

Report to: Board
Report by CEO
Subject: Tenant Satisfaction Measures Standard Report and Analysis 2026
Item Number:
Date: 14/4/26

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 2026.
- 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)** – As of the 18th of September 2025 the RSH has decided that small landlords do not need to submit TSM data. This approach does not change the existing TSM requirements for small landlords. They must still collect, process and publish TSM results in line with the Transparency, Influence and Accountability Standard.
3. **The Regulator of Social Housing (RSH)** has launched a 12-week consultation on revisions to the Transparency, Influence and Accountability standard (TI&A standard),

Consumer Standards Code of Practice, and the Tenant Satisfaction Measures (TSMs).
[Consultation on changes to our consumer standards and requirements \(accessible version\) - GOV.UK](#)

The consultation aims to ensure that the directions given by the Ministry of Housing, Communities and Local Government (MHCLG) are accurately reflected in the TI&A standard. The consultation includes revisions to the TI&A standard, Consumer Standards Code of Practice, and TSMs, and was open for 12 weeks, closing on 3 March 2026 at 6.30pm.

The changes aim to strengthen the transparency and accountability of landlords to their tenants. These are essential components to improve the overall quality of social housing and services to tenants. The government has recently published policies in relation to both Social Tenant Access to Information Requirements (STAIRs) and competence and conduct requirements following its own consultations.

A further focus of this consultation is a new electrical safety checks Tenant Satisfaction Measure (TSM). This proposed new TSM is aimed at providing a source of insight on the completion of electrical safety checks. The TSMs have already proven to be a valuable source of information for tenants and landlords, as well as for the regulator. The electrical safety checks TSM, will work alongside the other existing building safety TSMs to help strengthen transparency on the safety of tenants' homes.

The changes proposed to the Transparency Influence & Accountability Standard will help drive landlords to deliver better outcomes for social housing tenants.

This consultation is set out in three parts:

Part 1 - Proposed changes to the Transparency, Influence and Accountability TI&A) Standard [Annex 2: Clean copy of proposed revised TI&A Standard \(accessible version\) - GOV.UK](#)

Part 2 - Proposed changes to the Consumer Standards Code of Practice (the code).
https://assets.publishing.service.gov.uk/media/6932daad5b5198836f304128/Annex_3_Proposed_revised_CS_Code_of_Practice_with_changes_highlighted.pdf

Part 3 - The proposed introduction of an electrical safety checks Tenant Satisfaction Measure.

Plan of main actions for 2026 - 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 survey to go out in two stages February/March 2026. This was designed to improve upon the overall return figure from last year's first survey.
2. A separate survey was set up in word for face-to-face meetings – January 2026
3. All responses to surveys controlled and analysed by the Quality Assurance Team
4. Met with locality managers/Text messages – sent out in February and March 2026
5. Owned figures agreed with a clear list of where responses will be expected – agreed by the end of January 26, pending any potential new property purchases/acquisitions.
6. Owned Properties - email to all owned services/managers explaining TSM survey process in January 2026 copy in regional that surveys are for only those properties owned and leased.
7. Met with Comms team early Jan 2026 - Posters sent out by the comms team for January 2026 reminders sent throughout this period to services.
8. Feb/March monitor returns and response weekly
9. Completed report to SLT/Board end of April/May 2026
10. Overall analysis report on website – Comms team
11. Put on website/publish in public May/June 26

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

Total surveyed	609 tenants living in Adullam owned properties
Total number of responses	265 responses received compared to 230 last year
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.

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.

Summary of Results - below shows the TSM figures for the last three years.

	Very/Fairly Satisfied			Very/Fairly Dissatisfied			Neither Satisfied nor Dissatisfied		
	2023/ 24	2024/ 25	2025/ 26	2023/ 24	2024/ 25	2025/ 26	2023/ 24	2024/ 25	2025/ 26
TSM01 Overall Satisfaction	78.38 %	78.67 %	78.16 %	10.13 %	8.44% %	10.73 %	11.49 %	12.89 %	11.11 %
TSM02 Overall Repairs Service	71.06 %	79.75 %	77.23 %	16.67 %	14.72 %	11.88 %	12.28 %	5.52% %	10.89 %
TSM03 Repairs: Time Taken	73.15 %	76.43 %	77.11 %	16.67 %	16.56 %	13.93 %	9.26% %	7.01% %	8.96% %
TSM04 Home is well maintained	75.00 %	82.95 %	77.78 %	12.84 %	7.83% %	10.34 %	12.16 %	9.22% %	11.88 %
TSM05 Home is safe	79.17 %	85.71 %	80.08 %	11.12 %	9.22% %	10.73 %	9.72% %	5.07% %	9.20% %
TSM06 Listens to views & acts on them	65.97 %	77.73 %	75.29 %	18.06 %	11.82 %	12.55 %	15.97 %	10.45 %	12.16 %
TSM07 Keeps informed	73.29 %	81.28 %	77.13 %	11.64 %	7.76% %	9.69% %	15.67 %	10.96 %	13.18 %
TSM08 Treated Fairly & with respect	78.76 %	86.64 %	85.60 %	6.84% %	7.37% %	7.00% %	14.38 %	5.99% %	7.39% %
TSM09 Approach to complaints	64.14 %	69.44 %	58.02 %	14.49 %	18.06 %	25.93 %	21.38 %	12.50 %	16.05 %
TSM10 Communal areas	73.05 %	79.64 %	80.41 %	14.79 %	11.38 %	8.25% %	11.30 %	8.98% %	11.34 %
TSM11 Contribution to neighbourhood	60.14 %	68.72 %	63.64 %	10.14 %	8.06% %	9.49% %	29.73 %	23.22 %	26.88 %
TSM12 Approach to Anti-social behaviour	66.44 %	76.19 %	70.36 %	10.74 %	6.67% %	10.28 %	22.82 %	17.14 %	19.37 %

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 63.64% as satisfied has a high percentage of neither satisfied/dissatisfied with 26.88%. This is also applicable to a number of other TSM's – TSM09/TSM12 as further examples.

Adullam Homes alternatively could consider presenting the figures differently for future reporting to Board and include the Neither Satisfied nor Dissatisfied in the overall Very/Fairly satisfied totals. Other providers do this.

Adullam Homes do not now have to submit an online return with the NROSH data as we are a small provider.

Landlord TSM's

TSM Code	Description	%
BS01	Proportion of homes for which all required gas safety checks have been carried out	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%
RP01	Proportion of Decent Homes that do not meet the Decent Homes Standard	100%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	91%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	100%

5. Recommendation - That Board 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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