

SHREWSBURY DRAPERS HOLY CROSS LIMITED

TSM RESIDENT SURVEY 2026

Our results, and a summary of how we carried out the survey

93.1%

OVERALL SATISFACTION

68.8%

RESPONSE RATE

11 / 12

MEASURES ABOVE THE
SECTOR AVERAGE

What are the TSMs?

The Regulator of Social Housing requires every social housing landlord in England to collect and publish a set of Tenant Satisfaction Measures. They exist so that residents can see how their landlord is performing and hold it to account, and so that landlords can see where they need to improve.

Twelve of the measures come directly from asking residents what they think. The questions and the answer options are set by the Regulator and cannot be changed, which is why they use the word 'landlord' rather than the language we would normally use with residents. We have kept to the required wording exactly so that our results can be compared fairly with other landlords.

SDHC owns 58 almshouse dwellings and is a small registered provider. Small landlords are required to survey residents at least once every two years and to publish the results. We are not required to submit our results to the Regulator. We last surveyed residents in 2024, and this survey was carried out in 2026.

Our results

Every household living in an SDHC almshouse was invited to take part. Residents could reply either on paper or online, using a QR code printed on the covering letter. Thirty-three households responded, a response rate of 68.8%, and every response came back on paper.

TSM	WHAT WE ASKED	RESULT	BASED ON
TP01	Proportion of residents who report that they are satisfied with the overall service from SDHC	93.1%	29
TP02	Proportion of residents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	87.5%	24
TP03	Proportion of residents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	91.7%	24
TP04	Proportion of residents who report that they are satisfied that their home is well maintained	87.9%	33
TP05	Proportion of residents who report that they are satisfied that their home is safe	93.8%	32
TP06	Proportion of residents who report that they are satisfied that SDHC listens to their views and acts upon them	90.0%	30
TP07	Proportion of residents who report that they are satisfied that SDHC keeps them informed about things that matter to them	87.9%	33
TP08	Proportion of residents who report that they agree SDHC treats them fairly and with respect	93.9%	33
TP09	Proportion of residents who report making a complaint in the last 12 months who are satisfied with SDHC's approach to complaints handling	33.3%	9
TP10	Proportion of residents with communal areas who report that they are satisfied that SDHC keeps communal areas clean and well maintained	93.1%	29
TP11	Proportion of residents who report that they are satisfied that SDHC makes a positive contribution to the neighbourhood	69.6%	23
TP12	Proportion of residents who report that they are satisfied with SDHC's approach to handling anti-social behaviour	68.2%	22

'TSM' is the reference the Regulator gives to each measure. 'Based on' is the number of residents whose answers were used to calculate each measure. Answers of 'not applicable' or 'don't know', and questions left blank, are excluded from the calculation, as the Regulator's method requires. Some questions are asked only of residents who have had a repair, made a complaint, or live in a building with communal areas, so fewer residents answer them.

Questions that decide who answers which measure

QUESTION	YES	NO
Has SDHC carried out a repair to your home in the last 12 months?	23	8
Have you made a complaint to SDHC in the last 12 months?	9	24
Do you live in a building with communal areas that SDHC maintains?	29	2

One resident answered 'don't know' to the communal areas question and a small number left individual questions blank, so these figures do not always total 33.

What the results show

Eleven of the twelve measures are above the average for the sector. The most recent published figures, covering 2024/25, show a median of 75.4% for overall satisfaction among private registered providers; our figure is 93.1%.

We want to be straightforward about how that comparison should be read. Part of the difference reflects genuinely good service. Part of it reflects the kind of organisation we are. Paper surveys produce higher satisfaction scores across the sector than telephone or online surveys, smaller landlords score higher than larger ones, and landlords providing housing for older people score higher than average. All three apply to SDHC.

Where we did well

- Residents told us they feel treated fairly and with respect (93.9%) and that their home is safe (93.8%).
- Satisfaction that we listen to residents' views and act on them was 90.0%, against a sector median of 65.7%.
- Satisfaction with the cleanliness and upkeep of communal areas was 93.1%, against a sector median of 68.8%.
- Satisfaction with the time taken to complete repairs (91.7%) was higher than satisfaction with the repairs service overall (87.5%). Across the sector the reverse is normally true, so this says something positive about how quickly repairs are dealt with.

Where we need to improve

Complaint handling is the one measure where we fall below the sector, and it is the clear priority arising from this survey.

Nine residents told us they had made a complaint in the last twelve months. Of those, three were satisfied with how it was handled, three were neither satisfied nor dissatisfied, and three were dissatisfied. Our own records show one complaint so far in 2026, and three in 2025.

That gap matters. It suggests that when residents raise something they consider to be a complaint, we have too often dealt with it as a routine request and resolved it informally rather than recording it as a complaint. When that happens the resident loses the protections that come with our complaints procedure: a written response within a set timescale, the right to escalate, and the right to take the matter to the Housing Ombudsman. We are grateful to the residents who told us this.

We have already made changes. In recent months we completed our annual self-assessment against the Housing Ombudsman's Complaint Handling Code and our annual submission to the Ombudsman, and we have revised our complaints policy, our approach and the way we handle complaints day to day as a result.

It is worth being clear about timing. This survey asked residents about the twelve months up to 6 July 2026, so almost everything residents were describing happened before those changes took effect. We would not expect this year's score to reflect them. We do expect residents to notice the difference, and the honest test will be the next survey, along with whether the number of complaints we formally record goes up in the meantime. If it does, that will be a good sign rather than a bad one: it will mean we are recognising and recording concerns that we previously resolved informally.

What residents told us in their own words

Twelve residents added a written comment. Because SDHC is small, publishing comments in full could make individual residents identifiable, so we have summarised them here instead. All twelve have been given in full to the Almshouse Committee and the Board.

- Four residents wrote positively about the current management of the almshouses, two of them noting a clear improvement over the past few months.
- Four residents expressed general appreciation for their home, in one case for the security it had offered at a difficult time.
- Two residents raised grounds and waste matters: the condition of a garden area, including dead trees, watering, seating and shade, and an uncollected garden waste bin.
- One resident raised a service issue that has been outstanding for some time, and one asked for a specific improvement to a bathroom.

What we will do next

The Almshouse Committee and the Board have agreed the following actions in response to this survey.

1. **Test our revised complaints arrangements.** We will check how our revised complaints policy and processes work in practice, focusing on the point at which something a resident raises is actually recorded as a complaint rather than dealt with informally.

2. **Brief the people you deal with.** We will brief all resident-facing staff and the Drapers on the revised arrangements, and specifically that any expression of dissatisfaction must be logged and that you must be offered the choice to make a complaint, whether or not you use the word.
3. **Keep complaints in front of the Committee.** We will report this finding to the Almshouse Committee, agree how it will get assurance that concerns are being recognised and not just handled, and report complaint numbers to every Committee meeting.
4. **Act on what residents raised.** We will follow up on the individual points residents raised in their written comments.
5. **Put our reporting on a formal footing.** We will formally adopt a reporting year for these measures and record it in the Committee minutes.

Summary of our survey approach

The Regulator requires landlords to publish a summary of how the survey was carried out, so that residents can judge how much weight to give the results. This is ours.

Who was surveyed

All 48 households living in an SDHC almshouse at the time the survey was issued. SDHC owns 58 dwellings; the remainder were unoccupied at that date, comprising units at Fairford Place that were empty or not yet complete as part of the redevelopment programme, and one dwelling at Newport that had been relinquished. Empty homes have no household to survey and so fall outside the relevant resident population.

Sample method

A census. Every household was invited to take part. No household was excluded from the survey.

Number of responses

33 households gave a valid answer to at least one question. A further form was returned with no answers on it and is not counted as a response, in line with the Regulator's method. The response rate was 68.8%. Six residents chose not to write their reference number on the form; all six are included in every figure reported here.

Timing

The survey was issued on 6 July 2026 and closed on 3 August 2026. The questions asking about repairs and complaints 'in the last 12 months' relate to the twelve months ending 6 July 2026.

Collection method

Two routes were offered. A paper questionnaire was delivered by hand with a reply envelope, and an electronic version of the same questionnaire, hosted on Microsoft Forms, could be reached by scanning a QR code printed on the covering letter. All 33 responses were received on paper. No household responded online. Overall satisfaction (TP01) for the paper route was 93.1%. No figure can be given for the online route because no resident used it.

Who carried out the survey

SDHC carried out the survey in-house. No external contractor was involved in collecting, generating or checking the results. The calculations were independently recalculated from the response log before publication.

Assessment of how representative the responses are

As a small landlord we are required to make a high-level assessment only. We compared responses by site against the number of households at each site. Drapers Place, Holy Cross and St Giles / Wenlock Road are closely represented. Fairford Place is under-represented: it accounts for 29% of households but 21% of responses, because the response rate there was 50%. Fairford Place residents are living through an active redevelopment, so their experience may differ from that of residents elsewhere, and it is possible that the overall figures would be slightly different had more of them responded.

Weighting

No weighting has been applied. Small landlords are not required to weight responses, and the number of responses is too small for weighting to be applied reliably.

Accuracy

On 29 valid responses to the overall satisfaction question from 48 households, the result carries a margin of error of approximately plus or minus 5.9 percentage points at the 95% confidence level. Where a landlord of our size cannot practically achieve a tighter margin, the Regulator provides that carrying out a census meets the accuracy requirement, which is the approach we have taken. Several measures rest on small numbers of responses, the complaint handling measure on nine, and percentages based on small numbers should be treated as indicative.

Incentives

None were offered.

Confidentiality

Each survey carried a reference number instead of a name or address, and residents were asked to write it on the form only if they wished. Six residents chose not to. The list linking reference numbers to households was held by one member of staff only and was not used in the analysis. The workbook holding the results contains no names and no addresses.

Help with completing the survey

30 residents completed the survey themselves, two were helped by a relative or friend, and one did not say. No survey was completed with the help of an SDHC staff member.

Information withheld

Results broken down by site, and residents' written comments in full, are not published. With as few as three or four responses at two of our sites, publishing that detail could make individual residents identifiable. The Regulator expressly permits small landlords to omit information from publication where that risk is material. All of it has been provided to the Almshouse Committee and the Board.

A known limitation

All of our homes have communal areas, but two residents answered no to that question and one answered that they did not know. The communal areas measure is therefore based on 29 residents rather than the 32 households it applies to. The wording of the question is set by the Regulator and cannot be changed, and the result cannot be recalculated.

Other matters that may affect the results

Paper surveys produce higher satisfaction scores across the sector than other methods, and online surveys produce lower ones, so the fact that every response came back on paper is likely to have raised our results a little and should be borne in mind when comparing them with other landlords. Around three in ten residents answered 'not applicable' or 'don't know' on the neighbourhood and anti-social behaviour measures. There has been no change in survey method since 2024.

Questionnaire

The full questionnaire used to generate these measures is published alongside this document.

Comparing our results with other landlords

The benchmark figures referred to in this document are the landlord median results for 2024/25 published by the Regulator of Social Housing on 4 November 2025, which are the most recent published figures available. Results for 2025/26 are not expected to be published until late 2026.

The Regulator asks that results are interpreted in the round rather than measure by measure, and that the way a survey was collected is taken into account when comparing landlords. We have set out our method above so that this is possible.

Questions or feedback

If you would like to discuss these results, or would like this document in a larger print or another format, please contact the office.