

Tenant Satisfaction Measures

1. Regulatory Background

The Tenant Satisfaction Measures Standard requires all registered providers to generate and report tenant satisfaction measures (TSMs) as specified by the regulator.

The TSMs are a core set of performance measures against which all providers must publish their performance. All registered providers that own relevant social housing stock must calculate and publish all TSMs on an annual basis. This information must be published in a manner that is timely, clear, and easily accessed by tenants.

In addition to its specific expectations, the TSM Standard includes the required outcome that providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance – providers need to determine what information they need to report to meet this outcome beyond the TSMs specified by the regulator.

1.1. Summary of TSMs

Code	Issue
TSMs collected from tenant perception surveys	
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour
TSMs generated from management information	
CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord
RP01	Homes that do not meet the Decent Homes Standard

RP02	Repairs completed within target timescale
BS01	Gas safety checks
BS02	Fire safety checks
BS03	Asbestos safety checks
BS04	Water safety checks
BS05	Lift safety checks

1.2. Tenant Perception Surveys

The tenant perception measures listed above (TP01-TP12) must be generated using data from perception surveys only. A perception survey is intended to periodically capture tenants' general views of landlord performance and is not triggered by a recent interaction with the landlord. Providers must not use any data from transactional surveys to calculate these TSMs.

Perception surveys must include the survey question wording and response options as specified by the regulator. In addition, providers are permitted to include other questions in the same tenant perception survey questionnaire to better understand responses to the TSM questions, seek responses on wider or more detailed aspects of performance, or to generate data on tenant characteristics.

1.3. Sample Size

When undertaking a survey, providers must, as far as possible, generate a sample size for overall satisfaction (TP01) that meets the minimum level of statistical accuracy set out in the table below:

Population	Required minimum statistical accuracy (margin of error at 95% confidence level)
Fewer than 2,500 dwelling units	+/- 5%
2,500 – 9,999 dwelling units	+/- 4%
10,000 – 24,999 dwelling units	+/- 3%
25,000 dwelling units or more	+/- 2%

1.4. Survey Collection Method

Providers must use an appropriate survey collection method or methods considering factors such as likely response rate, cost, addressing barriers to participation, tenant profile, and the representativeness of responses. As long the regulatory requirements

are met, providers can use any standard collection method including face-to-face, telephone, postal, or email/online delivery and may use more than one collection method.

2. 2024/25 Tenant Satisfaction (STAR) Survey

Our annual STAR survey, developed and benchmarked through Housemark, is the vehicle we used to collect our 2024/25 TSM perception data.

2.1. The Project

This year SMSR supplied the most competitive bid to undertake the STAR survey. Their remit was to collect the data from our random sample of one in five tenants and process the results for our analysis. The survey took place during October and November 2024. Housemark has reported Autumn is a common time for housing providers to undertake tenant perception surveys.

2.2. Methodology

For all those tenants selected in the random sample, if we had an email address or a mobile contact number they were contacted by these methods in the first instance with a QR code to complete the survey. Every other tenant in the sample was sent a postal questionnaire with a letter also containing a QR code and a web link for the survey if they preferred. Those contacted by email/mobile were also contacted by post if they did not respond. All tenants who had not responded were sent two reminders in advance of the survey deadline. Extra telephone surveys to non-respondents were undertaken to ensure we got enough responses.

2.3. Responses

Questionnaires were offered to 4,411 tenants. These were randomly selected from our tenant population listed in postcode order to achieve equal coverage across the city. We received 1,004 responses in total. This surpassed the 850 minimum number responses we required to achieve our regulatory +/- 3% margin of error at 95% confidence level. Our margin of error was 2.71%.

59.9% of responses were received online or via SMS, 21.2% by telephone and 18.9% responding by post.