

Report to: Board
Report by CEO
Subject: Tenant Satisfaction Measures Standard Report and Analysis 2025
Item Number:
Date: 22/4/25

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 February/March 2025.
- 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. The Transparency, Influence and Accountability Standard requires all registered landlords to generate and report TSMs as specified by the regulator . TSMs are intended to be a valuable tool to allow tenants to scrutinise their landlord's performance, giving insights to landlords on where they might look to improve their services, and provide a source of intelligence to the regulator on whether landlords are meeting new consumer standards.
- 1.4. The TSMs include 12 tenant perception measures that must be generated from tenant perception surveys, and 10 TSMs that must be generated from management information. The TSM results themselves give insight about whether landlords are delivering the outcomes of the standards.

2. **Tenant Satisfaction Measures Standard (TSM's) – Please note that the 2025 TSMs do not have to be submitted online as part of the NROSH process. The TSM survey however has gone ahead as a planned exercise and will continue do so annually.**

Plan of main actions - The exercise was led by the Quality Assurance Team, Comms Team, Operational staff and with assistance from the Tenant Engagement & Satisfaction Officers.

Actions planned for the delivery of the survey and regulatory reporting

1. Preparation work began in January with the decision that the survey would go out in two stages February/March 2025. This was designed to improve upon the overall return figure from last year's first survey.
2. A separate survey was also set up in word for face to face meetings in January 2025
3. Met with Comms team early Jan 2025 - Posters as sent out by the comms team for January 2025 reminders sent throughout this period to services
4. Owned Properties - email to all owned services/managers explaining TSM survey process was sent in January 2025 for only those properties owned and leased
5. Text messages – were sent out in February and sent out again in March 2025
6. During Feb/March returns and surveys were monitored with weekly response/return rates sent to all operational staff and services
7. All data received and responses to surveys were controlled and analysed by the Quality Assurance Team throughout this process
8. Pull report together April 2025
9. Complete report to SLT/Board end of April/May 2025
10. Overall analysis report on website – Comms team
11. Put on website/publish in public May/June 25

3. **Methodology** - A summary of the methodology used to complete the Tenant Satisfaction Measures Survey for Adullam House is below:

Total surveyed	543 tenants living in Adullam owned properties
Total number of responses	230 responses received – 42% response
Collection method	QR Code to survey link Link sent by email and phone text. Face to Face contact with TRS
Type and amount of any incentives offered	4 x £100 shopping vouchers
Questions asked	12 x regulatory TSM questions.

Summary of Results - below shows the TSM figures from this year compared to last.

Please note Satisfaction has increased for every TSM from last year's survey

	Very/Fairly Satisfied		Very/Fairly Dissatisfied		Neither Satisfied nor Dissatisfied	
	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25
TSM01 Overall Satisfaction	78.38%	78.67%	10.13%	8.44%	11.49%	12.89%
TSM02 Overall Repairs Service	71.06%	79.75%	16.67%	14.72%	12.28%	5.52%
TSM03 Repairs: Time Taken	73.15%	76.43%	16.67%	16.56%	9.26%	7.01%
TSM04 Home is well maintained	75.00%	82.95%	12.84%	7.83%	12.16%	9.22%
TSM05 Home is safe	79.17%	85.71%	11.12%	9.22%	9.72%	5.07%
TSM06 Listens to views & acts on them	65.97%	77.73%	18.06%	11.82%	15.97%	10.45%
TSM07 Keeps informed	73.29%	81.28%	11.64%	7.76%	15.67%	10.96%
TSM08 Treated Fairly & with respect	78.76%	86.64%	6.84%	7.37%	14.38%	5.99%
TSM09 Approach to complaints	64.14%	69.44%	14.49%	18.06%	21.38%	12.50%
TSM10 Communal areas	73.05%	79.64%	14.79%	11.38%	11.30%	8.98%
TSM11 Contribution to neighbourhood	60.14%	68.72%	10.14%	8.06%	29.73%	23.22%
TSM12 Approach to Anti-social behaviour	66.44%	76.19%	10.74%	6.67%	22.82%	17.14%

TSM Voucher winners - Following the tenant survey, we carried out a random draw for those that submitted a survey to win a £100 Love To Shop gift voucher. There were four voucher winners across the regions.

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** although scoring only 68.72% as satisfied has a high percentage of neither satisfied/dissatisfied with **23.22%**. This is also applicable to a number of other TSM's.

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

TSM Code	Description	No
BS01	% of homes for which all required gas safety checks have been carried out	100%
BS02	% of homes for which all required fire risk assessments have been carried out	100%
BS03	% of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
BS04	% of homes for which all required legionella risk assessments have been carried out	100%
BS05	% of homes for which all required communal passenger lift safety checks have been carried out	100%
RP01	% of Decent Homes that do not meet the Decent Homes Standard	0%
RP02 (1)	% of non-emergency responsive repairs completed within the landlord's target timescale	93%
RP02 (2)	% of emergency responsive repairs completed within the landlord's target timescale	100%

4. Recommendation - That Board note the content of the report.

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

Report Author:

Email:

Mobile:

Landline: