



70% 

Overall Satisfaction

Seven out of ten residents (70%) are satisfied with the overall service provided by Sapphire.

The highest satisfaction in 2025 is for the home being safe and how residents are treated fairly and with respect (both 78%). Five other measures have satisfaction above 70%.

However, four fall below this, with the lowest satisfaction for the handling of anti-social behaviour (64%) and just 43% are satisfied with how complaints are handled.

The report focuses on the headline figures but also includes a comparison with the previous TSM-based survey from 2023, an analysis of the open comments made about the different services, and at the end of the report, the results are broken down by different characteristics to give a fuller picture of satisfaction.

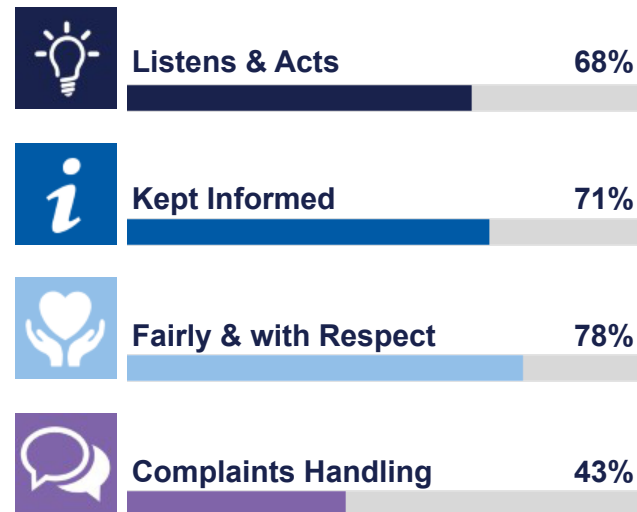
Due to the low number of responses, care should be taken when analysing the results as the data is more prone to fluctuations.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management

