

Report to: Board
Report by: CEO
Subject: Tenant Satisfaction Measures Standard Report and Analysis 2024
Item Number:
Date: 14/5/24

1. Introduction

- 1.1. The purpose of this report is to provide background information and analytical data from the Tenants Satisfaction Measures (TSM's) survey completed during March 2024.
- 1.2. All landlords, including local authority landlords, must publish their performance against the TSMs. Large landlords must also report their TSM performance to the RSH. TSM data is a key source of regulatory intelligence, including when scoping a programmed inspection.
- 1.3. **Statement from the Regulator of Social Housing – Small Landlords general information.**
 - The RSH will review the TSM submissions of all large landlords. As part of that review, they identify landlords which appear to be outliers based upon the TSM data they have supplied. Where this is the case, they may ask them for extra information, either because they have concerns about the quality of their TSM data, or because the landlord has been identified as being potentially at a higher risk of failing to deliver the outcomes of their standards.
 - Where a landlord's TSM data suggests they may be at a higher risk of failing to deliver the outcomes of their standards, they will engage with the landlord. They will decide on the most appropriate course of action on a case-by-case basis, but it may be for example that they decide to carry out responsive engagement and/or carry out an inspection.
 - They do not assess how well a landlord is delivering the outcomes of their standards or update a landlord's consumer grade using the TSM information in isolation. Where a landlord already has a consumer grade, they do not update it following a review of its TSM information alone.

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2. Regulatory Standards

2.1 - The Regulator of Social Housing has published its new set of consumer standards and regulatory approach to deliver a “well-governed social housing sector” which provides quality homes and services for tenants. Landlords will be actively inspected to ensure they are meeting the standards and as part of the changes, the regulator will assess landlords against four new consumer standards and hold them to account by carrying out regular inspections and scrutinising data on tenant satisfaction and repairs.

2.2 - The regulator introduced tenant satisfaction measures (TSM) in April last year as a metric by which to assess how well social landlords are doing at providing quality homes and services. Large landlords will be required to submit their first TSM data return to the regulator by 30 June 2024.

2.3 - The **economic standards set by the regulator will remain unchanged**. These include the governance and financial viability standard, the value for money standard, which ensures RPs make best use of their resources, and the rent standard, which ensures social housing rents are set in accordance with government policy.

2.4 - From 1 April, the regulator will inspect large landlords, with 1,000 or more social homes at least once every four years to ensure they are meeting the consumer standards.

The regulator’s new consumer standards

- 1. The Safety and Quality Homes Standard:** this will focus on ensuring that landlords understand the condition of all of their homes and make use of that data to provide safe, quality homes. Landlords are required to deliver repairs, maintenance, and planned improvements in an effective, efficient, and timely manner, and must be clear on their health and safety responsibilities.
- 2. The Transparency, Influence, and Accountability Standard:** the standard requires landlords to be transparent with tenants, treat them fairly and respectfully so they can access services. Tenants must be able to voice concerns where necessary, influence decisions, and hold the landlord accountable.
- 3. The Neighbourhood and Community Standard:** Landlords need to engage with relevant parties to ensure tenants live in secure, well-maintained neighbourhoods and feel safe in their homes.

4. **The Tenancy Standard:** This standard outline fair allocation and letting of homes, as well as requirements for managing tenancies by landlords.
3. **Tenant Satisfaction Measures Standard (TSM's) Pilot** – Adullam Homes have been part of a pilot for the implementation of the TSM's run by the Regulator for small providers.

Things to note from the initial meeting in January 2024:

- All data must be collected before 1st April 2024
- This exercise is conducted for those properties we own which is currently 547
- They advised a census survey to complete the exercise (Not sample) but were happy if groups were targeted i.e. but again, they emphasised the response will be based on properties owned
- It is open to providers when they publish the outcomes from the TSM survey – Adullam Homes will publish in June 2024
- It is open to providers where this is published – no specific guidance on this from the Regulator but they are happy with Board/public domain/TRS etc

Things to note from the meeting of the meeting in March 2024:

- Data is to be submitted to the regulator from April to June with follow up mid 24 on feedback
- Submissions will be considered individually per RP and their circumstances.

Guidance for submission was published on the 22/3/24. In it:

- They ask Adullam Homes how we did it/approach we took/response rate and there will be other contextual optional questions
- They ask Adullam Homes in our opinion if we believe we have done this exercise properly which will be in a form of statements and will be a transparency exercise which will consider any mistakes that may have been made.
- Most small providers are opting to complete the survey annually although Adullam Homes do have the option to do this every other year

There is no acceptable rate for response i.e. % - the Regulator stated that there isn't as such a number/% acceptable rate but there will be an expectation that a 'proportionate best effort' has been made to collect the data from those companies with short stay transient TRS like Adullam Homes and other SP providers.

4. Data Analysis –

Methodology

A summary of the methodology used to complete the Tenant Satisfaction Measures Survey for Adullam House is below:

Feedback services provider (collecting, generating, and validating the reported perception measures)	Research conducted inhouse by Adullam Homes
Survey fieldwork dates	1st March to 31st March 2024
Total surveyable population	547 tenants and residents living in Adullam owned properties
Total number of responses	152 responses received
Reasons for any failure to meet the required sample size	Acceptable target set was 20% and 28% achieved
Collection method	QR Code to survey link Link sent by email and phone text. Face to Face contact with TRS completed 24 surveys (hard copies)
Sampling method	All 547 properties emailed or texted
Type and amount of any incentives offered	£50 shopping voucher
Questions asked	12 x regulatory TSM questions.

Summary of Results

	Very/Fairly Satisfied	Very/Fairly Dissatisfied	Neither Satisfied nor Dissatisfied
TSM01 Overall satisfaction	78.38%	10.13%	11.49%
TSM02 Overall repairs service	71.06%	16.67%	12.28%
TSM03 Repairs: Time taken	73.15%	16.67%	9.26%
TSM04 Home is well maintained	75.00%	12.84%	12.16%
TSM05 Home is safe	79.17%	11.12%	9.72%
TSM06 Listens to views & acts upon them	65.97%	18.06%	15.97%
TSM07 Keeps informed	73.29%	11.64%	15.67%
TSM08 Treated Fairly & with Respect	78.76%	6.84%	14.38%

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TSM09 Approach to complaints	64.14%	14.49%	21.38%
TSM10 Communal areas	73.05%	14.79%	11.30%
TSM11 Contribution to Neighbourhood	60.14%	10.14%	29.73%
TSM12 Approach to Anti-social behaviour	66.44%	10.74%	22.82%

There is a high percentage of very satisfied/fairly satisfied amongst the summary of results which include:

- **TSM01** Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord? – **78.23%**
- **TSM04** How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained? - **75.00%**
- **TSM05** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that provides a home that is safe? - **79.17%**
- **TSM07** Satisfaction that the landlord keeps tenants informed about things that matter to them. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you? **73.29%**
- **TSM08** To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect." – **78.76%**

Interpretation of % and ambiguity of overall feedback – it is evident in some areas that due to the way the TSM's have been written and formatted by the Regulator the final presentation of feedback can be in some ways ambiguous.

For example, **TSM11** (How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?) although scoring only **60.14%** as satisfied has a high percentage of neither satisfied/dissatisfied with **29.73%**. During meetings with the regulator a number of registered providers have stated that this question is difficult to both interpret for the individual i.e. how they will know this and evidence, and answers given suggest this.

This is also applicable to both **TSM09 64.14%** (Have you made a complaint to your landlord in the last 12 months? If yes, how satisfied, or dissatisfied are you with your landlord's approach to complaints handling?) with a high percentage of Neither Satisfied nor Dissatisfied at **21.38%** and **TSM12 66.44%** (How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?) with Neither Satisfied nor Dissatisfied at **22.82%**.

TSM10 Satisfaction that the landlord keeps communal areas clean and well-maintained

Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? If yes, how satisfied, or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained? – although scoring **73.5%** with **14.79%** dissatisfied and **11.30%** neither satisfied or dissatisfied again this TSM is ‘wordy’ and is also not applicable to all services owned.

Further scrutiny will be required for :

- **TSM02** - Has your landlord carried out a repair to your home in the last 12 months? If yes, how satisfied are you with the overall repairs service from your landlord over the last 12 months? – **71.06%**
- **TSM03** - Has your landlord carried out a repair to your home in the last 12 months? If yes, how satisfied, or dissatisfied are you with time taken to complete your most recent repair after you reported it? – **73.15%**
- **TSM06** Satisfaction that the landlord listens to tenant views and acts upon them How satisfied are you that your landlord listens to your views and acts upon them? **65.97%**

The issue of the ambiguity with the TSM’s will be raised by the Quality Assurance Manager at the next regulator pilot meeting. This will form part of the pilot programme as it is envisaged that some of the measures may be deleted or rewritten once the overall findings and feedback are assessed by those Registered Providers taking part.

Tenant Satisfaction Measures Landlord TSM’s - Measured by Landlords Directly

		LCRA	LCHO	Combined
BS01	Proportion of homes for which all required gas safety checks have been carried out.			100.0
BS02	Proportion of homes for which all required fire risk assessments have been carried out.			96.0
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.			100.0
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.			100.0
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.			100.0

		LCRA	LCHO	Combined
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0		
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	95.0		
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	100.0		

5. **Recommendation** - That committee note the content of the report.

In the event of any queries please contact the report author prior to the meeting.

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