



TSM Survey Report 2026

Zen Housing Customer Satisfaction Survey

Introduction to Tenant Satisfaction Measures

The Regulator of Social Housing introduced Tenant Satisfaction Measures (TSMs) to strengthen transparency, accountability and the resident voice across the sector.

This report sets out Zen Housing's performance for the 2025 reporting year. It combines resident perception measures drawn from our independent survey with operational performance metrics covering safety, complaints, repairs and neighbourhood management.

As a growing Registered Provider with a predominantly new-build portfolio, our results reflect both the strengths and operational challenges of a stabilising platform. The data provides a clear baseline against which we can measure improvement.



Zen Housing Customer Satisfaction Survey

Zen's Overall Position

The results demonstrate strong performance in core landlord responsibilities, particularly building safety and respectful treatment of residents.

Overall satisfaction stands at 70%, with very high levels of confidence in home safety (94.7%) and fairness of treatment (87.5%).

Satisfaction with repairs services stands at 55.5%. It is important to note that Zen's portfolio is predominantly newly built homes, with a significant proportion still within the initial defects liability period. During this period, issues are typically construction defects rectified by developers, with Zen acting as the coordinating landlord. Whilst the works are undertaken by third parties, Zen remains accountable for oversight and resident communication.

As the portfolio matures and homes move beyond the defects period, we expect repairs performance to become more directly controllable.

Zen Housing Customer Satisfaction Survey

Reflection and Forward Focus

We view TSMs not as a compliance exercise but as an indicator of service performance.

The results confirm that our governance, compliance and building safety arrangements are robust. They also highlight that repairs performance and resident communication require continued operational focus.

As the portfolio matures, our priority is improving consistency in repairs delivery and strengthening resident engagement. These areas will form part of our operational focus for the forthcoming year.

Customer Satisfaction Survey Results

- TP01 - Proportion of customers satisfied with the service provided by Zen. **70%**
- TP06 - Proportion of customers that are satisfied with Zen listening to their views and acting upon them. **60%**
- TP07 - Proportion of customers satisfied with Zen keeping them informed about things that matter to them. **87.5%**
- TP08 - Proportion of customers that agree that Zen treats them fairly and with respect. **87.5%**



Customer Satisfaction Survey Results

- TP05 - Proportion of customers that are satisfied that Zen provides them with a home that is safe. **94.7%**
- TP10 - Proportion of customers satisfied that communal areas are kept clean and well maintained. **66.7%**
- TP11 - Proportion of customers that are satisfied that Zen makes a positive contribution to their neighbourhood. **84.6%**
- TP12 - Proportion of customers satisfied with Zen's approach to handling Anti-Social Behaviour. **83.3%**



Customer Satisfaction Survey Results

- TP02 - Proportion of customers satisfied with the overall repairs service provided by Zen Housing over the past 12 months. **55.5%**
- TP03 - Proportion of customers that are satisfied with the time taken to complete their most recent repair after they reported it. **66.7%**
- TP04 - Proportion of customers satisfied with Zen providing them with a home that is well maintained. **83.3%**
- TP09 - Proportion of customers satisfied with Zen approach to complaints handling. **100%**



Zen Management Information



Code TSMs collected in management information

CH01	Complaints relative to the size of the landlord	1.2%
CH02	Complaints responded to with Complaints Handling Code timescales	100%
NM01	Anti-social behaviour cases relative to the size of the landlord	0.6%
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02	Repairs completed within target timescale	n/a
BS01	Gas safety checks	100%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	100%
BS05	Lift safety checks	100%

