

heylo



Tenant Satisfaction Measures

Performance Report

2025/26



Victoria

Moved into The Poppies in Maidstone

"Without Home Reach, I would have had to enter the renting game which would have been a long, uphill battle to get out of."

Tenant Satisfaction Measures

What customers told us

Each year, housing providers like Heylo report Tenant Satisfaction Measures (TSMs) to the Regulator of Social Housing.

Between September and December 2025, customers shared their views through a short survey set by the Regulator.

Overall satisfaction with Heylo services last year was 62.5%. Although this was higher than the sector average of 49%, we knew there was more we could do to improve our services. We are delighted to report that this year's satisfaction level has increased to close to 70%.

Understanding customer feedback

As a Shared Ownership provider, some customers may have limited day to day contact with us. Even so, our aim is to provide a consistent and high-quality service to everyone.

Survey responses showed mixed results in areas such as:

- Communal areas
- Anti social behaviour

Many customers selected "not applicable" or "don't know" for these questions. This was often because some services, like communal areas, are managed by third party managing agents rather than Heylo.

This feedback helped us understand where responsibilities are not always clear and where we need to improve communication.

What have we learnt and what have we changed?

Based on what customers told us in previous years, we have made changes to improve communication, access to information and how we support customers.

Over the past year, we have:

- Worked closely with our Customer Committee so customer views help shape decisions
- Improved communications through our updated website, newsletters and Heylo Connect broadcasts
- Continued to improve My Heylo Home, allowing you to view statements, access documents and make payments online
- Engaged with customers and our Customer Committee as we have trialled and then launched our new AI powered contact centre Homeline, and chat facility Hugo.
- Provided ongoing training for customer facing teams, including complaints handling and safeguarding
- We also reviewed our policies and ways of working to improve the overall customer experience.

Results for 2025/26

This year's survey shows clear improvement across all areas. Overall satisfaction has increased from 62% to over 69%, while satisfaction with how we listen to customers rose from 47% to 59%.

It is also encouraging to see that customers feel better informed, with satisfaction increasing by 18% compared to last year's results, reaching nearly 77%. In addition, satisfaction with being treated fairly and with respect increased by 19% compared to last year, reaching 76%.

As in the previous year, many customers said questions about communal areas and anti social behaviour did not apply to them, often because these services are managed by third party agents. Improving clarity around responsibilities remains a priority for us.

Complaints handling

Satisfaction with Heylo's approach to complaints handling more than tripled, increasing from 12% to 49%. This marks a significant improvement on last year and shows that changes we've made are starting to have an impact. However, we know complaints handling remains an area where some customers are still dissatisfied. Fewer than half of customers who made a complaint in the past 12 months said they were satisfied with how it was handled, so while progress has been made, there is still work for us to do.

Over the past year, we have:

- Continued to review and improve our complaints handling process
- Introduced regular lessons learned reviews, including with all staff, our Customer Committee and our Board
- Improved training for staff handling complaints

We are also now collecting feedback at the point a complaint is closed and review this with our Customer Committee to help drive faster improvement.

Who took part

In total, over 650 customers fully completed the survey. The results have been reviewed by the Heylo Customer Committee and our Board, who will continue to monitor progress against agreed actions.

	24/25	25/26	
Satisfied with the services provided by Heylo	62.5%	69.9%	▲
Satisfied that Heylo provides a home that is safe	73.7%	84.7%	▲
Satisfied that Heylo listens to your views and acts upon them	47.3%	59.2%	▲
Satisfied that Heylo keeps you informed about things that matter to you	58.9%	76.8%	▲
Agree that Heylo treats me fairly and with respect	57.0%	75.6%	▲
Satisfied with Heylo's approach to complaints handling	12.4%	49.0%	▲
Satisfied that Heylo keeps communal areas clean and well maintained*	35.4%	55.7%	▲
Satisfied that Heylo makes a positive contribution to the neighbourhood**	34.8%	56.5%	▲
Satisfied with Heylo's approach to handling anti-social behaviour ***	23.3%	49.7%	▲

* Of 652 responses, only 149 (23%) said that they lived in a building with communal areas maintained by Heylo. Of these, 19 (13%) said neither satisfied nor dissatisfied

** Of 652 responses, 164 (25%) said not applicable/don't know, and of those who did offer an opinion, 160 (33%) said neither satisfied nor dissatisfied

*** Of 652 responses, 267 (41%) said not applicable/don't know, and of those who did offer an opinion, 168 (44%) said neither satisfied nor dissatisfied.

Management Information Measures

Alongside the satisfaction measures there are 14 Management Information Measures that helps both customers and the regulator understand how we are performing in keeping homes safe, ensuring our neighbourhoods are nice places to live, and complaints are being handled appropriately.

	24/25	25/26		24/25	25/26
Number of anti-social behaviour cases opened per 1,000 homes	0.9	2.9	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.0	0.0
Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	13.7	25.8	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	92%	99%
Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	2.9	7.6	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%	99%

For the below measures showing the building safety compliance of our homes, we have shown this as the overall number, and also broken down into homes where Heylo owns or manages the building and those owned/managed by third parties

	2024/25 Overall	2025/26 Overall	2025/26 Heylo	2025/26 3rd party
Proportion of homes for which all required gas safety checks have been carried out	100%	100%	N/A	100%
Proportion of homes for which all required fire risk assessments have been carried out	96.2%	94.9%	100%	94.4%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%	N/A	100%
Proportion of homes for which all required legionella risk assessments have been carried out	99.1%	97.2%	100%	96.8%
Proportion of homes for which all required communal passenger lift safety checks have been carried out	95.7%	97.3%	100%	97%

What happens next

We will continue to listen to customers, learn from feedback and adapt how we work.

Over the coming year, we will focus on:



Customer Communication

Improving My Heylo Home so it's easier to find information and track queries, and continuing Heylo Connect webcasts on topics chosen by customers



Stronger Support

growing our team and continuing customer service and technical training



Better Technology

An enhanced AI driven contact centre, providing quicker responses to commonly asked questions, and swift transfer to the team for more complex queries

About the Survey

The Tenant Satisfaction Measures include customer feedback and management information.

The survey was carried out by telephone over a number of months, with a broad representation of customers from across the country, living in both houses and flats.

Thank you to everyone who took the time to share their views.
Your feedback helps us improve our services.



Matthew Iskander

Moved into Campbell Wharf in Milton Keynes

"I would recommend Home Reach 100%. The application was straightforward, and despite overcoming hurdles with documentation, the support we received was excellent."



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