



Tenant Satisfaction Measures

2025/2026

Why do we complete Tenant Satisfaction Measures?

LEAP reviews Tenant Satisfaction Measures (TSMs) to understand how well we're delivering our services and where we can improve.



These measures are part of the Regulator of Social Housing's national framework, which ensures housing providers are held accountable and puts your voice at the centre of service delivery.

Your feedback helps us:

- Track and improve the quality of your home and community.
- Identify areas of excellence and areas for improvement.
- Report transparently to tenants and regulators.

Survey Participation

We invited every tenant to participate, either face-to-face or by phone.

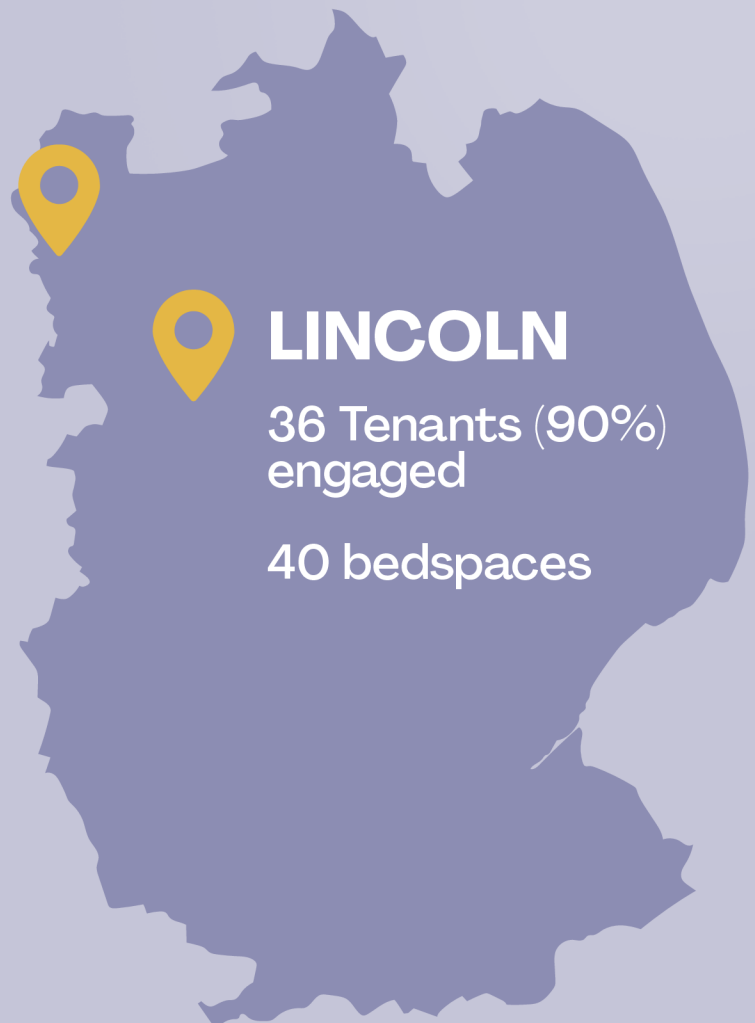
GAINSBOROUGH

29 Tenants (72%)
engaged

40 bedspaces

In total, 65 out of 80
tenants participated.

That's an 81% response
rate – thank you!



LINCOLN

36 Tenants (90%)
engaged

40 bedspaces

Lincoln Results

Question	Very Satisfied	Fairly Satisfied	Neither	Fairy Dissatisfied	Very Dissatisfied	Not Applicable
TP01 Overall service	26	7	2	0	0	5
TP02 Repairs service	20	4	4	0	1	11
TP03 Time for repairs	19	5	2	1	1	12
TP04 Maintained home	31	3	1	0	0	5
TP05 Home is safe	29	3	1	1	1	5
TP06 Listens & acts	25	7	1	1	0	6
TP07 Informed	25	6	3	1	0	5
TP08 Fair/respect	26	5	2	1	0	6
TP09 Complaints	5	4	1	0	0	30
TP10 Communal clean	15	1	0	0	0	24
TP11 Community contribution	26	3	6	0	0	5
TP12 ASB approach	24	3	2	1	0	10

Gainsborough Results

Question	Very Satisfied	Fairly Satisfied	Neither	Fairy Dissatisfied	Very Dissatisfied	Not Applicable
TP01 Overall service	24	5	0	0	0	11
TP02 Repairs service	20	3	2	0	0	15
TP03 Time for repairs	21	2	2	0	0	15
TP04 Maintained home	23	6	0	0	0	11
TP05 Home is safe	26	3	0	0	0	11
TP06 Listens & acts	24	5	0	0	0	11
TP07 Informed	26	3	0	0	0	11
TP08 Fair/respect	26	3	0	0	0	11
TP09 Complaints	4	0	1	0	0	35
TP10 Communal clean	0	0	0	0	0	40
TP11 Community contribution	22	1	6	0	0	11
TP12 ASB approach	18	1	3	0	0	18

Combined Results

Question	Very Satisfied	Fairly Satisfied	Neither	Fairy Dissatisfied	Very Dissatisfied	Not Applicable
TP01 Overall service	50	12	2	0	0	16
TP02 Repairs service	40	7	6	0	1	26
TP03 Time for repairs	40	7	4	1	1	27
TP04 Maintained home	54	9	1	0	0	16
TP05 Home is safe	55	6	1	1	1	16
TP06 Listens & acts	49	12	1	1	0	17
TP07 Informed	51	9	3	1	0	16
TP08 Fair/respect	52	8	2	1	0	17
TP09 Complaints	9	4	2	0	0	65
TP10 Communal clean	15	1	0	0	0	64
TP11 Community contribution	48	4	12	0	0	16
TP12 ASB approach	42	4	5	1	0	10

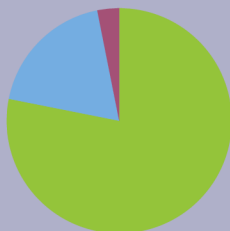
Visual Representation of Combined Results

Key:

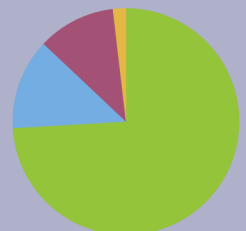


Not Applicable has been excluded from the visualisations below to draw greater attention to whether service users are satisfied or dissatisfied with our work.

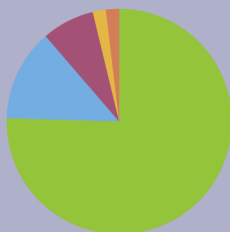
TP01
Overall Service



TP02
Repairs Service



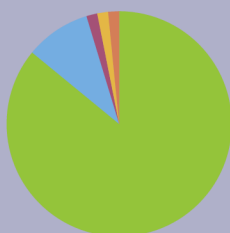
TP03
Time for Repairs



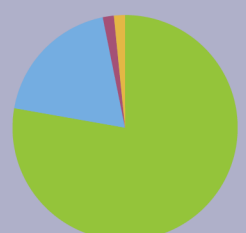
TP04
Maintained Home



TP05
Home is Safe



TP06
Listens & Acts

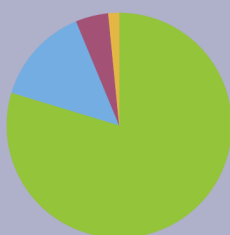


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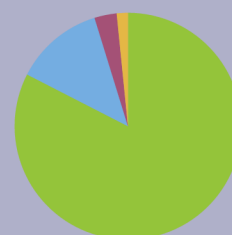


Not Applicable has been excluded from the visualisations below to draw greater attention to whether service users are satisfied or dissatisfied with our work.

TP07 Informed



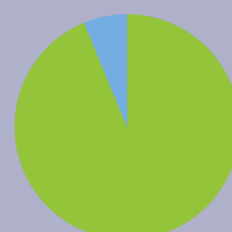
TP08 Fair/ Respect



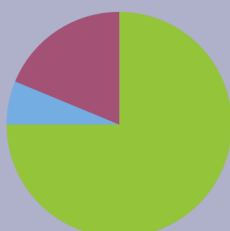
TP09 Complaints



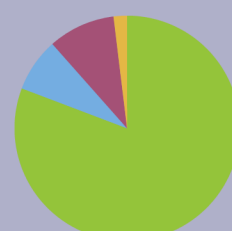
TP10 Communal Clean



TP11 Community Contribution



TP12 ASB Approach



Most Common Survey Response

● **Very Satisfied**

The option 'Very Satisfied' was chosen 505 times by tenants.

Our Conclusions

What we're doing well

- Tenants across both sites feel respected, safe and well-informed.
- Property conditions and respect were top-performing areas.
- 90% of Lincoln tenants and 72% of Gainsborough tenants took part – your voices are shaping our service.

Where we can improve

- A high number of “not applicable” responses to questions like complaints handling and communal cleaning suggests tenants may not have experienced or are unaware of these services.
- We will improve transparency and awareness around these areas to ensure all tenants know how to access support.

Final Comments



This is your home, and your opinion matters. Thank you for helping LEAP continue to grow and improve. We'll be using this data to inform real changes and keep you in the loop every step of the way.

Sarah Hall
Lead Housing & Support Manager



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