



Regulator of
Social Housing

Annex 2: List of respondents

Statutory consultation on the
Tenant Satisfaction Measures

September 2022

Annex 2: List of respondents to the statutory consultation on the Tenant Satisfaction Measures

September 2022

The table below shows the respondents to the Tenant Satisfaction Measures (TSM) consultation who gave consent for their names to be shared. Where the response was on behalf of an organisation, the organisation's name is given rather than the individual who completed the response.

If you wish your name to be removed from the list of respondents, please email the Regulator of Social Housing at enquiries@rsh.gov.uk or call us on 0300 124 5225.

4 Estates Forum
A2 Dominion Group
Abri
Abri Group Resident Scrutiny Group
Accent Group Ltd
Acuity
Addressing Domestic Abuse
All Panels Tenant Involvement Group
Altair Consultancy and Advisory Services Limited
Anchor
Arawak Walton Housing Association
Arhag HA
Ashfield District Council
Aspire Housing
Association of Retained Council Housing
Aster Group
Balfour Street Housing Project
Basildon Borough Council
Bassetlaw District Council
BCP Council
BCP Council - Resident Involvement

TSM consultation List of respondents

believe housing
Berneslai Homes and Barnsley Metropolitan Borough Council
Bernicia
Bernicia - Involved Tenants Response
Beyond Housing
Bimdl
Birmingham City Council
Black Country Housing Group
Blackpool Borough Council
Blackpool Coastal House: Tenant Scrutiny Group
BME London Landlords
BME London Landlords Tenants Forum
BME National
Bolton at Home
Bournville Village Trust
bpha
Brighton & Hove City Council
Brighton Lions Housing Society Ltd
Bristol City Council
Broadacres
Broadland Housing Association Ltd
BuildEast and Flagship Group
Calico Homes
Cambridge City Council
Canterbury City Council
Care Quality Commission
Castles & Coasts Housing Association
Catalyst
CCH - Confederation of Cooperative Housing
Central Bedfordshire Council
Centrepoint
CESSA Housing Association

Chartered Institute of Housing
Cheltenham Borough Homes Ltd
Chesterfield Borough Council
CHP
Christian Action Housing Association
Citizen Housing Association
City of York Council
Clarion Housing Group
Coastline Housing
Cobalt Housing
Cobalt Housing Board
Cobalt Housing Involved Tenants
Colchester Borough Council/Colchester Borough Homes
Community Gateway Association
Community Housing
Community Land Trust Network
Connect Housing Association
CONNEXUS
Cornwall Council
Cottsway Housing
Councils with ALMOs Group
Crawley Borough Council
Crawley Homes Tenant and Leaseholders Action Panel
Crosby Housing Association
Cross Keys Homes
Curo
Customer Voice Panel First Choice Homes Oldham
CX Feedback
Dacorum Borough Council
Dartford Borough Council
Dimensions (UK) Ltd
DIN and Promising Outcomes

TSM consultation List of respondents

Disruptive Innovators Network and Promising Outcomes
Dolphin Living Limited
Dover District Council
DTP
Dudley Housing Board
Dudley Metropolitan Borough Council
East Riding of Yorkshire Council
East Suffolk Council
Elim Housing Association
emh group
Epping Forest District Council
Evolve Housing + Support
Exeter City Council
Fairoak Housing Association
Family Housing Association (Birkenhead & Wirral) Limited
Fareham Borough Council
Federation of Estuary Residents
Finsbury Park Housing Co-op
First Choice Homes Oldham
First Garden Cities Homes
First Priority Housing Association
Folkestone & Hythe District Council
ForHousing
Forum Housing Association
Freebridge Community Housing
FTRA - Five Towers Residents Association
Futures Housing Group
g320
Gateshead Council
Gentoo Group
Glendale Gateway Trust
Gloucester City Homes Ltd

Glyndon and West Plumstead Housing Panel
Golden Lane Housing
Golden Marzipan Ltd
Golding Homes
Grand Union Housing Group
Gravesend Churches Housing Association
Great Places Housing Group
Greater London Authority
Greater Manchester Housing Providers (GMHP)
Greatwell Homes
GreenSquareAccord
Halton Housing
Harry Weston Tenant Co-op
Hastoe Housing Association
Havebury
Hexagon Housing Association
High Peak Borough Council
Hilldale Housing Association
Hinckley and Bosworth Borough Council
HNM Ltd
Home Group
Homes for Wells
Homes in Sedgemoor
Honeycomb Group
Housemark
Housing 21
Housing Plus Group
Housing Scrutiny Panel Bristol City Council
Housing Solutions (Residents)
Hull City Council
Hull City Council - Hull Tenants Forum
Hundred Houses Society

TSM consultation List of respondents

IFF Research Ltd
Incommunities
InFocus Customer Scrutiny Group
Innisfree Housing Association
Inspire North
Ipswich Borough Council
Irwell Valley Homes
Islington Council
J & M Residential Lettings Limited t/a JMHA
Jigsaw Homes Group
Johnnie Johnson Housing
Joseph Rowntree Foundation & Joseph Rowntree Housing Trust
Karbon Homes
Kingston Residents Independent Scrutiny Panel
Kirklees Council
L&Q
Lambeth Council
Leeds City Council
Leeds Jewish Housing Association
Legal & General Affordable Homes
Lincolnshire Rural Housing Association
LiveWest Homes Limited
Livin Housing
Livv Housing Group
Local Space
London Borough of Barnet
London Borough of Camden
London Borough of Croydon
London Borough of Enfield
London Borough of Hackney
London Borough of Haringey
London Borough of Havering

London Borough of Hounslow
London Borough of Islington Housing Scrutiny Committee
London Borough of Redbridge
London Borough of Tower Hamlets
London Borough of Waltham Forest
London Councils
London Federation of Housing Cooperatives
Look Ahead Care, Support & Housing
Magenta Living
Magna Housing
Manchester City Council
Manningham Housing Association Ltd
Marlborough & District Housing Association
MEL Research
Melton Borough Council
Metropolitan Thames Valley
MHA
MHS Homes
MHS Homes Group – Customer Scrutiny Panel
Midland Heart
Midlands Rural Housing
Moat Homes
Mosscafe St Vincent's Housing Group
MTVH
Muir Group Housing Association Ltd.
MuirCroft Housing Association
Nacro
National Federation of ALMOs
National Federation of Tenant Management Organisations (NFTMO)
National Housing Federation (NHF)
NCHA involved customers
Nehemiah Housing

TSM consultation List of respondents

Network Homes
New Forest District Council
Newark and Sherwood DC
Newark Emmaus Trust
Newcastle City Council
Newlon Housing Trust
North Kesteven District Council
North Northants Council
North Tyneside Council
North West Housing Services
Northampton Partnership Homes
Northern Housing Consortium
Northumberland County Council Housing
Norton Housing and Support
Norwich City Council
Nottingham City Council
Nottingham Community Housing Association
Nottingham Community Housing Association (NCHA) tenants
NSAH (Alliance Homes)
Nuneaton and Bedworth Borough Council
Ocean Housing
Octavia
One Manchester
Ongo Homes
Onward Homes
Optivo
Orbit Group
Origin Housing
Orwell Housing Association
Oxford City Council
PA Housing
Papworth Trust

Paradigm Housing Group
Partners Foundation
Peabody
Peaks and Plains Housing Trust
Phoenix Community HA
PHP Residents Panel
Places for People
PlaceShapers
Platform Housing Group
Plus Dane Housing Ltd
Plymouth Community Homes
Poole Housing Partnership Residents Panel
Portsmouth City Council
Progress Housing Group
PwC UK LLP
Quinton Housing Liaison Board (Birmingham)
Railway Housing Association
Raven Housing Trust
Reading Borough Council - involved tenants' response
ReSI Housing Limited
Resolve
RHP
Richmond Council
Richmondshire District Council
Rochdale Boroughwide Housing
Rosebery Housing Association
Rotherham Metropolitan Borough Council
Roupell Park RMO
Royal Borough of Greenwich
Royal Borough of Kensington & Chelsea
Runnymede Borough Council and Runnymede Council Residents Association
Sage Housing

TSM consultation List of respondents

SAHA
Salford City Council
Salix Homes
Salvation Army Housing Association
Sanctuary Group
Sandbank TMO
Sandbourne Housing Association
Sandwell Metropolitan Borough Council
Saxon Weald
Sefton Council
Selby District Council
Settle Group
Sheffield City Council
Shepherds Bush Housing Group
Shropshire Towns and Rural Housing Limited
Six Town Housing
Social Housing Action Campaign (SHAC)
South Lakes Housing
South Liverpool Homes
South Liverpool Homes' Tenant Scrutiny Panel
South Tyneside Council - Tenants
South Tyneside Council and South Tyneside Homes
South Yorkshire Housing Association
Southend Tenants and Residents Federation (STRF)
Southern Housing Group
Southwark Council
Southway Housing Trust
Sovereign Housing
Sovereign Housing Association Resident Feedback
Sovini Group (Incorporating One Vision Housing and Pine Court Housing Association)
Spelthorne Borough Council
St Albans City and District Council

St Anne's Housing Association
St. Arthur Homes
St Mungo's Community Housing Association
Steve Biko Housing Association
Stevenage Borough Council
Stockport Homes Group
Stoke-on-Trent City Council
Stonewater
Strategic Tenants Advisory Panel for Folkestone & Hythe District
Sustain (UK) Ltd
Sussex Housing & Care
Sutton Council
Swan
Swindon Borough Council
Target Applications Ltd / CX-Feedback
TAROE Trust
Teign Housing
Tenant Involvement Group, New Forest District Council
Tenants of Southampton City Council
Tendring District Council
Thame and District Housing Association
Thanet District Council
The Almshouse Association
The ExtraCare Charitable Trust
The G15
The Guinness Partnership
The Housing Quality Network
The Hyde Group
The Institute of Customer Service
The Riverside Group
The Square Building Trust
Thirteen Group

TSM consultation List of respondents

Thrive Homes
Thurrock Council
Together Housing Group
Together With Ocean (TWO) tenant panel
Torus
Tower Hamlets Homes [THH]
Toynbee Hall
TPAS
Transform Housing and Support
Trent & Dove
Tuntum Housing Association
Two Saints Limited
Tyne Housing Association Resident Consultation Group
Uckfield & District Housing Association Ltd
Unconference: Reshaping Tenant Satisfaction Measures with the RSH
Uttlesford District Council
Vale of Aylesbury Housing Trust
VIVID
VIVID (Customer Response)
Wandle Housing Association
Warwick District Council
Watford Community Housing Trust (WCH)
WATMOS Community Homes
Waverley BC Housing
WDH
Wealden District Council
Weaver Vale Housing Trust
Welwyn Hatfield Borough Council
Westminster City Council
West Berkshire Council
West Kent Housing Association
West Lancashire BC

West Suffolk Council
Westmoreland Supported Housing Ltd
Westward
whg
Wigan Council
Willow Tree Housing Partnership
Wirral Methodist Housing Association
Wolverhampton City Council
Wolverhampton Homes
Wolverhampton Homes Tenants
Women's Pioneer Housing Ltd
Woodfield and Barnfield Tenants and Residents Association
Worthing Homes Limited
Wrekin Housing Group
Wythenshawe Community Housing Group
Yorkshire Housing
Yorkshire Housing Customer Voice and Review Committee/Customer Voice Panel
Your Housing Group
Your Voice
YMCA Trinity Group

A Paige
Adrian Sels
Alan Catterick
Amanda Ragless
Amanda Walker
Andrej Rac
Andrew Lee
Andrew Mair
Andrew Watson
Andrew Wilson
Andy Green

Angela Harding
Anisa Field
Ann Baldwin
Ann Connor
Ann Stephens
Anna Daly
Anna Durrant
Anne Manning
Anne Smith
Annie Lathaen
Anthony Bury

Anthony Smith
Anthony W Wood
Anthony Webber
Antony Spurway
Anwar Sadat
Ashley Marshall
Barbara Dean
Barbara Rickards
Barbara Ruth Le Sueur
Barry Coffell
Barry Porter

TSM consultation List of respondents

Ben Halloren
Beverley Dickson
Beverley Rishworth
Brenda Loughnane
Brenda O'Carroll
Brian Griffin
Brian J Mcnamara
C Green
C M Connaughton
C Moseley
Carl Gippert
Carl Woodcock
Carol Brown
Carol Carson
Carol Pearson
Carrie Smith
Cath Bacon
Celia Cronin
Cheryl Donn
Cheryl Phillips
Chris Beckford
Chris Haywood
Chrissy Wakefield
Christina Lawrence
Christine J Knight
Christine Knight
Christopher Andrews
Christopher Gould
Christopher Kemball
Claire Bradley
Claire Walton
Clare Shedden

Cloud Singh
Colin Campbell
Colin Lincoln
Connor Fawcett
Corrie Wilson-MacCormack
Daisy Armstrong
Darren Floyd
Darren Johnson
Daryl Jenkins
Dave Keeley
David Anstee
David Chambers
David Howie
David Newman
David Powell
Debbie Clifton
Debbie Davies
Deborah Brown
Deborah Lockett
Deep Sagar
Dennis Powell
Derek Bridges
Diane Cadman
Diane Nicholls
Dianne Oldham
Djuma Semanywa
Donna Still
Donna Thomas
Doreen Robinson
Dorothy Dicks
Doug Peover
E Farnham

E L Leadbetter
Edgars Runcis
Edward Stone
Elaine Ainley
Elaine Anderson
Elizabeth O'Connor
Ellen Sellers
F J Waller
Fadi Ekhdair
Forhad Hossain Khan
Fran Smith
Frances Southam
Francine Burge
G A Ryder
G H Young
Gandha Key
Gary Bennett
Gary Buller
Gary Ford
Georgia Constantinou
Gloria McClurg
Grace Collins
Graham A Eason
Hannah Leach
Hannah Shaw
Harper-Steele
Harry Sykes
Heather Whitaker
Helen Hall
Helen Hopkinson
Helen Sheppard
Helen Watkinson

Ian Johnson
Ian Reeve
Ian Reid
Ijaz Mehmood
Ishia Beckford
Issie Howard
J M Morgan
Jacqueline Bevan
Jacqueline Freeman
Jade Travers
Jadwiga Maziarska
Jakk Fitton
James Dunn
James Heneghan
James Jenner
Jane Shelton
Jane Smithies
Jane Tharby
Janet Coffie
Janet Frudd
Janet Howell
Janet Lloyd
Janine Allen
Jason Merrill
Jean Gary Jean Charles
Jean Smith
Jeannine Owen
Jeffrey Rea
Jemma Turner
Jennifer Hayward
Jennifer Kenny
Jo McCormick

Jo Simcox
Joan Killey
Joan Wallace
Joanne Ball
Joanne Williams
John Baldwin
John Christopher Townend
John Coates
John D Lewis
John Davis
John Dee
John Farrell
John Grey
John I'Anson
John J Wallace
John Lewis
John Potjewyd
Jonathan Bell
Josephine Anne McQuade
Judith Quinn
Judy Munday
Julie Behan
Julie Cleave
Julie E Lowes
Julie Farr
Julie Longhurst
Julie Menezes
K Skelland
Karen Cooper
Karen Johnson
Karen Kelly
Karen Miller

Karen Parrott
Karen Roper
Kathryn Harlow
Katrina Henshaw
Kay Vowles
Kayleigh Vallis
Keith Green
Kenneth Cook
Kenneth Porter
Kevin R Kay
Laura Clarey
Lauren Watson
Lee Newton
Lesley Robertson
Leslie Adams
Lewis Parr
Liam Watters
Linda Damerell
Liviu Popoviciu
Loretta Cawcutt
Lorna Burton
Lorne Mougher
Louis Enley Bontemps
Louise Dawes
Lucy Hayward
Luke Jno-Baptiste
Lynda Valerie Noble
M Mckenzie
Malcolm Nicholls
Marilyn Lake
Martin Powell
Martin Wolstenholme

TSM consultation List of respondents

Martyn Marsh
Martyn Thorne
Megan Hawkins
Michael Edwards
Michael King
Michael Perrett
Michael Puttick
Michelle Davis
Michelle Manning
Michelle Walker
Michelle Williams
Mohammad Nazir Tabassum
Monica J Wratten
Morris Rogers
Mr and Mrs Davison
N Bunney
N Carr
Naomi Waterson
Natalie Blakemore
Neil Morland
Nicola Curtis
Nicola Ramsey
Nieell Grew
Nigel Burton
Nigel Dudley
Nigel Hickmott
Nigel Roberts
P Jones
Pamela Upson
Paul Andrew Brimacombe
Paul Cousins
Paul Jowitt

Paul Turnbull
Paula Simpson
Paulette Grosvenor
Paulette Reed
Pauline French
Pauline Sharpe
Pete Small
Peter Knight
Peter Maddison
Peter Robert James Steven Bown
Peter Zajac
Phil Sutton
Philip Love
Philip Shepherd
Phyllis Ward
Qamar Hussain
R Evans
Rachel Buckley
Rachel Ojuederie
Ray Jones
Raz Hussain
Reginald Jones
Reginald Leslie Carvell
Richard Sixsmith
Richard Stacey
Richard Thorpe
Richard Wilkinson
Richard Williams
Robert William Uden
Ronald Tredwell, Lord of Glencoe
Ruby Harrison

Ryan McDonald
Sally Rayment
Samantha Allott
Sandi Moon
Sandra Gavin
Sandra Norris
Sarah Smith
Scott Stevens
Sean Ellam
Shabir Aziz
Sharon Cummings
Sharon Gasson
Sharon Palmer
Sharon Pitcher
Sharon Somers
Sheila Capuano
Sheila Meath
Simon Williams
Stacey Messenger
Stacey Walker
Stephen Johnson
Stephen Lancashire
Stephen Lewis
Stephen McGarry
Stephen McMahon
Stephen Rogerson
Stephen Sutton
Steve Meek
Steve Walker
Sue Simmons
Suhair Abdelbagi
Susan Bell

Susan Irving
Susan Keightley
Susan Ward
Suzie Hankey
Tasmida Begum
Terry Leech
Terry Scott
Tina Anne Morrison
Tinamarie Barnett

Tinbite Ermias Brahne, Dessalegne Wondim G Medhin
Toby Morgan
Tony Newman
Tracy Langdale
V McDonald
Valerie knight
Vicki Ryan
Vijay Pillai
Vjaceslavs Vodcics

Wayne Tatlow
Wen Zheng and Lang Fang Xie
Wendy Nixon
Will Watts
William Thomas
Yasmin White
Yvonne Warren
Zara Rhodes
Zoe Dunn
Zoe Michelle Marks



© RSH copyright 2022

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at: www.gov.uk/rsh

Any enquiries regarding this publication should be sent to us via enquiries@rsh.gov.uk or call 0300 124 5225.

or write to:

Regulator of Social Housing
Level 2
7-8 Wellington Place
Leeds LS1 4AP

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.