

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. 2023/24 Tenant Satisfaction (STAR) Survey

Our annual STAR survey, developed and benchmarked through Housemark, is the vehicle we used to collect our 2023/24 TSM perception data.

2.1. The Project

For the second successive year NWA Social & Market Research 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 2023. 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.

2.3. Responses

Questionnaires were offered to 4,329 tenants. These were randomly selected from our tenant population listed in postcode order to achieve equal coverage across the city. We received 1,093 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 2.64%. However, the 25.2% return rate was the lowest in our STAR survey history, down on the 29.0% achieved in 2022/23 when we had an error margin of 2.28%.

2.4. Response Method

77.7% of responses were received online or via SMS with just 22.3% responding by post. This compares with 58.7% responses by post in 2022/23 and this has a significant impact on our satisfaction results which will be examined later in this report. Response

methods will be taken into account by the Regulator who has made it clear this information needs to be provided alongside our TSM data.

Indeed our survey methodology has resulted in the age profile of respondents being a much closer match to our tenant age profile compared with all previous surveys (see Table 1 below).

Table 1 – Survey respondents v Tenant Profile

| Age Range | Respondents | Tenant Profile |
|-------------------|--------------------|-----------------------|
| 16-24 years | 2.0% | 2.6% |
| 25-34 years | 12.6% | 15.5% |
| 35-44 years | 18.7% | 20.1% |
| 45-54 years | 19.9% | 18.2% |
| 55-64 years | 16.8% | 18.7% |
| 65-74 years | 16.3% | 13.7% |
| 75 years and over | 13.6% | 11.2% |