

Executive Summary – TSM Survey Results 2025–2026

Overall, the 2025–2026 TSM survey results show **strong levels of customer satisfaction across Rolig Homes**, with particularly positive feedback in relation to **repairs, safety, and staff behaviour**. Most core measures score at or above **4 out of 5**, indicating that customers generally feel safe, treated fairly, and supported in their homes.

Overall satisfaction achieved an average score of **4.13**, with **Wolverhampton performing strongest (4.56)**, followed by **St Helens (4.00)**. **Stoke/Leek (3.83)** was lower by comparison and features more prominently in areas requiring improvement.

Repairs performance is a clear strength across all schemes.

- **84% of respondents** had experienced a repair in the last 12 months
- Satisfaction with **repair completion times** is high, averaging **4.46**, with all schemes scoring above 4
- This reflects effective operational delivery and timely response to repairs

Customers also report positively on:

- **Home safety** (average **4.39**)
- **Property condition and maintenance** (average **4.39**)
- Being **treated fairly and with respect** (average **4.32**)
- **Anti-social behaviour handling** (average **4.32**)

Engagement and communication scores remain good overall, with:

- **Listening and acting on views:** average **4.23**
- **Keeping residents informed:** average **4.19**

However, the results highlight **clear variation between schemes**, particularly in:

- **Communal area cleanliness and upkeep**, where **Stoke/Leek scores significantly lower (2.75)**
- **Positive neighbourhood contribution**, which is the lowest scoring theme overall (**3.74** average)

Complaints data shows that while **32% of respondents had made a complaint**, satisfaction with complaint handling remains strong (**4.30**), especially in Wolverhampton.

Key conclusions

- **Wolverhampton:** Strongest overall performance — maintain and replicate good practice
- **St Helens:** Stable performance with scope to strengthen neighbourhood perception
- **Stoke/Leek:** Requires **immediate focus**, particularly on communal areas, neighbourhood impact, and visibility of management activity

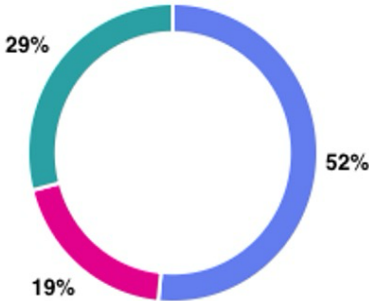
TSM Survey Results

2025-20226

1. Please indicate which area you live in

[More details](#)

● St Helens	16
● Stoke/Leek	6
● Wolverhampton	9



TSM Survey Results

2025-20226

2. Taking everything into account, how satisfied are you with the overall service provided by Rolig Homes?

[More details](#)



St Helens (4) – Wolverhampton (4.56) – Stoke/Leek (3.83)

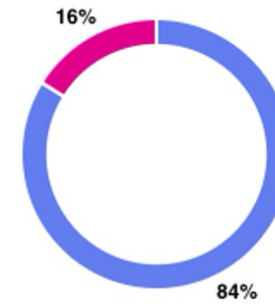
TSM Survey Results

2025-20226

3. Has Rolig Homes carried out a repair in your home in the last 12 months?

[More details](#)

● Yes 26
● No 5



TSM Survey Results

2025-20226

4. If Yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair?

[More details](#)

4.46

Average Rating



Level 5  14

Level 4  10

Level 3  2

Level 2

Level 1

St Helens (4.38) – Wolverhampton (4.5) – Stoke/Leek (4.6)

TSM Survey Results

2025-20226

5. How satisfied or dissatisfied are you that Rolig Homes provides a home that is well maintained?

[More details](#)



St Helens (4.12) – Wolverhampton (4.56) – Stoke/Leek (3.83)

TSM Survey Results

2025-20226

6. Thinking about the condition of the property you live in, how satisfied or dissatisfied are you that Rolig Homes provides a home that is safe?

[More details](#)

4.39

Average Rating



Level 5  15

Level 4  13

Level 3  3

Level 2

Level 1

St Helens (4.25) – Wolverhampton (4.78) – Stoke/Leek (4.17)

TSM Survey Results

2025-20226

7. How satisfied or dissatisfied are you that Rolig Homes listens to your views and acts upon them?

[More details](#)



St Helens (4.38) – Wolverhampton (4.22) – Stoke/Leek (3.83)

TSM Survey Results

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8. How satisfied or dissatisfied are you that Rolig Homes keeps you informed about the things that matter to you?

[More details](#)



St Helens (4.44) – Wolverhampton (4.33) – Stoke/Leek (4)

TSM Survey Results

2025-20226

9. To what extent do you agree or disagree with the following; Rolig Homes treats me fairly and with respect ?

[More details](#)

4.32

Average Rating



Level 5  18

Level 4  9

Level 3  1

Level 2  2

Level 1  1

St Helens (4.5) – Wolverhampton (4.22) – Stoke/Leek (4)

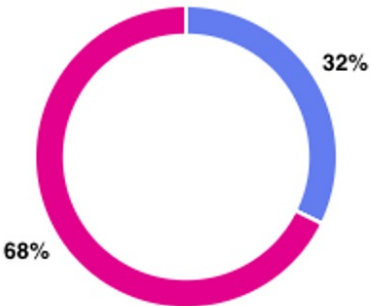
TSM Survey Results

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10. Have you made a complaint to Rolig Homes in the last 12 months?

[More details](#)

● Yes	10
● No	21



TSM Survey Results

2025-20226

11. If Yes, how satisfied or dissatisfied are you with Rolig Homes's approach to handling complaints?

[More details](#)

4.30

Average Rating



St Helens (4) – Wolverhampton (4.75) – Stoke/Leek (4)

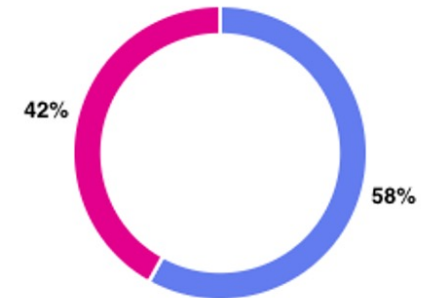
TSM Survey Results

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12. Do you live in a building with communal areas, either inside or outside that Rolig Homes is responsible for maintaining?

[More details](#)

● Yes 18
● No 13



TSM Survey Results

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13. If Yes, how satisfied or dissatisfied are you that Rolig Homes keeps these communal areas clean and well maintained?

[More details](#)



St Helens (4.3) – Wolverhampton (4.5) – Stoke/Leek (2.75)

TSM Survey Results

2025-20226

14. How satisfied or dissatisfied are you that Rolig Homes makes a positive contribution to your neighbourhood?

[More details](#)



St Helens (3.81) – Wolverhampton (3.78) – Stoke/Leek (3.5)

TSM Survey Results

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15. How satisfied or dissatisfied are you with Rolig Homes's approach to handling Anti-Social Behaviour?

[More details](#)

4.32

Average Rating



Level 5  18

Level 4  6

Level 3  6

Level 2  1

Level 1

St Helens (4.38) – Wolverhampton (4.44) – Stoke/Leek (4)

TSM Survey Results

2025-20226

Measure	St Helens	Wolverhampton	Stoke/Leek
Overall satisfaction	● 4.00	● 4.56	● 3.83
Home is well maintained	● 4.12	● 4.56	● 3.83
Home is safe	● 4.25	● 4.78	● 4.17
Listens & acts on views	● 4.38	● 4.22	● 3.83
Keeps residents informed	● 4.44	● 4.33	● 4.00
Treats residents fairly & with respect	● 4.50	● 4.22	● 4.00
Handles ASB effectively	● 4.38	● 4.44	● 4.00
Positive neighbourhood contribution	● 3.81	● 3.78	● 3.50

TSM Survey Results

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Measure	St Helens	Wolverhampton	Stoke/Leek
Repair completion times	● 4.38	● 4.50	● 4.60
Complaint handling	● 4.00	● 4.75	● 4.00
Communal areas – cleanliness & upkeep	● 4.30	● 4.50	● 2.75

Scheme	Overall	Safety	Repairs	ASB	Communal	Neighbourhood
St Helens	●	●	●	●	●	●
Wolverhampton	●	●	●	●	●	●
Stoke/Leek	●	●	●	●	●	●

TSM Survey Results

2025-2026

	All Providers	RSH	Smaller Providers		
Overall satisfaction (LCRA)	74	71.8	84.00	●	84.2
Overall repairs service (LCRA)	77	73.6	83.00	●	89.2
Last repair time taken (LCRA)	73	69.5	81.75	●	
Well maintained home (LCRA)	74	71.9	83.00	●	87.8
Safe home (LCRA)	78	77.6	86.70	●	87.8
Listens & acts (LCRA)	61	61.6	73.00	●	84.6
Kept informed (LCRA)	73	72.0	80.00	●	83.8
Treated fairly & with respect (LCRA)	78	77.9	87.00	●	86.4
Complaint handling (LCRA)	36	35.5	45.50	●	86
Communal areas (LCRA)	68	66.7	76.50	●	80
Neighbourhood contribution (LCRA)	67	64.6	71.00	●	74.8
ASB handling (LCRA)	61	59.5	69.60	●	86.4



Satisfaction and repairs (strong and above peer benchmarks)

- **Overall satisfaction: 84.2**

This is **well above** All Providers (74) and RSH (71.8) and is **slightly above** the Smaller Providers benchmark (84.0).

Interpretation: Rolig are performing at the top end of the sector and matching the higher-performing smaller provider cohort.

- **Overall repairs service: 89.2**

This is **significantly above** All Providers (77) and RSH (73.6) and **strongly above** Smaller Providers (83.0).

Interpretation: Repairs service is a standout strength and a clear differentiator for Rolig.

Core standards: property condition and safety (above sector and above smaller providers)

- **Well maintained home: 87.8**

Above All Providers (**74**) and RSH (**71.9**), and **above** Smaller Providers (**83.0**).

Interpretation: Residents experience property condition positively; Rolig exceed sector expectations.

- **Safe home: 87.8**

Above All Providers (**78**) and RSH (**77.6**), and **slightly above** Smaller Providers (**86.7**).

Interpretation: Safety perceptions are strong and competitive with best-in-class benchmarks.

Respect and fairness (broadly strong; one marginal gap vs smaller providers)

- **Treated fairly & with respect: 86.4**

Above All Providers (**78**) and RSH (**77.9**), but **fractionally below** Smaller Providers (**87.0**).

Interpretation: Still a strong result, but this is the **one area where Rolig are marginally behind** the smaller-provider benchmark (-**0.6**). It's close enough to describe as "broadly in line" but worth noting as a small improvement opportunity.

Complaints, ASB and neighbourhood (very strong—especially complaint handling and ASB)

- **Complaint handling: 86.0**

This is **dramatically above** All Providers (**36**) and RSH (**35.5**), and far above Smaller Providers (**45.5**).

Interpretation: A major standout. Rolig's complaint handling result is **exceptionally strong** relative to sector norms (over **+40 points** above smaller providers). This suggests complaint processes and/or resolution experience are perceived as highly effective.

- **Communal areas: 80.0**

Above All Providers (**68**) and RSH (**66.7**), and above Smaller Providers (**76.5**).

Interpretation: Communal space standards are perceived positively and above benchmark.

- **Neighbourhood contribution: 74.8**

Above All Providers (**67**) and RSH (**64.6**), and above Smaller Providers (**71.0**).

Interpretation: Strong performance on neighbourhood outcomes compared with the sector.

- **ASB handling: 86.4**

Far above All Providers (**61**) and RSH (**59.5**), and well above Smaller Providers (**69.6**).

Interpretation: Another key strength—Rolig are **materially outperforming** the sector on ASB handling.