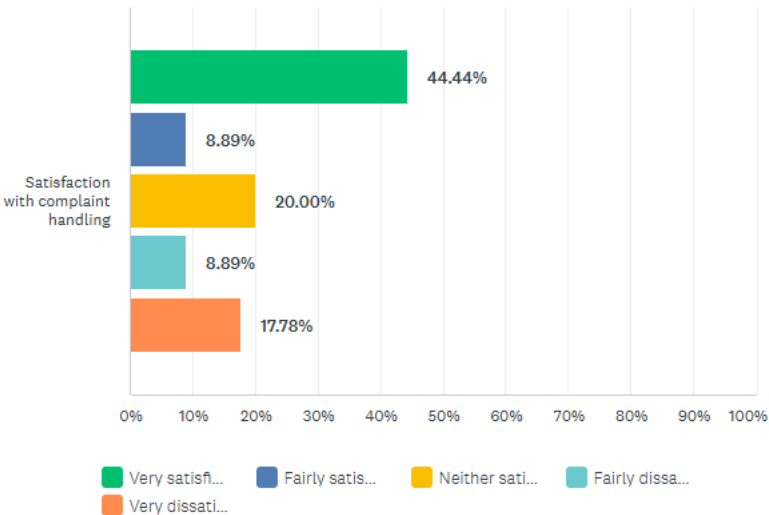
Tenants were surveyed on complaints. With 24.5% noting they made a complaint in the last year, very similar to 2024.

TP09 Satisfaction with S4B approach to complaints rose to 53.33% from 51.43% in 2024

This improvement reflects the work done on reviewing complaints but, of the tenants who made a complaint it is important to note that 17.78% remained very dissatisfied with the approach to complaints. This area will need to be included in the action plan for 2025

If yes, how satisfied or dissatisfied are you with S4B's approach to complaints handling?

Answered: 45 Skipped: 66



Communal area Services

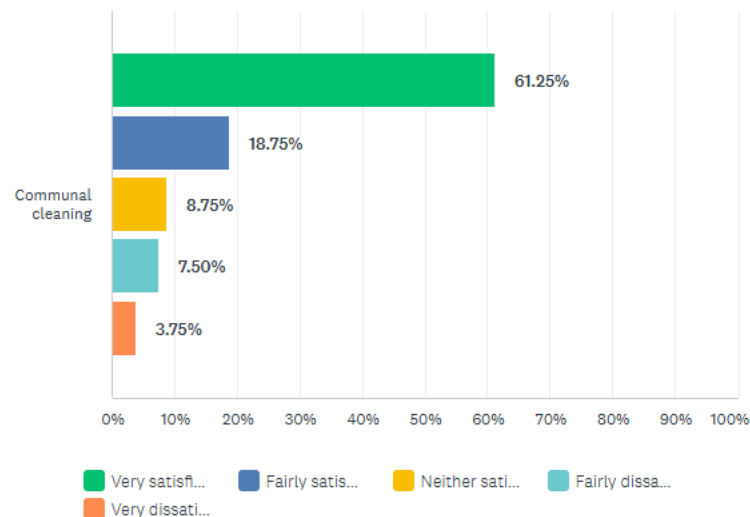
TP10 Satisfaction with Communal cleaning and maintenance.

Tenants were surveyed about the communal areas within blocks of Brunswick. This showed that 65.56% lived in a building with a communal cleaning

TP10 Satisfaction with communal cleaning and maintenance showed of 80% of residents felt at these communal areas are clean and well maintained a slight drop from 80.77% last year. Demonstrating a very high standard of communal area management and tenant perception of this. With those very dissatisfied dropping to 3.75% from 9.62% in 2024.

If yes, how satisfied or dissatisfied are you that S4B keeps these communal areas clean and well-maintained?

Answered: 80 Skipped: 31



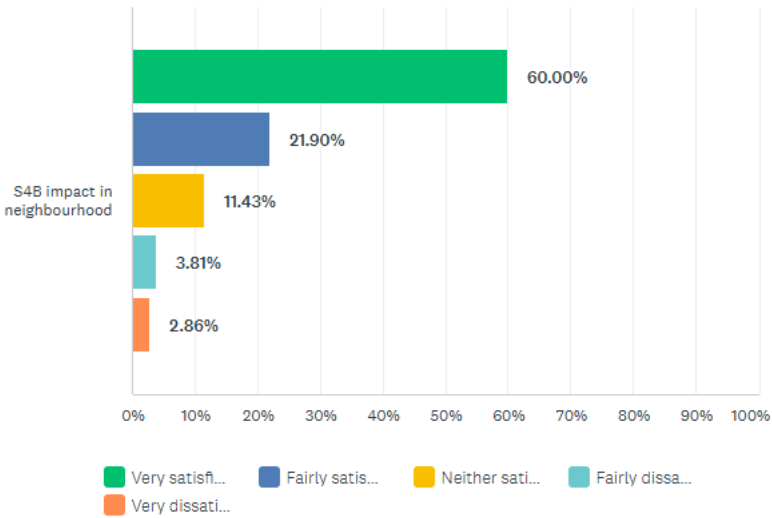
Neighbourhood Management

TP11 Satisfaction that S4B makes positive neighbourhood impact.

The survey showed that 81.90 were very or fairly satisfied with S4B's neighbourhood management impact down from 82.28% in 2024. The comments and details will be included in the action plan for year ahead to look at how this could be improved.

How satisfied or dissatisfied are you that S4B makes a positive contribution to your neighbourhood?

Answered: 105 Skipped: 6



Anti Social Behaviour

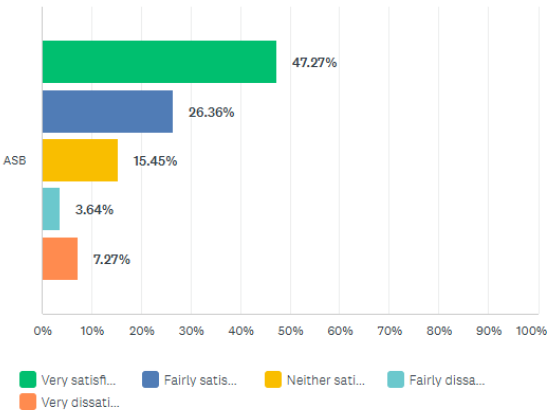
TP12. Satisfaction with the landlord’s approach to handling anti-social behaviour

The 2025 survey showed 73.66% very or fairly satisfied by the S4B approach to ASB down from 75% in 2024

Tenants affected by Anti-Social Behaviour were asked about their feedback on the approach taken by S4B. This will be an area for review and focus in adding to enhancements already added to the S4B website. Those making ASB remained consistent with 11.32% compared to 11.39% last year.

How satisfied or dissatisfied are you with S4B's approach to handling anti-social behaviour?

Answered: 110 Skipped: 1

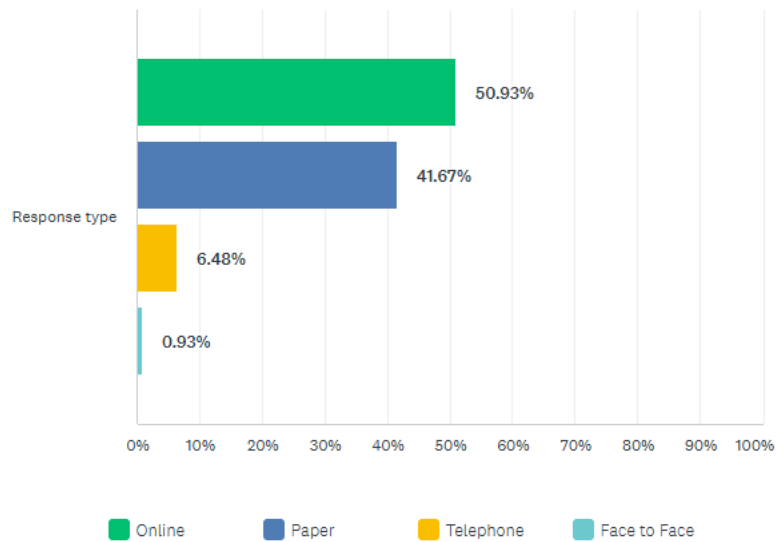


Completion Methodology

The survey was completed using different methods. With 50.93% completed online, 41.76% returned in paper surveys and 6.48% on the phone. It is important to note many face to face surveys were captured on the paper survey

Survey Method

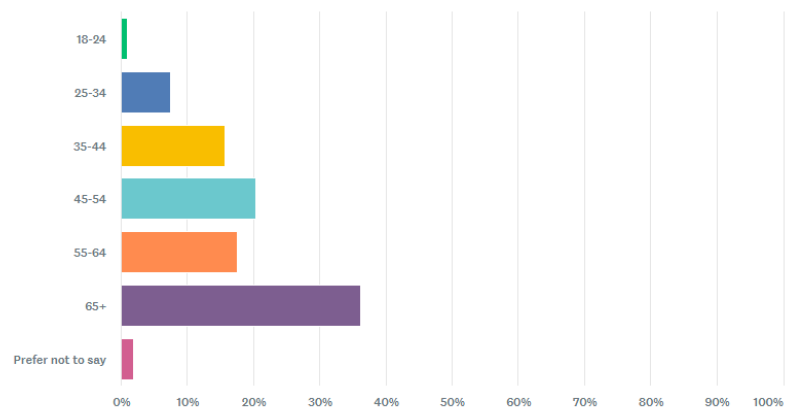
Answered: 108 Skipped: 3



The age range of those completing the surveys showed that responses from younger residents was limited with just 1 from those 18-24. Offering an area for improvement in the action plan.

What age bracket best describes you?

Answered: 108 Skipped: 3



Summary and Next Steps

In order to use the information collected from this S4B annual satisfaction survey all the feedback and comments will be summarised and included in an action plan for 2026. The comments provided will inform the Neighbourhood Action plan which will be produced in 2026. This plan goes beyond the contract requirements to ensure that all S4B partners use the feedback from residents to enhance the services and delivery. The action plan will extract areas of focus for improvement as noted above in ASB approach, neighbourhood impact and communal areas to act as a focus for service improvement. Outcomes from the action planning will be shared with Manchester City Council via the Neighbourhood Management meeting.

Benchmarking work will be available via the Regulator to allow the comparison of data provided compares with other social housing provider. Manchester City Council will be able to provide feedback on how S4B compares to MCC Housing Services and other PFI areas.

The 2025 Tenants Satisfaction Measures Survey provides some very good areas of satisfaction in S4B services and some areas for improvement.

Overall Satisfaction is exceptionally high and shows that the delivery of local services has reached satisfaction levels of over 90%.

Tenants are happy with communication and feel well informed. The survey also shows very high satisfaction with information and involvement in Brunswick.

Neighbourhood Impact Satisfaction is an area for focused work in 2026 and for communal cleaning services. A complaints review each quarter will form part of the 2026 action plan.

There are areas for focus under the action plan will be with those most dissatisfied with ASB, complaints, repairs, maintenance and not feeling their home is safe. More in depth resident scrutiny groups maybe needed to explore the more complex issues of repairs satisfaction. Or direct contact with those addresses most dissatisfied to understand concerns,

The Satisfaction Survey 2025 is a good news story and good levels of satisfaction and many positive elements, especially the improvements made but also on the key areas of being listened to and communication

As required the TSM survey results will be published on the S4B website and shared in the S4B newsletter once agreed by Manchester City Council, this will allow the feedback to be communicated to residents in detail.

The successes and positive overall feedback will be communicated in the S4B newsletter and via the S4B website. As well as announcing the prize draw winners to encourage participation in future surveys.

Whilst the S4B Satisfaction Survey only provides a snapshot annually, the information collated helps to inform all parts of the business and will be shared across S4B to allow for continued improvement.