Tenant Satisfaction Measures

What are they and what do they mean for me and my housing provider?

The Regulator of Social Housing (RSH) has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. This has been done after a long period of consultation with residents. In addition to introducing revised consumer standards, this will involve a set of tenant satisfaction measures (TSMs) that social housing landlords must report on. People will be able to use these measures to understand how well landlords are doing. The TSMs will apply to all social housing landlords, including local authorities, housing associations and other registered social housing providers. Different ways of measuring will apply depending on the size of the organisation.

Why are these changes happening, and when?

In 2020, the government published The charter for social housing residents: social housing white paper, which sets out ways to improve things for people living in social housing. Some of these are for the Regulator (RSH) to do.

One of those steps is bringing in a set of TSMs. These will cover all kinds of rented social housing in England where the landlord is registered with the government (a 'registered provider'). Some, but not all, of the TSMs will also cover shared ownership homes.

Landlords will start collecting data for TSMs in April 2023. The first data will be published in autumn 2024.
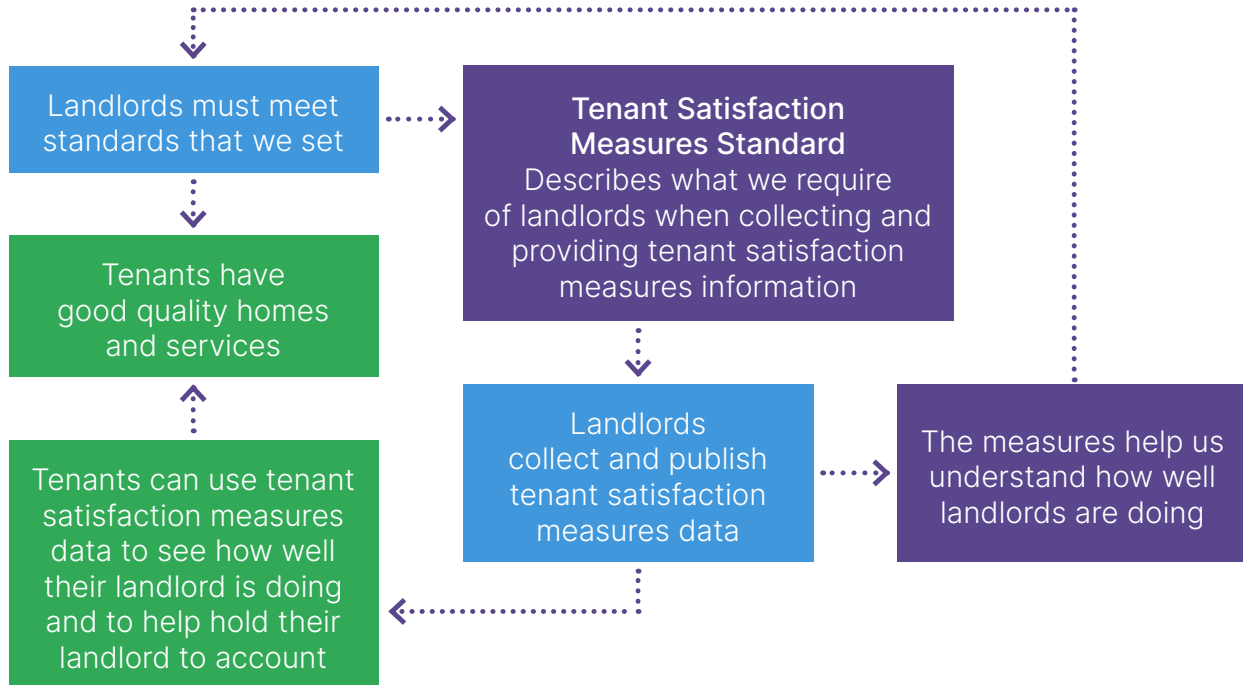
What are the TSMs trying to achieve?

The TSMs should let tenants see how well their landlord is doing and give the government an idea of which landlords might need to improve things. The TSMs are designed to:

- Make a meaningful difference to tenants.
- Be possible for landlords to carry out.
- Be possible to regulate.

The information being measured should be relevant, well defined, only measure things the landlord is actually responsible for and should not be too expensive or complicated to put into practice for the landlord or the regulator. There should be a clear link between the measures and the objectives of the RSH.

How will TSMs work?

Here is a graphic to show the way TSMs will give tenants access to data that their landlords have a duty to provide, which will make it easier for them to be held accountable, and see how well they are doing.

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Landlords must meet          Tenant Satisfaction
standards that we set        Measures Standard
                             Describes what we require
                             of landlords when collecting and
Tenants have                 providing tenant satisfaction
good quality homes           measures information
and services

                             Landlords                 The measures help us
Tenants can use tenant       collect and publish        understand how well
satisfaction measures        tenant satisfaction        landlords are doing
data to see how well         measures data
their landlord is doing
and to help hold their
landlord to account
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Coming up with what to measure has only been one part of the RSH's work on tenant satisfaction measures. They have also published standards and requirements for landlords to follow so that different landlords' information is consistent and can be compared.

All of this is very good news for residents as it makes the collection and use of data transparent.

Does that matter to me?

Yes! TSMs are intended to make landlords' performance more visible to tenants, and help tenants hold their landlords to account. Looking at each measure on its own, it should be clear what it tells you about the landlord. Tenants should also be able to use it to compare landlords. Looking at all the measures together, they should also work as a package to show how well a landlord is doing in some key areas.

What are the TSMs?

There are twenty two TSMs in all, twelve aimed at tenants (prefixed TP) and ten for landlords. The requirement to fulfil TP01-12 is via tenant perception survey. The SHR has designed a specific question to be included in each category TP01-12 so that answers can be measured consistently across providers.

- 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

- CH01: Complaints relative to the size of the landlord

- CH02: Complaints responded to within Complaint Handling Code timescales

- NM01: Anti-social behaviour (ASB) 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

What is a tenant perception survey?

Landlords will be responsible for running tenant perception surveys to collect data for tenant satisfaction measures TP01–TP12. Surveys can take many forms to be inclusive, and landlords will be allowed to run the survey by post, by phone, face to face, online, or however is best for their tenants. They will have to:

- Say at the start of the survey roughly how long it will take to complete.

- Let tenants know that the survey will be used for tenant satisfaction measures.

- Include the twelve tenant perception survey questions exactly as we have written them.

Landlords will be allowed to include their own questions as well as the twelve required ones.

Landlords with 1,000 or more homes will have to run the survey every year.

Landlords with fewer than 1,000 homes will have the option of running it every year or every two years.

Landlords will be able to survey all their tenants (a 'census survey'). Landlords with many homes will also have the option of surveying only some of their tenants.

Landlords who choose this option will have to follow rules the RSH have set about how many tenants they survey and how to randomly select who gets surveyed. The rules mean that the results will be similar to what they would be if they surveyed all tenants.

You can find a full list of documents from the Regulator here if you want to know more about each TSM in detail.