



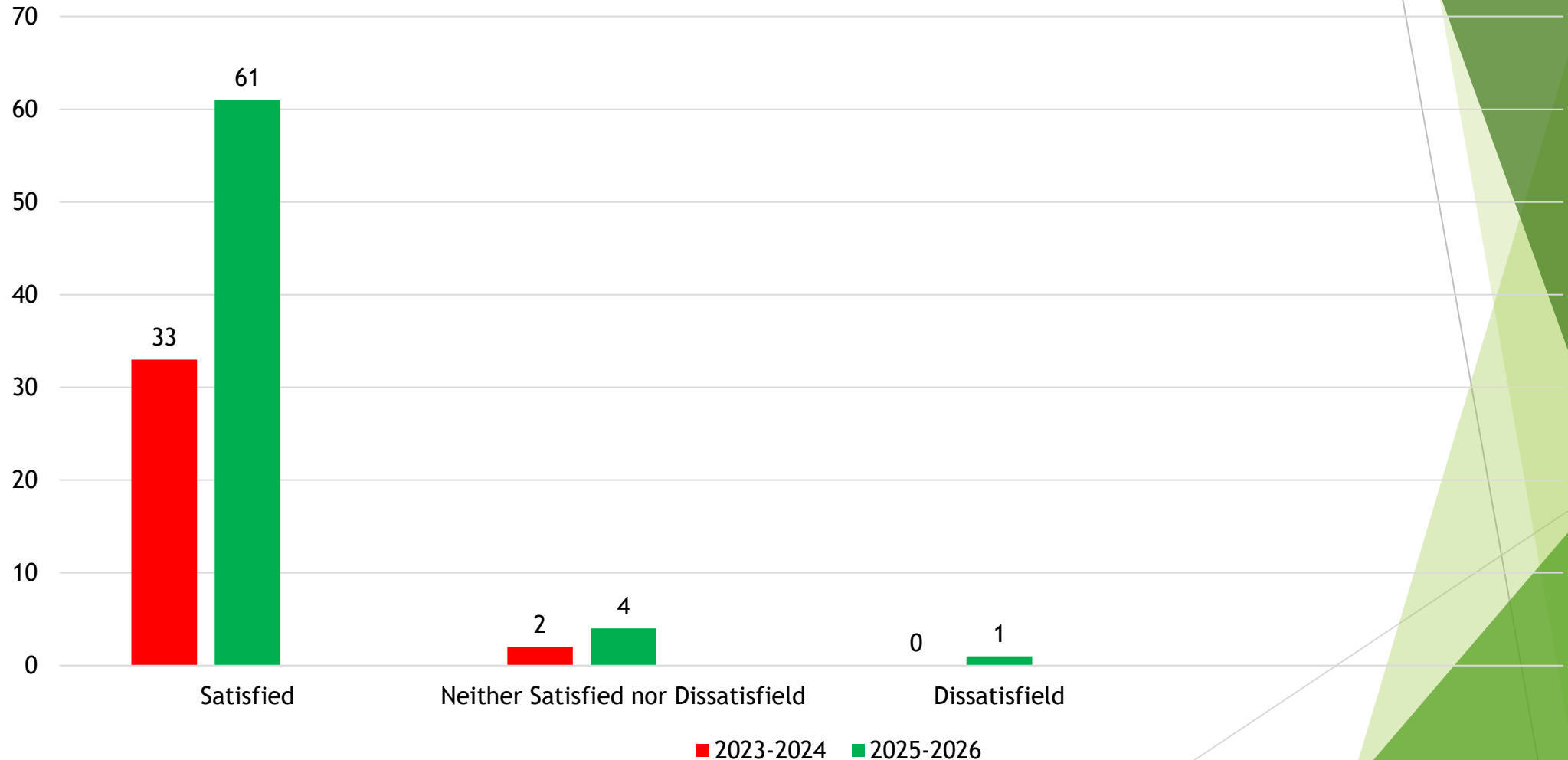
Falcon Rural Housing – TSM Results

2025/2026

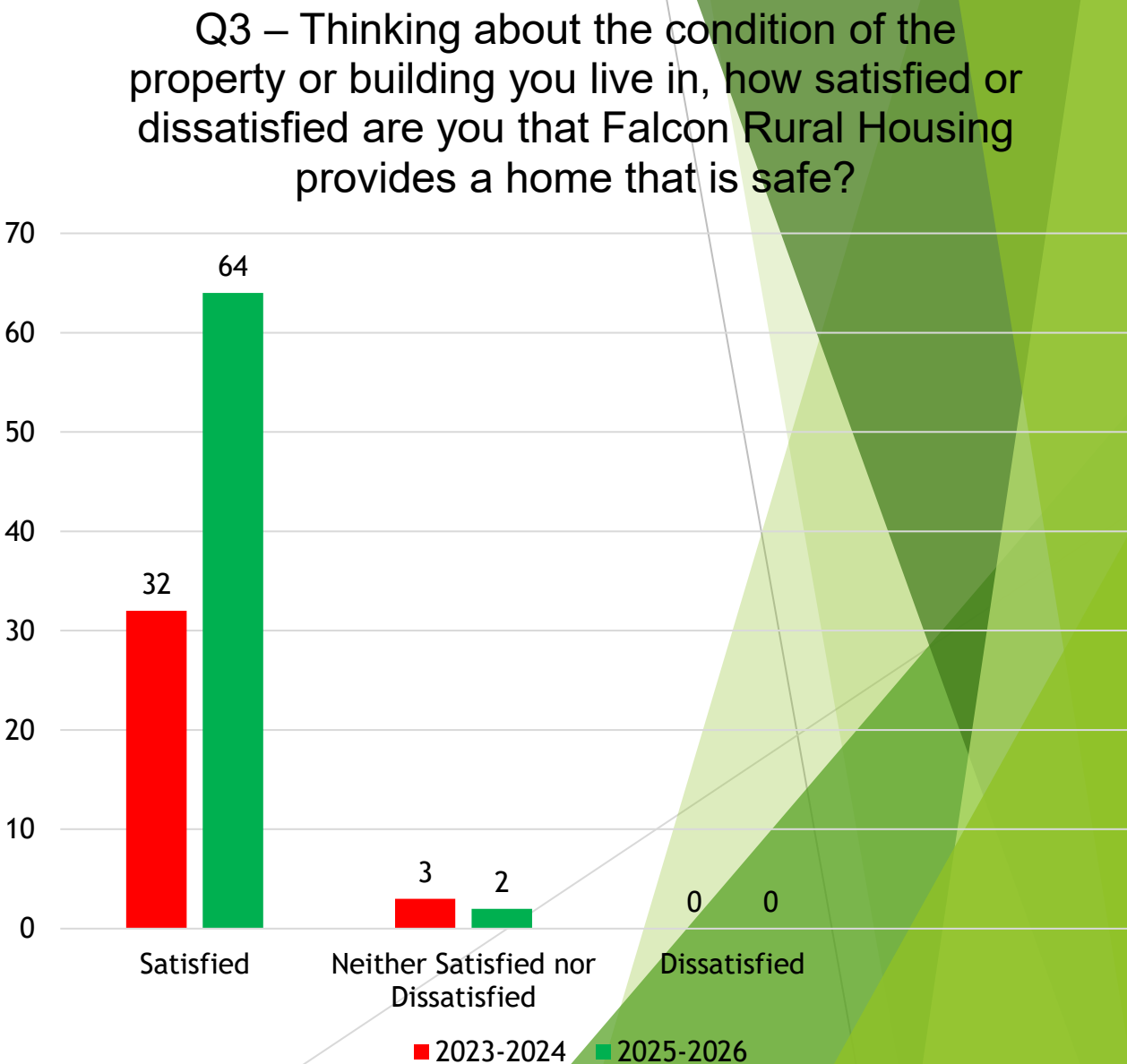
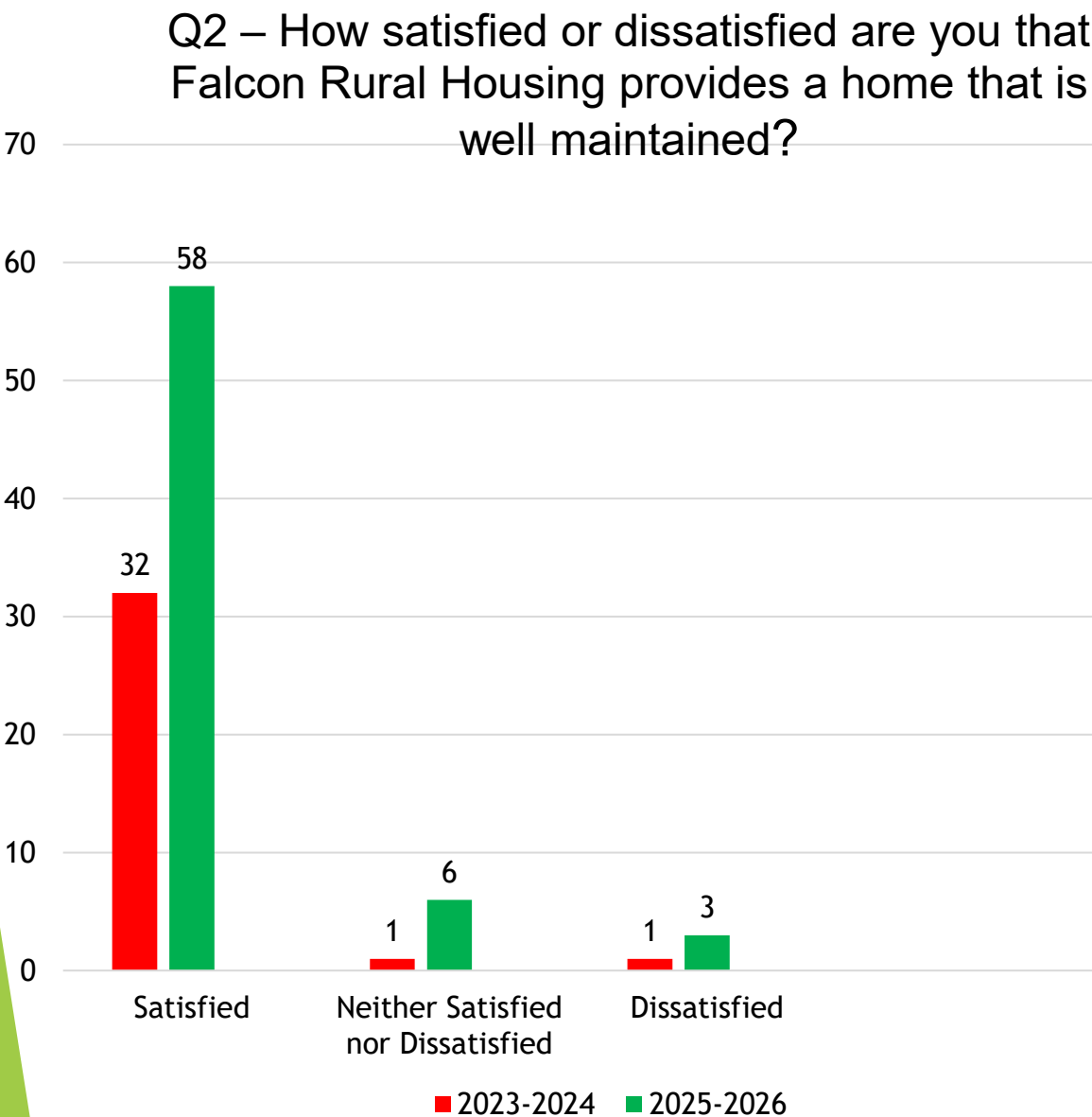
- In early December we released our Tenant Satisfaction Measures Survey (TSMs)
- Out of the 293 surveys sent out we received 68 back from tenants (23%)
- Each survey contained 28 questions meaning we received 1360 questions back
- Overall, 637 questions were answered with Satisfied answers (47%)
- Overall, 86 questions were answered with Neither Satisfied nor Dissatisfied answers (6%)
- Overall, 27 questions were answered with Dissatisfied answers (2%)
- Overall, 610 questions were answered with Don't Know/ N/A (45%)
- TSMs are sent out bi-annually, previously in the 2023-2024 results we only received 35 surveys back
- This means we saw an increase of 51.47% of surveys returned.

Overall Satisfaction

Q1 – Taking everything into account, how satisfied or dissatisfied are you with the service provided by Falcon Rural Housing?

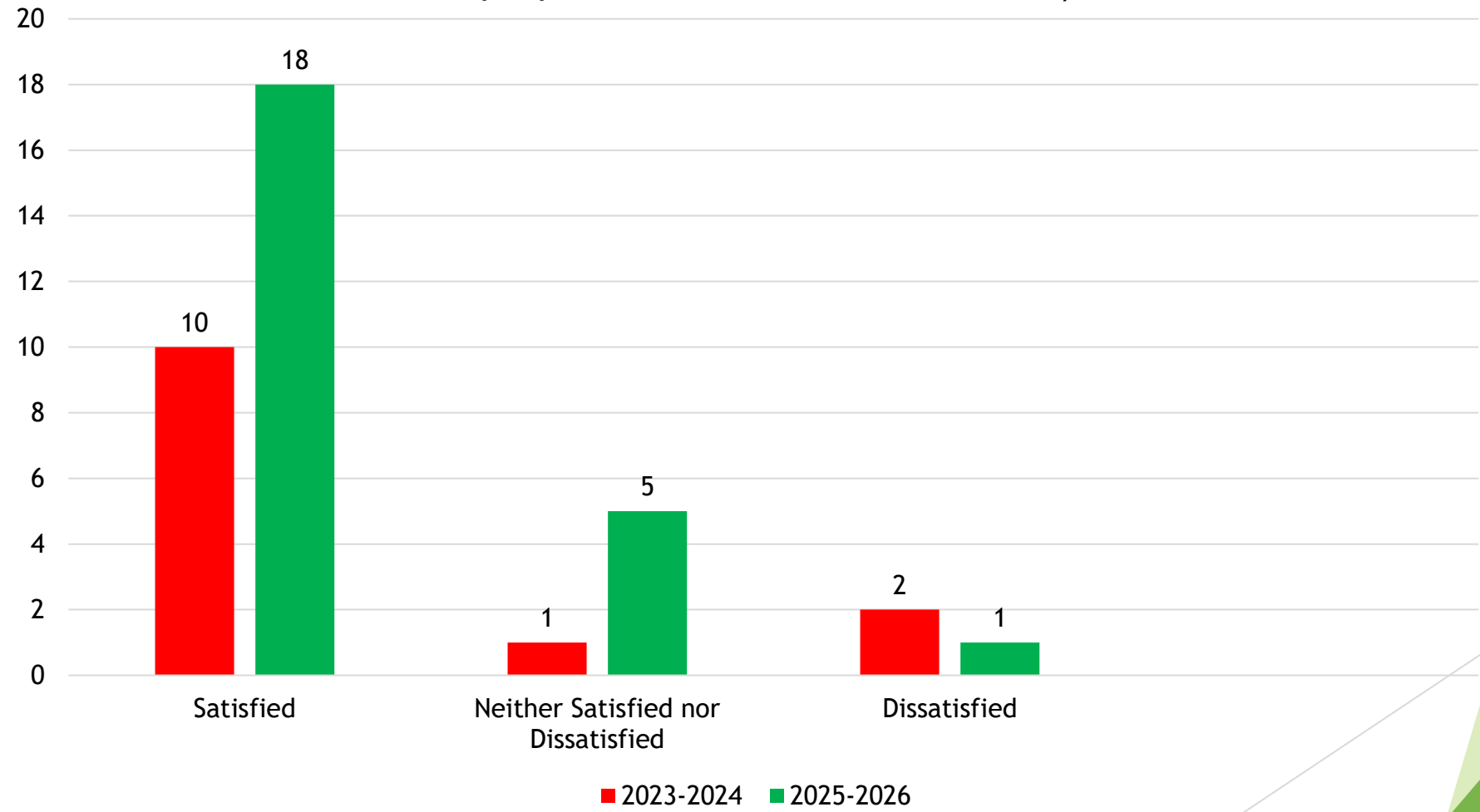


Satisfaction that the home is safe and well maintained



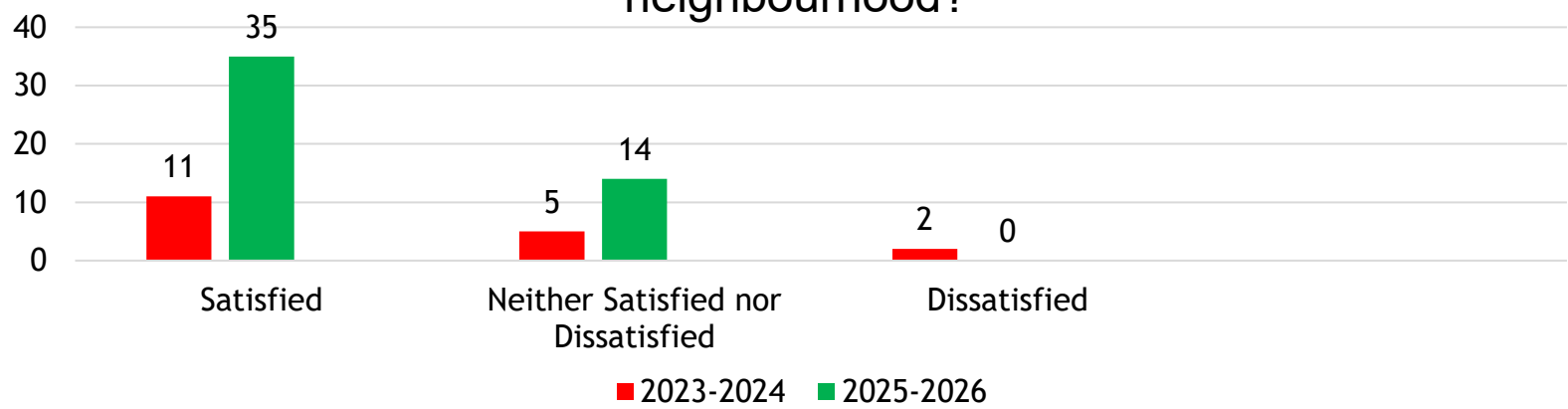
Satisfaction with Communal Areas

Q5 – How satisfied or dissatisfied are you that Falcon Rural Housing keeps communal areas maintained? (Please note that not all properties have communal areas)

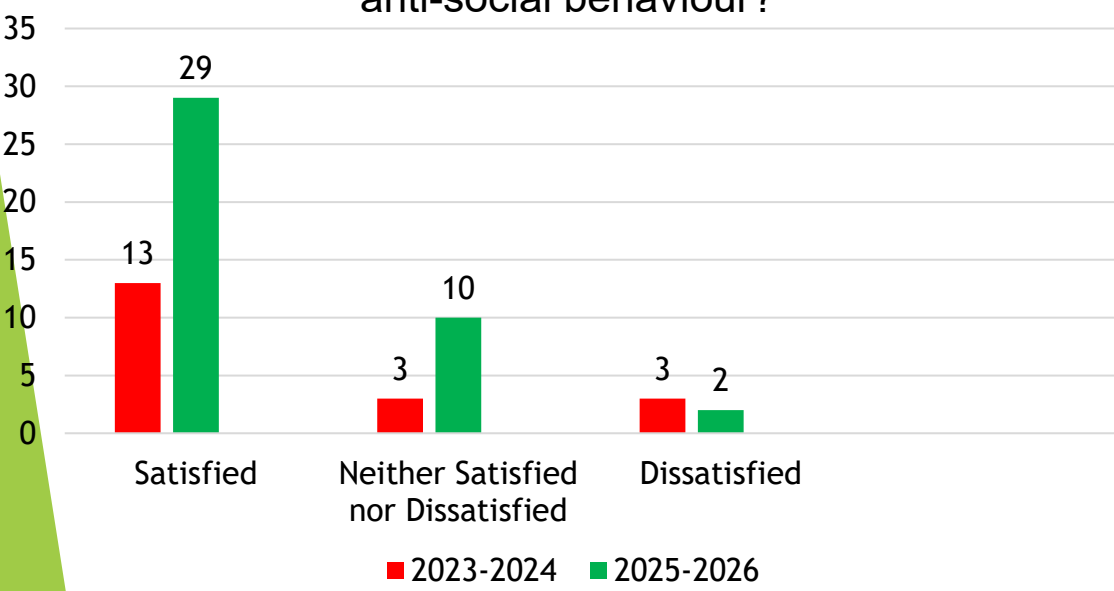


Satisfaction in the Neighbourhood

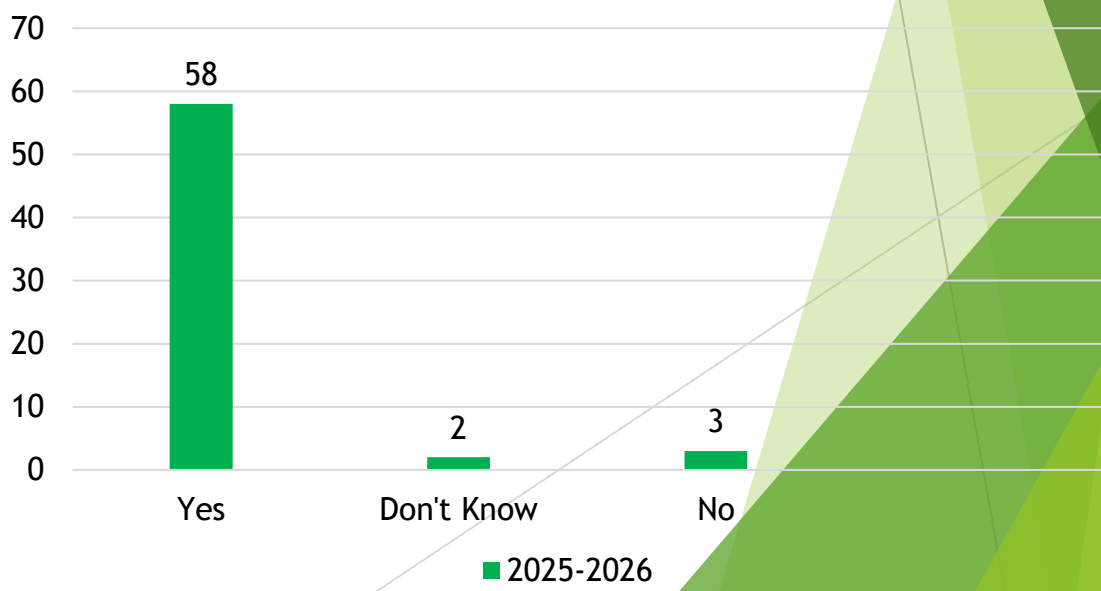
Q7 – How satisfied or dissatisfied are you that Falcon Rural Housing makes a positive contribution to your neighbourhood?



Q8 – How satisfied or dissatisfied are you with Falcon Rural Housing’s approach to handling anti-social behaviour?

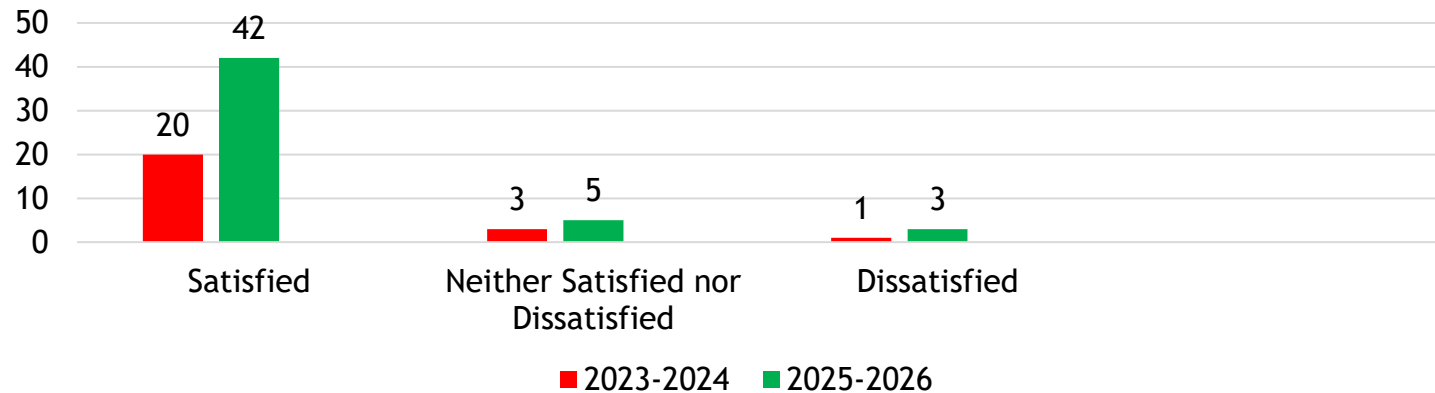


Q9 – Do you feel there is a good sense of community in your neighbourhood?

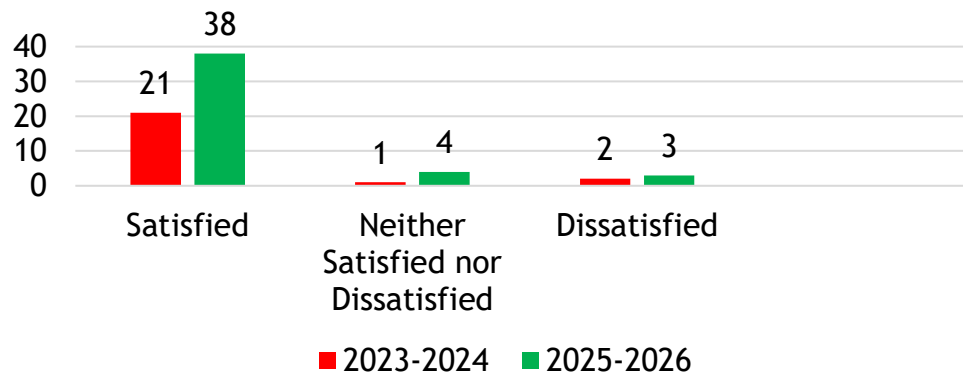


Satisfaction with Repairs & Maintenance

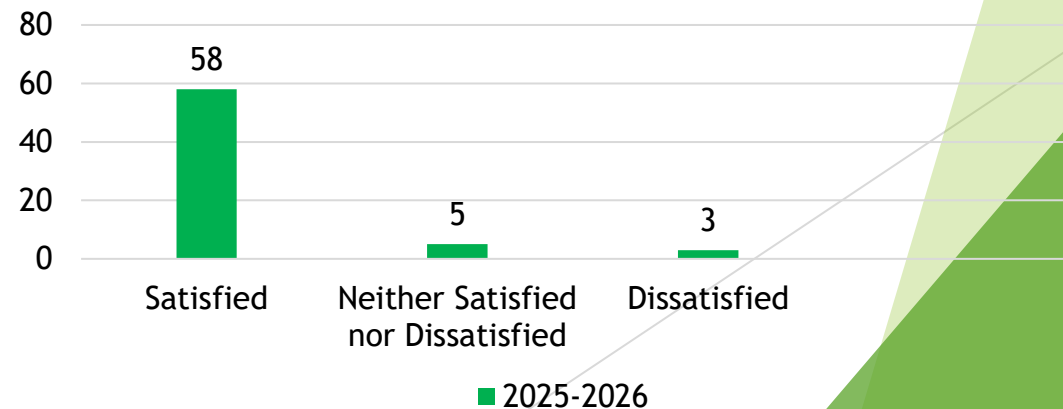
Q12 – How satisfied or dissatisfied are you with the overall repairs service from Falcon Rural Housing over the last 12 months?



Q13- How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

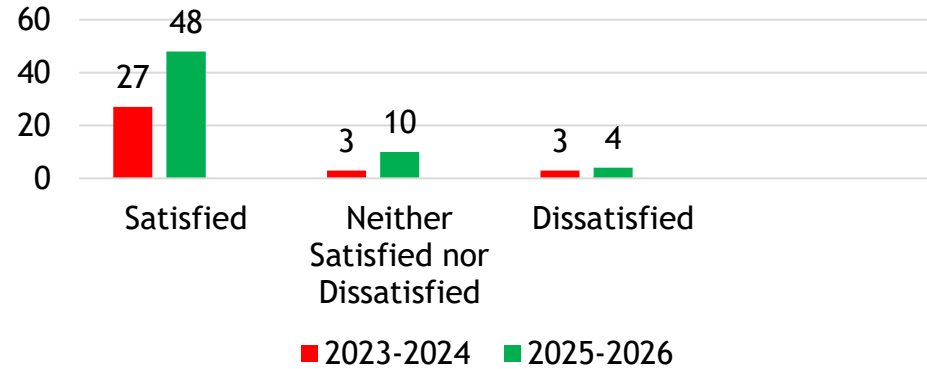


Q14 – Generally, how satisfied or dissatisfied are you with the way Falcon Rural Housing deals with repairs and maintenance?

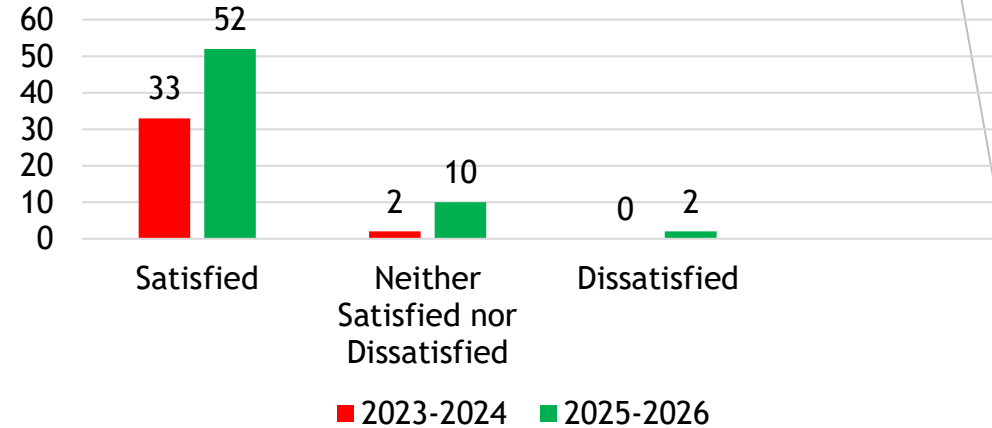


Satisfaction with customer service, communication and information

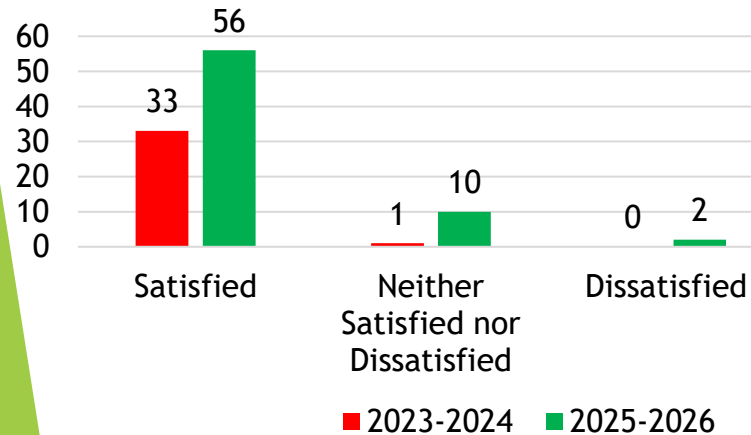
Q16 – How satisfied or dissatisfied are you that Falcon Rural Housing listens to your views and acts upon them?



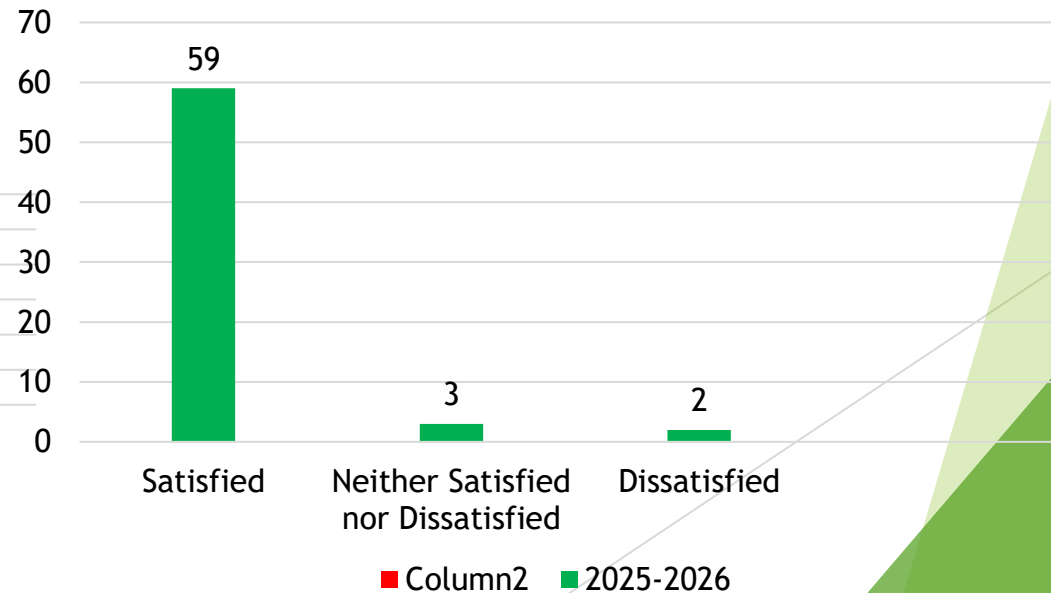
Q17 – How satisfied or dissatisfied are you that Falcon Rural Housing keeps you informed about things that matter to you?



Q18 – To what extent do you agree or disagree with the following statement 'Falcon Rural Housing treats me fairly and with respect'?

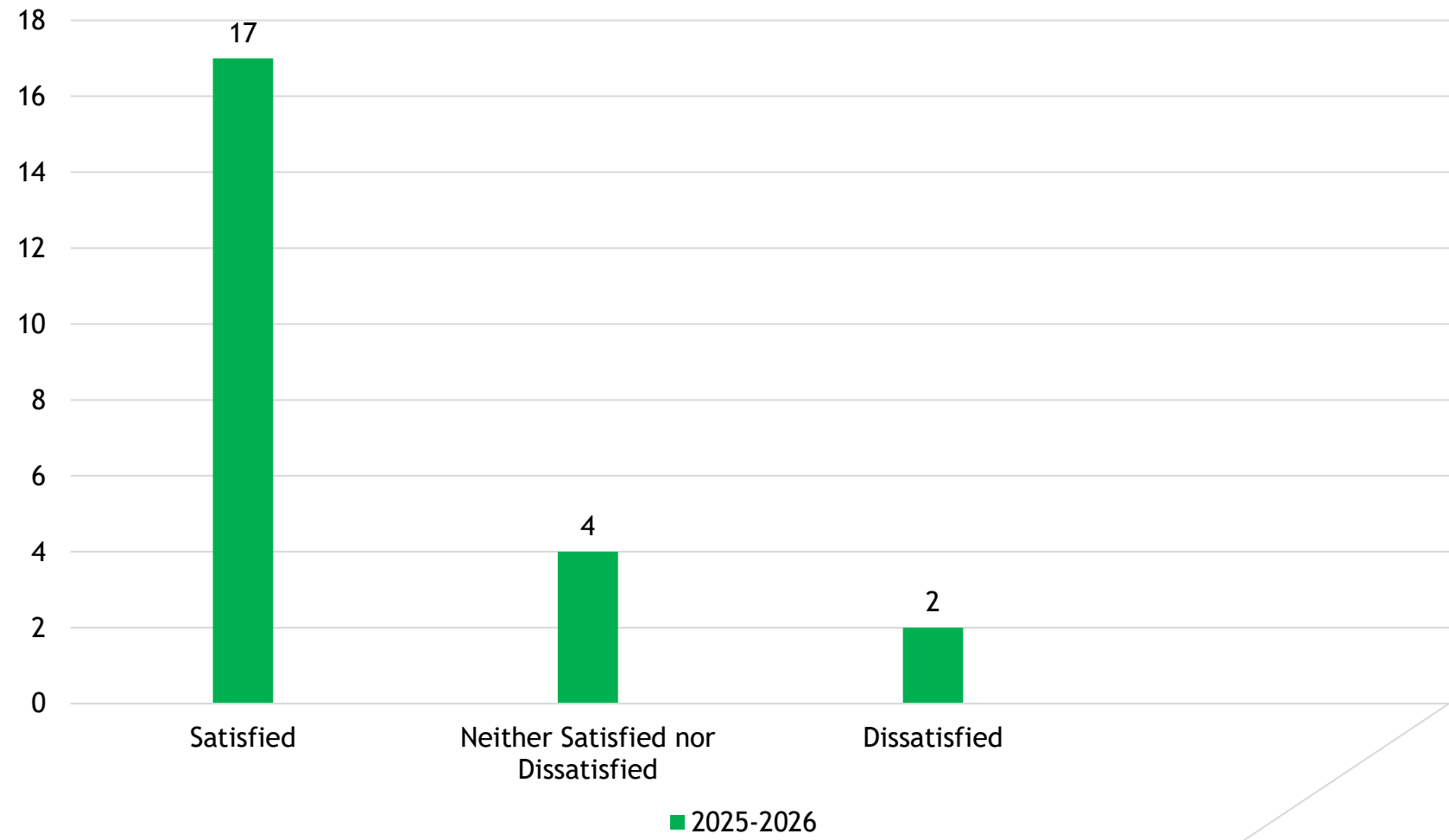


Q19 – How satisfied or dissatisfied are you that Falcon Rural Housing is easy to deal with?



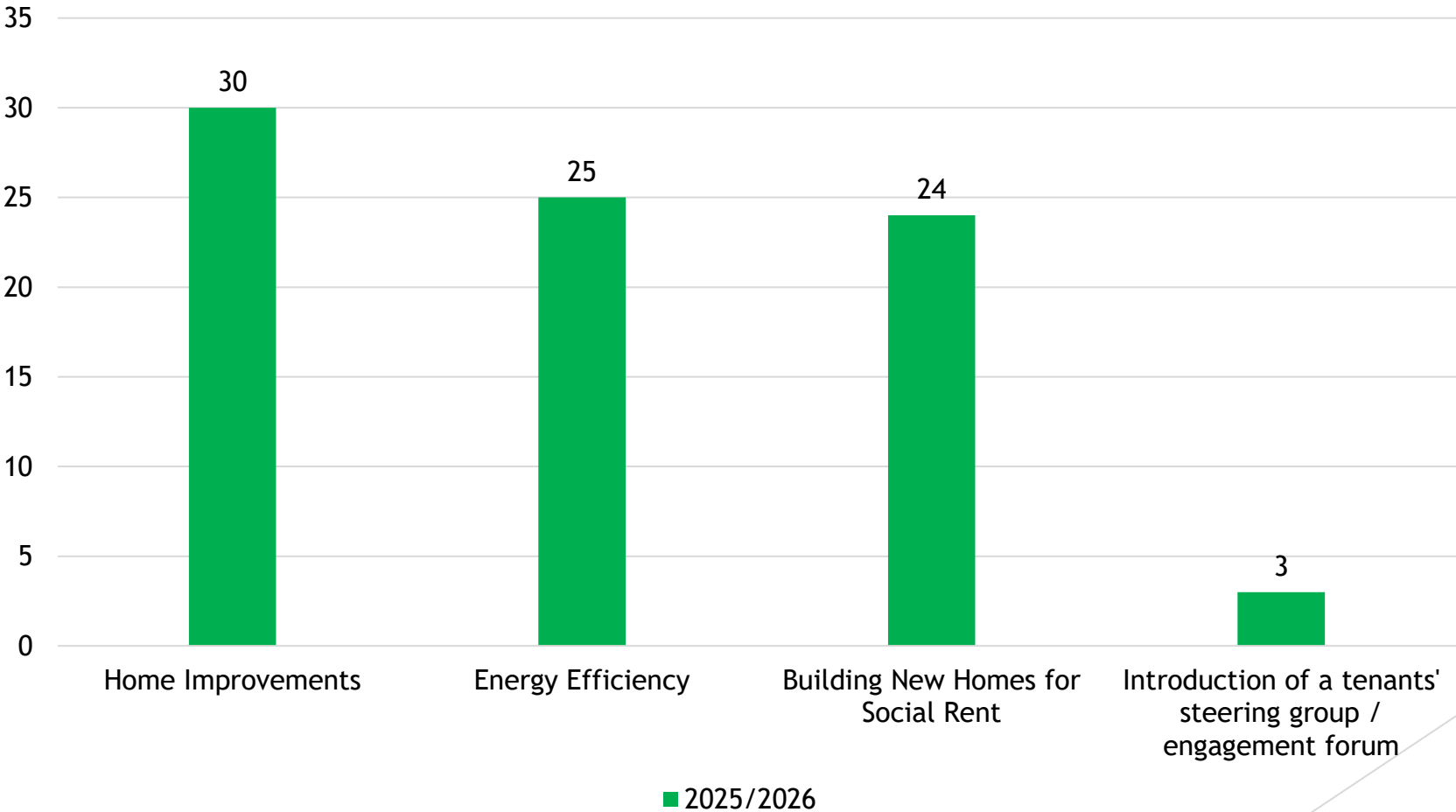
Satisfaction with making a complaint

Q22 – How satisfied or dissatisfied are you with Falcon Rural Housing’s approach to complaints handling?



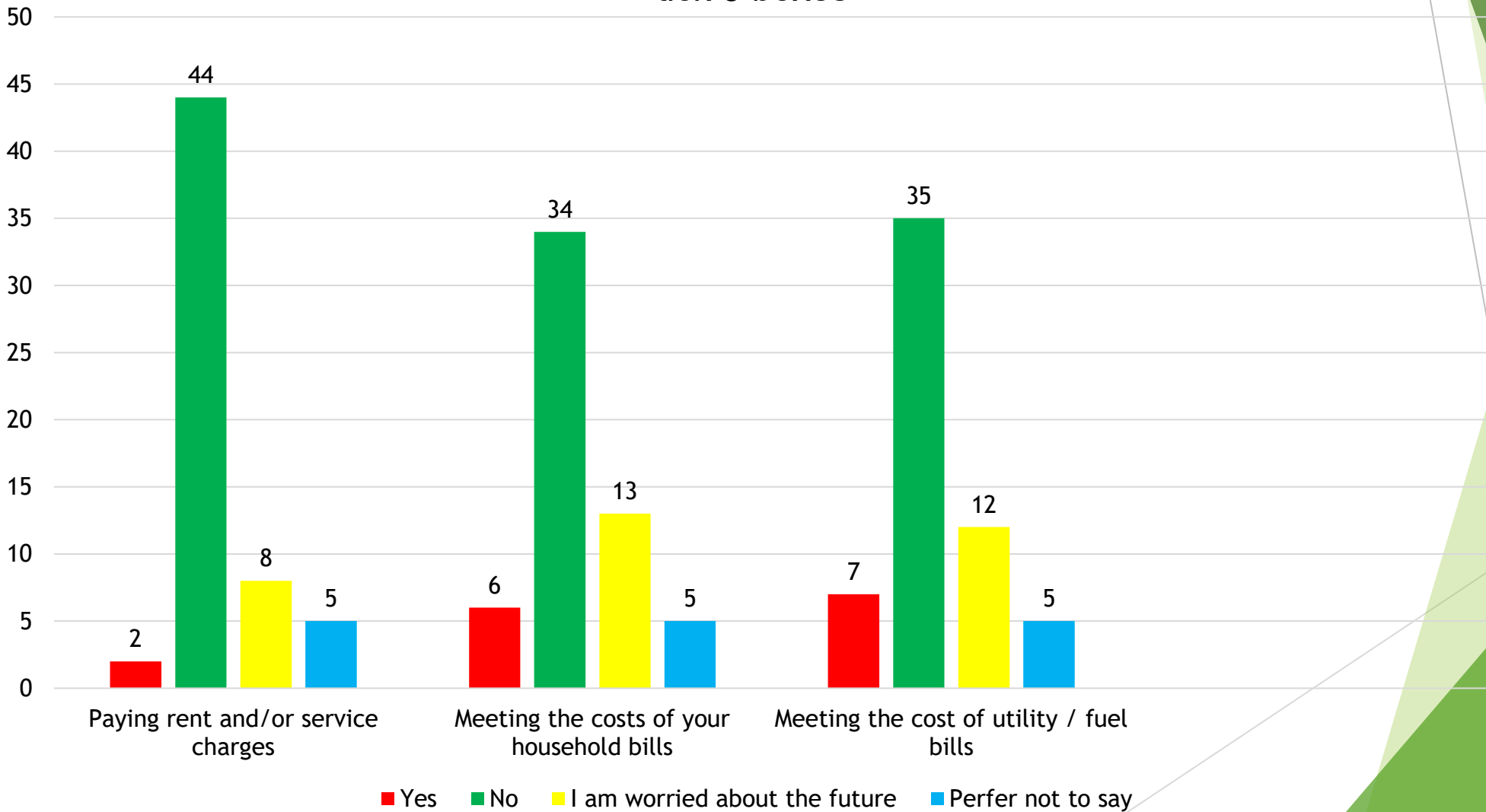
Areas for future investments

Q23 – Please can you tell us which of the following areas you think Falcon Rural Housing should prioritise for future investment? – Please note some tenants put more than one item down



Satisfaction with your home and your own wellbeing

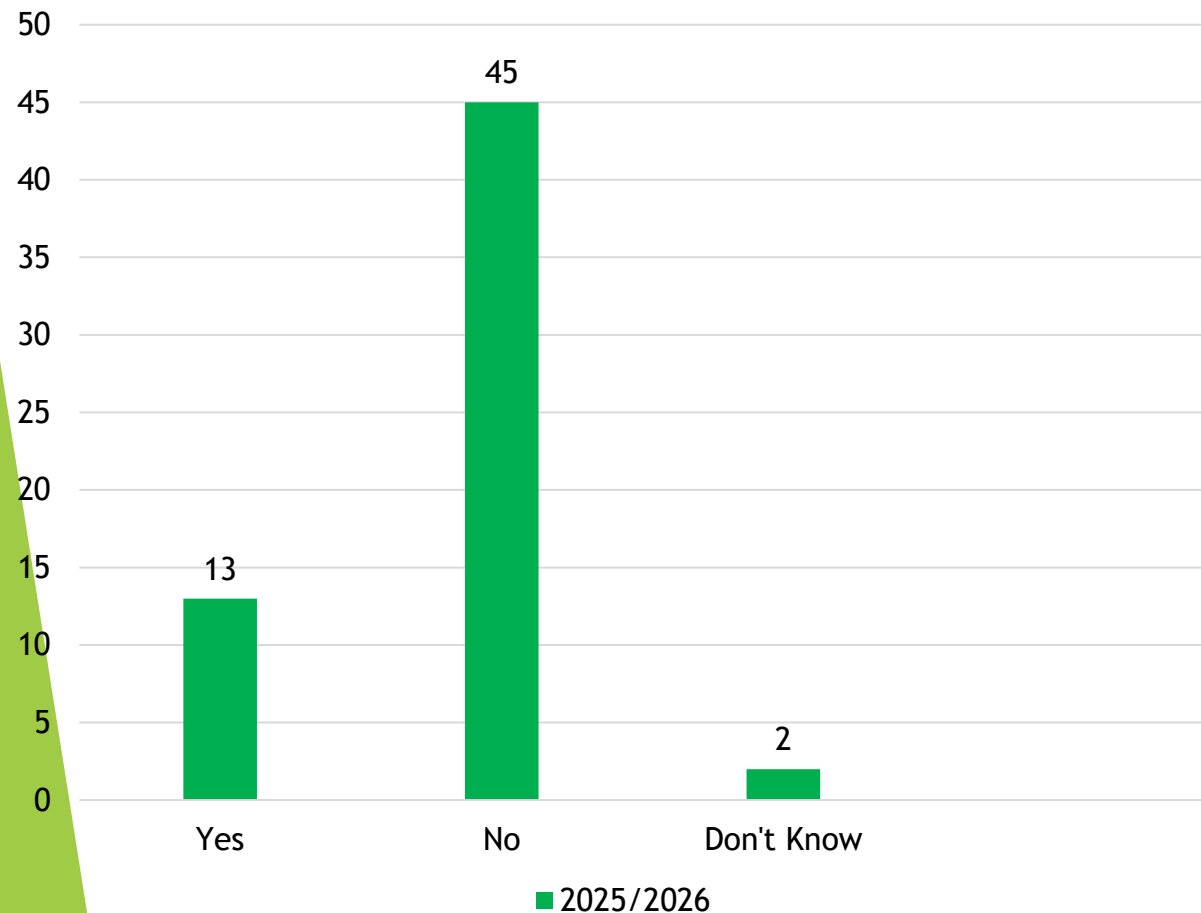
Q25 – Do you currently struggle with any of the following? (This question is to ascertain what information Falcon Rural can give to tenants that is relevant to them and their circumstances.) – Please note tenants had to tick 3 boxes



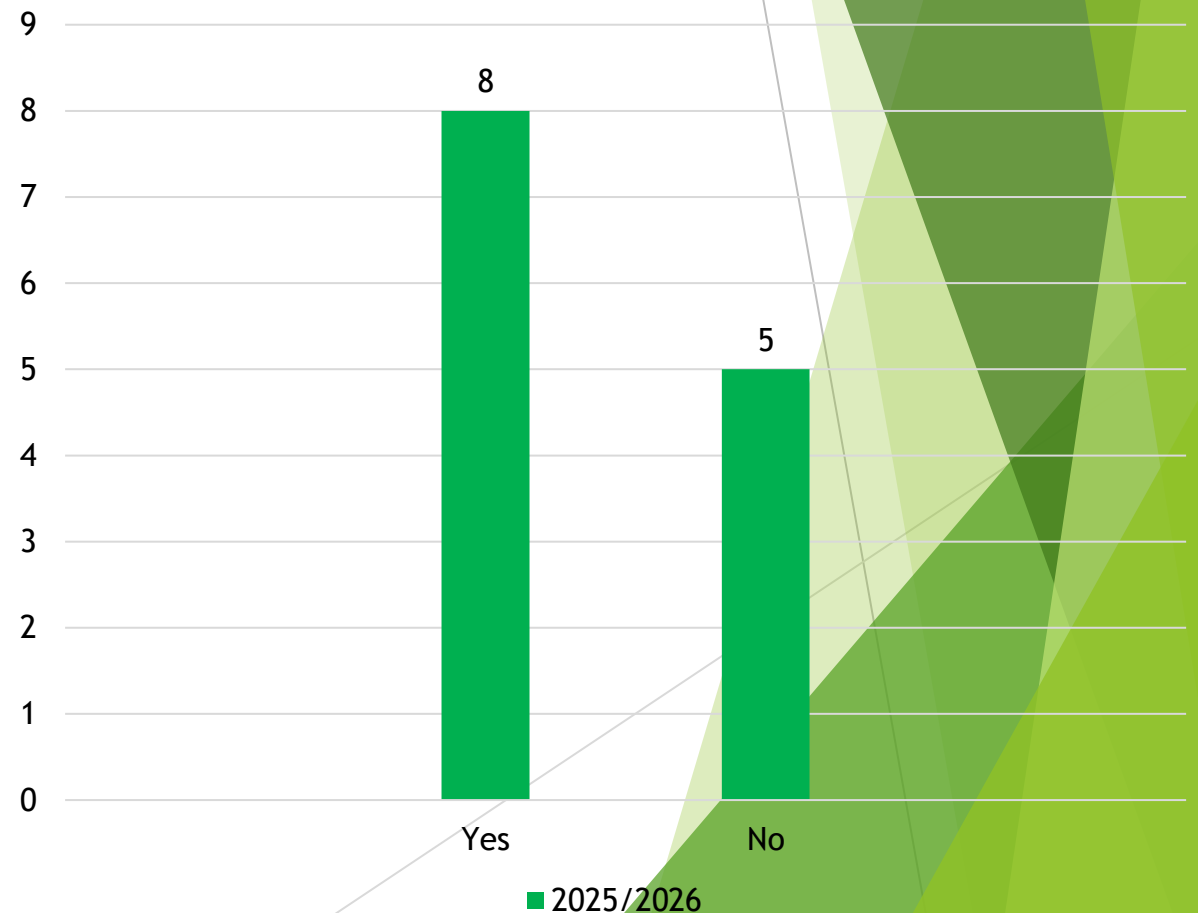
Damp and Mould concerns

Please note that only 6 tenants out of the 13 suffering from damp and mould left their names on Question 28

Q26 – Does your home currently suffer from any damp or mould issues?



Q27 - If you do have damp and mould have you reported it to Falcon Rural Housing?



Tenant Satisfaction Measures generated from management information

COMPLAINTS

CH01 Number of Stage one complaints

(A stage one complaint, as defined by the Housing Ombudsman's Complaint Handling Code is *"an expression of dissatisfaction , however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents"*.)

8

CH02 Proportion of stage one complaints responded to within Complaint Handling Code Timescales

(As set out in the Housing Ombudsman's Complaint Handling Code, it states that *"Landlords must respond to the complaint within 10 working days of the company being logged"*)

8

ANTI-SOCIAL BEHAVIOUR

NM01 Number of anti-social behaviour cases

(The definition of anti-social behaviour as per the Anti-Social Behaviour, Crime and Policing Act 2014 is *"a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person, b) conduct capable of causing a nuisance or annoyance to a person in relations to that person's occupation of residential premises, or c) conduct capable of causing housing-related nuisance or annoyance to any person"*.)

2

DECENT HOMES STANDARD

RP01 Homes that do not meet the Decent Homes Standard

(Providers must use the Decent Homes Standard Guidance published by the Government to determine whether a dwelling meets this standard.)

0

Tenant Satisfaction Measures generated from management information

REPAIRS

RP02 Repairs completed within target timescale

(Proportion of: a) non-emergency and b) emergency responsive repairs completed within the landlord's timescale)

Non-emergency
94%

Emergency
100%

GAS SAFETY

BS01 Proportion of homes for which all required gas safety checks have been carried out

(There are 158 of the Association's homes that require an annual Landlord's Gas Safety Inspection)

100%

FIRE SAFETY

BS02 Proportion of homes for which all required fire risk assessments have been carried out

(There are 4 of the Association's properties that require a Fire Risk Assessment (FRA))

100%

ASBESTOS SAFETY

BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out

100%

Tenant Satisfaction Measures generated from management information

WATER SAFETY

BS04 Proportion of homes for which all required legionella risk assessments have been carried out

(Providers to ensure that all statutory obligations are met in relation to Legionella Risk Assessments (LRSs) relating to a particular property)
The Association has a current Legionella Policy and Procedure in place.

N/A

LIFT SAFETY

BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out

N/A