



Tenant Satisfaction Measures — Feedback Summary.

September 2026



Tenant Satisfaction Measures

The Regulator of Social Housing introduced a new set of Tenant Satisfaction Measures to ask customers how they feel about the quality of homes and services their landlord provides.

The measures looked at five key areas:

- Keeping properties in good repair
- Maintaining building safety
- Effective handling of complaints
- Respectful and helpful engagement
- Responsible neighbourhood management

How we collected your feedback

We contacted customers by phone and in person where customers needed additional support to ask questions around the themes above to understand how well our customers think we are performing.

Summary of results

The percentages represent customers who said they were either “Very Satisfied” or “Somewhat Satisfied”. Full results are as follows.

75%

Overall service

72%

Overall repairs

61%

Time to complete repairs

75%

Well-maintained home

74%

Safe home

68%

Complaint handling

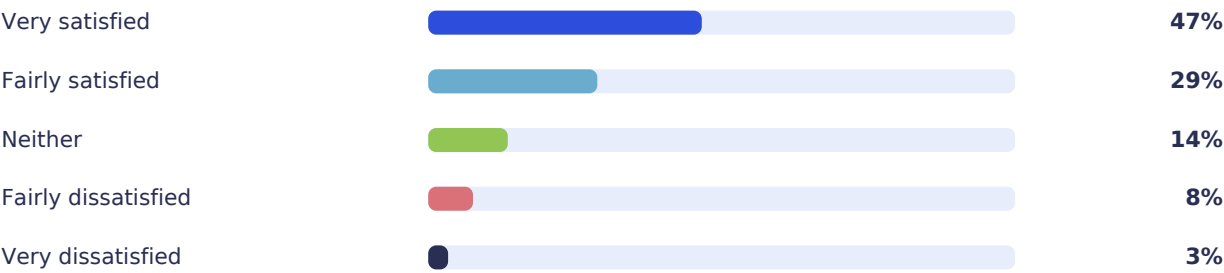
Overall service and repairs

The overall service rating and whether residents reported a recent repair.

Overall satisfaction (Q1)

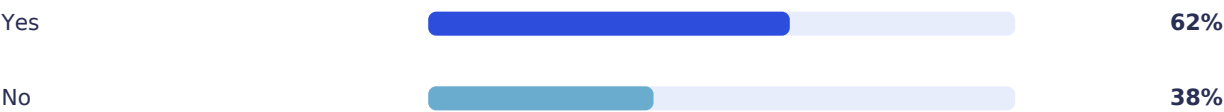
Taking everything into account, how satisfied are you with the service provided by Arpeggio?

75% satisfied



Repairs in the last 12 months (Q2)

Has Arpeggio carried out a repair to your home in the last 12 months?



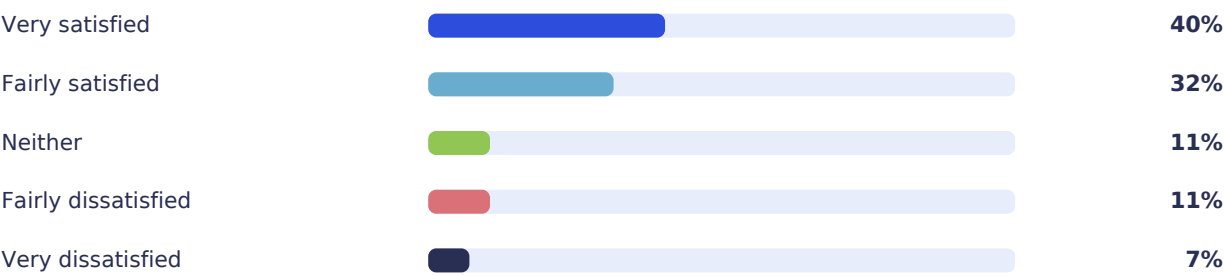
Repairs experience

Residents who reported a repair rated the service and the time taken.

Overall repairs service (Q3)

How satisfied are you with the overall repairs service in the last 12 months?

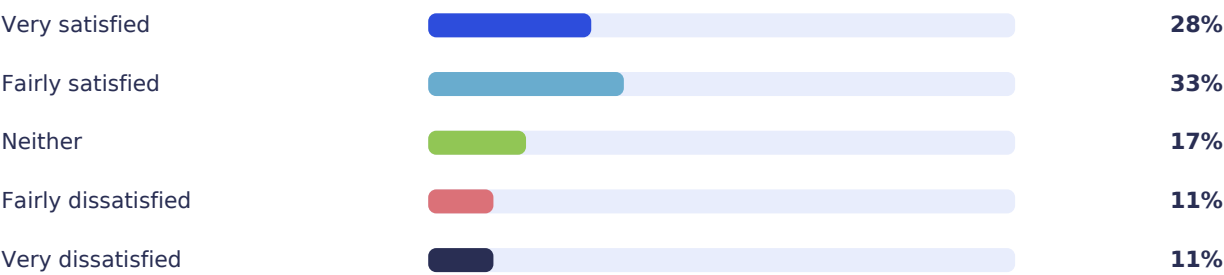
72% satisfied



Time to complete a repair (Q4)

How satisfied are you with the time taken to complete your most recent repair?

61% satisfied



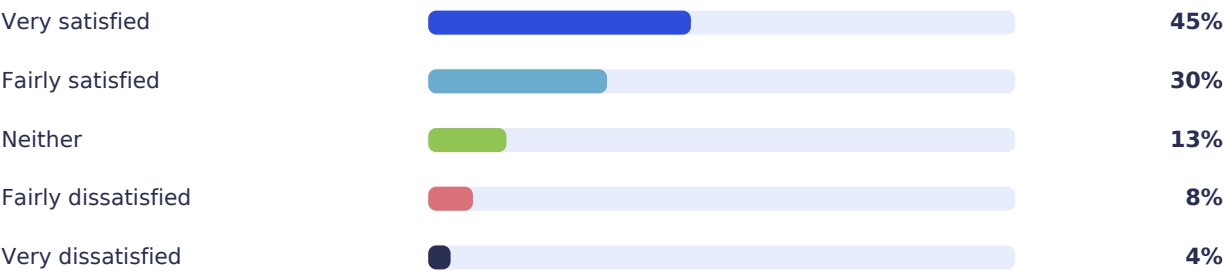
Homes and building safety

Residents rated maintenance and the safety of their homes.

Well-maintained home (Q7)

How satisfied are you that Arpeggio provides a home that is well maintained?

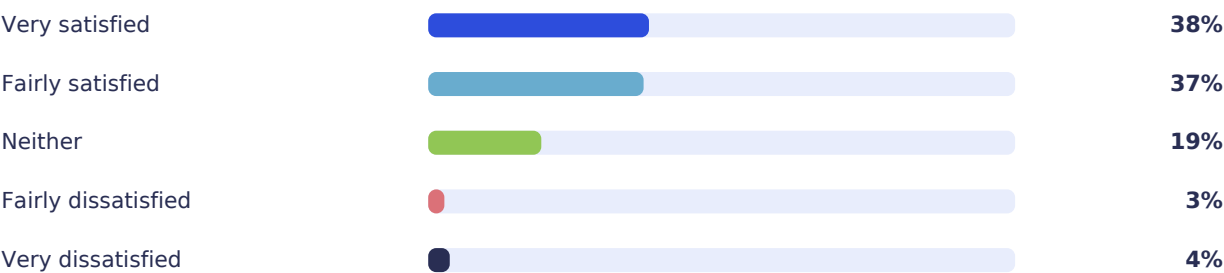
75% satisfied



Safe home (Q8)

Thinking about the condition of your property or building, how satisfied are you that your home is safe?

74% satisfied



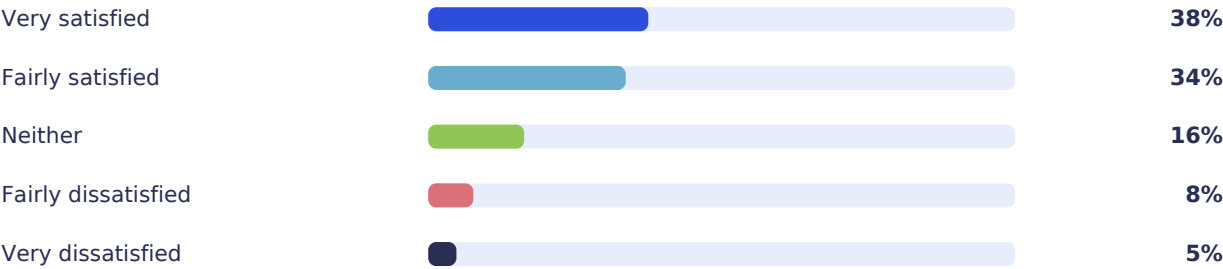
Respectful engagement

Views on listening, communication and fair treatment.

Listening to views (Q11)

How satisfied are you that Arpeggio listens to your views and acts on them?

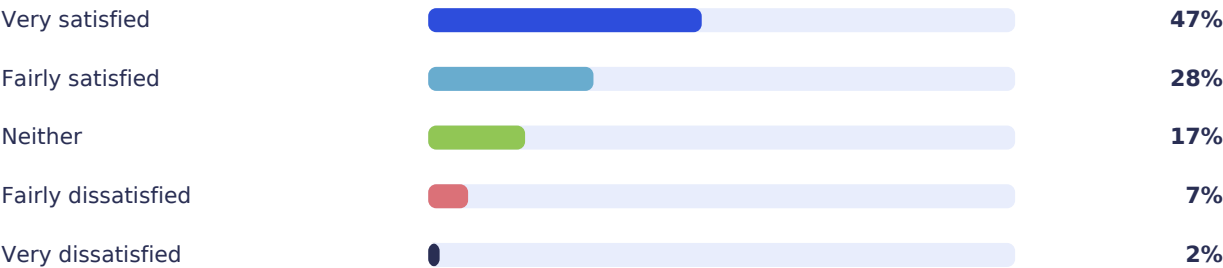
71% satisfied



Keeping residents informed (Q12)

How satisfied are you that Arpeggio keeps you informed about things that matter to you?

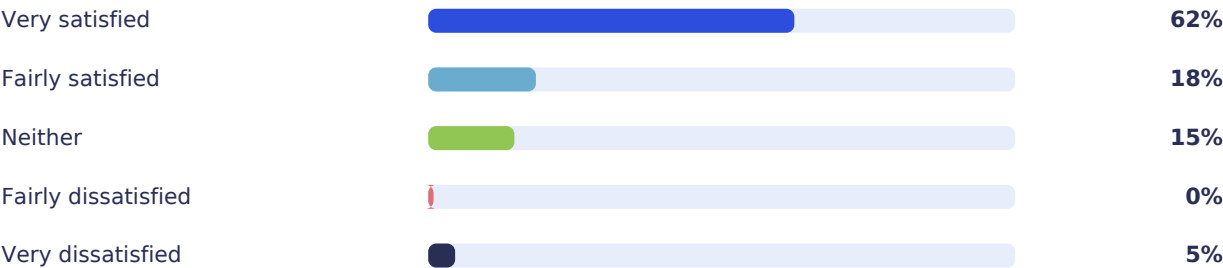
75% satisfied



Fairness and respect (Q13)

Response to the statement that Arpeggio treats residents fairly and with respect.

81% satisfied

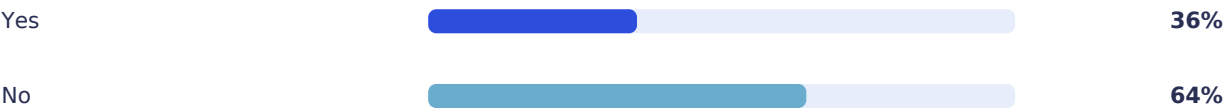


Handling complaints

Residents reported whether they made a complaint and rated complaint handling.

Complaints in the last 12 months (Q15)

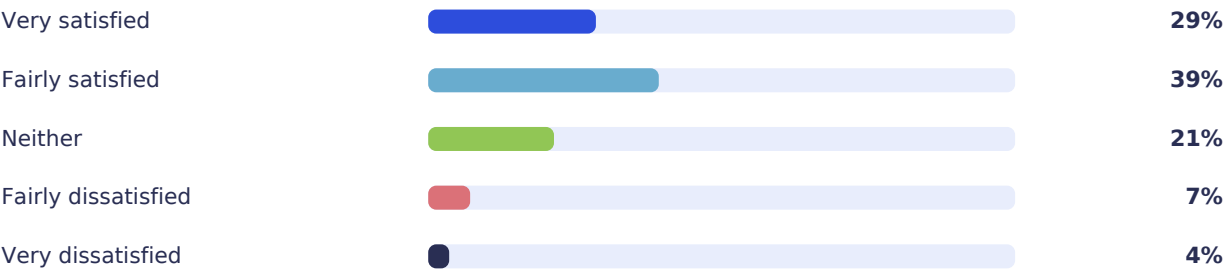
Have you made a complaint to Arpeggio in the last 12 months?



Approach to complaints (Q16)

How satisfied are you with Arpeggio’s approach to complaints handling?

68% satisfied

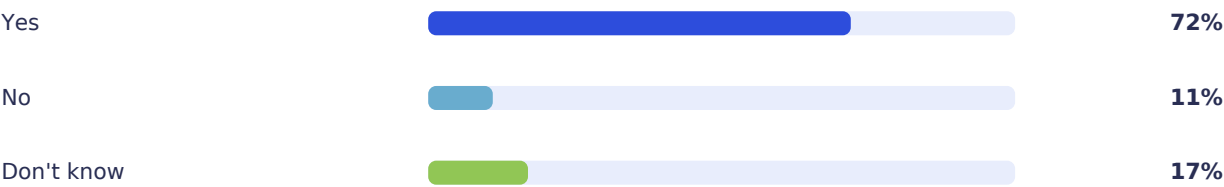


Communal areas

The upkeep rating reflects residents who reported Arpeggio-maintained communal areas.

Communal areas (Q18)

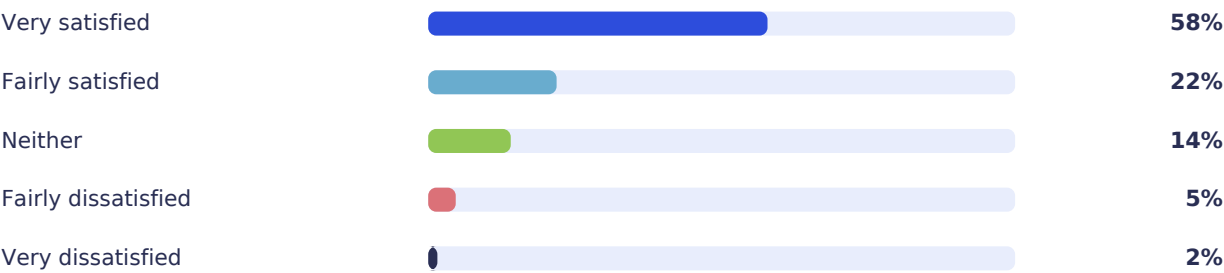
Do you live in a building with communal areas that Arpeggio is responsible for maintaining?



Communal-area upkeep (Q19)

How satisfied are you that Arpeggio keeps communal areas clean and well maintained?

80% satisfied



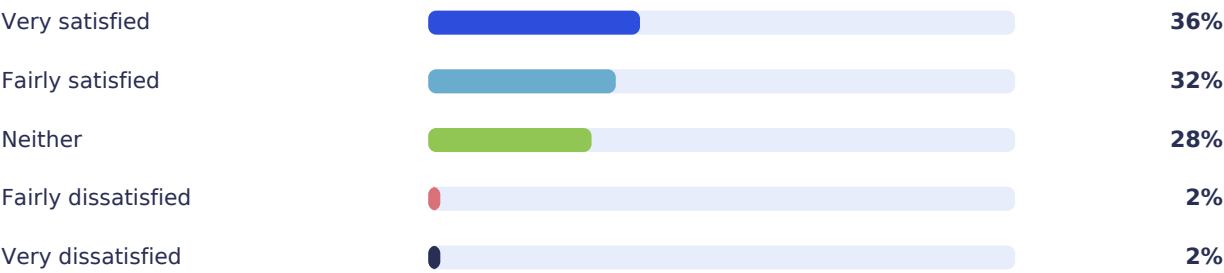
Neighbourhood management

Resident views on the neighbourhood and anti-social behaviour.

Neighbourhood contribution (Q21)

How satisfied are you that Arpeggio makes a positive contribution to your neighbourhood?

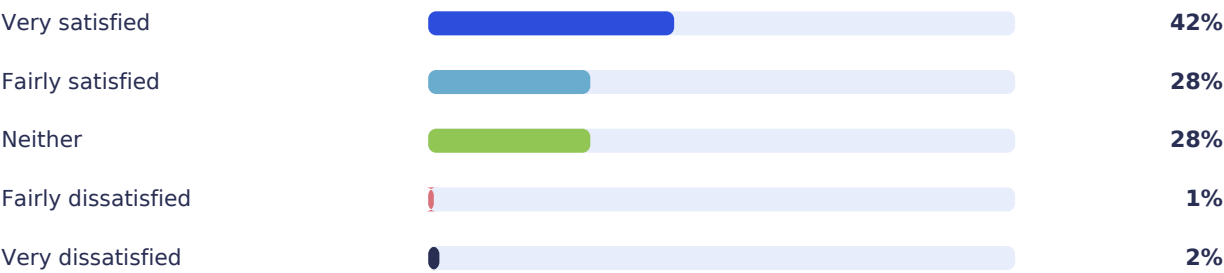
68% satisfied



Anti-social behaviour (Q23)

How satisfied are you with Arpeggio's approach to handling anti-social behaviour?

70% satisfied





Community At Our Core.



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