

Tenant Satisfaction Measures – Everything you need to know

The Regulator of Social Housing has created a new system to see how well social housing landlords in England are doing at providing good quality homes and services.



As part of this, Tenant Satisfaction Measures (TSMs) have been introduced which aim to improve standards for people living in social housing by:

- Showing you how well we are doing on important things like delivering repairs, dealing with complaints and treating you with respect
- Allowing you to hold us to account when we are not performing as we should
- Giving the Regulator insight into which landlords might need to improve things for their tenants

There are 22 TSMs and these are grouped into the following five themes

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Complaints handling
- Neighbourhood management

12 of the TSMs come directly from the tenant satisfaction survey that we carry out every years and 10 come from information we hold in our own management systems.

How well did we do?

TSMs generated from perception survey

Reference	Measure	Performance
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	80.1%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	83.0%

TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	81.6%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	75.1%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	78.2%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them	64.2%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	65.2%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	75.7%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaint handling	45.0%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	48.5%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	56.6%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	53.0%

TSMs generated from management information

Reference	Measure	Performance
CH01	Number of: Stage one complaints; and Stage two complaints received per 1,000 homes	22.5 4.2
CH02	Proportion of: Stage one complaints; and	73.9% 61.5%

	Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	
NM01	Number of: Anti-social behaviour cases, of which Anti-social behaviour cases that involve hate incidents opened per 1,000 homes	177.9 0.6
RP01	Proportion of homes that do not meet the Decent Homes Standard	4.4% *
RP02	Proportion of: Non-emergency; and Emergency repairs completed within the landlord's target timescale	68.4% 68.6%
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.0%
BS02	Proportion of homes for which all fire risk assessments have been carried out	100%
BS03	Percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections	96.4%
BS04	Proportion of homes for which all legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%

What happens next?

We have to submit our tenant satisfaction measure results to the Regulator by the end of June 2024 and the Regulator will publish the results for social housing landlords, who own more than 1,000 in Autumn 2024 on their website.

Do you want to get involved?

If you would like to join a focus group to discuss the results of the TSMs, please contact us at tenantinvolvement@tendringdc.gov.uk

You can also use this email address if you want to find out more about other ways that you can get involved in helping us to improve our homes and services.