



Regulator of
Social Housing

Annex 8

Tenant Satisfaction Measures consultation questions

December 2021

Consultation questions

Please send your response by 3 March 2022. Responses received after this date may not be considered.

Respondents are encouraged to answer as many questions as possible, but you do not have to respond to every question.

If you are responding by email or post, please make it clear which questions you are responding to.

Where we are asking for your views about the Tenant Satisfaction Measures (TSMs) (consultation questions 2 -12), you are welcome to give general views on the scope of TSMs and/or the detailed definitions of individual TSMs themselves set out in full in *Tenant Satisfaction Measures: Technical Requirements* (Annex 2).

1. Do you agree that the proposed TSM Standard

a. sets clear expectations for registered providers?

- Agree.
- Disagree – please explain and provide any alternative suggestions where relevant.

b. supports the regulator in ensuring that the TSMs provide tenants with greater transparency about their landlord's performance (one of the aims of the TSMs in the White Paper)?

- Agree.
- Disagree – please explain and provide any alternative suggestions where relevant.

2. We are proposing to introduce two TSMs about timeliness of repairs (RP02 Repairs completed within target timescale; TP03 Satisfaction with time taken to complete most recent repair). Do you agree that both RP02 and TP03 should be used to measure timeliness of repairs?

- Agree – please explain.
- Disagree – please explain and provide any alternative suggestions where relevant.

3. **There are four proposed TSMs under the theme of Keeping Properties in Good Repair (RP01 Homes that do not meet the Decent Homes Standard; RP02 Repairs completed within target timescale; TP02 Satisfaction with repairs; TP03 Satisfaction with time taken to complete most recent repair). Overall, do you think they give a well-rounded view of performance under this theme?**

- Yes.
- No – please explain and provide any alternative suggestions where relevant.

Please tell us if you have any comments on any of the individual TSMs under the theme of Keeping Properties in Good Repair.

4. **Do you agree with the proposal to use the individual homes for which the relevant safety checks have been carried out as the basis for the following Maintaining Building Safety TSMs: BS01 Gas safety checks; BS02 Fire safety checks; BS03 Asbestos safety checks; BS04 Water safety checks; BS05 Lift safety checks?**

- Agree – please explain.
- Disagree – please explain and provide any alternative suggestions where relevant.

5. **There are six proposed TSMs under the theme of Maintaining Building Safety (BS01 Gas safety checks; BS02 Fire safety checks; BS03 Asbestos safety checks; BS04 Water safety checks; BS05 Lift safety checks; TP04 Satisfaction that the home is well maintained and safe to live in). Overall, do you think they give a well-rounded picture of performance under this theme?**

- Yes.
- No – please explain and provide any alternative suggestions where relevant.

Please tell us if you have any comments on any of the individual TSMs under the theme of Maintaining Building Safety.

6. **Do you agree with the proposal that TP11 Satisfaction with the landlord's approach to handling of complaints is measured by a perception survey?**

- Agree – please explain.
- Disagree – please explain and provide any alternative suggestions where relevant.

7. There are four proposed TSMs under the theme of Effective Handling of Complaints (CH01 Complaints relative to the size of the landlord; CH02 Complaints responded to within Complaint Handling Code timescales; TP11 Satisfaction with the landlord's approach to handling of complaints; TP12 Tenant knowledge of how to make a complaint). Overall, do you think they give a well-rounded picture of performance under this theme?

- Yes.
- No – please explain and provide any alternative suggestions where relevant.

Please tell us if you have any comments on any of the individual TSMs under the theme of Effective Handling of Complaints.

8. There are three proposed TSMs under the theme of Respectful and Helpful Engagement (TP05 Satisfaction that the landlord listens to tenant views and acts upon them; TP06 Satisfaction that the landlord keeps tenants informed about things that matter to them; TP07 Agreement that the landlord treats tenants fairly and with respect). Overall, do you think they give a well-rounded picture of performance under this theme?

- Yes.
- No – please explain and provide any alternative suggestions where relevant.

Please tell us if you have any comments on any of the individual TSMs under the theme of Respectful and Helpful Engagement.

9. For the TSM relating to satisfaction with the neighbourhood, we have presented a lead proposal and an alternative option. Do you agree with the lead proposal that TP09 is Satisfaction that the landlord makes a positive contribution to neighbourhoods?

- Yes – I agree with the lead proposal for TP09 which is Satisfaction that the landlord makes a positive contribution to neighbourhoods.
- No – I prefer the alternative option for TP09 which is Satisfaction with your neighbourhood as a place to live – please explain.
- No – I don't agree with either option – please explain and tell us your suggestion for an alternative TSM.
- I don't think there should be a TSM about satisfaction with the neighbourhood in the suite of TSMs – please explain.

10. Do you agree with the proposal that TP10 about satisfaction with the landlord's approach to handling of anti-social behaviour is measured by a perception survey?

- Agree – please explain.
- Disagree – please explain and provide any alternative suggestions where relevant.

11. There are four proposed TSMs under the theme of Responsible Neighbourhood Management (NM01 Anti-social behaviour cases relative to the size of the landlord; TP08 Satisfaction that the landlord keeps communal areas clean, safe and well maintained; TP09 Satisfaction that the landlord makes a positive contribution to neighbourhoods; TP10 Satisfaction with the landlord's approach to handling of anti-social behaviour). Overall, do you think they give a well-rounded picture of performance under this theme?

- Yes.
- No – please explain and provide any alternative suggestions where relevant.

Please tell us if you have any comments on any of the individual TSMs under the theme of Responsible Neighbourhood Management.

12. Number of TSMs

a. Please tell us your views on the number of TSMs by selecting one of the following options:

- There are too many TSMs in the suite – please explain.
- There is the right number of TSMs in the suite.
- There are too few TSMs in the suite – please explain.

b. Do you think there are any TSMs that should be added to or removed from the final suite of TSMs?

- Yes – please tell us what they are and why.
- No.

c. Overall, do you think the suite of TSMs works well as a whole in providing rounded information to tenants about their landlord's performance?

- Yes – please explain.
- Partially – please explain and provide any alternative suggestions where relevant.
- No – please explain and provide any alternative suggestions where relevant.
- Don't know.

13. Chapter 9 of the consultation document covers some general requirements that apply to all TSMs, which are addressed in more detail in *Annex 2 Tenant Satisfaction Measures: Technical Requirements*. These include how providers should collect and report the TSMs, the types of homes that should be included, as well as the time period over which data should be reported. Do you agree with these proposals?
- Agree – please explain.
 - Disagree – please explain and provide any alternative suggestions where relevant.
14. We propose to allow providers to choose the most appropriate survey collection method (e.g., postal, by phone, online etc.) to obtain data for the tenant perception measures TP01-TP12. Do you agree with this proposal?
- Agree – please explain.
 - Disagree – please explain and provide any alternative suggestions where relevant.
15. Chapter 10 of the consultation document covers some requirements that apply to the TSMs which are tenant perception measures (TP01-TP12). These requirements are addressed in more detail in *Annex 3 Tenant Satisfaction Measures: Tenant Survey Requirements*. The requirements include survey type, survey timing, response options and who is to be surveyed. Do you agree with these requirements?
- Agree – please explain.
 - Disagree – please explain and provide any alternative suggestions where relevant.
16. We propose to tailor our TSM requirements for registered providers that own fewer than 1,000 relevant homes. This includes not requiring them to submit TSM data to the regulator, allowing them to collect and report TSMs annually according to a reporting year other than 1 April to 31 March and allowing them to undertake a census tenant perception survey. Do you agree with this approach?
- Agree – please explain.
 - Disagree – please explain.

- 17. Chapter 13 of the consultation document covers our proposed guidance about the submission of information to the regulator in relation to the TSMs, which is set out in more detail in Annex 4. This includes generally not using TSM information as a source of regulatory intelligence in isolation, but rather as information we may take into account alongside other sources. Do you agree with this proposed approach?**
- Agree – please explain.
 - Disagree – please explain.
- 18. Do you agree with our conclusions in the draft Regulatory Impact Assessment?**
- Yes – please give details. You are invited to include evidence to support your view.
 - No – please give details. You are invited to include evidence to support your view.
- 19. Do you agree with our conclusions in the draft Equality Impact Assessment? The regulator particularly welcomes views on whether the proposals will have a positive or negative impact on people who share one or more protected characteristics (as set out in the Equality Act 2010).**
- Yes – please give details. You are invited to include evidence to support your view. Please do not provide any sensitive personal information in your response.
 - No – please give details. You are invited to include evidence to support your view. Please do not provide any sensitive personal information in your response.
- 20. Finally, if you have anything else that you would like to tell us about the proposals relating to the TSMs, including the detailed requirements set out in Annexes 2 and 3, please tell us.**



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