



Regulator of  
Social Housing

# Tenant Satisfaction Measures

Jack Smith – Assistant Director, Assessment and Tenant Engagement

Fleur Priest-Stephens- Head of Tenant Engagement

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In 2023/24 half a million tenants gave feedback about their landlord.

We want to share with you what they said.

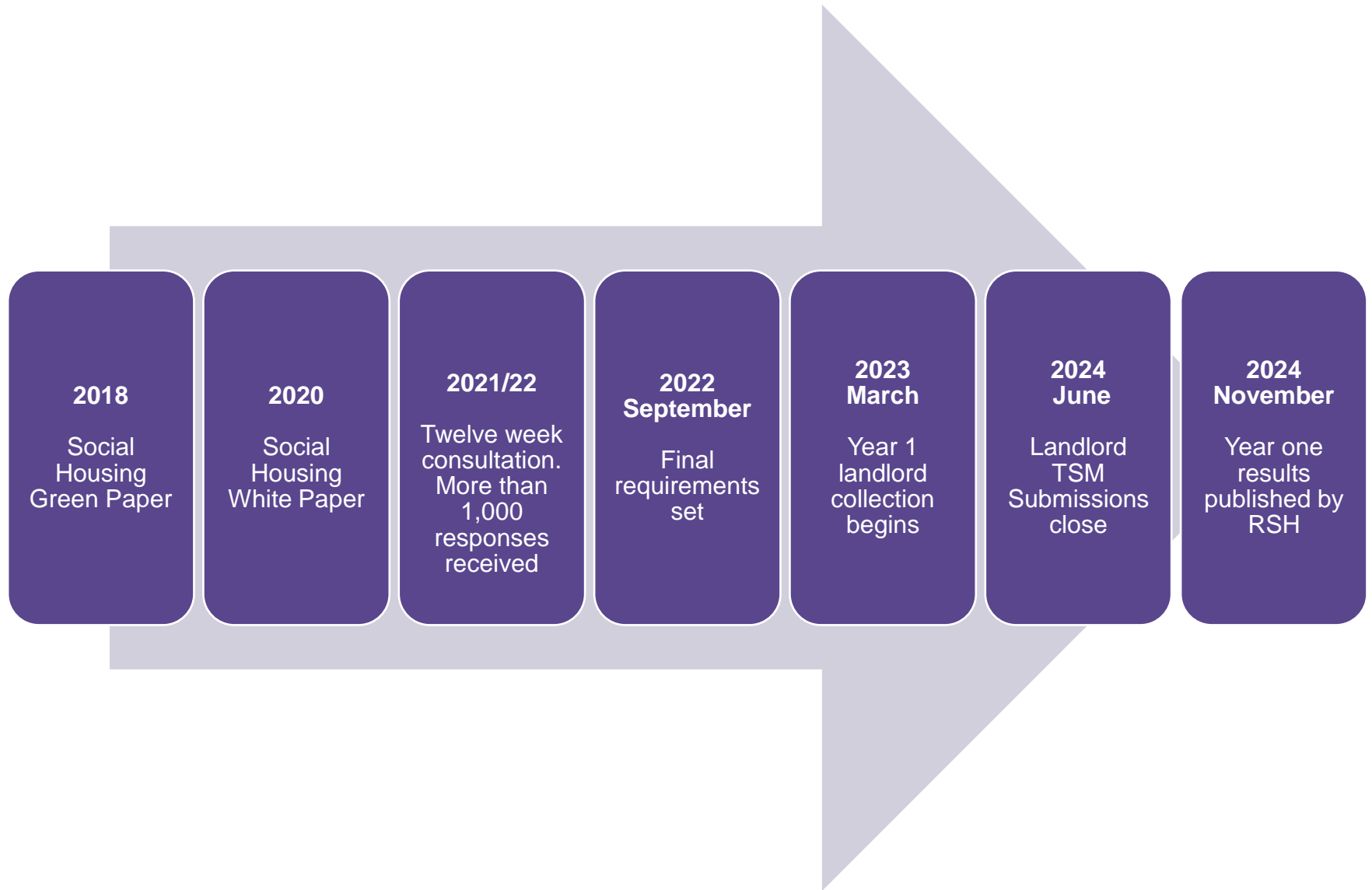


# What are the Tenant Satisfaction Measures?

- The TSMs are information that all social landlords must collect.
- We have set out clear requirements for how landlords must collect and report on the TSMs
- There are 22 TSMs in total – 10 TSMs are taken from the landlord's performance information. 12 TSMs are survey questions for tenants.
- Every landlord must publish their TSM results for tenants.
- Every social landlord with more than 1000 homes must send their TSM results to the Regulator.
- We have published a set of reports to show the findings from the TSMs



# This publication has been six years in the making



# What we published about the TSMs this year

1. **Headline report.** Summary of what the results tell us.
2. **Data quality and methodology report.** 'How we did it' and how we checked it was accurate. The Regulator publishes reports like this for all of our Official Statistics.
3. **Landlord level data.** Results for the tenant surveys and performance information. Includes other background information to help make sense of the results.



# National Tenant Survey

Our own survey of 3,500 social housing residents to generate a robust and independent understanding of tenant satisfaction across the sector.

Included all perception TSM questions, collected in line with our TSM requirements, as well as additional questions to explore tenants' responses in greater depth.

# Total number of tenants surveyed by landlords

483,305

177,399  
Local authority

305,906  
Housing association

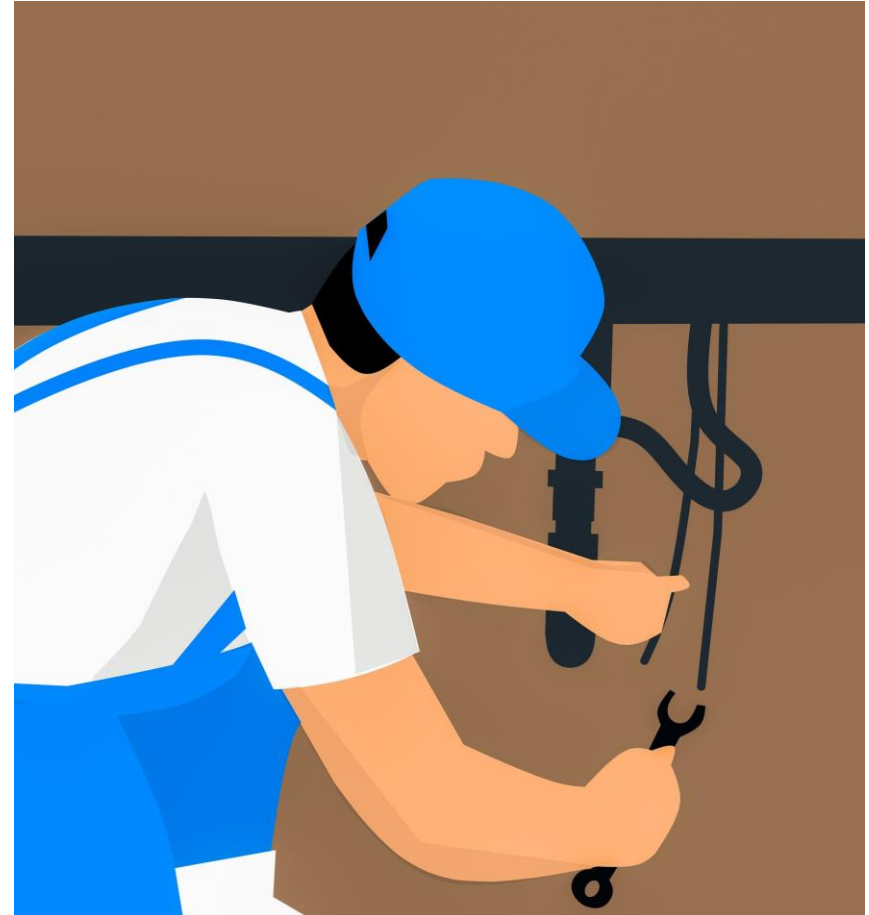
454,909  
Renters

27,965  
Shared Owners

431  
Combined

# Headline findings

- Overall, 70% of social renters were 'satisfied' with their landlord.
- Satisfaction rates were notably lower for complaints (34.5% satisfied) and for ASB (57.8% satisfied).
- Strong link between satisfaction with repairs, and overall satisfaction.



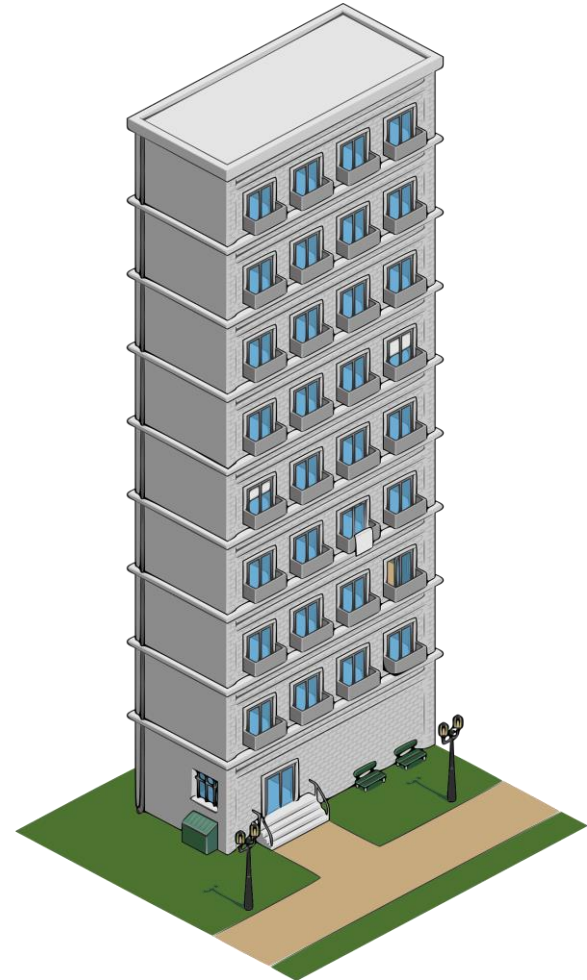


# Median scores – Tenant perception measures



# Building Safety






Tenant satisfaction measure	Median	Proportion of homes with all required checks completed (Sector-level)
BS01 Gas safety checks (%)	99.9	99.3%
BS02 Fire safety checks (%)	100.0	97.9%
BS03 Asbestos safety checks (%)	100.0	94.4%
BS04 Water safety checks (%)	100.0	92.2%
BS05 Lift safety checks (%)	100.0	93.8%
RP01 Homes that do not meet the DHS [LCRA only] (%)	0.5	-



# Median scores – Management information

Tenant satisfaction measure	Median	
RP02 Repairs completed within timescale (non-emergency) <i>[LCRA only]</i> (%)	81.3	
RP02 Repairs completed within timescale (emergency) <i>[LCRA only]</i> (%)	95.3	
NM01 ASB cases <i>(per 1,000 homes)</i>	35.5	
NM01 ASB cases (hate incidents) <i>(per 1,000 homes)</i>	0.6	
	<b>Renters</b>	<b>Shared owners</b>
CH01 Complaint numbers - Stage one <i>(per 1,000 homes)</i>	42.5	35.2
CH01 Complaint numbers - Stage two <i>(per 1,000 homes)</i>	5.7	9.0
CH02 Complaint timeliness - Stage one (%)	82.3	73.2
CH02 Complaint timeliness - Stage two (%)	83.6	78.6

# Impact of collection method

Collection method	Satisfaction rate %
 Postal	77.2
 Face to face	74.7
 Telephone	69.8
 SMS	63.1
 Internet	58.3

Landlords must report their collection methods to tenants and provide a breakdown of overall satisfaction by method to us.

# TSM review process

- The Regulator reviewed more than 350 submissions from landlords
- We checked for:
  - accuracy in the way landlords had calculated the scores they sent to us, and
  - if they had followed the requirements as set out
- We started regulatory engagement with landlords that had not followed the requirements and those with 'outlier' scores



# TSM Review Process

- We started Regulatory Engagement with landlords who reported 'outlier' results or other non-compliance with our requirements
- We issued 'Serious Failings' consumer judgements (C3) for three landlords
- Regulatory engagement with landlords will continue until we are satisfied things have improved



# Things to think about

- The TSMs are designed to make it easier to understand landlord performance, and for landlords to see where they need to improve
- The TSMs are not the only set of results to look at
- When comparing landlords, look for those that used the same collection method for the tenant surveys
- The biggest influence on results is the services tenants receive
- If landlords want to improve their satisfaction scores, the best way is to improve their services



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[Jack.smith@rsh.gov.uk](mailto:Jack.smith@rsh.gov.uk)

[Fleur.prieststephens@rsh.gov.uk](mailto:Fleur.prieststephens@rsh.gov.uk)

[Enquiries@rsh.gov.uk](mailto:Enquiries@rsh.gov.uk)

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0300 124 5225

[enquiries@rsh.gov.uk](mailto:enquiries@rsh.gov.uk)

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