

How we're performing

Regulatory rating

Connexus is rated G2/V2/C3 by the Regulator of Social Housing.

A G2 rating for governance means Connexus meets the Regulator's governance requirements but needs to improve some aspects to support continued compliance. A V2 rating for viability means Connexus meets the viability requirements of the regulator. It has the financial capacity to deal with a reasonable range of adverse scenarios but needs to manage material risks to ensure continued compliance.

A C3 rating means there are serious failings delivering the outcomes of the consumer standards and significant improvement is needed. Connexus is committed to working with the Regulator to evidence a new customer centred approach to address this, and to providing the best possible service for its customers and stakeholders.

You can read our [latest regulatory grading on the Regulator for Social Housing's website](#). We complete an annual self-assessment against the Consumer Standards set out by the Regulator - [you can view our latest self-assessment here](#).

Tenant Satisfaction Measures

On 1 April 2024 the Regulator of Social Housing updated their consumer standards. Housing associations like Connexus must meet these, along with other economic viability standards, to be compliant with the regulatory code that the Regulator sets.

A landlord's progress and compliance with the standards are monitored by the Regulator through an ongoing inspection regime as well as annual self-assessments. They also look at how each landlord is performing using a range of Key Performance Indicators (KPIs) and Tenant Satisfaction Measures (TSMs).

The TSMs standard has twenty-two measures, comprised of ten management information measures and twelve satisfaction measures which cover five key themes:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Responsible neighbourhood management
5. Effective handling of complaints, alongside an additional measure for overall satisfaction with landlord services.

Connexus tenants are asked the TSM questions in telephone surveys carried out by an independent company called Acuity Research. You can learn more on [the Customer Feedback and Performance page](#).

Connexus is working on a new Customer Service Strategy for launch in late 2025, which will directly address areas such as communication and involvement, as highlighted by our customer feedback. Complaint handling and tackling the causes at source are other critical areas that we are prioritising for improvement, with several key projects in place to enhance our service delivery.

You can see how Connexus performed in the table below.

*LCRA - Low Cost Rental Accommodation

**LCHO - Low Cost Home Ownership

Tenant Satisfaction Measure Reference	Tenant Satisfaction Measures Category	2024/25 Performance
TP01	Overall satisfaction	76.8%
TP02	Satisfaction with repairs	80.6%
TP03	Satisfaction with time taken to complete most recent repair	77.6%

Tenant Satisfaction Measure Reference	Tenant Satisfaction Measures Category	2024/25 Performance
TP04	Satisfaction that the home is well maintained	76.4%
TP05	Satisfaction that the home is safe	84.6%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	67.1%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	73.4%
TP08	Agreement that the landlord treats tenants fairly and with respect	81.4%
TP09	Satisfaction with the landlord's approach to handling complaints	41.3%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	71.4%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	70.0%

Tenant Satisfaction Measure Reference	Tenant Satisfaction Measures Category	2024/25 Performance
TP12	Satisfaction with the landlord's approach to handling anti social behaviour	65.6%

		LCRA*	LCHO**	Combined	Upper quartile
Building safety					
BS01	Proportion of homes for which all required gas safety checks have been carried out.			99.3%	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.			100%	100%

		LCRA*	LCHO**	Combined	Upper quartile
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.			100%	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.			100%	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.			100%	100%
Antisocial behaviour					
NM01 (1)	Number of anti-social			20.2	56.5

	behaviour cases, opened per 1,000 homes.	LCRA*	LCHO**	Combined	Upper quartile
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes			0.5	1.2

Decent Homes Standards and Repairs

RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.5			3.43
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	87.6			89.2
RP02 (2)	Proportion of emergency responsive	89.1			98.7

		LCRA*	LCHO**	Combined	Upper quartile
	repairs completed within the landlord's target timescale.				
Complaints					
CH01 (1)	Number of stage one complaints received per 1,000 homes.	34.3			65.1
CH01 (2)	Number of stage two complaints received per 1,000 homes.	5.1			9.9
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	67.6			92.9

		LCRA*	LCHO**	Combined	Upper quartile
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	64.2			97.8