



Chrysalis Supported Association Limited

Tenant Satisfaction Measures Survey

May 2025

(for the period 1 April 2024 – 31 March 2025)

Overview

Tenant Satisfaction Measures (TSMs) are performance metrics mandated by the Regulator of Social Housing in the UK for social housing providers, which include tenant satisfaction surveys and management information on health, safety, and complaints. These measures provide tenants with transparency into their landlord's performance in key areas like repairs, safety, complaints handling, and neighbourhood management, and allow landlords to track improvement and be held accountable.

The TSMs are collected through annual surveys and reported by landlords to the Regulator of Social Housing (RSH).

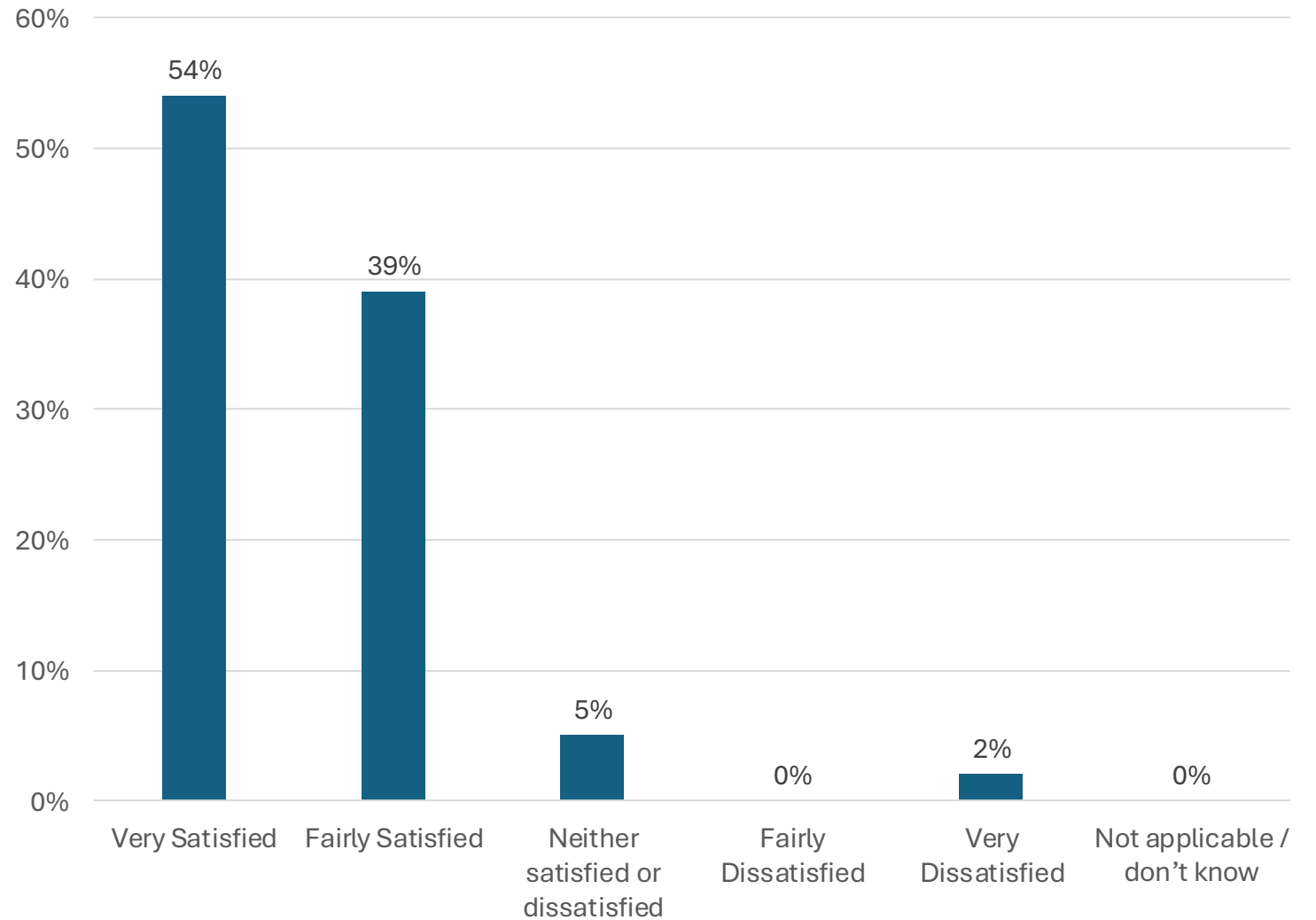
Chrysalis is classed as a small provider of social housing (less than 1,000) units, so is not obliged to submit the 2025 survey results to the RSH. However, this report will be published and shared with our tenants.

Chrysalis provides 'specialised supported housing' to vulnerable adults, some of whom lack mental capacity to complete the survey. On this basis and in accordance with the guidance from the RSH, they have not been included in the survey results. The total number of tenants excluded was 135.

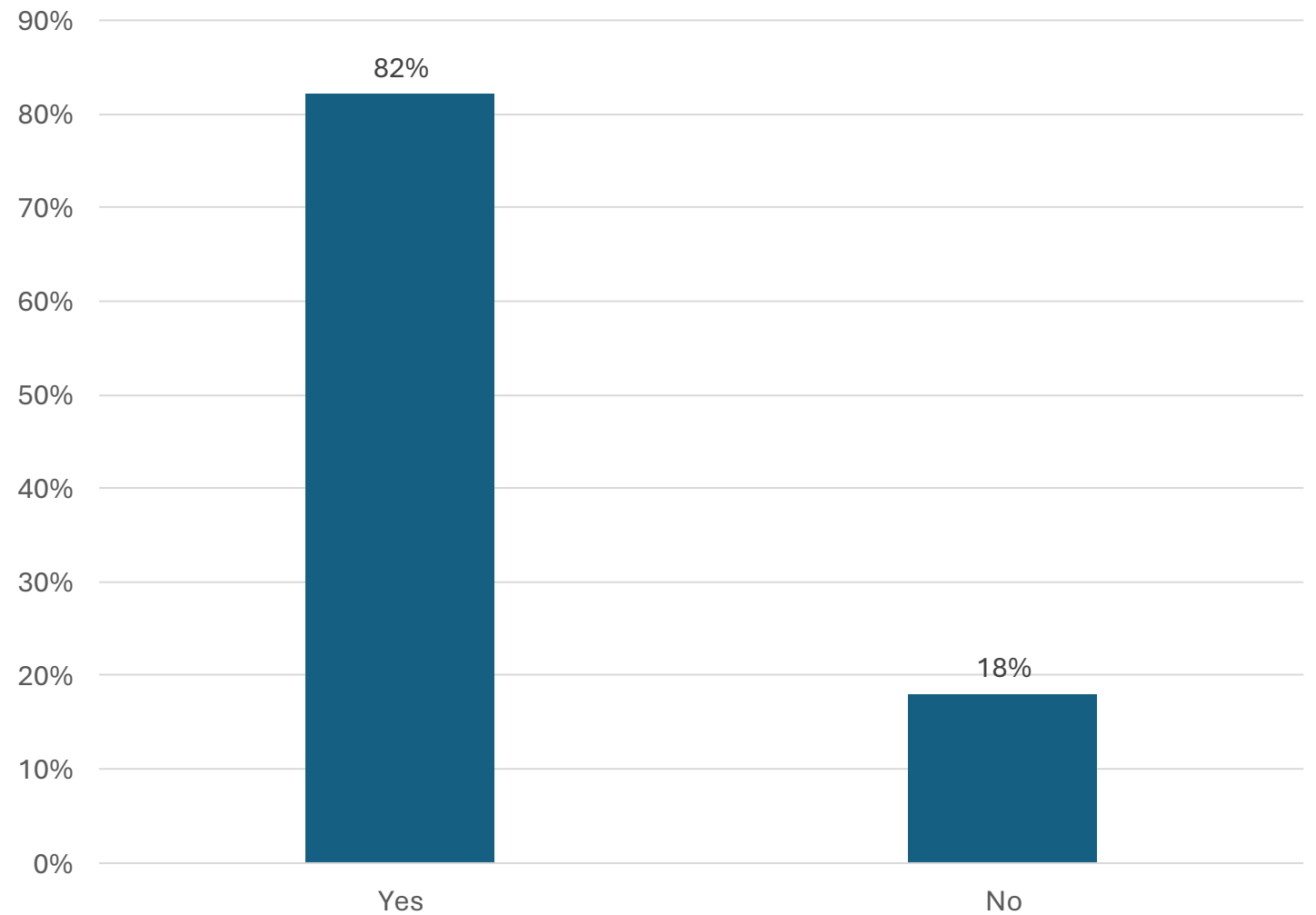
Surveys were sent out to 173 tenants, of which 95 responded.

Survey Results

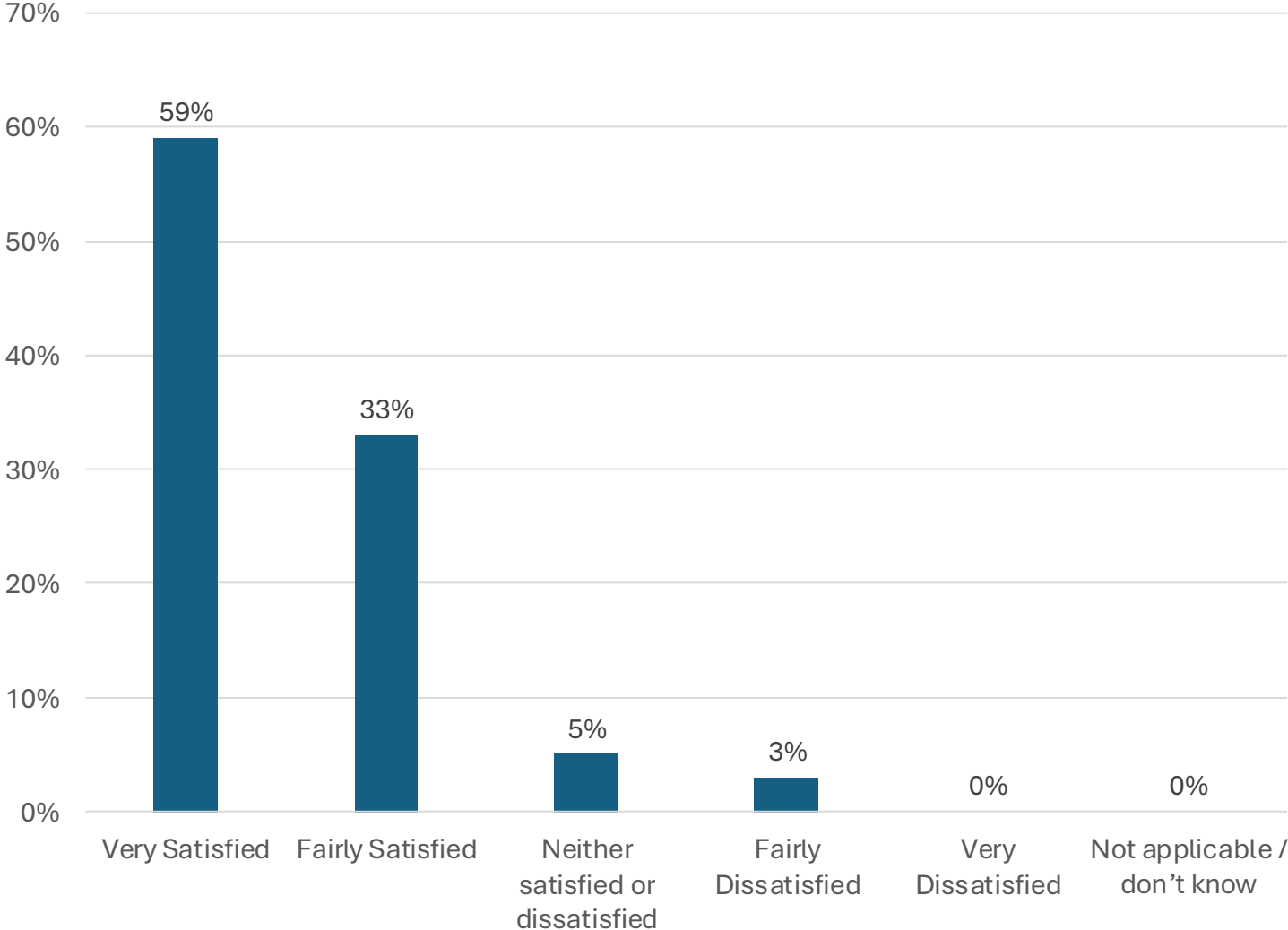
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Chrysalis?



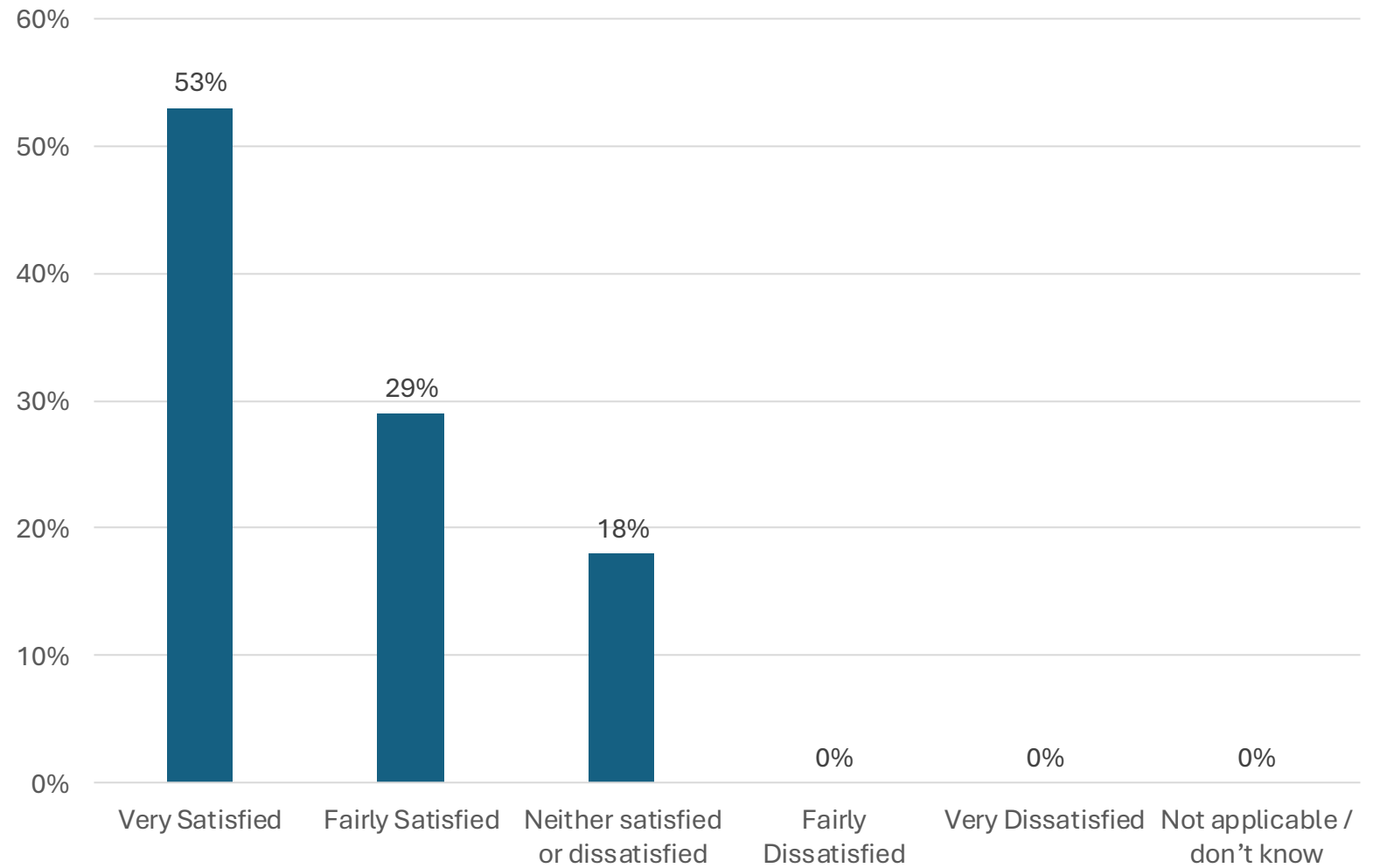
Has Chrysalis carried out a repair to your home in the last 12 months?



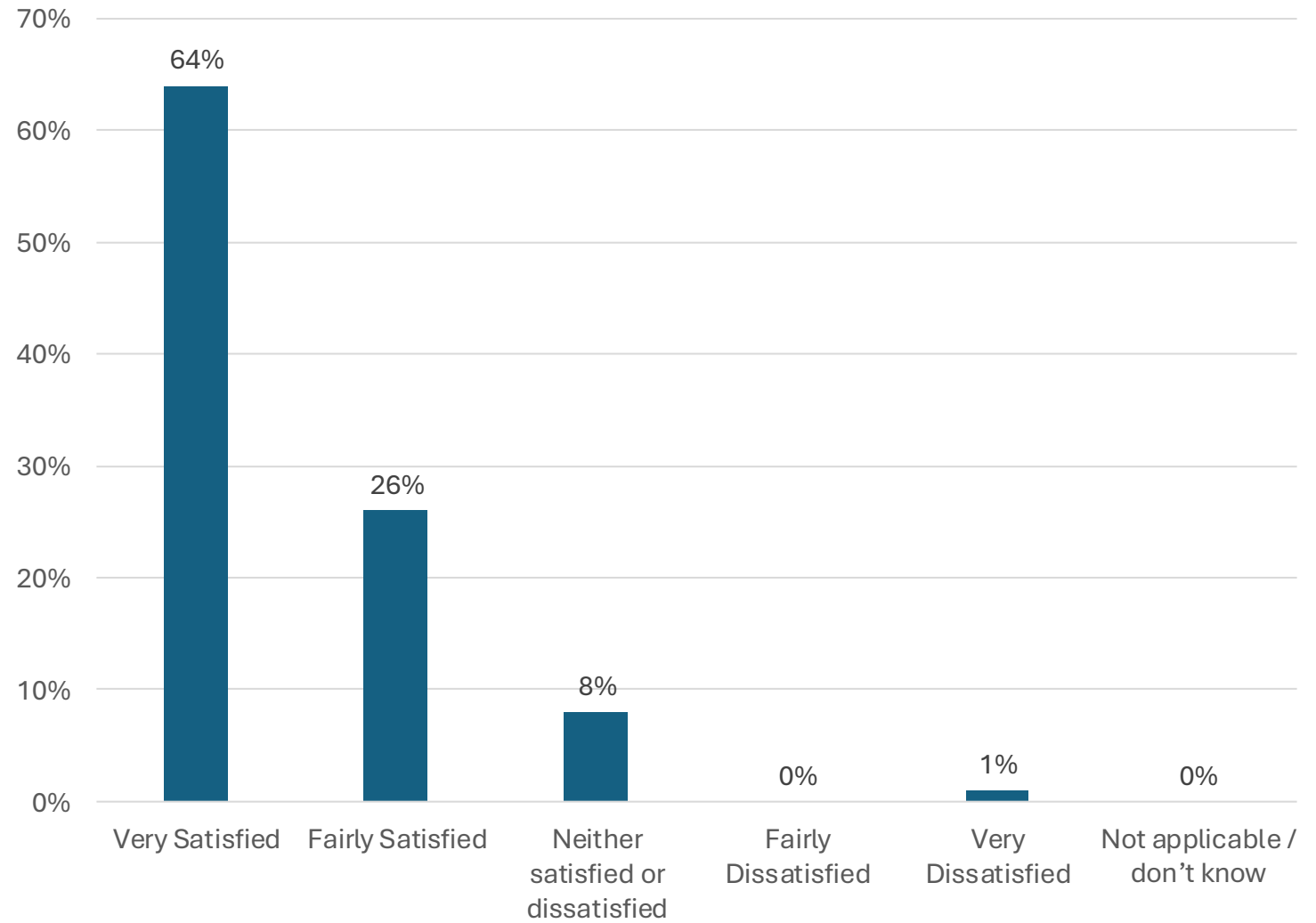
How satisfied or dissatisfied are you with the overall repairs service from Chrysalis over the last 12 months?



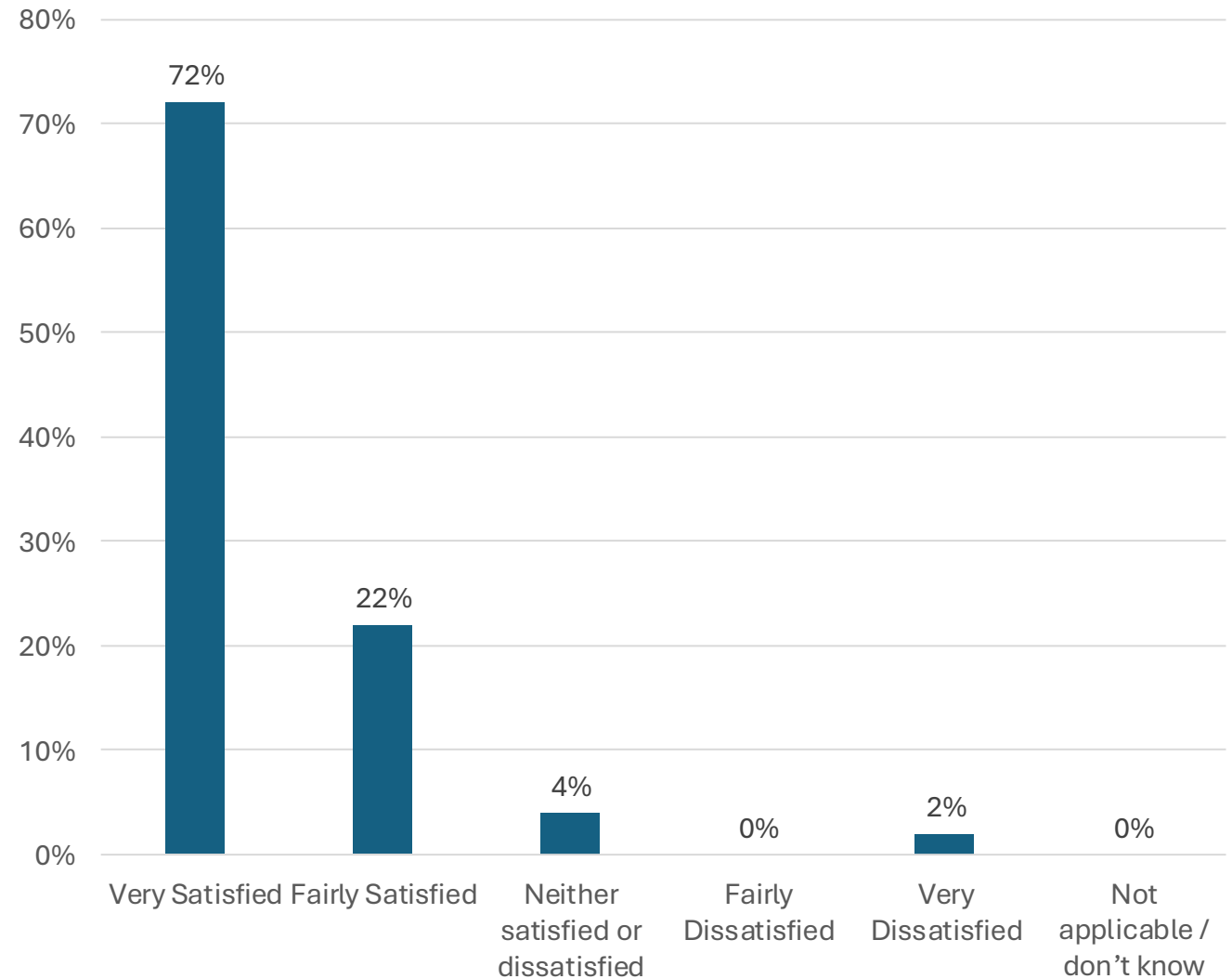
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



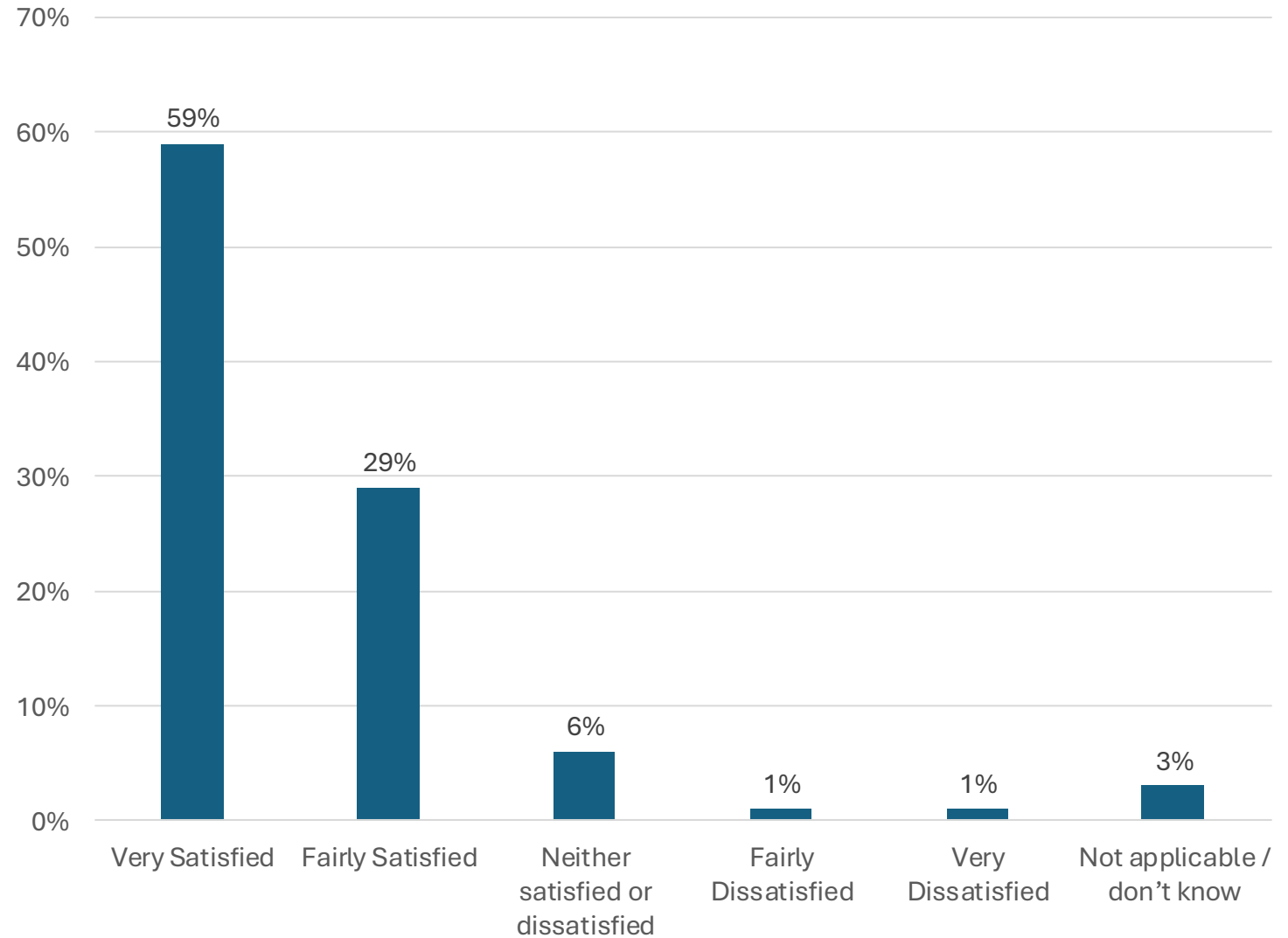
How satisfied or dissatisfied are you that Chrysalis provides a home that is well maintained?



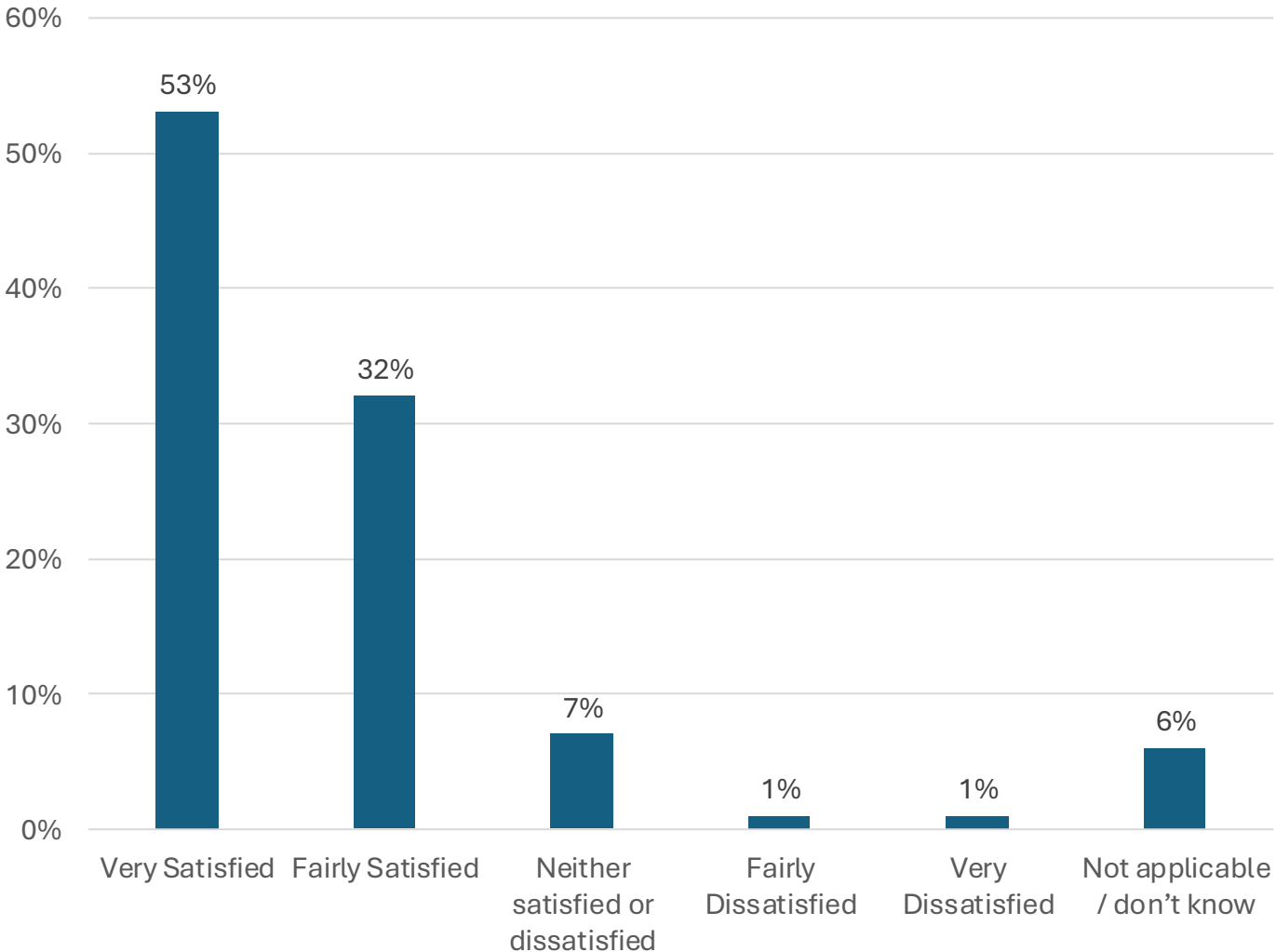
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Chrysalis provides a home that is safe?



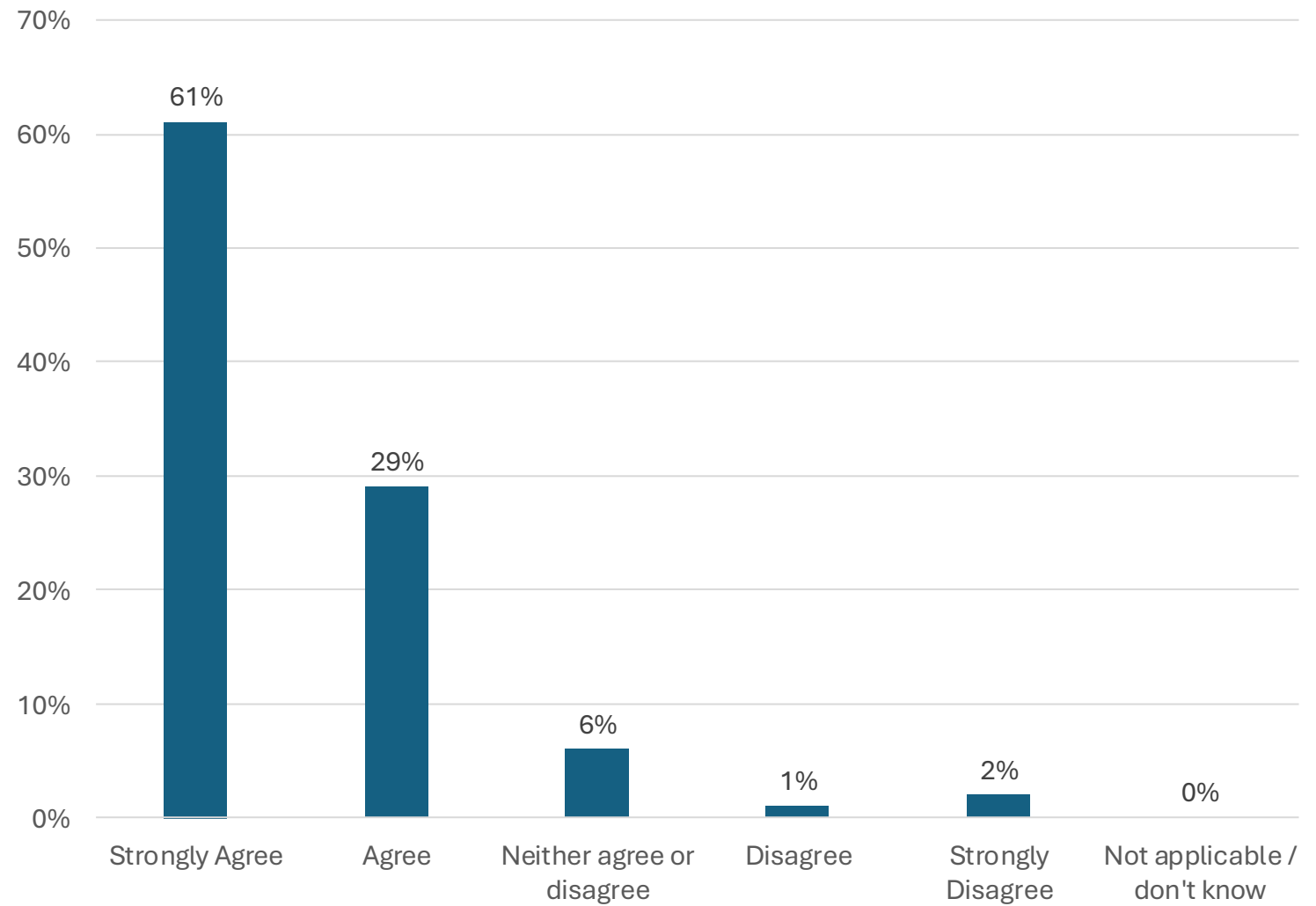
How satisfied or dissatisfied are you that Chrysalis listens to your views and acts upon them?



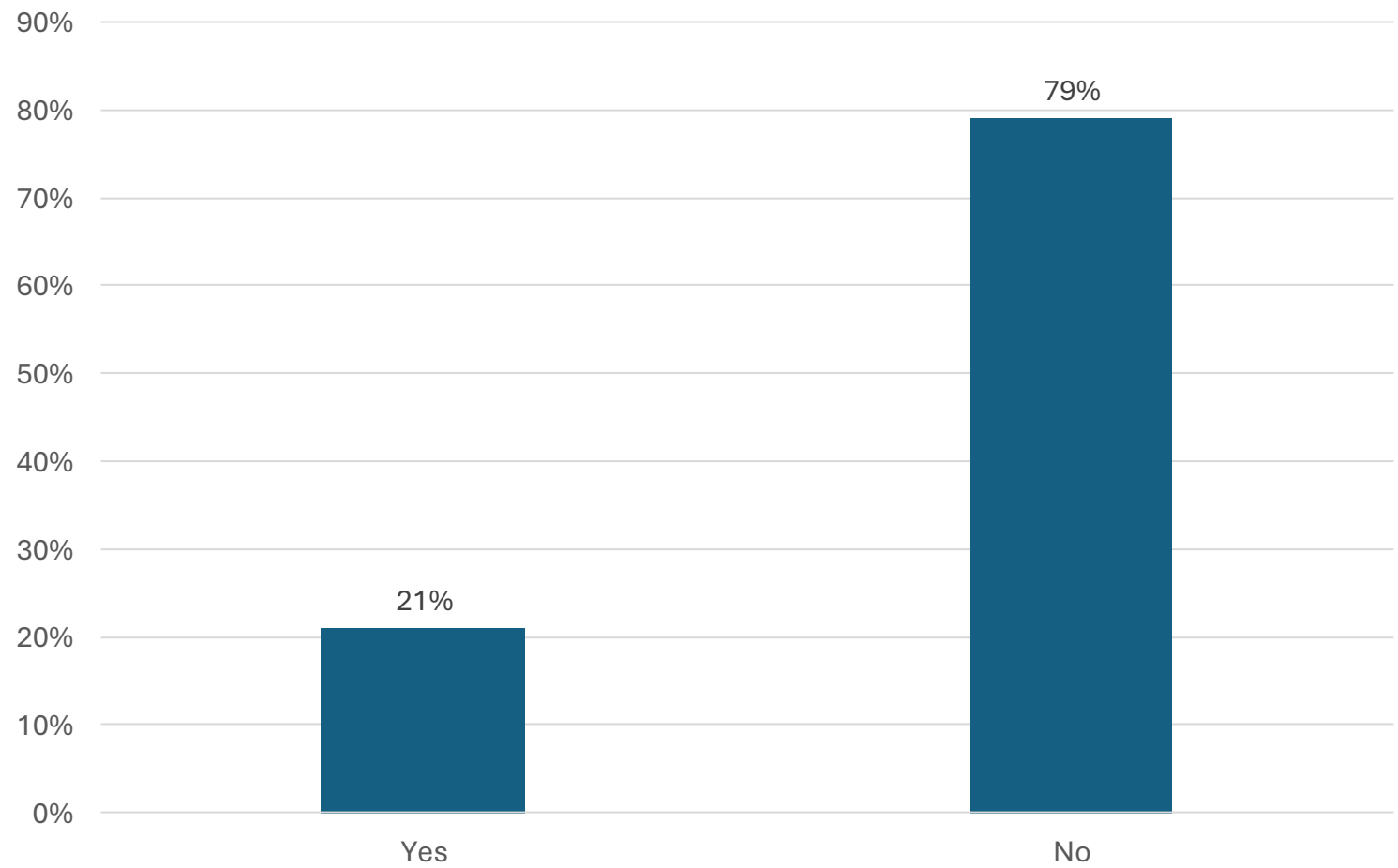
How satisfied or dissatisfied are you that Chrysalis keeps you informed about things that matter to you?



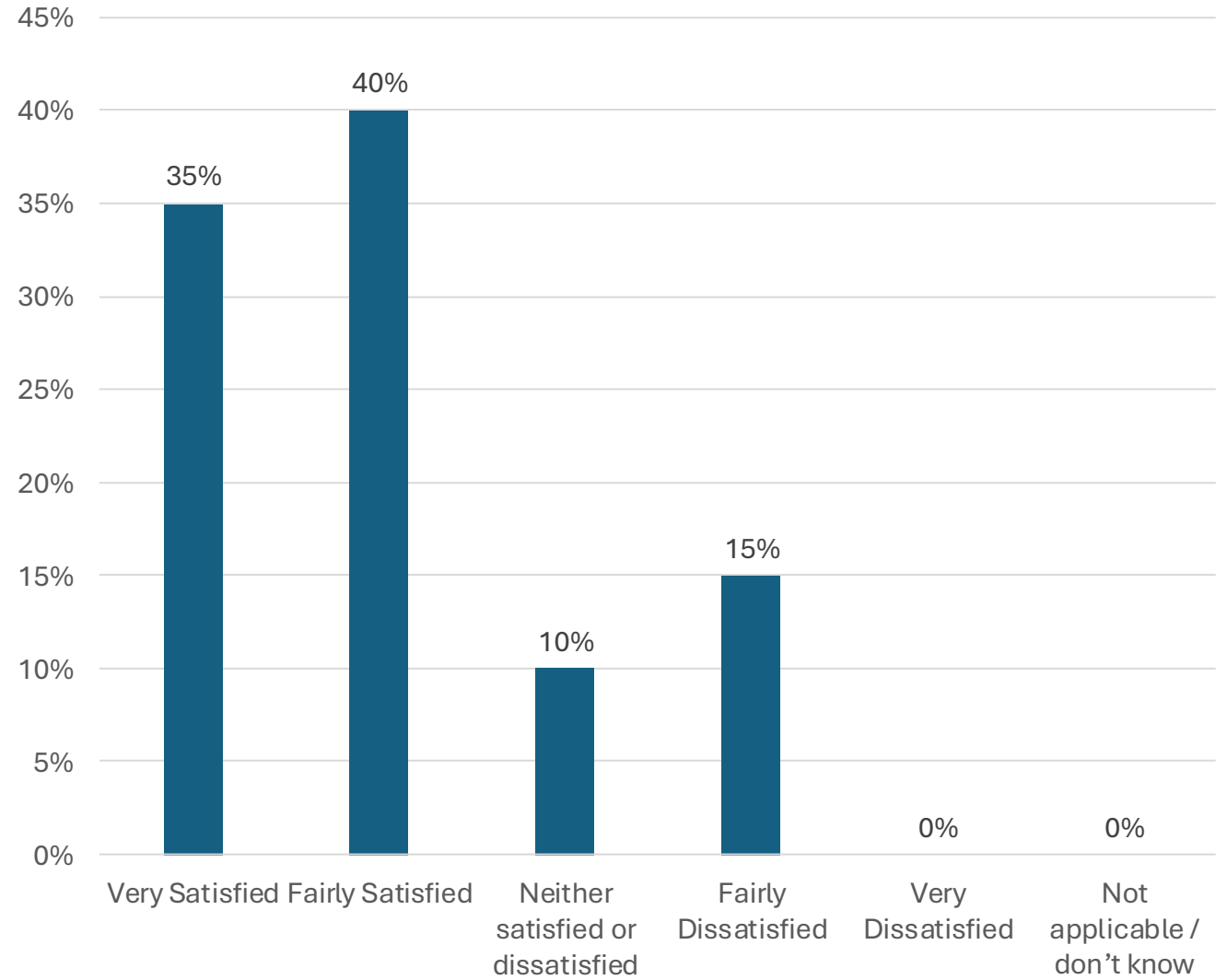
To what extent do you agree or disagree with the following, “Chrysalis treats me fairly and with respect”?



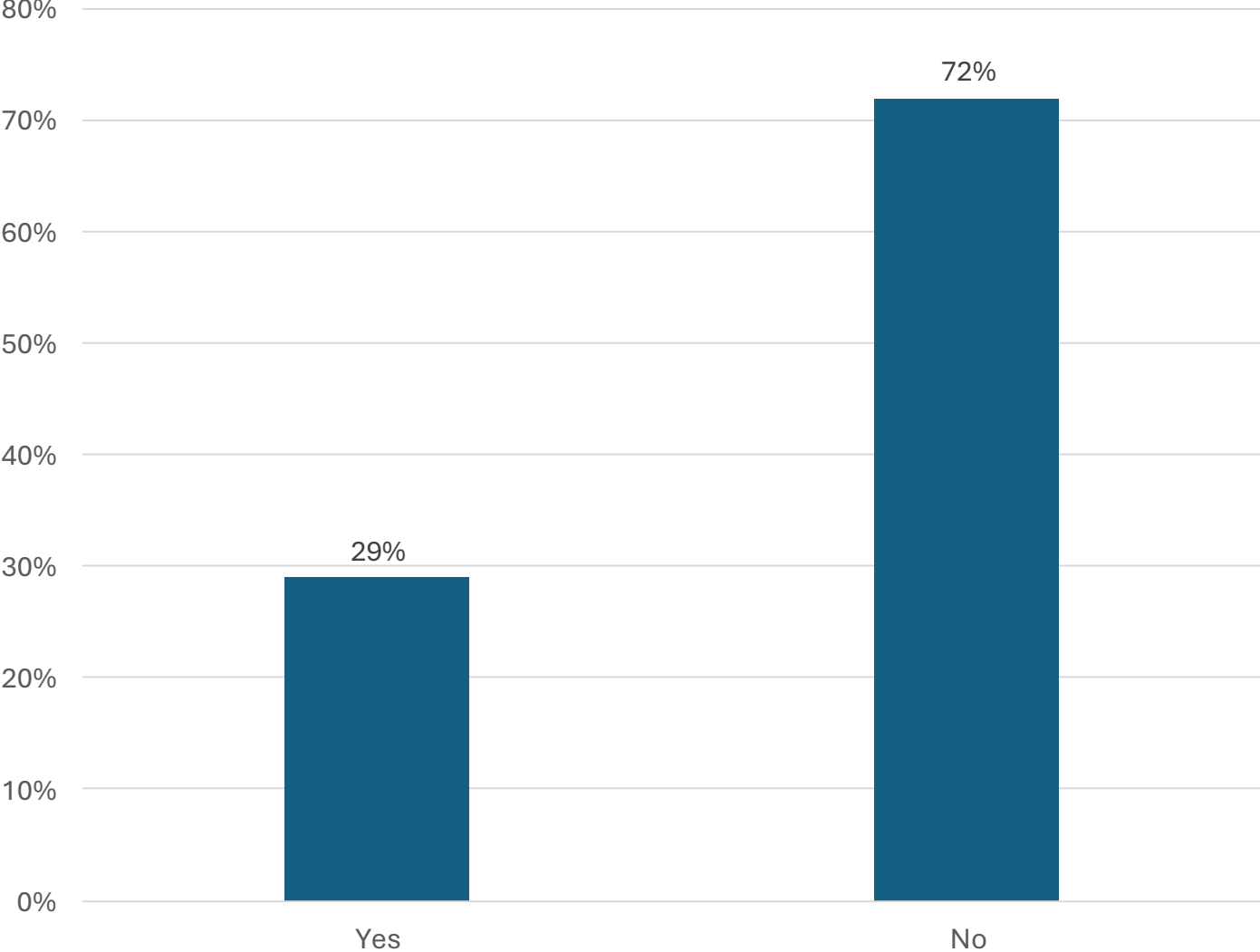
**Have you made a complaint to
Chrysalis in the last 12 months?**



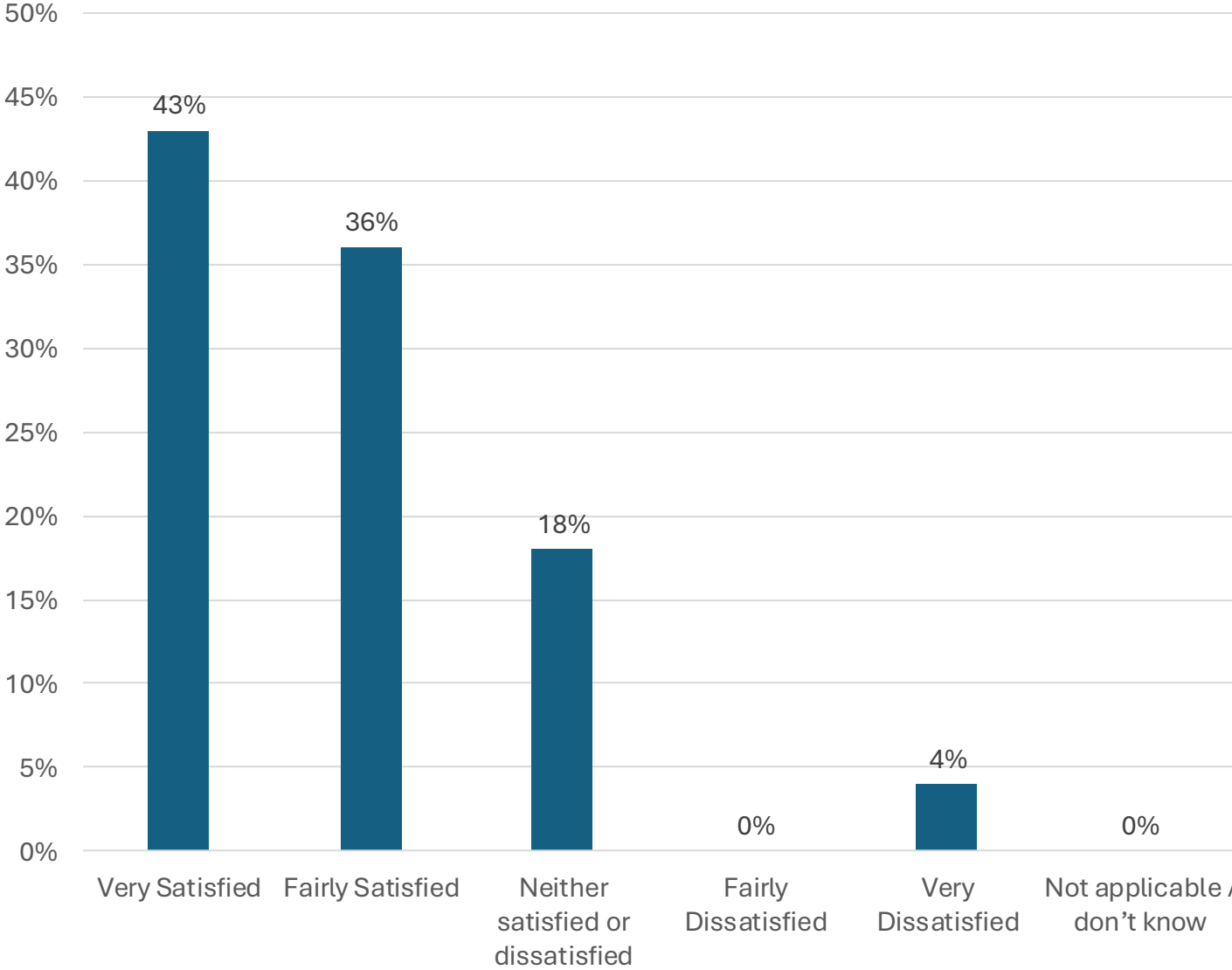
How satisfied or dissatisfied are you with Chrysalis' approach to complaints handling?



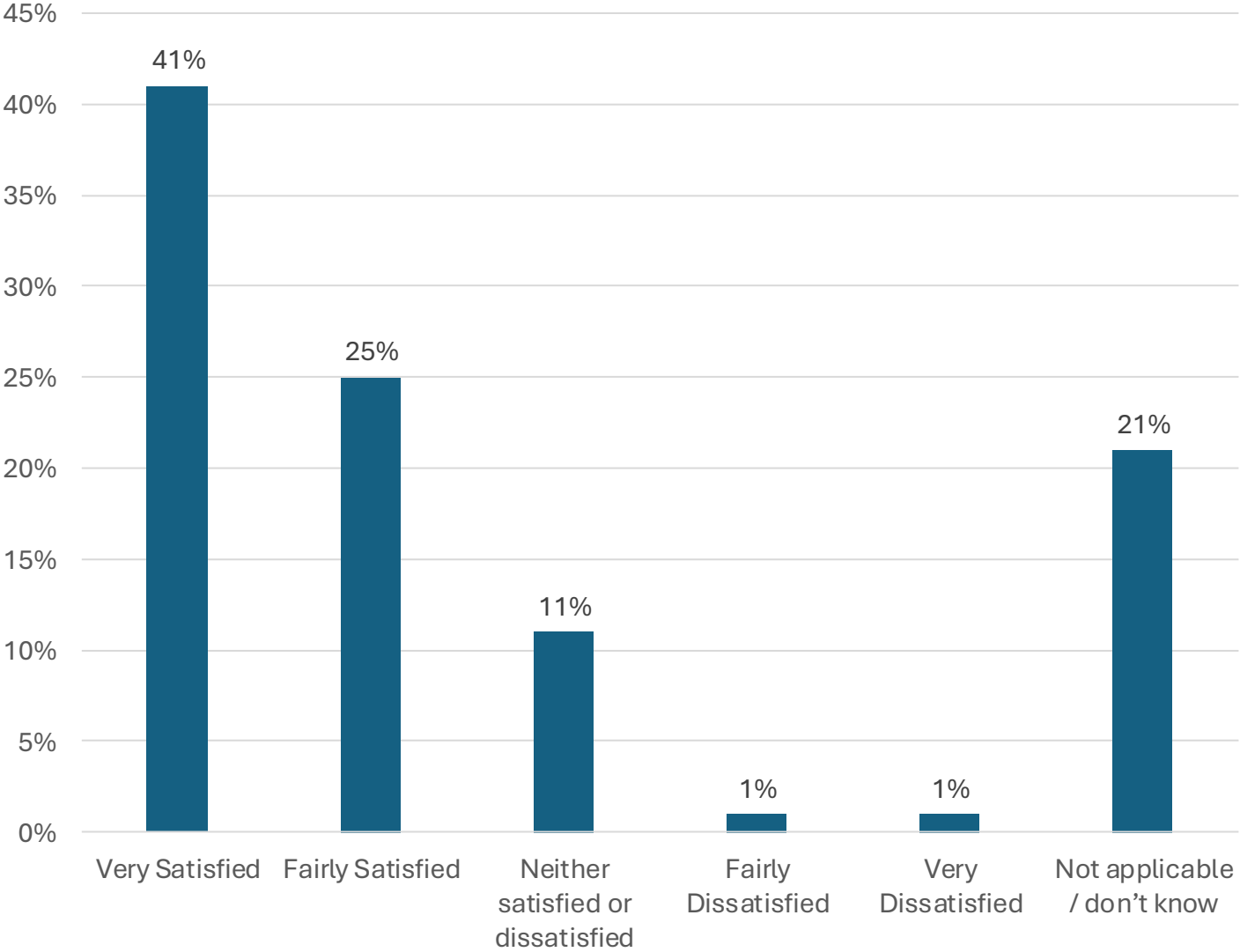
Do you live in a building with communal areas, either inside or outside, that Chrysalis is responsible for maintaining?



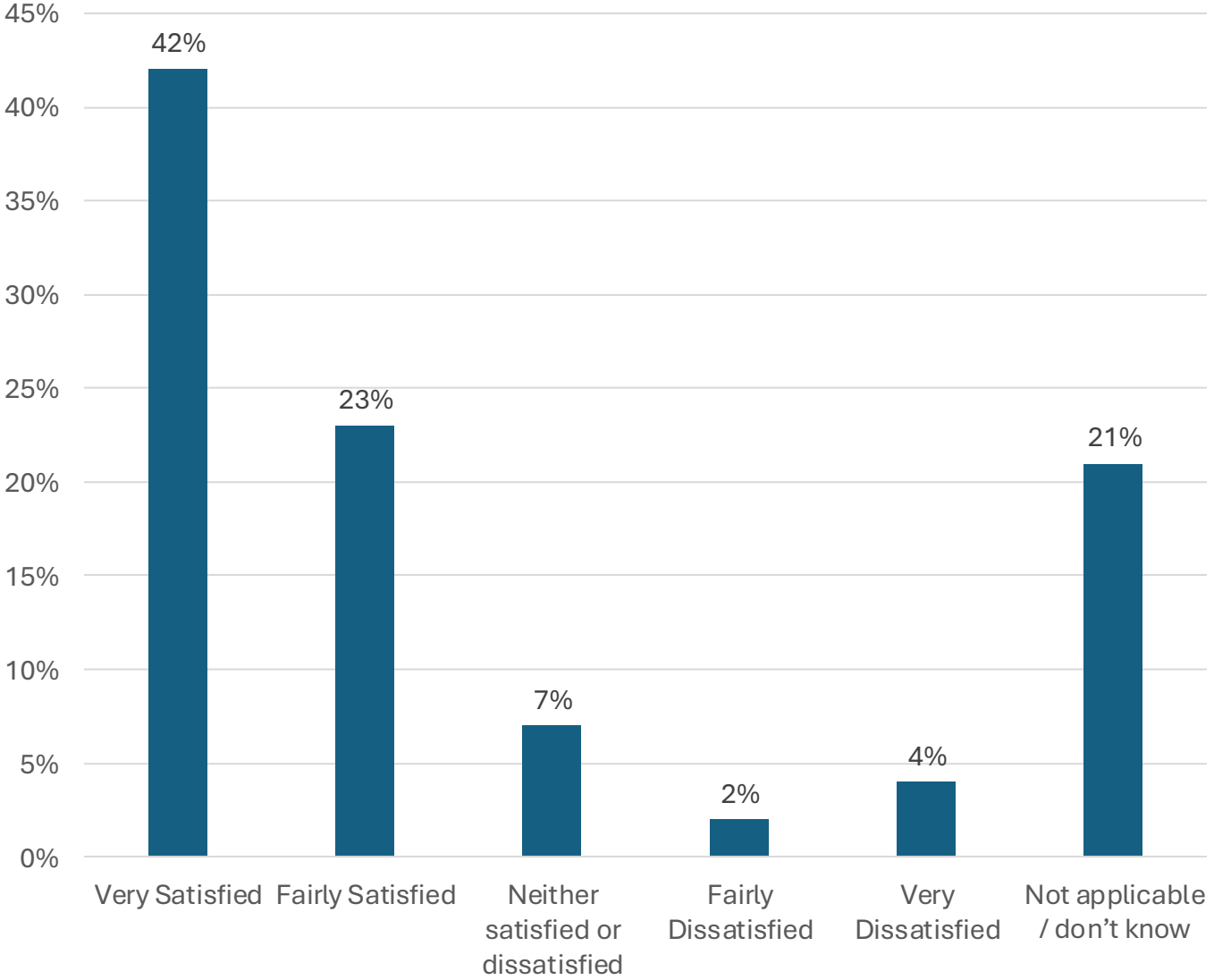
How satisfied or dissatisfied are you that Chrysalis keeps these communal areas clean and well maintained?



How satisfied or dissatisfied are you that Chrysalis makes a positive contribution to your neighbourhood?



How satisfied or dissatisfied are you with Chrysalis' approach to handling anti-social behaviour?



Tenant Comments

“ You are a great organisation and your staff are excellent! ”

“ I don't always know when an engineer is coming. ”

“ You are doing fantastic work! ”

“ Housing inspections can sometimes feel intense. ”

“ Very happy to live here! ”

“ There is a smell coming from the living room cupboard. ”

“ I like living in my home, it is a nice home and close to local shops. ”

“ Staff support me well. ”

“ Maintenance don't do the jobs properly. ”