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**.

Regulatory improvement update - August 2026

We're continuing to work closely with the Regulator of Social Housing and meet regularly to discuss the improvements we are making across the organisation. Shortly after our judgement the Regulator accepted our improvement action plan, providing confidence that we are focused on the right priorities and delivering the changes needed to improve services for our customers.

We are strengthening the way customers can influence our services through our new Customer Engagement Framework. This provides more and clearer opportunities for customers to get involved, share their views and help shape our decision-making and

service delivery. You can learn more about the new framework on our **Get Involved page**.

In addition, we have improved the visibility of our Tenant Satisfaction Measure (TSM) performance, with the latest figures now available further down this page. These measures help us understand how we are performing from a customer's perspective and identify where further improvements are needed. To collect and provide this information, we are working with research company Acuity, who are able to provide benchmarking against similar housing providers across the social housing sector. This is already helping us compare our performance, customer satisfaction and service delivery with peer organisations.

We had already started to strengthen the quality and accuracy of our housing stock data and have extended this by working with leading industry specialists. We are building a more detailed picture of our homes, including where properties may be underperforming in areas such as energy efficiency, condition or long-term investment needs. Once complete, this review will help us target future investment and improvement programmes more effectively, improving our customers' homes.

We remain committed to delivering the improvements set out in our action plan and will continue to provide regular updates on the progress we are making.

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**.

You can see how Connexus performed in the table below.

*LCRA - Low Cost Rental Accommodation

**LCHO - Low Cost Home Ownership

These scores are based on the responses customers gave to the 12 TSM questions about their home, services and neighbourhood.

Tenant Satisfaction Measures Category	2025/26 Performance	Q1 2026/27	Q2 2026/27
Overall satisfaction	74.7%	72%	74%
Satisfaction with repairs	79.3%	74%	77%
Satisfaction with time taken to complete most recent repair	75.0%	64%	70%
Satisfaction that the home is well maintained	74.4%	74%	79%
Satisfaction that the home is safe	82.0%	85%	88%

Tenant Satisfaction Measures Category	2025/26 Performance	Q1 2026/27	Q2 2026/27
Satisfaction that the landlord listens to tenant views and acts upon them	67.4%	63%	74%
Satisfaction that the landlord keeps tenants informed about things that matter to them	72.8%	67%	71%
Agreement that the landlord treats tenants fairly and with respect	81.5%	81%	83%
Satisfaction with the landlord's approach to handling complaints	43.5%	38%	38%
Satisfaction that the landlord keeps communal areas clean and well maintained	72.3%	77%	76%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	69.5%	70%	77%
Satisfaction with the landlord's approach to handling anti-social behaviour	65.5%	64%	66%

Unlike the customer satisfaction measures above, these results are based on our performance data rather than customer survey responses.

2025/26 Performance	LCRA*	LCHO**	Combined
Proportion of homes for which all required gas safety checks have been carried out.			99.8%
Proportion of homes for which all required fire risk assessments have been carried out.			98.7%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.			98%
Proportion of homes for which all required legionella risk assessments have been carried out.			100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.			100%
Number of anti-social behaviour cases, opened per 1,000 homes.			34.8
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes			0.5
Proportion of homes that do not meet the Decent Homes Standard.	2.4		

2025/26 Performance	LCRA*	LCHO**	Combined
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	55.4		
Proportion of emergency responsive repairs completed within the landlord's target timescale.	72.1		
Maximum target timescale for non-emergency repairs	20 days		
Maximum target timescale for emergency repairs	24 hours		
Number of stage one complaints received per 1,000 homes.	68.5		
Number of stage two complaints received per 1,000 homes.	16.6		
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	77.0		
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	79.7		

Connexus Summary of Approach to TSMs

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