

Understanding Your Landlord's Tenant Satisfaction Measures (TSMs)

What are TSMs?

Tenant Satisfaction Measures (TSMs) are official measures all social housing landlords must publish every year. They include:

- 12 satisfaction questions answered by residents
- Repairs and maintenance performance
- Building safety checks
- Homes failing the Decent Homes Standard
- Complaints handling
- Communication and engagement

Why they matter

- Show where your landlord is doing well
- Highlight areas needing improvement
- Provide evidence residents can use
- Track performance over time
- Strengthen resident voice

How to find your landlord's results

Go to: www.fourmillionhomes.org/a-z-tenant-satisfaction-measures-tsm

1. Type your landlord's name
2. Open their TSM page
3. Review:

- Satisfaction scores
- Repairs performance
- Safety compliance
- Complaints handling
- Engagement results
- Decent Homes Standard failures

Questions to ask when reading results

- What stands out immediately?
- Where are the highest scores?
- Where are the lowest scores?
- Do these reflect your lived experience?
- What's missing or unclear?
- Are any safety or complaints measures worrying?

Turning TSMs into Action

Questions to ask your landlord

Repairs

- Why is satisfaction low?
- What steps are being taken to reduce repeat repairs?

Building safety

- Are all safety checks up to date?
- What actions are overdue?

Decent Homes Standard

- How many homes don't meet the standard?
- What is the timetable for improvements?

Complaints

- Why are complaint response times slow?
- How many cases escalate to the Ombudsman?

Engagement & communication

- How will residents be involved this year?
- What improvements are planned?

Create your own improvement plan

- One area you want your landlord to improve
- One question you will ask your landlord
- One action you will take
- One person you will share the results with

Tips for residents

- Bookmark your landlord's TSM page
- Compare results year-on-year
- Use results in meetings and tenant groups
- Form collective questions with neighbours
- Use regulatory or complaints routes only for systemic issues