

Tenant Satisfaction Measures – 2023/24

Background

The Tenant Satisfaction Measures came into force from 1st April 2023, reportable from 1st April 2024. The Transparency, Influence and Accountability Consumer Standard set by the Regulator of Social Housing requires all registered providers of social housing to collect and report annually on their performance using a core set of defined measures. These measures are called the Tenant Satisfaction Measures (TSM). The TSMs provide tenants with greater transparency about their landlord’s performance.

Survey Method

Our survey took place between September and October 2023 across a sample of our tenants and was carried out by Viewpoint CIC. 545 tenants were surveyed (approximately 10% of our total tenants) either by telephone (380 surveys) or online (165 surveys).

Data Submission and Reporting

Our results must be submitted online to the Regulator of Social Housing by 28th June 2024. National comparison published results are expected across all social housing landlords by autumn 2024.

Survey Question	Result
TP01 Satisfaction with overall service	77.9%
TP02 Satisfaction with overall repairs service	75.3%
TP03 Satisfaction with repairs time taken	69.8%
TP04 Satisfaction that home is well maintained	76.9%
TP05 Satisfaction that home is safe	84.7%
TP06 Satisfaction that council listens to views and acts upon them	68.0%
TP07 Satisfaction with being kept informed	69.8%
TP08 Satisfaction that treated fairly and with respect	80.8%
TP09 Satisfaction with approach to complaints	27.6%
TP10 Satisfaction with communal areas	65.5%
TP11 Satisfaction with council contribution to neighbourhood	65.1%
TP12 Satisfaction with approach to anti-social behaviour	61.7%

The full report is available to view here [Microsoft Word - NSDC.TSM Report.2023.24 \(newark-sherwooddc.gov.uk\)](https://www.newark-sherwooddc.gov.uk/microsoft-word-nstdc-tsm-report-2023-24)