

# Tenant Satisfaction Measures

## Introduction

The Regulator of Social Housing has introduced a new system for assessing how well all social housing landlords in England are doing called Tenant Satisfaction Measures (TSMs).

The first tenant satisfaction perception survey was carried out during October and November 2024, a census approach was taken, meaning all OPSO customers had the opportunity to take part. We received 148 responses. For each metric, any respondent who answered 'n/a' or 'don't know' has been removed from the respondents for that specific question.

TSM Perception Measure	Result
TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord	91.2%
TP02: Proportion of respondents who report that they are satisfied with repairs	n/a
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete the most recent repair	n/a
TP04: Proportion of respondents who report that they are satisfied that their home is well maintained	n/a
TP05: Proportion of respondents who report that they are satisfied that their home is safe.	94.6%
TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	82.6%

TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	88.9%
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	91.0%
TP09: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	67.6%
TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	96.6%
TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	80.2%
TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	85.1%

Appendix Two- TSM Management Measures Results

TSM Management Measure	Result
BS01: Proportion of homes for which all required gas safety checks have been carried out.	n/a <sup>1</sup>
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.	n/a
BS04: Proportion of homes for which all required legionella risk assessments have been carried out	Development 100%
	Unsold apts: Unavailable <sup>2</sup>
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
RP01: Proportion of homes that do not meet the Decent Homes Standard.	n/a
RP02(1): Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	n/a
RP02(2): Proportion of emergency responsive repairs completed within the landlord's target timescale.	n/a

<sup>1</sup> No properties or homes with gas

<sup>2</sup> data capture in place for communal legionella, in unsold apartments a process is in place and data capture under review

CH01(1): Number of stage one complaints received per 1,000 homes.	23
CH01(2): Number of stage two complaints received per 1,000 homes.	0
CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	50%
CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	n/a
NM01(1): Number of anti-social behaviour cases, opened per 1,000 homes.	0
NM01(2): Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0