



Regulator of
Social Housing

Annex 3: Tenant Satisfaction Measures Standard

Comes into effect from 1 April 2023



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1 April 2023

1. Required outcome

- 1.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in managing their homes and neighbourhoods.

2. Specific expectations

- 2.1 Registered providers must meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in *Tenant Satisfaction Measures: Technical Requirements* and *Tenant Satisfaction Measures: Tenant Survey requirements*.
- 2.2 Registered providers must:
- a. collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in *Tenant Satisfaction Measures: Technical Requirements* and *Tenant Satisfaction Measures: Tenant Survey requirements*.
 - b. annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in *Tenant Satisfaction Measures: Technical requirements* and *Tenant Satisfaction Measures: Tenant survey requirements*. This information must be published in a manner that is timely, clear, and easily accessed by tenants.
 - c. annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator.
- 2.3 In meeting paragraphs 2.1 and 2.2 above, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.



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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.