



What you need to know about Tenant Satisfaction Measures



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The Regulator of Social Housing (the Regulator) has published its final version of the tenant satisfaction measures (TSMs), following a consultation that received a significant number of responses, including many from tenants of social housing. The TSMs stem from commitments made in [The charter for social housing residents: social housing white paper](#).

In its [Decision Statement](#) the Regulator gives feedback on the number and direction of responses, and its reasoning for final decisions on individual TSMs. It is accompanied by a suite of documents including:

- [Annex 3: Tenant Satisfaction Measures Standard](#)
- [Annex 4: Technical Requirements](#)
- [Annex 5: Tenant Survey Requirements](#).

Landlords will be required to collect evidence and information for the TSMs from 1 April 2023, reporting in Summer 2024.

This guide provides an overview of the key developments. A full copy of CIH's response to the consultation is available [here](#).

Overall, CIH welcomes the TSMs as focused on matters that are important to tenants; it provides an opportunity to set tenants' views at the heart of service improvement and delivery. The regulator has achieved a reasonable balance of its objectives overall, and we welcome the commitment to review the TSMs when the consumer standard is introduced. For updates on the progress of the Social Housing (Regulation) Bill and CIH's comments see our briefing [here](#).

Proactive consumer regulation

The Regulator has reiterated that the TSMs will not be the sole indicator of landlords' compliance with its consumer standard; the TSMs cover core housing management functions, not all the services that many landlords deliver to tenants.

Providers will be required to report on TSMs at registered group level, in the same way as with governance and financial standards. The Regulator recognises that tenants may want to know how their landlord is performing in their locality, increasing accountability and transparency.

Small landlords

Currently small landlords with under 1000 properties will not have to report to the Regulator directly but will be required to undertake a tenant perception survey every two years and publish the results. This is to ease the regulatory burden, and because of concerns about the statistical robustness achievable by small landlords.

However, because this is potentially a significant gap that could still affect many tenants, the Regulator has announced that it will run a voluntary pilot with some small landlords to explore this issue.

Tenant perception survey

The Regulator aims to balance statistical robustness with flexibility for landlords to take account of how to encourage and increase responses from tenants, and to ensure that tenants who might experience difficulties in responding can still take part. It has given specific directions on many elements of the survey to ensure robustness; however, it has retained the flexibility for landlords to choose their own collection method(s). CIH raised concerns about this proposal, which is a contentious one for some providers, as it can contribute to significant variations in outcomes. The Regulator requires landlords to explain the collection method and reasoning behind it and particularly if there are any changes made to the collection method(s) used over time. How the regulator and landlords communicate that as part of the context for reporting performance against the TSMs will be important for tenants and stakeholders.

Reviewing the consumer standard

The Regulator will undertake a review of the consumer standard prior to the introduction of its proactive role through the [social housing \(regulation\) bill](#), which will include a review of TSMs.

TSM		Tenant perception survey wording required (more detail including specified responses to be set out can be found in Annex 5)	Changes/ additional comments (see also Regulator's final decision statement)	CIH: response and comments
TP01	Overall satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	No change made	CIH wanted the Regulator to have proactive regulation of consumer standards and recognises that the TSMs will form a significant part of this. We welcome the commitment to review TSMs as part of the review of the consumer standard overall. How the Regulator and providers report, the outcomes of the TSMs will be important in building trust with tenants and other stakeholders.

	Keeping properties in good repair			The suite of repairs measures will give a rounded perspective to the Regulator. Target times, although measurable, may not be the most important factor to tenants; although it would also be useful to understand if the timescales are influenced by and agreed with tenants.
RP01	Proportion of homes that do not meet the Decent Homes Standard		No change made	
RP02	Proportion of i) emergency and ii) non-emergency responsive repairs completed within the landlord's target timescale within the reporting year		Now including emergency responsive repairs given the scale and importance to tenants. Providers are required to publish timescales for repairs to allow comparison, even where the provider prefers to set appointments in agreement with the tenant. The measure is predominantly about how well it is performing to its own standards.	This will provide a more complete picture of a landlord's responsive repairs service, and it will be useful for tenants and landlords to see the performance over the two distinct but important parts of that service to drive improvements where needed.

<p>TP02</p>	<p>Proportion of respondents having a repair in last 12 months reporting satisfied/dissatisfied with service</p>	<p>Filter question: Has your landlord carried out a repair to your home in the last 12 months? Y/N If yes: How satisfied or dissatisfied are you with the overall repairs service over the last 12 months?</p>	<p>Overall added to the questions to encourage tenants to think about the whole experience of the service.</p>	<p>This will encourage a rounded response from tenants and provide the context for landlords to add additional questions should they want to understand which elements are driving dis/satisfaction to prioritise improvements where needed.</p>
<p>TP03</p>	<p>Proportion of residents who have had a repair in the last 12 months: satisfaction with the time taken to complete their most recent repair</p>	<p>How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</p>	<p>Filter question was repeated here but it has been removed to shorten the survey, with requirement that landlords must set these questions in this order</p>	
<p>Maintaining building safety</p>			<p>Electrical safety checks to be added following the government's consultation Slight changes to wording where required for clarification</p>	<p>CIH called for this to be added, as there is clear agreement for it across the sector and having it as a requirement would support landlords in gaining access. Many tenants would reasonably expect this to be part of a suite of safety measures. We look forward to seeing the measure added asap. CIH raised the lack of measures on energy efficiency, something that has also been raised by Lords in the second reading of the Bill.</p>

BS01	Proportion of homes for which all required gas safety checks have been carried out	BS01-05 number of individual homes for which relevant safety checks have been completed as proportion of all homes requiring safety checks/ served by communal or relevant parts requiring these safety checks. Includes those where 3rd party is responsible for safety check. If cannot demonstrate completed, have to record as outstanding	Remedial action arising from the safety checks is not required to be recorded but must be completed (different recording mechanism/ robust statistics)	The regulator stresses that remedial action must be taken even if not measured (due to difference of recording/ statistical robustness etc). It will be important to tenants that they are assured of timely and appropriate remedial action being taken by landlords even if it is not a measure within the suite of TSMs.
BS02	Proportion of homes for which all fire safety checks have been carried out		Includes interim reviews to keep up to date but not remedial action	As above
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out		Not including remedial action completed unless it relates to re-inspection specifically	As above
BS04	Proportion of homes for which all required legionella risk assessments have been carried out		Not including remedial action completed unless it relates to re-inspection specifically	As above
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	LOLER inspection reports (Lift Operations and Lifting Equipment regulations 1998)	Not including remedial action	As above

<p>TP04</p>	<p>Proportion of respondents who are satisfied/ dissatisfied that the home is well-maintained</p>	<p>How satisfied or dissatisfied are you that [your landlord] provides a home that is well-maintained?</p>	<p>Disaggregated from home is safe which is now TP05 below</p>	<p>CIH argued that 'safe and well-maintained' were different measures, so we are pleased to see these treated separately. Being well maintained goes beyond fundamental safety measures that should be a minimum expectation and legal requirement.</p>
<p>TP05</p>	<p>Proportion of respondents who are satisfied that the home is safe</p>	<p>Thinking about the condition of the property or the building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?</p>	<p>Includes safety of communal areas previously included in a different measure on well-maintained communal areas</p>	<p>As above, we welcome this being considered as a separate measure</p>
<p>Respectful and helpful engagement</p>				<p>CIH recognised that all of these measures together were useful in gauging the relationship between tenants and landlord and the level of/ building of trust, which is very important, and part of the overall objective of the white paper to encourage stronger accountability to tenants.</p>

<p>TP06</p>	<p>Proportion of respondents satisfied that their landlord listens to tenants' views and acts on them</p>	<p>How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?</p>	<p>Minor word change removing 'the extent to which' to shorten and simplify. The question retains both listen to and act on due to the focus on the white paper and the opportunity for tenants to say whether their views are generally taken into account.</p>	<p>We argued that it would be more helpful to differentiate between the issue of listening to and acting on views, although we stressed the need for clear communication with tenants when decisions did not align with some views.</p>
<p>TP07</p>	<p>Proportion of respondents who report that they are satisfied that their landlord keeps tenants informed about things that matter to them</p>	<p>How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?</p>	<p>Simplified wording, so that focus is on the level of communication rather than methods of communication.</p>	<p>This is a helpful simplification to focus on outcomes rather than methods. Good practice involves use of multiple communication channels as well as tailored where tenants have indicated a preferred method of communication.</p>
<p>TP08</p>	<p>Proportion of respondents who agree that their landlord treats them fairly and with respect</p>	<p>To what extent do you agree with the following: '[My landlord] treats me fairly and with respect'</p>		

<p>CH01</p>	<p>Complaints relative to size of organisation</p> <p>1) Number of stage 1 complaints received per 1000 homes during the reporting year</p> <p>2) Number of stage 2 complaints received per 1000 homes during the reporting year</p>		<p>The Regulator has retained this measure with assurance that it will look at all complaints measures in the round to inform its assessment.</p>	<p>CIH disagreed with the value of number of complaints by size, as it could also reflect the culture of an organisation in terms of a positive use of complaints. As well as knowledge of how to make a complaint (previously TP12 but now removed as a question), questions such as: would you be happy to make a complaint; how easy is it to make a complaint, could better capture what matters. The Regulator argues that this is implicit in the question on satisfaction with the landlord's complaints approach</p>
<p>CH02</p>	<p>Complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales</p> <p>1) Proportion of stage 1 complaints</p> <p>2) Proportion of stage 2 complaints</p>			

<p>TP09</p>	<p>Satisfaction with the landlord's approach to handling complaints</p>	<p>Have you made a complaint to [your landlord] in the last 12 months?</p> <p>If yes, how satisfied or dissatisfied are you with [your landlord's] approach to handling your complaint</p>	<p>Previously TP11.</p> <p>Filter question added, as evidence from the English Housing Survey indicates it would still allow for a robust sample size. Similarly, EHS indicates that only a small number fail to follow through the complaints process, of which a smaller number give as the reason, not knowing how to complain. Hence the removal of the question on that (previously TP12).</p>	<p>CIH had argued for the measure on knowing how to complain, and for capturing elements that encourage satisfaction with the complaints process (ease of process, being happy / at ease to complain etc. However, we acknowledge that, with this amendment, landlords would be able to include additional questions to draw out what makes for dis/satisfaction where appropriate.</p>
<p>Responsible neighbourhood management</p>				

<p>NM01</p>	<p>Anti-social behaviour cases relative to size of landlord per 000 homes</p> <p>i) number of anti-social behaviour cases</p> <p>Of which are ii) the number of anti-social behaviour cases involving hate crime.</p>	<p>Definition of ASB as per ASB, Crime and Policing Act 2014. Cases rather than reports - reflects terminology in the sector and reduces complexity from repeated reports of the same incident.</p>	<p>To identify the number of ASB incidents that include hate crime.</p> <p>Domestic abuse to be treated separately and measure to be developed, as included in the social housing (regulation) bill.</p>	<p>CIH argued against the inclusion of domestic abuse and hate crime cases within the broad measure for ASB; these are sensitive issues and CIH upholds good practice in dealing with these separately from ASB. So, we welcome the Regulator's decision to identify hate crime as a separate element and to deal with domestic abuse cases entirely separately.</p> <p>We also argued that the context of a landlord's operation is important to assess this as well - (rural/urban, street properties/blocks etc). This may need to be addressed in how the information is used and communicated by the Regulator and landlords.</p>
<p>TP10</p>	<p>Proportion of respondents who are satisfied that their landlord keeps communal areas clean and well-maintained</p>	<p>Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?</p> <p>If yes, how satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well-maintained?</p>	<p>The focus on 'safe' has been removed and added to TP05. Wording also slightly simplified.</p>	<p>We welcomed the focus on communal areas, this is an area of importance to tenants that has not historically had sufficient attention.</p>

<p>TP11</p>	<p>Proportion of respondent satisfied that their landlord makes a positive contribution to neighbourhoods</p>	<p>How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?</p>	<p>The Regulator has retained the lead proposal for wording of this measure</p>	<p>CIH preferred the broader wording on satisfaction with your neighbourhood as a place to live, because it acknowledges that landlords are working, and need to work, in partnership with other agencies to support communities and neighbourhoods, and may in turn be useful for landlords' influence within those partnerships.</p>
<p>TP 12</p>	<p>Proportion of respondents satisfied with their landlord's approach to handling anti-social behaviour</p>	<p>How satisfied or dissatisfied are you with [your landlord's] approach to handling anti-social behaviour?</p>	<p>No change</p>	