



Regulator of
Social Housing

Tenant Satisfaction Measures

Information for social housing tenants




What are Tenant Satisfaction Measures?

Tenant Satisfaction Measures (TSMs) are a set of information that landlords must publish. They can be used as a tool by tenants to scrutinise their landlord's performance.

They give insights to landlords on where they might improve their services.



What are Tenant Satisfaction Measures?

An illustration of a city street lined with tall, multi-story apartment buildings. The buildings have many windows and are rendered in shades of brown, red, and grey. The street is paved and has a dashed white line down the center. The sky is a clear, light blue.

And they are also a source of information that the Regulator of Social Housing (RSH) uses to understand a landlords' performance – alongside inspections, referrals and other information we hold.

Where can you find the results?

Landlords have to publish their TSM results. Most large landlords publish them on their website.

Landlords also have to publish other documents about their TSMs. These will explain what method they used to collect the TSMs, and the survey questionnaire they used.



Where can you find the results?



We publish the combined results from all large social landlords (with 1,000 homes or more) on our website. We also publish further information explaining what we have done to understand these results.

We publish spreadsheets that contain data from each large landlord for each year. You can find all the data we publish on our website.

There are two types of Tenant Satisfaction Measure

Those that come from tenant surveys. These are called 'perception measures' because they capture tenants' perceptions, or view of, their landlord's services.

Those that come from information held by landlords. These are called 'management information measures' because they capture information from the landlord about how they are managing their services for tenants.

RSH has set out the requirements that landlords must follow when they collect and publish their TSMs. We publish an overall report about TSM results for the whole sector. We also publish the results for all large landlords in the sector.

<https://tinyurl.com/wm8wveub>



Perception measures

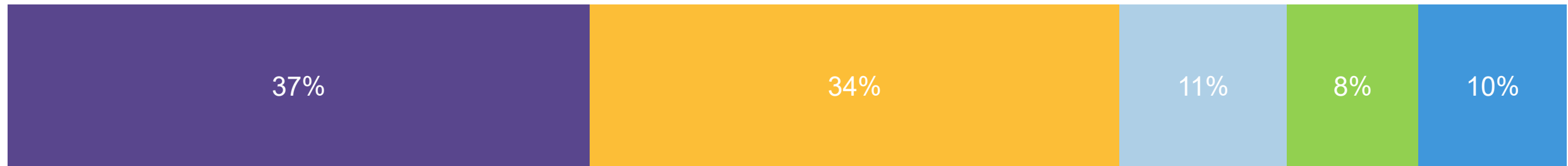
Total number of tenants surveyed by landlords

499,522

+16,200 on 2023/24

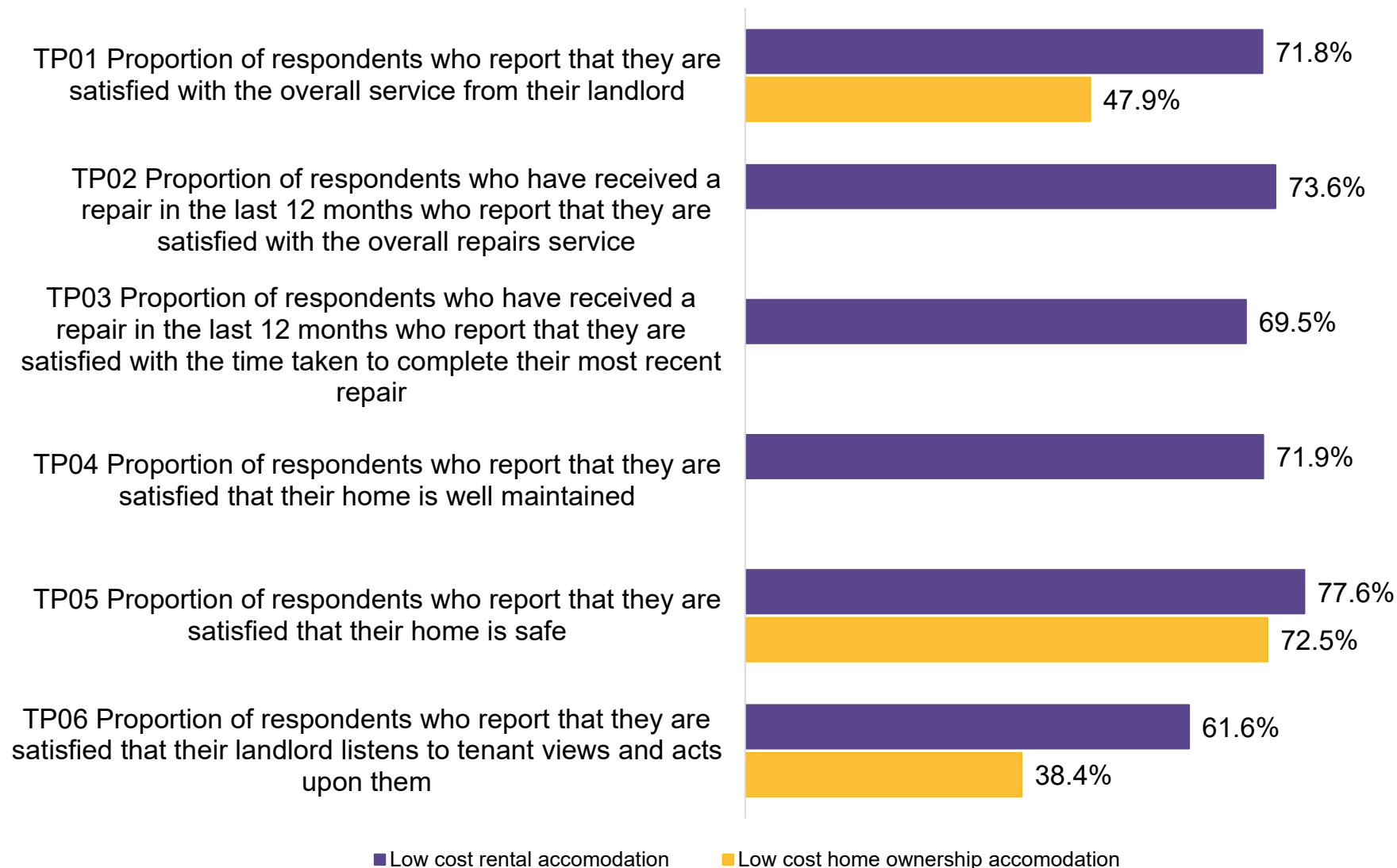
LCRA sector level overall satisfaction: 71%

+1pp on 2023/24

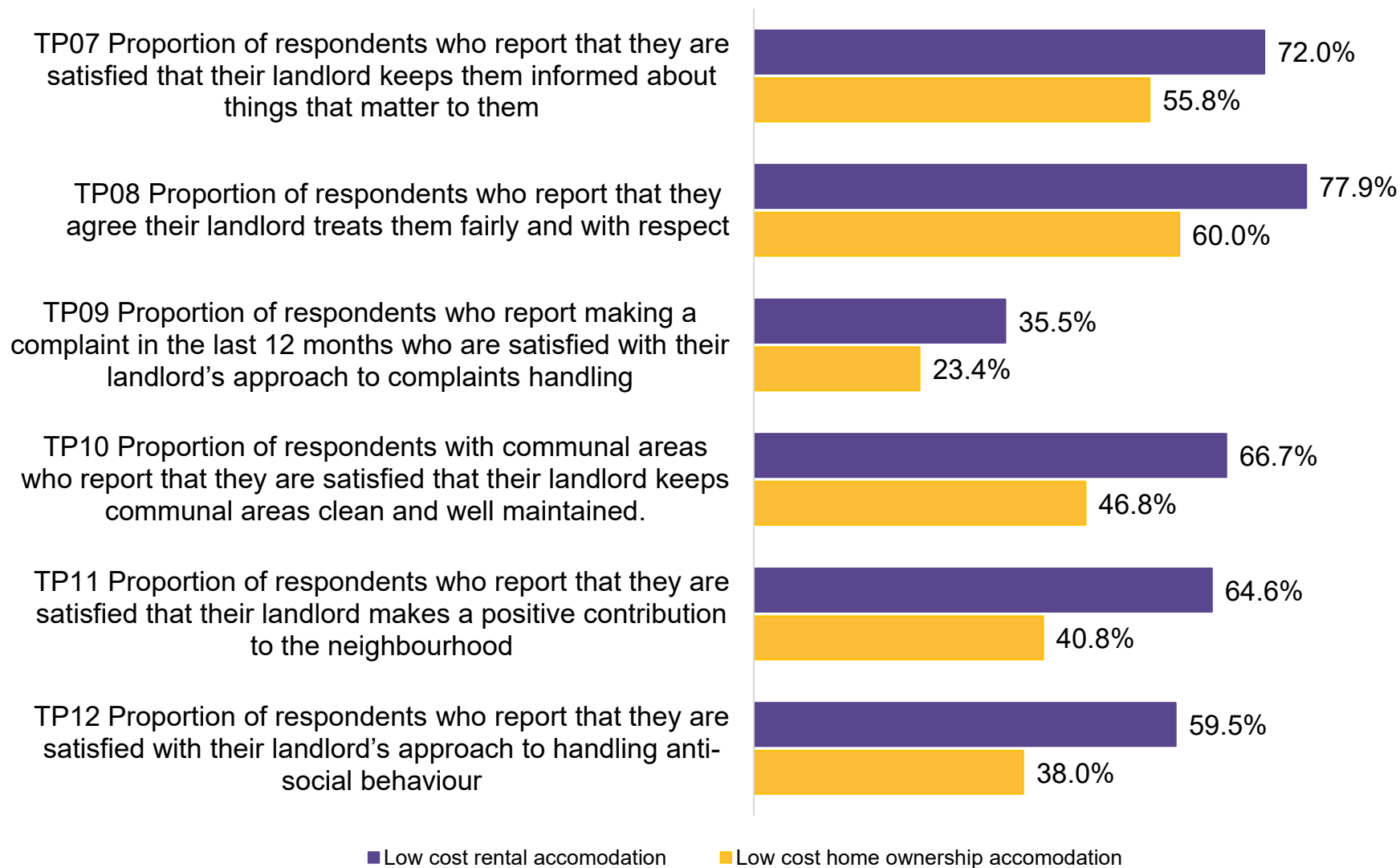


■ Very satisfied ■ Fairly satisfied ■ Neither satisfied nor dissatisfied ■ Fairly dissatisfied ■ Very dissatisfied

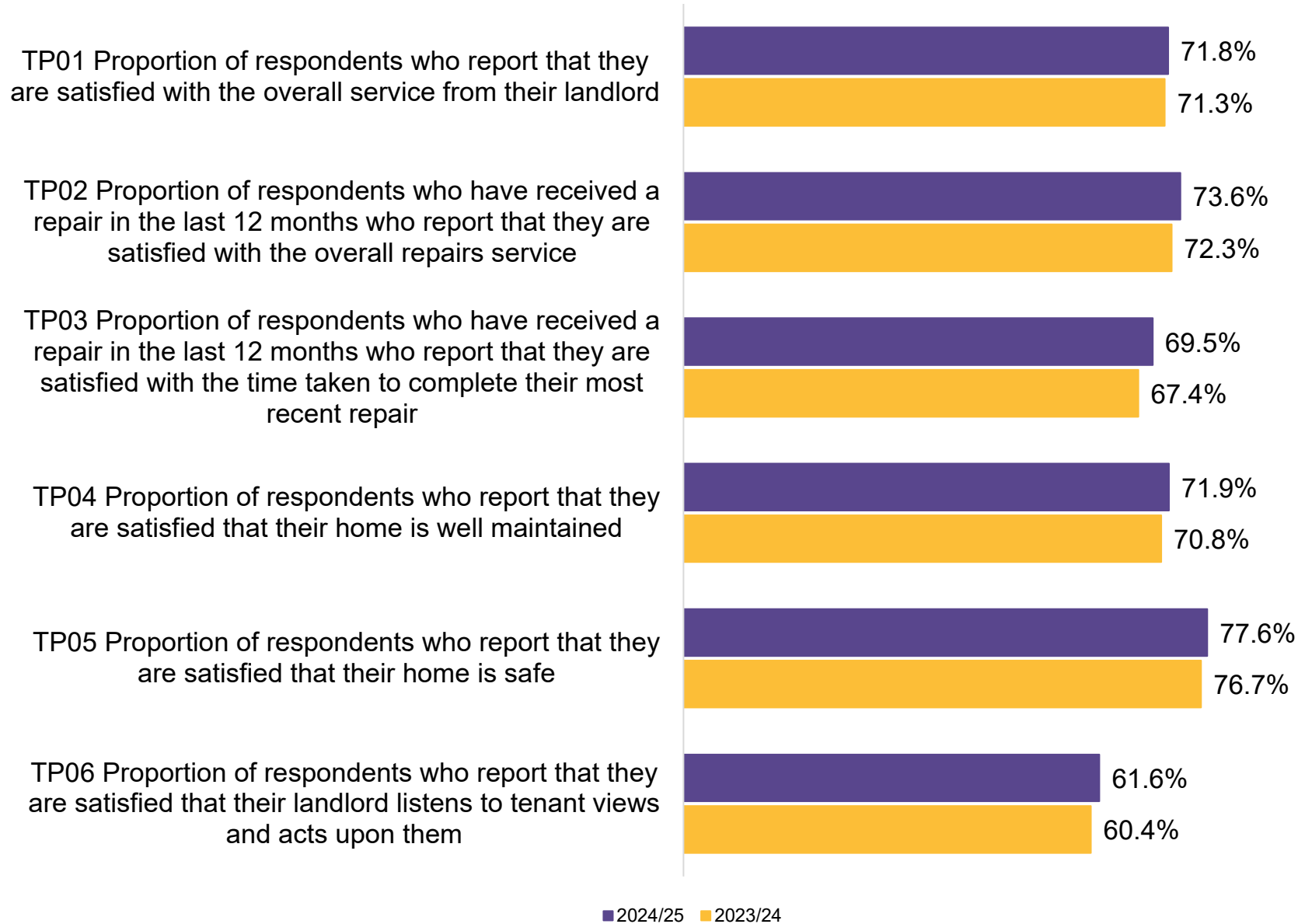
Perception TSM results – landlord median 1



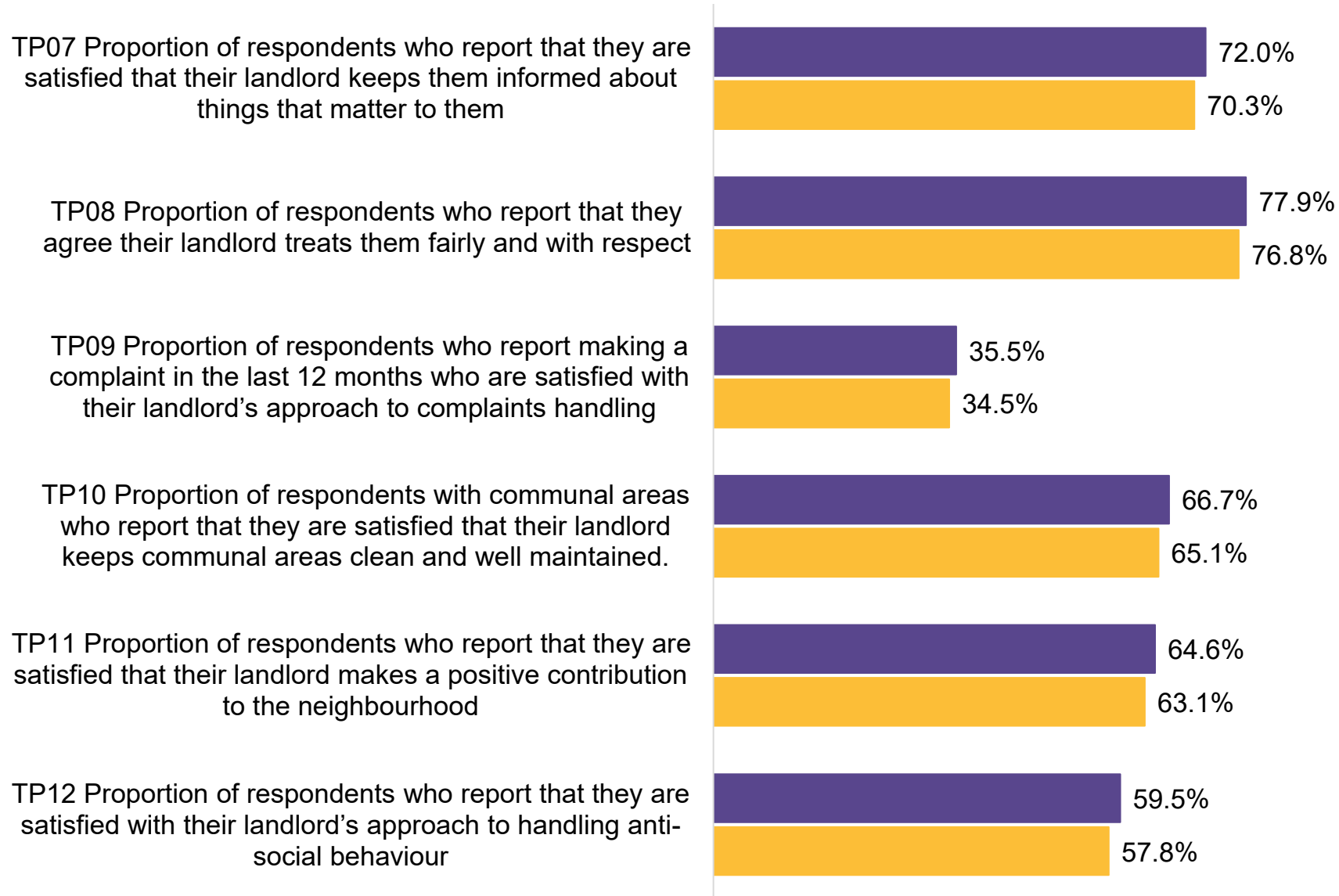
Perception TSM results – landlord median 2



Median perception results- LCRA comparison 1



Median perception results- LCRA comparison 2



Things to think about

The choice of survey collection method can have an impact on scores. For example, we know that face to face surveys often result in higher reported levels of satisfaction. Online and text message surveys often result in lower reported levels of satisfaction.

Most landlords use telephone surveys to collect their TSMs.



Things to think about



Landlords can change how they collect their survey responses between years.

They should publish what method they have used and be able to explain the impact any changes could have on their results.

Management information measures

Management information TSMs – landlord median

Tenant satisfaction measure	Median landlord (23/24)	Median landlord (24/25)
BS01 Proportion of homes for which all required gas safety checks have been carried out (%)	99.9	100.0
BS02 Proportion of homes for which all required fire risk assessments have been carried out (%)	100.0	100.0
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)	100.0	100.0
BS04 Proportion of homes for which all required legionella risk assessments have been carried out (%)	100.0	100.0
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)	100.0	100.0
RP01 Proportion of homes that do not meet the Decent Homes Standard [LCRA only] (%)	0.5	0.5
RP02 Proportion of non-emergency responsive repairs completed within the landlord's target timescale [LCRA only] (%)	81.5	82.5
RP02 Proportion of emergency responsive repairs completed within the landlord's target timescale [LCRA only] (%)	95.3	94.9
NM01 Number of anti-social behaviour cases opened (per 1,000 homes)	35.5	36.0
NM01 Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)	0.6	0.7

Building Safety Measures

The sector level results (reported in last year’s publication) have improved across the board. This shows particularly for asbestos, water and lift safety checks.

Building safety measure	Sector level 2024-25 (change on 2023-24)
BS01 Gas safety checks	99.7% (+0.4pp)
BS02 Fire safety checks	98.7% (+0.8pp)
BS03 Asbestos safety checks	97.9% (+3.5pp)
BS04 Water safety checks	97.9% (+5.8pp)
BS05 Lift safety checks	97.8% (+4.2pp)

Management information TSMs – landlord median: complaints

Tenant satisfaction measure	Median landlord (23/24)	Median landlord (24/25)
CH01 Number of stage one complaints received (per 1,000 homes)	42.5	53.5
CH01 Number of stage two complaints received (per 1,000 homes)	5.7	8.3
CH02 Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)	82.2	89.9
CH02 Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)	83.3	88.9

Using tenant satisfaction measures

Making comparisons with other landlords

Some landlords may want to compare their results this year (2024/25) with their results from last year (2023/24).

Some landlords will want to compare themselves with other landlords using the TSM results. They might publish comparisons on their website.



Things to think about

The TSMs have been published for two years. The results from the first year were published in 2024, and there is a set of results for this year, 2025.

As there are only results for two years, it is unlikely that there is enough information to be able to make definite comments about any trends in the data.



Things to think about

There are things that can impact on TSM results, and these are relevant when comparing scores between landlords.

For the perception measures TSMs, the method used to collect survey responses is one thing that can make an impact.



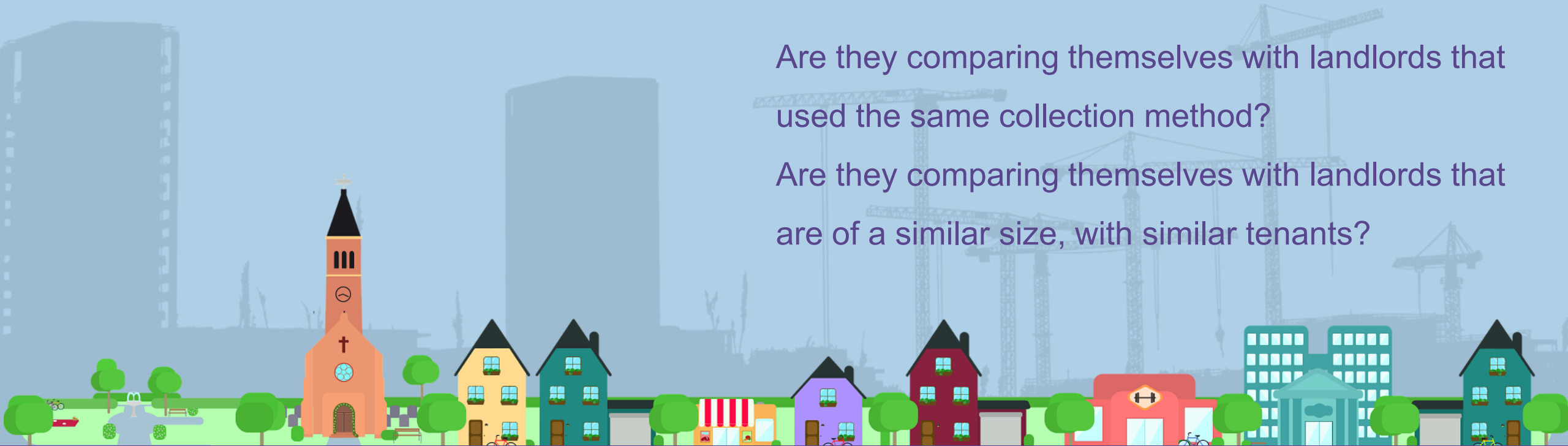
Things to think about

Other things that can impact a landlord's survey results include the age of tenants living in the landlord's homes

Where landlords have produced their own comparisons, it is worth checking what they have thought about, for example:

Are they comparing themselves with landlords that used the same collection method?

Are they comparing themselves with landlords that are of a similar size, with similar tenants?



Things to think about

Landlords might hold additional data about their tenants' views or their performance.

They can publish this or share it with tenants to explain how they are doing in more detail.



The results for all large landlords in the sector. <https://tinyurl.com/wm8wveub>





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The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.