

Customer Commitments

Quarterly Report: Q1 2026/27



TSM - Tenancy Satisfaction Measure
These measures show how satisfied you feel overall.

LCRA - Low Cost Rental Accommodation
(social rent and affordable rent)

LCHO - Low Cost Home Ownership
(such as shared ownership)

Transactional surveys (In-House Research (IHR))
These measures show how we performed in specific interactions.

Be open and honest about our performance	64% TP01 Overall Satisfaction	54% TP01 Overall Satisfaction	61% Customer Satisfaction		
Ensure you have a well-maintained communal areas	63% Ground Maintenance Satisfaction	58% TP10 Communal Area	48% Ground Maintenance Satisfaction	46% TP10 Communal Area	
Deliver a repairs service that works for our customers	65% TP02 Satisfaction with repairs service	63% TP03 Satisfaction with most recent repair	68% TP04 Satisfaction that your home is well maintained	68% Customer Satisfaction	
Keep you informed about what's going on at Stonewater	68% TP07 Keeps me informed	61% TP07 Keeps me informed			
Make it easy for you to communicate with us	61% Customer Satisfaction	4.8 days Email response time	3.47 hours Social media response time	6.28 mins Live Chat wait time	11.45 mins Call wait time
Take anti-social behaviour seriously	56% TP12 Anti-social behavior	27% TP12 Anti-social behavior	41% Customer Satisfaction		
Help put things right when they go wrong	31% TP09 Complaints handling	32% TP09 Complaints handling			
Offer meaningful ways to get engaged with Stonewater	60% TP06 Listens to me	33% TP06 Listens to me			
Keep your home and neighbourhood safe	79% TP05 Safety	75% TP05 Safety			

39 Community Champions
Customer volunteers who are **proud** of where they live and are **inspired to help** their community become **a better place**.

