

Tenant Satisfaction Measures December 2025

This reports details McCarthy Stone Shared Ownership Ltd Tenant Satisfaction Measures (TSM) for our Older Person Shared Ownership (OPSO) customers for the period 1st November 2024 to 31st October 2025. As of 31st October 2025, McCarthy Stone Shared Ownership have 448 homes.

The tenant satisfaction perception survey was carried out in October and November 2024, this was a census approach whereby all OPSO customers had the opportunity to take part, results of which have already been shared and published. As McCarthy Stone Shared Ownership Ltd as of 31st October 2025 are classed as a smaller provider the requirement to complete perception surveying is 2 yearly, therefore this exercise has not been repeated for FY24/25. Previous results remain the same and are included in appendix 1 for information.

Tenant Satisfaction Measure FY24/25

TSM Management Measure	Result
BS01: Proportion of homes for which all required gas safety checks have been carried out.	100%
BS02: Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	n/a
BS04: Proportion of homes for which all required legionella risk assessments have been carried out	Development 100%
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
RP01: Proportion of homes that do not meet the Decent Homes Standard.	n/a

RP02(1): Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	88%
RP02(2): Proportion of emergency responsive repairs completed within the landlord's target timescale.	66%
CH01(1): Number of stage one complaints received per 1,000 homes.	16
CH01(2): Number of stage two complaints received per 1,000 homes.	4
CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95%
CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	75%
NM01(1): Number of anti-social behaviour cases, opened per 1,000 homes.	1
NM01(2): Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0

Tenant Satisfaction Measure Performance Summary:

Positive performance to note for all Building Safety Standards.

Positive performance noted > 85% target in relation to non – emergency responsive repairs, but is an area of continued focus and improvement

Performance for emergency responsive repairs completed within the landlord's target timescale stands at 66%. Emergency repairs often involve complex issues requiring immediate attention, and delays have been linked to challenges in contractor availability and coordination, particularly where specialist skills or parts are required.

To address this, we are implementing several measures:

- Enhanced Monitoring via Fixflo: We are working with Fixflo to introduce a time-stamp on job closures, enabling accurate tracking against the 24-hour SLA and improving visibility of performance.
- Supply Chain Engagement: Continued engagement with contractors to strengthen response times and ensure adherence to agreed service levels.
- In-Warranty Contractor Management: Delays caused by in-warranty contractors not responding promptly or adhering to defect liability periods remain a recurring issue. We are working with Commercial teams to escalate and resolve these cases more effectively.
- Operational Dashboards: Performance data is visible on OPSO dashboards across all development dashboards and Ops Manager dashboards, ensuring transparency and enabling proactive intervention.
- Escalation Protocols: We have introduced Copilot-driven escalation to key members within Property Operations to ensure issues are progressed quickly and do not stall.
- Process Improvements: Additional actions include improved scheduling, closer monitoring of contractor performance, and escalation protocols for high-risk cases.

These steps aim to enhance resilience in emergency repair delivery and drive performance closer to target in the coming reporting periods.

Further positive performance to note in relation to complaint handling. Challenges in complaint management addressed resulting in higher complaint priority, fewer breached cases and smoother processes.

- 20 complaints were received in total. 16 complaints were resolved at Stage 1, with 4 complaint escalations to Stage 2.
- 95% of complaint stages were completed within expected timeframes at Stage 1 which is a considerable improvement of note from FY23/24 of 50%.
- 75% of complaint stages were completed within expected timeframes at Stage 2 which previously was unreported.

One reported case of Antisocial Behaviour, further improvements to the management of anti-social behaviour are noted for delivery in Q1 FY26. This includes streamlined reporting and case management along with policy, procedure and training for all front-line teams.

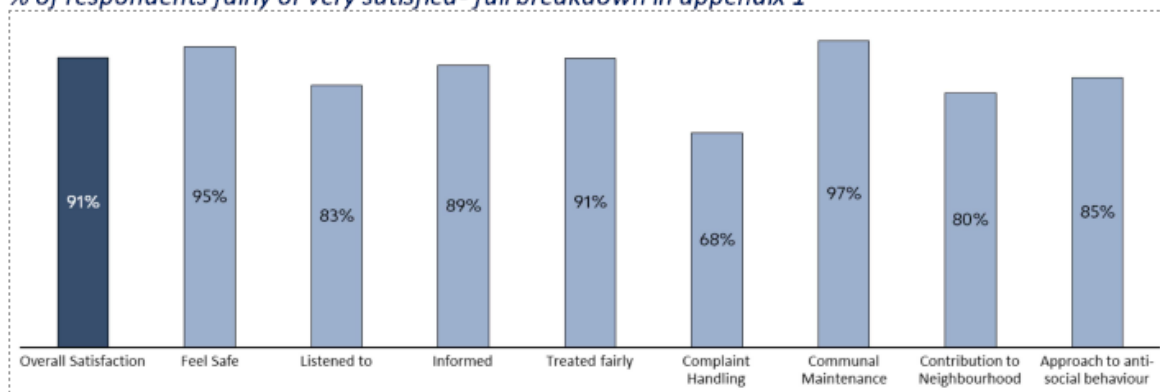
Appendix 1: FY23/24 TSM Perception Survey Results & Measures

TSM- Perception Results

A strong score of 91.2% of respondents were satisfied with the overall service they receive from their landlord and 94.6% report they are satisfied that their home is safe. This compares positively to an overall customer satisfaction score of 84.8% across all McCarthy Stone developments and tenure types.

Figure 1 – Tenant Satisfaction Perception Results

% of respondents fairly or very satisfied- full breakdown in appendix 1



All metrics had at least a 64% response rate, except for complaint handling. 25% (37) of respondents chose to answer the question around complaint handling. Of these responses, only 6 were less than neutral in their response.

TSM Perception Measure	Result
TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord	91.2%
TP02: Proportion of respondents who report that they are satisfied with repairs	n/a
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete the most recent repair	n/a
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained	n/a

TP05: Proportion of respondents who report that they are satisfied that their home is safe.	94.6%
TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	82.6%
TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	88.9%
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	91.0%
TP09: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	67.6%
TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	96.6%
TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	80.2%
TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	85.1%