



PLATINUM SKIES (AN AHCL LATER LIVING BRAND)

Tenant Satisfaction Measures 2025/26

Older Person Shared Ownership (LCHO) | April 2025 – March 2026

Every 2 years, AHCL surveys all Platinum Skies homeowners to understand how well services are being delivered. These results are reported to the Regulator of Social Housing (RSH) as required by the Transparency, Influence and Accountability Standard. We publish them here so homeowners can see how we are performing and can hold us to account.

This year's results show that satisfaction has fallen, and we take that seriously. The feedback is clear and consistent, and we are already acting on it – directly and through our managing agent, FirstPort. Our first AHCL Platinum Skies Community Newsletter launched in June 2026 as a direct response to the communication concerns raised here.

SECTION 1

Our survey approach

How we collected this feedback – April 2025 to March 2026

ITEM	DETAIL
A – Sample size	472 eligible households. 201 participated (42.6% response rate). Census approach – all households invited.
B – Survey period	Issued 28 January 2026. Closed 17 March 2026.
C – Collection method	Email (primary). Paper surveys hand-delivered and collected for households requiring them. Digital results captured via Microsoft Forms.
D – Sample method	Census – all eligible households invited to participate. No exclusions applied.
E – Representativeness	All 472 households are Older Person Shared Ownership (LCHO). The population is considered substantially uniform in housing type. The sample is considered representative.
F – Weighting	No weighting applied to the reported perception measures.
G – External contractors	FirstPort (our managing agent) assisted in the collection of paper survey responses from homeowners.
H – Excluded households	None. No households were excluded from the survey frame.
I – Sample size note	Census approach adopted. The 42.6% response rate is considered sufficient to meet RSH requirements.
J – Incentives	No incentives were offered for participation.
K – Methodological issues	None identified that are likely to have a material impact on reported measures.

The survey questionnaire used to generate these measures is available on request by contacting AHCL.landlord@ahh.org.uk

SECTION 2

Tenant perception measures

Collected from homeowner surveys – January to March 2026

The following results are based on 201 survey responses from Platinum Skies homeowners. Measures TP02, TP03 and TP04 (repairs service) are not applicable to Older Person Shared Ownership – repair and maintenance obligations sit with homeowners under the terms of their lease, in line with RSH guidance for LCHO stock.

TP01 – OVERALL SATISFACTION WITH THE SERVICE FROM AHCL		
24.9%		
TP05 – HOME IS SAFE	TP06 – LISTENS AND ACTS ON VIEWS	TP07 – KEEPS HOMEOWNERS INFORMED
46%	10.8%	18.9%
TP08 – TREATS FAIRLY AND WITH RESPECT	TP09 – COMPLAINT HANDLING SATISFACTION	TP10 – COMMUNAL AREAS
19.6%	3.1%	42.1%
TP11 – POSITIVE NEIGHBOURHOOD CONTRIBUTION	TP12 – ANTI-SOCIAL BEHAVIOUR HANDLING	
8.9%	19.1%	
TP02, TP03, TP04 – REPAIRS SERVICE <i>Not applicable. Under OPSO lease terms, repair and maintenance obligations rest with the homeowner. These measures are not collected or reported for this cohort, in line with RSH guidance.</i>		

BENCHMARKING

The most recent published sector benchmark is the Regulator of Social Housing’s 2024–25 headline report (November 2025), which puts the median LCHO landlord at 48% overall satisfaction. The 2025–26 sector figures are expected in autumn 2026.

Our priority for 2026/27 is to close the gap with the sector median, with the actions set out in Section 4 designed to deliver measurable improvement in next year’s results.

SECTION 3

Management information measures

13 measures generated from operational data – April 2025 to March 2026

REF	MEASURE	RESULT	NOTES
CH01	Stage 1 complaints per 1,000 homes	239.41	113 Stage 1 complaints received during the period
CH01	Stage 2 complaints per 1,000 homes	6.36	3 Stage 2 complaints received during the period
CH02	Stage 1 complaints responded to within timescale	100%	Target timescale: 10 working days (Housing Ombudsman Complaint Handling Code)
CH02	Stage 2 complaints responded to within timescale	100%	Target timescale: 20 working days (Housing Ombudsman Complaint Handling Code)
NM01	Anti-social behaviour cases per 1,000 homes	0	No ASB cases opened during the period
NM01	ASB cases involving hate incidents per 1,000 homes	0	No hate-related ASB cases
BS01	Gas safety checks completed	100%	All required checks carried out
BS02	Fire risk assessments completed	100%	All required assessments carried out
BS03	Asbestos management surveys	N/A	All Platinum Skies properties are new-build. No asbestos management surveys are required.
BS04	Legionella risk assessments completed	100%	All required assessments carried out
BS05	Communal passenger lift safety checks completed	100%	All required checks carried out
RP01	Homes not meeting Decent Homes Standard	N/A	Applies to LCRA (rented) stock only. All Platinum Skies homes are LCHO (shared ownership).
RP02	Repairs completed within target timescale	N/A	Applies to LCRA stock only. Under OPSO lease terms, repair responsibilities sit with homeowners.

AHCL takes an inclusive approach to complaint recording. Any expression of dissatisfaction, whether raised formally or informally, in writing or by phone, is recorded as a complaint and counted in these figures. This reflects the spirit of the Housing Ombudsman's Complaint Handling Code, which requires landlords to make it easy to complain and not to place unnecessary barriers on access to the complaints process.

We believe that hearing from homeowners, whatever the nature of their concern, is fundamental to improving our services.

Landlords who record complaints more narrowly will report lower figures; we consider our approach to be transparent and homeowner focused. Only by recording dissatisfaction honestly can we understand where we need to do better, and demonstrate, over time, that we are.

SECTION 4

What we heard – and what we are doing

Our response to the 2025/26 survey findings

We are not satisfied with these results. The feedback from homeowners is clear: concerns about service charges and costs, a desire to be better informed and heard, and dissatisfaction with how some issues have been handled. We take full responsibility for improving the homeowner experience at Platinum Skies.

It is important to understand how services at Platinum Skies are structured. Day-to-day estate management, service charge administration, the bistro and on-site services are delivered by our managing agent, FirstPort. AHCL holds FirstPort to account for the quality of these services and is working closely with them to drive improvement across all areas where homeowners have raised concerns. These are service and operational challenges – not issues with the quality or safety of Platinum Skies homes.

HIGHEST SATISFACTION SCORE 41.4% Communal areas – the physical environment continues to be maintained to a good standard.	BUILDING SAFETY 100% Gas safety checks, fire risk assessments, legionella risk assessments and communal passenger lift safety checks – all completed in full during 2025/26. There were zero anti-social behaviour cases opened during the reporting period, and zero hate-related incidents. The physical safety and compliance of every home is non-negotiable, and the data shows it.
ON-SITE TEAMS 72% 72% of homeowners are satisfied or very satisfied with the on-site community team – the highest-rated aspect of day-to-day life. Satisfaction with housekeeping, the overall on-site team, maintenance staff and bistro team members all reflect the quality and commitment of the people working in our communities.	FEELING WELCOMED 83.1% 83.1% of homeowners said they felt welcomed when they joined their Platinum Skies community – a strong foundation to build on as we work to improve the experience for all homeowners.
COMPLAINT HANDLING 100% 100% of stage 1 complaints were responded to within the Housing Ombudsman Complaint Handling Code's 10-working-day timescale, and 100% of stage 2 complaints within 20 working days. Across the wider sector, the Regulator of Social Housing reports that 78% of stage 1 complaints were responded to within Code timescales in 2024/25. Platinum Skies is performing well above sector on process compliance, even as we work to improve homeowner satisfaction with the handling experience itself.	SURVEY PARTICIPATION 42.6% Up from 33% last survey cycle – homeowners are more engaged and willing to share feedback. Your views help us improve services and identify what is working well. Higher participation gives us a clearer, more representative picture of life in your community. Results are shared with your managing agent and reviewed at board level. Thank you for taking part. Every response counts.

IN HOMEOWNERS’ OWN WORDS

When asked “What is the best thing about where you live?”, homeowners spoke most warmly about community – the people, the connections, and the active life they have built at Platinum Skies.

“The lovely community, and having so many facilities and events on site.”

Mulberry Fields homeowner

“The community spirit and kindness of the other owners.”

Quantock House homeowner

“Close to everything one needs as a pensioner and free to mix or not with other residents.”

Esprit homeowner

“The sense of community and the new friendships I have made.”

Chapters homeowner

“The neighbours and friends I have made and the help I get from them.”

Vista homeowner

“Being able to join in with gardening club, communal events, entertainers, yoga and the hairdresser coming to us on site.”

Mulberry Fields homeowner

WHO IS RESPONSIBLE FOR WHAT

To help homeowners understand how to direct feedback and concerns, below is a summary of responsibilities between AHCL and FirstPort.

AHCL (LANDLORD)	FIRSTPORT (MANAGING AGENT)
/ Landlord obligations and regulatory compliance / Formal complaints handling / Homeowner communications and engagement / Oversight and accountability of FirstPort / Building safety compliance / Leasehold management	/ Day-to-day estate management / Service charge administration / Bistro and on-site catering services / On-site staffing and community team / Maintenance and communal area upkeep / Housekeeping services / Emergency out of hours support

ACTIONS ALREADY UNDERWAY

- / **AHCL CHARTER TO HOMEOWNERS – PUBLISHED JUNE 2026** A formal charter setting out what homeowners can expect from AHCL, how their voice will be heard, how we will be held accountable, and introducing the new structure for homeowner forums.
- / **DEDICATED COMPLAINTS HANDLER RECRUITED** AHCL has appointed a dedicated complaints handler to ensure all concerns are dealt with promptly, consistently and in line with the Housing Ombudsman Complaint Handling Code. Homeowners will have a clear, named point of contact for complaints.
- / **MONTHLY COMMUNITY NEWSLETTER – LAUNCHED JUNE 2026** Direct communications to all homeowners every month, covering key updates, actions taken and answers to common questions.
- / **YOU SAID, WE DID** Each newsletter includes a "You said, we did" section, directly linking homeowner feedback to actions taken so homeowners can see their input making a difference.
- / **SERVICE CHARGE TRANSPARENCY – FIRSTPORT ACCOUNTABILITY** Service charges were the most raised concern. AHCL is working with FirstPort to improve how charge changes are communicated, with clearer forward-looking information provided to homeowners as standard.
- / **BISTRO AND ON-SITE SERVICES – IMPROVEMENT PLAN** Feedback on the bistro and on-site service experience has been formally escalated. AHCL has appointed ABM as the new bistro management company, with the aim of delivering a marked improvement in the quality and consistency of on-site catering. We will report on progress through the monthly newsletter.
- / **HOMEOWNER INSIGHT AND ACTION TRACKER** All concerns – formal complaints and informal issues – are now logged in a single system, reviewed weekly, with recurring themes escalated to FirstPort or dealt with directly by AHCL as appropriate.
- / **CLEAR LINES OF RESPONSIBILITY** A plain-English guide to who is responsible for what and how issues are resolved is being prepared and will be published to all homeowners.

We welcome your views. If you have questions about these results, want to raise a concern, or would like to get involved in how we improve our services, please contact us at AHCL.landlord@ahh.org.uk or speak to your Community Manager directly.