

Spotlight on Tenant Satisfaction Measures – data returns

On Tuesday 27 February Chloe Fletcher, HQN, chaired an event with Andrew Clegg and Philip Gowenlock from the Regulator of Social Housing (RSH), which focused on the Tenant Satisfaction Measures (TSMs) and how to submit your data. Delegates were given an overview of the development of the TSMs, a summary of the current position and a run through of frequently asked questions on the technical details.

In summary, the RSH highlighted the importance of the following:

- TSMs are there to support effective scrutiny of landlord performance by tenants and allow some comparison between other, similar landlords
- Landlords should publish their TSMs results in an accessible and timely way for tenants
- It is ultimately for landlords themselves to consider the guidance and then make reasonable judgements on their approach and ways to measure their own performance
- Boards (and governing bodies of LAs) are ultimately responsible for ensuring TSMs are calculated in accordance with regulatory requirements. They will also need to own key decisions about how to collect and report performance information
- Be transparent with both the RSH and tenants if you have found anything of concern which you need to address and start putting right
- Be very clear about what methodology you used to collect the tenant perceptions measures and why that was reasonable for your organisation.

Chloe Fletcher opened the session by reminding everyone that the RSH will be asking questions of landlords in relation to domestic abuse policies and practices from April, as the Neighbourhood and Community Standard will include a requirement for landlords to have a policy setting out how they will tackle issues surrounding domestic abuse and work with other agencies as appropriate.

Delegates then heard from Andrew Clegg, Head of Economics and Consumer Analysis at the RSH, who outlined the background to the TSMs and why and how they were developed.

Key points:

- The Social Housing White Paper asked the RSH to bring in a set of tenant satisfaction measures which:
 - Give tenants access to clear, comparable performance information to understand their landlord's performance
 - Inform the RSH about how providers are complying with the consumer standards.

- The White Paper proposed TSMs – from tenant surveys and management information – on five key issues that matter to tenants:
 - Keeping properties in good repair
 - Maintaining building safety
 - Effective handling of complaints
 - Respectful and helpful engagement
 - Responsible neighbourhood management.
- The RSH then developed proposals with sector representatives and consulted the whole sector. The responses showed strong support from the 1,000+ responses for measures:
 - 92% agreement that TSM standard sets clear expectations for registered providers
 - 85% thought the suite of TSMs worked (fully or partially) as a whole in providing rounded information to tenants about their landlord’s performance.
- The RSH then updated and simplified the measures where possible and issued the final set in September 2022.

Philip Gowenlock, Senior Analyst at the RSH, who worked on the team that developed the TSMs, then outlined the current position and technical requirements.

Key points:

- The TSMs which are in force from April 2023 are set out in a number of documents [here](#)
- The plan (TBC) is for the TSMs to be incorporated into the Transparency, Influence and Accountability Standard from April 2024
- All providers must publish TSMs to tenants annually in a timely, clear and accessible way
- Providers should ensure that the information is an accurate, reliable, valid and transparent reflection of their performance against the TSMs
- Large providers are required to submit TSM data return including:
 - The components of each TSM – not just the score
 - Information on the survey methodology and survey questionnaire
 - Contextual information on some management information TSMs
 - Certification of whether all TSM requirements have been met.

TSM data return guidance is available [here](#).

The key messages for providers were:

- 1 Does your board/governance function understand the results and how they were generated?
- 2 Are you prepared for timely publication including being transparent with tenants about decisions made? Have you read the requirements for what needs to be published (it is not just the results)?
- 3 Are you ready for submission? Have you read the submission guidance? Do you know what contextual information you will need to provide and will you be transparent in your response to the RSH?

[Click here](#) to read the questions for the Regulator of Social Housing from the event.